

Prepare for a Polycom Virtual Session

It is good practice and highly advisable to test the equipment being used to connect **prior** to a virtual session. If there any technical or operational issues experienced, these can be remedied **before** the session date. Placing a test call can be performed at anytime to a Virtual Meeting Room on the DET Polycom Bridge. The details provided below **are for testing ONLY**.

Dial-in details for the session will be communicated to you by the Convenor of your session.

1. Polycom Unit at a Victorian Government School, Regional or Central office

Connecting to the DET Bridge for a multiparty call.

If you are not familiar with placing calls, there are several resources that may help you.

Resources:

- [ITD guides](#)
- [DET Videoconferencing website](#)
- [Easy guide instructions](#)
- Your school Edustar Technician

Dial **611110** press green call button

The call will connect after 2 rings, you should:

- see a Victoria Government education logo
- hear "Welcome to unified conferencing....."
- hear music and your video appear onscreen.

Using the Polycom remote :

- set volume to suitable level
- use left/right/up/down/zoom buttons to test the camera function
- lights on the microphone - RED means microphone is muted. Press the button on top of the microphone, lights will change to green or off. *Microphone now listening.*
- Hang up the call, your test was successful.



virtual learning

2. MS Lync - Edumail users only

Connection via Lync is only available to edumail users logged into the DET MS Lync service. You can use this connected to an external internet connection.

e.g. home internet

If you are not familiar with using MS Lync to place video calls, several resources below may help you.

- [ITD guides](#)
- [Easy Guide instructions](#)
- Your edustar technician

Click on the link below

[Join online meeting](#)

Explorer must be your default browser, it will open, then MS Lync will open a window, click 'Start a Video Call'.

Following several 'rings', you should:

- see a Victoria Government education logo
- hear "Welcome to unified conferencing....." and then music and your video onscreen
- Locate the "Mute Microphone" button – click to mute or unmute

Close the window, your test was successful

Mac users – [Easy Guide Instructions](#)

611110@edumail.vic.gov.au

3. Polycom device external to DET

These devices could be:

- Ipad/android/PC using Real Presence app. connected to:
 - 3G, 4G or Wi-Fi networks [iPad/Android info sheet](#)
- Polycom videoconferencing device not in a Victorian government education network

Dial **203.113.221.202##611110** press green call button

The call will connect after 2 rings, you should:

- see a Victoria Government education logo
- hear "Welcome to unified conferencing....."
- hear music and see your video appear onscreen.

Hang up the call, your test call was successful

.....

