



Polycom Solution Guide

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Background

The process of connecting Video Conferencing Rooms in Resource Central has been automated when using Polycom software and hardware. The video conferencing meeting rooms will be automatically connected at the meeting's start time.

This user guide will describe how to configure Resource Central and its resources to support Video Conferencing Rooms with Polycom equipment.

Furthermore, an additional feature on how a Conference ID can be used, is also explained. This feature will create a unique Conference ID which is copied into the body of the meeting invite. This can be used if you have the need to share a conference login id with the attendees. E.g. to connect users (end-points) and Video Conferencing Rooms to each other in the conference call.

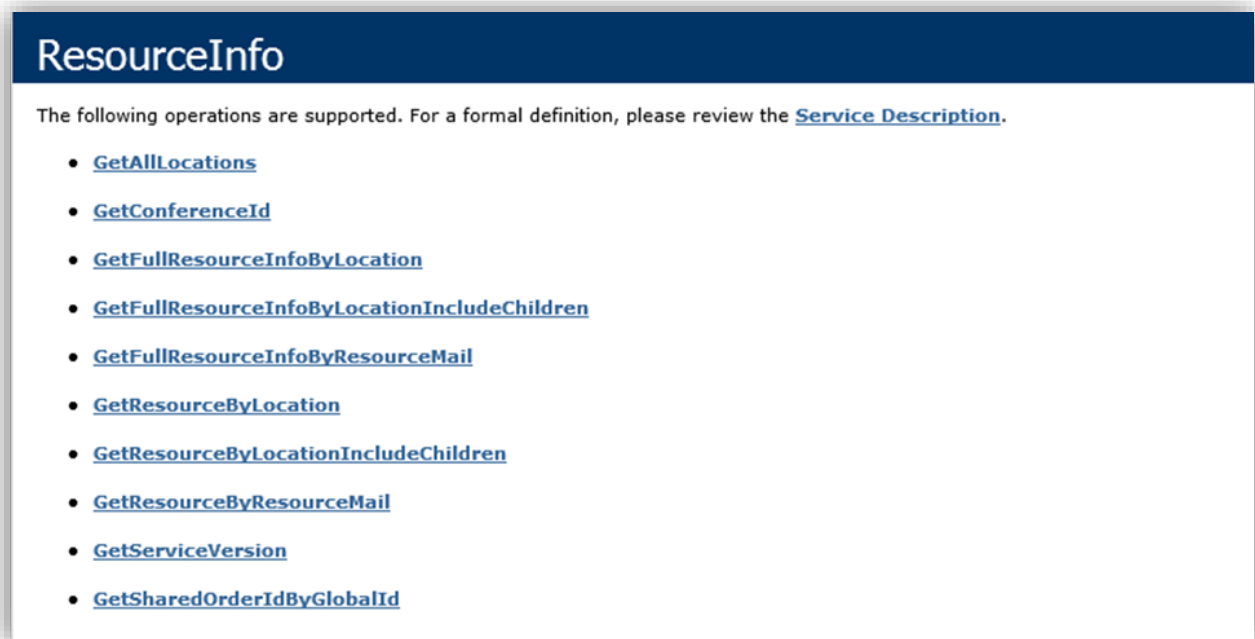
As the input of the conference ID is configured in the same way as an order form, the feature can also be used to insert e.g. general information text for the attendees about the Video Conferencing meetings.

NOTE: This feature is only supported in Resource Central 3.8 SR2 and higher versions.

Getting started with Resource Central Polycom web service

To verify that the Polycom web service is deployed correctly and can be accessed, open the following URL in a web browser: <http://<Servername>/ResourceCentral/webservice/ResourceInfo.aspx>

You will see the following result:



The screenshot shows a web page titled "ResourceInfo" with a dark blue header. Below the header, there is a paragraph stating: "The following operations are supported. For a formal definition, please review the [Service Description](#)." Below this paragraph is a bulleted list of ten operations, each with a blue underlined link:

- [GetAllLocations](#)
- [GetConferenceId](#)
- [GetFullResourceInfoByLocation](#)
- [GetFullResourceInfoByLocationIncludeChildren](#)
- [GetFullResourceInfoByResourceMail](#)
- [GetResourceByLocation](#)
- [GetResourceByLocationIncludeChildren](#)
- [GetResourceByResourceMail](#)
- [GetServiceVersion](#)
- [GetSharedOrderIdByGlobalId](#)

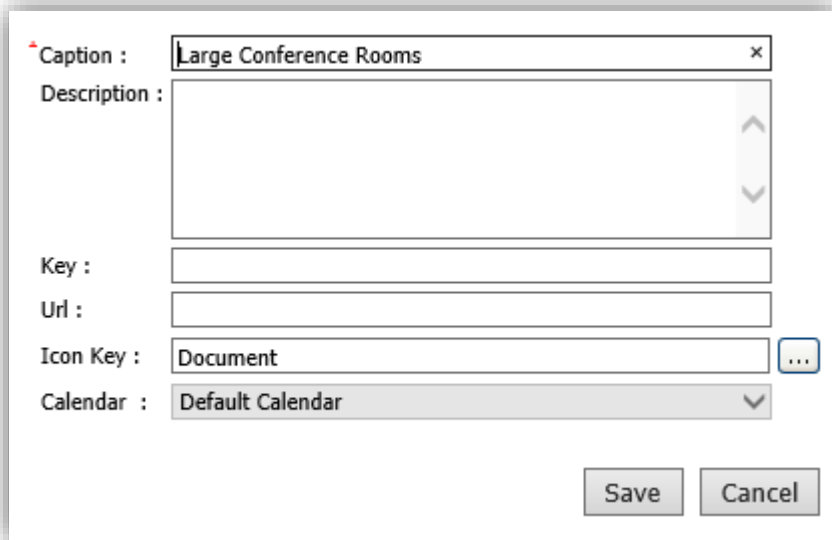
The above means that the web service is working correctly and you can use the above URL for further configuration.

How to set up the Polycom solution

Step 1: Create a Category

In RC backend, go to **Location** → **Categories**.

Right click on Categories menu, select Add and the following window appears:

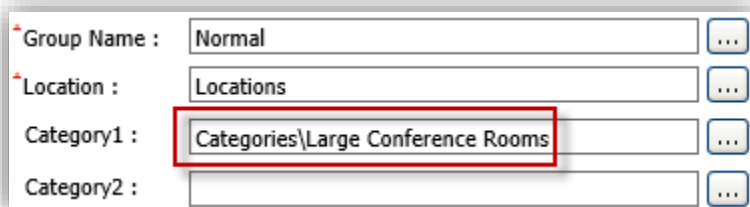


Fill in necessary information and click [**Save**]. You can create as many categories as you wish.

Step 2: Add resources to the created category

In RC backend, go to **Designer** → **Resources**.

Select a resource you want to add to the category you created in the previous step. Open its details and select the category for this resource:



Click [**Save**] to finish.

Step 3: Retrieve Category ID

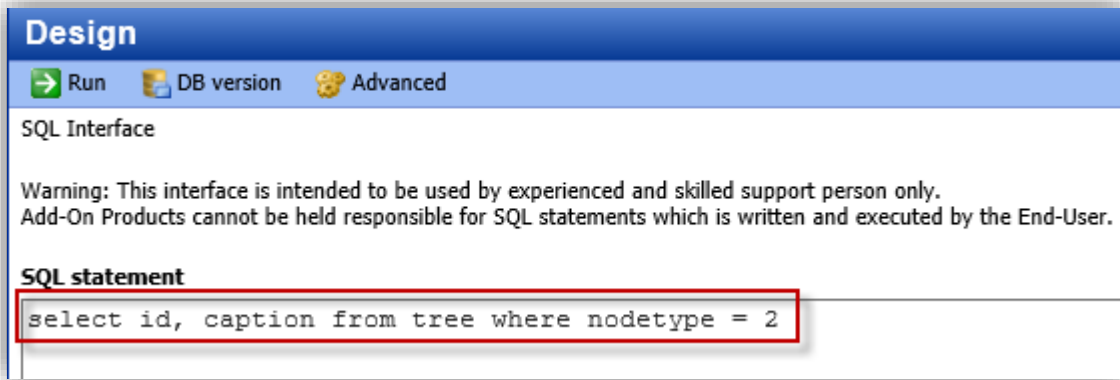
Category ID is essential to specify a Tele-Conference resource.

With Category ID input into the relevant parameter (that will be created in the next step), a resource this ID will be detected.

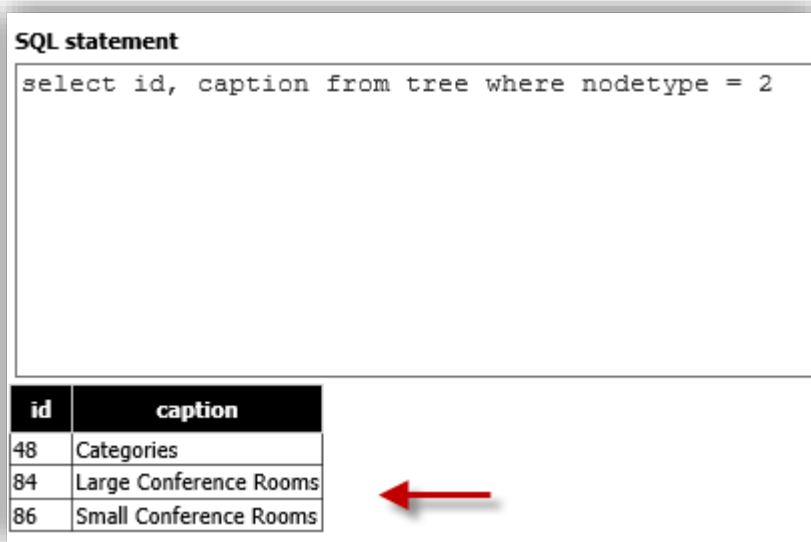
In RC backend, go to Reports → SQL.

Type in the following command to retrieve Category ID:

```
select id, caption from tree where nodetype = 2
```



After clicking [Run] the category ID will be displayed:

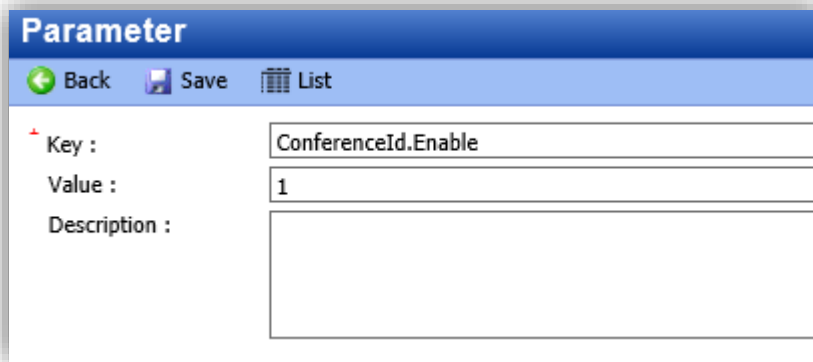


Step 4: Create parameters

Parameter	Description
Confereceld.Enable	This parameter is used to turn on or off the Polycom feature. The value to turn it on is '1'. Taking any other value than '1' will turn it off.
Confereceld.CategoryId	Value of this parameter is Category IDs retrieved in Step 4 , separated by semicolon (;).

In RC System Manager interface, go to **General → Parameters**.

Click [**New**] to create **Confereceld.Enable** parameter:



Parameter	
Key :	ConferenceId.Enable
Value :	1
Description :	

Click [**Save**] to finish.

Repeat the same procedure to create the other parameter.

How to create order form with customized content for Polycom solution

Apart from all the above steps (implemented for Polycom solution), the following steps are needed:

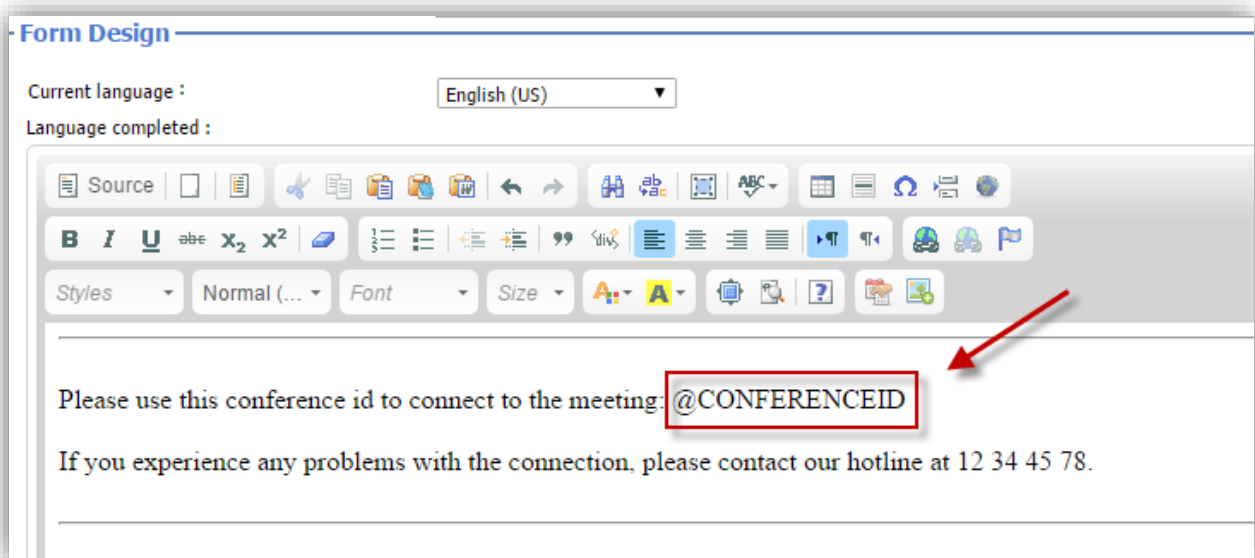
Step 1: Create an Order Form with customized content

In RC backend go to **Designer** → **Form**.

You can design the form with any content that you want but the text @CONFERENCEID must exist in the form with the following conditions:

- The text starts with @
- CONFERENCEID must be in uppercase.

So the form can be as simple as the following:



Form Design

Current language : English (US)

Language completed :

Source

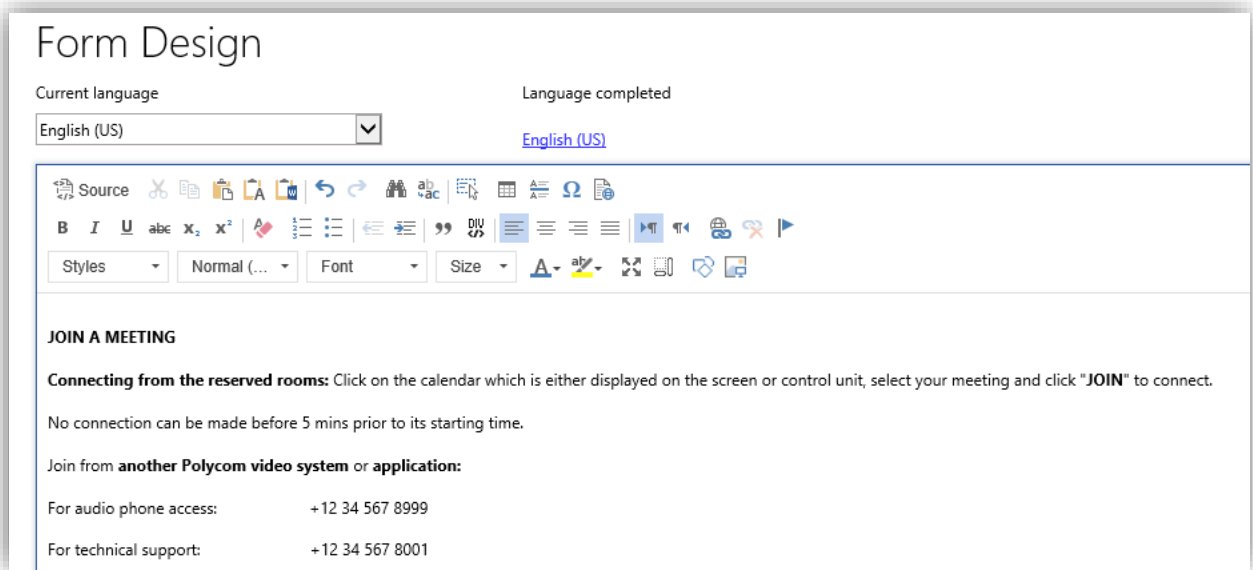
Styles Normal (...) Font Size

Please use this conference id to connect to the meeting: @CONFERENCEID

If you experience any problems with the connection, please contact our hotline at 12 34 45 78.

Click [**Save**] to save the Form.

The form can be used without the conference ID for e.g. general text regarding Technical helpdesk information that can be available for the organizer and the attendees in the meeting invite.



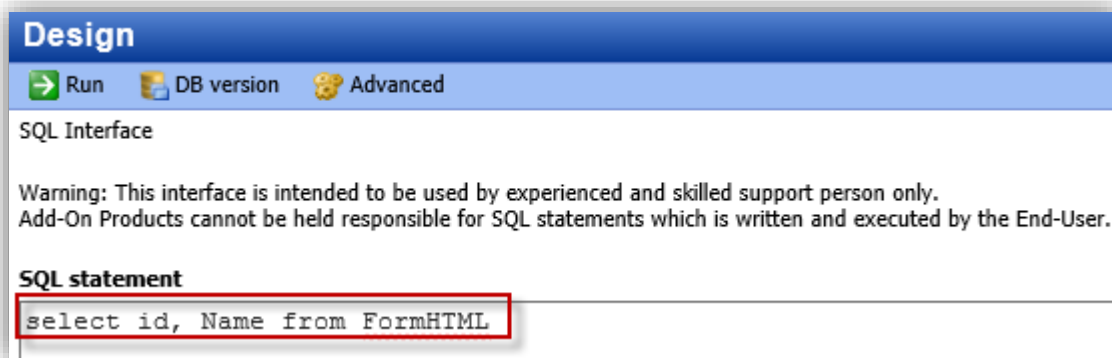
The screenshot shows a web-based form design tool. At the top, it says "Form Design". Below that, there are two language selection options: "Current language" set to "English (US)" and "Language completed" set to "English (US)". A rich text editor toolbar is visible, followed by a form content area. The form content includes a heading "JOIN A MEETING", a paragraph about connecting from reserved rooms, a note about connection time, and a section for joining from another Polycom video system or application. It lists phone numbers for audio access (+12 34 567 8999) and technical support (+12 34 567 8001).

Step 2: Retrieve Form ID

In RC backend, go to **Reports** → **SQL**.

Type in the following command to retrieve Form ID:

```
select id, Name from FormHTML
```




The screenshot shows the "Design" interface of the tool. It has a blue header with "Design" and a sub-header with "Run", "DB version", and "Advanced" buttons. Below is the "SQL Interface" section. A warning message states: "Warning: This interface is intended to be used by experienced and skilled support person only. Add-On Products cannot be held responsible for SQL statements which is written and executed by the End-User." Below the warning is a section titled "SQL statement" with a text input field containing the SQL query: `select id, Name from FormHTML`. The input field is highlighted with a red border.

After clicking [**Run**] the Form ID will be displayed:

SQL statement

```
select id, Name from FormHTML
```

id	Name
1	Form 1
2	Tele-Conference Form



Step 3: Create parameters

For the Polycom solution to work the two parameters **ConferenceId.Enable** and **ConferenceId.CategoryID** need to be setup.

The parameters **ConferenceId.prefix** and **ConferenceId.FormId** are used to enable the Conference ID feature.

Parameter	Description
ConferenceId.FormId	Value of this parameter is Form ID retrieved in Step 2 .
ConferenceId.Prefix	This parameter specifies the digits of the Prefix used to generate the first part of the Conference ID The prefix can have digits from one to as many characters as needed

Follow the procedure mentioned in Step 4 of the previous section to create these parameters.

Parameter

Back Save List

Key : ConferenceId.FormId

Value : 2

Description :

The Conference ID is used by users to connect to the video conference. It consists of the prefix and the four digits which are automatically generated by the system.

In order to establish the prefix, you have to configure the parameter **ConferenceId.Prefix**:

Value of this parameter is the prefix of the Conference ID, i.e. Conference IDs for all meetings booked after the prefix is configured will have this prefix:

The last four digits will be incrementally and automatically generated by the system, from 0001 to 9999. When it reaches 9999, it will come back to 0001.¹

How to use the Polycom solution

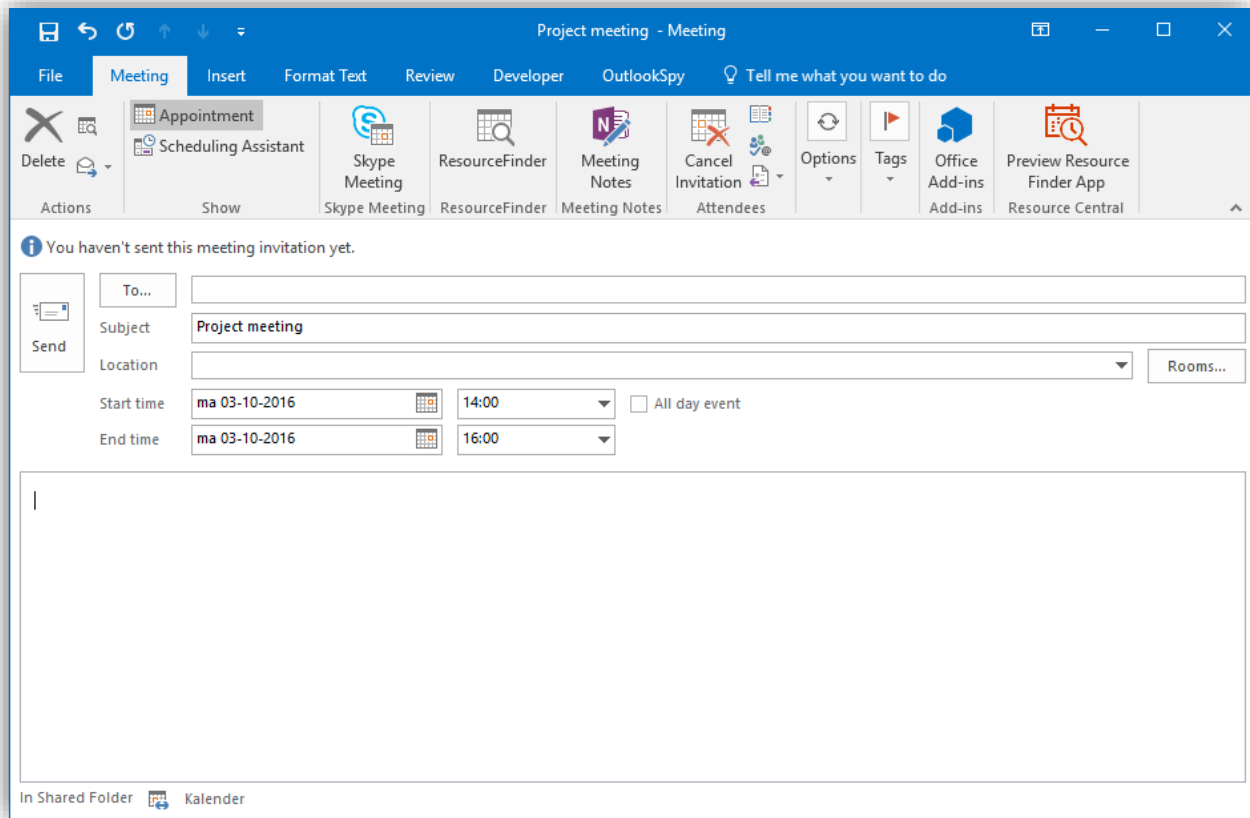
After the solution has been configured, users can utilize this feature as the standard booking process for meetings rooms in Resource Central.

How to use the Conference ID solution

How to share the Conference ID with attendees

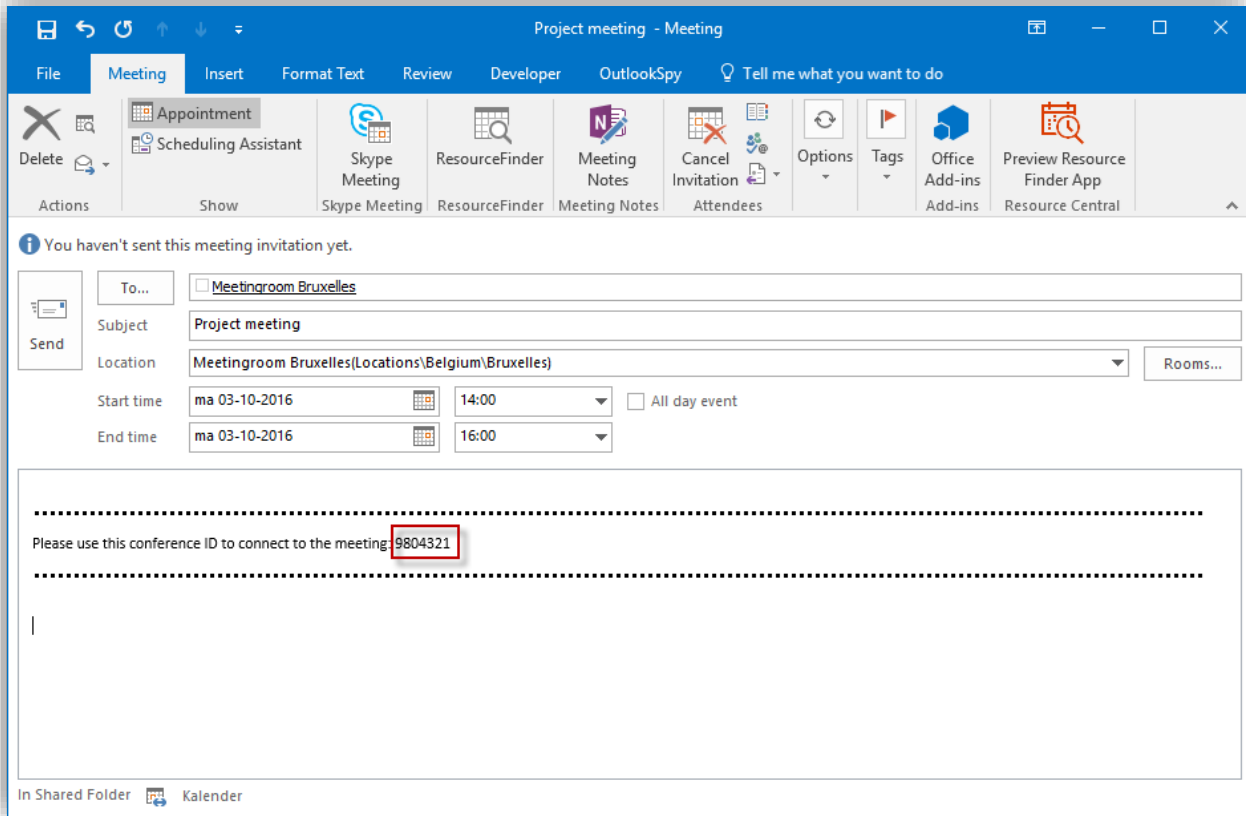
Open an Outlook appointment. At this point, there is nothing in the appointment body:

¹ The combination of the Global ID and the Conference ID which are used to connect the meeting rooms, will ensure that all meetings are uniquely identified.



Click [**ResourceFinder**] button, select a resource and click [**Save and Close**].

You will return to the appointment window, but with the resource you have selected, the pre-determined form and conference ID are transferred to the body:



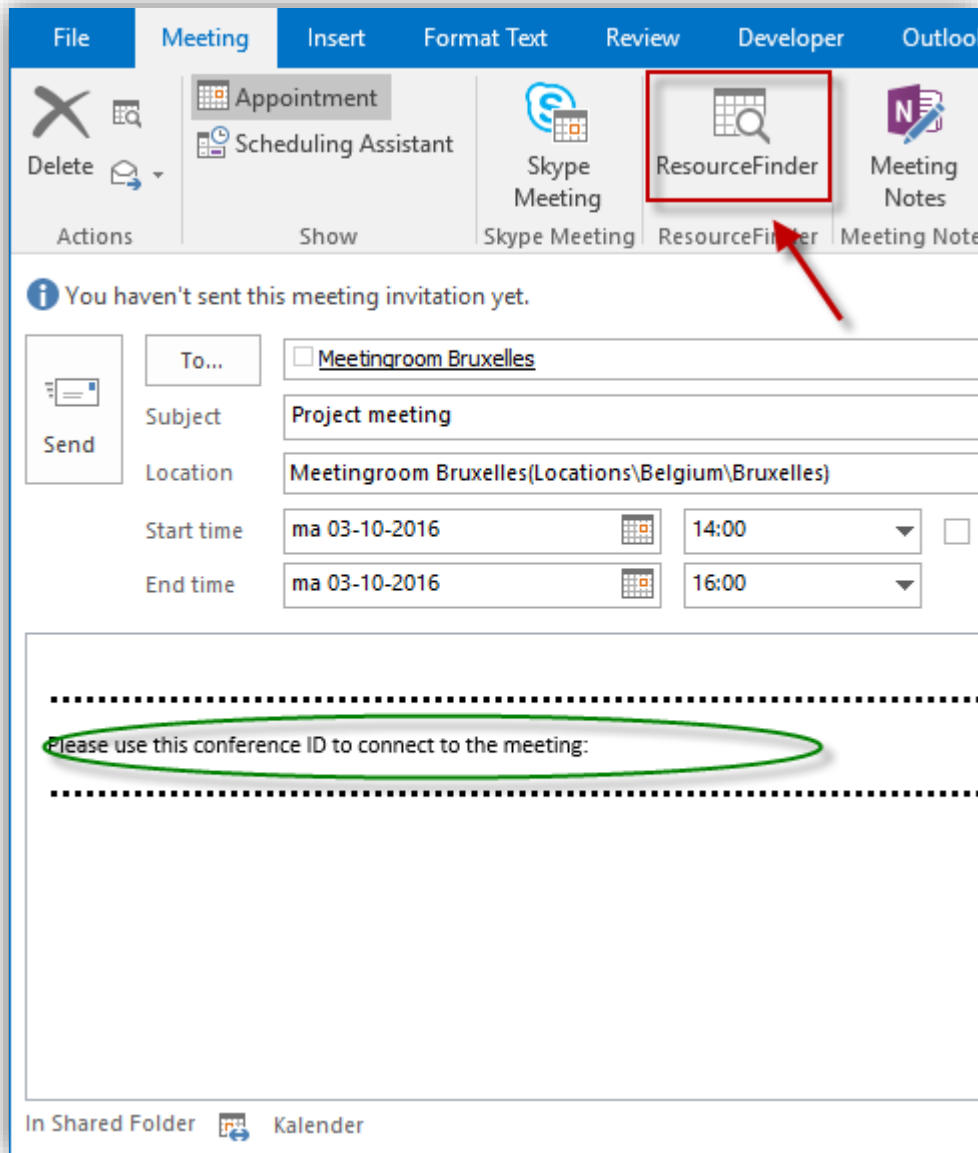
Now you can add attendees to the meeting and click [**Send**] button. Those who receive the invitation with the Conference ID can use it to connect to the tele-conference.

NOTE:

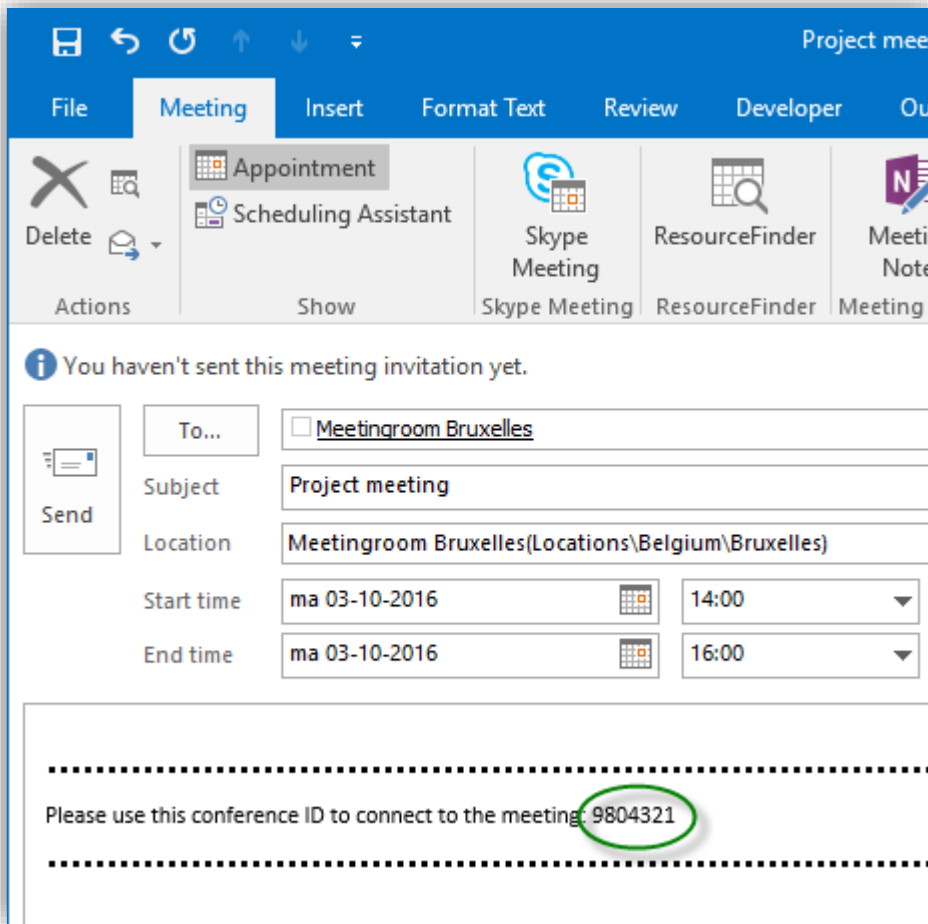
- Occurrences of a recurring meeting uses the same Conference ID.
- RC does not support creating Conference ID if user:
 - o Select resource without opening **ResourceFinder**
 - o Add resource through **Booking Manager** / **Task** list from RC backend

How to retrieve the Conference ID if it is deleted

If the organizer deletes the information about the Conference ID in the invite:



He/she can retrieve it by opening ResourceFinder, and click [**Save and Close**]. The Conference ID is automatically filled in to the Appointment body:



NOTE: Changes to a single meeting invite in an existing series of recurring meetings will result in the Conference ID for that single meeting invite not being updated correctly if the Conference ID is later added or deleted. this happens, for example, if the text of meeting invite body has been added or changed after sending the meeting invite for the recurring meeting. However, this should be considered as a very special case and how it is designed by Microsoft).

How to share audio dial in details of Outlook invite

For audio dial to a Polycom meeting, dial in details can also be sent as part of the meeting invite. All it requires is configuration of the form with the needed dial in details as described above.

Meeting | Insert | Format Text | Review | Tell me what you want to do

Calendar | Appointment | Scheduling Assistant | Online Meeting | Resource Finder | Meeting Notes | Cancel Invitation | Address Book | Check Names | Response Options | Show As: Busy | Reminder: 15 minutes | Recurrence | Time Zones | Room Finder

You haven't sent this meeting invitation yet.

To: polycom1@poc.resourcecentral.com; polycom2@poc.resourcecentral.com

Subject: Video conference meeting

Location: Room 1(Locations\Bruxelles);Room 2(Locations\Bruxelles)

Start time: on 07-06-2017 16:30 All day event

End time: on 07-06-2017 17:00

JOIN A MEETING

Your conference-ID: **9800025**

Connecting from the reserved rooms: Click on the calendar which is either displayed on the screen or control unit, select your meeting and click "JOIN" to connect.

No connection can be made before 5 mins prior to its starting time.

Join from **another Polycom video system or application:**
Dial your conference ID

For audio phone access: +12 34 567 8999

For technical support please contact: +12 34 567 8001