Overview

MITVoip functionality now allows the user to pair Polycom devices using an MIT VoIP BroadSoft Cloud account to support video conference calls.

Any compatible devices will now have a "Pair Device" option on the "Device Details" page of voip.mit.edu which will allow the user to pair a supported secondary device to it.

Currently Supported Device Pairings

- Polycom RealPresence Trio 8800 (primary device) --> Polycom RealPresence Trio Visual+ (secondary device)
- Polycom RealPresence Trio 8500 (primary device) --> Polycom RealPresence Trio Visual+ (secondary device)

If you purchase a Polycom 8800 or 8500, you will need to request that it get provisioned for you in voip.mit.edu before you can pair it. Contact the IS&T Service Desk with requests.

Requirements

In order to pair two devices:

- You need to be the owner of the primary device
- You must have the MAC address of the secondary device (also called S/N Serial Number).
- The primary device must be a compatible primary device model (e.g., Polycom RealPresence Trio 8800)
- The secondary device must be a compatible secondary device model (e.g., Polycom RealPresence Trio Visual+)
- The secondary device cannot already be paired with a different primary device
- A primary device can only be paired with one secondary device at a time, and vice versa
- The primary and secondary devices must be compatible in order to achieve the intended video conference result (compatibility not validated by MITVoip system).
- You need to have access to two active network ethernet connections. If you need an additional ethernet drop, see: Request an Ethernet Installation.
- It is recommended that your primary device is associated with a Broadsoft account
- Polycom's Specifications

Pairing

⚠️ Pairing options only appear if you view a device that supports pairing.

1. Login to https://voip.mit.edu  
   Result: The VoIP Portal opens.
2. Click on "My Devices"
   Result: The list of devices you own opens.

3. Select the device you'd like to pair by clicking on the ... and choosing Device Details.
   🔔 The link icon indicates devices that support pairing.
   Result: The "Device Details" screen appears.

4. Scroll to the bottom and click pair device.
   Result: The device pairing options appear.
5. Enter:
   - The mac address (also called S/N Serial Number) of the device you wish to pair.
   - Select the model from the dropdown list.
   - Enter a description of the device (for your own clarification).
6. Click the **Save Device Changes** button.

**Result:** The device is paired or you will receive an error message letting you know it is already paired to another device. In the latter case, you can un-pair and re-pair if you are the owner. If you're not the owner, contact the owner (or the service desk if you're not sure who they are).

**Setting Up**

- Once they have been 'paired' via the MITVoip Website (see above)...
  - Reboot both devices by unplugging the ethernet cable from the ethernet port OR
  - Plug both devices into active ethernet ports
- Once the devices are fully powered up, the 8800 and the Visual+ will be virtually connected over the network.
- Once paired, the specs/options are listed at [Poly Trio Video Solutions](https://www.polycom.com/products/trio).
- The visual+ has a USB input for the camera to display video. Supported cameras are:
  - EagleEye Mini
  - EagleEye Cube USB
  - EagleEye IV USB (12x zoom)
  - Logitech C930e
- The visual+ has an HDMI output to connect to a display.

**Using**

In general, you should think of the paired device as caller that can send audio and video content. This lets your conference room or office with the paired devices make/join calls and meetings. There are several ways you can use paired devices with MIT VoIP Broadsoft Cloud for collaboration experiences.

- Audio only calls and conference calls that do not utilize the paired video device.
- Audio with video from the paired camera connected to a Broadsoft UC-One Communicator Softphone app. **This functionality does not currently work with the BroadSoft mobile apps.**
- Audio with or without video calling in to a WebEx conference room.
- Start a Webex conference by calling into a meeting you host or your personal room.
- Audio and Video calls with another Polycom 8800/Visual+ device.

**FAQs**

**How do I dial into a Webex room?**

`<meetingnumber>@mit.webex.com` or `<personalroomusername>@mit.webex.com`  
These should be found in your invitation to the meeting.

For more information about Webex, see: [Webex Landing Page](https://webex.com)

**See Also**

- MIT VoIP BroadSoft Cloud Voicemail Landing Page
- MITvoip Broadsoft Cloud FAQ