

Welcome to Your Polycom Support Portal

Your Entry Point to Online Support

Overview

November 2015

Content

- Your www.support.polycom.com Home Page
- Top Navigation Bar
- Most Popular Questions Section
- Licensing & Product Registration Section
- Self-Service Section
- Account Management Section
- Support Portal Footer Area

Your www.support.polycom.com Home Page

The screenshot shows the Polycom Support Home Page with the following elements and callouts:

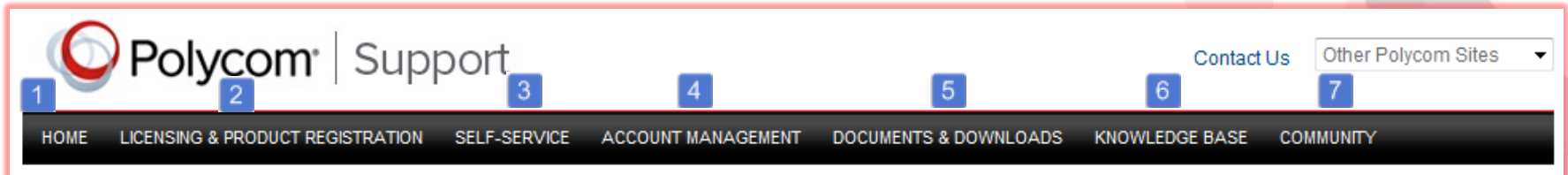
- 1**: Top navigation bar with links: HOME, LICENSING & PRODUCT REGISTRATION, SELF-SERVICE, ACCOUNT MANAGEMENT, DOCUMENTS & DOWNLOADS, KNOWLEDGE BASE, COMMUNITY.
- 2**: Popular Questions section with a list of links and a 'More >' button.
- 3**: Licensing & Product Registration section with a list of links and a 'Login' button.
- 4**: Self-Service section with a list of links and a 'Login' button.
- 5**: Account Management section with a list of links and a 'Login' button.
- 6**: Security Alerts and Security Bulletins section with a list of links and a 'More >' button.
- 7**: Service Policies section with a list of links and a 'More >' button.
- 8**: Register | Login link in the top right corner.
- 9**: ASK Polycom Knowledge Base search area with a search box and a 'Search' button.
- 10**: Documents & Downloads section with a 'By Product Type' dropdown menu and a 'Go' button.
- 11**: CONTACT US button.
- 12**: Support Updates section with links for Subscription Center and Use RSS to Get the Latest.
- 13**: Support Portal Self-Help section with links for Support Portal Quick Reference Guide and Support Portal Most Frequent Questions.
- 14**: Polycom Services banner with the text "What makes Polycom Services different?" and a 'Watch Video >' link.

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Home Page Overview

- 1 Top Navigation bar
- 2 Most Popular Questions
- 3 Access to Licensing & Product Registration features
- 4 Access to Self-Service functions
- 5 Access to Account Management functions (for Partners only)
- 6 Access to latest Security Alerts and Security Bulletins - NEW
- 7 Access to Service Policies - NEW
- 8 New Login and User Registration area
- 9 Area to search Polycom's *ASK Polycom* Knowledge Base with guided and advanced Search
- 10 Document & Software Download area
- 11 New Contact Us section
- 12 Area to subscribe to support updates - NEW
- 13 Area to find help on using the Support Portal - NEW
- 14 Access to general information – T&Cs, Privacy Policy and Contact information

Top Navigation Bar



Top Navigation Bar Overview

- 1 **Home** – use this link to return to Home page.
- 2 Access to **Licensing & Product Registration** features*.
- 3 Access to **Self-Service** functions*.
- 4 Access to **Account Management** functions* (for Partners).
- 5 Access to **Document & Software Downloads**.
- 6 Access to Polycom's *ASK Polycom* **Knowledge Base**.
- 7 Access to Polycom **Community**.

* Note: Accessible features are based on a user's profile and associated privileges

LICENSING & PRODUCT REGISTRATION	SELF-SERVICE
Activation/Upgrade	RMA Status
License Dashboard	My RMAs
Product Registration	Bulk RMAs
My Company's Products	My Company's RMAs

ACCOUNT MANAGEMENT
Warranty and Entitlement Lookup
My Company's Entitlements
Batch Warranty and Entitlement Lookup
Hardware Upgrade
My Company's Reports
Generate Welcome Letters
Zero Touch Provisioning

SELF-SERVICE
RMA Status
My RMAs
Bulk RMAs
My Company's RMAs
My Service Requests
My Company's Service Requests
Repair Pricing
Product End of Life Search
Reprint Fedex Return Waybill
Escalation Requirements

Most Frequently Asked Questions

Most Frequently Asked Questions

- [What are the effects of network latency and jitter on an H.323 video call](#)
- [Getting blue video from EagleEye Director cameras](#)
- [Packet loss can occur on Video Endpoints when there is a LAN Speed or Duplex mismatch](#)
- [NAT is H.323 Compatible Option on Polycom Video Endpoints](#)
- [Analyzing Network Issues on HDX Series Systems and RealPresence Group Series Systems](#)
- [How to change the H.225 alive interval to prevent premature closure of TCP](#)

[More ▶](#)

- The list of most frequently asked questions is based on usage and feedback
- Selecting **More** brings site visitors to the Knowledge Base search page

The screenshot shows the Polycom Support Knowledge Base search page. At the top, there is a navigation bar with links for HOME, LICENSING & PRODUCT REGISTRATION, SELF-SERVICE, ACCOUNT MANAGEMENT, DOCUMENTS & DOWNLOADS, KNOWLEDGE BASE, and COMMUNITY. Below the navigation bar, the page title is "Welcome to Support". The main content area features a search bar with a text input field, a "Products -->" dropdown menu, a "Document Type-->" dropdown menu, and a "Search" button. An example search query is provided: "Example: How do I place a conference call on a SoundStation?". There is also an "Advanced Search" link. On the left side, there is a "Browse: Products" section with a tree view showing "CMS", "Network", and "Video". On the right side, there is a "What's New" section and a "Subscribe to KB Updates" button.

Licensing & Product Registration Section

- **Users must Register and Login in order to access this secure area**
- Inside Licensing & Product Registration users have access to
 - register products,
 - activate products by requesting License keys,
 - upgrade products by pulling upgrade License keys, and
 - review activated licenses.
- *Note:* The My Company's Products menu is only available for approved Partners.

Licensing & Product Registration	
Activation/Upgrade	License Dashboard
Product Registration	My Company's Products

Self-Service Section

Self-Service Overview

- **Users must login in order to access this secure area**
- Customers have access to
 - RMA Status
 - Reprint FedEx Return Waybill
 - My Service Requests
 - My Company's Service Requests
 - Product End of Life Search
 - Escalation Requirements
- **Partners can have access to the following based on assigned access**
 - RMA Status
 - My RMAs
 - My Company's RMAs
 - Bulk RMAs (by request)
 - Repair Pricing
 - Reprint FedEx Return Waybill
 - My Service requests
 - My Company's Service Requests
 - Product End of Life Search
 - Escalation Requirements

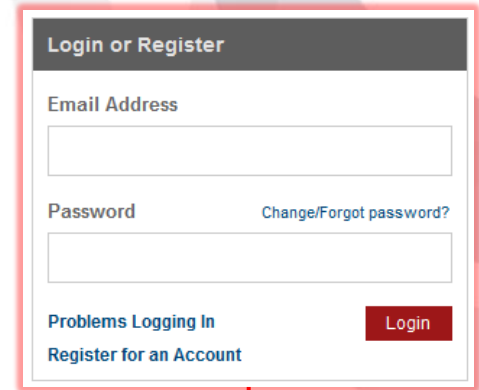
Account Management

- Users must login in order to access this secure area
- Access to this area and related functions is for approved Partners only
- Partner user access is based on assigning Roles to a user's Account profile
- If you are unsure about your access level(s), please contact your account management team

Account Management	
Warranty and Entitlement Lookup	My Company Reports
My Company Entitlements	Generate Welcome Letters
Batch Warranty & Entitlement Look up	Zero Touch Provisioning
Hardware Upgrade	

Login or new User Registration Area

- The Knowledge Base and most Product Document & Downloads pages have open access and do not require Registration or Login
- New site Users must Register & Login in order to access additional functions such as Licensing and the ability to open a web Service Request
- In the case of Registration, Login or Password issues, please select the Support Portal Assistance feature by clicking **Problems Logging In** and navigating to the User Registration / Login Questions section



Login or Register

Email Address

Password [Change/Forgot password?](#)

[Problems Logging In](#)

[Register for an Account](#)



Support Home

Support Portal Assistance

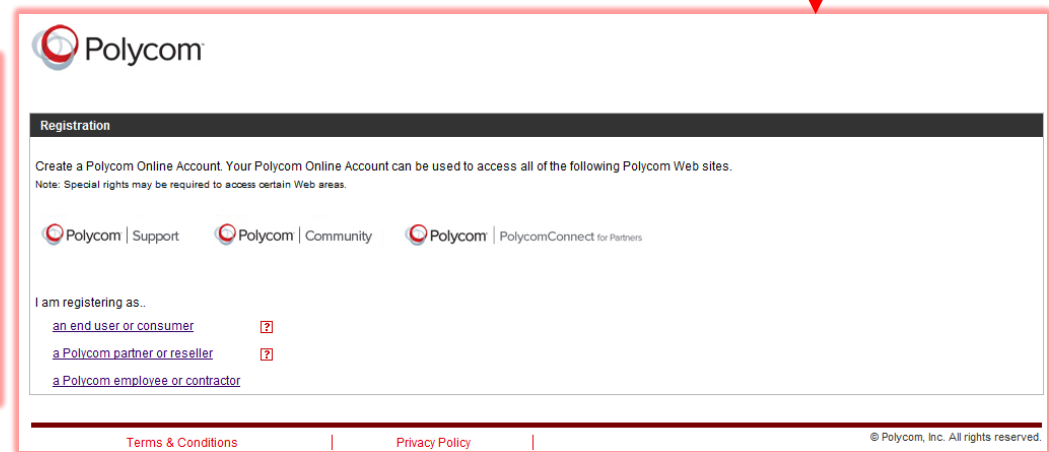
The Power of Support.Polycom.com!




In our efforts to make it easy to do business with Polycom, Polycom Global Services have significantly invested and enhanced the support.polycom.com features. These new features are designed to be easy to use, save time and allow our Partners and Customers to perform all support activities online.

To help you gain the most from your Support Portal experience, we have compiled a list of common Support Portal issues that will help answer your questions.




- ▣ [Browser Issues / Pop-Up Blockers](#)
- ▣ [User Registration / Login Questions](#)





 Polycom

Registration

Create a Polycom Online Account. Your Polycom Online Account can be used to access all of the following Polycom Web sites.
Note: Special rights may be required to access certain Web areas.

 Polycom | Support  Polycom | Community  Polycom | PolycomConnect for Partners

I am registering as..

- [an end user or consumer](#) 
- [a Polycom partner or reseller](#) 
- [a Polycom employee or contractor](#)

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- If you are an end user customer and you are still having difficulty, please submit a Help Request.
- If you are an Authorized Polycom Partner, please contact your Polycom Account Manager, or Authorized Distributor for all support requests.

Polycom Knowledge Base

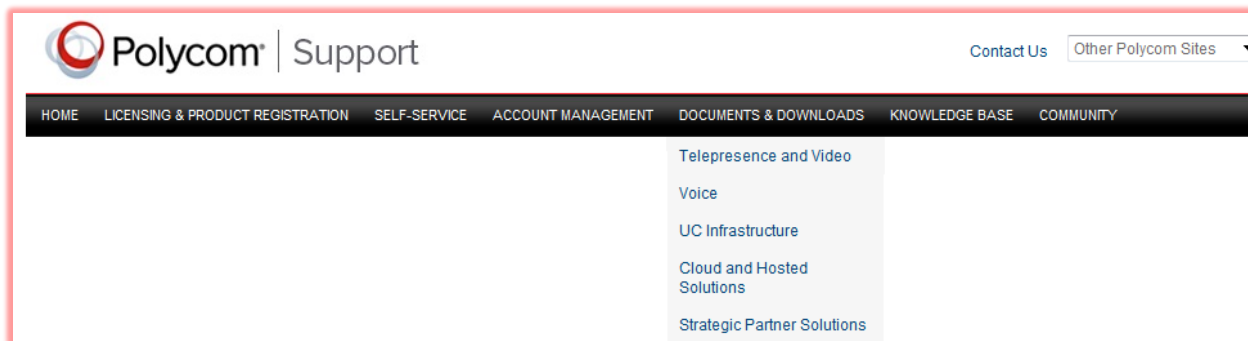
- It is not required that Users have to login in order to use the knowledge base
- Once logged-in, additional content may be accessible based on the user's profile
- Content can be found via Guided or Advanced Search
 - **Guided Search** is the default Knowledge Base Search functionality
 - Allows selecting **Product(s)** and **Document Type(s)**
 - When entering a search string,
 - Do provide a good search phrase (5-12 words)
 - Do not enter just 1 single keyword
 - Do combine words into one search string
 - **Advanced Search** provides additional search criteria like
 - Where to search (entire document, Title, etc.)
 - Publishing time frame
 - By Product Line or Product Name

The screenshot shows the Polycom Support Knowledge Base homepage. At the top, there is a navigation bar with links for HOME, LICENSING & PRODUCT REGISTRATION, SELF-SERVICE, ACCOUNT MANAGEMENT, DOCUMENTS & DOWNLOADS, KNOWLEDGE BASE, and COMMUNITY. Below the navigation bar, there is a search bar with a dropdown menu for Products and a dropdown menu for Document Type. The search bar contains the text "Example: How do I place a conference call on a SoundStation2?". To the right of the search bar is a red "Search" button. Below the search bar, there is a "Browse: Products" section with a list of categories: CMS, Network, and Video. To the right of the "Browse: Products" section is a "What's New" section with a "Subscribe to KB Updates" button.

The screenshot shows the Polycom Support Knowledge Base homepage with the Advanced Search interface. At the top, there is a navigation bar with links for HOME, LICENSING & PRODUCT REGISTRATION, SELF-SERVICE, ACCOUNT MANAGEMENT, DOCUMENTS & DOWNLOADS, KNOWLEDGE BASE, and COMMUNITY. Below the navigation bar, there is a search bar with a dropdown menu for Products and a dropdown menu for Document Type. The search bar contains the text "Example: How do I place a conference call on a SoundStation2?". To the right of the search bar is a red "Search" button. Below the search bar, there is a "Use Any of the Following to Refine your Search:" section with several dropdown menus: Search In (Whole Document), Author, Products (Products -->), Document Type (Document Type-->), Published (From: [] To: []), and Publication Status (Draft). The Language dropdown menu is set to English.

Documents & Software Downloads Area

- It is not required that Users login in order to access this section
- The Documents & Downloads section provides
 - access to the five main category landing pages where Products can be selected by category
 - Telepresence and Video Products,
 - Voice Products,
 - UC Infrastructure Products,
 - Cloud and Hosted Solutions Products, and
 - Strategic Global Partner Solutions
 - Product landing pages are used to navigate to a specific Product page
 - Each Product page can provide
 - Product Software versions & Release Notes
 - Product Quick Tips & User Guides
 - Product Administration & Installation Guides



Support Portal Footer Area

The support portal Footer area provides access to various Polycom information such as

- Terms & Conditions
- Privacy Policy
- Trademarks
- Site Map
- Contact Us
- Feedback

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Thank you for choosing Polycom !

www.support.polycom.com