



INTRODUCING THE ALL NEW POLY ONLINE SUPPORT CENTER

Version 1.0

February 27, 2020

GETTING STARTED

This *Quick Reference Guide* will assist you with

- navigating our new Online Support Center,
- perform various self-service tasks for your product(s),
- search our knowledge base for product solutions,
- view video tutorials,
- start a conversation in our community forum, or
- contact us for additional guidance.

This quick reference guide is accessible from our Poly Online Support Center homepage under the “Resources” section

Content

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- **Homepage Navigation**
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- **Community Discussions**
- **Polycom University**
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- **Plantronics Product Support**

INTRODUCTION AND WELCOME

*Welcome to our new **Poly Online Support Center**. This new support portal for Polycom products and services offers a broad spectrum of self-service support information.*

We hope the latest upgrades to our previous support.polycom.com portal assist you in your online experience as we continue to improve our self-service commitment to our partners and customers.

HOME PAGE NAVIGATION

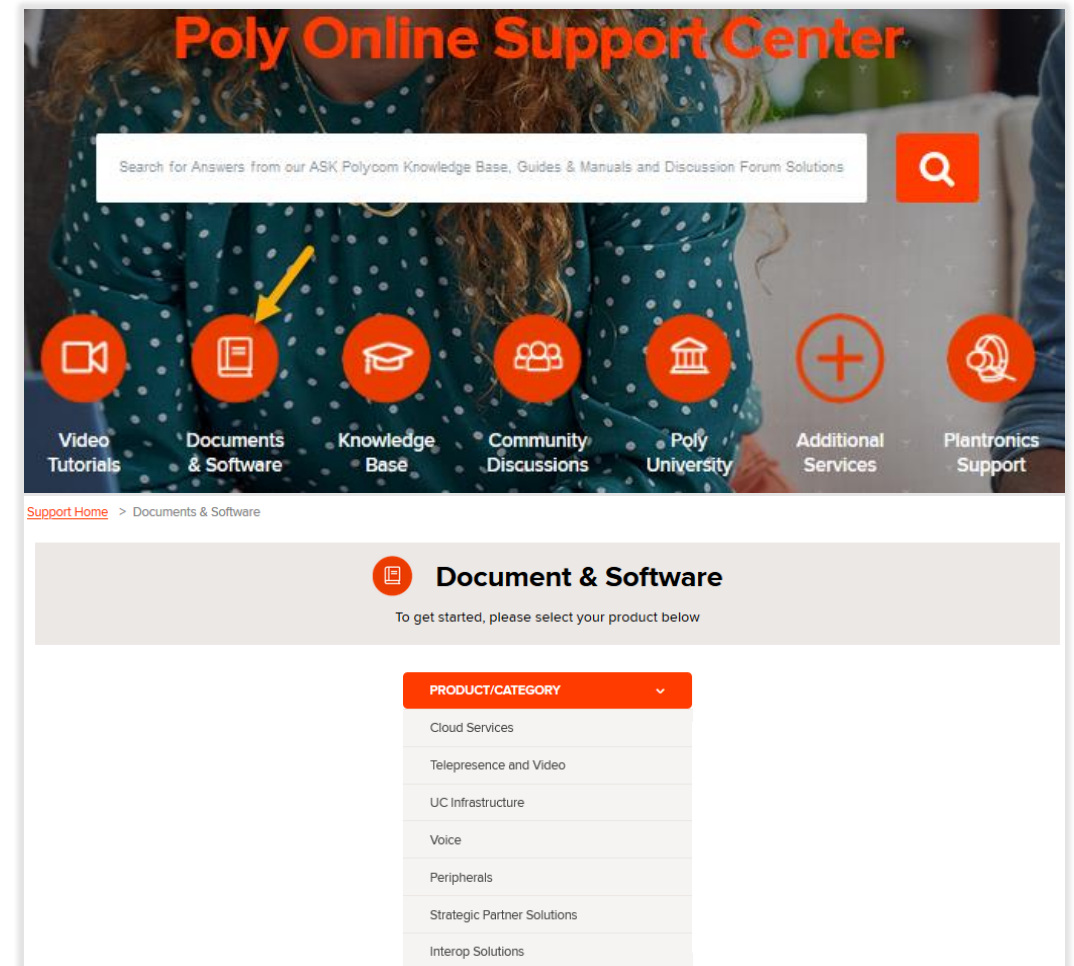
1. User Account **Registration** area
2. User **Login** link
3. **Other Poly Sites** drop-down list containing quick links to other Poly web sites like
 - Poly.com
 - Cloud Services Online Support
 - Partner Portal
4. Access to our **ASK Polycom Knowledge Base Search** to search for solution articles, Guides & Manuals, Release Notes and Software Releases



ACCESS TO VIDEO TUTORIALS AND DOCUMENTS & SOFTWARE

- Browse our selection of Poly Product Support videos by clicking the **Video Tutorials** link.
- Additional videos are available for Certified Partners only after logging into the Online Support Center.

The **Documents & Software** section is your starting point for accessing current and previous software releases, software release notes, administrator guides, product setup guides, user guides, and more.



ACCESS TO KNOWLEDGE BASE AND SUPPORT COMMUNITY

Our AI powered **Knowledge Base** provides easy access to

- Knowledge Base Articles,
- Software Releases and Release Notes,
- Guides & Manuals as well as
- Answers from our Support Community



Our Support **Community Discussions** are open to Polycom Partners and End Customers.

It is the place to mingle with like-minded individuals, find latest news as well as product updates, learn best practices about Polycom products and services, and help each other.

In order to post content, a user needs to be logged in.



POLY UNIVERSITY

The **Poly University** link provides quick access to our Poly University.

It offers over 100 technical training resources ranging from

- short self-study documents,
- videos and online tutorials to remote lab sessions,
- instructor-led and
- in-depth classroom programs.

These learning opportunities can help everyone in your organization understand how to use collaboration solutions to streamline decisions, engage more with your customers, and increase productivity.



- SIGN-IN
- COURSE CATALOG
- LEARNING FORMATS
- CERTIFICATION
- LOCATIONS
- POLYCOM UNIVERSITY RESOURCES

ADDITIONAL SERVICES & PLANTRONICS SUPPORT

The **Additional Services** icon is only present if the user is not logged in into the Online Support Center.

Clicking the link prompts the user to login to the site. Once logged in, the user has access to additional services related to

- Product Registrations & Activations
- Warranty, Entitlements & Licensing, and
- Service Request or RMA Management.

Partners have access to additional functions in the Partner Self Service Center area.



Clicking the **Plantronics Support** icon directs the user to the support area for Plantronics headset and PMP support.



Should you experience technical issues with the Poly Online Support Center, please provide us with feedback by clicking the **Support Website Assistance** link. It can be found under the **Need More Help?** section towards the bottom of the home page.