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

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)
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 Overview

1. Home – use this link to return to Home page.

2. Access to Licensing & Product Registration features*.

3. Access to Self-Service functions*.


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
Most Frequently Asked Questions

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

<table>
<thead>
<tr>
<th>Question</th>
<th>Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>What are the effects of network latency and jitter on an H.323 video call</td>
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<tr>
<td>Getting blue video from EagleEye Director cameras</td>
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<td>Packet loss can occur on Video Endpoints when there is a LAN Speed or</td>
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<tr>
<td>Duplex mismatch</td>
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<tr>
<td>NAT is H.323 Compatible Option on Polycom Video Endpoints</td>
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<tr>
<td>Analyzing Network Issues on HDX Series Systems and RealPresence Group</td>
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<td>Series Systems</td>
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<td>How to change the H.225 alive interval to prevent premature closure of</td>
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<tr>
<td>TCP</td>
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</tbody>
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More
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.
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

<table>
<thead>
<tr>
<th>Account Management</th>
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</thead>
<tbody>
<tr>
<td>Warranty and Entitlement Lookup</td>
</tr>
<tr>
<td>My Company Entitlements</td>
</tr>
<tr>
<td>Batch Warranty &amp; Entitlement Look up</td>
</tr>
<tr>
<td>Hardware Upgrade</td>
</tr>
</tbody>
</table>
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.

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
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
Thank you for choosing Polycom!

www.support.polycom.com