Polycom® Telepresence m100 Activation Process - User

Step 1: Order Telepresence m100 from authorized Polycom reseller.

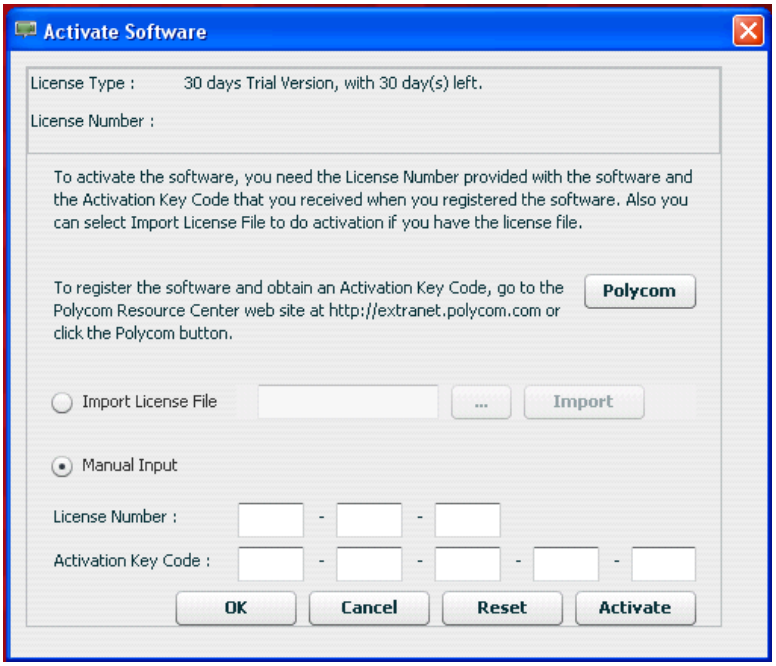
Step 2: Receive a license number from reseller.

The license number will activate Telepresence m100 once it is downloaded.

Step 3: Download the software from Polycom.

Telepresence m100 can be downloaded from http://support.polycom.com/m100

Step 4: Start client and click the software activate button on the Telepresence m100 application dialog box.



-"Polycom" button takes users to the Polycom support page:
http://support.polycom.com/PolycomService/home/index.htm?authenticationRequired=true

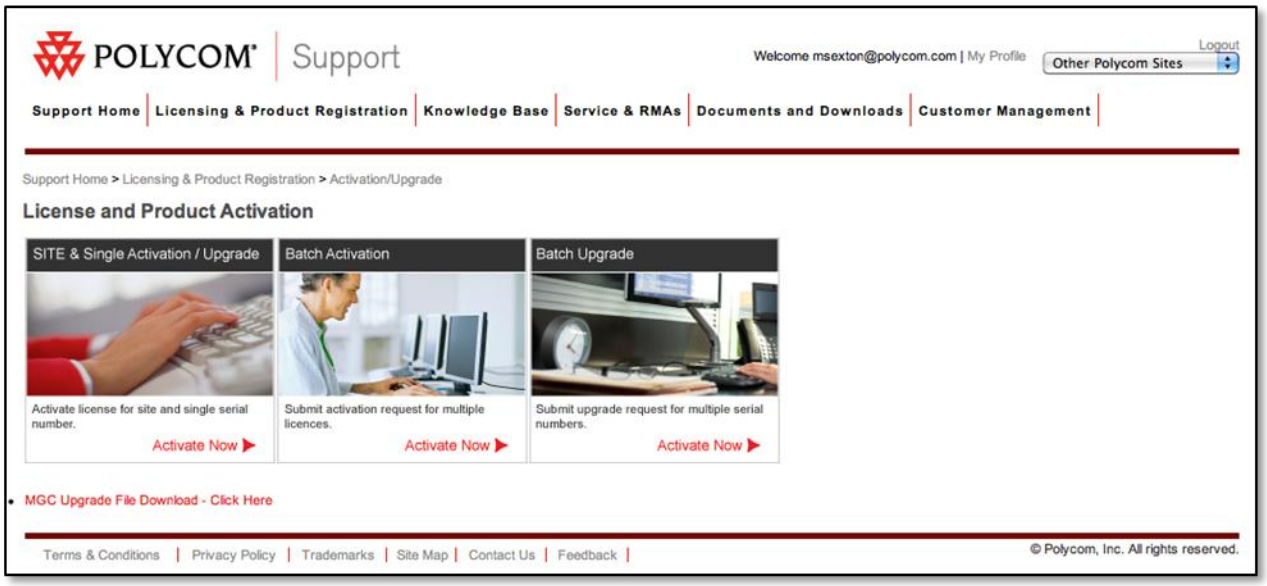
-Import radio button provides user with opportunity to pull a license and activation key from PC Hard drive

-Manual entry allows manual entry.

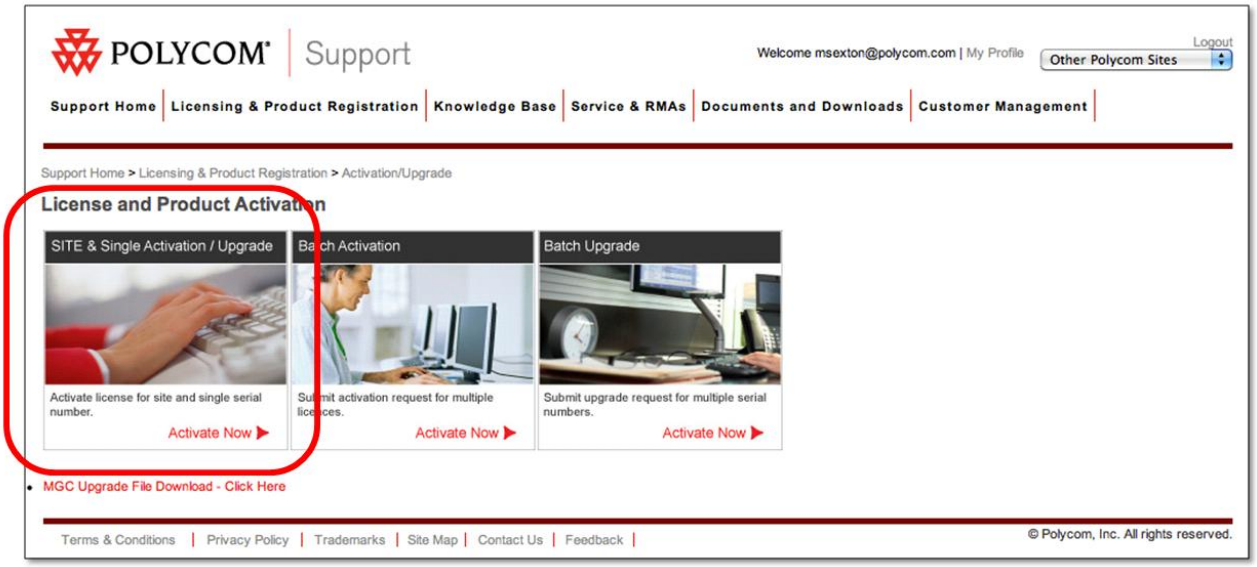
Step 5: Request User Account

-If user does not have an account they need to request one from Polycom. Once account is created it will be sent to the user in an email.

Step 6: On Product Support Page, select one of the following options:



Single User Product Activation:



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For single user product activation, go to License and Product Activation and click “SITE & Activation / Upgrade”. User enters account name and password, and is taken to the web page for entering the Telepresence m100 product license number. User enters the Telepresence m100 product license number. Product Activation code is generated. User enters Activation Code and product is fully functional and supported.

SPECIAL NOTE: If you have purchased a multi-pack (5, 25, 50 or 100 users) you will receive a single license number to activate. Once processed the user will receive a single activation number that authorizes 5, 25, 50 or 100 users.

Batch Product Activation:

For batch product activation (submitting activation request for multiple license numbers), go to License and Product Activation and click “Batch Activation”

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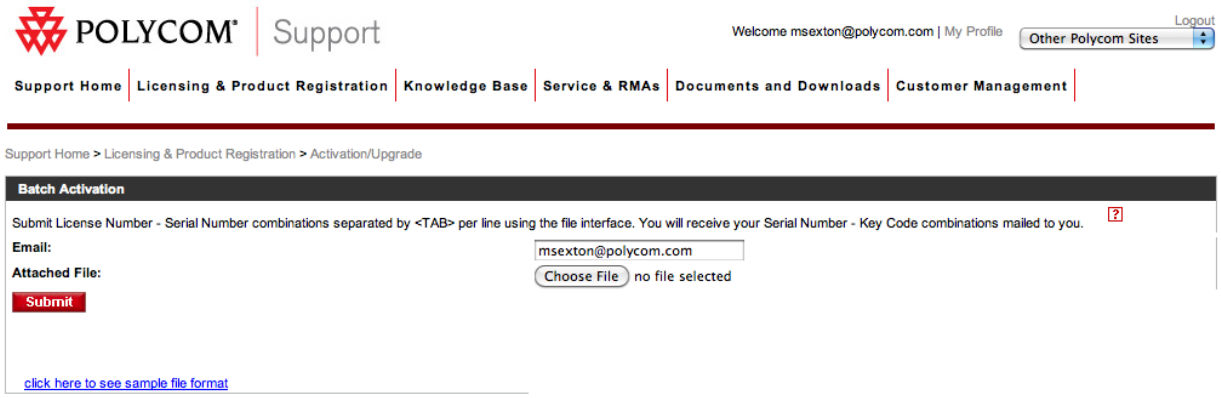
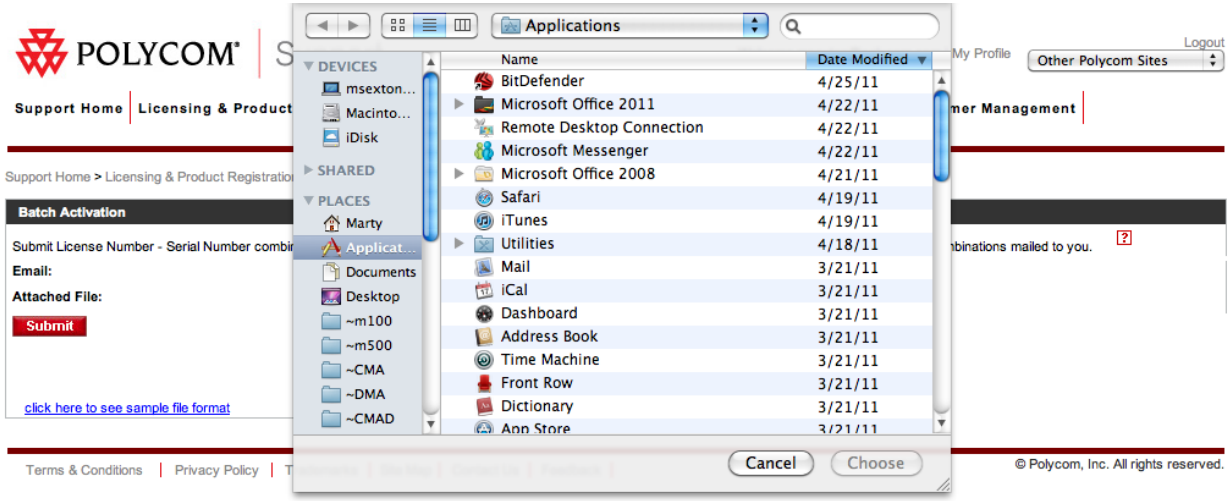
Step 1: User enters user email and chooses batch serial number file.



Step 2: User receivers batch activation numbers via email



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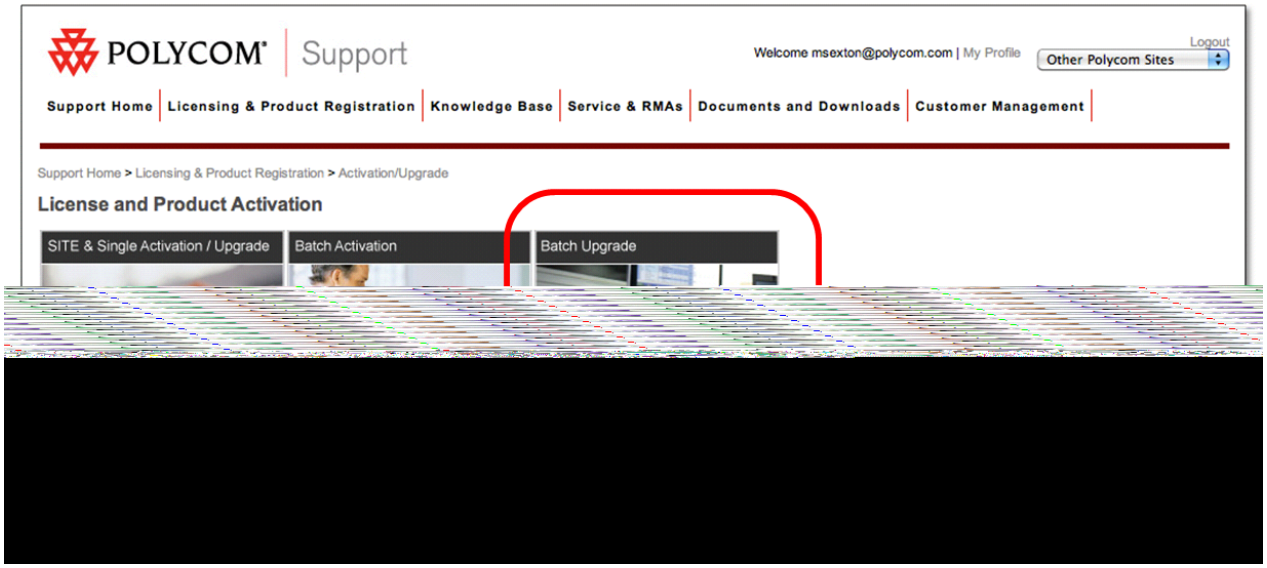
Batch Upgrade:



Step 1: Submit upgrade request for multiple serial numbers

Step 2: User selects desired product for upgrade

Step 3: User selects product version number from list.

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