Installing Software and Options for the Polycom® RealPresence® Group Series and Accessories

By upgrading your Polycom software or by purchasing additional system options, your organization continues to benefit from the latest video conferencing technology.

Overview

This document describes how to update your Polycom® RealPresence® Group system software and system options. It also includes information on how to update your Polycom Touch Control.

> If you need to update your Polycom RealPresence Group system and Polycom Touch Control, complete your updates in this order:
>
> **1** Polycom RealPresence Group system (which includes the Polycom EagleEye Director update)
>
> **2** Polycom Touch Control

Polycom RealPresence Group System Software Updates

You can configure the Polycom RealPresence Group system to get software updates using any of the following methods:

- The online software server hosted by Polycom

- A USB storage device that you connect to the Polycom RealPresence Group system

- A server on your network

- A Polycom Converged Management Application™ (CMA®) system running version 6.2 or later

- A Polycom RealPresence® Resource Manager system running version 7.1 or later

> If you use your RealPresence Group system within a DoD environment, be sure to contact your Information Assurance Office (IAO) for approval before using a USB device with your system.

For additional details on RealPresence Group series hardware and software compatibility, see the appropriate version of the *Release Notes for the Polycom RealPresence Group Series* available at support.polycom.com.

Before installing and activating the software updates and options:

1 Collect your license numbers and system serial numbers.

2 Obtain key codes through the Polycom web site, as needed.

3 Download the software from the Polycom web site.

For more information about updating your Polycom RealPresence Group system, refer to Updating Polycom RealPresence Group System Software and Options on page 3.

Polycom EagleEye Director Software Updates

Updates to Polycom EagleEye Director software are included with the RealPresence Group system software updates. To update your Polycom EagleEye Director, connect it to the RealPresence Group system before you run a software update. The software update program detects the Polycom EagleEye Director and updates it if necessary.

No license number or key code is needed to update the Polycom EagleEye Director.

Polycom EagleEye Director must run a software version that is compatible with the software version on the RealPresence Group system. For details on compatible versions, refer to the appropriate version of the *Release Notes for the Polycom RealPresence Group Series* available at support.polycom.com.

Polycom Touch Control Software Updates

In order for the systems to work together, the Polycom Touch Control must run a software version that is compatible with the software version on the RealPresence Group system. For details on software compatibility, refer to the appropriate version of the *Release Notes for the Polycom RealPresence Group Series* available at support.polycom.com.

No license number or key code is needed to update the Polycom Touch Control. You can configure the Polycom Touch Control to get software updates using any of the following methods:

• The online software server hosted by Polycom

• A USB storage device that you connect to the side of the Polycom Touch Control

• A server on your network

- A Polycom Converged Management Application (CMA) system running version 6.2 or later

- A Polycom RealPresence Resource Manager system running version 7.1 or later

For more information about updating the Polycom Touch Control, refer to Updating Polycom Touch Control Software on page 13.

Updating Polycom RealPresence Group System Software and Options

When updating the RealPresence Group system software to version 4.1.x or later, make sure you are currently running version 4.0.2.

- If you are running version 4.0.0, 4.0.0.1, or 4.0.1, download and install version 4.0.2 from support.polycom.com before you download and install a 4.1.x version.

- If you are already running version 4.0.2 or later, you can follow the procedures described in this document to update your software.

Preparing for RealPresence Group System Software Updates

Be aware of these points regarding installing RealPresence Group system upgrades:

- If you did not purchase additional system options, you only need to provide a serial number to activate the software. You do not need an option key code.

- If you are running a major or minor software version (x.y), you can update to a maintenance version (x.y.z) without an upgrade key code. For example, you do not need a key code to update from version 4.0.0 to 4.0.1 or from 4.1.0 to 4.1.5.

- If you are running a major software version and the software has had a major upgrade, you need a software update key code to get the new software. For example, you need a key code to update from version 4.0.0 to 5.0.0.

- If you are running a major or minor software version and the software has had a minor upgrade within the same major version (x.y1 to x.y2), you need a software update key code to get the new software. For example, you need a key code to update from version 4.1.0 to 4.2.0.

If you do not have a support agreement, contact an authorized Polycom dealer to get an upgrade key.

> For DoD Unified Capabilities Approved Product List (UC APL) software releases, go to
> www.polycom.com/solutions/industry/federal_government/certification_accreditation.html.

Polycom RealPresence Group systems perform several internal restarts while running software updates. Each restart takes about 2 or 3 minutes. This routine improves the reliability of the update process by freeing up memory while performing the update. If you are updating a Polycom RealPresence Group system using a web browser, the internal restart is not visible from the web interface.

Guidelines for Updating a RealPresence Group System Paired with a Polycom Touch Control

Before upgrading a RealPresence Group system paired with a Polycom Touch Control, either manually or by using a CMA or RealPresence Resource Manager system, ensure that one of the following conditions is met:

- The existing Polycom Touch Control version is compatible with the new RealPresence Group system software version you are installing.

- A software upgrade is available for the Polycom Touch Control that is compatible with the RealPresence Group system software version you are installing.

If neither of these conditions is met, the Polycom Touch Control and RealPresence Group system may become unpaired after upgrading, without displaying a warning message.

Polycom recommends that you install the latest compatible Polycom Touch Control software for any given RealPresence Group system software version. For additional details on RealPresence Group Series software compatibility, refer to the appropriate version of the *Release Notes for the Polycom RealPresence Group Series* available at support.polycom.com.

For more information on updating a Polycom Touch Control, refer to Updating Polycom Touch Control Software on page 13.

Guidelines for Installing an Older Version after Upgrading

Points to note about downgrading:

- If you use your RealPresence Group system within a DoD environment, be sure to contact your Information Assurance Office (IAO) for approval before using a USB device with your system.

- Before downgrading, verify the interoperability of the camera, hardware, and software versions you plan to install.

- If you downgrade the RealPresence Group system software, the Polycom EagleEye Director is automatically downgraded to a compatible version.

- If you downgrade the RealPresence Group system software, you must also downgrade the Polycom Touch Control software. For additional details on RealPresence Group Series software compatibility, refer to the appropriate version of the *Release Notes for the Polycom RealPresence Group Series* available at support.polycom.com.

- Because of changes in software functionality and the user interface, some settings might be lost when you upgrade or downgrade. Polycom recommends that you store your system settings using profiles and download your system directory before updating your system software. Do not manually edit locally saved profile and directory files.

  For more information about storing system settings, refer to the *Administrator's Guide for the Polycom RealPresence Group Series*.

To determine the software version you are using, go to **Settings > System Information > System Detail** in the local interface or click the **System** link in the web interface.

You can use a USB device to downgrade the RealPresence Group system software to an earlier version. If you want to reinstall an older version of software after upgrading to a later version, which is also known as downgrading, Polycom recommends first deleting your system's settings. The **Delete System Settings** option is available in the local interface under **Diagnostics > Reset System**.

To reinstall an older version of software after upgrading the Polycom Touch Control, save the software package on a USB storage device, and configure the Polycom Touch Control to install updates from that location.

Updating a RealPresence Group System Covered by a Service Plan

If you are installing software on a RealPresence Group system that is covered by a service plan, you need an upgrade key to activate the software. Obtain the key by logging in to support.polycom.com and requesting it from the **Activation/Upgrade** link. You need the RealPresence Group system's serial number to get the upgrade key.

If you do not have a support agreement, contact an authorized Polycom dealer to get an upgrade key.

Collecting System Information for Your RealPresence Group System

Before updating your system, make sure you have any necessary serial numbers, license numbers, and key codes.

Serial and License Numbers

Make a note of your Polycom RealPresence Group system serial number and license number. You must provide them in order to get the key codes that activate software updates and system options.

- The 14-digit *serial number* is the unique number that identifies your system. You can find it on the System Information screen and on a label on the system.

- The *license number* is the number that you receive when you purchase a software update or system option. License numbers have the following format:

  Software update license: U1000-0000-0000-0000-0000

  System option license: K1000-0000-0000-0000-0000

If you want to update multiple systems, you can obtain key codes from Polycom for all of the systems at one time. To obtain multiple key codes for purchased software updates or system options, create a text file that contains the license numbers and serial numbers of the systems that you want to update.

To obtain multiple key codes for software updates covered by a software service plan, create a text file containing a list of serial numbers only.

Serial numbers are case sensitive.

Use this format for text files that contain license numbers and serial numbers:

    license number<TAB>system serial number

For example, a text file with update license numbers and serial numbers might look like this:

    U1000-000-000-0000<TAB>82040903F01AB1

    U1000-000-000-0000<TAB>82043604G18VR2

A text file with system option license numbers and serial numbers might look like this:

    K1000-000-000-5001<TAB>82040903F01AB1

    K1000-000-000-5003<TAB>82043604G18VR2

A text file with only serial numbers might look like this:

82040903F01AB1

82043604G18VR2

Key Codes

To perform a major or minor software update (x.y) or activate options, obtain a key code before you run the software update. A *key code* is the number that activates software or options on a specific system. A key code is valid only on the system for which it is generated. There are two types of key codes:

• Software key codes are valid for the software updates you are installing as well as for any point, maintenance, or patch releases that may later become available.

• Option key codes activate software options and are valid across all software releases.

> You need an account on support.polycom.com before you begin. Be sure to set up an account if you don't already have one.

To obtain software or option key codes for a single RealPresence Group system:

1 On a computer, open a browser and navigate to support.polycom.com.

2 Under Licensing & Product Registration, click **Activation/Upgrade**.

3 Log in to your account.

4 Click **Site & Single Activation/Upgrade**.

Follow the onscreen instructions to request the key code. Make a note of this number for use during installation.

To obtain software or option key codes for multiple RealPresence Group systems:

1 On a computer, open a browser and navigate to support.polycom.com.

2 Under Licensing & Product Registration, click **Activation/Upgrade**.

3 Log in to your account.

4 Do one of the following steps to receive serial number and key code combinations:

— To update multiple systems not covered by a software service agreement, click **Batch Activation**.

— To update multiple systems covered by a software service agreement, click **Batch Upgrade** and then select your product.

5 Follow the onscreen instructions to submit the text file that contains license numbers and serial numbers, or serial numbers only. These text files are described in Serial and License Numbers on page 6.

For each file you upload, Polycom returns a text file that contains the key codes.

Most key code files use this format:

```
Key Code<TAB>Serial Number<TAB>License Number
```

The following example shows an option key code file:

```
K1000-0000-0000-0000-0001<TAB>82041003F082B1<TAB>K15B-DC2D-
E120-0000-0009

K1000-0000-0000-0000-0002<TAB>82041503E093B0<TAB>K27E-30F9-
2D20-0000-0009
```

The following example shows a software update key code file:

```
U1000-0000-0000-0000-0003<TAB>82041003E070B0<TAB>U8FB-0D4E-
6E30-0000-0009

U1000-0000-0000-0000-0004<TAB>820327024193AK<TAB>U982-4507-
5D80-0000-0009
```

Systems covered by a software service agreement use a slightly different key code file format. The following is an example of a software update key code file for such a system:

```
U<TAB>82041003F082B1<TAB>U7B6-698E-1640-0000-02C1

U<TAB>82041503E093B0<TAB>UCC1-C9A6-FE60-0000-02C1

U<TAB>82041003E070B0<TAB>UEC6-FDA0-8F00-0000-02C1

U<TAB>820327024193AK<TAB>U7B7-D6BD-3610-0000-02C1
```

To create a single key code file for upgrading multiple Polycom RealPresence Group systems:

1 Concatenate the key code file you received from Polycom by following these steps:

   a Open the key code files with a text editor, such as Notepad.

   b Copy the contents of one file to the end of the other file.

   c Save the combined file with the name sw_keys.txt.

   You now have a single text file that contains all of your key codes for software updates.

2 Use the key codes in the file to upgrade the applicable Polycom RealPresence Group systems.

Configuring Your Own Server to Update RealPresence Group System Software

You can post RealPresence Group system software to your web server and then configure the system to get updates there.

To set up your web server as the update site:

1 Make sure that your server allows clients to download files with the following extensions:

   – `.plcm`

   – `.txt`

   – `.sig`

2 Define a URL on your server that the RealPresence Group system can use for software updates, and create a corresponding root directory to it.

3 On a computer, open a browser and navigate to support.polycom.com.

4 Under **Documents and Downloads**, select **Telepresence and Video**.

5 Navigate to the page that has the desired update for the RealPresence Group system.

6 Save and extract a software package (`.tar`) file from the Polycom web site to the root directory of the update site.

7 On your web server, open a command line interface and enter the command appropriate for your operating system:

   — Unix or Linux: `<root dir>/rseries/geninfo.sh`

   — Windows: `<root dir>\rseries\geninfo.bat`

8 If you are updating to a major or minor release (x.y), obtain a software update key code (`.txt`) file from the Polycom web site. Save the file as `sw_keys.txt` and place it in `rseries/platform/` on your web server.

Installing a Software Update and System Options from the Polycom Server or Your Own Server

To manually install updates from the Polycom server or your web server:

1 On a computer, open Internet Explorer 9 on Windows 7 or Apple Safari on Mac OS X.

2 Configure the browser to allow cookies.

3 In the browser address line, enter the IP address of the RealPresence Group system using the format `http://IPaddress` (for example, `http://10.11.12.13`).

4 In the RealPresence Group system web interface, select **Admin Settings**.

If necessary, enter the Admin ID as the user name (default is `admin`), and then enter the Admin remote access password, if one is set.

The first time you open the web interface each day, you might need to enter a user name and password after you select any of the interface options.

5 Go to **General Settings > Software Updates.**

6 Under Software Server in the **Server Address** field, enter the path and address of the update site where you posted the RealPresence Group software, for example `http://10.11.12.100/rpgroup_repo`. To use the Polycom server, enter `polycom`.

7 Click **Check for Software Updates** to have the system detect updates. The system contacts the designated server to find available updates.

8 If the system indicates an update is available, click **Start Update** to install it.

9 When the Export Restrictions notice appears, click **Accept Agreement**. Follow the on-screen instructions to complete the update.

To automatically install updates from the Polycom server or your web server:

1 On a computer, open Internet Explorer 9 on Windows 7 or Apple Safari on Mac OS X.

2 Configure the browser to allow cookies.

3 In the browser address line, enter the IP address of the RealPresence Group system using the format `http://IPaddress` (for example, `http://10.11.12.13`).

4 In the RealPresence Group system web interface, select **Admin Settings**.

If necessary, enter the Admin ID as the user name (default is `admin`), and then enter the Admin remote access password, if one is set.

The first time you open the web interface each day, you might need to enter a user name and password after you select any of the interface options.

5 Go to **General Settings > Software Updates.**

Under Software Server in the **Server Address** field, enter the path and address of the update site where you posted the RealPresence Group software, for example `http://10.11.12.100/rpgroup_repo`. To use the Polycom server, enter `polycom`.

6 Under **Automatic Software Updates**, select **Automatically Check for and Apply Software Updates**.

7 When the Export Restrictions notice appears, click **Accept Agreement**.

8 Specify the automatic update options:

   a   Set the **Hour**, **Minute**, and **AM/PM** to specify the beginning of the time window within which the system checks for updates.

   b   From the **Duration** list, select the length of the time within which the system can check for updates.

      After the **Start Time** and **Duration** settings are configured, the system calculates a random time within the defined update window at which to check for updates. It then checks for updates at this time on a daily basis as long as the **Start Time** and **Duration** values do not change. If the **Start Time** or **Duration** values change, a new random time within the new time window is calculated.

   c   Click **Save**.

Installing RealPresence Group System Software from a USB Storage Device

You can use a USB storage device to update one or multiple RealPresence Group systems.

> If you use your RealPresence Group system within a DoD environment, be sure to contact your Information Assurance Office (IAO) for approval before using a USB device with your system.

To update Polycom RealPresence Group software on a single system using the USB port:

1   On a computer, open a browser and navigate to support.polycom.com.

2   Under **Documents and Downloads**, select **Telepresence and Video**.

3   Navigate to the page that has the desired update for the RealPresence Group system.

4   Save a software package (`.tar`) file from the Polycom web site to the root directory of a USB storage device.

> When the Polycom RealPresence Group system is paired with a Polycom Touch Control, you cannot use the Polycom Touch Control USB port to update the RealPresence Group system software.

5   If you are updating to a major or minor release (x.y), obtain a software update key code (`.txt`) file from the Polycom web site. Save the text file as `sw_keys.txt` and place it in the root directory of the USB storage device. The file must be called `sw_keys.txt`.

6   Connect the USB storage device to the USB port on the back of the RealPresence Group system. The system detects the USB device and prompts you to confirm that you want to update the software.

7   Click **OK**. Follow the on-screen instructions to complete the update.

To update Polycom RealPresence Group software on multiple systems using the USB port:

1   For major and minor releases (x.y), copy the key codes for each system that you want to update to the key code (`.txt`) file on the root directory of a USB storage device.

2   On a computer, open a browser and navigate to support.polycom.com.

3   Under **Documents and Downloads**, select **Telepresence and Video**.

4   Navigate to the page that has the desired update for the RealPresence Group system.

5   Save a software package (.tar) file obtained from the Polycom web site to the root directory of the USB storage device.

6   If you are updating to a major or minor release (x.y), obtain a key code (`.txt`) file from the Polycom web site. Save the text file as `sw_keys.txt` and place it in the root directory of the USB storage device.

7   Connect the USB storage device to the USB port on the back of a RealPresence Group system. The system detects the USB device and prompts you to confirm that you want to update the software.

8   Click **OK**. Follow the on-screen instructions to complete the update. When the process complete, update each remaining system.

Installing RealPresence Group System Software from a CMA or RealPresence Resource Manager System

You can use a Polycom CMA system or a RealPresence Resource Manager system to update multiple endpoint systems after you complete the steps in Collecting System Information for Your RealPresence Group System on page 6.

For more information about updating system software in dynamic mode, setting an automatic software update policy, and testing a trial version software update package, refer to the *Polycom CMA System Operations Guide* or the *Polycom RealPresence Resource Manager System Operations Guide* available at support.polycom.com.

Activating Options on the Polycom RealPresence Group System

If you want to activate Polycom RealPresence Group system options without upgrading your software, you do not need to download software or run the software update.

To activate system options on a single system:

1   On a computer, open Internet Explorer 9 on Windows 7 or Apple Safari on Mac OS X.

2   Go to the RealPresence Group system web interface.

3   Navigate to **Admin Settings > General Settings > Options**.

4   Enter the option key and click **Save**.

The checkboxes are selected for the options you activated.

Updating Polycom Touch Control Software

In order for the systems to work together, the Polycom Touch Control must run a software version that is compatible with the software version on the RealPresence Group system. It is recommended that you install the latest compatible Polycom Touch Control software for any given RealPresence Group system software version. For additional details on software compatibility, refer to the appropriate version of the *Release Notes for the Polycom RealPresence Group Series* available at support.polycom.com.

You might need to update your RealPresence Group system at the same time you update the Polycom Touch Control. If the RealPresence Group software needs to be updated, update it before you update the Polycom Touch Control. For more information about updating your RealPresence Group system, refer to Updating Polycom RealPresence Group System Software and Options on page 3.

Use the following version guidelines when updating the Polycom Touch Control software:

•   If you are running version 1.5 or earlier, install the operating system software before installing the panel software.

•   If you are running version 1.6, install the updates in any order.

Update files for the Polycom Touch Control software are located on the Polycom support server. You can also store Polycom Touch Control update files on a USB device, a CMA or RealPresence Resource Manager system, or on your own web server.

When checking for software updates, the Polycom Touch Control first checks for the presence of a USB storage device. The system then lists the available Polycom Touch Control updates.

Configuring Your Own Server to Update Polycom Touch Control Software

You can post Polycom Touch Control software to your web server and then configure the Polycom Touch Control devices to get updates there.

To set up your web server as the update site:

1 Make sure that your server allows clients to download files with the following extensions:

    –   `.tar.gz`

    –   `.txt`

    –   `.sig`

2 Define a URL on your server that the Polycom Touch Control can use for software updates, and create a corresponding root directory to it.

3 Go to support.polycom.com, and navigate to the page for the Polycom RealPresence Group system that you use with the Polycom Touch Control.

4 Download the latest version of these distribution packages to your hard drive:

    —   Polycom Touch Control Operating System

    —   Polycom Touch Control Panel Software

5 Extract all contents of the files you downloaded to the root directory of the web server.

    When extracting multiple distribution packages, a pop up message might appear asking if you want to overwrite certain files that already exist. Select **Yes to All**.

6 Open a command line interface, and enter the command appropriate for your operating system:

    —   Unix or Linux: `<root dir>/dists/venus/geninfo.sh`

    —   Windows: `<root dir>\dists\venus\geninfo.bat`

7 Follow the steps described in Installing Polycom Touch Control Software from the Polycom Server or Your Own Server on page 16 to automatically or manually update the Polycom Touch Control software.

Managing Polycom Touch Control Software Versions on Your Server

When checking for software updates on your server, the Polycom Touch Control checks only for what is referred to as the "current" release of the operating system and panel software. By default, the current release comprises the operating system and panel software distribution package that was most recently extracted on your server.

Over time, you might extract other versions of the operating system and panel software on your server, resetting the current release with every extraction. In addition, you will accumulate multiple versions of the same software. Each software distribution package contains two commands, `setcurrel` and `removerel`, that you can use to maintain all of the Polycom Touch Control software extracted on your server.

1 `setcurrel`
This command sets a specific version of a software release as the current release.

— For *panel* software, run the appropriate `setcurrel` command with no parameters, and follow the command's instructions for selecting the current release:

» Unix or Linux: `<root dir>/dists/venus/HDXctrl/setcurrel.sh`

» Windows: `<root dir>\dists\venus\HDXctrl\setcurrel.bat`

— For *operating system* software, run the appropriate `setcurrel` command, with no parameters, and follow the command's instructions for selecting the current release:

» Unix or Linux: `<root dir>/dists/venus/platform/setcurrel.sh`

» Windows: `<root dir>\dists\venus\platform\setcurrel.bat`

2 `removerel`
This command removes a specific version of a software release from your server.

— For *panel* software, run the appropriate `removerel` command with no parameters, and follow the command's instructions for removing a specific release from your server:

» Unix or Linux: `<root dir>/dists/venus/HDXCtrl/removerel.sh`

» Windows: `<root dir>\dists\venus\HDXCtrl\removerel.bat`

— For *operating system* software, run the appropriate `removerel` command with no parameters, and follow the command's instructions for removing a specific release from your server:

» Unix or Linux: `<root dir>/dists/venus/platform/removerel.sh`

» Windows: `<root dir>\dists\venus\platform\removerel.bat`

Installing Polycom Touch Control Software from the Polycom Server or Your Own Server

Polycom recommends you set the maintenance window times so that the Polycom Touch Control is updated about an hour after the last RealPresence Group system update has completed.

To automatically install updates from the Polycom server or your own server:

1   From the Home screen, touch **Administration** and then touch **Updates**.

2   Enter the path and address of the update site where you posted the Polycom Touch Control software in the **Server Address** field. To use the Polycom server, enter `polycom`. The field is not case sensitive.

3   Enable **Automatically Check for Software Updates**.

4   When the Export Restrictions notice appears, touch **Accept Agreement**.

5   Specify the automatic update options:

   a   Touch **Hour**, **Minute**, and **AM/PM** to specify the beginning of the time window within which the Polycom Touch Control checks for updates.

   b   Touch **Duration** to select the length of the time within which the Polycom Touch Control can check for updates.

   After the **Start Time** and **Duration** settings are configured, the Polycom Touch Control calculates a random time within the defined update window at which to check for updates. It then checks for updates at this time on a daily basis as long as the **Start Time** and **Duration** values do not change. If the **Start Time** or **Duration** values change, a new random time within the new time window is calculated.

   c   Touch **Action for Available Software Updates** and select whether to be notified of available status updates only or to download and install software when updates are available.

To manually install updates from the Polycom server or your own server:

1   From the Home screen, touch **Administration** and then touch **Updates**.

2   Enter the path and address of the update site where you posted the Polycom Touch Control software in the in the **Server Address** field. To use the Polycom server, enter `polycom`. The field is not case sensitive.

3   Touch **Check for Software Updates**.

4   Select only the updates that you want to install.

5 Touch **Download and Install Software**.

6 When the Export Restrictions notice appears, touch **Accept Agreement**. Follow the on-screen instructions to complete the update.

> If you have entered **polycom** as the Server Address, the system resolves **downloads.polycom.com** to an IP address using DNS. The RealPresence Group system then checks for a software update via http.
>
> If your system is not updating properly, open a browser from a computer located on the same network as the RealPresence Group system and try to access `http://downloads.polycom.com/video/group_series/rseries/info.tx`. If the computer returns `platform`, you can reach the Polycom software server from your location.

Installing Polycom Touch Control Software from a USB Storage Device

You can use a USB storage device to update Polycom Touch Control software.

To update Polycom Touch Control software using a USB port:

1 On a computer, open a browser and navigate to support.polycom.com.

2 Under **Documents and Downloads**, select T**elepresence and Video**.

3 Navigate to the page for the Polycom RealPresence Group system that you use with the Polycom Touch Control.

4 Download the latest version of these distribution package files to your hard drive:

  — Polycom Touch Control Operating System

  — Polycom Touch Control Panel Software

5 Extract all contents of the files you downloaded to the root directory of the USB device.

When extracting multiple distribution packages, a pop up message might appear asking if you want to overwrite certain files that already exist. Select **Yes to All**.

6 Connect the USB device to the side of the Polycom Touch Control.

7 From the Home screen, touch **Administration** and then touch **Updates**.

8 Touch **Check for Software Updates**.

9 Select only the updates that you want to install.

10 Touch **Download and Install Software**.

11 When the Export Restrictions notice appears, touch **Accept Agreement**. Follow the on-screen instructions to complete the update.

Installing Polycom Touch Control Software from a CMA or RealPresence Resource Manager System

You can post Polycom Touch Control software to a CMA system running version 6.2 or later or a RealPresence Resource Manager system running version 7.1 or later. Then, configure the Polycom Touch Control to get updates from the applicable system by entering the Production URL or Trial URL on the Polycom Touch Control Update screen.

When using a CMA system or RealPresence Resource Manager system to automatically update the software for a RealPresence Group system with an associated Polycom Touch Control, use the same management server for the Polycom Touch Control updates. This helps you control the version of software installed on the Polycom Touch Control. Also, Polycom recommends you set the maintenance window times so that the Polycom Touch Control is updated about an hour after the RealPresence Group system update has completed.

For information about configuring production and trial versions of software update packages, refer to the *Polycom CMA System Operations Guide* or the *Polycom RealPresence Resource Manager System Operations Guide* available at support.polycom.com.

To automatically or manually update the Polycom Touch Control software, follow the steps described in Installing Polycom Touch Control Software from the Polycom Server or Your Own Server on page 16.

USB Device Requirements for Software Update

The following device attributes ensure that your USB device successfully supports the software update procedure:

•   Use USB 2.0 devices (some USB 3.0 devices might not work with the RealPresence Group systems)

•   Format the primary partition as FAT32

•   Put all software update data in the root directory of the primary partition

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