



USER GUIDE

Software 4.1.4 | June 2013 | 1725-47121-001 Rev C

Polycom® Web Configuration Utility



Polycom® Web Configuration Utility User Guide

Copyright ©2013, Polycom, Inc. All rights reserved.

6001 America Center Drive
San Jose, CA 95002
USA

No part of this document may be reproduced or transmitted in any form or by any means, electronic or mechanical, for any purpose, without the express written permission of Polycom, Inc. Under the law, reproducing includes translating into another language or format.

As between the parties, Polycom, Inc., retains title to and ownership of all proprietary rights with respect to the software contained within its products. The software is protected by United States copyright laws and international treaty provision. Therefore, you must treat the software like any other copyrighted material (e.g., a book or sound recording).

Every effort has been made to ensure that the information in this manual is accurate. Polycom, Inc., is not responsible for printing or clerical errors. Information in this document is subject to change without notice.

Trademarks

Polycom®, the Polycom logo and the names and marks associated with Polycom products are trademarks and/or service marks of Polycom, Inc. and are registered and/or common law marks in the United States and various other countries. All other trademarks are property of their respective owners. No portion hereof may be reproduced or transmitted in any form or by any means, for any purpose other than the recipient's personal use, without the express written permission of Polycom.

Disclaimer

While Polycom uses reasonable efforts to include accurate and up-to-date information in this document, Polycom makes no warranties or representations as to its accuracy. Polycom assumes no liability or responsibility for any typographical or other errors or omissions in the content of this document.

Limitation of Liability

Polycom and/or its respective suppliers make no representations about the suitability of the information contained in this document for any purpose. Information is provided “as is” without warranty of any kind and is subject to change without notice. The entire risk arising out of its use remains with the recipient. In no event shall Polycom and/or its respective suppliers be liable for any direct, consequential, incidental, special, punitive or other damages whatsoever (including without limitation, damages for loss of business profits, business interruption, or loss of business information), even if Polycom has been advised of the possibility of such damages.

Customer Feedback

We are striving to improve our documentation quality and we appreciate your feedback. Email your opinions and comments to DocumentationFeedback@polycom.com.



Visit the [Polycom Support Center](#) for software downloads, product documents, product licenses, troubleshooting tips, service requests, and more.

Contents

About This Guide.....	4
Who Should Read this Guide?	4
Conventions Used in this Guide	4
What's in This Guide?	6
Chapter 1: Getting Started with the Web Configuration Utility.....	7
About the Web Configuration Utility	7
Accessing the Web Utility.....	7
Chapter 2: Navigating the Web Configuration Utility	9
The Home Menu Layout	9
Using the Utility Language Selector Box	10
Viewing the Context-Sensitive Help	11
Chapter 3: Navigating the Primary Menus	13
The Home Menu	13
The Simple Setup Menu	14
The Preferences Menu	16
The Settings Menu.....	17
The Diagnostics Menu	18
The Utilities Menu	19
Chapter 4: Using the Web Configuration Utility	20
Storing Phone Settings	20
Resetting Phone Settings	20
Viewing Your Configuration Changes	22
Saving Your New Configuration	23
Chapter 5: Getting Help.....	26
Recommended References	26
Getting Help and Support.....	26
The Polycom Community	27
End-User License Agreement for Polycom® Software	28

About This Guide

This Polycom® Web Configuration Utility User Guide enables you to successfully navigate and use the Polycom Web Configuration Utility. This guide will give you an overview of the menus and walk you through the Simple Setup menu so that you can use the Web Configuration Utility to configure your Polycom products and set up basic phone features. This document will not show you how to configure advanced settings using the Web Configuration Utility.

This user guide uses a number of conventions that help you to understand information and perform tasks.

Who Should Read this Guide?

System administrators and end users should read this guide to become familiar with the Web Configuration Utility. This guide describes menus and features, such as the Simple Setup menu, which are available only when you log in to the Web Configuration Utility as an administrator.

Conventions Used in this Guide

This user guide contains terms, graphical elements, and a few typographic conventions. Familiarizing yourself with these terms, elements, and conventions will help you perform phone tasks.

Terms and Writing Conventions

The following writing conventions are used in this guide:

Writing Conventions

<i>Convention</i>	<i>Description</i>
<code><MACaddress></code>	Indicates that you must enter information specific to your installation, phone, or network. For example, when you see <code><MACaddress></code> , enter your phone's 12-digit MAC address. If you see <code><installed-directory></code> , enter the path to your installation directory.
<code>></code>	Indicates that you need to select an item from a menu. For example, Settings > Basic indicates that you need to select Basic from the Settings menu.
<code>parameter.*</code>	Used for configuration parameters. If you see a parameter name in the form <code>parameter.*</code> , the text is referring to all parameters beginning with <code>parameter</code> .

Information Elements

The following icons are used to alert you to various types of important information in this guide:

Icons Used in this Guide

Name	Icon	Description
Note		The Note icon highlights information of interest or important information needed to be successful in accomplishing a procedure or to understand a concept.
Administrator Tip		The Administrator Tip icon highlights techniques, shortcuts, or productivity related tips.
Caution		The Caution icon highlights information you need to know to avoid a hazard that could potentially impact device performance, application functionality, or successful feature configuration.
Warning		The Warning icon highlights an action you must perform (or avoid) to prevent issues that may cause you to lose information or your configuration setup, and/or affect phone or network performance.
Web Info		The Web Info icon highlights supplementary information available online such as documents or downloads on support.polycom.com or other locations.
Timesaver		The Timesaver icon highlights a faster or alternative method for accomplishing a method or operation.
Power Tip		The Power Tip icon highlights faster, alternative procedures for advanced administrators already familiar with the techniques being discussed.
Troubleshooting		The Troubleshooting icon highlights information that may help you solve a relevant problem or to refer you to other relevant troubleshooting resources.
Settings		The Settings icon highlights settings you may need to choose for a specific behavior, to enable a specific feature, or to access customization options.

Typographic Conventions

A few typographic conventions, listed next, are used in this guide to distinguish types of in-text information.

Typographic Conventions

<i>Convention</i>	<i>Description</i>
Bold	Highlights interface items such as menus, soft keys, file names, and directories. Also used to represent menu selections and text entry to the phone.
<i>Italics</i>	Used to emphasize text, to show example values or inputs, and to show titles of reference documents available from the Polycom Support Web site and other reference sites.
<u>Underlined Blue</u>	Used for URL links to external Web pages or documents. If you click on text in this style, you will be linked to an external document or Web page.
Blue Text	Used for cross references to other sections within this document. If you click on text in this style, you will be taken to another part of this document.
Fixed-width-font	Used for code fragments and parameter names.

What's in This Guide?

This user guide is organized into five chapters. The first chapter, *Getting Started with the Web Configuration Utility*, introduces the Polycom Web Configuration Utility. The chapters following show you how to navigate and use the Web Configuration Utility.

Chapter 1: Getting Started with the Web Configuration Utility This chapter contains introductory information on the Web Configuration Utility.

Chapter 2: Navigating the Web Configuration Utility In this chapter, you'll see how to navigate the Web Configuration Utility.

Chapter 3: Navigating the Primary menus In this chapter, you'll see how to navigate the menus of the Web Configuration Utility.

Chapter 4: Using the Web Configuration Utility In this chapter, you'll learn how to use the Web Configuration Utility.

Chapter 5: Getting Help In this chapter, you'll find links to Polycom documents and Web sites. In particular, you'll find links to the Polycom Community discussion forums where you can share ideas with your colleagues.

Chapter 1: Getting Started with the Web Configuration Utility

This chapter introduces the Polycom Web Configuration Utility and shows you how to access the Web Utility.

About the Web Configuration Utility

The Web Configuration Utility is available for all Polycom Voice products capable of running Polycom UC software 4.0.0 or later. The Web Configuration Utility enables you to view and configure your phone's settings and features from your PC using any of the following compatible Web browsers:

- Microsoft® Internet Explorer 7.0 or later
- Mozilla® Firefox® 3.0.X or later
- Google Chrome™ 10.0.X or later
- Apple® Safari® 5.0.4 or later

The Web Configuration Utility enables you to configure and update your phone's current settings from a remote PC. This way, you can conveniently perform most of the configuration changes you normally perform from your phone's user interface or using configuration files from your PC. Be aware that you cannot configure all your phone settings using the Web Utility.

The Web Utility contains built-in contextual help text and tooltips that guide you through the different menus, settings, and buttons you will find in the Web Utility. In the right sidebar of each page, you will find a *Description* of the page and *Field Help* that lists the parameter name and its function. Place your cursor over a phone setting in the user interface to display help text in the left sidebar. Use the right sidebar to navigate around each of the main menus.

Accessing the Web Utility

You can access the Web Utility using any compatible Web browser installed on your PC. Before you begin, you will need to ensure that the phone is on and that your PC and phone are on the same virtual local area network (VLAN); otherwise you won't be able to connect to the Web Utility. To log in to the Web Utility, you'll need the IP address of the phone you wish to configure, and your user and/or administrator credentials, depending on how you wish to log in.



Note: Using the Default Passwords

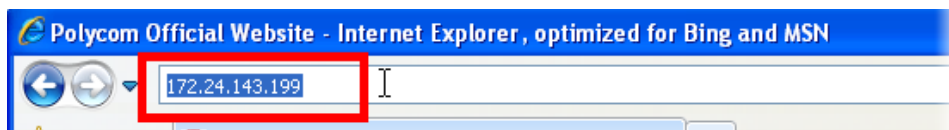
The default *Administrator* password is: **456**.
The default *User* password is: **123**.

To access the Web Utility:

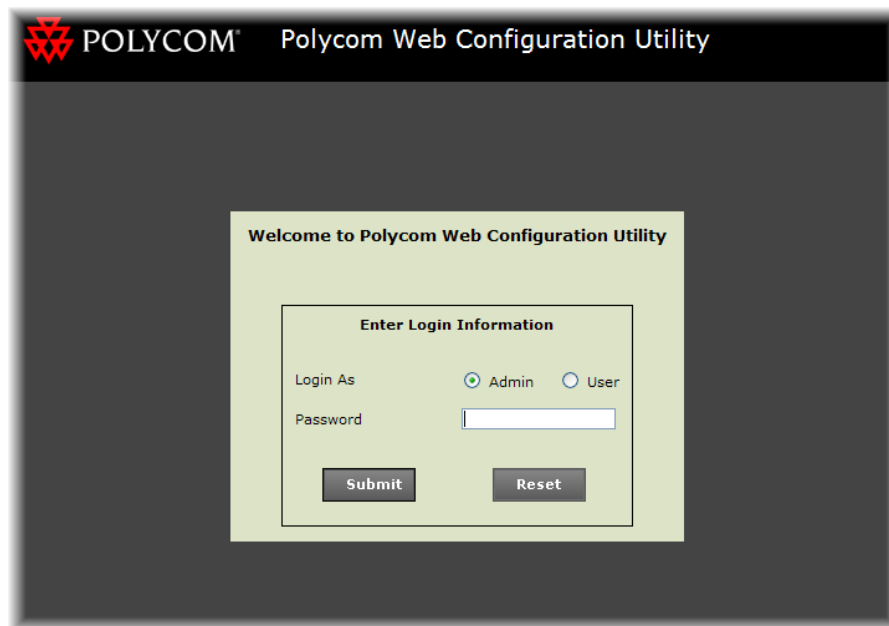
- 1 Launch a compatible Web browser from your PC and enter the IP address of the phone you wish to configure into the address bar.

To find out what your phone's IP address is, press **Menu > Status > Platform > Phone** (Menu, 2, 1, 1) on your phone's keypad or touchpad interface.

The IP address is comprised of four sets of numbers separated by periods. The example shown next illustrates an IP address entered into the address bar in Microsoft Internet Explorer 8.



- 2 After entering the phone's IP address, press the **Enter** key.
The Web Configuration Utility login screen, shown next, is displayed.



- 3 Choose your login option either as *Admin* or *User*, enter the corresponding password, and click the **Submit** button.

The Web Configuration Utility *Home* screen is displayed.

Chapter 2: Navigating the Web Configuration Utility

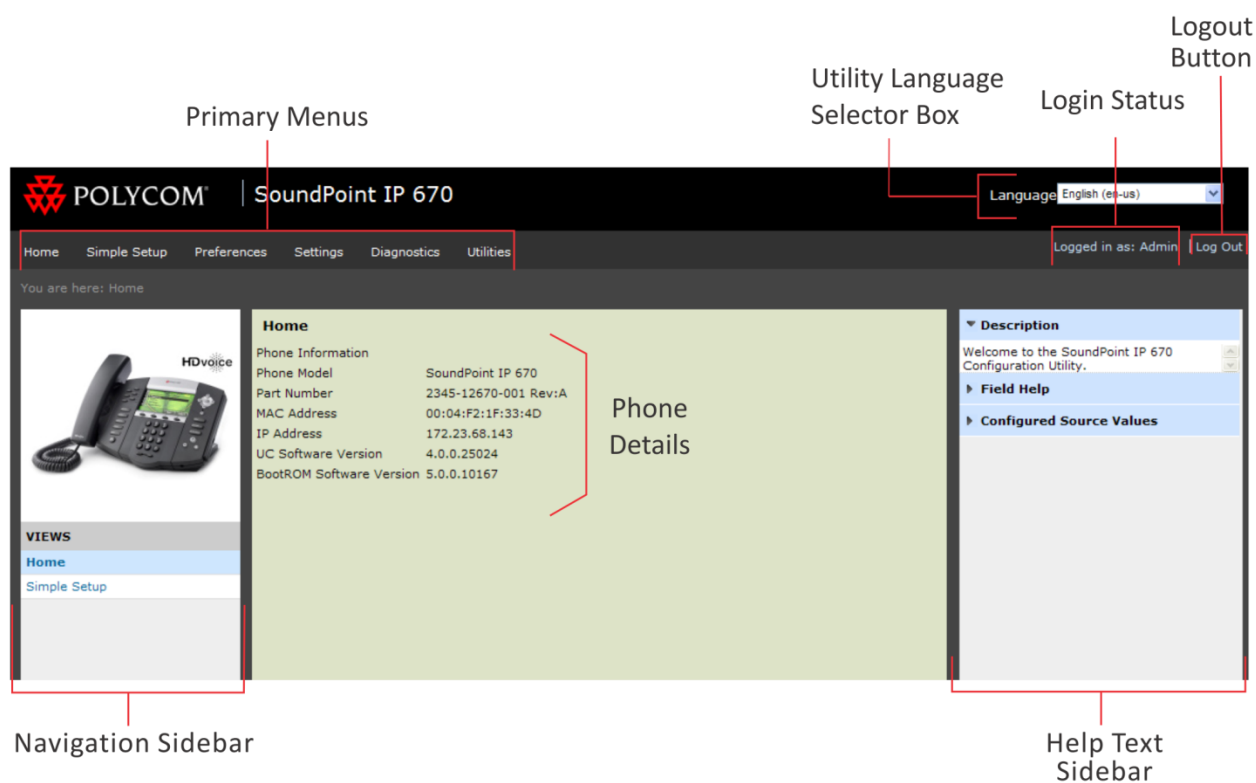
This chapter shows you how to navigate the Polycom Web Configuration Utility and access the contextual help.

The Home Menu Layout

When you log in to the Web Utility, your browser takes you to the *Home* page. This page provides you with specific information about the phone you have logged into, including:

- A representative image of the phone
- The phone model, part number, and MAC address
- The phone's IP address and current software versions

You'll also see a row of menus, links, and sidebar panels, as identified in the illustration shown next and defined in the following list.



- **Primary Menus** The primary menus provide access to settings organized by type.
- **Login Status** This text indicates your login status according to the login type you selected in the login screen—*Admin* or *User*. The menus and features that display vary by phone model and your login status.
- **Logout** This link enables you to log out of the Web Utility. You can also log out by closing the Web page.
- **Navigation Sidebar** This panel displays the submenus that are available in the current primary menu with your current submenu highlighted in bold.
- **Help Text Sidebar** This panel displays contextual help for each phone setting and is available in all menus.

Using the Utility Language Selector Box

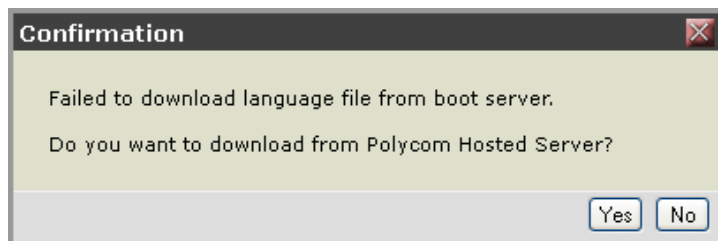
This selector displays a list of all the Web Utility interface languages and enables you to choose the language. By default, you can only choose certain languages, depending on your phone model. See [Table 1: Default Web Utility Languages](#) for a list of the default languages available with each phone model.

Table 1: Default Web Utility Languages

VVX 300/310, VVX 400/410, VVX 500, VVX 600, VVX 1500, and SoundStation Duo	SoundStation IP 5000/6000/7000	SoundPoint IP Phones
All languages	English Internal (en-in), German (de-de), French (fr-fr), Chinese-Simplified (zh-cn)	English Internal (en-in)

If you wish to use a Web Utility language which is not available by default, you will either need to place additional language files on your provisioning server, or download additional language files from a Polycom hosted server.

If you choose a non-default Web Utility language, and its corresponding language file is not available on your provisioning server, a dialog will display asking if you would like to download the language file from a Polycom hosted server, as shown next.



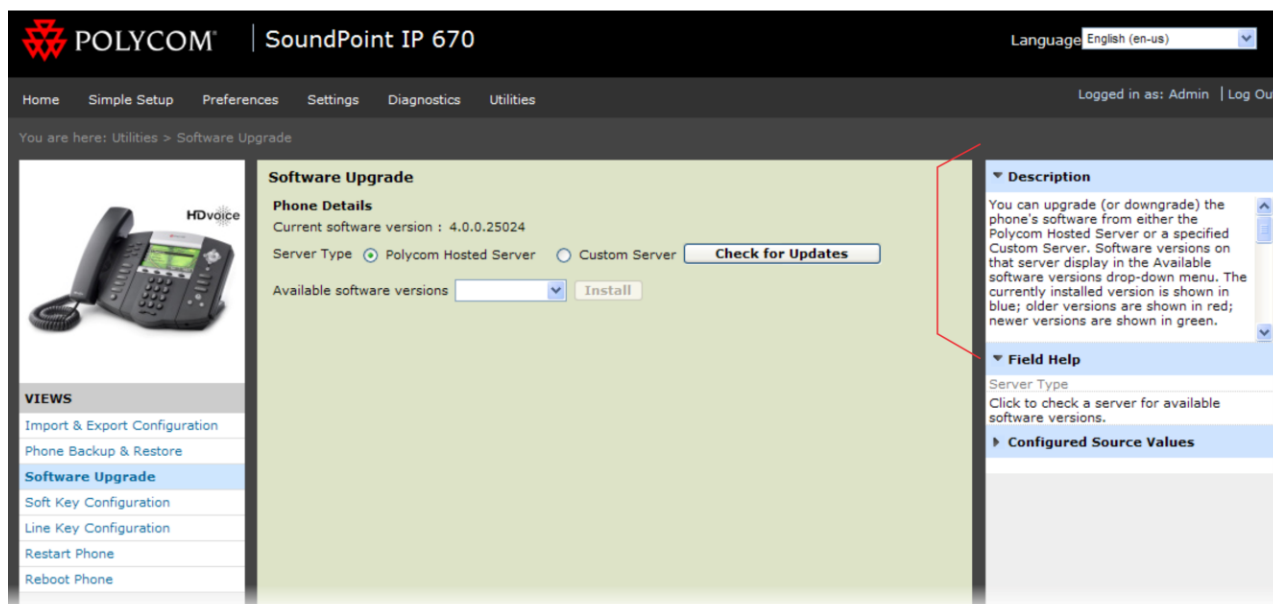
Choosing **Yes** enables the Web Utility to download the language file and display the interface in that language.

Viewing the Context-Sensitive Help

The Web Utility provides you with contextual help based on the phone settings you are currently viewing or configuring. The help text consists of:

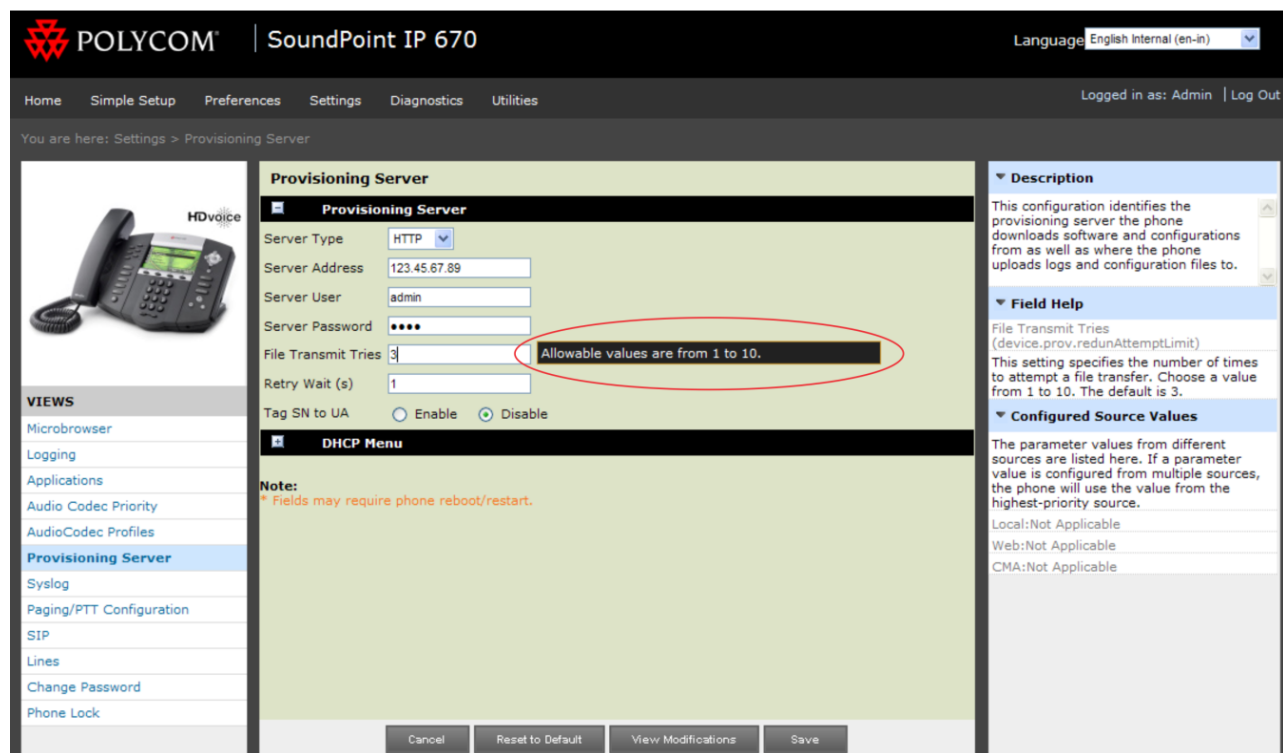
- *A Description* of the menu you are currently viewing
- *Field Help* that gives you the parameter name and function of the parameter you are currently configuring.
- *Configured Source Values* which show whether a setting has been configured through another source, such as through the phone's user interface.
- Allowable values for the option you are configuring.

Information in the right sidebar varies based on whether you click a menu, mouse over a setting, or click on a field. When you select a menu, the *Description* panel updates with a description of the current menu. In the following illustration, selecting **Utilities > Software Upgrade** updates the text in the *Description* panel with information about upgrading your phone's software.



When you mouse over a setting on the user interface, the *Field Help* updates and provides you with the name of the parameter, some guidance about the parameter's function, and available settings. If a setting has been configured through another source, the setting will display under the *Configured Source Values* panel.

When you click in a setting field in the main user interface, the allowable values for that setting are displayed as shown next.



POLYCOM | SoundPoint IP 670

Language: English Internal (en-in)

Home Simple Setup Preferences Settings Diagnostics Utilities

Logged in as: Admin | Log Out

You are here: Settings > Provisioning Server

Provisioning Server

Provisioning Server

Server Type: HTTP

Server Address: 123.45.67.89

Server User: admin

Server Password: ****

File Transmit Tries: 3 **Allowable values are from 1 to 10.**

Retry Wait (s): 1

Tag SN to UA: ☐ Enable ☒ Disable

DHCP Menu

Note:
* Fields may require phone reboot/restart.

Description
This configuration identifies the provisioning server the phone downloads software and configurations from as well as where the phone uploads logs and configuration files to.

Field Help
File Transmit Tries (device.prov.redunAttemptLimit)
This setting specifies the number of times to attempt a file transfer. Choose a value from 1 to 10. The default is 3.

Configured Source Values
The parameter values from different sources are listed here. If a parameter value is configured from multiple sources, the phone will use the value from the highest-priority source.

Local: Not Applicable
Web: Not Applicable
CMA: Not Applicable

Cancel Reset to Default View Modifications Save

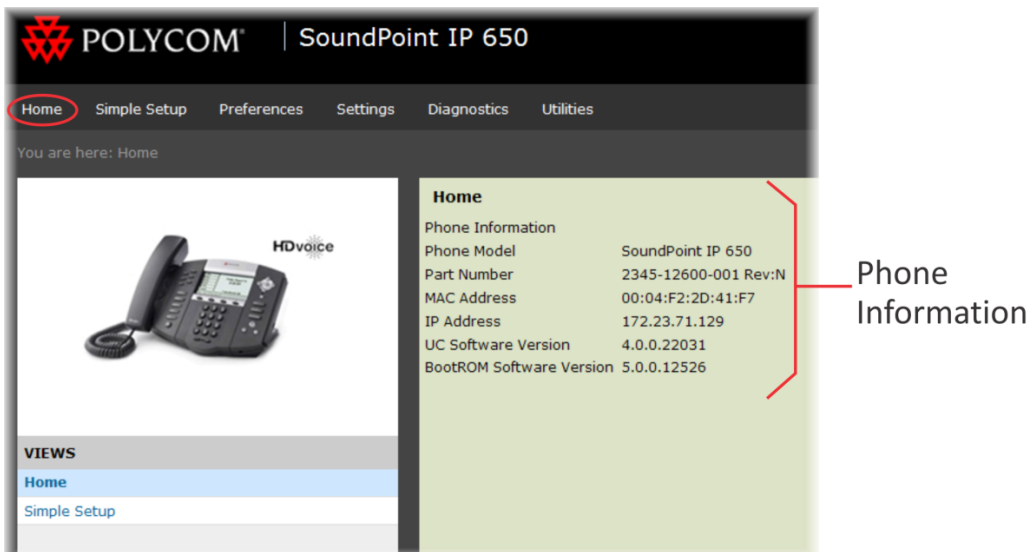
Chapter 3: Navigating the Primary Menus

This chapter shows you how to navigate the primary menus in the Polycom Web Configuration Utility. The primary menu bar has six main menus: *Home*, *Simple Setup*, *Preferences*, *Settings*, *Diagnostics*, and *Utilities*. Clicking the *Home* and *Simple Setup* tabs enables you to navigate to the respective pages. Mousing over the *Preferences*, *Settings*, *Diagnostics*, and *Utilities* menus reveals drop-down menus that you can click to access various submenus, as shown next.



The Home Menu

The **Home** menu provides a brief summary about your phone. It contains details such as phone model, MAC address, and software versions.



The Simple Setup Menu

The **Simple Setup** menu provides access to the minimum configuration settings you need to configure your phone to work. When you click the **Simple Setup** menu on the primary menu bar, the *Language*, *Time Synchronization*, *SIP Server*, *SIP Outbound Proxy*, and *SIP Line Identification* headings are displayed, as shown next.

POLYCOM | SoundPoint IP 650

Language: English (en-us)

Home **Simple Setup** Preferences Settings Diagnostics Utilities

You are here: Simple Setup

Simple Setup

Language

Phone Language: English (Internal)

Web Utility Language: **Add**

Time Synchronization

SNTP Server: north-america.pool.ntp.org

Time Zone: (GMT -8:00) Pacific Time (US & Canada)

SIP Server

Address: callserver.polycom.com

Port: 0

SIP Outbound Proxy

Address:

Port: 0

SIP Line Identification

Display Name: Bob Smith

Address: 3339952062

Authentication User ID:

Authentication Password:

Label: 2062

Cancel Reset to Default View Modifications Save

Description

The Simple Setup menu provides access to the minimum configuration options you need to set to configure your phone to function properly. When you click the Simple Setup menu on the main navigation menu bar, the Language, Time Synchronization, SIP Server, SIP Outbound Proxy, and SIP Line Identification options are displayed. These options are also located elsewhere.

Field Help

Time Zone (device.snmp.gmtOffset)

Choose the time zone where the phone is located. Time zones are calculated by a location's offset from Greenwich Mean Time (GMT). Note: This option can be set at Simple Setup > Time Synchronization, or at Preferences > Date and Time > Time Synchronization. Changes applied to settings in one place are applied in both places.

Configured Source Values

The parameter values from different sources are listed here. If a parameter value is configured from multiple sources, the phone will use the value from the highest-priority source.

Local: Not Applicable

Web: Not Applicable

CMA: Not Applicable

The Simple Setup menu is designed to help you quickly configure the most commonly used settings and features. These settings are also located in other menus throughout the Web Utility. Settings you apply in the Simple Setup menu are automatically set in the other areas.

- **Language** You can use the drop-down menu to select the language that your phone displays. You can also specify the phone language by choosing **Preferences > Additional Preferences**.

You can click the **Add** button to upload language files to display the Web Utility in different languages. For more information on displaying the Web Utility in different languages, see [Using the Utility Language Selector Box](#). Choosing **Add** displays the following dialog.

Add Web Utility Language File

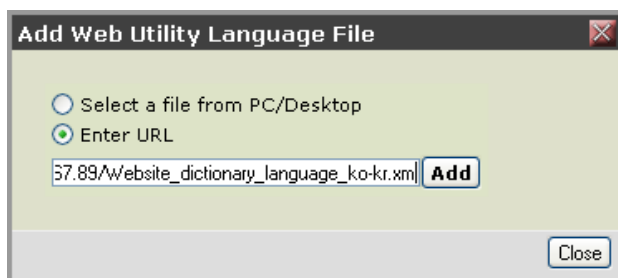
☒ Select a file from PC/Desktop

☐ Enter URL

Choose File

Close

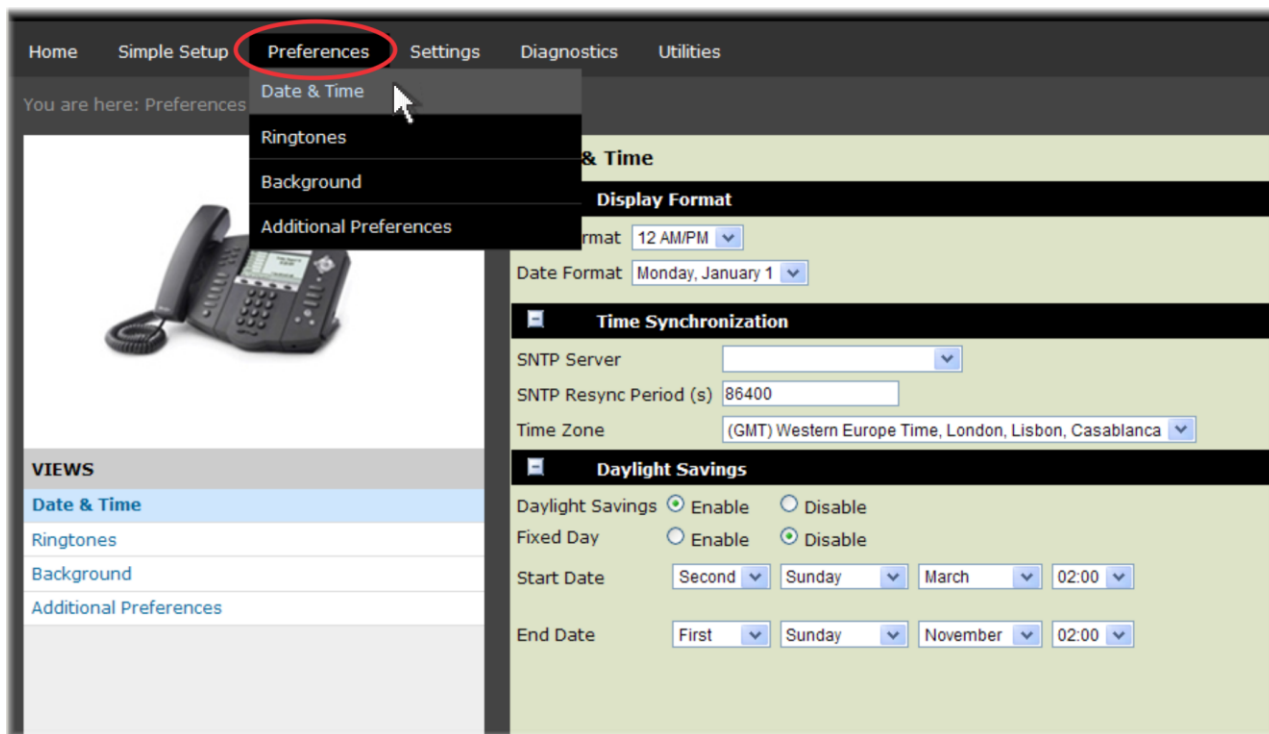
- Click **Select a file from PC/Desktop**. Then **Choose File** to display a dialog enabling you to upload a language file from your PC.
- Click **Enter URL**. Then enter the file path to a language file in the blank field underneath to upload a language file from a server. In the following illustration, the Korean language file is being uploaded. Note that the language file must be an XML file.



- **Time Synchronization** The Time Synchronization settings enable you to specify the server that the phone uses to calculate the display time and the time zone where the phone is located. You can also access these settings by choosing **Preferences > Date and Time**. By default the phone will use an HTTP provided SNTP address.
- **SIP Server** The SIP Server settings enable you to specify the IP address or domain name, and port number of the SIP server used by your phone for line registrations. You can also access these settings by choosing **Settings > SIP** and expanding the *Server 1* heading.
- **SIP Outbound Proxy** The SIP Outbound Proxy settings enable you to specify the IP address or domain name, and port number of the SIP outbound proxy server used by your phone to send all SIP requests. You can also access these settings by choosing **Settings > SIP > Server** and expanding the *Outbound Proxy* heading.
- **SIP Line Identification** The SIP Line Identification settings enable you to specify the display name, line address, authentication credentials, and line label so that you can use your phone to make calls. You can also access these settings by choosing **Settings > Lines**.

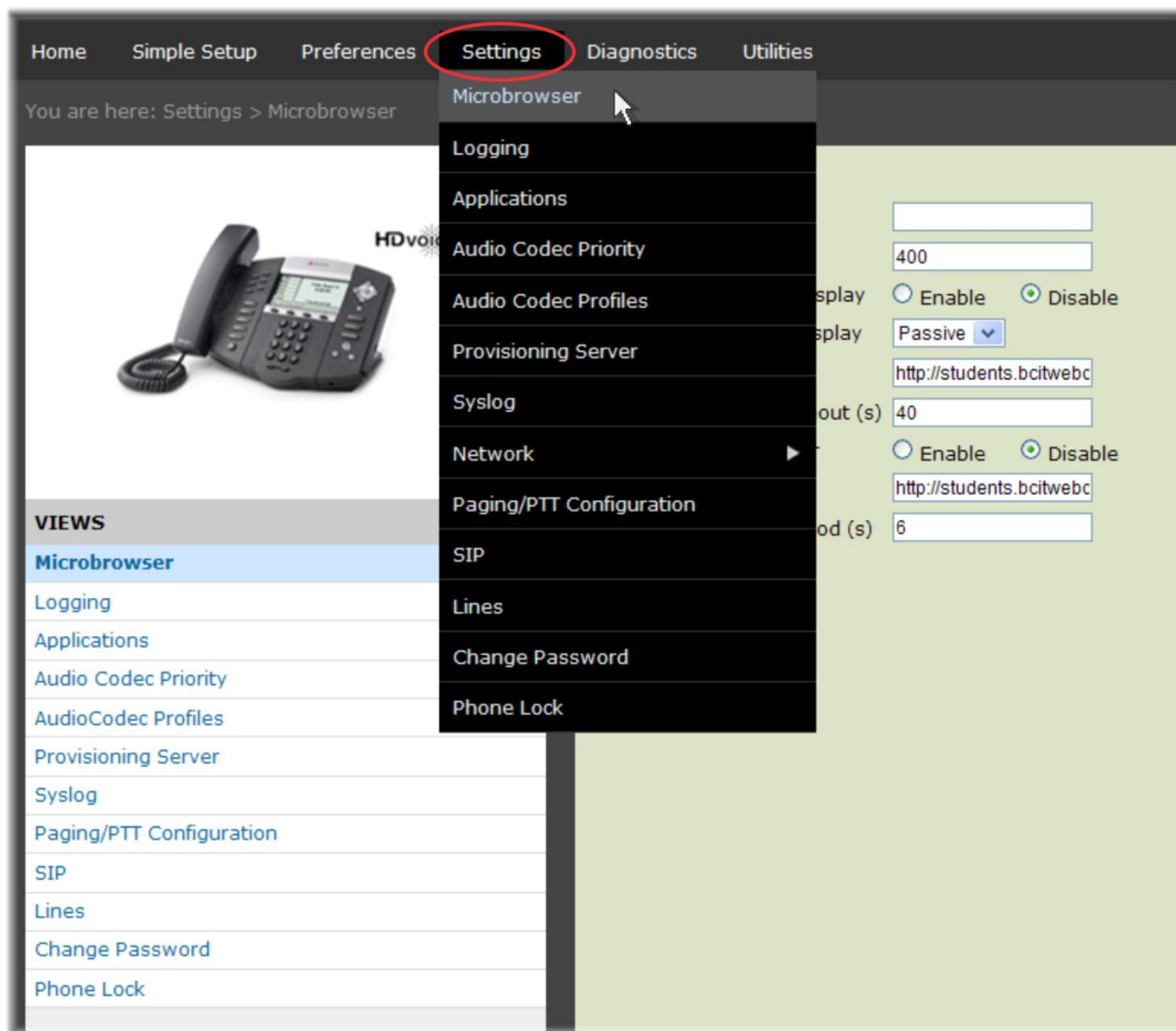
The Preferences Menu

The **Preferences** menu contains features you can set to customize your phone. Settings in this menu include your phone's date and time, language, ringtones and other audio sounds, your phone's background image, and an *Additional Preferences* submenu that varies with the phone you are using.



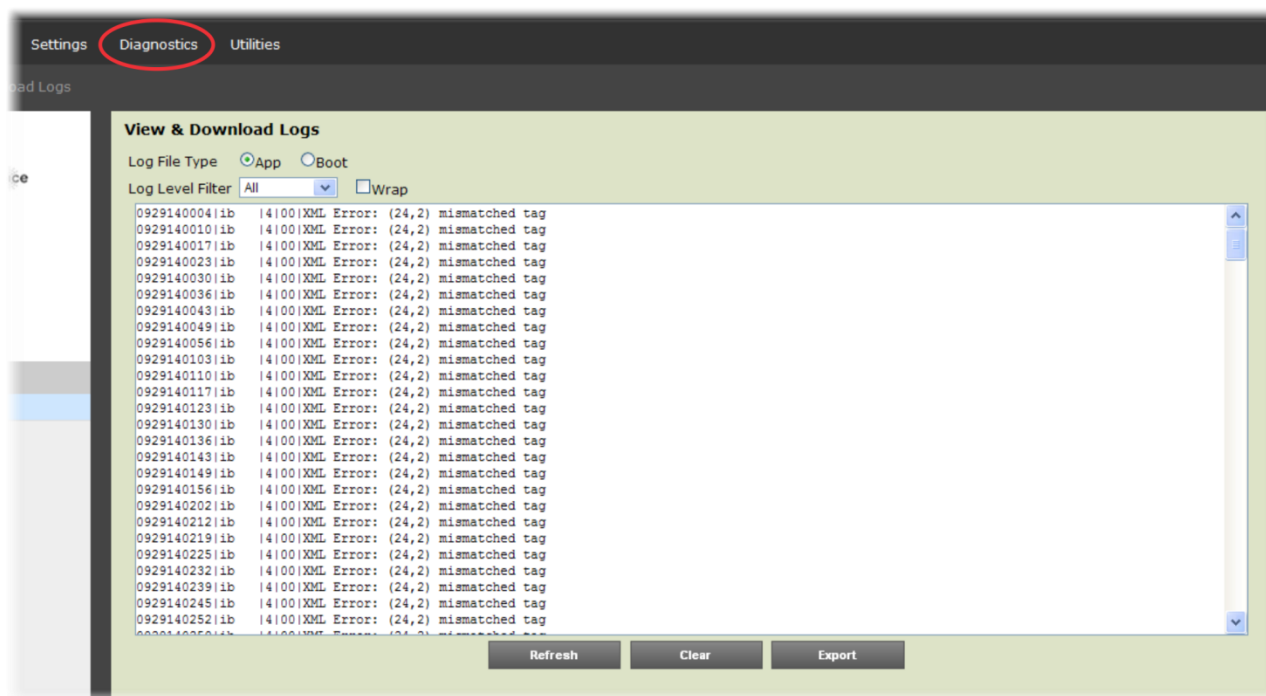
The Settings Menu

The **Settings** menu contains settings that control your phone's settings for many of the advanced phone features. Settings in this menu enable you to set provisioning information, configure features, and register lines.



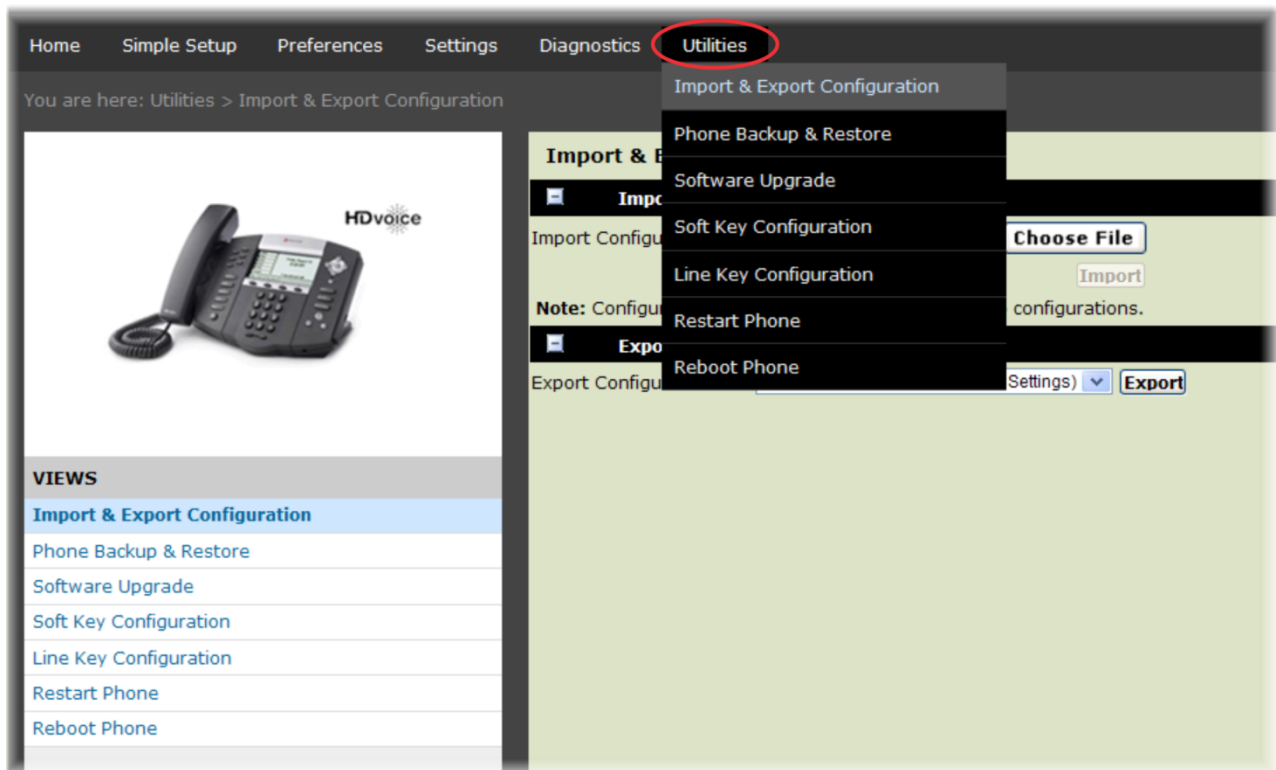
The Diagnostics Menu

The **Diagnostics** menu contains your phone's log files. You can use this menu to export logs for debugging purposes.



The Utilities Menu

The **Utilities** menu contains tools that help you manage your phone. In this menu, you can import configuration files, reset the phone to its factory settings, check for and install software upgrades, configure line and soft keys, and remotely reboot your phone.



Chapter 4: Using the Web Configuration Utility

This chapter shows you how to use the Polycom Web Configuration Utility to configure your Polycom products and set up basic phone features.

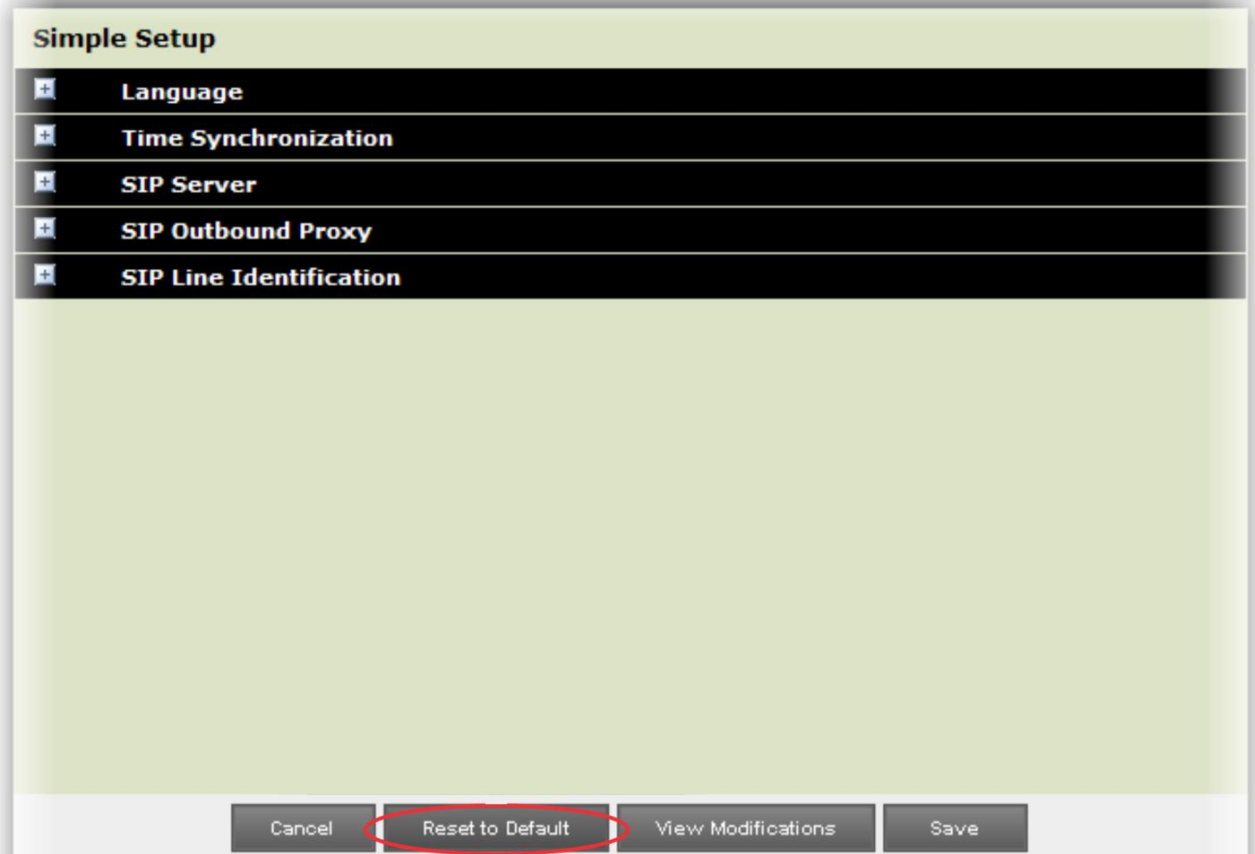
Storing Phone Settings

When you change a setting through the Web Utility, your phone modifies the corresponding configuration parameter and stores the changed parameter locally in a `<MACaddress>-web.cfg` file on your provisioning server. If the same parameter has been configured using the phone's user interface or configuration files, the phone will read settings in the following order of precedence:

- 4 Local phone user interface
- 5 Web Configuration Utility
- 6 Polycom CMA system
- 7 Configuration files
- 8 Default values

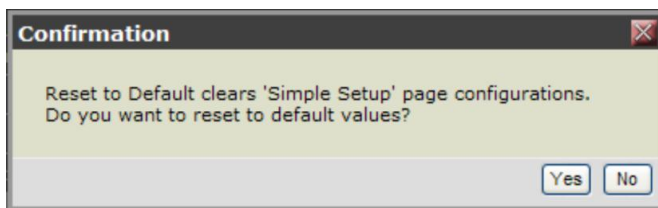
Resetting Phone Settings

If you made changes to configurable settings and want to reset your changes back to their defaults using the Web Configuration Utility, you can use the *Reset to Default* button, shown in the following illustration. The *Reset to Default* button resets the settings stored in the `<MACaddress>-web.cfg`.



To reset to default:

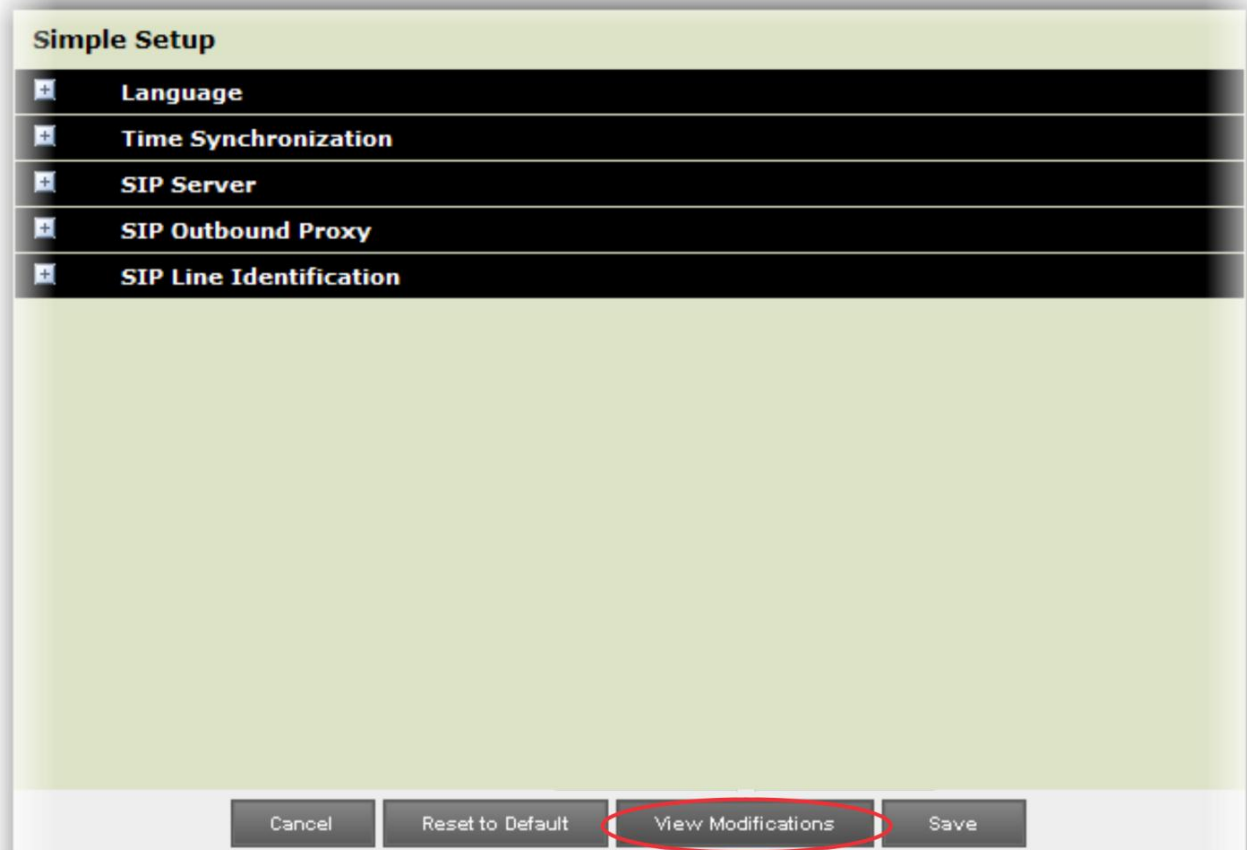
- 1 Click the **Reset to Default** button.
A confirmation dialog is displayed.



- 2 Click **Yes** to confirm your action and update the settings, or click **No** to cancel and close the dialog.

Viewing Your Configuration Changes

One advantage of using the Web Utility to configure phone settings is that you can view changes you want to make before you save them. Once you have made changes to your phone settings, click the **View Modifications** button shown next.



To view your configuration changes:

- 1 Make changes to your phone settings using the Web Utility.
- 2 Click the **View Modifications** button.

An information dialog displays all of the settings that you changed. In the following example, the display name for registered line 1 has been changed to read George Wong, and the language used on the phone's screen has been changed to Chinese.

Information

Modified Configuration Parameters

Simple Setup

Configuration Parameter	Original Value	Changed Value	Change is valid?
reg.1.displayName		George Wong	✓

Additional Preferences

Configuration Parameter	Original Value	Changed Value	Change is valid?
lcl.ml.lang		Chinese_China	✓

Note:

* Configuration parameters require a phone reboot/restart.

* Configuration parameters may require phone reboot/restart.

Leading and trailing white spaces are trimmed off from input values. Inputs with all white spaces will be treated as empty inputs.

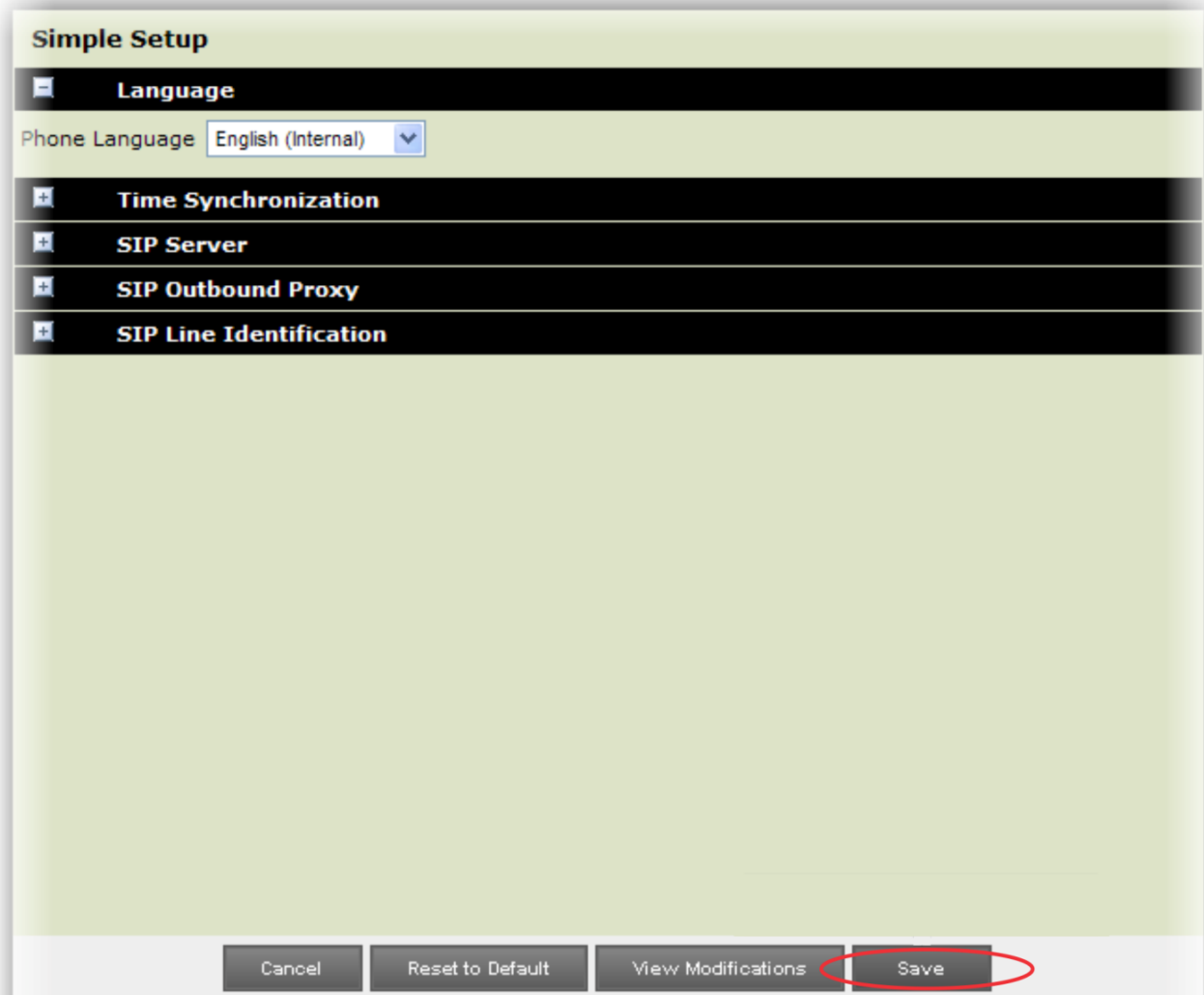
Cancel

Save

- Press **Save** to save your changes or **Cancel** to keep your current settings and return to the previous menu.

Saving Your New Configuration

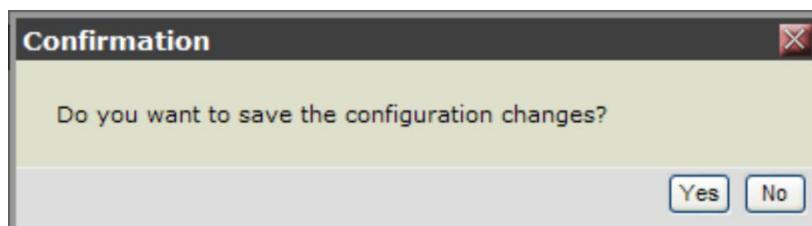
Once you have made changes to your phone's settings using the Web Utility, you will need to save them before they can be enabled on your phone. You can save your changes using the **Save** button shown next.



The image shows a 'Simple Setup' dialog box with a light green background. At the top, there is a 'Language' section with a minus icon and a dropdown menu showing 'English (Internal)'. Below this are four expandable sections: 'Time Synchronization', 'SIP Server', 'SIP Outbound Proxy', and 'SIP Line Identification', each with a plus icon. At the bottom, there are four buttons: 'Cancel', 'Reset to Default', 'View Modifications', and 'Save'. The 'Save' button is circled in red.

To save your configuration changes:

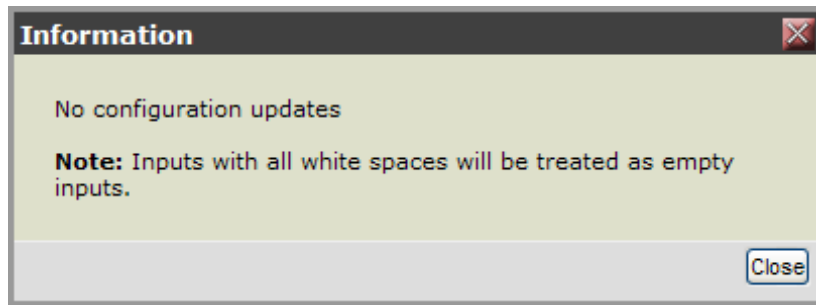
- 1 Make changes to your phone settings using the Web Utility.
- 2 Click the **Save** button to save your changes.
A confirmation dialog displays as shown next.



The image shows a 'Confirmation' dialog box with a dark gray title bar and a light green body. The text inside asks 'Do you want to save the configuration changes?'. At the bottom right, there are two buttons: 'Yes' and 'No'.

- 3 Choose **Yes** to save your configuration changes and close the dialog, or choose **No** to keep your current phone settings and return to the previous menu.

If you press the **Save** button and have not made any changes, a dialog will display indicating that no changes have been made, as shown next.



Chapter 5: Getting Help

This chapter provides links to Polycom product and support sites. You can also find information about The Polycom Community, which provides access to discussion forums.

Recommended References

You can find all Technical Bulletins and Quick Tips on the Polycom Support Web site at http://support.polycom.com/PolycomService/support/us/support/voice/soundpoint_ip/VoIP_Technical_Bulletins_pub.html

You can find all Polycom phone documentation on the Polycom Support Web site at <http://support.polycom.com/voice/>

You can find Request For Comments (RFC) documents by entering the RFC number at <http://www.ietf.org/rfc.html>

Getting Help and Support

If you are looking for help or technical support for your phones, the following types of documents are available:

- Quick Start Guides, which describe how to assemble phones
- Quick User Guides, which describe the basic phone features
- User Guides, which describe both basic and advanced phone features
- Administrators' Guide, which describe how to configure, manage, and troubleshoot phones
- Web Applications Developer's Guide, which provides guidance in the development of applications that run on your phone's web browser or microbrowser
- Feature Description and Technical Notifications—such as Technical Bulletins and Quick Tips—that describe workarounds to existing issues and provide expanded descriptions and examples
- Release Notes, which describe the new and changed features and fixed problems in the latest version of the software

The Polycom Community

[The Polycom Community](#) gives you access to the latest developer and support information. Participate in discussion forums to share ideas and solve problems with your colleagues. To register with the Polycom Community, simply create a Polycom online account. When logged in, you can access Polycom support personnel and participate in developer and support forums to find the latest information on hardware, software, and partner solutions topics.



Community

Search

Advanced

Learn, Share, Connect

The Polycom Community

[Community Home](#)[Register](#) · [Sign In](#) · [Help](#)[Contact Us](#)

Community Homepage



Hello and Welcome to the Polycom Community!
We've created this community site so you can connect and interact with your colleagues and industry experts to exchange ideas, post questions, answers and share information. Come join the discussions! Happy Posting!

Support Community

Voice

PSTN

VoIP

SpectraLink

DECT

Audio / Video

Video Endpoints

Telepresence

Integrated Audio

RealPresence Mobile

Developer Community



Click on one of the Forum links below to sign in or register and accept our SDK Agreement.

[Polycom Infrastructure Forum](#)
[Polycom End Points Forum](#)

Top Kudoed Posts

Re: Updated 4000 - now can't access?	2
Re: Updated 4000 - now can't access?	2
Re: Telepresence M100 not working	2
[FAQ] VoIP frequently asked questions	2
Re: Browser Environment error for RMX	1

[View All](#)

End-User License Agreement for Polycom® Software

This End-User License Agreement ("Agreement") is a legal agreement between you (either an individual or a single entity) and Polycom, B.V for the Polycom Software Product licensed by Polycom B.V in Europe, the Middle East, Africa, and Asia Pacific or Polycom, Inc., for the Polycom Software Product licensed by Polycom, Inc. in the rest of the world (collectively, "Polycom"). The Software Product includes the computer software included herewith and may include associated media, printed materials and online or electronic documentation ("Software Product"). By clicking 'I agree' or by installing, copying, or otherwise using the Software Product, you agree to be bound by the terms of this Agreement. If you do not agree to the terms of this Agreement, do not install or use the Software Product, and return it to your place of purchase for a full refund.

The Software Product is protected by copyright laws and international copyright treaties, as well as other intellectual property laws and treaties. The Software Product is licensed (not sold) to you, and its use is subject to the terms of this Agreement.

1. GRANT OF LICENSE.

Subject to the terms of this Agreement, Polycom grants to you a nonexclusive license to install and use the Software Product included with the Polycom product that incorporates or uses the Software Product (the "Product"). You may use the Software Product only in connection with the use of the Product. You are not permitted to lease, rent, distribute or sublicense the Software Product or to use the Software Product in a time-sharing arrangement or in any other unauthorized manner. Further, no license is granted to you in the human readable code of the Software Product (source code). Except as provided below, this License Agreement does not grant you any rights to patents, copyrights, trade secrets, trademarks, or any other rights in respect to the Software Product.

2. DESCRIPTION OF OTHER RIGHTS AND LIMITATIONS.

2.1 Limitations on Reverse Engineering, Decompilation, and Disassembly. You may not reverse engineer, decompile, or disassemble the Software Product, except and only to the extent that such activity is expressly permitted by applicable law notwithstanding this limitation. The Software Product is licensed as a single product. Its component parts may not be separated for use on more than one Product.

2.2 Backup. Except as expressly provided for under this Agreement, you may not copy the Software Product, except, however, you may keep one copy of the Software Product and, if applicable, one copy of any previous version for back-up purposes, only to be used in the event of failure of the original. All copies of the Software Product must be marked with the proprietary notices provided on the original Software Product. You may not reproduce the supporting documentation accompanying the Software Product.

2.3 Modifications. You may not modify, translate, or create derivative works of the Software Product.

2.4 Proprietary Notices. You may not remove or obscure any proprietary notices on or in the Software Product or the supporting documentation.

2.5 Software Transfer. You may permanently transfer all of your rights under this Agreement provided you retain no copies, you transfer all of the Software Product (including all component parts, the media, any printed materials, any upgrades, this Agreement, and, if applicable, the Certificate of Authenticity), and any recipient agrees to the terms of this Agreement. If the Software Product is an upgrade, any transfer must include all prior versions of the Software Product. However, if the Software Product is marked "Not for Resale" or "NFR," you may not resell it or otherwise transfer it for value.

2.6 Copyright. All title and copyrights in and to the Software Product (including, but not limited to, any images, photographs, animations, video, audio, music, text, and "applets" incorporated into the Software Product), the accompanying printed materials, and any copies of the Software Product are owned by Polycom or its suppliers. The Software Product is protected by copyright laws and international treaty provisions. Title, ownership rights, and intellectual property rights in the Software Product shall remain in Polycom or its suppliers. Title and related rights in the content accessed through the Software Product is the property of such content owner and may be protected by applicable law. This Agreement gives you no rights in such content.

2.7 Confidentiality. The Software Product contains valuable proprietary information and trade secrets of Polycom and its suppliers and you shall protect the confidentiality of, and avoid disclosure and unauthorized use of, the Software Product.

2.8 Dual-Media Software. You may receive the Software Product in more than one medium. Regardless of the type or size of medium you receive, you may use only one medium that is appropriate for your single Product. You may not use or install the other medium on another Product.

2.9 Reservation. Polycom reserves all rights in the Software Product not expressly granted to you in this Agreement.

3. SUPPORT SERVICES.

Polycom may provide you with support services related to the Software Product ("Support Services"). Use of Support Services is governed by the Polycom policies and programs described in the Polycom-provided materials. Any supplemental software code provided to you as part of the Support Services is considered part of the Software Product and is subject to the terms and conditions of this Agreement. With respect to technical information you provide to Polycom as part of the Support Services, Polycom may use such information for its business purposes, including for product support and development. Polycom will not utilize such technical information in a form that personally identifies you.

4. TERMINATION.

Without prejudice to any other rights, Polycom may terminate this Agreement if you fail to comply with any of the terms and conditions of this Agreement. In such event, you must destroy all copies of the Software Product and all of its component parts. You may terminate this Agreement at any time by destroying the Software Product and all of its component parts.

5. UPGRADES.

If the Software Product is labeled as an upgrade, you must be properly licensed to use the software identified by Polycom as being eligible for the upgrade in order to use the Software Product. A Software Product labeled as an upgrade replaces and/or supplements the software that formed the basis for your eligibility for the upgrade. You may use the resulting upgraded Software Product only in accordance with the terms of this Agreement. If the Software Product is an upgrade of a component of package of software programs that you licensed as a single product, the Software Product may be used and transferred only as part of that single Software Product package and may not be separated for use on more than one Product.

6. WARRANTY AND WARRANTY EXCLUSIONS.

6.1 Limited Warranty. Polycom warrants that (a) the Software Product will perform substantially in accordance with the accompanying documentation for a period of ninety (90) from the date of receipt by you, and (b) any Support Services provided by Polycom shall be substantially as described in applicable written materials provided to you by Polycom, and Polycom support engineers will make commercially reasonable efforts to solve any problem issues. Polycom does not warrant that your use of the Software Product will be uninterrupted or error free, or that all defects in the Software Product will be corrected. Polycom's sole obligation under this express warranty shall be, at Polycom's option and expense, to refund the purchase price paid by you for any defective software product which is returned to Polycom with a copy of your receipt, or to replace any defective media with software which substantially conforms to applicable Polycom published specifications. Any replacement Software Product will be warranted for the remainder of the original warranty period or thirty (30) days, whichever is longer.

6.2 Warranties Exclusive. If this Software Product does not operate as warranted above, your sole remedy for breach of that warranty shall be repair, replacement, or refund of the purchase price paid, at Polycom's option. TO THE FULL EXTENT ALLOWED BY LAW, THE FOREGOING WARRANTIES AND REMEDIES ARE EXCLUSIVE AND ARE IN LIEU OF ALL OTHER WARRANTIES, TERMS OR CONDITIONS, EXPRESS OR IMPLIED, EITHER IN FACT OR BY OPERATION OF LAW, STATUTORY OR OTHERWISE, INCLUDING WARRANTIES, TERMS OR CONDITIONS OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, SATISFACTORY QUALITY, CORRESPONDENCE WITH DESCRIPTION, AND NON-INFRINGEMENT, ALL OF WHICH ARE EXPRESSLY DISCLAIMED. POLYCOM NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY OTHER LIABILITY IN CONNECTION WITH THE SALE, INSTALLATION, MAINTENANCE, OR USE OF THIS SOFTWARE PRODUCT.

POLYCOM SHALL NOT BE LIABLE UNDER THIS WARRANTY IF ITS TESTING AND EXAMINATION DISCLOSE THAT THE ALLEGED DEFECT OR MALFUNCTION IN THE SOFTWARE PRODUCT DOES NOT EXIST OR WAS CAUSED BY YOUR OR ANY THIRD PERSON'S MISUSE, NEGLIGENCE, IMPROPER INSTALLATION OR TESTING, UNAUTHORIZED ATTEMPTS TO MODIFY THE PRODUCT, OR ANY OTHER CAUSE BEYOND THE RANGE OF THE INTENDED USE, OR BY ACCIDENT, FIRE, LIGHTNING, POWER CUTS OR OUTAGES, OTHER HAZARDS, OR ACTS OF GOD.

7. LIMITATION OF LIABILITY.

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, IN NO EVENT SHALL POLYCOM OR ITS SUPPLIERS BE LIABLE FOR ANY SPECIAL, INCIDENTAL, INDIRECT, OR CONSEQUENTIAL DAMAGES WHATSOEVER (INCLUDING, WITHOUT LIMITATION, DAMAGES FOR LOSS OF BUSINESS PROFITS, BUSINESS INTERRUPTION, LOSS OF BUSINESS INFORMATION, OR ANY OTHER PECUNIARY LOSS)

ARISING OUT OF THE USE OR INABILITY TO USE THE SOFTWARE PRODUCT OR THE PROVISION OF OR FAILURE TO PROVIDE SUPPORT SERVICES, EVEN IF POLYCOM HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. IN ANY CASE, POLYCOM'S ENTIRE LIABILITY SHALL BE LIMITED TO THE GREATER OF THE AMOUNT ACTUALLY PAID BY YOU FOR THE SOFTWARE PRODUCT OR U.S. \$5.00; PROVIDED, HOWEVER, IF YOU HAVE ENTERED INTO A POLYCOM SUPPORT SERVICES AGREEMENT, POLYCOM'S ENTIRE LIABILITY REGARDING SUPPORT SERVICES SHALL BE GOVERNED BY THE TERMS OF THAT AGREEMENT.

8. DISCLAIMER.

Some countries, states, or provinces do not allow the exclusion or limitation of implied warranties or the limitation of incidental or consequential damages for certain products supplied to consumers, or the limitation of liability for personal injury, so the above limitations and exclusions may be limited in their application to you. When the implied warranties are not allowed to be excluded in their entirety, they will be limited to the duration of the applicable written warranty. This warranty gives you specific legal rights which may vary depending on local law.

9. EXPORT CONTROLS.

The Software Product may not be downloaded or otherwise exported or re-exported (i) into (or to a national or resident of) Cuba, North Korea, Iran, Syria, Sudan, or any other country to which the U.S. has embargoed goods; or (ii) to anyone on the U.S. Treasury Department's List of Specially Designated Nationals or the U.S. Commerce Department's Table of Denial Orders. By downloading or using this Software Product, you are agreeing to the foregoing and you are representing and warranting that you are not located in, under the control of, or a national or resident of any such country or on any such list. If you obtained this Software Product outside of the United States, you are also agreeing that you will not export or re-export it in violation of the laws of the country in which it was obtained.

10. MISCELLANEOUS.

10.1 Governing Law. This Agreement shall be governed by the laws of the State of California, as such laws are applied to agreements entered into and to be performed entirely within California between California residents, and by the laws of the United States. The United Nations Convention on Contracts for the International Sale of Goods (1980) is hereby excluded in its entirety from application to this Agreement.

10.2 General. This Agreement represents the complete agreement concerning this license and may be amended only by a writing executed by both parties. If any provision of this Agreement is held to be unenforceable, such provision shall be reformed only to the extent necessary to make it enforceable.

10.3 Contact. If you have any questions concerning this Agreement, or if you desire to contact Polycom for any reason, please contact the Polycom office serving your country.

10.4 U.S. Government Restricted Rights. The software and documentation provided by Polycom pursuant to this Agreement are "Commercial Items," as the term is defined at 48 C.F.R. §2.101, consisting of "Commercial Computer Software" and "Commercial Computer Software Documentation," as such terms are used in 48 C.F.R. §12.212 or 48 C.F.R. §227.7202, as applicable. Consistent with 48 C.F.R. §12.212 or 48 C.F.R. §§227.7202-1 through 227.7202-4, as applicable, the Commercial Computer Software and Commercial Computer Software Documentation are licensed to United States Government end users (1) only as Commercial Items and (2) with only those rights as are granted to all other users pursuant to the terms of this Agreement.

www.polycom.com

Corporate Headquarters:	6001 America Center Drive, San Jose, CA 95002, USA Phone: 925.924.6000
Israel Office:	94 Derech Em Hamoshavot P.O.B. 3654, Petach-Tikva 49130, Israel Phone: +972 3 925 1444 Fax: +972 3 921 1571
Netherlands Office:	Tarnspolis Park, Siriusdreef 41, 2132 Wt Hoofddorp Netherlands Phone: 31-0-230-2600