

# Polycom RealPresence Desktop

1. Polycom RealPresence Desktop is available for PC and MAC. Please use the correct link below to download the software for your computer.

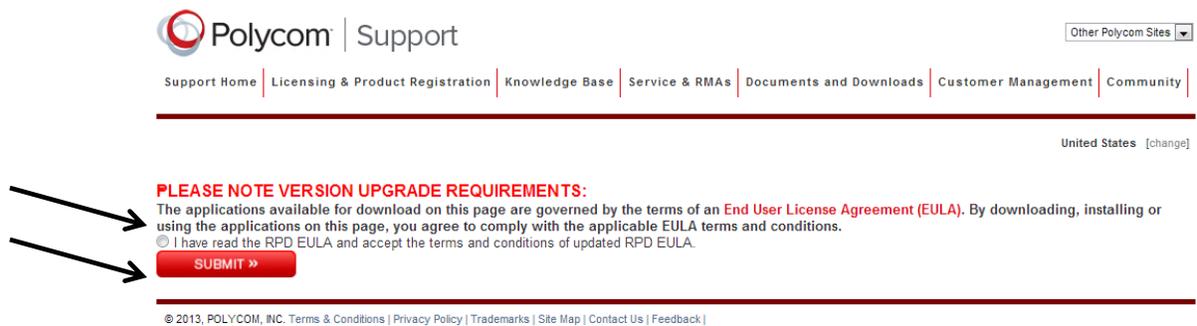
PC:

[http://support.polycom.com/PolycomService/support/us/support/eula/rpd/RPDagreement\\_v3\\_1\\_win.html](http://support.polycom.com/PolycomService/support/us/support/eula/rpd/RPDagreement_v3_1_win.html)

MAC:

[http://support.polycom.com/PolycomService/support/us/support/eula/rpd/RPDagreement\\_v3\\_1\\_mac.html](http://support.polycom.com/PolycomService/support/us/support/eula/rpd/RPDagreement_v3_1_mac.html)

2. Clicking on either link, should bring up the window shown below. Please select the “I have read the RPD EULA and accept ...” and click on Submit



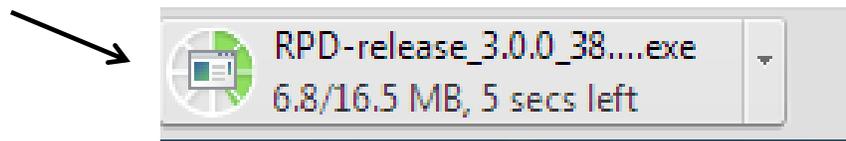
The screenshot shows the Polycom Support website. At the top, there is a navigation bar with the Polycom logo and the word "Support". Below the navigation bar, there is a horizontal menu with several items: "Support Home", "Licensing & Product Registration", "Knowledge Base", "Service & RMAs", "Documents and Downloads", "Customer Management", and "Community". On the right side of the page, there is a dropdown menu labeled "Other Polycom Sites" and a link for "United States [change]". The main content area features a red heading: "PLEASE NOTE VERSION UPGRADE REQUIREMENTS:". Below this heading, there is a paragraph of text: "The applications available for download on this page are governed by the terms of an End User License Agreement (EULA). By downloading, installing or using the applications on this page, you agree to comply with the applicable EULA terms and conditions." Below the paragraph, there is a radio button next to the text "I have read the RPD EULA and accept the terms and conditions of updated RPD EULA." and a red "SUBMIT >>" button. Two black arrows point to the radio button and the "SUBMIT >>" button. At the bottom of the page, there is a footer with the text: "© 2013, POLYCOM, INC. Terms & Conditions | Privacy Policy | Trademarks | Site Map | Contact Us | Feedback |"

3. Next click “Accept Agreement”

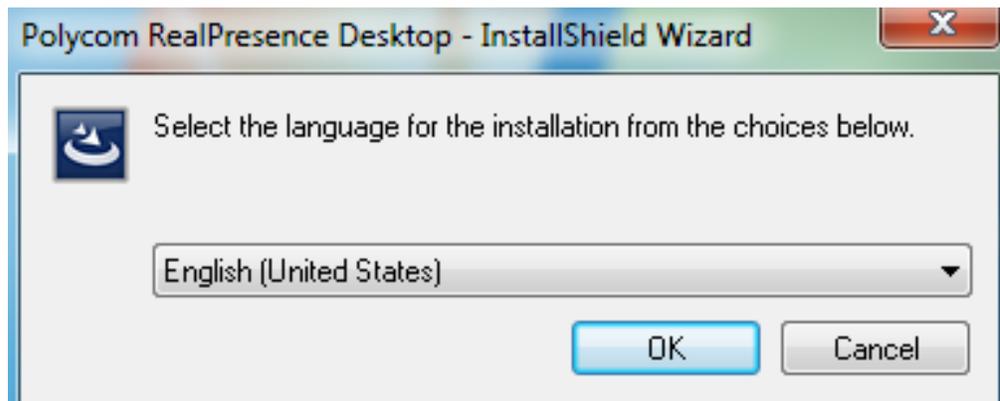


The screenshot shows a dialog box titled "EXPORT RESTRICTIONS." with a close button (X) in the top right corner. The text inside the dialog box reads: "Polycom, its employees and its agents are subject to U.S. export control laws that prohibit or restrict (i) transactions with certain parties, and (ii) the type and level of technologies and services that may be exported. You agree to comply fully with all laws and regulations of the United States and other countries (Export Laws) to assure that neither the Software, nor any direct products thereof are (1) exported, directly or indirectly, in violation of Export Laws, or (2) are used for any purpose prohibited by Export Laws, including, without limitation, nuclear, chemical, or biological weapons proliferation." Below this text, there is another paragraph: "None of the Software or underlying information or technology may be downloaded or otherwise exported or re-exported (i) into (or to a national or resident of) Cuba, North Korea, Iran, Sudan, Syria 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 Denied Persons List, Unverified List, Entity List, Nonproliferation Sanctions or General Orders. By downloading or using the Software, 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, and that you acknowledge you are responsible to obtain any necessary U.S. government authorization to ensure compliance with U.S. law." At the bottom of the dialog box, there is a blue button labeled "Accept Agreement" with a black arrow pointing to it.

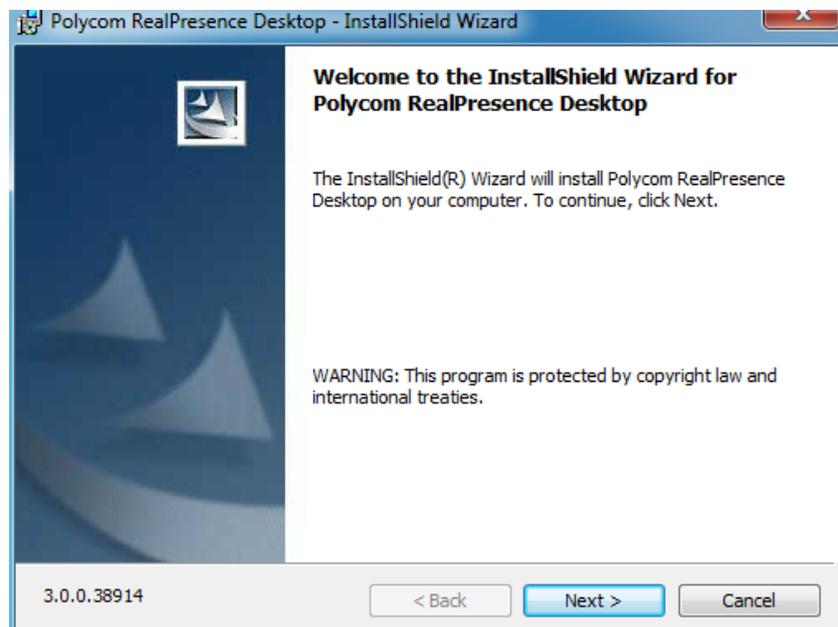
- The download should start. If the install does not start automatically, please double click on the file that was just downloaded



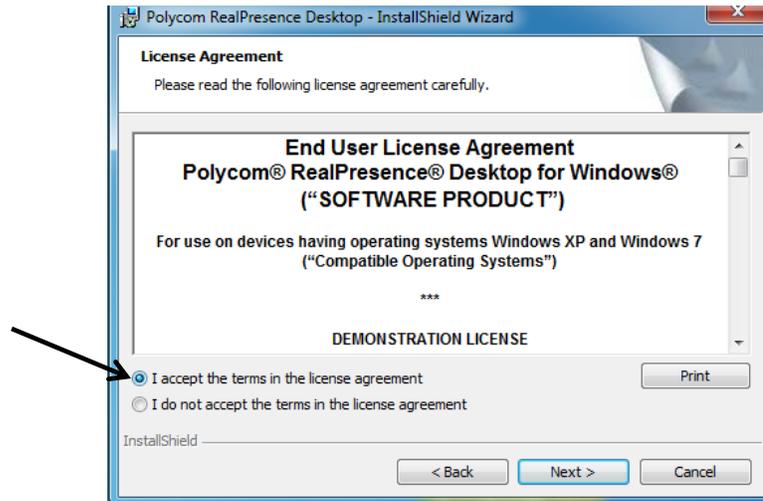
- Select your language



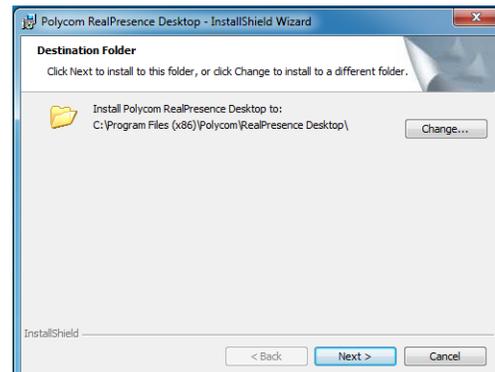
- Click "Next" to continue



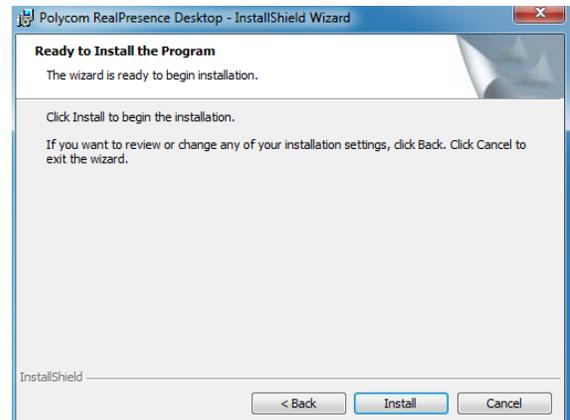
7. Change the selection to “I accept the terms ...” and click “Next”



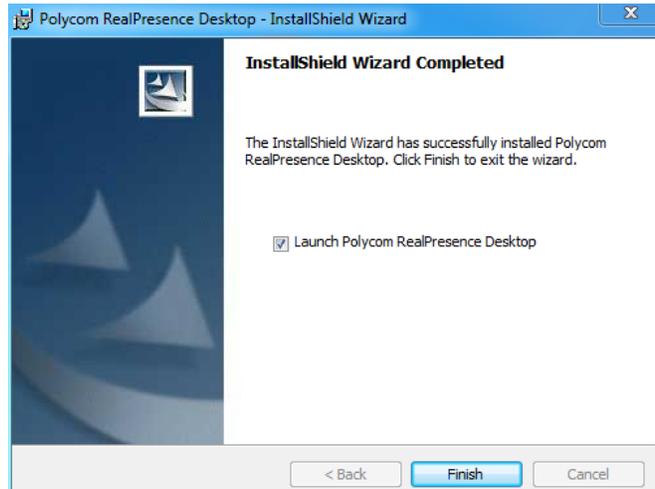
8. Select the folder for the install (you can leave it at the default unless there is a reason to change it). Click “Next”



9. Click on “Install”



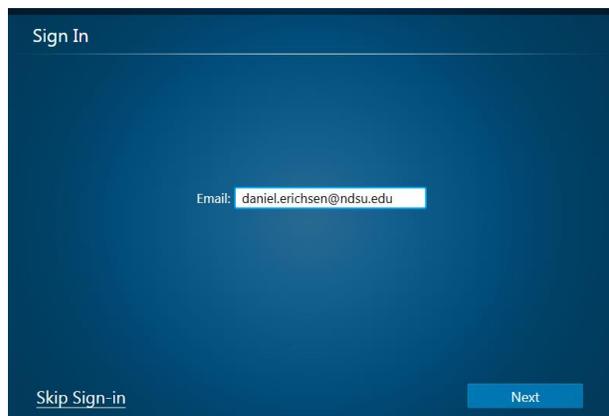
10. The installation is complete. Click “Finish” to complete the install and launch the software



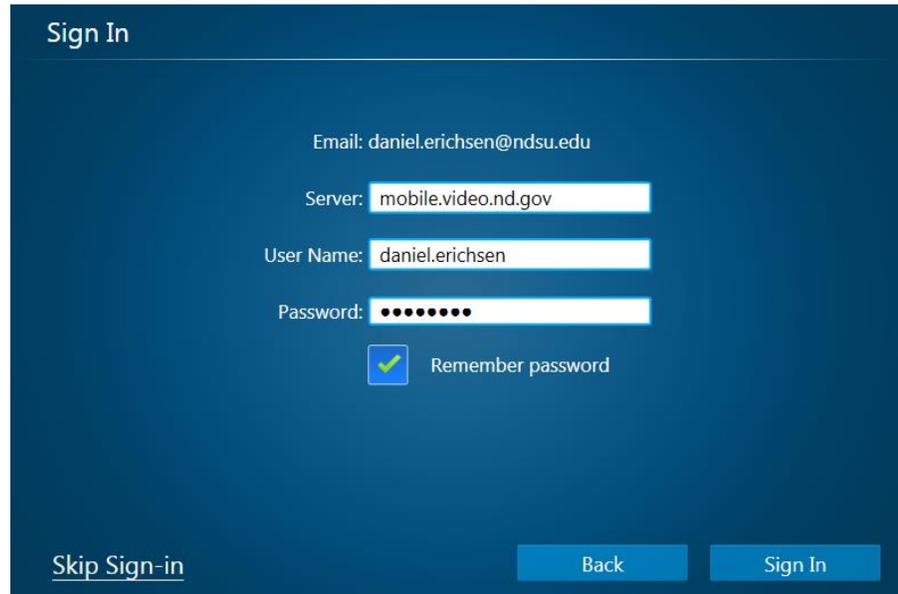
11. On the next screen, select the “Enterprise Sign-In” option. Click on Enter



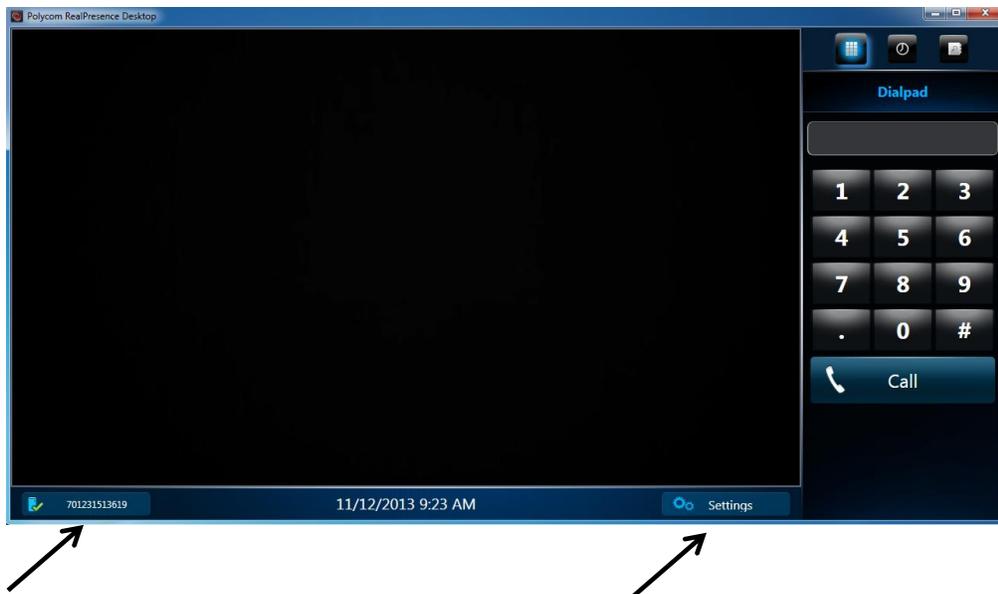
12. Leave email address field blank and click “Next”



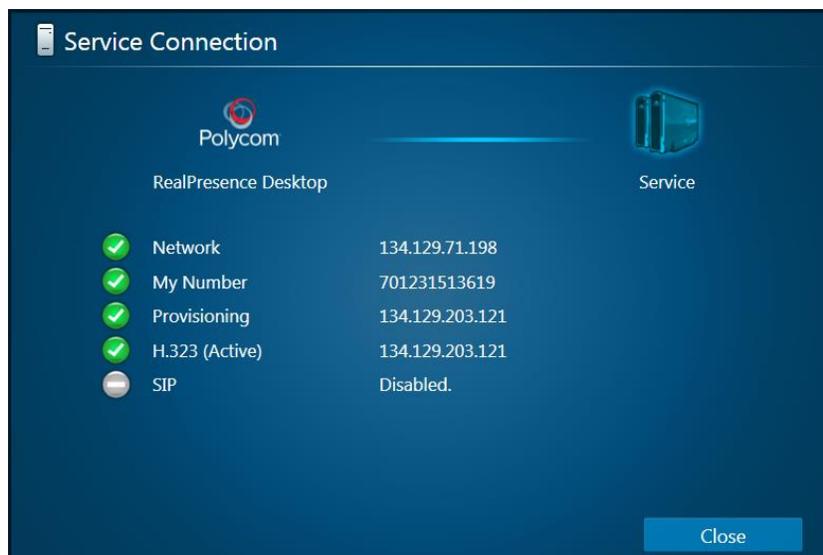
13. Enter the server address, your username and your password. This information should have been provided by you when you requested the software.
  - a. If you get to a screen where it gives you an option of Enterprise or Individual Version, Click on Enterprise Version to update.



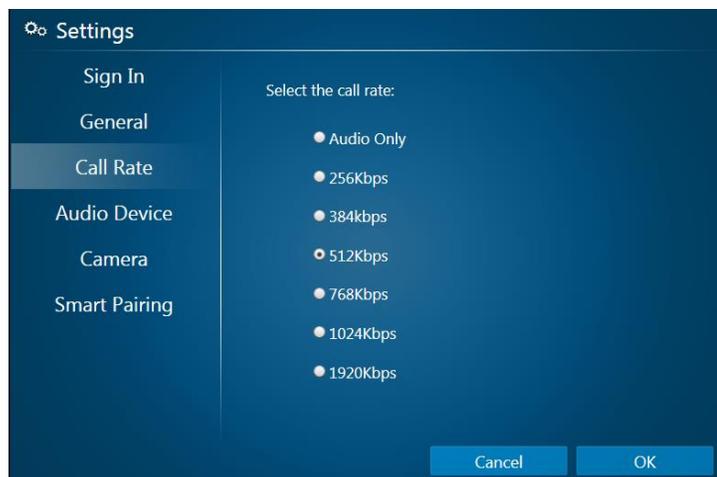
14. This is the interface of Polycom RealPresence Desktop (PC). You can click on the server info button in the bottom left (step 14) to see connection status and on the Settings button in the bottom right corner (step 15) to change important software settings.



15. When you click on the server button, your information should look **similar** to the information below with checkmarks next to the first 4 items.

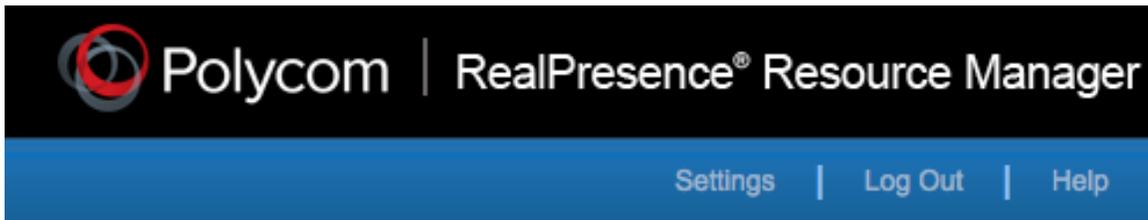


16. When you click on the “Settings” button you can change your call speed (see below), change the microphone and camera used by the software and change your sign-in information if needed.

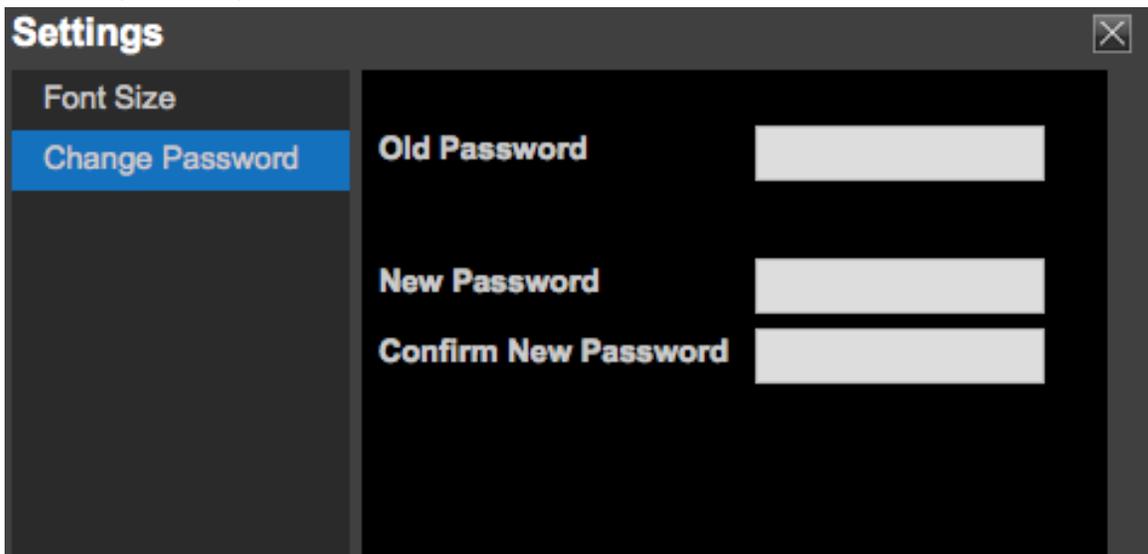


## Changing your Polycom RealPresence Password

1. Go to the following website: <https://165.234.136.123> and enter your username and password. Leave the Domain on “Local”. Your browser may display a warning when opening the website. Please ignore the warning and proceed. If you continue to have problems accessing the website, please try a different browser.
2. Once logged in, please click on the “Settings” link in the top right corner of the page



3. Select “Change Password” and enter your current password (in most cases that is “changeme”) and then your new password twice.



4. Click OK and log out of the website