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.
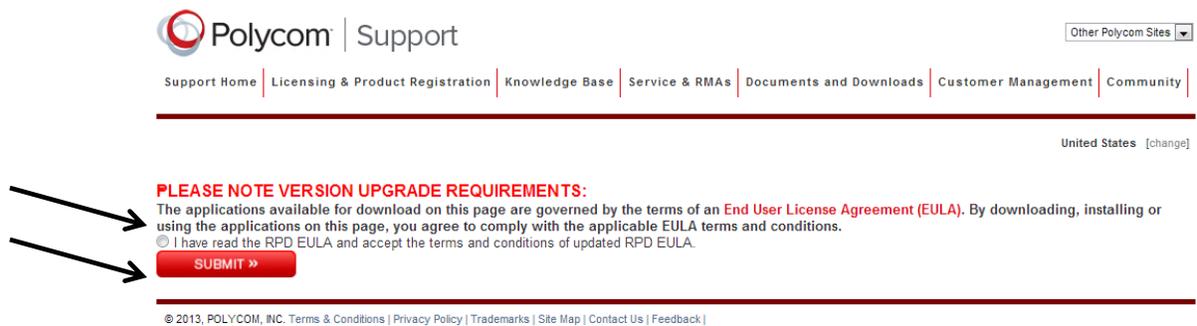
PC:
http://support.polycom.com/PolycomService/support/us/support/eula/rpd/RPDagreement_v3_1_win.html

MAC:
http://support.polycom.com/PolycomService/support/us/support/eula/rpd/RPDagreement_v_3_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
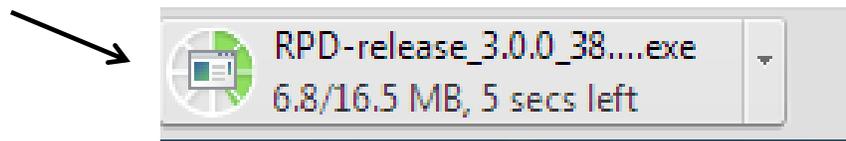

3. Next click "Accept Agreement"

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

5. Select your language
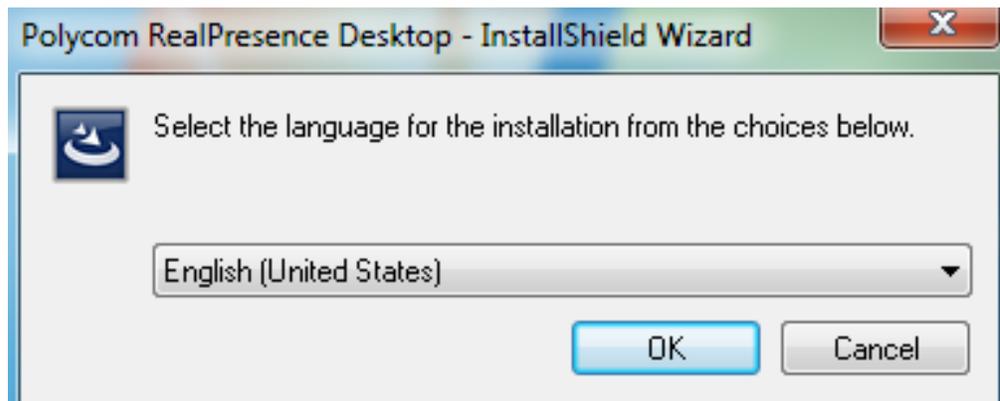
6. Click "Next" to continue
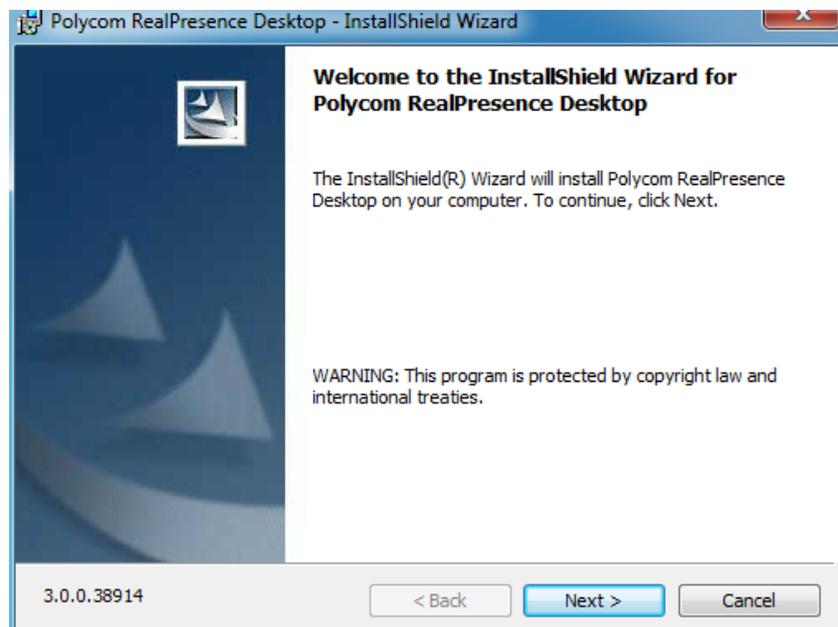
7. Change the selection to "I accept the terms …" and click "Next"
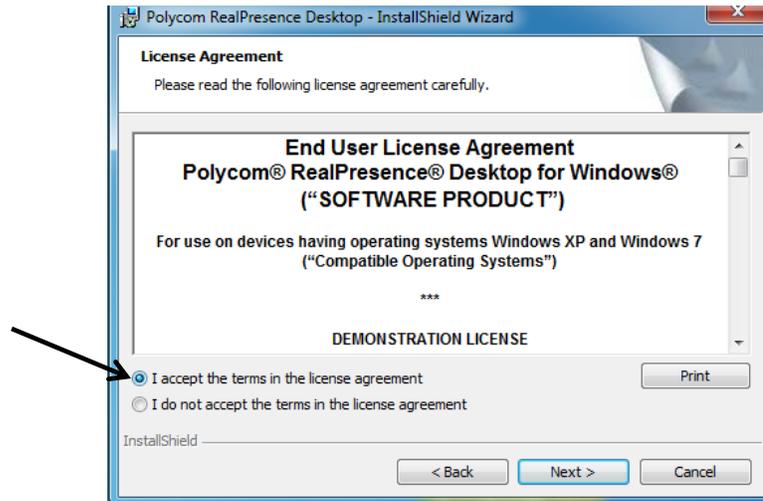
8. Select the folder for the install (you can leave it at the default unless there is a reason to change it). Click "Next"
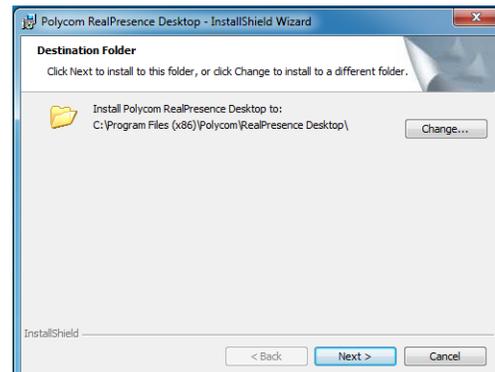
9. Click on "Install"
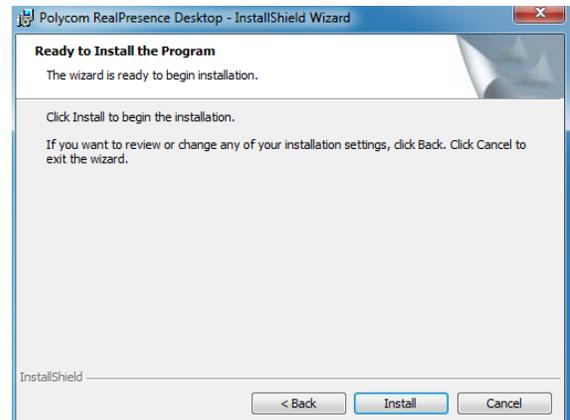
10. The installation is complete. Click "Finish" to complete the install and launch the software

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

12. Leave email address field blank and click "Next"
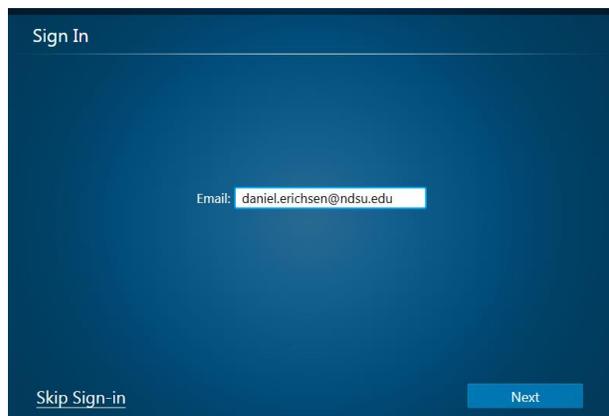
13. Enter the server address, your username and your password. This information should have been provided by you when you requested the software.

   a. If you get to a screen where it gives you an option of Enterprise or Individual Version, Click on Enterprise Version to update.

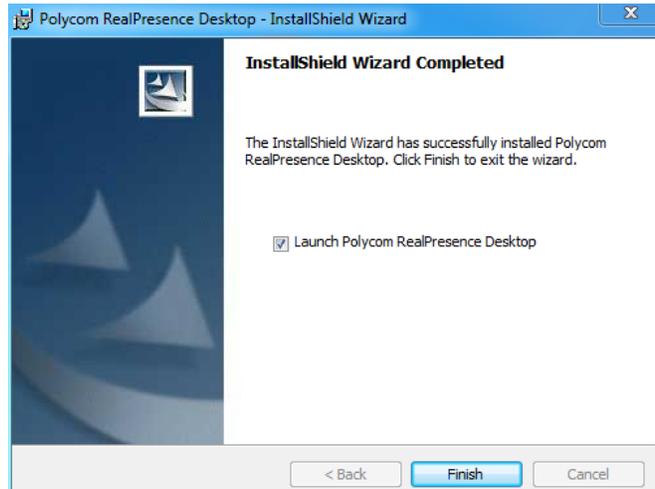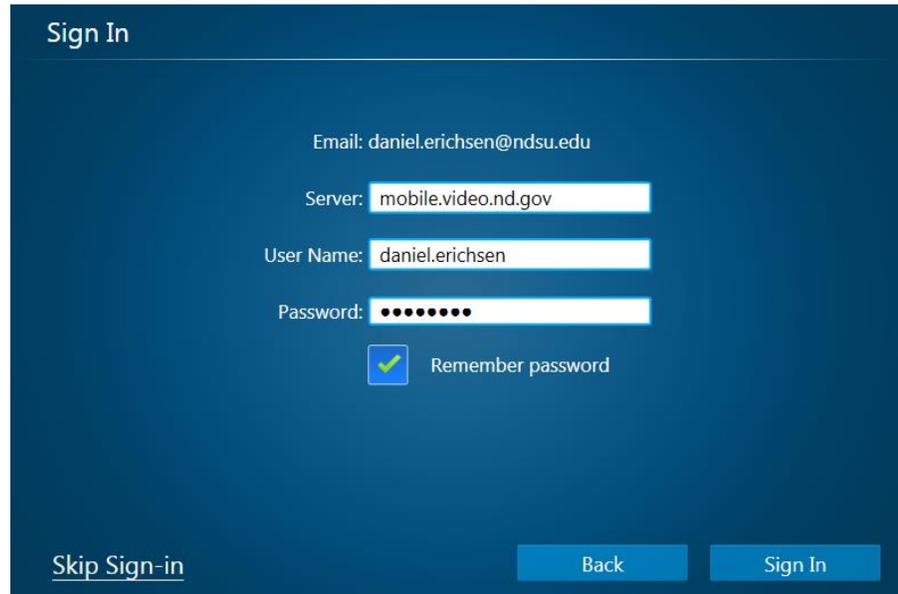14. This is the interface of Polycom RealPresence Desktop (PC). You can click on the server info button in the bottom left (step 14) to see connection status and on the Settings button in the bottom right corner (step 15) to change important software settings.
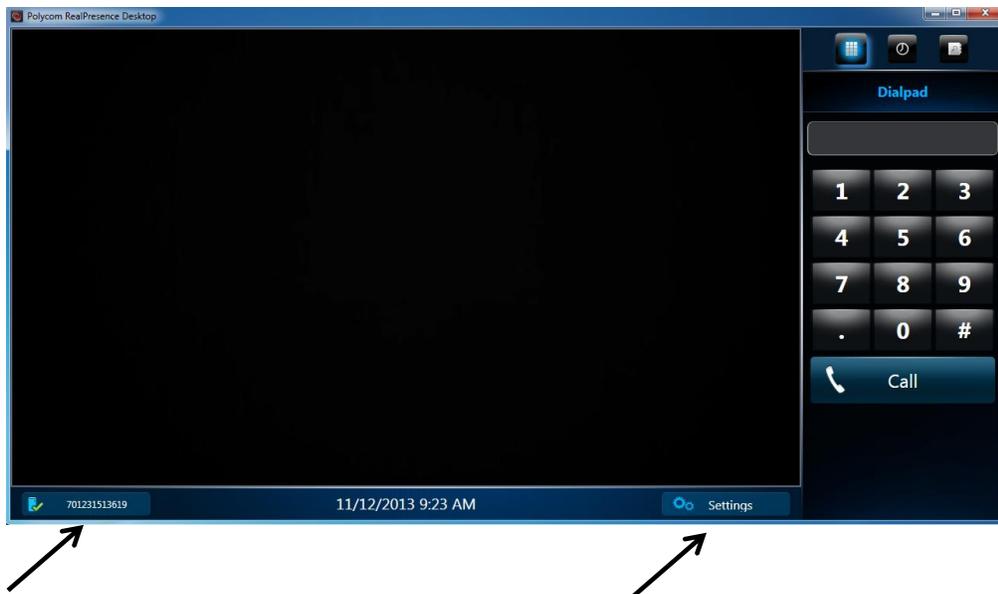
15. When you click on the server button, your information should look **similar** to the information below with checkmarks next to the first 4 items.
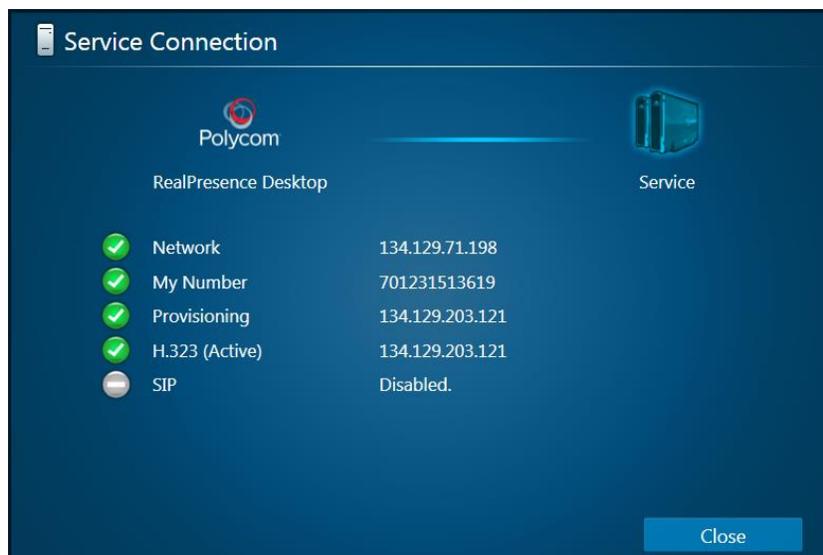
16. When you click on the "Settings" button you can change your call speed (see below), change the microphone and camera used by the software and change your sign-in information if needed.
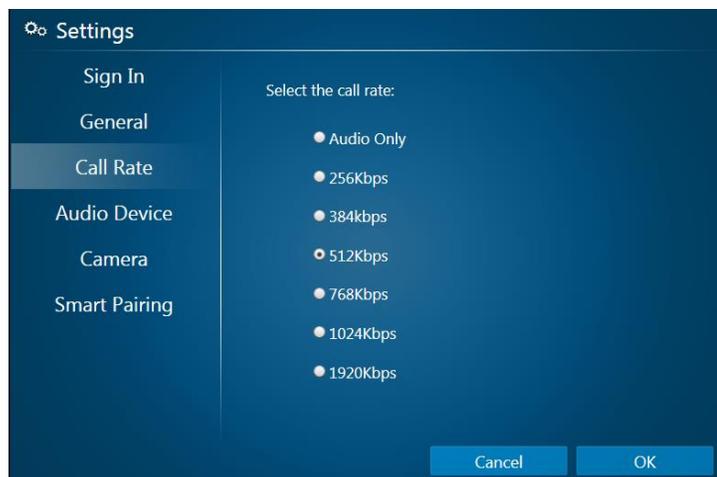
Changing your Polycom RealPresence Password

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 webiste, please try a different browser.

2. Once logged in, please click on the "Settings" link in the top right corner of the page
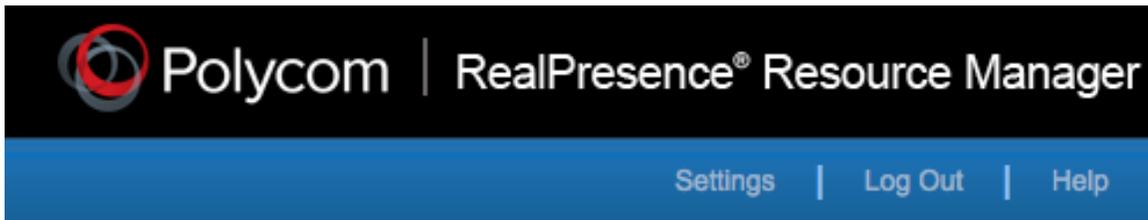
3. Select "Change Password" and enter your current password (in most cases that is "changeme") and then your new password twice.
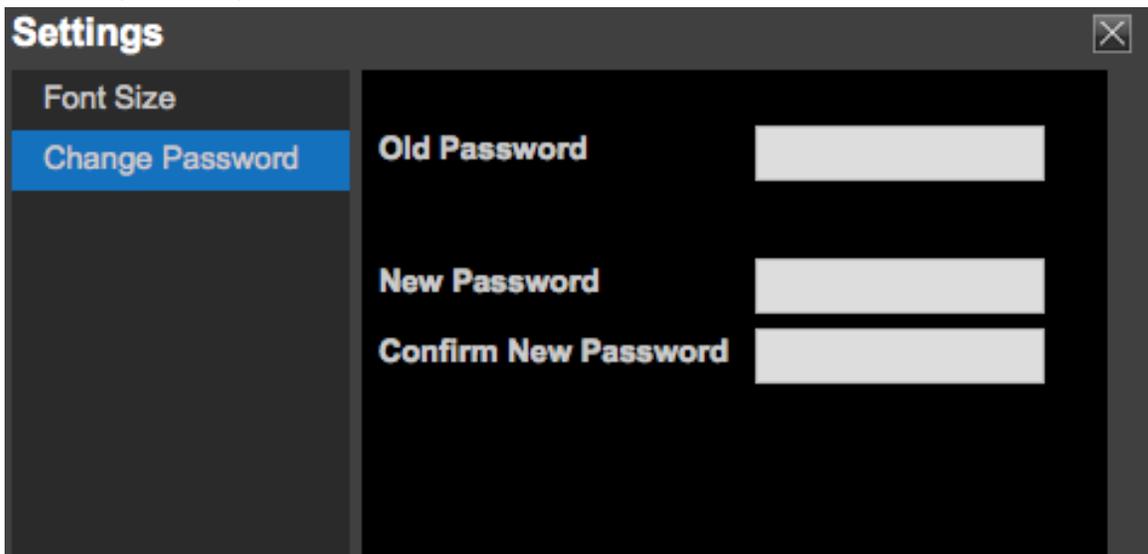
4. Click OK and log out of the website