Activation Assistance

Software upgrade on a HDX Series System



What you will need:

- A Polycom HDX video conferencing unit.
- A Software License a piece of paper either shipped with your product or mailed afterwards depending on when it was purchased.

To access License and Product Activation:

- 1. Go to http://www.polycom.com/support/index.html
- 2. Select **Support** from the top navigation.
- On the Support main page, under Product Registration/Activation, select License and Product Activation. A new window will pop-up prompting you for a PRC (Polycom Resource Center) login.
 - a. Please <u>register for a new account</u> if you don't already have one.
- 4. On the License and Product Activation main page, under Single Activation/Upgrade, select Activate Now.

To upgrade a Polycom HDX software:

- 1. Under **Single Product Activation**, enter the full 14 digit serial number located on the back or bottom of your HDX unit.
 - a. The serial number is also accessible from the unit itself. Go navigate to System > System
 Information. On the System Information screen is the Serial Number of the unit. If the System choice isn't available on the bottom of the home screen, contact the unit's system administrator for access.

Polycom® and the Polycom logo design are registered trademarks of Polycom, Inc. in the U.S. and various countries. All other trademarks are the property of their respective companies.

The information provided in the Polycom technical bulletin is provided "as is" without warranty of any kind. No obligation or liability will arise out of Polycom rendering technical or other advice or service in connection herewith.



Product Activation Real Product Activation Image: Content in the image: Content i	ation/Upgrade				
Back Enter your License Number(s) below and hit the activate button. Enter your License Number(s) below and hit the activate button. Item term term term term term term term t				Try our Activation Assistant for	Need Help? a walk through
iserial Number: Itext 2. Click Next. 3. Select the Upgrade tab. Single Product Activation Serial Number: Back Activation Upgrade Activation History Enter your License Number(s) below and hit the activate button. Enter your License Number(s) below and hit the activate button. Enter your License Number(s) below and hit the activate button. Enter your License Number(s) below and hit the activate button. Enter your License Number(s) below and hit the activate button. Enter your License Number: License Number: License Number: License Number: License Number: License Number:	nale Product Activation				
Note 2. Click Next. 3. Select the Upgrade tab. Single Product Activation Serial Number: Rev Code: None ? None ? Enter your License Number(s) below and hit the activate button. Enter your License Number(s) below and hit the activate button. Enter your License Number(s) below and hit the activate button. Enter your License Number(s) below and hit the activate button. Enter your License Number(s) below and hit the activate button. Enter your License Number(s) below and hit the activate button. Enter your License Number(s) below and hit the activate button. Enter your License Number: License Number: License Number: License Number:	erial Number:	_			
Activation Enter your License Number(s) below and hit the activate button. Enter your License Number: Activate					
2. Click Next. 3. Select the Upgrade tab. Single Product Activation Serial Number: Rev Orde: None ? Activation Upgrade Activation History Enter your License Number(s) below and hit the activate button. Enter your License Number(s) below and hit the activate button. Enter your License Number(s) below and hit the activate button. Enter your License Number(s) below and hit the activate button. Icense Number:	нех				
2. Click Next. 3. Select the Upgrade tab. Single Product Activation Serial Number: Serial Number: None ? Activation Upgrade Activation History Enter your License Number(s) below and hit the activate button. Enter your License Number(s) below and hit the activate button. Enter your License Number(s) below and hit the activate button. Enter your License Number(s) below and hit the activate button. Icense Number: License Number: License Number:					
2. Click Next. 3. Select the Upgrade tab. Single Product Activation Serial Number: Rey Code: None ? Activation Upgrade Activation History Enter your License Number(s) below and hit the activate button. Enter your License Number(s) below and hit the activate button. Enter sour License Number(s) below and hit the activate button. Enter sour License Number(s) below and hit the activate button. Enter sour License Number(s) below and hit the activate button. Enter sour License Number(s) below and hit the activate button. Enter sour License Number(s) below and hit the activate button. Enter sour License Number(s) below and hit the activate button. Enter sour License Number(s) below and hit the activate button.					
 2. Click Next. 3. Select the Upgrade tab. Single Product Activation Serial Number: Rey Code: None Activation Upgrade Activation History Enter your License Number(s) below and hit the activate button. Enter your License Number(s) below and hit the activate button. Enter sour License Number: License Number: 					
3. Select the Upgrade tab. Single Product Activation Serial Number: Back Back None Activation Upgrade Activation Upgrade Activation Upgrade Activation Upgrade Activation Upgrade Activation Upgrade Activation Upgrade Activation Ictense Number: Ictivate		2. 0	lick Next .		
3. Select the Upgrade tab.					
Single Product Activation Serial Number: Rey Code: None None None Activation Upgrade Activation History License Number(s) below and hit the activate button. License Number: License Number: License Number: Activate		3. 5	elect the Upgra	de tab.	
Single Product Activation Serial Number: Rey Code: None Key Code: None Activation Upgrade Activation History Enter your License Number(s) below and hit the activate button. License Number: License Number: License Number: Activate					
Serial Number: Back Rey Code: None Back Activation Upgrade Activation Upgrade Activation History Enter your License Number(s) below and hit the activate button. Icense Number: License Number: License Number: License Number: Activate	ingle Product Activati	on			
Key Code: Back Activation Upgrade Activation History Enter your License Number(s) below and hit the activate button. Icense Number: License Number:	Serial Number:		88095110424CCP	?	
None Back Activation Upgrade Activation History Enter your License Number(s) below and hit the activate button. Icense Number: License Number: License Number: License Number: License Number:	av Coder				
Back Activation Upgrade Activation History Enter your License Number(s) below and hit the activate button. ? License Number:	ey code.		None 🛄		
Activation Upgrade Activation History Enter your License Number(s) below and hit the activate button. ? License Number:	Back				
Activation Upgrade Activation History Enter your License Number(s) below and hit the activate button. ? License Number:		*			
Enter your License Number(s) below and hit the activate button. ? License Number:	Anthenting	Unarrida	A stiusting Uistanu	Ì	
Enter your License Number(s) below and hit the activate button. ? License Number:	Activation	upgrade	Activation History		
Enter your License Number(s) below and hit the activate button. ? License Number:					
Enter your License Number(s) below and hit the activate button. License Number: License Number: License Number: License Number: License Number:					
License Number:	Enter your License Nur	ober(s) below and b	ait the activate button	1	
License Number:	Enter your Electise hur	iber(s) below and i	in the derivate batton.	L.	
License Number:	License Number:			-	
License Number:		8			
License Number: Activate	License Number:				
Activate	License Number:				
Activate		01		-1.	
	Activate				

- 4. Select the **Get** button next to the preferred **Version Number**.
 - a. In example below, we are selecting Version Number $2.6\,$

The information provided in the Polycom technical bulletin is provided "as is" without warranty of any kind. No obligation or liability will arise out of Polycom rendering technical or other advice or service in connection herewith.

Polycom® and the Polycom logo design are registered trademarks of Polycom, Inc. in the U.S. and various countries. All other trademarks are the property of their respective companies.



Activation	Upgrade	Activation History		
Below is a list of availa retrieve an upgrade k	able upgrade(s) fo ey code	r your serial number. Hit th	e get <mark>button to</mark>	?
Version Number	Upgra	de Key Code		
Version Number 2.6	Upgra Availat	de Key Code	Get	-
Version Number 2.6 2.5	Upgra Availat Availat	de Key Code ble ble	Get Get	-

5. The software upgrade key will display under **Upgrade Key Code**.

Note: If you do not see the upgrade key under Upgrade Key Code and is alerted with "available but not entitled" please contact your Polycom Channel Partner.

The information provided in the Polycom technical bulletin is provided "as is" without warranty of any kind. No obligation or liability will arise out of Polycom rendering technical or other advice or service in connection herewith.

Polycom® and the Polycom logo design are registered trademarks of Polycom, Inc. in the U.S. and various countries. All other trademarks are the property of their respective companies.