

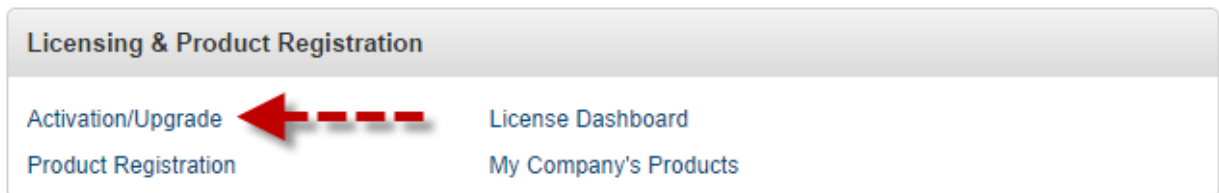
Introduction

This document provides steps on the following:

- Retrieve software key code
- Retrieve upgrade key code
- Activate license key(s)
- View license activation history

Retrieve software key code

1. Login to <http://support.polycom.com/PolycomService/home/home.htm>
2. Under **Licensing & Product Registration**, select **Activation/Upgrade**



3. Choose **Activation/Upgrade Option**

PLEASE NOTE: Activation/Upgrade Option defaults to All other Polycom Products.

All other Activation/Upgrade Option will redirect you to Flexera Licensing Center. To receive login access to Flexera Licensing Center, please contact your Polycom Reseller to purchase software license.

At purchase, you will receive a welcome email containing login instructions and information.

At this time, you will be required to maintain a separate login ID for Flexera Licensing Center. Your regular Support Portal login will not work for Flexera Licensing Center.

Choose Activation/Upgrade Option ✕

- [RealPresence One™](#)
- [RealPresence® Access Director™, Virtual Edition](#)
- [RealPresence® CloudAXIS Suite™](#)
- [RealPresence® Collaboration Server™, Virtual Edition](#)
- [RealPresence® Content Sharing Suite™](#)
- [RealPresence® DMA 7000™, Virtual Edition](#)
- [RealPresence® Platform Director™](#)
- [RealPresence® Resource Manager™, Virtual Edition](#)
- [All other Polycom Products](#)

Select a link above to choose the Product to Activate/Upgrade

4. Under **SITE & Single Activation/Upgrade**, select **Activate Now**.

Support Home > Licensing & Product Registration > Activation/Upgrade
License and Product Activation

SITE & Single Activation / Upgrade	Batch Activation	Batch Upgrade
 <p style="font-size: small; margin-top: 5px;">Activate license for site and single serial number.</p> <p style="color: red; font-weight: bold; margin-top: 5px;">▶▶▶ Activate Now ▶</p>	 <p style="font-size: small; margin-top: 5px;">Submit activation request for multiple licences.</p> <p style="color: red; font-weight: bold; margin-top: 5px;">Activate Now ▶</p>	 <p style="font-size: small; margin-top: 5px;">Submit upgrade request for multiple serial numbers.</p> <p style="color: red; font-weight: bold; margin-top: 5px;">Activate Now ▶</p>

5. Enter your product serial number, select **Next**.

SITE & Single Product Activation

Serial Number * :



Next

* Enter your License number if you are activating for Productivity Site License, PVX, GMS, Telepresence m100, PathNavigator and IBM Sametime Add-in.

- You will see the following export compliance that needs to be accepted before proceeding to next screen.



EXPORT RESTRICTIONS.

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.

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.

Accept Agreement



7. Software key code will display on the screen.

Support Home > Licensing & Product Registration > Activation/Upgrade

Need Help?

Try our Activation Assistant for a walk through

SITE & Single Product Activation

Serial Number: ?

Key Code: ←

[Back](#)

Activate license key(s):

Enter license number in the fields provided.

Activation Upgrade Activation History

Enter your License Number(s) below and hit the activate button. ?

License Number: ←

License Number:

License Number:

[Activate](#)

Retrieve upgrade key code

Click on **Upgrade** tab

Activation **Upgrade** ← Activation History

Below is a list of available upgrade(s) for your serial number. Hit the get button to retrieve an upgrade key code ?

Version Number	Upgrade Key Code
9.0	Available but not entitled
8.7	Available but not entitled
8.6	Available but not entitled
8.5	Available but not entitled

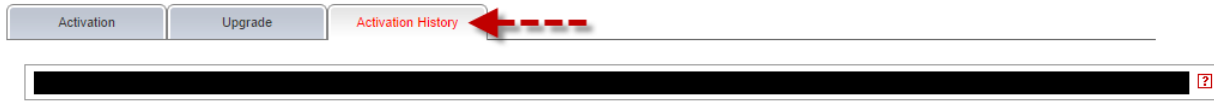
[click to software download page](#)

Please note: If you see **Available but not entitled** it means your product is out of warranty or you do not have a service agreement with Polycom.

To purchase a service agreement, please contact your Polycom reseller/distributor.

View software activation history

Click on Activation History tab



Need additional help? Try our [Activation Assistant](#) for a walk through.