

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.
3. 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 [register for a new account](#) 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.

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Activation/Upgrade


Need Help?
Try our Activation Assistant for a walk through

Single Product Activation
Serial Number: 


Next

2. Click **Next**.
3. Select the **Upgrade** tab.


Single Product Activation
Serial Number: 

Key Code: 

Back



Activation **Upgrade** Activation History

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

License Number:

License Number:


License Number:

Activate

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

- 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	
2.6	Available	Get 
2.5	Available	Get
2.0	Available	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.