



# Polycom® Web Configuration Utility User Guide

## Trademark Information

POLYCOM®, the Polycom “Triangles” logo and the names and marks associated with Polycom’s products are trademarks and/or service marks of Polycom, Inc. and are registered and/or common law marks in the United States and various other countries. All other trademarks are property of their respective owners. No portion hereof may be reproduced or transmitted in any form or by any means, for any purpose other than the recipient’s personal use, without the express written permission of Polycom.

## Patent Information

The accompanying product is protected by one or more U.S. and foreign patents and/or pending patent applications held by Polycom, Inc.

## Disclaimer

Some countries, states, or provinces do not allow the exclusion or limitation of implied warranties or the limitation of incidental or consequential damages for certain products supplied to consumers or the limitation of liability for personal injury, so the above limitations and exclusions may be limited in their application to you. When the implied warranties are not allowed to be excluded in their entirety, they will be limited to the duration of the applicable written warranty. This warranty gives you specific legal rights which may vary depending on local law.

## Copyright Notice

Portions of the software contained in this product are:

Copyright © 1998, 1999, 2000 Thai Open Source Software Center Ltd. and Clark Cooper

Copyright © 1998 by the Massachusetts Institute of Technology

Copyright © 1998-2008 The OpenSSL Project

Copyright © 1995-1998 Eric Young (eay@cryptsoft.com). All rights reserved

Copyright © 1995-2002 Jean-Loup Gailly and Mark Adler

Copyright © 1996-2008, Daniel Stenberg, <daniel@haxx.se>

Permission is hereby granted, free of charge, to any person obtaining a copy of this software and associated documentation files (the “Software”), to deal in the Software without restriction, including without limitation the rights to use, copy, modify, merge, publish, distribute, sublicense, and/or sell copies of the Software, and to permit persons to whom the Software is furnished to do so, subject to the following conditions:

The above copyright notice and this permission notice shall be included in all copies or substantial portions of the Software.

THE SOFTWARE IS PROVIDED “AS IS”, WITHOUT WARRANTY OF ANY KIND, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO THE WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NONINFRINGEMENT. IN NO EVENT SHALL THE AUTHORS OR COPYRIGHT HOLDERS BE LIABLE FOR ANY CLAIM, DAMAGES OR OTHER LIABILITY, WHETHER IN AN ACTION OF CONTRACT, TORT OR OTHERWISE, ARISING FROM, OUT OF OR IN CONNECTION WITH THE SOFTWARE OR THE USE OR OTHER DEALINGS IN THE SOFTWARE.

© 2011 Polycom, Inc. All rights reserved. Polycom, Inc.

4750 Willow Road  
Pleasanton, CA 94588-2708  
USA

No part of this document may be reproduced or transmitted in any form or by any means, electronic or mechanical, for any purpose, without the express written permission of Polycom, Inc. Under the law, reproducing includes translating into another language or format.

As between the parties, Polycom, Inc., retains title to and ownership of all proprietary rights with respect to the software contained within its products. The software is protected by United States copyright laws and international treaty provision. Therefore, you must treat the software like any other copyrighted material (e.g., a book or sound recording).

Every effort has been made to ensure that the information in this manual is accurate. Polycom, Inc. is not responsible for printing or clerical errors. Information in this document is subject to change without notice.

# Contents

---

<b>Introduction .....</b>	<b>v</b>
<b>About This Guide.....</b>	<b>v</b>
<b>Who Should Read This Guide? .....</b>	<b>v</b>
<b>Conventions Used in this Guide .....</b>	<b>v</b>
<b>Recommended References .....</b>	<b>vii</b>
<b>Getting Help and Support .....</b>	<b>vii</b>
<b>Chapter 1: Getting Started with the Web Configuration Utility.....</b>	<b>1</b>
<b>About the Web Configuration Utility.....</b>	<b>1</b>
<b>Accessing the Web Utility .....</b>	<b>1</b>
<b>Chapter 2: Navigating the Web Configuration Utility.....</b>	<b>3</b>
<b>The Home Menu Layout .....</b>	<b>3</b>
<b>Viewing the Context-Sensitive Help .....</b>	<b>4</b>
<b>Chapter 3: Navigating the Primary Menus.....</b>	<b>7</b>
<b>The Home Menu.....</b>	<b>7</b>
<b>The Simple Setup Menu.....</b>	<b>8</b>
<b>The Preferences Menu.....</b>	<b>9</b>
<b>The Settings Menu .....</b>	<b>10</b>
<b>The Diagnostics Menu .....</b>	<b>11</b>
<b>The Utilities Menu.....</b>	<b>12</b>
<b>Chapter 4: Using the Web Configuration Utility.....</b>	<b>13</b>
<b>Storing Phone Settings .....</b>	<b>13</b>
<b>Resetting Phone Settings .....</b>	<b>14</b>
<b>Viewing Your Configuration Changes .....</b>	<b>15</b>
<b>Saving Your New Configuration.....</b>	<b>16</b>
<b>End-User License Agreement for Polycom® Software .....</b>	<b>19</b>



# Introduction

---

## About This Guide

The Polycom® Web Configuration Utility User Guide enables you to successfully navigate and use the Polycom® Web Configuration Utility. This guide will give you an overview of the menus and walk you through the Simple Setup menu so that you can use the Web Configuration Utility to configure your Polycom products and set up basic phone features. This document will not show you how to configure advanced settings using the Web Configuration Utility.






## Who Should Read This Guide?





System administrators and end users should read this guide to become familiar with the Web Configuration Utility. This guide describes menus and features, such as the Simple Setup menu, which are available only when you log in to the Web Configuration Utility as an administrator.

## Conventions Used in this Guide

This guide uses the following information elements to highlight important information.

**Table 1: Information Elements Used in this Guide**

Type of Element	Icon	Type of Information
<b>Note</b>		A <i>Note</i> highlights information you need to successfully accomplish a procedure or understand a concept.
<b>Admin Tip</b>		An <i>Admin Tip</i> highlights techniques, shortcuts, or productivity-related tips.
<b>Caution</b>		A <i>Caution</i> highlights actions that potentially impact device performance or functionality.
<b>Warning</b>		A <i>Warning</i> highlights actions that may cause injury to yourself or others.
<b>Web Info</b>		<i>Web Info</i> highlights supplementary online information available as a document or a download.

<i>Type of Element</i>	<i>Icon</i>	<i>Type of Information</i>
<b>Timesaver</b>		A <i>Timesaver</i> highlights alternative methods for accomplishing a task or operation.
<b>Power Tip</b>		A <i>Power Tip</i> is aimed at high-level users looking for advanced shortcuts for tasks or operations.
<b>Troubleshooting</b>		<i>Troubleshooting</i> highlights information that may help you identify or solve an issue, and may to refer you to relevant troubleshooting resources.
<b>Settings</b>		<i>Settings</i> highlights actions that result in specific phone behavior, that enable a specific feature, or that access further options.

The following typographic conventions are used in this guide:

**Table 2: Typographic Conventions**

<i>Typographic Convention</i>	<i>Description</i>
<b>Bold</b>	Highlights interface items such as menus, soft keys, file names, and directories. Also used to represent menu selections and text entry to the phone.
<i>Italics</i>	Used to emphasize text, to show example values or inputs, and to show titles of reference documents available from the Polycom Support web site and other reference sites.
<a href="#">Blue</a>	Used for cross-references to other sections, chapters, or parts in this document.
<a href="#">Underlined Blue</a>	Used for URL links to external web pages or documents. If you click on text in this style, you will be linked to an external document or web page.
<code>Fixed-width-font</code>	Used for code fragments and parameter names.

The following writing conventions are used in this guide:

**Table 1: Writing Conventions**

<i>Convention</i>	<i>Description</i>
<MACaddress>	Indicates that you must enter information specific to your installation, phone, or network. For example, when you see <MACaddress>, enter your phone's 12-digit MAC address. If you see <installed-directory> , enter the path to your installation directory.
>	Indicates that you need to select an item from a menu. For example, <b>Settings &gt; Basic</b> indicates that you need to select <b>Basic</b> from the <b>Settings</b> menu.
parameter.*	Used for configuration parameters. If you see a parameter name in the form parameter.* , the text is referring to all parameters beginning with parameter. See <b>Error! Reference source not found.</b> for an example.

## Recommended References

You can find all Technical Bulletins and Quick Tips on the Polycom Support Web site at [http://support.polycom.com/PolycomService/support/us/support/voice/soundpoint\\_ip/VoIP\\_Technical\\_Bulletins\\_pub.html](http://support.polycom.com/PolycomService/support/us/support/voice/soundpoint_ip/VoIP_Technical_Bulletins_pub.html)

You can find all Polycom phone documentation on the Polycom Support Web site at <http://support.polycom.com/voice/>

You can find Request For Comments (RFC) documents by entering the RFC number at <http://www.ietf.org/rfc.html>

## Getting Help and Support

If you are looking for help or technical support for your phones, the following types of documents are available:

- Quick Start Guides, which describe how to assemble phones
- Quick User Guides, which describe the basic phone features
- User Guides, which describe both basic and advanced phone features
- Administrators' Guide, which describe how to configure, manage, and troubleshoot phones
- Web Applications Developer's Guide, which provides guidance in the development of applications that run on your phone's web browser or microbrowser
- Feature Description and Technical Notifications such as Technical Bulletins and Quick Tips that describe workarounds to existing issues and provide expanded descriptions and examples

- Release Notes, which describe the new and changed features and fixed problems in the latest version of the software



Visit [support.polycom.com](http://support.polycom.com) for software downloads, product document, product licenses, troubleshooting tips, service requests, and more.

### Customer Feedback

We are striving to improve the quality of our documentation, and appreciate your feedback. Email your comments to [VoiceDocumentationFeedback@polycom.com](mailto:VoiceDocumentationFeedback@polycom.com).

Polycom recommends that you record the phone model numbers, software (both the Updater and UC Software), and partner platform for future reference.

Phone models: \_\_\_\_\_

Updater version: \_\_\_\_\_

UC Software version: \_\_\_\_\_

Partner Platform: \_\_\_\_\_



# Chapter 1: Getting Started with the Web Configuration Utility

---

## About the Web Configuration Utility

The Web Configuration Utility is available for all Polycom Voice products capable of running Polycom UC Software 4.0.0 or later. The Web Configuration Utility enables you to view and configure your phone's settings and features from your PC using any of the following compatible Web browsers:

- Microsoft® Internet Explorer 7.0 or later
- Mozilla® Firefox® 3.0.X or later
- Google Chrome™ 10.0.X or later
- Apple® Safari® 5.0.4 or later

The Web Configuration Utility enables you to configure and update your phone's current settings from a remote PC. This way, you can conveniently perform most of the configuration changes you normally perform from your phone's user interface or using configuration files from your PC. Be aware that you cannot configure all your phone settings using the Web Utility.

The Web Utility contains built-in contextual help text and tooltips that guide you through the different menus, settings, and buttons you will find in the Web Utility. In the right side-bar of each page, you will find a *Description* of the page and *Field Help* that lists the parameter name and its function. Place your cursor over a phone setting in the user interface to display help text in the left side-bar. Use the right side-bar to navigate around each of the main menus.

## Accessing the Web Utility

You can access the Web Utility using any compatible Web browser installed on your PC. Before you begin, you will need to ensure that the phone is on and that your PC and phone are on the same virtual local area network (VLAN); otherwise you won't be able to connect to the Web Utility. To log in to the Web Utility, you'll need the IP address of the phone you wish to configure, and your user and/or administrator credentials, depending on how you wish to log in.



### Note: Using the Default Passwords

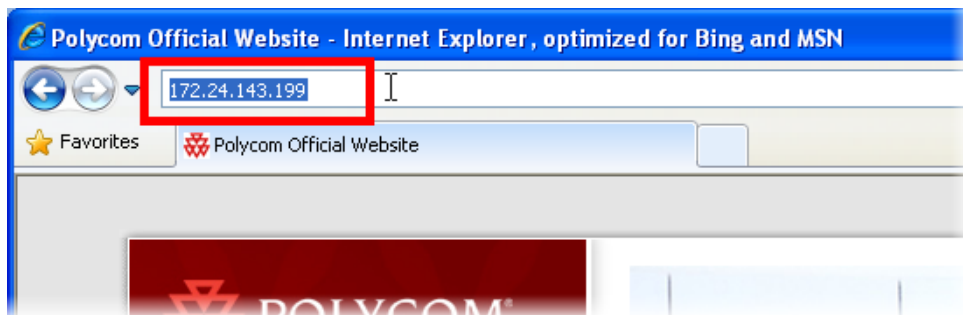
The default *Administrator* password is: **456**.  
The default *User* password is: **123**.

**To access the Web Utility:**

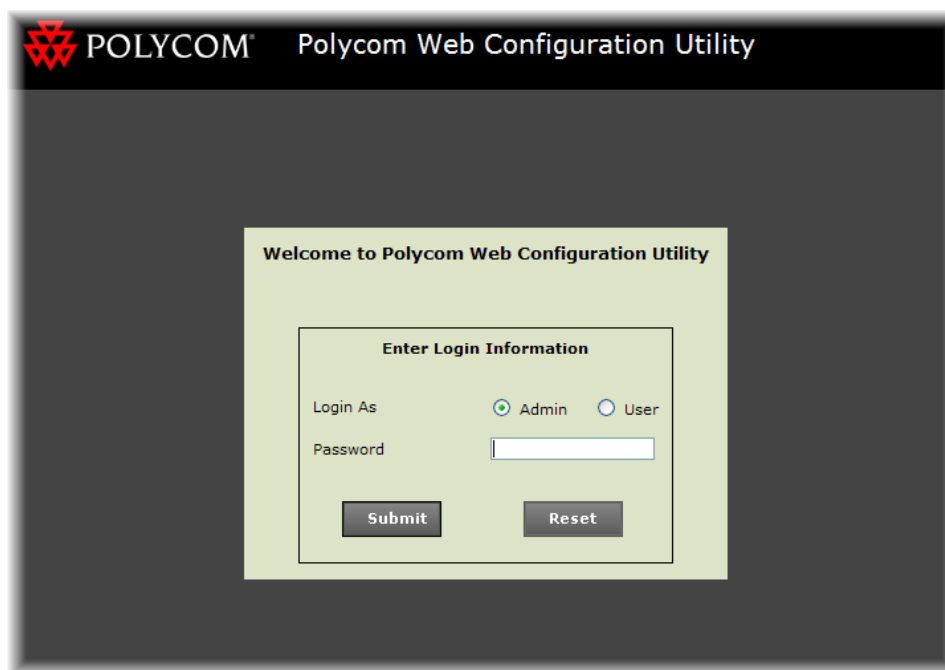
- 1 Launch a compatible Web browser from your PC and enter the IP address of the phone you wish to configure into the address bar.

To find out what your phone’s IP address is, press **Menu > Status > Platform > Phone** (Menu, 2, 1, 1) on your phone’s keypad or touchpad interface.

The IP address is comprised of four sets of numbers separated by periods. The example shown next illustrates an IP address entered into the address bar in Microsoft Internet Explorer 8.



- 2 After entering the phone’s IP address, press the **Enter** key.  
The Web Configuration Utility login screen, shown next, is displayed.



- 3 Choose your login option either as *Admin* or *User*, enter the corresponding password, and click the **Submit** button.

The Web Configuration Utility *Home* screen is displayed.

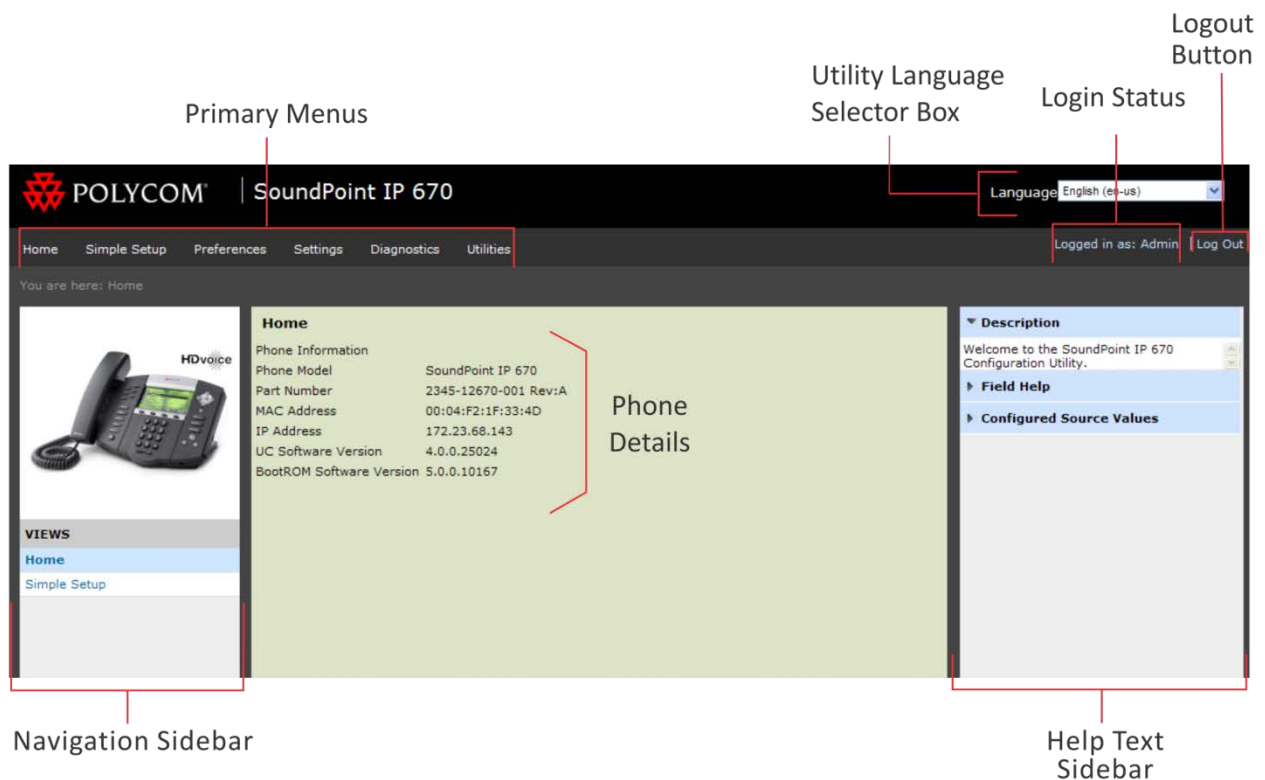
# Chapter 2: Navigating the Web Configuration Utility

## The Home Menu Layout

When you log in to the Web Utility, your browser takes you to the *Home* page. This page provides you with specific information about the phone you have logged into, including:

- A representative image of the phone
- The phone model, part number, and MAC address
- The phone’s IP address and current software versions

You’ll also see a row of menus, links, and sidebar panels, as identified in the illustration shown next and defined in the following list.



- **Primary Menus** The primary menus provide access to settings organized by type.
- **Login Status** This text indicates your login status according to the login type you selected in the login screen – *Admin* or *User*. The menus and features that display vary by phone model and your login status.
- **Logout** This link enables you to log out of the Web Utility. You can also log out by closing the Web page.
- **Navigation Sidebar** This panel displays the submenus that are available in the current primary menu with your current submenu highlighted in bold.
- **Help Text Sidebar** This panel displays contextual help for each phone setting and is available in all menus.
- **Utility Language Selector Box** This selector enables you to choose your Web Utility interface language.

## Viewing the Context-Sensitive Help

The Web Utility provides you with contextual help based on the phone settings you are currently viewing or configuring. The help text consists of:

- *A Description* of the menu you are currently viewing
- *Field Help* that gives you the parameter name and function of the parameter you are currently configuring.
- *Configured Source Values* which show whether a setting has been configured through another source, such as through the phone's user interface.
- Allowable values for the option you are configuring.

Information in the right side-bar varies based on whether you click a menu, mouse over a setting, or click on a field. When you select a menu, the *Description* panel updates with a description of the current menu. In the following illustration, selecting **Utilities > Software Upgrade** updates the text in the *Description* panel with information about upgrading your phone's software.

**POLYCOM** | SoundPoint IP 670

Language: English (en-us)

Home Simple Setup Preferences Settings Diagnostics Utilities Logged in as: Admin | Log Out

You are here: Utilities > Software Upgrade

**Software Upgrade**

**Phone Details**  
Current software version : 4.0.0.25024  
Server Type  Polycom Hosted Server  Custom Server **Check for Updates**  
Available software versions  **Install**

**Views**  
Import & Export Configuration  
Phone Backup & Restore  
**Software Upgrade**  
Soft Key Configuration  
Line Key Configuration  
Restart Phone  
Reboot Phone

**Description**  
You can upgrade (or downgrade) the phone's software from either the Polycom Hosted Server or a specified Custom Server. Software versions on that server display in the Available software versions drop-down menu. The currently installed version is shown in blue; older versions are shown in red; newer versions are shown in green.

**Field Help**  
Server Type  
Click to check a server for available software versions.

**Configured Source Values**

When you mouse over a setting on the user interface, the *Field Help* updates and provides you with the name of the parameter, some guidance about the parameter's function, and available settings. If a setting has been configured through another source, the setting will display under the *Configured Source Values* panel.

When you click in a setting field in the main user interface, the allowable values for that setting are displayed as shown next.

**POLYCOM** | SoundPoint IP 670

Language: English Internal (en-in)

Home Simple Setup Preferences Settings Diagnostics Utilities Logged in as: Admin | Log Out

You are here: Settings > Provisioning Server

**Provisioning Server**

**Provisioning Server**  
Server Type HTTP  
Server Address 123.45.67.89  
Server User admin  
Server Password •••••  
File Transmit Tries 3 **Allowable values are from 1 to 10.**  
Retry Wait (s) 1  
Tag SN to UA  Enable  Disable

**DHCP Menu**  
**Note:**  
\* Fields may require phone reboot/restart.

**Description**  
This configuration identifies the provisioning server the phone downloads software and configurations from as well as where the phone uploads logs and configuration files to.

**Field Help**  
File Transmit Tries (device.prov.redunAttemptLimit)  
This setting specifies the number of times to attempt a file transfer. Choose a value from 1 to 10. The default is 3.

**Configured Source Values**  
The parameter values from different sources are listed here. If a parameter value is configured from multiple sources, the phone will use the value from the highest-priority source.  
Local: Not Applicable  
Web: Not Applicable  
CMA: Not Applicable

Cancel Reset to Default View Modifications Save



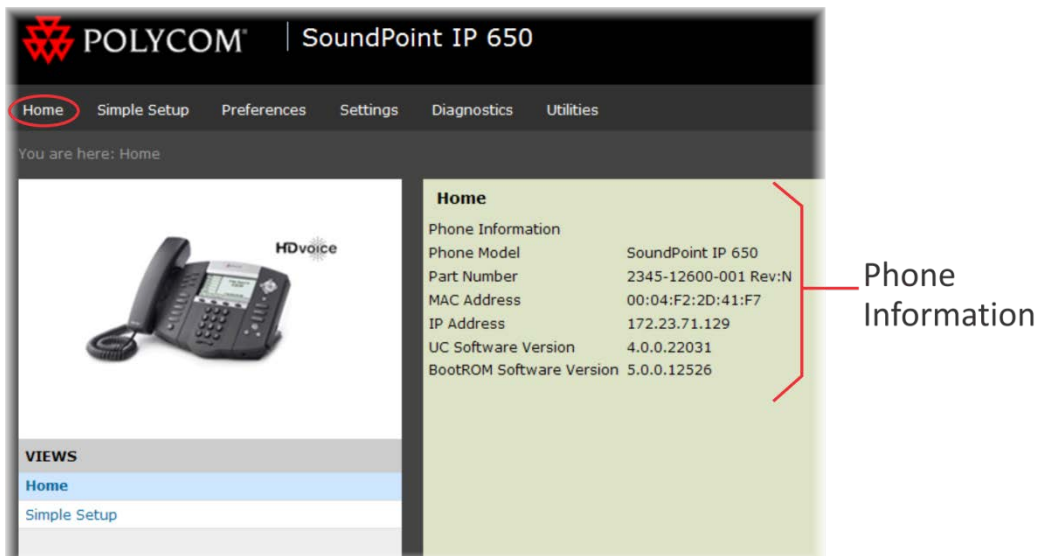
# Chapter 3: Navigating the Primary Menus

The primary menu bar has six main menus: *Home*, *Simple Setup*, *Preferences*, *Settings*, *Diagnostics*, and *Utilities*. Clicking the *Home* and *Simple Setup* tabs enable you to navigate to the respective pages. Mousing over the *Preferences*, *Settings*, *Diagnostics*, and *Utilities* menus reveals drop-down menus that you can click to access various submenus, as shown next.



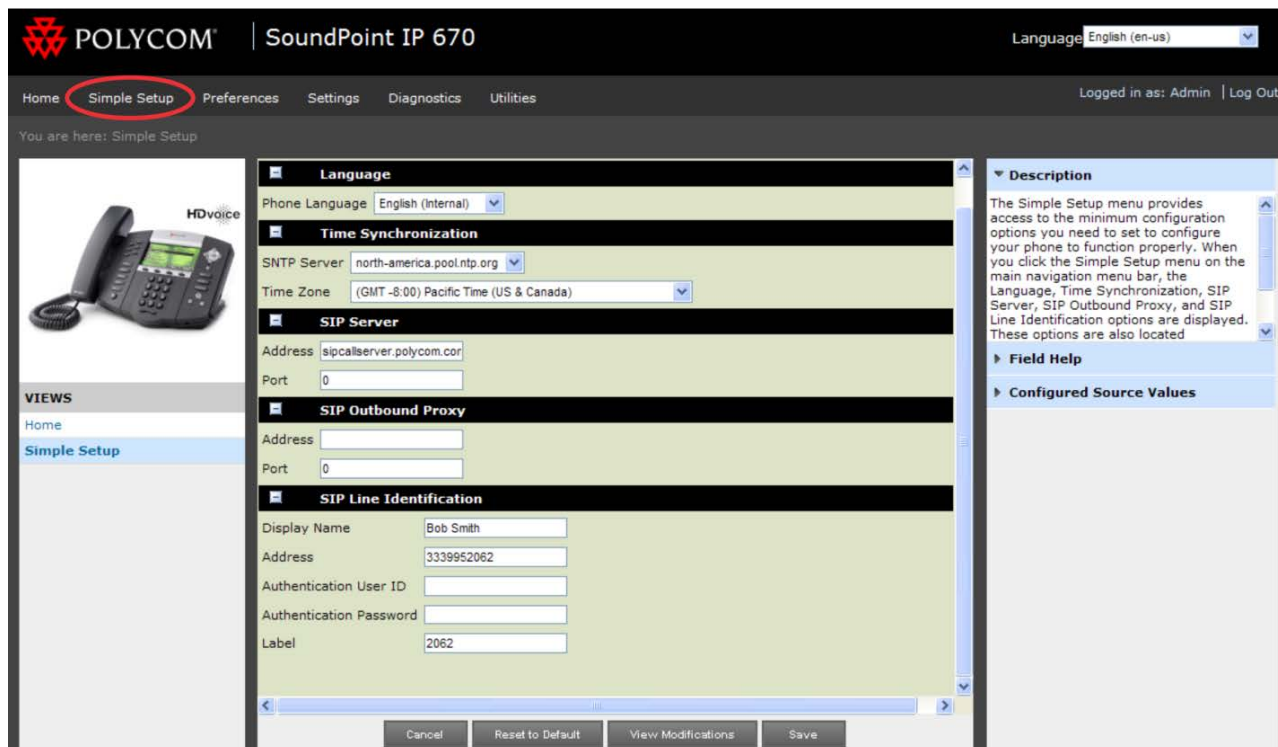
## The Home Menu

The **Home** menu provides a brief summary about your phone. It contains details such as phone model, MAC address, and software versions.



## The Simple Setup Menu

The **Simple Setup** menu provides access to the minimum configuration settings you need to configure your phone to work. When you click the **Simple Setup** menu on the primary menu bar, the *Language*, *Time Synchronization*, *SIP Server*, *SIP Outbound Proxy*, and *SIP Line Identification* headings are displayed, as shown next.



The Simple Setup menu is designed to help you quickly configure the most commonly set options. These options are also located in other menus throughout the Web Utility. Settings you apply in the Simple Setup menu are automatically set in the other areas.

- **Language** The language you select from this drop-down menu is the language that your phone displays. You can select the language for the Web Utility from the drop-down menu located at the top right corner. You can also specify the phone language by choosing **Preferences > Additional Preferences**.



### Note: Choosing a language for the SoundStation IP 7000 Web Utility

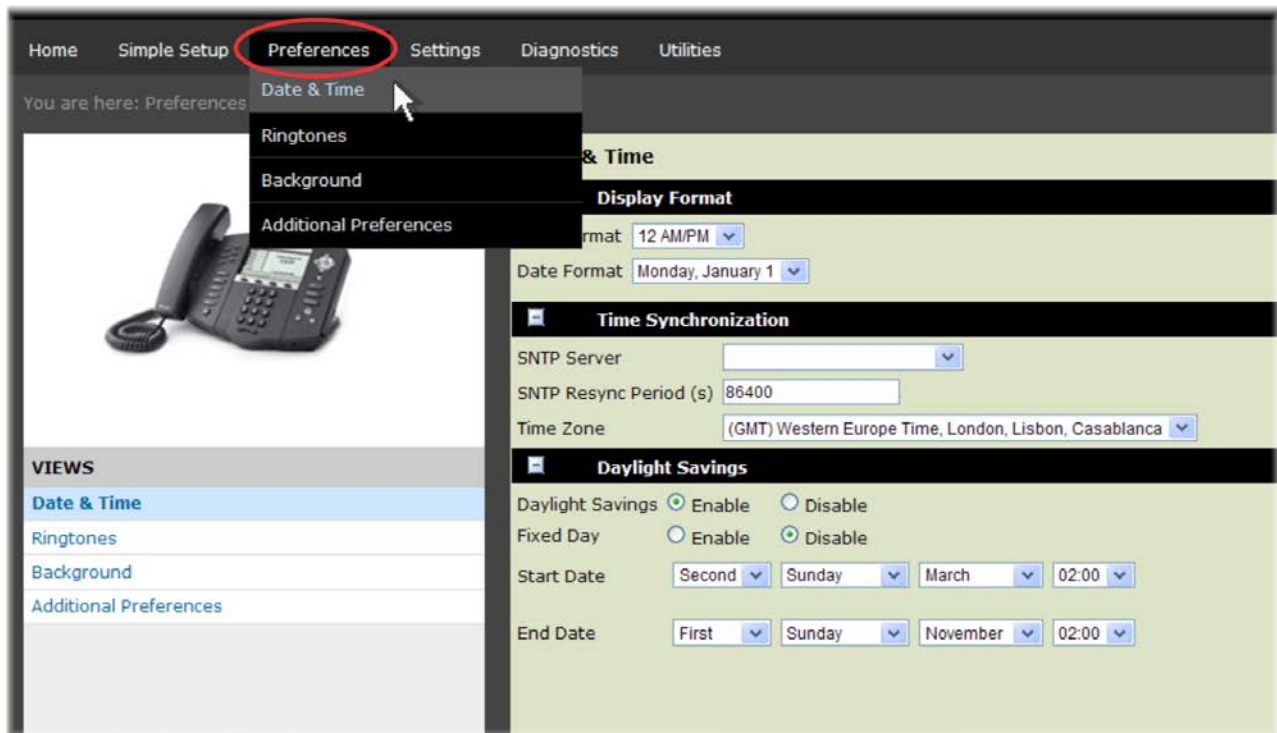
The Web Utility for the SoundStation IP 7000 conference phone is available in the following languages: English, French, German, and Simplified Chinese. By default, it is not available in Danish, Dutch, Italian, Japanese, Korean, Norwegian, Polish, Portuguese, Russian, Slovenian, Spanish, Swedish, or Taiwanese.



- **Time Synchronization** The Time Synchronization settings enable you to specify the server that the phone uses to calculate the display time and the time zone where the phone is located. You can also access these settings by choosing **Preferences > Date and Time**. By default the phone will use an HTTP provided SNTP address.
- **SIP Server** The SIP Server settings enable you to specify the IP address or domain name, and port number of the SIP server used by your phone for line registrations. You can also access these settings by choosing **Settings > SIP** and expanding the *Server 1* heading.
- **SIP Outbound Proxy** The SIP Outbound Proxy settings enable you to specify the IP address or domain name, and port number of the SIP outbound proxy server used by your phone to send all SIP requests. You can also access these settings by choosing **Settings > SIP > Server** and expanding the *Outbound Proxy* heading.
- **SIP Line Identification** The SIP Line Identification settings enable you to specify the display name, line address, authentication credentials, and line label so that you can use your phone to make calls. You can also access these settings by choosing **Settings > Lines**.

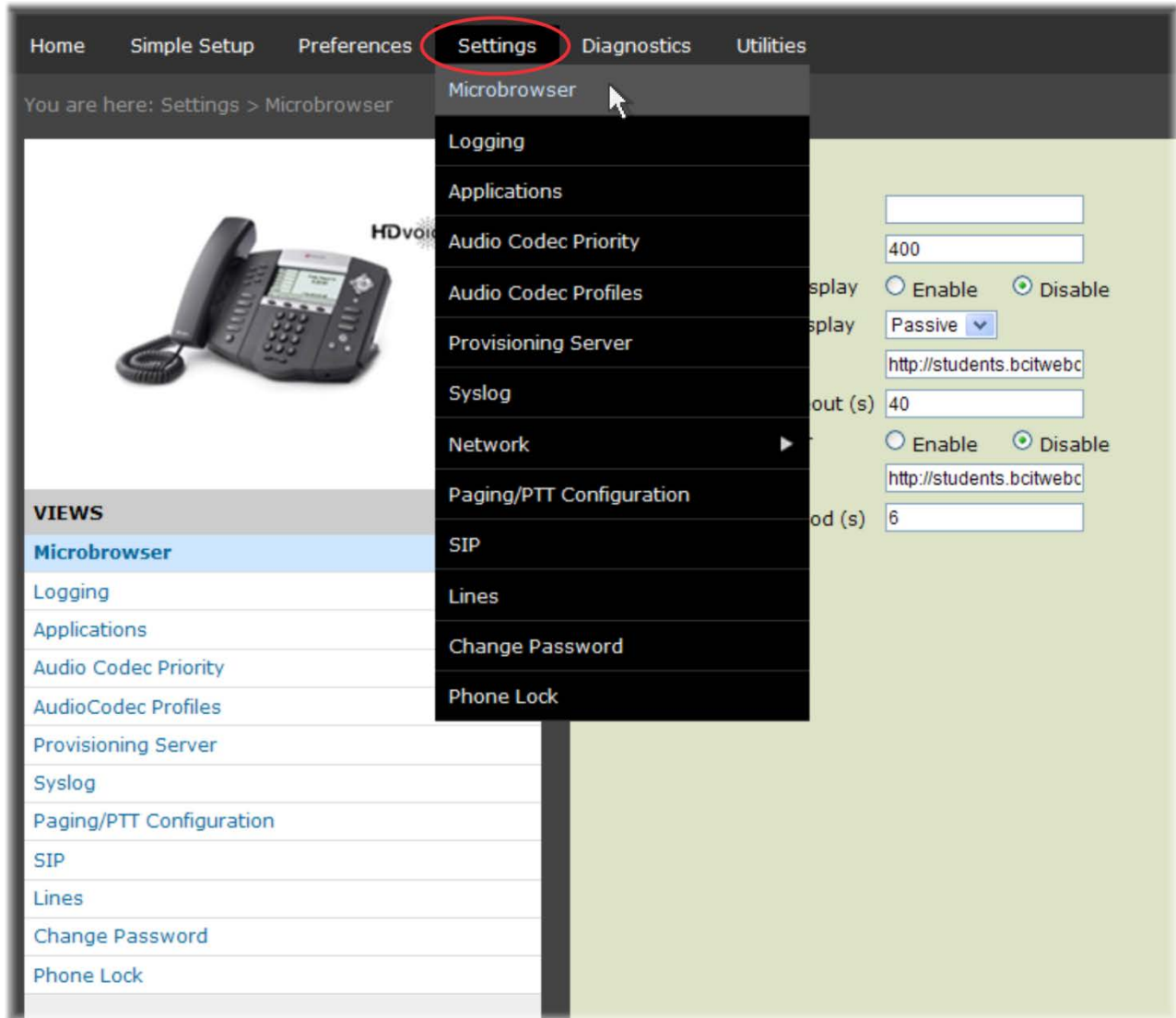
## The Preferences Menu

The **Preferences** menu contains features you can set to customize your phone. Settings in this menu include your phone's date and time, language, ringtones and other audio sounds, your phone's background image, and an *Additional Preferences* sub menu that varies with the phone you are using.



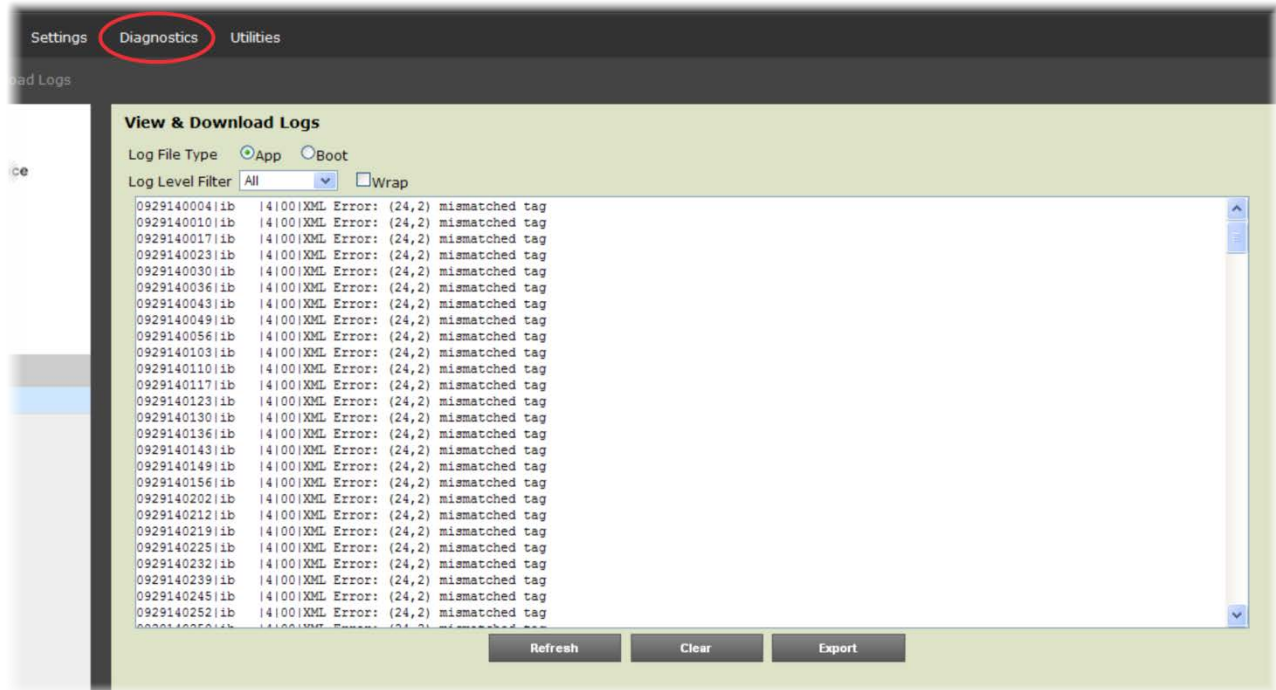
## The Settings Menu

The **Settings** menu contains settings that control your phone's settings for many of the advanced phone features. Settings in this menu enable you to set provisioning information, configure features, and register lines.



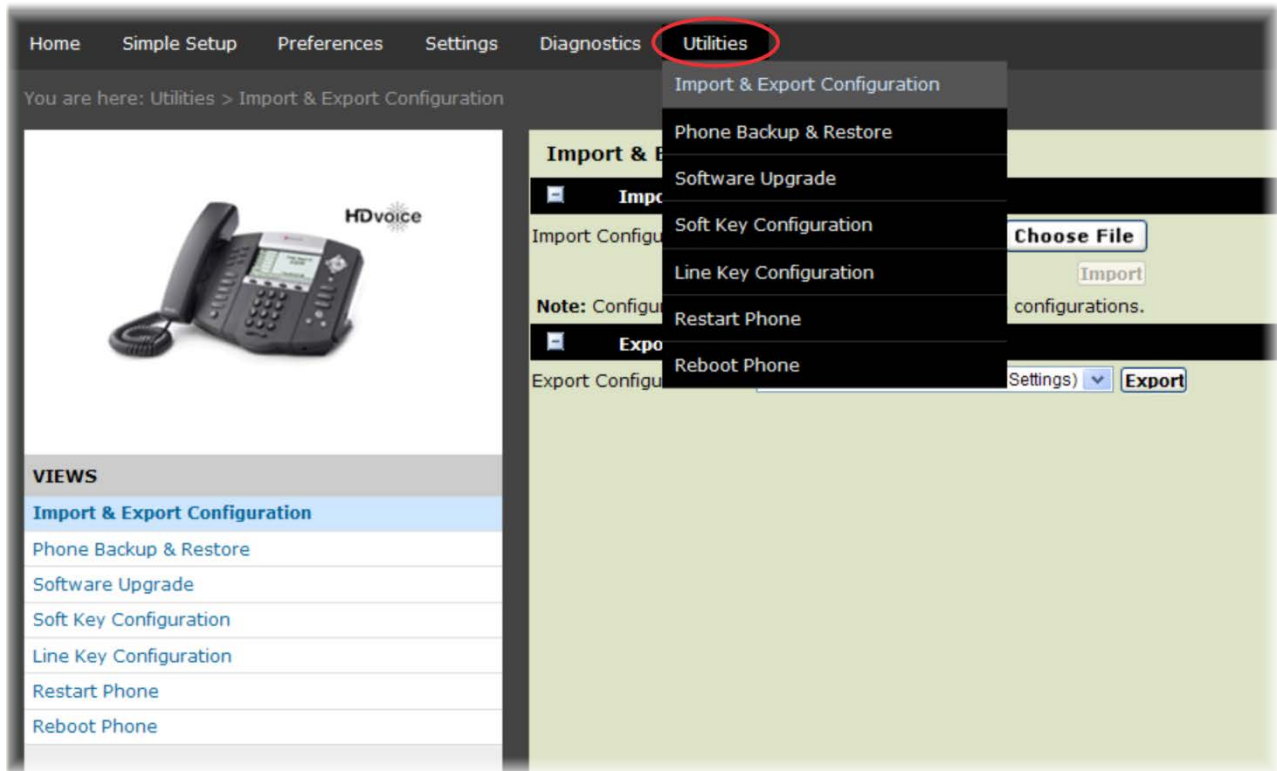
## The Diagnostics Menu

The **Diagnostics** menu contains your phone's log files. You can use this menu to export logs for debugging purposes.



## The Utilities Menu

The **Utilities** menu contains tools that help you manage your phone. In this menu, you can import configuration files, reset the phone to its factory settings, check for and install software upgrades, configure line and soft keys, and remotely reboot your phone.



# Chapter 4: Using the Web Configuration Utility

---

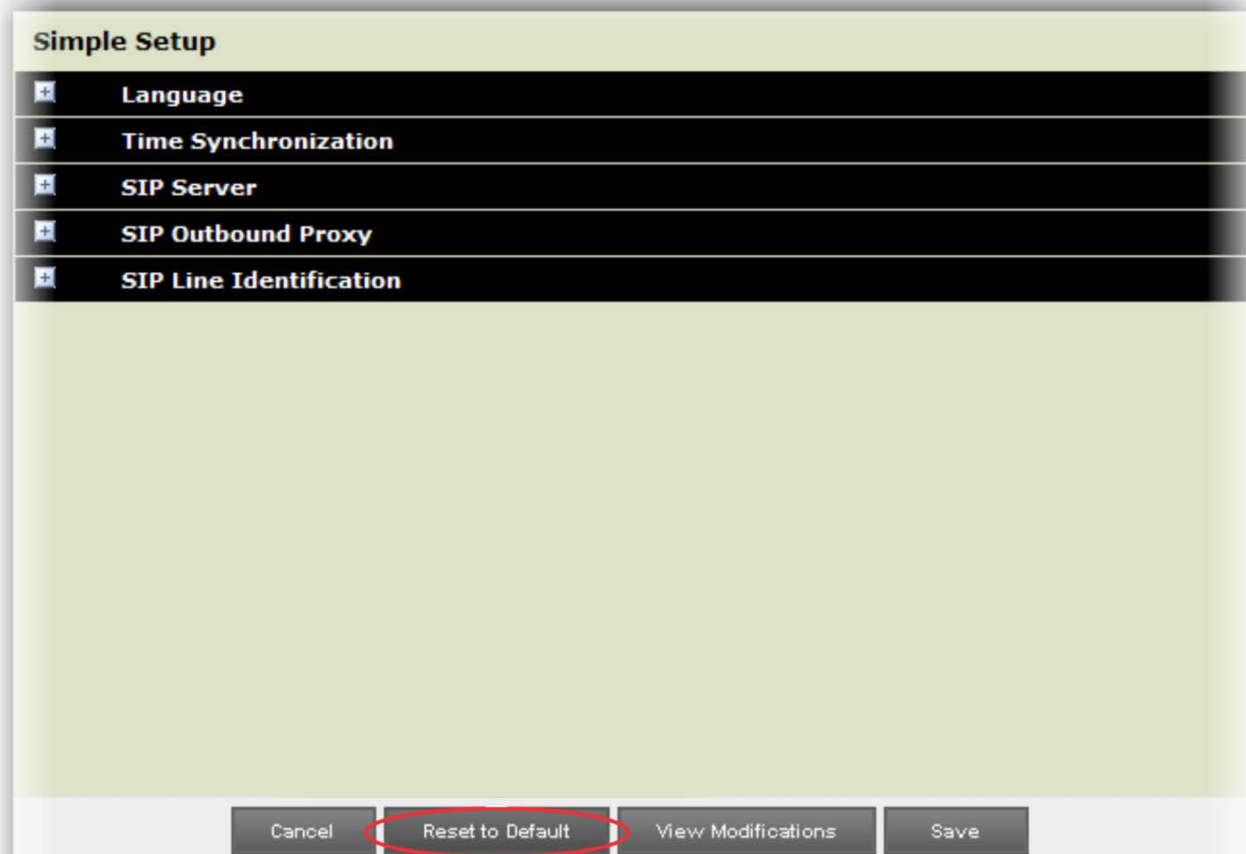
## Storing Phone Settings

When you change a setting through the Web Utility, your phone modifies the corresponding configuration parameter and stores the changed parameter locally in a <MACaddress>-web.cfg file on your provisioning server. If the same parameter has been configured using the phone's user interface or configuration files, the phone will read settings in the following order of precedence:

- 1 Local phone user interface
- 2 Web Configuration Utility
- 3 Polycom CMA system
- 4 Configuration files
- 5 Default values

## Resetting Phone Settings

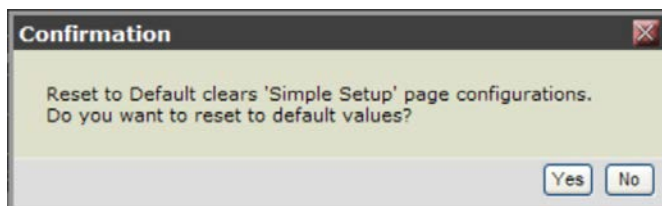
If you made changes to configurable settings and want to reset your changes back to their defaults using the Web Configuration Utility, you can use the *Reset to Default* button, shown in the following illustration. The *Reset to Default* button resets the settings stored in the <MACaddress>-web.cfg.



### To reset to default:

- 1 Click the **Reset to Default** button.

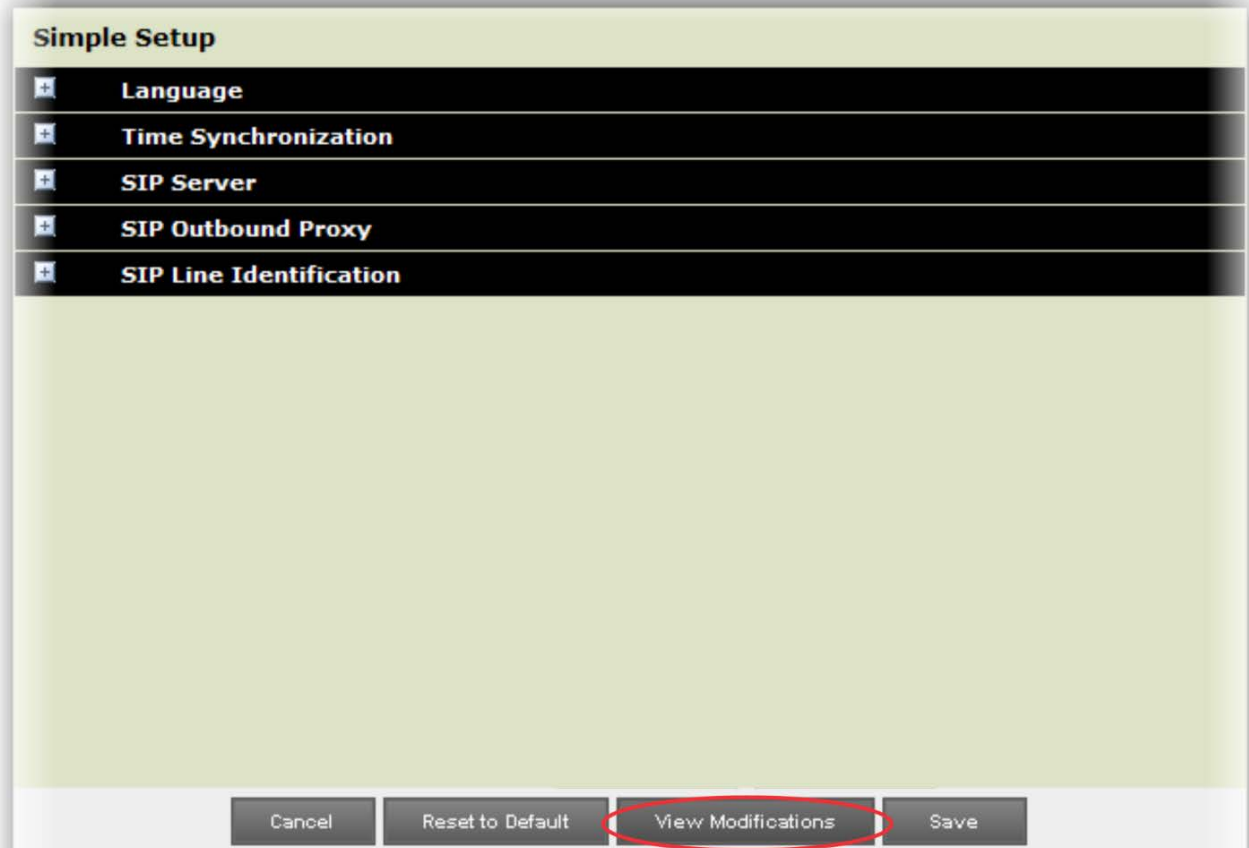
A confirmation dialog is displayed.



- 2 Click **Yes** to confirm your action and update the settings, or click **No** to cancel and close the dialog.

## Viewing Your Configuration Changes

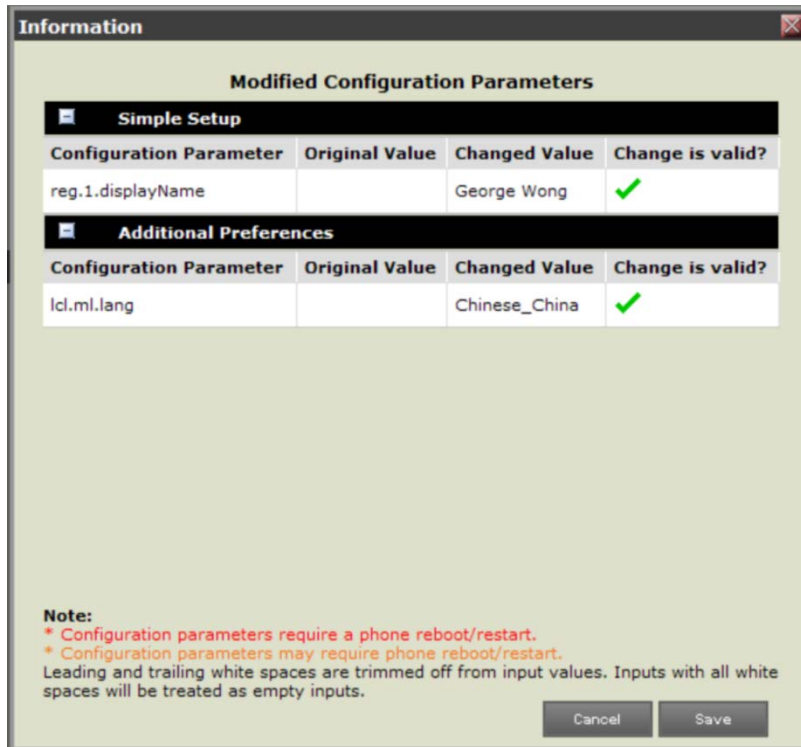
One advantage of using the Web Utility to configure phone settings is that you can view changes you want to make before you save them. Once you have made changes to your phone settings, click the **View Modifications** button shown next.



### To view your configuration changes:

- 1 Make changes to your phone settings using the Web Utility.
- 2 Click the **View Modifications** button.

An information dialog displays all of the settings that you changed. In the following example, The display name for registered line 1 has been changed to read George Wong, and the language used on the phone's screen has been changed to Chinese.

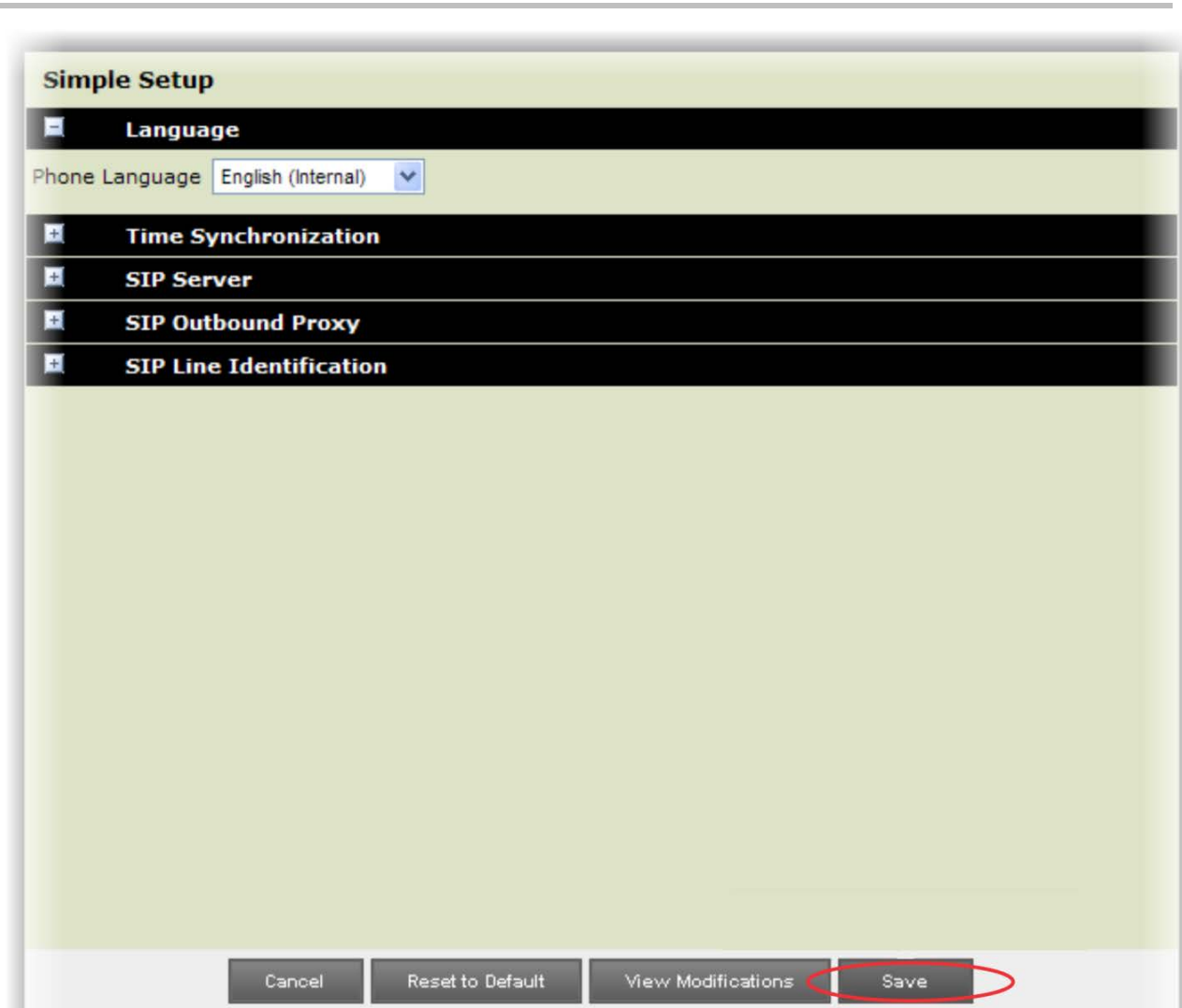


- 3 Press **Save** to save your changes or **Cancel** to keep your current settings and return to the previous menu.

## Saving Your New Configuration

Once you have made changes to your phone's settings using the Web Utility, you will need to save them before they can be enabled on your phone. You can save your changes using the **Save** button shown next.

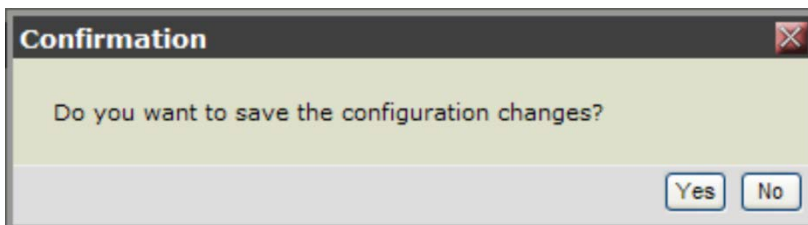




**To save your configuration changes:**

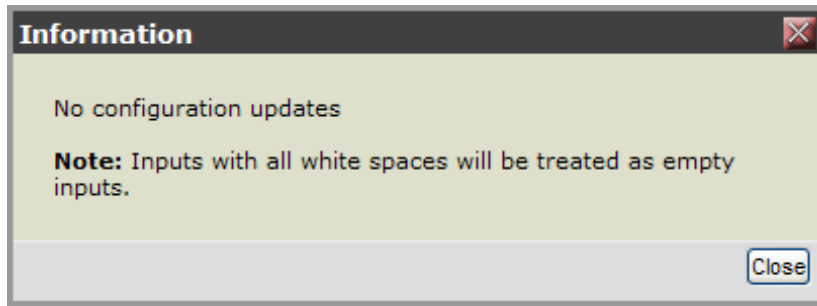
- 1 Make changes to your phone settings using the Web Utility.
- 2 Click the **Save** button to save your changes.

A confirmation dialog displays as shown next.



- 3 **Choose Yes** to save your configuration changes and close the dialog, or choose **No** to keep your current phone settings and return to the previous menu.

If you press the **Save** button and have not made any changes, a dialog will display indicating that no changes have been made, as shown next.



# End-User License Agreement for Polycom® Software

---

This End-User License Agreement (“Agreement”) is a legal agreement between you (either an individual or a single entity) and Polycom, B.V for the Polycom Software Product licensed by Polycom B.V in Europe, the Middle East, Africa, and Asia Pacific or Polycom, Inc., for the Polycom Software Product licensed by Polycom, Inc. in the rest of the world (collectively, “Polycom”). The Software Product includes the computer software included herewith and may include associated media, printed materials and online or electronic documentation (“Software Product”). By clicking ‘I agree’ or by installing, copying, or otherwise using the Software Product, you agree to be bound by the terms of this Agreement. If you do not agree to the terms of this Agreement, do not install or use the Software Product, and return it to your place of purchase for a full refund.

The Software Product is protected by copyright laws and international copyright treaties, as well as other intellectual property laws and treaties. The Software Product is licensed (not sold) to you, and its use is subject to the terms of this Agreement.

## 1. GRANT OF LICENSE.

Subject to the terms of this Agreement, Polycom grants to you a nonexclusive license to install and use the Software Product included with the Polycom product that incorporates or uses the Software Product (the “Product”). You may use the Software Product only in connection with the use of the Product. You are not permitted to lease, rent, distribute or sublicense the Software Product or to use the Software Product in a time-sharing arrangement or in any other unauthorized manner. Further, no license is granted to you in the human readable code of the Software Product (source code). Except as provided below, this License Agreement does not grant you any rights to patents, copyrights, trade secrets, trademarks, or any other rights in respect to the Software Product.

## 2. DESCRIPTION OF OTHER RIGHTS AND LIMITATIONS.

**2.1 Limitations on Reverse Engineering, Decompilation, and Disassembly.** You may not reverse engineer, decompile, or disassemble the Software Product, except and only to the extent that such activity is expressly permitted by applicable law notwithstanding this limitation. The Software Product is licensed as a single product. Its component parts may not be separated for use on more than one Product.

**2.2 Backup.** Except as expressly provided for under this Agreement, you may not copy the Software Product, except, however, you may keep one copy of the Software Product and, if applicable, one copy of any previous version for back-up purposes, only to be used in the event of failure of the original. All copies of the Software Product must be marked with the proprietary notices provided on the original

Software Product. You may not reproduce the supporting documentation accompanying the Software Product.

**2.3 Modifications.** You may not modify, translate, or create derivative works of the Software Product.

**2.4 Proprietary Notices.** You may not remove or obscure any proprietary notices on or in the Software Product or the supporting documentation.

**2.5 Software Transfer.** You may permanently transfer all of your rights under this Agreement provided you retain no copies, you transfer all of the Software Product (including all component parts, the media, any printed materials, any upgrades, this Agreement, and, if applicable, the Certificate of Authenticity), and any recipient agrees to the terms of this Agreement. If the Software Product is an upgrade, any transfer must include all prior versions of the Software Product. However, if the Software Product is marked “Not for Resale” or “NFR,” you may not resell it or otherwise transfer it for value.

**2.6 Copyright.** All title and copyrights in and to the Software Product (including, but not limited to, any images, photographs, animations, video, audio, music, text, and “applets” incorporated into the Software Product), the accompanying printed materials, and any copies of the Software Product are owned by Polycom or its suppliers. The Software Product is protected by copyright laws and international treaty provisions. Title, ownership rights, and intellectual property rights in the Software Product shall remain in Polycom or its suppliers. Title and related rights in the content accessed through the Software Product is the property of such content owner and may be protected by applicable law. This Agreement gives you no rights in such content.

**2.7 Confidentiality.** The Software Product contains valuable proprietary information and trade secrets of Polycom and its suppliers and you shall protect the confidentiality of, and avoid disclosure and unauthorized use of, the Software Product.

**2.8 Dual-Media Software.** You may receive the Software Product in more than one medium. Regardless of the type or size of medium you receive, you may use only one medium that is appropriate for your single Product. You may not use or install the other medium on another Product.

**2.9 Reservation.** Polycom reserves all rights in the Software Product not expressly granted to you in this Agreement.

### **3. SUPPORT SERVICES.**

Polycom may provide you with support services related to the Software Product (“Support Services”). Use of Support Services is governed by the Polycom policies and programs described in the Polycom-provided materials. Any supplemental software code provided to you as part of the Support Services is considered part of the Software Product and is subject to the terms and conditions of this Agreement. With respect to technical information you provide to Polycom as part of the Support Services, Polycom may use such information for its business purposes, including for product support and development. Polycom will not utilize such technical information in a form that personally identifies you.

#### **4. TERMINATION.**

Without prejudice to any other rights, Polycom may terminate this Agreement if you fail to comply with any of the terms and conditions of this Agreement. In such event, you must destroy all copies of the Software Product and all of its component parts. You may terminate this Agreement at any time by destroying the Software Product and all of its component parts.

#### **5. UPGRADES.**

If the Software Product is labeled as an upgrade, you must be properly licensed to use the software identified by Polycom as being eligible for the upgrade in order to use the Software Product. A Software Product labeled as an upgrade replaces and/or supplements the software that formed the basis for your eligibility for the upgrade. You may use the resulting upgraded Software Product only in accordance with the terms of this Agreement. If the Software Product is an upgrade of a component of package of software programs that you licensed as a single product, the Software Product may be used and transferred only as part of that single Software Product package and may not be separated for use on more than one Product.

#### **6. WARRANTY AND WARRANTY EXCLUSIONS.**

**6.1 Limited Warranty.** Polycom warrants that (a) the Software Product will perform substantially in accordance with the accompanying documentation for a period of ninety (90) from the date of receipt by you, and (b) any Support Services provided by Polycom shall be substantially as described in applicable written materials provided to you by Polycom, and Polycom support engineers will make commercially reasonable efforts to solve any problem issues. Polycom does not warrant that your use of the Software Product will be uninterrupted or error free, or that all defects in the Software Product will be corrected. Polycom's sole obligation under this express warranty shall be, at Polycom's option and expense, to refund the purchase price paid by you for any defective software product which is returned to Polycom with a copy of your receipt, or to replace any defective media with software which substantially conforms to applicable Polycom published specifications. Any replacement Software Product will be warranted for the remainder of the original warranty period or thirty (30) days, whichever is longer.

**6.2 Warranties Exclusive.** If this Software Product does not operate as warranted above, your sole remedy for breach of that warranty shall be repair, replacement, or refund of the purchase price paid, at Polycom's option. TO THE FULL EXTENT ALLOWED BY LAW, THE FOREGOING WARRANTIES AND REMEDIES ARE EXCLUSIVE AND ARE IN LIEU OF ALL OTHER WARRANTIES, TERMS OR CONDITIONS, EXPRESS OR IMPLIED, EITHER IN FACT OR BY OPERATION OF LAW, STATUTORY OR OTHERWISE, INCLUDING WARRANTIES, TERMS OR CONDITIONS OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, SATISFACTORY QUALITY, CORRESPONDENCE WITH DESCRIPTION, AND NON-INFRINGEMENT, ALL OF WHICH ARE EXPRESSLY DISCLAIMED. POLYCOM NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY OTHER LIABILITY IN CONNECTION WITH THE SALE, INSTALLATION, MAINTENANCE, OR USE OF THIS SOFTWARE PRODUCT.

POLYCOM SHALL NOT BE LIABLE UNDER THIS WARRANTY IF ITS TESTING AND EXAMINATION DISCLOSE THAT THE ALLEGED DEFECT OR MALFUNCTION IN THE SOFTWARE PRODUCT DOES NOT EXIST OR WAS CAUSED BY YOUR OR ANY THIRD PERSON'S MISUSE, NEGLIGENCE, IMPROPER INSTALLATION OR TESTING, UNAUTHORIZED ATTEMPTS TO MODIFY THE PRODUCT, OR ANY OTHER CAUSE BEYOND THE RANGE OF THE INTENDED USE, OR BY ACCIDENT, FIRE, LIGHTNING, POWER CUTS OR OUTAGES, OTHER HAZARDS, OR ACTS OF GOD.

## **7. LIMITATION OF LIABILITY.**

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, IN NO EVENT SHALL POLYCOM OR ITS SUPPLIERS BE LIABLE FOR ANY SPECIAL, INCIDENTAL, INDIRECT, OR CONSEQUENTIAL DAMAGES WHATSOEVER (INCLUDING, WITHOUT LIMITATION, DAMAGES FOR LOSS OF BUSINESS PROFITS, BUSINESS INTERRUPTION, LOSS OF BUSINESS INFORMATION, OR ANY OTHER PECUNIARY LOSS) ARISING OUT OF THE USE OR INABILITY TO USE THE SOFTWARE PRODUCT OR THE PROVISION OF OR FAILURE TO PROVIDE SUPPORT SERVICES, EVEN IF POLYCOM HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. IN ANY CASE, POLYCOM'S ENTIRE LIABILITY SHALL BE LIMITED TO THE GREATER OF THE AMOUNT ACTUALLY PAID BY YOU FOR THE SOFTWARE PRODUCT OR U.S. \$5.00; PROVIDED, HOWEVER, IF YOU HAVE ENTERED INTO A POLYCOM SUPPORT SERVICES AGREEMENT, POLYCOM'S ENTIRE LIABILITY REGARDING SUPPORT SERVICES SHALL BE GOVERNED BY THE TERMS OF THAT AGREEMENT.

## **8. DISCLAIMER.**

Some countries, states, or provinces do not allow the exclusion or limitation of implied warranties or the limitation of incidental or consequential damages for certain products supplied to consumers, or the limitation of liability for personal injury, so the above limitations and exclusions may be limited in their application to you. When the implied warranties are not allowed to be excluded in their entirety, they will be limited to the duration of the applicable written warranty. This warranty gives you specific legal rights which may vary depending on local law.

## **9. EXPORT CONTROLS.**

The Software Product may not be downloaded or otherwise exported or re-exported (i) into (or to a national or resident of) Cuba, North Korea, Iran, Syria, Sudan, 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 Table of Denial Orders. By downloading or using this Software Product, 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. If you obtained this Software Product outside of the United States, you are also agreeing that you will not export or re-export it in violation of the laws of the country in which it was obtained.

## **10. MISCELLANEOUS.**

**10.1 Governing Law.** This Agreement shall be governed by the laws of the State of California, as such laws are applied to agreements entered into and to be performed entirely within California between California residents, and by the laws of the United States. The United Nations Convention on Contracts

---

for the International Sale of Goods (1980) is hereby excluded in its entirety from application to this Agreement.

**10.2 General.** This Agreement represents the complete agreement concerning this license and may be amended only by a writing executed by both parties. If any provision of this Agreement is held to be unenforceable, such provision shall be reformed only to the extent necessary to make it enforceable.

**10.3 Contact.** If you have any questions concerning this Agreement, or if you desire to contact Polycom for any reason, please contact the Polycom office serving your country.

**10.4 U.S. Government Restricted Rights.** The software and documentation provided by Polycom pursuant to this Agreement are “Commercial Items,” as the term is defined at 48 C.F.R. §2.101, consisting of “Commercial Computer Software” and “Commercial Computer Software Documentation,” as such terms are used in 48 C.F.R. §12.212 or 48 C.F.R. §227.7202, as applicable. Consistent with 48 C.F.R. §12.212 or 48 C.F.R. §§227.7202-1 through 227.7202-4, as applicable, the Commercial Computer Software and Commercial Computer Software Documentation are licensed to United States Government end users (1) only as Commercial Items and (2) with only those rights as are granted to all other users pursuant to the terms of this Agreement.

[www.polycom.com](http://www.polycom.com)

**Corporate Headquarters:** 4750 Willow Road, Pleasanton, CA 94588,  
USA  
Phone: 925.924.6000

**Israel Office:** 94 Derech Em Hamoshavot P.O.B. 3654,  
Petach-Tikva 49130, Israel  
Phone: +972 3 925 1444  
Fax: +972 3 921 1571

**Netherlands Office:** Tarnspolis Park, Siriusdreef 41, 2132 Wt  
Hoofddorp Netherlands  
Phone: 31-0-230-2600