Welcome to Polycom Real Connect for Office 365 Online Support

Your Entry Point to Online Support

Overview

March 2017

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Polycom

Content

- Your Polycom Real Connect for Office 365 Online Support Home Page
- Documentation
- Popular Topics and FAQ & How Tos
- Video Library
- Service Requests
- Support Community
- Support Portal Footer Area

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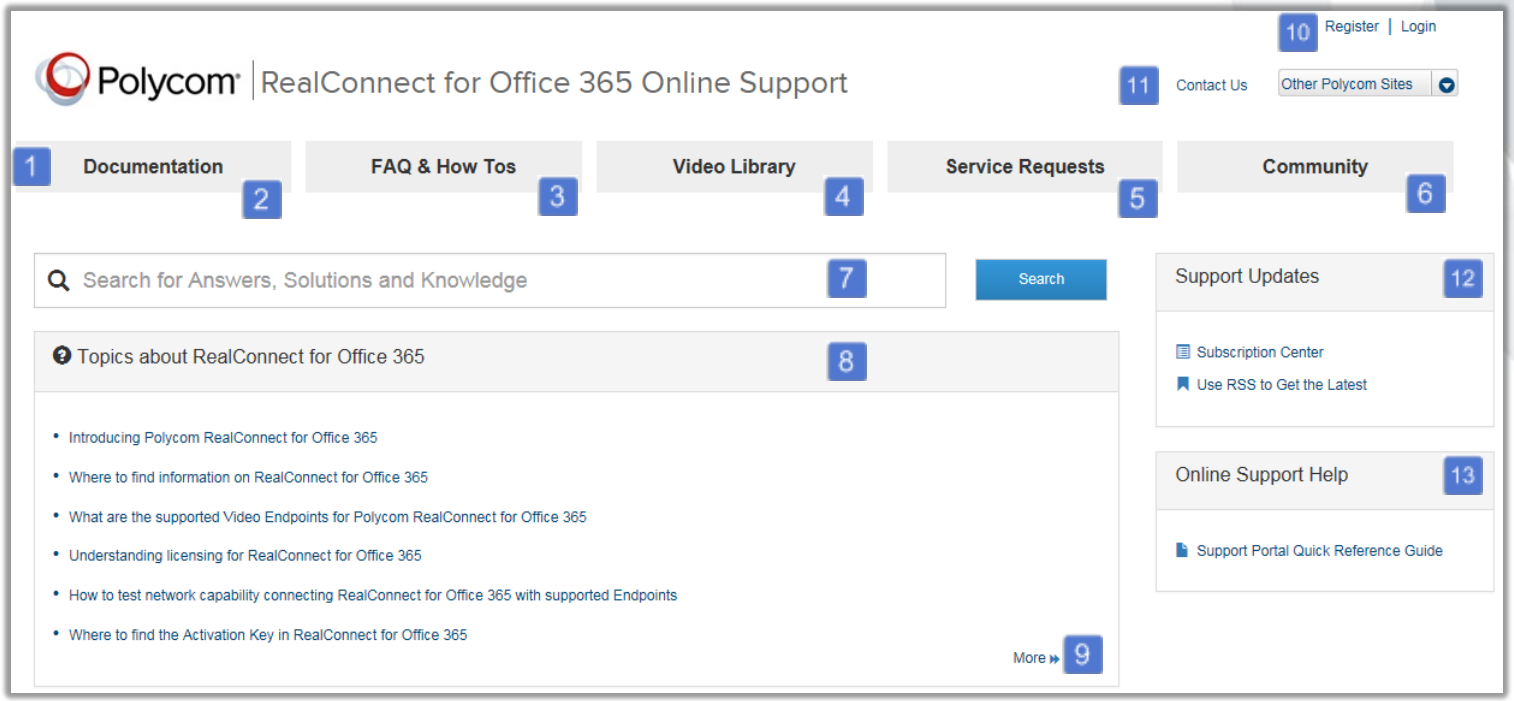
Real Connect for Office 365 Online Support Home Page



Home Page Overview

1. Top Navigation bar
2. Access to *Documentation*
3. Access to *ASK Polycom Knowledge* Base
4. Access to *Video Library*
5. Access to open web *Service Requests*
6. Access to *Community/Discussion Forum*
7. Knowledge Base Search entry field
8. Popular Topics area
9. Access to ASK Polycom Knowledge Base
10. Login and User Registration area
11. Contact Us information
12. Area to subscribe to support updates
13. Area to find help on using Online Support

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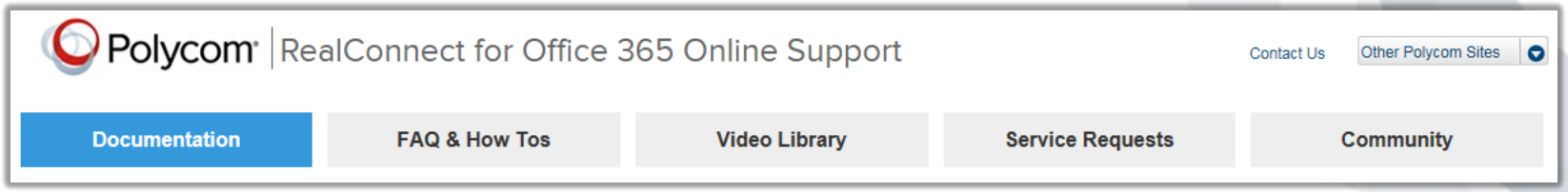
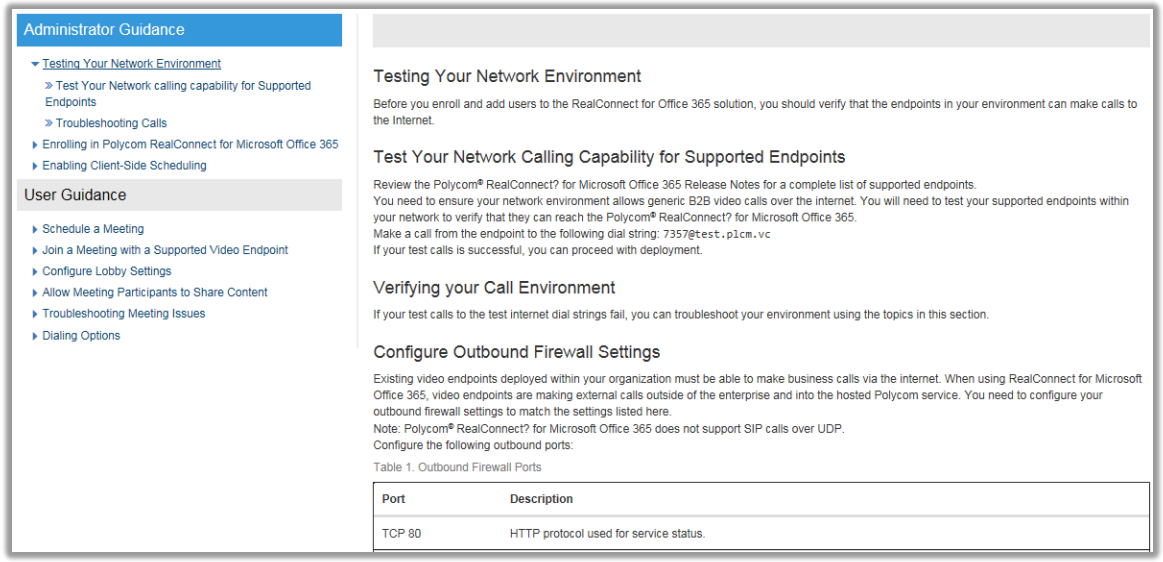
Online Support - Documentation



- The **Documentation** link provides access to
  - Administrator Guidance and
  - User Guidance
- Select your topic from the left hand navigation and view content in the right hand navigation pane



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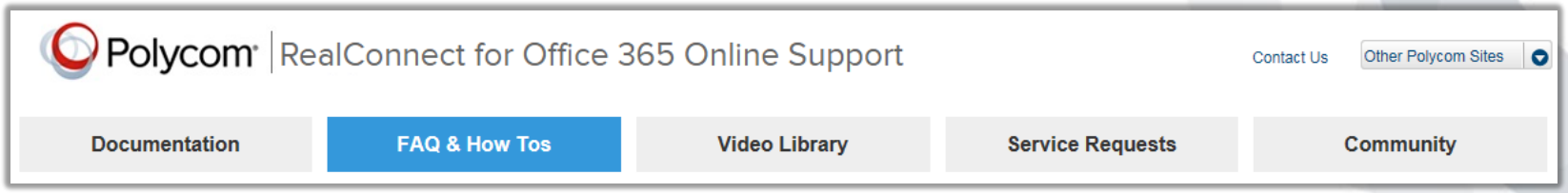
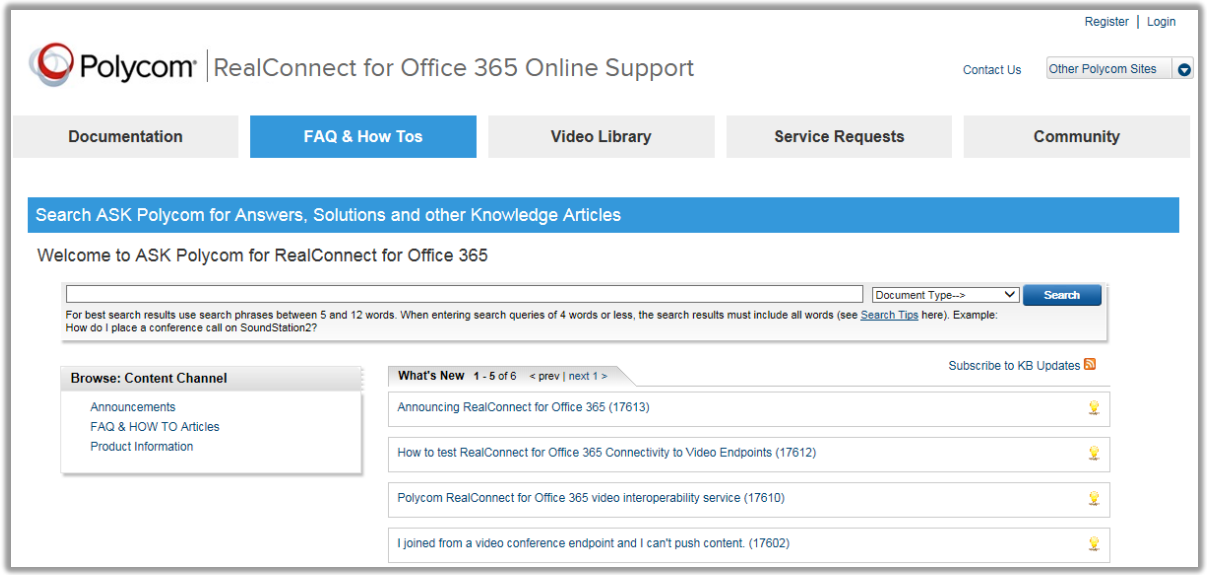
Online Support - FAQ & How TOs (1)



- The **FAQ & How Tos** section provide solution articles that give answers to questions about how to use our products or how to do enable specific features.
- Generally speaking, **FAQ & How Tos** provide answers to questions of the type "*How To …*", "*How Do I …*", or "*Why does …*".
- The left hand navigation allows browsing to new and popular content based on Content Channels like product announcements, FAQs or general product information.



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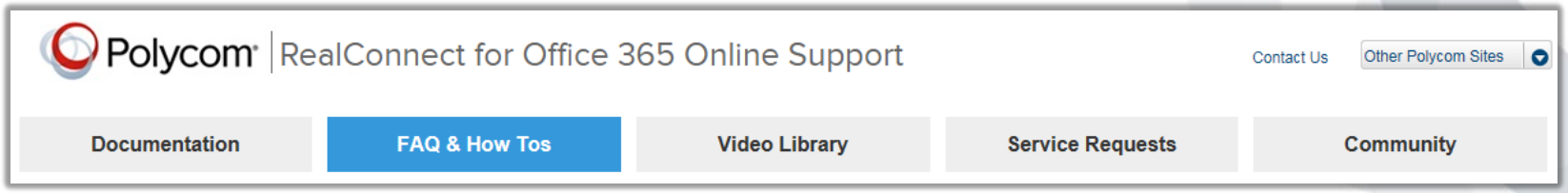
Online Support - FAQ & How TOs (2)



- Users do not need to be logged in to use the KB. However, Partner and Polycom users have access to additional content if logged in.
- When searching for content, please use search phrases like asking an intelligent assistant on a smart phone.
  - ASK Polycom uses Natural language search, therefore the need to enter phrases and not just search key words.
  - Review the search tips below the search entry field for more information.
- Search results contain knowledge base articles as well as Technical Documentation
  - KB articles can be identified by a icon
  - Documentation (Administrator and User Guidance) can be identified by a icon

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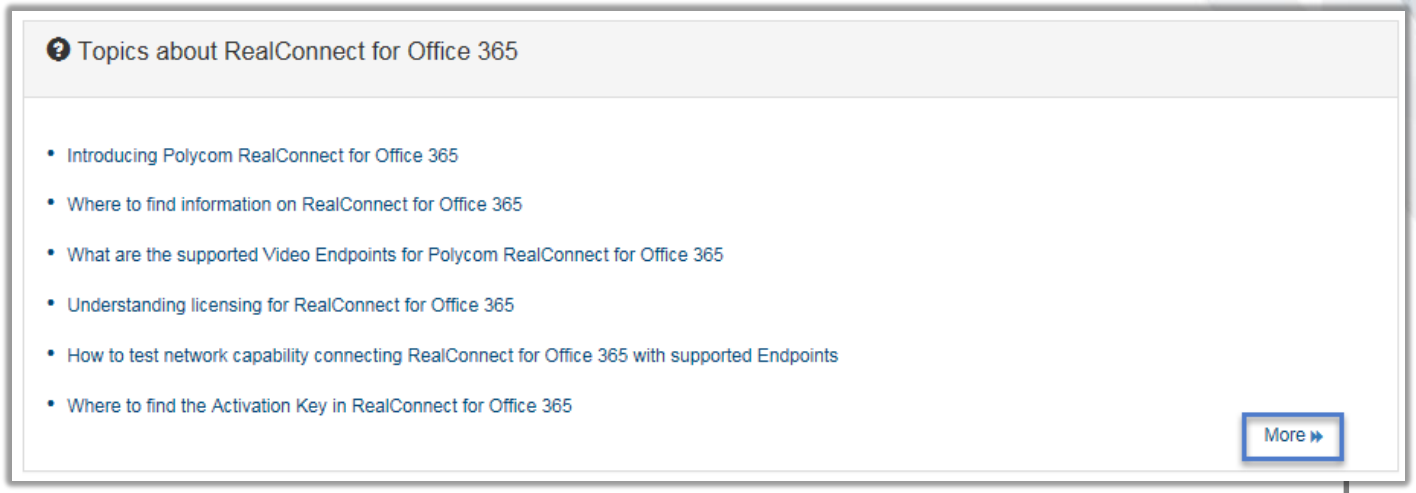
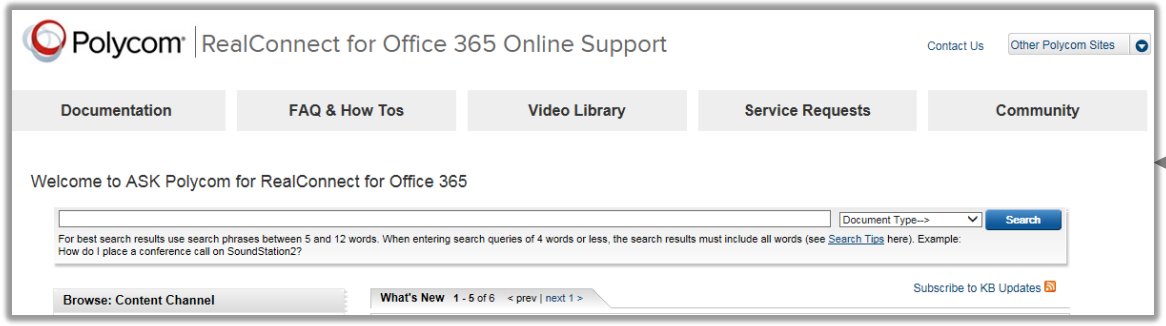
Popular Topics & Most Frequently Asked Questions

- The list of popular topic is based on content usage and feedback



- Selecting **More** brings site visitors to the Knowledge Base search page



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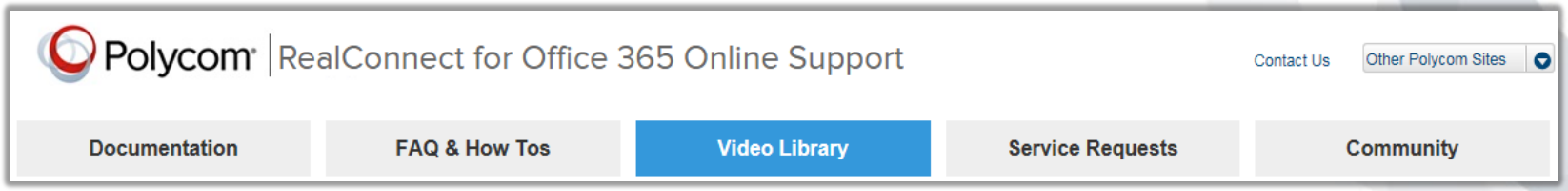
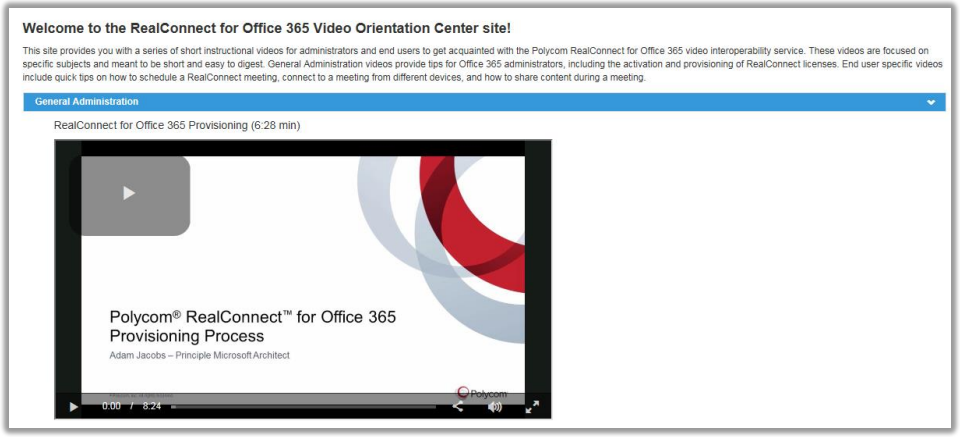
Online Support – Video Library



- The **Video library** will provide over time a series of short instructional videos for administrators and end users to get acquainted with the Polycom RealConnect for Office 365 video interoperability service.
- The videos are focused on specific subjects and are meant to be short and easy to digest.
- **General Administration videos** provide tips for Office 365 administrators, including the activation and provisioning of RealConnect licenses.
- **End user specific videos** include quick tips on how to schedule a RealConnect meeting, connect to a meeting from different devices, and how to share content during a meeting.



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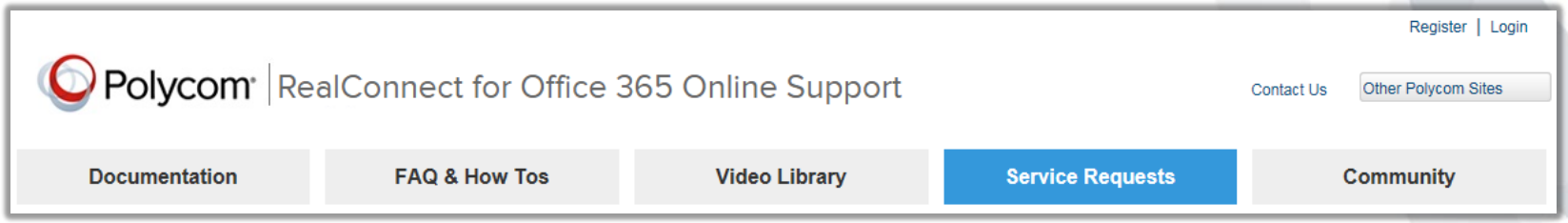
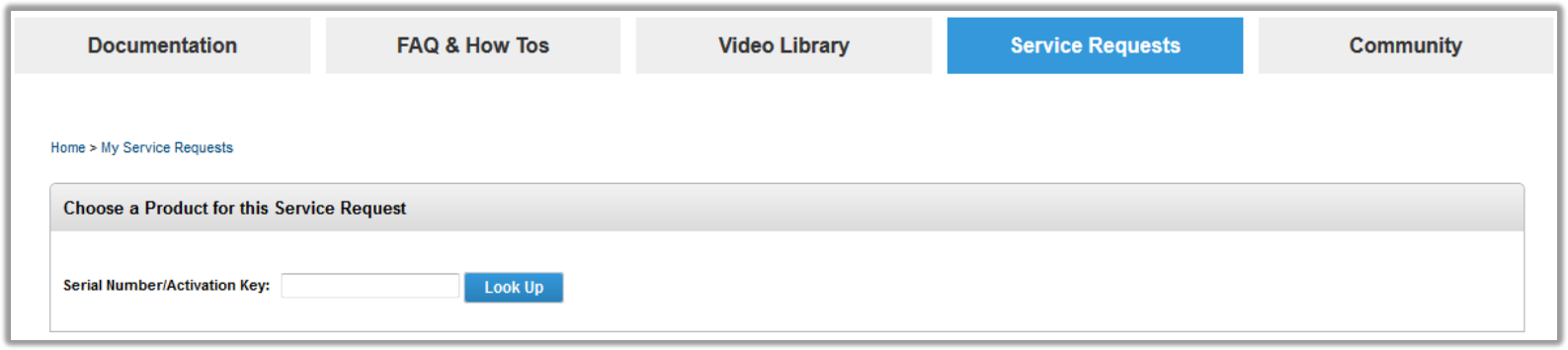
Online Support – Service Requests



- Selecting **Service Requests** allows an authorized user to raise a web Service Request (SR) with Polycom technical Support.
- The user must be logged in in order to open a SR

- In a first step, the user must enter the activation key. Then, follow the instructions provided. We encourage searching the ASK Polycom KB prior to submitting SR.

  If you have problems finding your activation key, please refer to ASK Polycom article [Where to find the Activation Key in RealConnect for Office 365]



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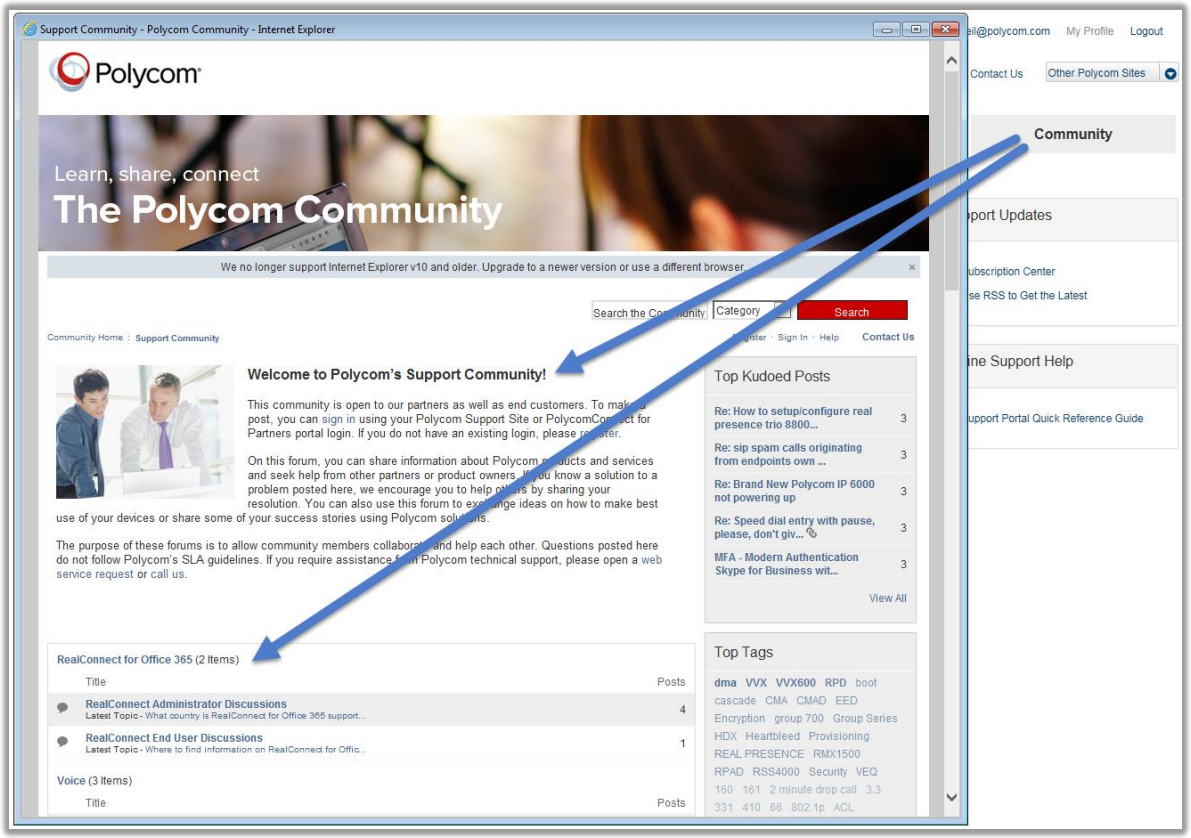
Online Support – Community

- Selecting **Community** brings the user to our Support Community to discuss Administrator as well as User questions.
- Please note that a user must register for a Community account and be logged in to the Community in order to make postings to the Community.



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Support Portal Footer Area

The Online Support Footer area provides access to various Polycom information such as

- Terms & Conditions
- Privacy Policy
- Trademarks
- Site Map
- Contact Us
- Feedback

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