

Standard Installation

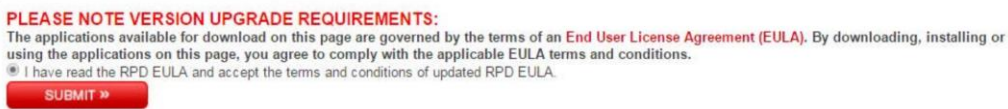
1. Navigate to the following link to download and install RealPresence Desktop for Windows PC:

<http://www.vividsolutions.co.nz/resources/>

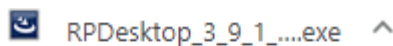
2. Select the following link for the PC version.

[Windows Software 3.9.1 for individual installation – .exe](#)

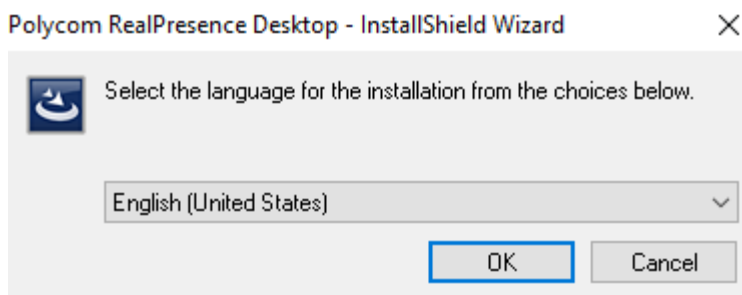
3. Select **the terms and conditions of updated RPD EULA** and then click the **Submit** Button. Your download should begin immediately.



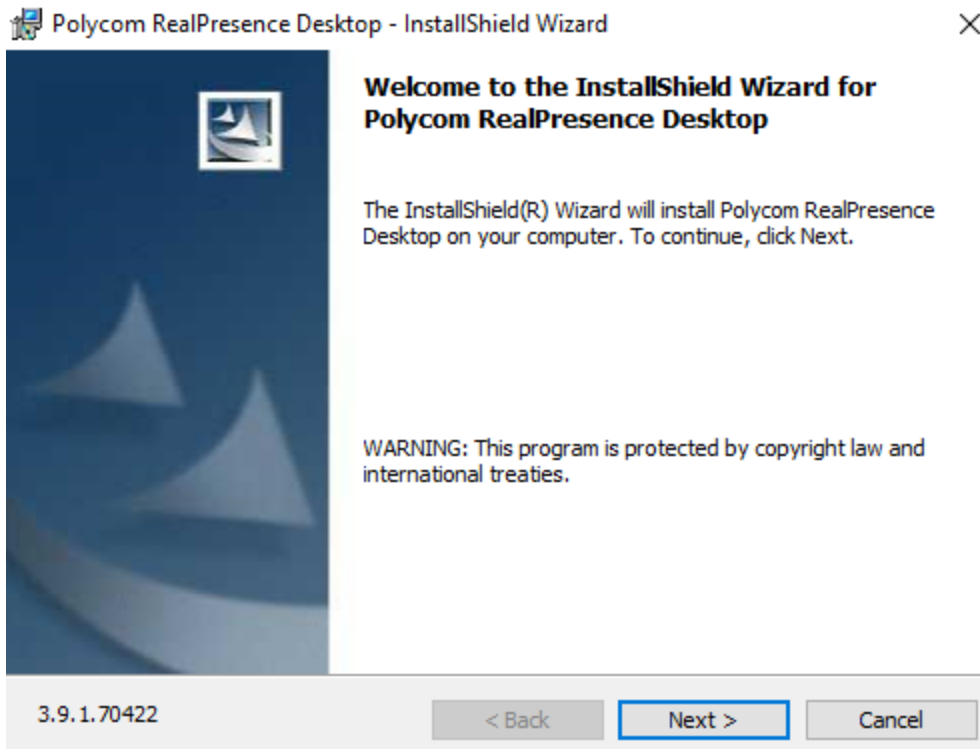
4. Click the download button, then click the **Run** button to begin installing RealPresence Desktop.



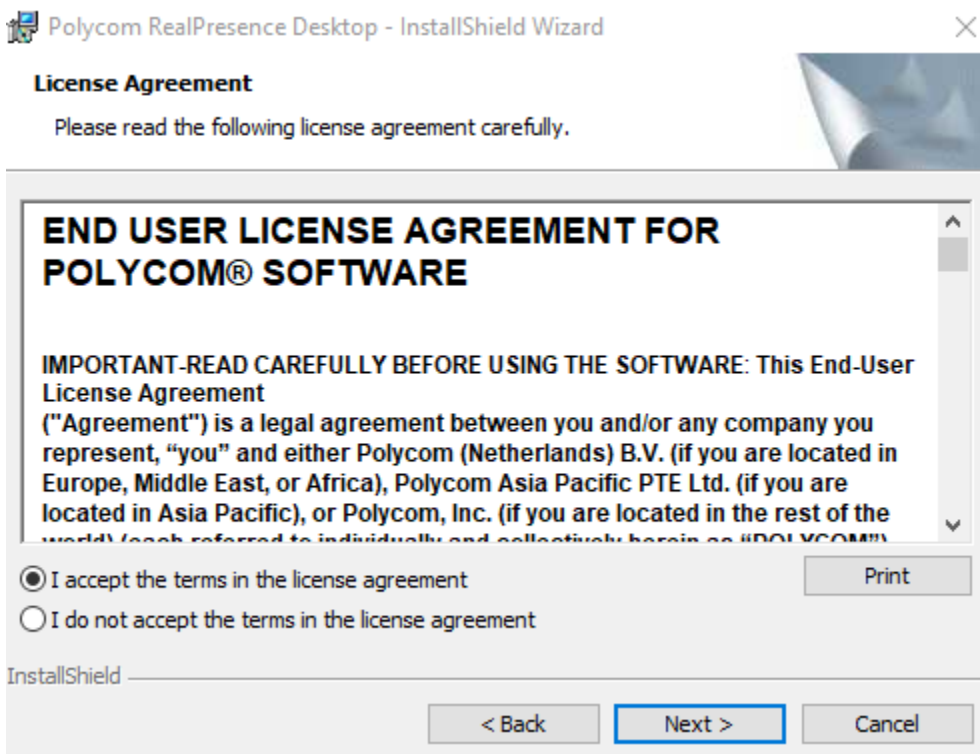
5. Select your language from the drop-down list and click the **OK** button



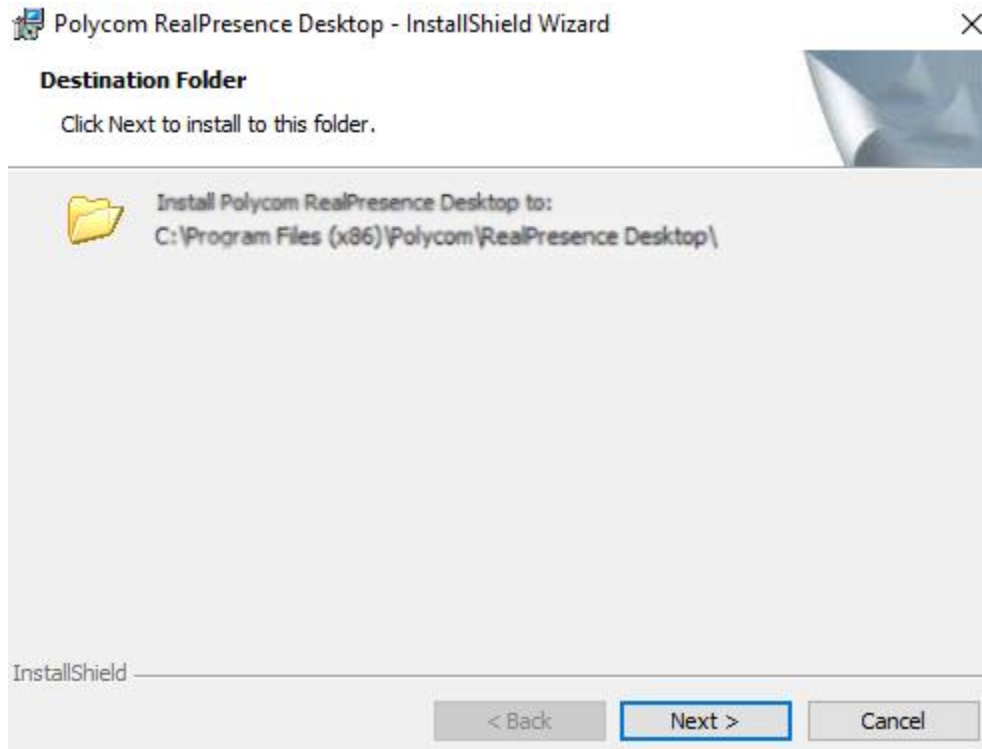
- Click the **Next** button to continue the installation.



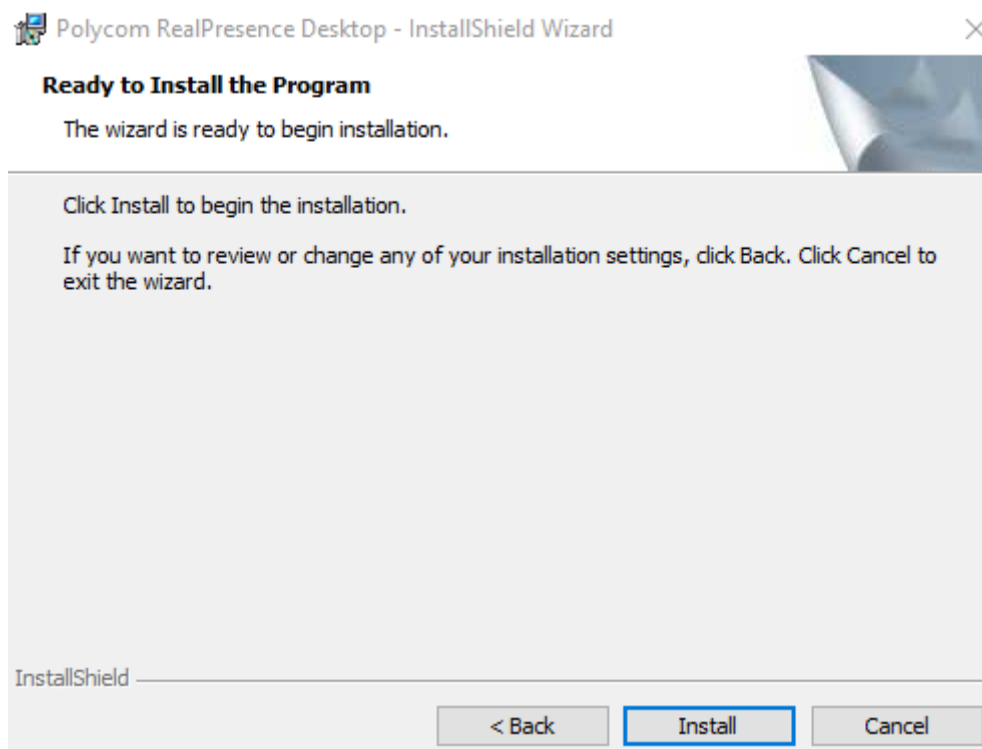
- Select the **I accept the terms in the license agreement** option and click the **Next** button to continue.



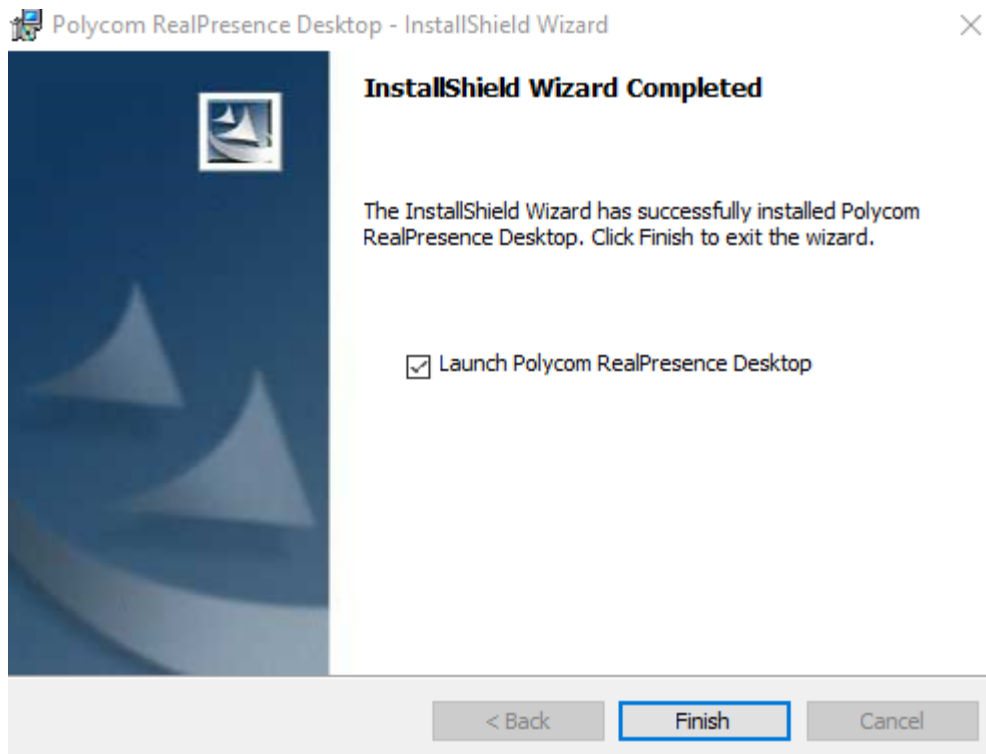
- Click the **Next** button to accept the default directory path for installation.



- Click the **Install** button to complete installation

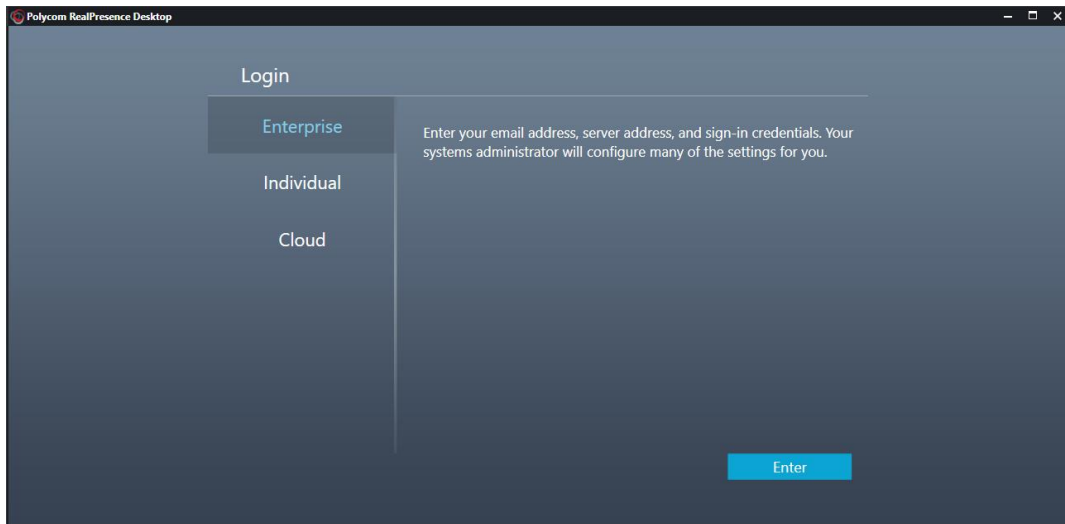


10. Select the **Launch Polycom RealPresence Desktop** and then click the **Finish** button. RealPresence Desktop will launch immediately

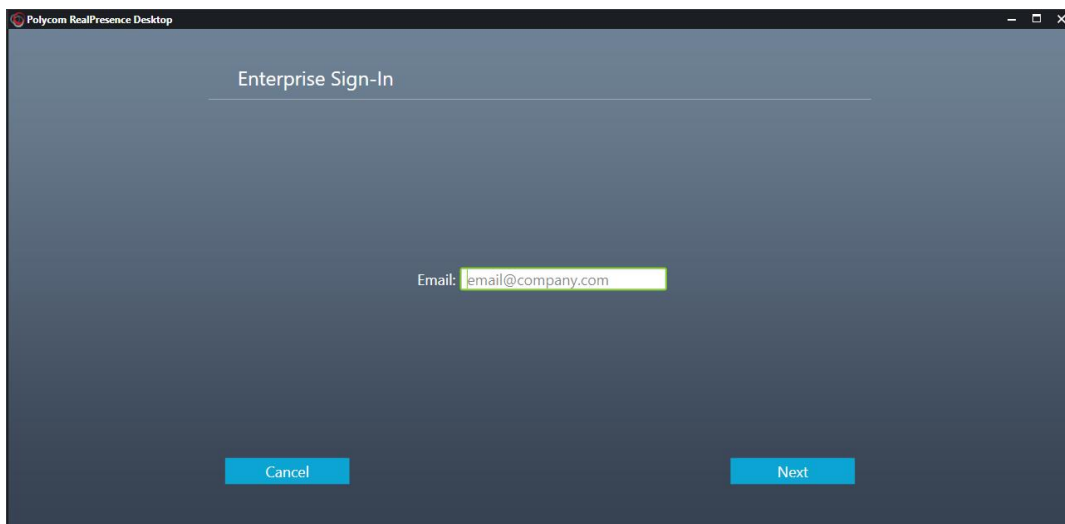


Sign In

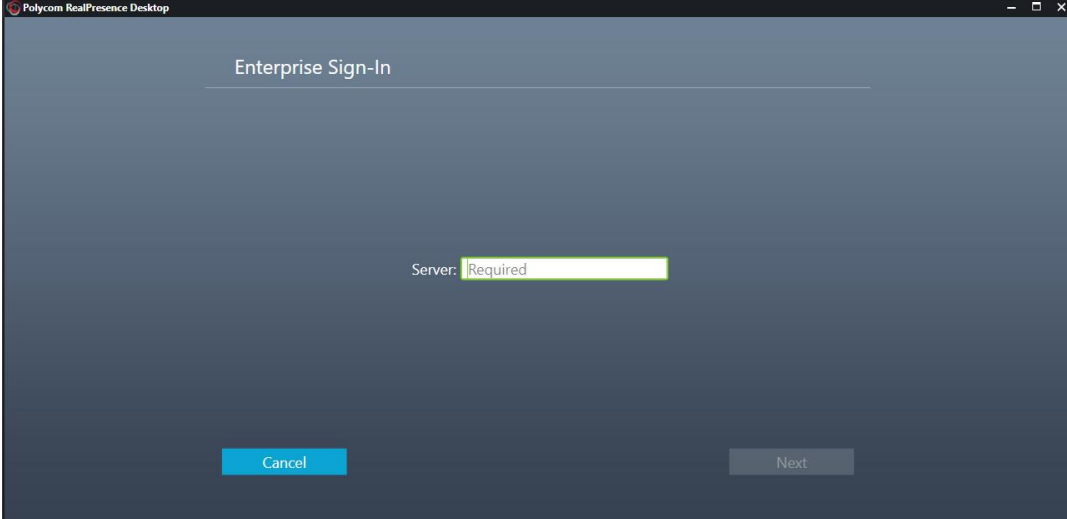
1. Select **Enterprise** and click the **Enter** button.



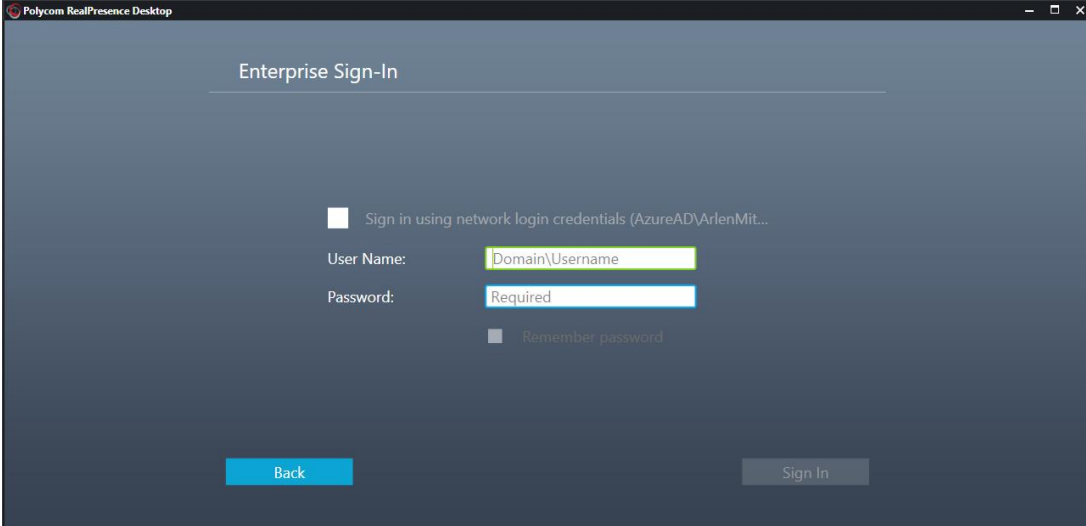
2. Enter the email address provided to you and click the **Next** button.



3. Enter the Server Address provided to you and click the **Next** button.



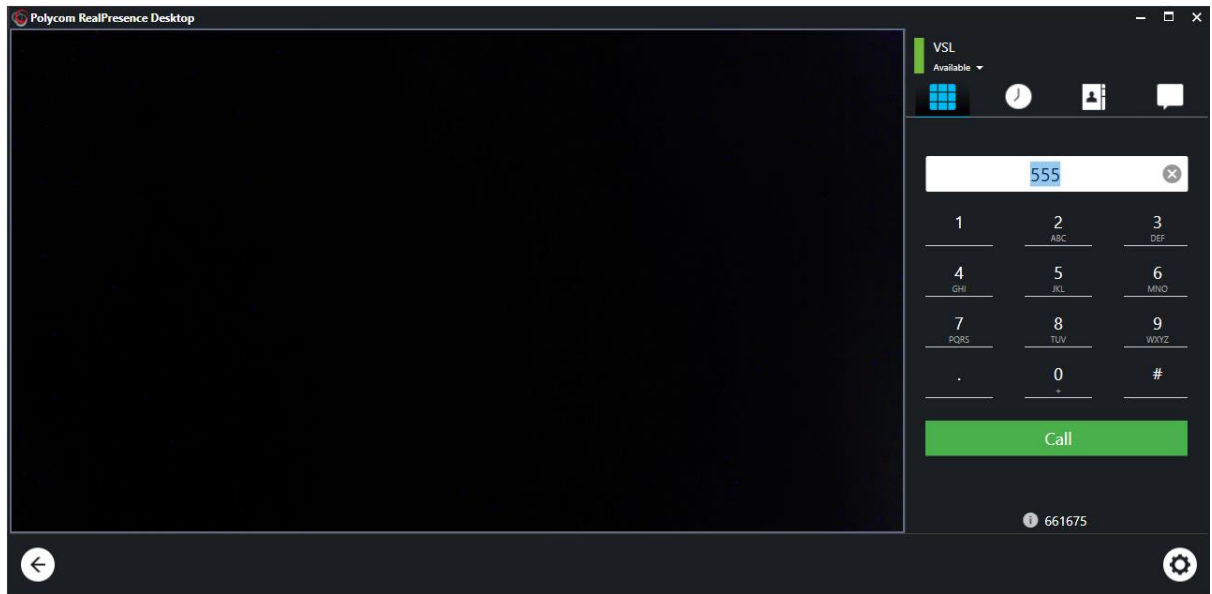
4. Enter the credentials provided to you and click the **Sign in** button.



5. You are now signed in and able to dial within the Vivid Network.

Making a test call

1. To make a test call, please enter '555' (test site number) into the dial pad and click **Call**



2. After the call connects, you will be able to see Auckland Hospital in the picture and hear the radio playing in the background. Your own return picture can also be seen in the top right-hand side.



If you encounter any problems, please consult our FAQ <https://www.vividsolutions.co.nz/faq/>
For further questions please don't hesitate to contact our helpdesk on 0800 83 53 or email us on helpdesk@vividsolutions.co.nz