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American multinational corporation This article contains promotional content. Please help improve it by removing promotional language and inappropriate external links, and by adding encyclopedic text written from a neutral point of view. (August 2023) (Learn how and when to remove this message) Poly Inc.Company typeSubsidiaryIndustryTelecommunicationFoundedDecember 1, 1990; 34 years ago (1990-12-01)HeadquartersSanta Cruz, California, U.S.[1]Key peopleDave Shull (CEO)ProductsCollaboration, video, voice, content, teleconference, telecommunications, telepresence and infrastructure software, hardware and servicesRevenue US\$1.73 billion (FY, 2021)Net income US\$409.57 million (2022 Q3)Number of employees3,451 (2018)ParentHP Inc.Websitepoly.com Poly Inc., formerly Polycom, is an American multinational corporation that develops video, voice and content collaboration and communication technology. Poly is a subsidiary of HP Inc.[2][3] Polycom was co-founded in 1990 by Brian L. Hinman and Jeffrey Rodman.[4] In 2018 Polycom was acquired by Plantronics[5] and in 2019 the name of the combined entity was changed to Poly.[6] In 2022, it was sold to HP.[7] Polycom was co-founded in 1990 by Brian L. Hinman[8] and Jeffrey Rodman,[9] who were colleagues at PictureTel Corp.[4] The startup was based in San Francisco, California but soon moved to San Jose, California, with Hinman using \$400,000 of his own money and \$100,000 from friends as seed money. Oak Investment Partners and Accel Partners then contributed an additional \$3 million in venture capital.[10] Polycom's stated goal was to support all the major ways people communicate, specifically including audio, content such as documents, and video. Its first products to market were audio conferencing speaker phones. The company later added content sharing, video conferencing, video network and bridging, and system monitoring and management products. Brian Hinman served as CEO from the company's founding in 1990 until 1998,[11] when he was succeeded by Bob Hagerty. Hagerty was succeeded by Andy Miller in 2010. At Polycom, Miller was with several expense and accounting violations by the SEC in 2012, and settled with the SEC by agreeing to not serve as an officer for any company for five years.[12] Miller left Polycom after being paid \$24 million USD in compensation. He was succeeded as CEO by Peter Leav,[13] who was then succeeded in 2016 by Mary McDowell following Polycom's acquisition by Siris Capital Group.[14] In 2015, Polycom cut 15% of its workforce after posting large dips in sales.[15] Polycom reported revenues of \$1.3 billion for the year of 2015. Peter Leav at that point was both president and CEO, and Laura Durr was chief financial officer and executive vice president (EVP).[16] In 2016, telecommunications executive Mary McDowell was named as its chief executive officer.[17] On April 15, 2016, Polycom announced that rival Mitel Networks would purchase them for \$1.96 billion. As Mitel, a smaller company based in Ottawa, Ontario, Canada, paid a lower tax rate, the acquisition would have been an example of tax inversion, where a smaller company purchases a larger company in order to provide the combined larger corporate entity with the tax benefits of the smaller company's location.[18][19] In July 2016, the Mitel deal was scrapped in favor of an all-cash offer from New York City-based private equity firm Siris Capital Group.[20] Siris acquired Polycom for \$1.7 billion.[5] In 2017, Polycom had revenues of \$1.1 billion.[21] On March 28, 2018, Plantronics announced that it would acquire Polycom for approximately \$2 billion.[5][22] On December 27, 2018, Plantronics agreed to pay \$36 million to settle a bribery investigation connected to Polycom.[23] The United States Justice Department declined to bring criminal charges for misconduct that allegedly occurred between 2006 and 2014, citing Polycom's voluntary disclosure.[24] On March 28, 2022 HP Inc. announced their acquisition of Poly from Plantronics, completed in August 2022[25] with a total transaction value of \$3.3 billion, including debt.[26] Acquisition date Company Acquired company business Reference January 1998 ViaVideo Communications Inc. Appliance-based video communications systems [27] December 1999 Atlas Communications Engines, Inc Integrated access device and DSL routers [28] February 2001 Accord Networks Provider of next-generation rich-media network products [29] April 2001 Circa Communications IP telephony products [30] October 2001 PictureTel PC-based video communications systems [31] December 2001 ASPI Digital Installed voice systems manufacturer [32] June 2002 MeetU Web collaboration software [33] January 2003 VCAS software from AGT Video scheduling and management software January 2004 Voyant Technologies Voice conferencing and collaboration networking [34] August 2005 DST Media China-based video networking company [35] January 2007 Destiny Conferencing Immersive telepresence [36] March 2007 Spectralink and KIRK telecom Workplace wireless telephony [37] March 2011 Accordant Technologies Rich media streaming and management [38] October 2011 ViVu Inc Video collaboration software [39] January 2018 Obihai Technology VoIP audio [40] Note : 1 June 2011 – HP and Polycom, announced they have entered into a definitive agreement under which Polycom will acquire the assets of HP's Visual Collaboration (HPVC) business, including the Halo Products and Managed Services business of HPVC. The company also licensed a variety of technologies, including H.264 video codecs, Siren codecs, Session Initiation Protocol (SIP), native 1080p high-definition cameras and displays, native 720p and 1080p high-definition encoding/decoding, low-latency architecture and low bandwidth utilization, wideband advanced audio coding with low delay (AAC-LD), multichannel spatial audio with echo cancellation and interference filters to eliminate feedback from mobile devices, and inter-operation with legacy video conferencing. Its first product in 1992 was SoundStation, a triangular speakerphone with full-duplex audio allowing both parties to simultaneously speak and be heard. SoundStation and its successor, SoundStation Premier became the leading brand in the market in the 1990s.[10] The SoundStation was superseded by the SoundStation 2 in 2004 when AT&T discontinued the AT&T DSP16A processor on which the original SoundStation was based. Building on technological advancements that occurred during the nearly 10-year period, the SoundStation 2 exhibited more features and improved sound transparency, although was still limited to 3 kHz audio bandwidth due to its conventional analog POTS connection. It was supplemented by the SoundStation 2W wireless speakerphone, which was a DECT system (WDCT in North America), and by the SoundStation VTX1000 wired speakerphone, the first POTS speakerphone capable of 7 kHz audio or HD Voice operation over conventional telephone lines. Polycom SoundStation IP 4000 SIP conference phone When the first SoundStation conference phone shipped in 1992, the original device was followed by versions offering extended performance (SoundStation Premier, Premier Satellite, SoundStation EX). The SoundStation first shipped internationally (to the UK) in 1993, followed by other products and an expanding list of countries. In December 2001, Polycom acquired ASPI networks.[41] a company specializing in installed voice systems including the ASPI Vortex.[42] With the 12-input and 12-output Vortex, Polycom's offerings could be extended to audio-visual integrators who needed to handle many more microphones and speakers than traditional teleconferencing systems provided. In 2007, Polycom introduced the Vortex successor, the Polycom SoundStructure series. In the first quarter of 2001, Polycom introduced its first voice over IP conference phone, the SoundStation IP 4000. In 2008, the SoundStation IP 6000 and SoundStation IP 7000 models were introduced, both offering Polycom's HD Voice and Acoustic Clarity technology. In 2003, the firm introduced its first HD Voice product, the SoundStation VTX 1000 conference phone. In 2006, Polycom introduced its Communicator, the C100S, which was the industry's first HD Voice speakerphone for a PC. In 1998, the firm entered the circuit-switched desktop phone business with a line of SoundPoint phones. In the third quarter of 2001, it entered the IP desktop phone business with the SoundPoint IP product line, starting with the SoundPoint IP500. Polycom VoIP phones use the open standard SIP to work with different call control platforms. In 2007, Polycom acquired Spectralink Corp. [43] whose product lines consisted of Wi-Fi and proprietary wireless telephone systems, as well as the KIRK DECT product line. In 2008, Polycom added applications enablement to its SoundStation and SoundPoint IP phones. The first product to market was the company's Productivity Suite, for which the company offered an open API for third-party developers. In 2009, the firm introduced two video-enabled voice products. One was the VVX 1500 business media phone, which combines a personal video conferencing system with a voice over IP (VoIP) telephone having HD Voice and an open API and Web browser. It also launched the CX5000, a table-mounted video and audio conferencing console with a 360-degree camera, by licensing the distribution rights for Microsoft Roundtable. Former Polycom headquarters in San Jose In 2011, Polycom announced the VVX 500, a VoIP business media phone with a gesture-based touchscreen interface.[44] In 2012 the Wifi and DECT products were divested to a new company called Spectralink, spinning it off to Sun Capital Partners for about \$110 million.[45] Polycom VSX 7000 unit with dual displays. Polycom entered the video conferencing market in 1998 with the set-top unit ViewStation which integrated a PTZ (pan-tilt-zoom) camera with codec and communication electronics, and connected to a user-supplied video monitor on which it was designed to sit. ViewStation sold at the time for US\$6000, and was relatively lightweight compared to competitors.[10] Polycom began the development of its first product in the new category of "Document Conferencing Projector", called ShowStation[46] in 1994. In April 1996, Polycom went public on NASDAQ.[10] In 1997, the company began shipping ShowStation in addition to its growing line of audio products and had total revenues of \$47 million.[10] In January 1998, Polycom acquired ViaVideo for \$54 million and its video conferencing product, which would be named ViewStation.[10] The compact device provided the functionality of a webcam and included additional onboard processing capabilities to offset the computation limitations of most desktop and laptop computers at the time. As computer processing power increased, Polycom transitioned this hardware-software desktop solution to software-only clients called Polycom PVX, and later the Polycom RealPresence Desktop, or RPD. Other members of the ViewStation product line included models with embedded multipoint capabilities, content sharing capabilities, and support for the emerging H.323 IP network protocol. In February 2001, Polycom entered the multipoint bridging market through its acquisition of Accord Networks,[47] which offered the MGC-100 line. In October 2001, it acquired PictureTel.[48] Polycom Digital Tabletop Microphone with mute button In 2006, Polycom introduced its first HD (High Definition) video conferencing system. Soon after, it announced the Polycom RealPresence Experience (RPX), a three-screen, three-camera room-within-a-room "immersive" teleconferencing system based on a design by Destiny Conferencing (formerly TeleSuites) which Polycom acquired in January 2007.[49] In February 2007, the firm introduced a new multipoint bridge platform called RMX 2000, designed to support HD and telepresence applications. It also expanded its telepresence and HD video product lines in 2007 with the Polycom Telepresence Experience solutions and new executive desktop solutions, further expanding its line of room-based conference rooms. In 2008, Polycom delivered the Polycom Converged Management Application (CMA) a video network and system management application for video networks. Later that year, the firm introduced the Distributed Media Application (DMA) 7000, a network-based application that manages and distributes multipoint video calls within a network. Toward the end of 2008, Polycom also announced its plans to increase performance of its systems from 30 to 60 frames per second at higher resolution – 1080p and 720p. In 2010, the firm introduced the Polycom Open Telepresence Experience (OTX 300), another three-screen immersive conference system with improved data-efficient codecs that used half the data bandwidth of other comparable systems at the time. 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Being that the Plantronics CS540 isn't Bluetooth and doesn't connect with your computer, there's a simple fix! You can purchase a USB wireless headset if you choose, or you can get the accessory below which will connect your cs540 to a computer. Discover D315 Adapter Settings > Basic > Preferences > Headset > Hook Switch Mode and change from Regular to Plantronics You're Done! To make a call, push the button on the side of the CS540 headset. You will hear a dial tone. When finished, push the button on the side of the CS540 to hang-up the call. When you have an incoming call, you will hear beeps in your ear indicating a call. If you choose to take the call, push the button on the CS540 headset to answer the call and press again when finished to hang-up the call. If you need to put the call on hold, or transfer the call, walk back to your phone and press the desired buttons. NOTE: If you don't have a dial tone, don't panic. You simply need to change the compatibility slide switch to work with your phone. See Step 5: Compatibility Slide Switch below. Step 4: Understanding Your Plantronics CS540 Wireless Headset Setup. Your CS540 wireless headset has two buttons. The first thing to understand is the Call Control Button. This is how you turn your headset on and off. This is also the button to press if you're using the HL10 Handset Lifter or EHS Cable to answer/hang-up calls remotely while away from your desk. When the headset is in use, the LED indicator light will flash white. The second button (or rocker switch) is located at the back of the headset and controls your speaker volume, and pushed down decreases the volume. You have 3 levels, so continue pressing for increased or decreased volume levels. NOTE: If you find you're still having trouble hearing your caller, or your caller is too loud and causing an echo or feedback, you will need to adjust your base volume setting (see Step 5 below). Think of it as your base being the major speaker volume adjustment and your headset being the minor speaker volume adjustment. Finding an adjustment on the base which allows your headset to be in a middle position will typically work best. This allows you to make a minor speaker adjustment from call to call if need be. The second button (or rocker switch) also acts as your microphone mute button when pushed in. You will hear three high tone beeps indicating the microphone is muted and the LED light on the base will turn solid red. Pushing the button in again will deactivate the mute feature allowing your caller to hear you again. Step 5: Understanding Your Plantronics CS540 Setup/Base Adjustments. Your CS540 base has two volume adjustment dials (Speaker 1-4 & Microphone 1-6) and one compatibility slide switch (Labeled A-G). The Speaker Volume dial (settings 1-4) is the major adjustment for what you hear. If you need to adjust it, turn the dial until you feel the dial slide into the next numbered position. Once you find a comfortable setting, remember from Step 4, you also have a fine tune speaker adjustment on the headset which allows you to make small volume adjustments from call to call. As you know each call you take is different so having a volume control on the headset lets you easily adjust as needed. The Microphone Volume dial (settings 1-6) is what controls your microphone volume, or how well your caller hears you. Make sure to call a friend or co-worker for your first call and ask how you sound. Once you set this, your voice rarely changes, so you'll usually set this during installation and never touch it again. NOTE: If you hear an echo or feedback with your headset, it may be caused by your Microphone Volume being set slightly louder than it needs to be. You will always hear a little of your voice come through your headset speaker, which is called side tone. If you have too much side tone causing echo, turn down your Microphone Volume enough so your caller still hears you comfortably, but enough so the side tone is not distracting to you. The Compatibility Slide Switch (settings A-G) is the true "Brains" of the Plantronics CS540 when setting it up. This adjustment is what configures the CS540 to work with hundreds, if not thousands of telephones currently on the market. Setting "A" is the default setting that works with most telephones. If you find you can't hear you caller, your caller can't hear you, or it sounds distorted, continue sliding to the next letter until you find the setting that sounds the best. Once set, you will not need to adjust the Compatibility Slide Switch again, unless you change phones. Your Plantronics CS540 setup process should now be complete. If you continue to need assistance, visit Plantronics Support. TECH TIP: Does your Plantronics CS540 squeal or have static during calls? If your CS540 squeals or has static during a call that both you and your caller hear, try re-subscribing the base to the headset. Manual Over-the-Air Subscription: 1) With your Plantronics CS540 idle and your headset undocked, press and hold the subscription button (Labeled 1) on the base for three seconds. The Power on/subscription light will flash white. 2) Press and hold the volume up button on the CS540 headset for three seconds until the headset LED turns solid white. When the Power on/subscription LED on the base becomes solid white, the headset and base are subscribed to one another. fails, the subscription LED on the base will go dark for three seconds and then re-illuminate steadily to indicate power is applied to the base. If this occurs, try to re-subscribe the CS540 headset again. Ending Subscription: If the Plantronics CS540 base is in subscription mode and you want to stop the base from searching for a headset, press the subscription button again. The subscription LED on the base will go dark for three seconds and then re-illuminate steadily to indicate power is applied to the base. Power On/Subscription LED Base Status Power On/Subscription LED Primary headset subscribed to base Solid white Conference call headset subscribed Flashes white Primary headset subscribed to guest headset Flashes white Active conference call with guest headsets Flashes white Plantronics CS540 Guide The Plantronics CS540 DECT headset is top of the range when it comes to sound quality, comfort, battery life, value for money, design and range. We've had a look at the most common FAQs that customers are asking after they've purchased the headset in order to help you make the most of your headset system. BaseHeadset with battery, ear tip and earloopHeadbandFit kit instruction cardPower supplyTelephone interface cableOther size ear tip and earloops Slide the battery cover off and pull the battery out using your thumb and index finger.Remove the battery and replace it with another high standard battery then slide the cover back on. Press the volume button in.Upon activating the mute setting, the 'call/mute' LED light on base will turn red and you will hear three high tones in your headset.This mute and unmute option is for the microphone only meaning you will still be able to hear the caller. Press in and hold the mute and talk button and release once the talk indicator light on the arm begins to blink quickly.Press and hold just the talk button until the indicator light stops blinking.Take out the AC power supply wire red from the base for 5 seconds and then plug it back in. To automatically pair (or subscribe as it is sometimes referred to as) dock your headset in the base.The white light on the base will flash during the pairing and will change to a solid white light when the pairing is successful.To manually pair the headset to the base, unlock the headset and put the base in idle mode.Press and hold the subscription/pair button on the base until the light flashes.Push the multifunction toggle in the volume + position until the indicator light on the headset become solid. Connect one end of the phone interface cable to the back of the base.Disconnect the handset coil cord from the deskphone and reconnect it to the phone interface cable junction box.Connect the remaining end of the phone interface cable into the open handset port on the deskphone. Pull the ear tip from the headset.Rotate the earloop down 90 degrees.Remove the earloop from the headset.Reinstall the earloop and ear tip in reverse order. If you're on a call you'll hear repeated single beeps every few seconds.If you're not on a call and press the call button you'll hear three low tones. The CS540 is available from a number of different retailers with prices ranging from £99 to £172 at: Life Pro Tip. Consider buying refurbished. PMC Telecom's refurbished models come with a 1 year warranty and you can get an A-Grade CS540 for just £89.00 + VAT. This may be due to dirt piling up on the headset connectors. Use a cotton bud to remove the dirt. To adjust the volume press the volume/mute button on the back of the headset. If the sound is still too low on the loudest volume check that your battery is fully charged. Your headset may need resetting. See above for instructions on how to reset. Static may indicate that your headset is out of range so move closer to the base to prevent it. Make sure that there is 12 inches between the base and your PC or laptop. Lower the listening volume on the phone and lower the transmit volume on the base. It's important to familiarise yourself with whatever headset you're using to ensure maximum results, ease of use and the ability to replace or repair the headset or parts with minimal disruption and additional costs. For more FAQs and instructions please refer to the CS540 User Guide.