



Customer and End-User Course Catalog

Q4 2015



Table of Contents

A Note from Polycom University	5
Help and Assistance	5
Pricing for Courses.....	5
Types of Courseware	6
Navigating to and Registering for Courses	7
Course Listing	8
Polycom Overview	9
• Introduction to Polycom PLCMOS101	
• Introduction to Voice and Video Technologies RPPAVOS102	
• Vertical Market Overview Manufacturing VMOMOS101	
• Vertical Market Overview Education VMOE102	
• Vertical Market Overview Collaborative Justice VMOOS101	
• Vertical Market Overview Healthcare VMOHOS102	
RealPresence Platform – Overviews, Full Solution, etc	10 – 11
• Breaking News RPBNT201	
• Introduction to Virtualization RPEOS111	
• Introduction to RealPresence Platform RPPOS103	
• Introduction to RealPresence Platform Virtual Edition RPPVEOS106	
• RealPresence Platform Implement Configure and Troubleshoot RPIIT202	
• RealPresence Platform Design Configuration and Troubleshooting RPPDAT301	
• RealPresence Platform System Administration RPPSAIT203	
• Deploying and Supporting RealPresence Platform Virtual Edition RPPVEAT301	
• Cloud Video Operator Engineer RPCVIMOT302	
• Polycom Certified Videoconferencing Engineer PCVE Exam	
• Fundamentals Series FSIT201	
• Level 1 Technical FVVOT201	
System Administration Courses (Primarily for Customers)	12 – 13
• RealPresence Collaboration Server System Administration RPVCSAIT202	
• RealPresence Collaboration Server and DMA System Administration RPDSAIT201	
• RealPresence Platform System Administration RPPSAIT203	
• Deploying Operating and Maintaining Video Endpoints DDOMVEOT201	
• Deploy Operate and Maintain RealPresence Resource Manager RPRMIT201	
• *Configure Operate and Maintain RealPresence Media Suite COMMSIT201	
• Making the Most of your Immersive Solution MISOS201	
• Managing and Troubleshooting your Immersive Solution MTISOT201	
RealPresence Platform – Browser Based Collaboration.....	14
• Introduction to RealPresence Web Suite and Web Suite Pro RPWSPOS101	
• Experience RealPresence Web Suite and Web Suite Pro ERPWSPOS101	
• RealPresence Web Suite Pro RPCAVESAT301	
RealPresence Platform – Universal Video Collaboration	15
• Introduction to RealPresence Platform RPPOS103	
• Introduction to RealPresence Platform Virtual Edition RPPVEOS106	
• Experience RealPresence Collaboration Server RPPCSOS103	
• RealPresence Collaboration Server System Administration RPVCSAIT202	
• RealPresence Collaboration Server and DMA System Administration RPDSAIT201	

RealPresence Platform – Management	16
• Deploy Operate and Maintain RealPresence Resource Manager RPRMIT201	
RealPresence Platform – Security.....	16
• Security and Firewall Traversal Using RealPresence Access Director RPSAT301	
Video Content Management.....	17 – 18
• Introduction to RealPresence Platform RPPOS103	
• Introduction to RealPresence Platform Virtual Edition RPPVEOS106	
• Experience RealPresence Media Suite ERPMSOS101	
• Experience RealPresence Media Manager RPMMOS102	
• Implementing Video Capture and Content Management VCMIT202	
• Implementing RealPresence Media Suite with Media Manager CSMMIT203	
• Configure Operate and Maintain RealPresence Media Suite COMMSIT201	
Video Solutions – Mobility and Desktop	19
• Introduction to Polycom Video Endpoints PLCMOS104	
• Experience RealPresence Desktop RPEDOS103	
• Experience RealPresence Mobile RPEMOS102	
Video Solutions – Room and Immersive	20 – 21
• Introduction to Polycom Video Endpoints PLCMOS104	
• Experience HDX Series RPEHDOS105	
• Experience RealPresence Group Series RPEGSOS104	
• *Experience RealPresence Centro ERPOS101	
• HDX Technical Training HDXIT203	
• Deploying Operating and Maintaining Video Endpoints DDOMVEOT201	
• Making the Most of your Immersive Solution MISOS201	
• Managing and Troubleshooting your Immersive Solution MTISOT201	
Microsoft Solutions	22
• Supporting Microsoft Lync Room Solutions MCSSLOS102	
• Microsoft Design Deploy Configure and Troubleshoot for Video Solutions MDDCTVSAT301	
• Microsoft Design Deploy Configure and Troubleshoot for Content Solutions MDCSAT301	
• Microsoft Design Deploy Configure and Troubleshoot for Voice Solutions MDVSAT301	
Voice – Overviews, Full Solution, and Microsoft	23
• Introduction to Polycom Voice PLCMVOS102	
• Experience VVX Business Media Phone RPEOS113	
• *Experience RealPresence Trio ERPTOS101	
• Voice Solution in an Open SIP Environment VOSSIPIT202	
• SoundStructure Solution Selling and Design SSSDIT201	
• SoundStructure Technical Training SSTAT303	
Fundamental and Essential Skills.....	24 – 25
• Fundamentals Series FSIT201	
• Level 1 Technical Training FVVOT201	
• Active Directory Essentials Overview and Management ADEDOMIT202	
• Active Directory Essentials Design ADEDIT203	
• Essentials Communication Security Skills for Polycom Solutions ESCSIT202	
• Essentials Network Infrastructure Security Skills for Polycom Solutions ESNIT203	
• Essentials Virtualization Skills for Polycom Solutions ESVIT204	
• SIP Essentials SIPOT101	

Assessments	26 – 27
• Assessment Breaking News RPBNITEX201	
• Assessment AD Essentials Design ADDEX005	
• Assessment AD Essentials Overview and Management ADOMEX004	
• Assessment Communication Security Essentials CSEEX002	
• Assessment Essential Virtualization Skills EVEX008	
• Assessment IP Networking Skills for Polycom Solutions IPNPEX008	
• Assessment Network Infrastructure Security Essentials NIFEX001	
• Assessment Deploying and Supporting RealPresence Platform VE RPPVEATEX301	
• Assessment Voice Solutions in an Open SIP Environment Level 2 VOPSIPEX202	
• Assessment Implementing Video Content Management VCMITEX202	
• Assessment SoundStructure Solution Selling and Design SSSDITEX201	
• Assessment Cloud Video Operator Engineer RPCVIMOTEX302	
• Assessment Microsoft Design Deploy Configure and Troubleshoot for Video Solutions MDDCTVSATEX301	
• Assessment Microsoft Design Deploy Configure and Troubleshoot for Content Solutions MDCSATEX301	
• Assessment Microsoft Design Deploy Configure and Troubleshoot for Voice Solutions MDVSATEX301	
Class and Student Cancellation Policy Guidelines for Polycom University	28

* Course to be released later in Q4

A Note from Polycom University

Welcome to the Q4 2015 Polycom University Customer and End-User Course Catalog.

You will find courses grouped by solutions/products with the understanding that a specific course may be also included in more than one section. Course descriptions include detailed information concerning content, target audience, and course type (eLearning, ILT, etc.)

It is important to note that courses are added frequently and therefore, it is recommended that you **use this catalog as a guide**. Please login to Polycom University for the most current offerings.

Help and Assistance

For inquiries related to assessments, e-learning, navigation, registration, transcripts and Polycom University, please use the contact information below.

Contact Polycom University:

1-800-POLYCOM, option 4

training@polycom.com

(NALA)

apactraining@polycom.com

(APAC)


emeatraining@polycom.com

(EMEA)

Pricing for Courses

Expected practice is that all eLearning courses are free. It is also expected practice that all instructor-led, whether in-person or remote, and remotely delivered hands-on lab courses, will have a fee. There are a few exceptions to this practice.

Current pricing varies by region and is reflected on Polycom University.

- Free courses will be designated with “**Fee:** *No charge*”
- All courses with a fee will be designated with “**Fee:**  ”.

Types of Courseware

Polycom University courses are designed to enable students to quickly become proficient on Polycom solutions. Curriculum is designed to maximize learning by incorporating the latest instructional design methodologies, ensuring each student leaves training with relevant and usable skills related to their job roles. Polycom strives to give learners hands-on experience with our solutions, minimizing time out-of business.

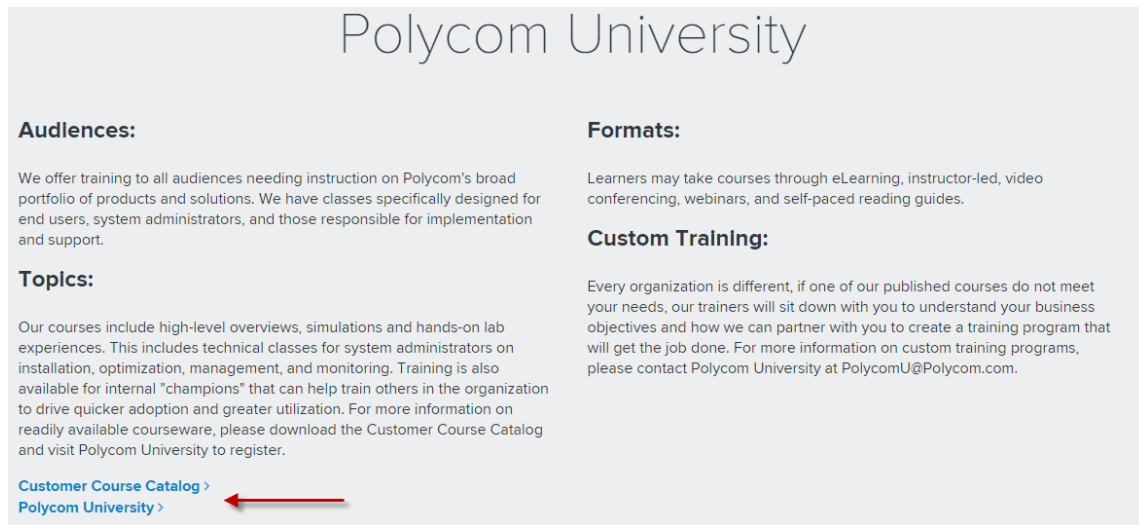
	<p>Online Courses Polycom University offers many online courses to help drive learner competencies. Many courses help learners prepare for required assessments. Individuals can take courses at their own pace.</p>
	<p>Remote Labs Polycom University offers hands-on access to remote labs. Courses designated as “Remote Labs” are somewhat different as they are not instructor-led, however, they are scheduled at specific times to allow the learner the required access to remote lab infrastructure. Course offerings may be subject to a course fee and availability.</p>
	<p>Instructor-Led Training Polycom University instructor-led training allows our students to experience face-to-face instruction with opportunities to complete hands-on labs. Polycom University offers this type of training in several global classroom locations. Course offerings may be subject to a course fee and availability. To see availability and locations, access Polycom University.</p>
	<p>Remotely Delivered Instructor-Led Training Polycom University remote instructor-led training represents remotely delivered training in which students interact face-to-face with peers and expert instructors without leaving the comfort of their office or home. Polycom University currently is piloting this delivery on select courses. Course offerings may be subject to a course fee and availability.</p>
	<p>Self-Study and/or Videos Polycom University self-study modules will link learners to documents, videos, etc. that are designed to enable them to not only improve their knowledge and skills, but to also prepare for instructor-led courses and online assessments.</p>
	<p>External Testing Center Exam Polycom University offers exams given at external testing centers, such as the Polycom Certified Video Engineer (PCVE) exam. PCVE is currently offered from Prometric sites across the globe.</p>
	<p>Online Assessments Polycom University offers many online assessments. Many eLearning courses and assets are available to help individuals prepare for assessments.</p>

Navigation to and Registering for Courseware

Step 1: Use the link below to be taken to the Polycom University information page

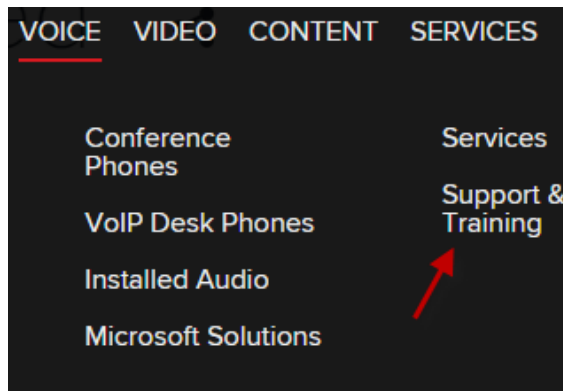
<http://www.polycom.com/collaboration-services/training.html>

Step 2: Scroll down to look for the “Polycom University” section and use the link to get into the Polycom University learning management system.



The screenshot shows the Polycom University website layout. At the top, the text "Polycom University" is displayed in a large, light grey font. Below this, there are two columns of text. The left column is titled "Audiences:" and describes training for end users, system administrators, and support. Below it is the "Topics:" section, which mentions high-level overviews, simulations, and hands-on lab experiences. At the bottom of the left column, there are two links: "Customer Course Catalog >" and "Polycom University >". A red arrow points from the "Polycom University >" link to the right. The right column is titled "Formats:" and lists eLearning, instructor-led, video conferencing, webinars, and self-paced reading guides. Below it is the "Custom Training:" section, which explains that trainers can create custom programs for organizations. At the bottom of the right column, there is a link to "Polycom University at PolycomU@Polycom.com".

Alternate Method: Polycom University may also be accessed from the Polycom.com web site by clicking on the **Support & Training** link under each of the **VOICE**, **VIDEO**, and **CONTENT** pages.









The screenshot shows a dark navigation menu with four main categories: "VOICE", "VIDEO", "CONTENT", and "SERVICES". Under "VOICE", there are four sub-items: "Conference Phones", "VoIP Desk Phones", "Installed Audio", and "Microsoft Solutions". Under "SERVICES", there are two sub-items: "Services" and "Support & Training". A red arrow points to the "Support & Training" link.


Courseware List





Polycom Overview











Introduction to Polycom PLCMOS101		
	This course provides an introduction to Polycom and will look at Polycom the company, our vision and brand. It will take a brief look at the company history and where Polycom came from, and how Polycom has developed over time.	Target Audience: All Duration: 13 Minutes Fee: <i>No charge</i>
Introduction to Voice and Video Technologies RPPAVOS102		
	This module gives an introduction to Voice and Video Technologies. It covers what infrastructure is, what networks are and how they are created, and what this all means when discussed in a video and audio collaboration environment. It also looks at video technology basics.	Target Audience: All Duration: 22 Minutes Fee: <i>No charge</i>
Vertical Market Overview Manufacturing VMOMOS101		
	This module provides an overview of the Vertical Market Overview of Manufacturing, and will look at profitability within manufacturing, collaborative decision environments and customer success stories.	Target Audience: All Duration: 16 Minutes Fee: <i>No charge</i>
Vertical Market Overview Education VMOE102		
	This module provides an overview of the Vertical Market for Education, and will look at profitability within Education, collaborative decision environments and customer success stories.	Target Audience: All Duration: 11 Minutes Fee: <i>No charge</i>
Vertical Market Overview Collaborative Justice VMOOS101		
	This module provides an overview of the vertical market of collaborative justice, and will look at the latest trends and challenges and some of the applications using Polycom solutions in collaborative justice.	Target Audience: All Duration: 10 Minutes Fee: <i>No charge</i>
Vertical Market Overview Healthcare VMOHOS102		
	This module provides a Vertical Market Overview of Healthcare, and will look at trends and challenges, applications and new Polycom solutions.	Target Audience: All Duration: 23 Minutes Fee: <i>No charge</i>







RealPresence Platform – Overviews, Full Solution, etc.

Breaking News RPBNT201		
	This self-paced course provides an overview of the Polycom products released since the fourth quarter of 2012. This involves solutions in video and infrastructure and includes both new products and updates to existing product lines.	Target Audience: Technical Duration: 1 Hour Fee: <i>No charge</i>
Introduction to Virtualization RPEOS111		
	This course provides an introduction to virtualization and will look at the meaning of these terms and how that relates to Polycom and the RealPresence Platform solutions that can be deployed in a virtualized environment.	Target Audience: All Duration: 9 Minutes Fee: <i>No charge</i>
Introduction to RealPresence Platform RPPOS103		
	This course provides an introduction to the RealPresence Platform and will look at the components involved. The Polycom RealPresence Platform is the most comprehensive infrastructure software platform for universal video collaboration, powering RealPresence Video Solutions including mobile, desktop, group.	Target Audience: All Duration: 10 Minutes Fee: <i>No charge</i>
Introduction to RealPresence Platform Virtual Edition RPPVEOS106		
	This course provides an introduction to the RealPresence Platform Virtual Edition and the RealPresence One solutions and looks at how it works, how it differs from appliance-based solutions and why it is an important part of the RealPresence Platform picture.	Target Audience: All Duration: 12 Minutes Fee: <i>No charge</i>
RealPresence Platform Implement Configure and Troubleshoot RPIIT202		
	A blended Level 2 program including self-study and classroom training that provides the knowledge and skills to implement, configure and perform troubleshooting on a RealPresence Platform environment. This course is a great preparatory course for PCVE.	Target Audience: Technical Duration: 5 Days Fee: 
RealPresence Platform Design Configuration and Troubleshooting RPPDAT301		
	This course provides the knowledge and skills to design, configure and perform troubleshooting for a large-scale RealPresence Platform environment.	Target Audience: Technical Duration: 3 Days Fee: 





RealPresence Platform System Administration RPPSAIT203		
	<p>A blended program including self-study and classroom training that provides the knowledge and skills to configure, administer and perform basic troubleshooting on the RealPresence Collaboration Server (RMX).</p>	<p>Target Audience: Technical Duration: 2 days Fee: </p>
Deploying and Supporting RealPresence Platform Virtual Edition RPPVEAT301		
	<p>This course provides the skills to deploy and support RealPresence Platform Virtual Edition using the VMware virtualization platform and RealPresence Platform Director. This course also has an assessment: “Assessment: DS RealPresence Platform Virtual Edition RPPVEATEX301”. See assessment section for more details.</p>	<p>Target Audience: Technical Duration: 2 Days Fee: </p>
Cloud Video Operator Engineer RPCVIMOT302		
	<p>This course outlines best practices for cloud video infrastructure management in a multitenancy environment. Content covers identifying organizational elements of the customer, enterprise onboarding, best practices around device and network monitoring, conference production and remediation, preventive practices for ultimate reliability, managing on-demand conference activity, and certification and testing processes.</p>	<p>Target Audience: Services (SEs may also attend this course) Duration: 3 Days Fee: </p>
Polycom Certified Videoconferencing Engineer PCVE Exam		
	<p>The Polycom Certified Videoconferencing Engineer (PCVE) exam tests knowledge to perform implementation, configuration and troubleshooting operations for small to medium-sized environments. To prepare for PCVE, learners may attend RealPresence Platform Implement Configure and Troubleshoot RPIIT202</p>	<p>Target Audience: Technical Duration: 2 hours Fee: </p>
Fundamentals Series FSIT201		
	<p>This series of short modules provides a high level overview of the technologies and standards that support Polycom video and audio collaboration solutions. The modules are intended for self-study and will prepare the student for Polycom Level 2 Instructor-Led courses.</p>	<p>Target Audience: Technical Duration: 2 Hours Fee: <i>No charge</i></p>
Level 1 Technical FVVOT201		
	<p>This document is intended to be a self-study guide to be used to prepare the learner for passing several certification exams as well as for attendance to Level 2 Instructor-Led Training (ILT) courses on the RealPresence Platform.</p>	<p>Target Audience: Technical Duration: 2 Hours Fee: <i>No charge</i></p>

System Administration Courses

RealPresence Collaboration Server System Administration RPVCSAIT202		
	A blended program including self-study and classroom training that provides the knowledge and skills to configure, administer and perform basic troubleshooting on the RealPresence Collaboration Server (RMX).	Target Audience: Technical Duration: 2 days Fee: 
RealPresence Collaboration Server and DMA System Administration RPDSAIT201		
	A blended program including self-study and classroom training that provides the knowledge and skills to configure, administer and perform basic troubleshooting on the RealPresence Collaboration Server (RMX) and the RealPresence Distributed Media Application (DMA).	Target Audience: Technical Duration: 3 Days Fee: 
RealPresence Platform System Administration RPPSAIT203		
	A blended program including self-study and classroom training that includes configuring and administering a complete RealPresence solution that integrates RealPresence Collaboration Server (RMX), RealPresence Resource Manager, RealPresence Distributed Media Application (DMA), RSS and various Polycom endpoints deployed in a Microsoft Active Directory environment.	Target Audience: Technical Duration: 4 Days Fee: 
Deploying Operating and Maintaining Video Endpoints DDOMVEOT201		
	On completion of the training students will be able to: <ul style="list-style-type: none"> • Demonstrate theoretical understanding and a practical ability in the deployment and operation of videoconferencing endpoints • Describe typical video conferencing techniques and protocols • Install, configure and operate endpoints • Troubleshoot and maintain endpoints 	Target Audience: Technical Duration: 2 Days Fee: 
Deploy Operate and Maintain RealPresence Resource Manager RPRMIT201		
	A blended program including self-study and classroom training that provides the knowledge and skills to implement, configure and perform basic troubleshooting on the Polycom RealPresence Resource Manager system.	Target Audience: Technical Duration: 2 Days Fee: 

Configure Operate and Maintain RealPresence Media Suite COMMSIT201		
	<p>*WILL BE RELEASED LATER IN Q4 2015*</p> <p>The Polycom RealPresence Media Suite Technical course is designed to provide in depth, theoretical and practical instruction for video teleconferencing specialists and users. The course is a two day technical and practical hands on course specifically aimed at providing field ready, operational ability to video network installation engineers, RealPresence Media Suite operators and users</p>	<p>Target Audience: Technical</p> <p>Duration: 3 Days</p> <p>Fee: </p>
Making the Most of your Immersive Solution MISOS201		
	<p>This course is designed for those who will be using or administering an Immersive Telepresence environment. This one-day program is designed to help all users become more effective and comfortable with these solutions and demonstrates how they can make best use of the environment to improve their productivity and their return on investment.</p> <p>NOTE: This course may not be available in Asia-Pacific regions.</p>	<p>Target Audience: Technical</p> <p>Duration: 1 Day</p> <p>Fee: </p>
Managing and Troubleshooting your Immersive Solution MTISOT201		
	<p>This course is designed for IT staff or similar who may be involved in carrying out basic troubleshooting on Polycom Immersive Telepresence Solutions and may be liaising with a designated VNOC.</p> <p>NOTE: This course may not be available in Asia-Pacific regions.</p>	<p>Target Audience: Technical</p> <p>Duration: 1 Day</p> <p>Fee: </p>

RealPresence Platform – Browser Based Collaboration



Introduction to RealPresence Web Suite and Web Suite Pro RPWSPOS101		
	<p>This course provides an introduction to RealPresence Web Suite and Web Suite Pro is. It covers the basics of what RealPresence Web Suite and Web Suite Pro does.</p>	<p>Target Audience: Sales, Marketing, SEs</p> <p>Duration: 10 Minutes</p> <p>Fee: <i>No charge</i></p>
Experience RealPresence Web Suite and Web Suite Pro ERPWSPOS101		
	<p>This course provides an interactive training of what the RealPresence Web Suite and Web Suite Pro are, highlighting features and customer benefits.</p>	<p>Target Audience: Sales, Marketing</p> <p>Duration: 15</p> <p>Fee: <i>No charge</i></p>
RealPresence Web Suite Pro RPCAVESAT301		
	<p>This course provides the knowledge and skills to design, deploy and configure a solution for RealPresence Web Suite Pro.</p>	<p>Target Audience: Technical</p> <p>Duration: 2 Days</p> <p>Fee: </p>

RealPresence Platform – Universal Video Collaboration

Introduction to RealPresence Platform RPPOS103		
	<p>This course provides an introduction to the RealPresence Platform and will look at the components involved. The Polycom RealPresence Platform is the most comprehensive infrastructure software platform for universal video collaboration, powering RealPresence Video Solutions including mobile, desktop, group.</p>	<p>Target Audience: All Duration: 23 Minutes Fee: <i>No charge</i></p>
Introduction to RealPresence Platform Virtual Edition RPPVEOS106		
	<p>This course provides an introduction to the RealPresence Platform Virtual Edition and the RealPresence One solutions and looks at how it works, how it differs from appliance-based solutions and why it is an important part of the RealPresence Platform picture.</p>	<p>Target Audience: All Duration: 21 Minutes Fee: <i>No charge</i></p>
Experience RealPresence Collaboration Server RPPCSOS103		
	<p>In this module we will look at basic implementation and usage of the RealPresence Collaboration Server. Although there are several hardware options, we will be focusing on RealPresence Collaboration Server (RMX) 1500 as this is indicative of the range of appliances.</p>	<p>Target Audience: All Duration: 21 Minutes Fee: <i>No charge</i></p>
RealPresence Collaboration Server System Administration RPVCSAIT202		
	<p>A blended program including self-study and classroom training that provides the knowledge and skills to configure, administer and perform basic troubleshooting on the RealPresence Collaboration Server (RMX).</p>	<p>Target Audience: Technical Duration: 2 days Fee: </p>
RealPresence Collaboration Server and DMA System Administration RPDSAIT201		
	<p>A blended program including self-study and classroom training that provides the knowledge and skills to configure, administer and perform basic troubleshooting on the RealPresence Collaboration Server (RMX) and the RealPresence Distributed Media Application (DMA).</p>	<p>Target Audience: Technical Duration: 3 Days Fee: </p>



RealPresence Platform – Management

Deploy Operate and Maintain RealPresence Resource Manager RPRMIT201







	<p>A blended program including self-study and classroom training that provides the knowledge and skills to implement, configure and perform basic troubleshooting on the Polycom RealPresence Resource Manager system.</p>	<p>Target Audience: Technical</p> <p>Duration: 2 Days</p> <p>Fee: </p>
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RealPresence Platform – Security

Security and Firewall Traversal Using RealPresence Access Director RPSAT301




	<p>This level 3 course provides the knowledge and skills to design, configure and troubleshoot security and firewall traversal using Polycom RealPresence Access Director.</p>	<p>Target Audience: Technical</p> <p>Duration: 2 Days</p> <p>Fee: </p>
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Video Content Management

Introduction to RealPresence Platform RPPOS103		
	<p>This course provides an introduction to the RealPresence Platform and will look at the components involved. The Polycom RealPresence Platform is the most comprehensive infrastructure software platform for universal video collaboration, powering RealPresence Video Solutions including mobile, desktop, group.</p>	<p>Target Audience: All Duration: 23 Minutes Fee: <i>No charge</i></p>
Introduction to RealPresence Platform Virtual Edition RPPVEOS106		
	<p>This course provides an introduction to the RealPresence Platform Virtual Edition and the RealPresence One solutions and looks at how it works, how it differs from appliance-based solutions and why it is an important part of the RealPresence Platform picture.</p>	<p>Target Audience: All Duration: 21 Minutes Fee: <i>No charge</i></p>
Experience RealPresence Media Suite ERPMSOS101		
	<p>This module provides an introduction to the RealPresence Media Suite experience. The module will cover the 5 most common end-user workflows for using RealPresence Media Suite.</p>	<p>Target Audience: Sales, Marketing, SEs Duration: 12 Minutes Fee: <i>No charge</i></p>
Experience RealPresence Media Manager RPMMSOS102		
	<p>This course provides an interactive training of what the RealPresence Media Manager experience is. The course includes lab simulations that allow students to practice skills.</p>	<p>Target Audience: All Duration: 15 Minutes Fee: <i>No charge</i></p>
Implementing Video Capture and Content Management VCMIT202		
	<p>In this course you will learn how to Deploy and configure a video capture and content management solution to provide standard functionality based on Polycom RealPresence® Media Manager v6.6 Appliance Edition and RealPresence Capture Station Pro v6.5.</p>	<p>Target Audience: Technical Duration: 2 Days Fee: </p>







Implementing RealPresence Media Suite with Media Manager CSMMIT203		
	<p>In this course you will learn how to integrate and then test the integration of Polycom RealPresence® Media Manager v6.7 Appliance Edition and Polycom RealPresence Media Suite v2.0. You will also learn how to schedule a series of Capture Call Events to route content to predetermined Portlets on the Media Manager Appliance Edition v6.7 Portal.</p>	<p>Target Audience: Technical</p> <p>Duration: 4 Hours</p> <p>Fee: </p>
Configure Operate and Maintain RealPresence Media Suite COMMSIT201		
	<p>*WILL BE RELEASED LATER IN Q4 2015*</p> <p>The Polycom RealPresence Media Suite Technical course is designed to provide in depth, theoretical and practical instruction for video teleconferencing specialists and users. The course is a two day technical and practical hands on course specifically aimed at providing field ready, operational ability to video network installation engineers, RealPresence Media Suite operators and users</p>	<p>Target Audience: Technical</p> <p>Duration: 3 Days</p> <p>Fee: </p>

Video Solutions – Mobility and Desktop








Introduction to Polycom Video Endpoints PLCMOS104		
	<p>This module gives an introduction to Polycom Video Endpoints. It covers what technology is used and what products make up Polycom Video Endpoints.</p>	<p>Target Audience: All Duration: 18 Minutes Fee: <i>No charge</i></p>
Experience RealPresence Desktop RPEDOS103		
	<p>This module provides an introduction to the RealPresence Desktop application and covers installation of the RealPresence Desktop, methods for placing calls, and working with contacts. The module includes simulations that allow students to practice skills.</p>	<p>Target Audience: All Duration: 18 Minutes Fee: <i>No charge</i></p>
Experience RealPresence Mobile RPEMOS102		
	<p>This module provides an introduction to the Polycom RealPresence Mobile application for Apple iOS® and Android™. It covers installation of the Polycom RealPresence Mobile application, methods for placing calls, and working with contacts.</p>	<p>Target Audience: All Duration: 14 Minutes Fee: <i>No charge</i></p>

Video Solutions – Room and Immersive

Introduction to Polycom Video Endpoints PLCMOS104		
	This module gives an introduction to Polycom Video Endpoints. It covers what technology is used and what products make up Polycom Video Endpoints.	Target Audience: All Duration: 18 Minutes Fee: <i>No charge</i>
Experience HDX Series RPEHDOS105		
	This course provides an interactive training of what the HDX Series experience is. The course includes lab simulations that allow students to practice skills.	Target Audience: All Duration: 20 Minutes Fee: <i>No charge</i>
Experience RealPresence Group Series RPEGSOS104		
	This course provides an interactive training of what the RealPresence Group Series experience is. The course includes lab simulations that allow students to practice skills.	Target Audience: All Duration: 16 Minutes Fee: <i>No charge</i>
Experience RealPresence Centro ERPOS101		
	*WILL BE RELEASED LATER IN Q4 2015* This course provides an interactive training of what the RealPresence Centro experience is.	Target Audience: All Duration: 15 Minutes Fee: <i>No charge</i>
HDX Technical Training HDXIT203		
	Upon completion of this hands-on two-day course, you will be able to operate, install, configure and troubleshoot the family of Polycom HDX systems.	Target Audience: Technical Duration: 2 Days Fee: 

Deploying Operating and Maintaining Video Endpoints DDOMVEOT201		
	<p>On completion of the training students will be able to demonstrate theoretical understanding and a practical ability to deploy and operate videoconferencing endpoints. They will be able to describe typical video conferencing techniques and protocols, install, configure and operate endpoints, and troubleshoot and maintain endpoints</p>	<p>Target Audience: Technical</p> <p>Duration: 2 Days</p> <p>Fee: </p>
Making the Most of your Immersive Solution MISOS201		
	<p>This course is designed for those who will be using or administering an Immersive Telepresence environment. This one-day program is designed to help all users become more effective and comfortable with these solutions and demonstrates how they can make best use of the environment to improve their productivity and their return on investment.</p> <p>NOTE: This course may not be available in Asia-Pacific regions.</p>	<p>Target Audience: Technical</p> <p>Duration: 1 Day</p> <p>Fee: </p>
Managing and Troubleshooting your Immersive Solution MTISOT201		
	<p>This course is designed for IT staff or similar who may be involved in carrying out basic troubleshooting on Polycom Immersive Telepresence Solutions and may be liaising with a designated VNOC.</p> <p>NOTE: This course may not be available in Asia-Pacific regions.</p>	<p>Target Audience: Technical</p> <p>Duration: 1 Day</p> <p>Fee: </p>







Microsoft Solutions





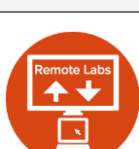

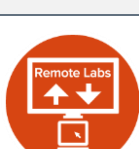

Supporting Microsoft Lync Room Solutions MCSSLOS102		
	<p>This course provides an overview the support methodology for Microsoft Lync Room Solution environments. It will look at why the support strategy is different for this solution and how the solution is built and put together, and how support is offered to the customer as a result.</p>	<p>Target Audience: Technical</p> <p>Duration: 10 Minutes</p> <p>Fee: <i>No charge</i></p>
Microsoft Design Deploy Configure and Troubleshoot for Video Solutions MDDCTVSAT301		
	<p>An advanced instructor-led training which provides the knowledge and skills to design, deploy and troubleshoot Polycom video solutions integrated into a Microsoft Unified Communications environment comprised of both Microsoft Lync Server 2013 and Exchange Server 2013. The Polycom solutions integrated into this environment are as follows: Polycom HDX, Group Series video endpoints, RealPresence Collaboration Server and RealPresence Virtualization server.</p>	<p>Target Audience: Services (SEs may also take this course)</p> <p>Duration: 2 Days</p> <p>Fee: </p>
Microsoft Design Deploy Configure and Troubleshoot for Content Solutions MDCSAT301		
	<p>An advanced instructor-led training which provides the knowledge and skills to design, deploy and troubleshoot the Polycom RealPresence Content Sharing Suite solution when integrated into a Microsoft Lync Server environment. The Polycom solutions integrated into this environment as part of this course are as follows: Polycom RealPresence Collaboration Server, RealPresence Virtualization server and RealPresence Content Sharing Suite (recently renamed Polycom RealPresence ContentConnect).</p>	<p>Target Audience: Services (SEs may also take this course)</p> <p>Duration: 1 Day</p> <p>Fee: </p>
Microsoft Design Deploy Configure and Troubleshoot for Voice Solutions MDVSAT301		
	<p>This course covers the skills necessary to deploy and support Polycom Voice solutions integrated into a Microsoft Lync and Exchange environment. On completion of the course students will be able to deploy and configure Polycom's VVX and CX phone series in a customer environment where Microsoft Lync Server is used to provide enterprise voice and Microsoft Exchange Server is used for calendaring, and use both Microsoft and UCS tools for troubleshooting.</p>	<p>Target Audience: Services (SEs may also take this course)</p> <p>Duration: 2 Days</p> <p>Fee: </p>

Voice – Overviews, Full Solution, and Microsoft

Introduction to Polycom Voice PLCMVOS102		
	This module gives an introduction to Polycom Voice. It covers the technology behind voice and Polycom desktop solutions.	Target Audience: All Duration: 13 Minutes Fee: <i>No charge</i>
Experience VVX Business Media Phone RPEOS113		
	This module follows on from the Position Desktop Voice and Conference Voice and provides interactive training on the VVX Business Media Phone and looks at making a call, favorites, the directory and the calendar.	Target Audience: All Duration: 12 Minutes Fee: <i>No charge</i>
Experience RealPresence Trio ERPTOS101		
	*WILL BE RELEASED LATER IN Q4 2015* This module follows on from the Position Desktop Voice and Conference Voice and provides interactive training on the RealPresence Trio, the first smart hub for group collaboration that transforms the iconic three-point conference phone into a voice, video and content.	Target Audience: All Duration: 12 Minutes Fee: <i>No charge</i>
Voice Solutions in an Open SIP Environment VOSSIPIT202		
	This training provides the knowledge and skills to design, deploy and troubleshoot a solution incorporating Polycom's family of VoIP phones.	Target Audience: Technical Duration: 3 Days Fee: 
SoundStructure Solution Selling and Design SSSDIT201		
	A self-paced learning experience that includes hands-on lab exercises to provide the knowledge and skills to design audio solutions including the Polycom SoundStructure product line.	Target Audience: Technical Duration: 1 Day Fee: 
SoundStructure Technical Training SSTAT303		
	A blended program that includes hands on and classroom training, providing the knowledge and skills to design audio solutions including Polycom Installed Voice products and install, configure and operate the products of the Polycom SoundStructure family.	Target Audience: Technical Duration: 3 Days Fee: 

Fundamental and Essential Skills

Fundamentals Series FSIT201		
	<p>This series of short modules provides a high level overview of the technologies and standards that support Polycom video and audio collaboration solutions. The modules are intended for self-study and will prepare the student for Polycom Level 2 Instructor-Led courses.</p>	<p>Target Audience: Technical</p> <p>Duration: 2 Hours</p> <p>Fee: <i>No charge</i></p>
Level 1 Technical Training FVVOT201		
	<p>The Level 1 Technical Training is a site designed for all technical audiences, to assist in preparation for technical certifications or attendance at Level 2 instructor-led training. The site will be regularly updated to follow product releases and as new certification tracks are added.</p>	<p>Target Audience: Technical</p> <p>Duration: Varies</p> <p>Fee: <i>No charge</i></p>
Active Directory Essentials Overview and Management ADEDOMIT202		
	<p>A self-paced training typically taking approximately 4 hours of which half the duration is practical's. The course provides Microsoft Active Directory knowledge and skills focused on the areas that are relevant to integration with Polycom Solutions. This is a two part course with part two looking at how Active Directory design impacts upon integration with Polycom solutions. NOTE: This course has a "test out" assessment. See the assessment section.</p>	<p>Target Audience: Technical</p> <p>Duration: 4 hours</p> <p>Fee: </p>
Active Directory Essentials Design ADEDIT203		
	<p>A self-paced training typically taking approximately 4 hours of which half the duration is practical. The course provides Microsoft Active Directory knowledge and skills focused on the areas that are relevant to integration with Polycom Solutions. This is part two of a two part course, part one covers Active Directory Essentials Overview and Management and should be completed first. NOTE: This course has a "test out" assessment. See the assessment section.</p>	<p>Target Audience: Technical</p> <p>Duration: 4 hours</p> <p>Fee: </p>

Essentials Communication Security Skills for Polycom Solutions ESCSIT202		
	<p>This self-paced course provides communication security knowledge and skills focused on the areas that are relevant to deployment, configuration and troubleshooting of Polycom Solutions. It forms part one of the Security Essentials series of courses with part two covering the principles of Network Infrastructure Security. During the training students are able to practice the skills using a virtualized lab environment. This 24/7 training can be undertaken from any location with Internet connectivity. NOTE: This course has a “test out” assessment. See the assessment section.</p>	<p>Target Audience: Technical</p> <p>Duration: 4 hours</p> <p>Fee: </p>
Essentials Network Infrastructure Security Skills for Polycom Solutions ESNIT203		
	<p>This self-paced course provides network infrastructure security knowledge and skills focused on the areas that are relevant to deployment, configuration and troubleshooting of Polycom RealPresence Access Director. It forms part two of the Security Essentials series with part one covering the principles of Network Communication Security. During the training students are able to practice the skills using a virtualized lab environment. Training can be undertaken 24/7 from any location with Internet connectivity. NOTE: This course has a “test out” assessment. See the assessment section.</p>	<p>Target Audience: Technical</p> <p>Duration: 4 hours</p> <p>Fee: </p>
Essentials Virtualization Skills for Polycom Solutions ESVIT204		
	<p>This self-paced course provides Virtualization knowledge and skills focused on the areas that are relevant to deployment, configuration and troubleshooting of Polycom RealPresence Platform. During the training students are able to practice the skills using a virtualized lab environment. Training can be undertaken 24/7 from any location with Internet connectivity. NOTE: This course has a “test out” assessment. See the assessment section.</p>	<p>Target Audience: Technical</p> <p>Duration: 4 hours</p> <p>Fee: </p>
SIP Essentials SIPOT101		
	<p>This course provides essential knowledge and skills about the Session Initiation Protocol (SIP) and it is focused on topics which are relevant to working with a wide variety of Polycom Solutions. It is a self-paced training typically taking 4 hours.</p>	<p>Target Audience: Technical</p> <p>Duration: 4 Hours</p> <p>Fee: </p>

Assessments



Assessment Breaking News RPBNITEX201	
This assessment is related to Breaking News RPBNIT201 course.	Target Audience: Technical Duration: 30 Minutes
Assessment AD Essentials Design ADDEX005	
This assessment is related to Active Directory Essentials Design ADEDIT203 self-paced learning course.	Target Audience: Technical Duration: 30 Minutes
Assessment AD Essentials Overview and Management ADOMEX004	
This assessment is related to Active Directory Essentials Overview.	Target Audience: Technical Duration: 30 Minutes
Assessment Communication Security Essentials CSEEX002	
This assessment is related to Essentials Communication Security Skills for Polycom Solutions (Level 2) ESCSIT202 self-paced learning course.	Target Audience: Technical Duration: 30 Minutes
Assessment Essential Virtualization Skills EVEX008	
This assessment is related to Essential Virtualization Skills for Polycom Solutions (Level 2) ESVIT204 self-paced learning course.	Target Audience: Technical Duration: 30 Minutes
Assessment IP Networking Skills for Polycom Solutions IPNPEX008	
This assessment is related to IP Networking Skills for Polycom Solutions IPNPEX008 self-paced learning course.	Target Audience: Technical Duration: 30 Minutes
Assessment Network Infrastructure Security Essentials NIFEX001	
This assessment is related to Essential Network Infrastructure Security Skills for Polycom Solutions ESNIT203 self-paced learning course.	Target Audience: Technical Duration: 30 Minutes
Assessment Deploying and Supporting RealPresence Platform VE RPPVEATEX301	
This assessment is for the RealPresence: Technical Positioning Deploying and Supporting RealPresence Platform Virtual Edition RPPVEAT301.	Target Audience: Technical Duration: 30 Minutes

Assessment Voice Solutions in an Open SIP Environment Level 2 VOPSIPEX202	
The Polycom Voice Solutions in an Open SIP Environment Level 2 Assessment tests that the learner has the skills required to design, deploy and troubleshoot a solution incorporating Polycom’s family of VoIP phones.	Target Audience: Technical Duration: 1 Hour
Assessment Implementing Video Content Management VCMITEX202	
This assessment is for Implementing Video Capture and Content Management VCMIT202.	Target Audience: Technical Duration: 1 Hour
Assessment SoundStructure Solution Selling and Design SSSDITEX201	
This assessment is for Implementing SoundStructure Solution Selling and Design SSSDIT201	Target Audience: Technical Duration: 1 Hour
Assessment Cloud Video Operator Engineer RPCVIMOTEX302	
This assessment is for users that have completed RealPresence Cloud Video Infrastructure Management RPCVIMOT302.	Target Audience: Technical Duration: 30 Minutes
Assessment Microsoft Design Deploy Configure and Troubleshoot for Video Solutions MDDCTVSATEX301	
Assessment for Microsoft Design Deploy Configure and Troubleshoot for Video Solutions MDDCTVSAT301.	Target Audience: Technical Duration: 30 Minutes
Assessment Microsoft Design Deploy Configure and Troubleshoot for Content Solutions MDCSATEX301	
Assessment for Microsoft Design Deploy Configure and Troubleshoot for Content Solutions MDCSAT301	Target Audience: Technical Duration: 30 Minutes
Assessment Microsoft Design Deploy Configure and Troubleshoot for Voice Solutions MDVSATEX301	
Assessment for Microsoft Design Deploy Configure and Troubleshoot for Voice Solutions MDVSAT301.	Target Audience: Technical Duration: 30 Minutes

Class and Student Cancellation Policy Guidelines for Polycom University

Summary

All time-bound Polycom University class registrations will be secured from open registration either five (5) business days or seven (7) calendar days prior to the scheduled class starting date. This applies to all facilitated in-class and virtual sessions or online lab-based classes. All registrations for fee-based training require an accepted method of payment to reserve a seat for class. Any pending enrollments without approved payment or seat will be dropped five (5) business days prior to class starting date. In such instances, Polycom University will notify dropped students via email. Any cancellations must be received by Polycom University five (5) business days prior to scheduled class starting date to avoid full payment for training.

Liability


Class enrollment may only be arranged directly through Polycom University in the Saba Cloud or directly from a Polycom University training coordinator. Polycom University reserves the right to cancel courses for any reason. Liability is limited to the return of payment of course fees for approved students only. Polycom University will not reimburse registrants for any travel or hotel cancellation fees or penalties, and strongly recommends that students book refundable travel plans, preferably upon receipt of written confirmation of registration from Polycom U for their class(es). Registered students who do not appear (“no show”) in class will be charged in full. Refunds will not be allowed for “no-shows”.

Other Policies

An accepted method of payment must be provided 5 days before the class start date, to confirm registration. Class space is not guaranteed without a confirmed registration. See “theater specific” details regarding accepted methods of payment. “Walk-in” registrations are not recommended; these still require a formal purchase order, active training credits or accepted credit card (North America only) and are subject to space availability. No course credit will be given for students until payment method is accepted by Polycom University, regardless of class completion status. If a student arrives on the first day of class with no confirmed payment, they will be allowed to attend the first day of class, but must secure payment before the end of the business day. If no payment is secured, they will not be allowed to attend subsequent days of training.

Definitions

- **Pending Approval** – Typically associated with all fee-based classes and some free instructor-led courses. When used in conjunction with a registration for a fee-based class, it means that the student must provide payment information before being approved. Once the payment information is received by the Training Coordinator, the student’s status is changed from **Pending Approval** to **Registered**. Used in conjunction with a free instructor-led course, the **Pending Approval** status indicates that someone is approving registrations for the class. The **Pending Approval** status *does not guarantee* a seat in an instructor-led fee-based class or fee-based lab. It is the responsibility of the student to provide payment information. When the student is approved, this is also referred to as **Confirmed** in the policy text.
- **Registered** – Students who enroll in a self-paced class or assessment, or have submitted payment information for a fee-based class or fee-based lab, have a status of **Registered**. The **Registered** status guarantees the student a seat in the class or lab and no further action is required on their part.
- **Waitlisted** – Most fee-based classes, fee-based labs, and some free instructor-led courses have a seat limitation. For example, the class size may be limited to ten seats. In these scenarios, a student’s registration may be the 11th registration and they are officially placed on a waitlist, which appears as **Waitlisted** in their status. In this scenario, the waitlisted students are tracked in the order they registered.
- **Offered** – When a seat opens in a previously full fee-based class or a free-instructor-led course, the open seat can be offered to the first waitlisted student, which changes their registration status to **Offered**. If the student accepts, their status is changed to **Pending Approval** (if payment information is required) or **Registered**. If the student declines the offered enrollment, the open seat can be offered to the next waitlisted student.

Collaboration	Solutions	Products & Services	Company	How to Buy	Follow Polycom
<p>Why Video Conferencing?</p> <p>Defy Distance Collaboration Guide</p> <p>Gartner, MarketScope for Group Video Systems</p> <p>Aragon, Enterprise Video</p> <p>Voice Solutions for Microsoft Lync</p>	<p>Customer Success Stories</p> <p>Government</p> <p>U.S. Federal Government</p> <p>Education</p> <p>Healthcare</p> <p>Manufacturing</p>	<p>UC Infrastructure</p> <p>HD Telepresence & Video</p> <p>Voice</p> <p>Products for Microsoft</p> <p>Products by Environment</p> <p>Products A to Z</p> <p>Professional Services</p>	<p>About Us</p> <p>News Room</p> <p>Takeback & Recycle</p> <p>Corporate Governance</p> <p>Careers</p> <p>Events</p> <p>Visit an Experience Center</p> <p>California Transparency in Supply Chains Act</p>	<p>Chat with Polycom</p> <p>Schedule a Sales Call</p> <p>Request a Demo</p> <p>Find a Partner</p> <p>Polycom Capital</p> <p>+1-800-POLYCOM</p>	 <p>Communities</p> <p>Keep Me Informed</p> <p>Polycom Locations</p>