



Polycom® training will help you get the most from your Polycom solutions

North America Public Classes

January 2018 – March 2018

Course Description

Collaboration Infrastructure Installation, Configuration and Troubleshooting – RPIIT202

Target Audience: Systems Administrators

Duration: 5 days

Topics include: Operation and troubleshooting. A blended program including self-study and classroom training that provides the knowledge and skills to implement, configure and perform troubleshooting on a RealPresence® Platform environment.

Level 2

Collaboration Infrastructure System Administration - RPPSAIT203

Target audience: System Administrators

Duration: 4 days

Topics include: Operation and troubleshooting. A blended program including self-study and classroom training that provides the knowledge and skills to manage and operate the Polycom Collaboration Infrastructure products.

Level 3

Configure Operate and Maintain RealPresence® Media Suite—COMMSIT201

Target audience: Video teleconferencing specialists and users

Duration: 2 days

Topics include: Technical and practical hands on experience specifically aimed at providing field ready, operational ability to video network installation engineers, Media Suite operators and users.

Level 2

Deploying, Operating and Maintaining Video Endpoints - DDOMVEOT201

Target audience: Technical staff and technical end users

Duration: 2 days

Topics include: Configuration, operation and troubleshooting for Polycom RealPresence® Group Series.

Level 2

Deploying and Supporting Polycom Infrastructure Solutions with Skype for Business - RPDSPISAT302

Target audience: Technical staff

Duration: 3 days

Topics include: An advanced instructor-led training providing the knowledge and skills to design, deploy and troubleshoot Polycom video solutions integrated into an on-premise deployment of Microsoft Unified Communications environment, comprising Microsoft Skype for Business Server 2016 and Exchange Server 2013.

Level 3

Deploying and Supporting Polycom Voice Solutions with Skype for Business - RPDSVSBAT301

Target audience: Technical staff

Duration: 2 days

Topics include: This course covers the skills necessary to deploy and support Polycom Voice solutions integrated into a Microsoft Skype for Business and Exchange environment.

Level 3

RealPresence Platform Design, Configuration and Troubleshooting - RPPDAT301

Target audience: Technical staff

Duration: 3 days

Topics include: Design configure and troubleshooting for a large-scale RealPresence® Platform environment e.g. RealPresence® DMA® supercluster.
Level 3

RealPresence Platform Security and Firewall Traversal Using RealPresence® Access Director™ - RPSAT301

Target audience: Technical staff

Duration: 2 days

Topics include: Knowledge and skills to design, configure and troubleshoot security and firewall traversal using Polycom RealPresence® Access Director™.
Level 3

RealPresence® Web Suite Pro - RPCAVESAT301

Target audience: Technical staff

Duration: 2 days

Topics Include: Knowledge and skills to design, deploy and configure a solution using RealPresence Web Suite Pro.

Level 3

Voice Solutions in an Open SIP Environment - VOSSIPIT202

Target audience: Technical staff

Duration: 3 days

Topics include: Knowledge and skills to design, deploy and troubleshoot a solution incorporating Polycom's family of VoIP phones, tools and techniques for provisioning and supporting the Polycom VVX family of phones.

Level 2

The two Immersive Solution courses below are available on request only and can be scheduled by contacting polycomu@polycom.com.

Making the Most of your Immersive Solution - MISOS201

Target audience: Immersive Telepresence solutions users

Duration: 1 day private session for up to 10 attendees from one company

Topics include: Holding effective meetings using your Immersive Solution to maximize ROI, operating and managing your Immersive Solution and performing basic troubleshooting.

Level 2

Managing and Troubleshooting your Immersive Solution - MTISOT201

Target audience: IT staff

Duration: 1 day private session for up to 10 attendees from one company

Topics include: Basic troubleshooting on Polycom Immersive Telepresence Solutions, how to best work with a VNOC to resolve issues quickly, and basic maintenance requirements.

Level 2

eLearning Course

Polycom Collaboration Infrastructure System Administration - Foundation – PLCMISFAT202

Target Audience: Systems Administrators

Duration: 8 hours consisting of 10 e-learning modules with self-paced exercises

Topics include: A blended program including self-study and e-learning training that introduces the Polycom RealPresence Clariti™ solution and provides System Administrators with the core skills required to effectively manage and operate their collaboration infrastructure.

Level 1

Class ID: PLCMISFAT202

Price: \$1,000

Part Number to order from Partner: 4864-05102-204

Accessing Polycom University

Participants must create an account at Polycom University using [this link](#).

After creating your account review the [How to Navigate](#) videos

Click [here](#) to view the North American Calendar.



The image shows a login form for Polycom University. At the top left is the Polycom logo, which consists of a stylized 'P' inside a circle. To the right of the logo is the word 'Polycom' in a sans-serif font. Below the logo and name are two input fields: 'Username' and 'Password'. The 'Username' field has a small person icon on the left. The 'Password' field has a small lock icon on the left. Below the 'Password' field is a link that says 'Forgot Password?'. To the right of this link is a green button with the text 'SIGN IN' in white. Below the 'SIGN IN' button is a checkbox with the text 'Remember Me' to its right. At the bottom of the form is a white button with the text 'Don't have an account? Sign up here' in blue.

Current Schedule

This schedule includes Polycom public instructor led training courses. Participants can attend over video when available, and in person at a Polycom Learning Center; this information is included in the “scheduled class location” column. Some training, including DDOMVEOT201, cannot be delivered over video. We suggest that unless the learner is very skilled that their first class be in person, where the instructor will also be more readily available.

Orders are made through your Polycom Partner. Please allow enough time to schedule your Purchase order. Course schedules are subject to change without notice and courses can be cancelled if there are not enough attendees. For the most current schedule use the calendar link in the “Accessing Polycom University” section above. Courses that are currently not scheduled can also be accommodated depending on demand (number of participants) and trainer availability. To find out more about a class please email polycomu@polycom.com.

Class Name	Class ID	Start Date	End Date	Duration	Scheduled Class Location	Price USD	Part Number to Order from Partner
Deploying and Supporting Polycom Voice Solutions with Skype for Business RPDSVSBAT301	RPDSVSBAT301_TX_180115	15-Jan-2018	16-Jan-2018	2 days	PLC NA, Austin, TX	\$2,000	4864-05214-301
Voice Solutions in an Open SIP Environment VOSSIPIT202	VOSSIPIT202_TX_180117	17-Jan-2018	18-Jan-2018	2 days	PLC NA, Austin, TX	\$2,850	4864-5105-202
Collaboration Infrastructure System Administration RPPSAIT203	RPPSAIT203_TX_180123	23-Jan-2018	26-Jan-2018	4 days	PLC NA, Austin, TX	\$2,850	4864-05102-203
RealPresence Platform Design Configuration and Troubleshooting RPPDAT301	RPPDAT301_TX_180205	05-Feb-2018	07-Feb-2018	3 days	PLC NA, Austin, TX	\$3,400	4864-05104-005
RealPresence Platform Security and Firewall Traversal Using RealPresence Access Director RPSAT301	RPSAT301_TX_180208	08-Feb-2018	09-Feb-2018	2 days	PLC NA, Austin, TX	\$2,000	4864-05104-006
Deploying and Supporting Polycom Infrastructure Solutions with Skype for Business RPDSPISAT302	RPDSPISAT302_TX_180212	12-Feb-2018	14-Feb-2018	3 days	PLC NA, Austin, TX	\$2,850	4864-05214-302
RealPresence Web Suite Pro RPCAVESAT301	RPCAVESAT301_TX_180215	15-Feb-2018	16-Feb-2018	2 days	PLC NA, Austin, TX	\$2,000	4864-05104-301
Collaboration Infrastructure Installation, Configuration, & Troubleshooting RPIIT202	RPIIT202_TX_180226	26-Feb-2018	2-Mar-2018	5 days	PLC NA, Austin, TX	\$4,500	4864-05104-003
Deploying, Operating and Maintaining Video Endpoints DDOMVEOT201	DDOMVEOT201_TX_180306	06-Mar-2018	07-Mar-2018	2 days	PLC NA, Austin, TX	\$2,000	4864-05105-201
Collaboration Infrastructure Installation, Configuration, & Troubleshooting RPIIT202	RPIIT202_MA_180312	12-Mar-2018	16-Mar-2018	5 days	PLC NA, Andover, MA	\$4,500	4864-05104-003

RealPresence Platform Design Configuration and Troubleshooting RPPDAT301	RPPDAT301_MA_180326	26-Mar-2018	28-Mar-2018	3 days	PLC NA, Andover, MA	\$3,400	4864-05104-005
RealPresence Platform Security and Firewall Traversal Using RealPresence Access Director RPSAT301	RPSAT301_MA_180329	29-Mar-2018	30-Mar-2018	2 days	PLC NA, Andover, MA	\$2,000	4864-05104-006

Other Options to Purchase Training

Onsite Courses

Polycom University also offers private training sessions for any of our courses listed above. The part numbers below are used to order a training session at a customer's site. Refer to class length to determine the right part number. The customer will need to meet some minimal operations internet requirements.

Part Number	Description	Price USD
4864-05101-001	1-Day Private Training Session for existing training course. No topic substitutions; any changes require a custom price quote. Location per customer choice with Polycom acceptance. Priced for max. of 10 students. Includes instructor Travel & Expenses.	\$12,000
4864-05101-002	2-Day Private Training Session for existing training course. No topic substitutions; any changes require a custom price quote. Location per customer choice with Polycom acceptance. Priced for max. of 10 students. Includes instructor Travel & Expenses.	\$15,700
4864-05101-003	3-Day Private Training Session for existing training course. No topic substitutions; any changes require a custom price quote. Location per customer choice with Polycom acceptance. Priced for max. of 10 students. Includes instructor Travel & Expenses.	\$18,750
4864-05101-004	4-Day Private Training Session for existing training course. No topic substitutions; any changes require a custom price quote. Location per customer choice with Polycom acceptance. Priced for max. of 10 students. Includes instructor Travel & Expenses.	\$21,475
4864-05101-005	5-Day Private Training Session for existing training course. No topic substitutions; any changes require a custom price quote. Location per customer choice with Polycom acceptance. Priced for max. of 10 students. Includes instructor Travel & Expenses.	\$23,450

Training Packs

Polycom also offers training packs which are prepaid training days that can be used to register for a seat in any of our Instructor Led Classes or a fee-based online course. In most cases one training credit is equal to one day of training or one fee-based online course. The only exception for customer training courses is the online version of Configure Operate and Maintain Media Suite (COMMSIT201) which is two credits. Training credits cannot be used for private sessions, and expire 12 months from date of purchase.

Part Number	Description	Price USD
4864-07001-005	1 credit add-on used to augment existing credit packs. Credits required for specific courses will vary. Valid for 12 Months from date of purchase. Not applicable for onsite or customized classes, only can be used on public class list, held at a Polycom facility.	\$999
4864-07010-005	10 credits for training at PLCM public classes. Credits required for specific courses will vary. Valid for 12 months from date of purchase. Not applicable for onsite or customized classes, only can be used on the public class list, held at a Polycom facility.	\$6,500
4864-07010-005	15 credits for training at PLCM public classes. Credits required for specific courses will vary. Valid for 12 months from date of purchase. Not applicable for onsite or customized classes, only can be used on the public class list, held at a Polycom facility.	\$9,200
4864-07025-005	25 credits for training at PLCM public classes. Credits required for specific courses will vary. Valid for 12 months from date of purchase. Not applicable for onsite or customized classes, only can be used on the public class list, held at a Polycom facility.	\$14,425

Any questions regarding registrations should be directed to polycomu@polycom.com.

Any questions regarding payment can be directed to Bob.Tomer@polycom.com.

Any questions regarding customer or private training sessions can be directed to Luis.Garcia@polycom.com.