



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

## Course Descriptions for Public Classes December 2018 – May 2019

### **Collaboration Infrastructure Installation, Configuration and Troubleshooting – RPIIT202**

**Product ID: 4864-05104-003**

**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**

**Product ID: 4864-05104-003**

**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 2

### **Deploying, Operating and Maintaining Video Endpoints - DDOMVEOT201**

**Product ID: 4864-05105-201**

**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**

**Product ID: 4864-05214-302**

**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**

**Product ID: 4864-05214-301**

**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**

**Product ID: 4864-05104-005**

**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**

**Product ID:** 4864-05104-006

**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**

**Product ID:** 4864-05104-301

**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**

**Product ID:** 4864-5105-202

**Target audience:** Technical staff

**Duration:** 2 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 following courses are available on request only and can be scheduled by contacting [polycomu@polycom.com](mailto:polycomu@polycom.com).**

**Making the Most of your Immersive Solution - MISOS201**

**Product ID:** 4864-05110-002

**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**

**Product ID:** 4864-05110-001

**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

**SoundStructure Technical Training - SSTAT303**

**Product ID:** 4864-37011-001

**Target audience:** Technical staff

**Duration:** 3 days

**Topics Include:** Provides specific details about the design, deployment and configuration of the solutions with an emphasis on lab exercises to build practical skills of using, optimizing and troubleshooting deployments.

Level 3

**eLearning Course**

**Polycom Collaboration Infrastructure System Administration - Foundation – PLCMISFAT202**

**Product ID:** 4864-05102-204

**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

Price: APAC, CALA and NA \$400, EMEA €308/£265

## 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 APAC Calendar.

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

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

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



The image shows a screenshot of the Polycom login interface. 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 the 'Forgot Password?' 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' next to it. 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](mailto:polycomu@polycom.com).

## APAC

Class Name	Class ID	Start Date	End Date	Duration	Scheduled Class Location	Price USD	Part Number to Order from Partner
RealPresence Platform Security and Firewall Traversal Using RealPresence Access Director RPSAT301	RPSAT301_CN_181213	13-Dec-2018	14-Dec-2018	3 days	PLC APAC, Guangzhou, China	\$1,250	4864-5105-202
RealPresence Web Suite Pro RPCAVESAT301	RPCAVESAT301_SG_181213	13-Dec-2018	14-Dec-2018	2 days	PLC APAC, Singapore	\$1,250	4864-05104-301
Collaboration Infrastructure Installation, Configuration, & Troubleshooting RPIIT202	RPIIT202_SG_190107	07-Jan-2019	11-Jan-2019	5 days	PLC APAC, Singapore	\$2,500	4864-05102-203
RealPresence Platform Design Configuration and Troubleshooting RPPDAT301	RPPDAT301_SG_190218	18-Feb-2019	20-Feb-2019	3 days	PLC APAC, Singapore	\$1,900	4864-05104-005
RealPresence Platform Security and Firewall Traversal Using RealPresence Access Director RPSAT301	RPSAT301_SG_190221	21-Feb-2019	22-Feb-2019	2 days	PLC APAC, Singapore	\$1,250	4864-05104-005
Deploying and Supporting Polycom Voice Solutions with Skype for Business RPDSVSBAT301	RPDSVSBAT301_SG_190311	11-Mar-2019	12-Mar-2019	2 days	PLC APAC, Singapore	\$1,250	4864-05214-301
Collaboration Infrastructure Installation, Configuration, & Troubleshooting RPIIT202	RPIIT202_SG_190422	22-Apr-2019	26-Apr-2019	5 days	PLC APAC, Singapore	\$2,500	4864-05102-203

## CALA

Class Name	Class ID	Start Date	End Date	Duration	Scheduled Class Location	Price USD	Part Number to Order from Partner
RealPresence Platform Design Configuration and Troubleshooting RPPDAT301	RPPDAT301_SG_190218	18-Mar-2019	20-Mar-2019	3 days	PLC On-Site, CALA	\$3,400	4864-05104-005
RealPresence Web Suite Pro RPCAVESAT301	RPCAVESAT301_SG_181213	21-Mar-2018	22-Mar-2018	2 days	PLC On-Site, CALA	\$2,000	4864-05104-301

For additional public courses in CALA please contact us directly to discuss your training requirements and we can discuss the best way to accommodate your requirements. Please contact [Luis.Garcia@polycom.com](mailto:Luis.Garcia@polycom.com).

## EMEA

Class Name	Class ID	Start Date	End Date	Duration	Scheduled Class Location	Price GBP or EUR	Part Number to Order from Partner
Deploying Operating and Maintaining Video Endpoints DDOMVEOT201	DDOMVEOT201_UK_190121	21-Jan-2019	22-Jan-2019	2 days	Maidenhead, UK	£1,481	4864-05105-201
SoundStructure Technical Training SSTAT303	SSTAT303_UK_190123	23-Jan-2019	25-Jan-2019	3 days	Maidenhead, UK	£1,481	4864-37011-001
Collaboration Infrastructure System Administration RPPSAIT203	RPPSAIT203_UK_190128	28-Jan-2019	31-Jan-2019	4 days	Maidenhead, UK	£2,111	4864-05102-203
Collaboration Infrastructure System Administration RPPSAIT203	RPPSAIT203_FR_190129	29-Jan-2019	01-Feb-2019	4 days	Paris, France	€2,192	4864-05102-203
Collaboration Infrastructure Installation, Configuration, & Troubleshooting RPIIT202	RPIIT202_UK_190204	04-Feb-2019	08-Feb-2019	5 days	Maidenhead, UK	£3,333	4864-05104-003

Class Name	Class ID	Start Date	End Date	Duration	Scheduled Class Location	Price GBP or EUR	Part Number to Order from Partner
Deploying and Supporting Polycom Voice Solutions with Skype for Business RPDSVSBAT301	RPDSVSBAT301_UK_190213	13-Feb-2019	14-Feb-2019	2 days	Maidenhead, UK	£1,323	4864-05214-301
RealPresence Platform Design Configuration and Troubleshooting RPPDAT301	RPPDAT301_UK_190218	18-Feb-2019	20-Feb-2019	3 days	Maidenhead, UK	£2,519	4864-05104-005
Collaboration Infrastructure Installation, Configuration, & Troubleshooting RPIIT202	RPIIT202_FR_190218	18-Feb-2019	22-Feb-2019	5 days	Paris, France	€3,462	4864-05104-003
RealPresence Platform Security and Firewall Traversal Using RealPresence Access Director RPSAT301	RPSAT301_UK_190221	21-Feb-2019	22-Feb-2019	2 days	Maidenhead, UK	£1,481	4864-05104-006
RealPresence Platform Design Configuration and Troubleshooting RPPDAT301	RPPDAT301_FR_190304	04-Mar-2019	06-Mar-2019	3 days	Paris, France	€2,615	4864-05104-005
Deploying and Supporting Polycom Infrastructure Solutions with Skype for Business RPDSPISAT302	RPDSPISAT302_UK_190305	05-Mar-2019	07-Mar-2019	3 days	Maidenhead, UK	£1,885	4864-05214-302
RealPresence Platform Security and Firewall Traversal Using RealPresence Access Director RPSAT301	RPSAT301_FR_190307	07-Mar-2019	08-Mar-2019	2 days	Paris, France	€1,538	4864-05104-006
Deploying Operating and Maintaining Video Endpoints DDOMVEOT201	DDOMVEOT201_UK_190311	11-Mar-2019	12-Mar-2019	2 days	Maidenhead, UK	£1,481	4864-05105-201
Deploying and Supporting Polycom Infrastructure Solutions with Skype for Business RPDSPISAT302	RPDSPISAT302_FR_190311	11-Mar-2019	13-Mar-2019	3 days	Paris, France	€2,192	4864-05214-302
SoundStructure Technical Training SSTAT303	SSTAT303_UK_190313	13-Mar-2019	15-Mar-2019	3 days	Maidenhead, UK	£1,481	4864-37011-001
Deploying and Supporting Polycom Voice Solutions with Skype for Business RPDSVSBAT301	RPDSVSBAT301_FR_190314	14-Mar-2019	15-Mar-2019	2 days	Paris, France	€1,538	4864-05214-301
Collaboration Infrastructure Installation, Configuration, & Troubleshooting RPIIT202	RPIIT202_UK_190204	18-Mar-2019	22-Mar-2019	5 days	Maidenhead, UK	£3,333	4864-05104-003

Class Name	Class ID	Start Date	End Date	Duration	Scheduled Class Location	Price GBP or EUR	Part Number to Order from Partner
RealPresence Platform Design Configuration and Troubleshooting RPPDAT301	RPPDAT301_UK_190408	08-Apr-2019	10-Apr-2019	3 days	Maidenhead, UK	£2,519	4864-05104-005
RealPresence Platform Security and Firewall Traversal Using RealPresence Access Director RPSAT301	RPSAT301_UK_190411	11-Apr-2019	12-Apr-2019	2 days	Maidenhead, UK	£1,481	4864-05104-006
Deploying and Supporting Polycorn Voice Solutions with Skype for Business RPDSVSBAT301	RPDSVSBAT301_UK_190424	24-Apr-2019	25-Apr-2019	2 days	Maidenhead, UK	£1,323	4864-05214-301
Collaboration Infrastructure Installation, Configuration, & Troubleshooting RPIIT202	RPIIT202_FR_190513	13-May-2019	17-May-2019	5 days	Paris, France	€3,462	4864-05104-003
RealPresence Platform Design Configuration and Troubleshooting RPPDAT301	RPPDAT301_FR_190520	20-May-2019	22-May-2019	3 days	Paris, France	€2,615	4864-05104-005
RealPresence Platform Security and Firewall Traversal Using RealPresence Access Director RPSAT301	RPSAT301_FR_190523	23-May-2019	24-May-2019	2 days	Paris, France	€1,538	4864-05104-006

Prices for courses run in the UK are in GBP and prices for courses run in France and Germany are in Euros.

## North America

Class Name	Class ID	Start Date	End Date	Duration	Scheduled Class Location	Price USD	Part Number to Order from Partner
Collaboration Infrastructure System Administration RPPSAIT203	RPPSAIT203_TX_190108	08-Jan-2019	11-Jan-2019	4 days	PLC NA, Austin, TX	\$2,850	4864-05102-203
Deploying, Operating and Maintaining Video Endpoints DDOMVEOT201	DDOMVEOT201_TX_011519	15-Jan-2019	16-Jan-2019	2 days	PLC NA, Austin, TX	\$2,000	4864-05105-201
Deploying and Supporting Polycorn Voice Solutions with Skype for Business RPDSVSBAT301	RPDSVSBAT301_TX_190121	21-Jan-2019	22-Jan-2019	2 days	PLC NA, Austin, TX	\$2,000	4864-05214-301
Voice Solutions in an Open SIP Environment VOSSIPIT202	VOSSIPIT202_TX_190123	23-Jan-2019	24-Jan-2019	2 days	PLC NA, Austin, TX	\$2,000	4864-5105-202

Class Name	Class ID	Start Date	End Date	Duration	Scheduled Class Location	Price USD	Part Number to Order from Partner
Collaboration Infrastructure Installation, Configuration, & Troubleshooting RPIIT202	RPIIT202_TX_190128	28-Jan-2019	01-Feb-2019	5 days	PLC NA, Austin, TX	\$4,500	4864-05102-203
Deploying and Supporting Polycom Infrastructure Solutions with Skype for Business RPDSPISAT302	RPDSPISAT302_TX_190208	18-Feb-2019	20-Feb-2019	3 days	PLC NA, Austin, TX	\$2,850	4864-05214-302
Deploying, Operating and Maintaining Video Endpoints DDOMVEOT201	DDOMVEOT201_TX_190221	21-Feb-2019	22-Feb-2019	2 days	PLC NA, Austin, TX	\$2,000	4864-05105-201
RealPresence Platform Design Configuration and Troubleshooting RPPDAT301	RPPDAT301_TX_190225	25-Feb-2019	27-Feb-2019	3 days	PLC NA, Austin, TX	\$3,400	4864-05104-005
RealPresence Platform Security and Firewall Traversal Using RealPresence Access Director RPSAT301	RPSAT301_TX_190228	28-Feb-2019	01-Mar-2019	2 days	PLC NA, Austin, TX	\$2,000	4864-05104-006
Collaboration Infrastructure System Administration RPPSAIT203	RPPSAIT203_TX_190305	05-Mar-2019	08-Mar-2019	4 days	PLC NA, Austin, TX	\$2,850	4864-05102-203
Deploying, Operating and Maintaining Video Endpoints DDOMVEOT201	DDOMVEOT201_TX_190312	12-Mar-2019	13-Mar-2019	2 days	PLC NA, Austin, TX	\$2,000	4864-05105-201
Voice Solutions in an Open SIP Environment VOSSIPIT202	VOSSIPIT202_TX_190314	14-Mar-2019	15-Mar-2019	2 days	PLC NA, Austin, TX	\$2,000	4864-5105-202
Deploying and Supporting Polycom Voice Solutions with Skype for Business RPDSVSBAT301	RPDSVSBAT301_TX_190318	18-Mar-2019	19-Mar-2019	2 days	PLC NA, Austin, TX	\$2,000	4864-05214-301
Deploying and Supporting Polycom Infrastructure Solutions with Skype for Business RPDSPISAT302	RPDSPISAT302_TX_190320	20-Mar-2019	22-Mar-2019	3 days	PLC NA, Austin, TX	\$2,850	4864-05214-302
Collaboration Infrastructure Installation, Configuration, & Troubleshooting RPIIT202	RPIIT202_TX_190408	08-Apr-2019	12-Apr-2019	5 days	PLC NA, Austin, TX	\$4,500	4864-05105-201
Deploying Operating and Maintaining Video Endpoints DDOMVEOT201	DDOMVEOT201_TX_190417	17-Apr-2019	18-Apr-2019	2 days	PLC NA, Austin, TX	\$2,000	4864-05105-201
RealPresence Platform Design Configuration and Troubleshooting RPPDAT301	RPPDAT301_TX_190422	22-Apr-2019	24-Apr-2019	3 days	PLC NA, Austin, TX	\$3,400	4864-05104-005



Polycom Training Schedule December 2018 – May 2019

Class Name	Class ID	Start Date	End Date	Duration	Scheduled Class Location	Price USD	Part Number to Order from Partner
RealPresence Platform Security and Firewall Traversal Using RealPresence Access Director RPSAT301	RPSAT301_TX_190425	25-Apr-2019	26-Apr-2019	2 days	PLC NA, Austin, TX	\$2,000	4864-05104-006
Collaboration Infrastructure Installation, Configuration, & Troubleshooting RPIIT202	RPIIT202_TX_190506	06-May-2019	10-May-2019	5 days	PLC NA, Austin, TX	\$4,500	4864-05102-203
Deploying Operating and Maintaining Video Endpoints DDOMVEOT201	DDOMVEOT201_TX_190514	14-May-2019	15-May-2019	2 days	PLC NA, Austin, TX	\$2,000	4864-05105-201
Voice Solutions in an Open SIP Environment VOSSIPIT202	VOSSIPIT202_TX_190516	16-May-2019	17-May-2019	2 days	PLC NA, Austin, TX	\$2,000	4864-5105-202
Deploying and Supporting Polycom Voice Solutions with Skype for Business RPDSVSBAT301	RPDSVSBAT301_TX_190520	20-May-2019	21-May-2019	2 days	PLC NA, Austin, TX	\$2,000	4864-05214-301
Deploying and Supporting Polycom Infrastructure Solutions with Skype for Business RPDSPISAT302	RPDSPISAT302_TX_190522	22-May-2019	24-May-2019	3 days	PLC NA, Austin, TX	\$2,850	4864-05214-302
Collaboration Infrastructure System Administration RPPSAIT203	RPPSAIT203_TX_190528	28-May-2019	31-May-2019	4 days	PLC NA, Austin, TX	\$2,850	4864-05102-203

## 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	Price EMEA €	Price EMEA £
4864-05101-001	One-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	€9,231	£8,889
4864-05101-002	Two-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	€12,077	£11,630
4864-05101-003	Three-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	€14,423	£13,889
4864-05101-004	Four-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	€16,519	£15,907
4864-05101-005	Five-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	€18,038	£17,370

## Training Packs - Available in CALA, EMEA and North America Only

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	Price EMEA €	Price EMEA £
4864-07001-005	One 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	€768	£661
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	€4,513	£4,681
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	€6,592	£6,837
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	€10,688	£11,085

### Registration Questions

Any questions regarding registrations should be directed to [polycomu@polycom.com](mailto:polycomu@polycom.com).

### Payment and Customer or Private Training Session Questions

#### APAC and EMEA

Any questions regarding payment can be directed to [Vicki.Kirby@polycom.com](mailto:Vicki.Kirby@polycom.com) and questions regarding customer or private training sessions can be directed to [Alex.Yong@polycom.com](mailto:Alex.Yong@polycom.com).

#### CALA and North America

Any questions regarding payment can be directed to [Bob.Tomer@polycom.com](mailto:Bob.Tomer@polycom.com) and questions regarding customer or private training sessions can be directed to [Luis.Garcia@polycom.com](mailto:Luis.Garcia@polycom.com).