Course Descriptions for Public Classes

November 2019 – March 2020

As of October 21, 2019

COLLABORATION INFRASTRUCTURE INSTALLATION, CONFIGURATION AND TROUBLESHOOTING (PART 1) – RPIIT202/PCICT201
PRODUCT ID: 4864-05104-211
TARGET AUDIENCE: SYSTEMS ADMINISTRATORS
DURATION: 5 DAYS
Course Description: A blended program including self-study, classroom training and assessments that provide the knowledge and skills to implement, configure and perform troubleshooting on a RealPresence Collaboration Infrastructure environment. All RealPresence Clariti components will be covered, with an emphasis on practical lab exercises with an emphasis on practical lab exercises.

Level 2

COLLABORATION INFRASTRUCTURE INSTALLATION, CONFIGURATION & TROUBLESHOOTING PART 2 - PCICT302
PRODUCT ID: 4864-05104-311
TARGET AUDIENCE: SYSTEMS ADMINISTRATORS
DURATION: 5 DAYS
Course Description: This course is an intensive 5-day advanced technical Instructor-Led Training class, designed to provide practical instruction on more advanced aspects of installing, configuring and troubleshooting Polycom Clariti infrastructure solutions.

Level 3

COLLABORATION INFRASTRUCTURE SYSTEM ADMINISTRATION - RPPSAIT203
PRODUCT ID: 4864-05102-203
TARGET AUDIENCE: SYSTEM ADMINISTRATORS
DURATION: 4 DAYS
Course Description: 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
Course Description: 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
Course Description: 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
Course Description: 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
Course Description: 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
Course Description: 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
Course Description: 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
Course Description: 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 polyuniversity@poly.com.

**MAKING THE MOST OF YOUR IMMERSIVE SOLUTION - MISOS201**
PRODUCT ID: 4864-05110-002
TARGET AUDIENCE: IMMERSIVE TELEPRESENCE SOLUTIONS USERS
DURATION: ONE-DAY PRIVATE SESSION FOR UP TO 10 ATTENDEES FROM ONE COMPANY

*Course Description:* Holding effective meetings using your Immersive Solution to maximize ROI, operating and managing your Immersive Solution and performing basic troubleshooting.

**MANAGING AND TROUBLESHOOTING YOUR IMMERSIVE SOLUTION - MTISOT201**
PRODUCT ID: 4864-05110-001
TARGET AUDIENCE: IT STAFF
DURATION: ONE-DAY PRIVATE SESSION FOR UP TO 10 ATTENDEES FROM ONE COMPANY

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

**SOUNDSTRUCTURE TECHNICAL TRAINING - SSTAT303**
PRODUCT ID: 4864-37011-001
TARGET AUDIENCE: TECHNICAL STAFF
DURATION: 3 DAYS

*Course Description:* 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.

**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

*Course Description:* 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.
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 polyuniversity@poly.com.

APAC

<table>
<thead>
<tr>
<th>Class Name</th>
<th>Class ID</th>
<th>Start Date</th>
<th>End Date</th>
<th>Duration</th>
<th>Scheduled Class Location</th>
<th>Price $</th>
<th>Part Number to Order from Partner</th>
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<tr>
<td>Deploying Operating and Maintaining Video Endpoints DDOMVEOT201</td>
<td>DDOMVEOT201_SG_191107</td>
<td>07-Nov-2019</td>
<td>08-Nov-2019</td>
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<td>PLC APAC, Singapore</td>
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<td>RealPresence Platform Design Configuration and Troubleshooting RPPDAT301</td>
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<td>13-Nov-2019</td>
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<td>RPSAT301_SG_191114</td>
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<td>PLC APAC, SINGAPORE</td>
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<td>RPIIT202_SG_191202 or PCICT201_SG_191202</td>
<td>02-Dec-2019</td>
<td>06-Dec-2019</td>
<td>5 days</td>
<td>PLC APAC, Singapore</td>
<td>$2,500.00</td>
<td>4864-05104-211</td>
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### Collaboration Infrastructure Installation, Configuration, & Troubleshooting

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<th>Class ID</th>
<th>Start Date</th>
<th>End Date</th>
<th>Duration</th>
<th>Scheduled Class Location</th>
<th>Price $</th>
<th>Part Number to Order from Partner</th>
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<td>RPIIT202_SG_191202 or PICT201_SG_191202</td>
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<td>17-Jan-2020</td>
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<td>PICT302_SG_200217</td>
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<td>02-Mar-2020</td>
<td>06-Mar-2020</td>
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<td>06-Nov-2019</td>
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<td>RPDSVSBAT301_UK_191107</td>
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<td>29-Nov-2019</td>
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## Collaboration Infrastructure System Administration

**Class Name**: Collaboration Infrastructure System Administration  
**Class ID**: RPPSAIT203  
**Start Date**: 20-Jan-2020  
**End Date**: 23-Jan-2020  
**Duration**: 4 days  
**Scheduled Class Location**: PLC EMEA, Maidenhead, UK  
**Price**: £2,111.00  
**Part Number to Order from Partner**: 4864-05102-203

## Collaboration Infrastructure Installation, Configuration & Troubleshooting Part 1

**Class Name**: Collaboration Infrastructure Installation, Configuration & Troubleshooting Part 1  
**Class ID**: RPIIT202/PCICT201  
**Start Date**: 27-Jan-2020  
**End Date**: 31-Jan-2020  
**Duration**: 5 days  
**Scheduled Class Location**: PLC EMEA, Maidenhead, UK  
**Price**: £2,977.00  
**Part Number to Order from Partner**: 4864-05104-211

## Collaboration Infrastructure Installation, Configuration & Troubleshooting Part 2

**Class Name**: Collaboration Infrastructure Installation, Configuration & Troubleshooting Part 2  
**Class ID**: PCICT302  
**Start Date**: 03-Feb-2020  
**End Date**: 07-Feb-2020  
**Duration**: 5 days  
**Scheduled Class Location**: PLC EMEA, Maidenhead, UK  
**Price**: £2,977.00  
**Part Number to Order from Partner**: 4864-05104-311

## Deploying Operating and Maintaining Video Endpoints

**Class Name**: Deploying Operating and Maintaining Video Endpoints  
**Class ID**: DDOMVEOT201  
**Start Date**: 17-Feb-2020  
**End Date**: 18-Feb-2020  
**Duration**: 2 days  
**Scheduled Class Location**: PLC EMEA, Maidenhead, UK  
**Price**: £1,481.00  
**Part Number to Order from Partner**: 4864-05105-201

## Voice Solutions in an Open SIP Environment

**Class Name**: Voice Solutions in an Open SIP Environment  
**Class ID**: VOSSIPIT202  
**Start Date**: 19-Feb-2020  
**End Date**: 21-Feb-2020  
**Duration**: 3 days  
**Scheduled Class Location**: PLC EMEA, Maidenhead, UK  
**Price**: £1,323.00  
**Part Number to Order from Partner**: 4864-5105-202

## Collaboration Infrastructure Installation, Configuration & Troubleshooting Part 1

**Class Name**: Collaboration Infrastructure Installation, Configuration & Troubleshooting Part 1  
**Class ID**: RPIIT202/PCICT201  
**Start Date**: 02-Mar-2020  
**End Date**: 06-Mar-2020  
**Duration**: 5 days  
**Scheduled Class Location**: PLC EMEA, Maidenhead, UK  
**Price**: £2,977.00  
**Part Number to Order from Partner**: 4864-05104-211
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<th>Class ID</th>
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<td>Duration</td>
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<td>Class Name</td>
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<td>End Date</td>
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<td>Scheduled Class Location</td>
<td>Price $</td>
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<td>PLC NA, Austin, TX</td>
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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.

<table>
<thead>
<tr>
<th>Part Number</th>
<th>Description</th>
<th>Price $</th>
<th>Price EMEA €</th>
<th>Price EMEA £</th>
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<td>4864-05101-001</td>
<td>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 &amp; Expenses.</td>
<td>$12,000.00</td>
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<td>4864-05101-002</td>
<td>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 &amp; Expenses.</td>
<td>$15,700.00</td>
<td>€12,077.00</td>
<td>£11,630.00</td>
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<td>4864-05101-003</td>
<td>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 &amp; Expenses.</td>
<td>$18,750.00</td>
<td>€14,423.00</td>
<td>£13,889.00</td>
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<tr>
<td>4864-05101-004</td>
<td>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 &amp; Expenses.</td>
<td>$21,475.00</td>
<td>€16,519.00</td>
<td>£15,907.00</td>
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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.

<table>
<thead>
<tr>
<th>Part Number</th>
<th>Description</th>
<th>Price $</th>
<th>Price EMEA €</th>
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<td>4864-07001-005</td>
<td>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.</td>
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<tr>
<td>4864-07010-005</td>
<td>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.</td>
<td>$6,500.00</td>
<td>€4,513.00</td>
<td>£4,681.00</td>
</tr>
<tr>
<td>4864-07010-005</td>
<td>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.</td>
<td>$9,200.00</td>
<td>€6,592.00</td>
<td>£6,837.00</td>
</tr>
<tr>
<td>4864-07025-005</td>
<td>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.</td>
<td>$14,425.00</td>
<td>€10,688.00</td>
<td>£11,085.00</td>
</tr>
</tbody>
</table>
Registration Questions
Any questions regarding registrations should be directed to polyuniversity@poly.com.

Payment and Customer or Private Training Session Questions

APAC and EMEA
Any questions regarding payment can be directed to vicki.kirby@poly.com and questions regarding customer or private training sessions can be directed to alex.yong@poly.com.

CALA and North America
Any questions regarding payment can be directed to bob.tomer@poly.com and questions regarding customer or private training sessions can be directed to luis.garcia2@poly.com.