# Table of Contents

A Note from Polycom University .............................................................................................................. 5  
Help and Assistance ........................................................................................................................................ 5  
Types of Courseware ..................................................................................................................................... 6  
Audience Types ............................................................................................................................................. 7  
Navigating to and Registering for Courses .................................................................................................. 8  
Course Listing ............................................................................................................................................... 9 – 34  

Polycom Overview ....................................................................................................................................... 10  
- Introduction to Polycom PLCMOS101  
- Introduction to Voice and Video Technologies RPPAVOS105  
- Selling with Polycom Capital Financial Solutions PLCMSFS107  
- Introduction to Vertical Markets PLCMVOS110

RealPresence Platform – Overviews, Full Solution, etc. ................................................................................. 11 – 13  
- Breaking News RPBNIT201  
- Introduction to Virtualization RPEOS111  
- Introduction to RealPresence Platform RPPOS103  
- Introduction to RealPresence Platform Virtual Edition RPPVEOS106  
- RealPresence Platform Director Launch Training RPLOS101  
- RealPresence Platform: Technical Positioning & Demonstration (Level 2) RPPIT202  
- RealPresence Platform: Proof of Concept (POC), Design & Deployment (Level 2) RPPIT201  
- RealPresence Platform: Implementation, Configuration & Troubleshooting (Level 2) RPIIT202  
- RealPresence Platform: Design, Deployment, Configuration & Troubleshooting (Level 3) RPPDAT301  
- Deploying and Supporting RealPresence Platform Virtual Edition (Level 3) RPPVEAT301  
- Polycom Certified Videoconferencing Engineer PCVEAT303  
- RealPresence One  
- Fundamentals Series FSIT201  
- RealPresence Platform: Level 2 Readiness Pre-work

RealPresence Platform – System Administration ........................................................................................... 14  
- RealPresence® Collaboration Server System Administration - RPVCSAIT202  
- RealPresence® Collaboration Server and DMA System Administration - RPDSAIT201  
- RealPresence Platform System Administration: Level 2 - RPPSAIT203

RealPresence Platform – Security .................................................................................................................. 15  
- RealPresence: Access Director RPPADOS101  
- RealPresence Platform: Security & Firewall Traversal Using RealPresence Access Director (L3) RPSAT301

RealPresence Platform – Universal Video Collaboration .................................................................................. 16  
- Introduction to RealPresence Collaboration Server 1500 RPPCSOS102  
- RealPresence: Collaboration Servers RPPCOS101  
- Universal Video Collaboration – RMX RMXOS101

RealPresence Platform – CloudAXIS Suite ..................................................................................................... 17  
- Introduction to RealPresence CloudAXIS Suite RPCAOS105  
- Experience RealPresence CloudAXIS Suite RPCAESOS102  
- RealPresence CloudAXIS Suite & Virtualization Essentials (Level 3) RPCAVESAT301
<table>
<thead>
<tr>
<th>Course</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>RealPresence Platform – Management</td>
<td></td>
</tr>
<tr>
<td>• CMA 4000 to Video DualManager Migration (Level 2) CMAIT202</td>
<td></td>
</tr>
<tr>
<td>• RealPresence: Virtualization Management – DMA 7000 DMAOS101</td>
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</tr>
<tr>
<td>• RealPresence: Resource Manager Overview (Level 2) RPRMIT202</td>
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<tr>
<td>Video Content Management</td>
<td></td>
</tr>
<tr>
<td>• Experience RealPresence Capture Station ERPCSOS103</td>
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<tr>
<td>• Experience RealPresence Media Manager v6.5 RPEMMOS101</td>
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<tr>
<td>• RealPresence Platform: Video Content Manager (Level 2) RPPVMOS101</td>
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<tr>
<td>• RealPresence: Media Manager Hosted Edition RPPMMOS101</td>
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<tr>
<td>• Video Content Management Solutions RPVCMSOS106</td>
<td></td>
</tr>
<tr>
<td>Video Solutions – Mobility and Desktop</td>
<td></td>
</tr>
<tr>
<td>• Mobility and Video Endpoint Overview MOBOS101</td>
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<tr>
<td>• Introduction to RealPresence Mobile RPEMOS101</td>
<td></td>
</tr>
<tr>
<td>• Introduction to RealPresence Desktop for Windows RPEDOS102</td>
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<tr>
<td>Video Solutions – Room and Immersive</td>
<td></td>
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<tr>
<td>• RealPresence Solutions: Primer Training RPVOS101</td>
<td></td>
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<tr>
<td>• HDX Technical Training HDXIT203</td>
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<tr>
<td>• RealPresence: Room Solutions RPERSOS101</td>
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<tr>
<td>• Introduction to RealPresence Group Series RPEGOS103</td>
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</tr>
<tr>
<td>• Introduction to HDX Series RPEHDOS104</td>
<td></td>
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<tr>
<td>• Immersive Telepresence Business Drivers and Customer Requirements ITPOS106</td>
<td></td>
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<tr>
<td>• Immersive Telepresence Solution Overview ITPOS104</td>
<td></td>
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<tr>
<td>• Immersive Telepresence Why You Should Care and How to Sell Successfully ITPOS105</td>
<td></td>
</tr>
<tr>
<td>• RealPresence Immersive Telepresence: (OTX HD) OTXIT201</td>
<td></td>
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<tr>
<td>• ATX 300 Design and Implementation Training ATXAT300</td>
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<tr>
<td>• RealPresence Immersive Telepresence: (RPX + OTX) RPOXIT201</td>
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<tr>
<td>• RealPresence Immersive Studio Technical Specifications Document</td>
<td></td>
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<tr>
<td>• Polycom OTX 300 Technical Specifications Document</td>
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<tr>
<td>• Positioning Microsoft Lync Room Solutions PMLROS105</td>
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<tr>
<td>• Supporting Microsoft Lync Room Solutions - MCSSLOS102</td>
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<tr>
<td>Microsoft Solutions</td>
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<td>• Polycom/Microsoft Integration: Advanced Sales Training PLCMAS301</td>
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<tr>
<td>• CX Device: Sales Overview and Positioning CXOS101</td>
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<tr>
<td>• CX5100 CX5500 Unified Conference Stations Launch Training CXUCSLTOS101</td>
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<td>• CX7000 Device: Technical Positioning CXOT102</td>
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<tr>
<td>• Positioning Microsoft Lync Room Solutions PMLROS105</td>
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<tr>
<td>• Supporting Microsoft Lync Room Solutions - MCSSLOS102</td>
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<tr>
<td>• Microsoft: Design, Deployment, Configuration &amp; Troubleshooting (Level 3) MICAT301</td>
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<tr>
<td>• Deploying and Supporting Polycom Voice Solutions for Microsoft Lync: Level 3 - MICDSAT302</td>
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<tr>
<td>Voice – Overviews, Full Solution, and Microsoft</td>
<td></td>
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<tr>
<td>• Introduction to Polycom Voice PLCMVOS102</td>
<td></td>
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<tr>
<td>• Positioning Desktop Voice RPVOS104</td>
<td></td>
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<tr>
<td>• Positioning Conference Voice RPVOS105</td>
<td></td>
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<tr>
<td>• Experience VVX Business Media Phone RPEOS113</td>
<td></td>
</tr>
<tr>
<td>• VVX 600 Business Media Phone &amp; Camera RPEVVOS101</td>
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<tr>
<td>• Installed Voice: Sales Overview &amp; Positioning IVBOS101</td>
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<tr>
<td>• Installed Voice: Technical Positioning IVBOT102</td>
<td></td>
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</tbody>
</table>
Selling Polycom Services .............................................................................................................................................. 28
  • Increase Revenue with Advantage Service SEROS104

Federal ........................................................................................................................................................................... 28
  • Federal Program Overview FEDOS101

Fundamental and Essential Skills ................................................................................................................................. 29 – 30
  • Fundamentals Series FSIT201
  • RealPresence Platform: Level 2 Readiness Pre-work
  • Level 1 Technical Training FVVOT201
  • Active Directory Essentials Overview & Management (Level 2) ADEDOMIT202
  • Active Directory Essentials Design (Level 2) AEDIT203
  • Essentials Communication Security Skills for Polycom Solutions (Level 2) ESCSIT202
  • Essentials Network Infrastructure Security Skills for Polycom Solutions (Level 2) ESNIT203
  • Essentials Virtualization Skills for Polycom Solutions (Level 2) ESVIT204

Assessments ................................................................................................................................................................... 31 – 34
  • Assessment: Polycom Video Endpoints: (Level 1) RPEEXOS103
  • Assessment: Polycom Video Endpoints Technical (Level 1) RPEEXOT104
  • Assessment: RealPresence Platform: (Level 1) RPPEXOS103
  • Assessment: RealPresence Platform: Technical (Level 1) RPPEXOT104
  • Assessment: Immersive Telepresence Level 1 ITPEX101
  • Assessment: Immersive Telepresence Technical Level 1 ITPEX102
  • Assessment: Polycom Voice Level 1 PLCMVEX101
  • Assessment: Polycom Voice Technical Level 1 VOPOT101
  • Assessment: Microsoft Lync Level 1 MICEX102
  • Assessment: Microsoft Lync Technical Level 1 MICE103
  • 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: Polycom/Microsoft Integration: Technical Training PLCMITEX301
  • Assessment: RealPresence Platform: Proof of Concept (POC), Design & Deployment (Level 2) RPPOCDDEX09
  • Assessment: RealPresence Resource Manager RPMEX006
  • Assessment: RealPresence: Technical Positioning & Demonstration RPOCEX003
  • Assessment: DS RealPresence Platform Virtual Edition RPPVEATEX301
  • Assessment: Deploying and Supporting Polycom Voice Solutions for Microsoft Lync MICDSATEX301

Certification Learning Tracks ........................................................................................................................................... 35 – 44

Specialization Learning Tracks ..................................................................................................................................... 45 – 55
Welcome to the Q2 2014 Polycom University Channel Partner Course Catalog. The production of this catalog is new with the intention is to update it every quarter.

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.)

Provided at the back of the catalog are Certification and Specialization learning tracks that will outline training paths and requirements.

It is important to note that courses are added frequently and therefore, it is recommended that you use this catalog as only a guide. To see most updated course offerings, learners may access Polycom University by first logging into PartnerConnect. Polycom University is located in the RESOURCES section under Training.

Help and Assistance

For inquiries related to assessments, e-learning, navigation, registration, transcripts and Polycom University, please email PolycomU@polycom.com

For inquiries related to EMEA Instructor-led course scheduling and availability, please email emeatraining@polycom.com

For inquiries related to APAC Instructor-led course scheduling and availability, please email apactraining@polycom.com

For inquiries related to CALA and North America Instructor-led course scheduling and availability, please email training@polycom.com

For virtual lab support, please email cloudtraining@polycom.com

To contact the EMEA Global Partner Response Team
Hours of Operation: 24hour/5 days per week English Language Support
EMEA: +44-1753-72-3391
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 and 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.

Polycom University offers a variety of course offerings (Online, Self-Study, Online Instructor-led, Instructor-led, Remote Learning Opportunities, etc.) maximizing knowledge transfer to improve skillset, minimizing time-out-of-business, and with thoughtful consideration to budget constraints.

<table>
<thead>
<tr>
<th>Types of Courseware</th>
<th>Polycom University offers many online courses and opportunities to demonstrate competency through taking assessments. Individuals can take these courses or assessments at their own pace.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Online Courses and Assessments</strong></td>
<td>Polycom University offers many online courses and opportunities to demonstrate competency through taking assessments. Individuals can take these courses or assessments at their own pace.</td>
</tr>
<tr>
<td><strong>Remote Labs</strong></td>
<td>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.</td>
</tr>
<tr>
<td><strong>Instructor-Led Training</strong></td>
<td>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 from Polycom PartnerConnect (see page 6).</td>
</tr>
<tr>
<td><strong>Remotely Delivered Instructor-Led Training</strong></td>
<td>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.</td>
</tr>
<tr>
<td><strong>Self-Study and/or Videos</strong></td>
<td>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.</td>
</tr>
<tr>
<td><strong>External Testing Center Exam</strong></td>
<td>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.</td>
</tr>
<tr>
<td><strong>Coming Soon</strong></td>
<td>Polycom University’s development and delivery teams are continually working to bring the most updated and relevant content and training to learners. Look for the “Coming Soon” icon for a quick glance at what is in development.</td>
</tr>
</tbody>
</table>
In many instances, courseware is applicable to a variety of audiences. Each course will identify the most ideal target audience(s). To help communicate and simplify the target audience, the catalog will utilize the following designations/meanings:

- **Sales**: Represents individuals such as Territory Account Managers, Channel Account Managers, Inside Sales Territory Account Managers, and any other individual (including Sales Engineers) that are on the "sales" side of the business. Typically, courses with a target audience of “Sales” will be focused on the “what this is” and “how to position it”.

- **Marketing**: Courses with a target audience of “Marketing” will be focused on the “what this is” and “how to position it”.

- **SEs**: SE’s (Sales Engineers) will be used as the target audience for courses that have a sales focus, but are more technical and may include some solution administration, deployment, and/or implementation content.

- **Services**: Courses with a target audience of “Services” have a primary focus on administration, deployment, implementation, and servicing Polycom solutions. Roles that would typically take this training include Field Engineers, Implementation Engineers, and Help Desk Support personnel.

- **Customer**: Courses with a target audience of “Customer” are focused primarily on content that system administrators might find helpful in enabling them to administer a RealPresence Platform environment.
Navigation to and Registering for Courseware

Step 1: Login to Polycom PartnerConnet at http://connect.polycom.com

Step 2: Access Polycom University from RESOURCES section under Training

Step 3: Find courses

- If you are looking for a specific Certification or Specialization learning path, use the “Browse by Required Learning” tab

More Help Needed? View or download the “How to Use this Site” document from the main landing page
Courseware List
## Polycom Overview

<table>
<thead>
<tr>
<th>Module</th>
<th>Description</th>
<th>Target Audience</th>
<th>Duration</th>
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</thead>
<tbody>
<tr>
<td><strong>Introduction to Polycom PLCMOS101</strong></td>
<td>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.</td>
<td>Sales, Marketing, SEs, Services</td>
<td>13 Minutes</td>
</tr>
<tr>
<td><strong>Introduction to Voice and Video Technologies RPPAVOS105</strong></td>
<td>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.</td>
<td>Sales, Marketing, SEs, Services</td>
<td>22 Minutes</td>
</tr>
<tr>
<td><strong>Selling with Polycom Capital Financial Solutions PLCMSFS107</strong></td>
<td>This course, in five short videos, provides game show videos where the host poses questions to the contestants about Polycom Capital Financing Solutions.</td>
<td>Sales, Marketing, SEs, Services</td>
<td>12 Minutes</td>
</tr>
<tr>
<td><strong>Introduction to Vertical Markets PLCMVOS110</strong></td>
<td>This module gives an overview to Vertical Markets. It covers what is meant by vertical markets and why they are important to Polycom.</td>
<td>Sales, Marketing, SEs, Services</td>
<td>9 Minutes</td>
</tr>
</tbody>
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### Coming Soon!
- Introduction to Polycom Services
- Selling with Polycom Capital
- Introduction to Industry Alliances
- Positioning IBM Alliances
- Positioning Microsoft Alliance Solutions
# RealPresence Platform – Overviews, Full Solution, etc.

<table>
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<tr>
<th>Course Name</th>
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<th>Target Audience</th>
<th>Duration</th>
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<tbody>
<tr>
<td><strong>Breaking News RPBNIT201</strong></td>
<td>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.</td>
<td>SEs, Services</td>
<td>1 Hour</td>
</tr>
<tr>
<td><strong>Introduction to Virtualization RPEOS111</strong></td>
<td>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.</td>
<td>Sales, Marketing, SEs, Services</td>
<td>9 Minutes</td>
</tr>
<tr>
<td><strong>Introduction to RealPresence Platform RPPOS103</strong></td>
<td>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 Polycom's market-leading RealPresence Video Solutions including mobile, desktop, group.</td>
<td>Sales, Marketing, SEs</td>
<td>10 Minutes</td>
</tr>
<tr>
<td><strong>Introduction to RealPresence Platform Virtual Edition RPPVEOS106</strong></td>
<td>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.</td>
<td>Sales, Marketing, SEs, Services</td>
<td>12 Minutes</td>
</tr>
<tr>
<td><strong>RealPresence Platform Director Launch Training RPDOS101</strong></td>
<td>This course provides an overview of RealPresence Platform Director and an introduction to the product features and launch overview.</td>
<td>Sales, Marketing, SEs, Services</td>
<td>10 Minutes</td>
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<tr>
<td>Course Title</td>
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<td>Target Audience</td>
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<tr>
<td><strong>RealPresence Platform: Technical Positioning &amp; Demonstration (Level 2)</strong></td>
<td>Instructor-led training designed for delivery over video that provides the technical knowledge and skills to position and demonstrate a Polycom RealPresence Platform environment.</td>
<td>SEs</td>
<td>8 Hours</td>
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<tr>
<td><strong>RealPresence Platform: Proof of Concept (POC), Design &amp; Deployment (Level 2)</strong></td>
<td>A blended Level 2 program including self-study and classroom training that provides the knowledge and skills to design and deploy a Polycom RealPresence Platform environment. This course is being piloted for remote delivery.</td>
<td>SEs</td>
<td>3 Days</td>
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<tr>
<td><strong>RealPresence Platform: Implementation, Configuration &amp; Troubleshooting (Level 2)</strong></td>
<td>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.</td>
<td>Services (SEs may also attend this course)</td>
<td>5 Days</td>
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<tr>
<td><strong>RealPresence Platform: Design, Deployment, Configuration &amp; Troubleshooting (Level 3)</strong></td>
<td>This course provides the knowledge and skills to design, configure and perform troubleshooting for a large-scale RealPresence Platform environment.</td>
<td>Services (SEs may also attend this course)</td>
<td>3 Days</td>
</tr>
<tr>
<td><strong>Deploying and Supporting RealPresence Platform Virtual Edition (Level 3)</strong></td>
<td>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.</td>
<td>Services (SEs may also attend this course)</td>
<td>1 Day</td>
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<tr>
<td>Course Title</td>
<td>Description</td>
<td>Target Audience</td>
<td>Duration</td>
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<tr>
<td><strong>Polycom Certified Videoconferencing Engineer PCVEAT303</strong></td>
<td>The Polycom Certified Videoconferencing Engineer (PCVE) examination tests that the successful candidate has the necessary knowledge to perform implementation, configuration and troubleshooting operations for small to medium-sized environments. NOTE: To prepare for PCVE, learners may choose to attend RealPresence Platform: Implementation, Configuration &amp; Troubleshooting (Level 2) RPIIT202 instructor-led course (5 days).</td>
<td>Services (SEs may also take this)</td>
<td>2 hours</td>
</tr>
<tr>
<td><strong>RealPresence One</strong></td>
<td>Until such time as more formal eLearning/training can be developed, please see the &quot;RealPresence One&quot; video on PartnerConnect. RealPresence One content is also included in the course “Introduction to RealPresence Platform Virtual Edition RPPVEOS106”</td>
<td>Sales, Marketing, SEs, Services</td>
<td>30 minutes</td>
</tr>
<tr>
<td><strong>Fundamentals Series FSIT201</strong></td>
<td>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.</td>
<td>SEs, Services</td>
<td>2 Hours</td>
</tr>
<tr>
<td><strong>RealPresence Platform: Level 2 Readiness Pre-work</strong></td>
<td>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.</td>
<td>SEs, Services</td>
<td>2 Hours</td>
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### 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: Customer  
Duration: 2 days |

### 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: Customer  
Duration: 3 Days |

### RealPresence Platform System Administration: Level 2 - RPPSAIT203

| A blended program including self-study and classroom training that provides the knowledge and skills to configure, administer and perform basic troubleshooting on a RealPresence Platform environment. This 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: Customer  
Duration: 4 Days |
### Real Presence Platform – Security

<table>
<thead>
<tr>
<th>RealPresence: Access Director RPPADOS101</th>
<th>Target Audience: Sales, Marketing, SEs, Services</th>
<th>Duration: 10 Minutes</th>
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<tbody>
<tr>
<td>This module provides an introduction to the RealPresence Access Director solution. The course covers market positioning, product messaging and feature highlights of the product. It also includes the portfolio overview and launch details. Please download the PDF reference guides which contain the presentation and a complete transcript of the audio.</td>
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<tr>
<th>RealPresence Platform: Security &amp; Firewall Traversal Using RealPresence Access Director (L3) RPSAT301</th>
<th>Target Audience: Services (SEs may also attend this course)</th>
<th>Duration: 2 Days</th>
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<tr>
<td>This level 3 course provides the knowledge and skills to design, configure and troubleshoot security and firewall traversal using Polycom RealPresence Access Director.</td>
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### Coming Soon!
- Positioning Firewall Traversal & Security
# RealPresence Platform – Universal Video Collaboration

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<tr>
<th>Course Title</th>
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<th>Target Audience</th>
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<tr>
<td><strong>Introduction to RealPresence Collaboration Server 1500 RPPCSOS102</strong></td>
<td>This course provides an introduction to the Polycom RealPresence Collaboration Server 1500. It covers installation and use of the Polycom RealPresence Collaboration Server 1500 and making multipoint calls. The course includes lab simulations that allow students to practice skills.</td>
<td>Target Audience: Sales, Marketing, SEs, Services</td>
<td>23 Minutes</td>
</tr>
<tr>
<td><strong>RealPresence: Collaboration Servers RPPCOS101</strong></td>
<td>This module provides an introduction to the RealPresence Collaboration Servers. The course describes the solution, how it meets customer needs, key features, and customer scenarios. Competitive information and launch details are also provided.</td>
<td>Target Audience: Sales, Marketing, SEs, Services</td>
<td>21 Minutes</td>
</tr>
<tr>
<td><strong>Universal Video Collaboration – RMX RMXOS101</strong></td>
<td>This module describes the value proposition of Universal Video Collaboration, RMX. It describes major differentiators, including Dynamic Resource Allocation, Quality of Experience features, and interoperability.</td>
<td>Target Audience: Sales, Marketing, SEs, Services</td>
<td>35 Minutes</td>
</tr>
</tbody>
</table>
| **Coming Soon!** | - Positioning Universal Video Collaboration  
- Experience RealPresence Collaboration Server | | |


<table>
<thead>
<tr>
<th>Course Title</th>
<th>Description</th>
<th>Target Audience</th>
<th>Duration</th>
</tr>
</thead>
<tbody>
<tr>
<td>Introduction to RealPresence CloudAXIS Suite RPCAOS105</td>
<td>This course provides an introduction to RealPresence CloudAXIS Suite. It covers the basics of what RealPresence CloudAXIS Suite does, how to make a call and add contacts.</td>
<td>Target Audience: Sales, Marketing, SEs, Services</td>
<td>Duration: 5 Minutes</td>
</tr>
<tr>
<td>Experience RealPresence CloudAXIS Suite RPCAESOS102</td>
<td>This course provides an interactive training of what the RealPresence CloudAXIS Suite experience is. It covers creating a meeting, adding contacts and in-call controls. The course includes lab simulations that allow students to practice skills.</td>
<td>Target Audience: Sales, Marketing, SEs, Services</td>
<td>Duration: 25 Minutes</td>
</tr>
<tr>
<td>RealPresence CloudAXIS Suite &amp; Virtualization Essentials (Level 3) RPCAVESAT301</td>
<td>This course provides the knowledge and skills to design, deploy and configure a solution for RealPresence CloudAXIS Suite.</td>
<td>Target Audience: Services (SEs may also attend this course)</td>
<td>Duration: 2 Days</td>
</tr>
</tbody>
</table>

Coming Soon!

- Positioning CloudAXIS Suite
## RealPresence Platform – Management

### CMA 4000 to Video DualManager Migration (Level 2) CMAIT202

<table>
<thead>
<tr>
<th>Description</th>
<th>Target Audience: Services, SEs</th>
<th>Duration: 30 Minutes</th>
</tr>
</thead>
<tbody>
<tr>
<td>This module is intended for Polycom CMA 4000 system users and support personnel that plan to migrate an existing CMA 4000 system to the Polycom RealPresence Video DualManager 400 system. The training provides an overview of the CMA 4000 to Video DualManager.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### RealPresence: Virtualization Management – DMA 7000 DMAOS101

<table>
<thead>
<tr>
<th>Description</th>
<th>Target Audience: Sales, Marketing, SEs</th>
<th>Duration: 40 Minutes</th>
</tr>
</thead>
<tbody>
<tr>
<td>This module provides an overview of the Polycom RealPresence Virtualization Management (DMA 7000) scale and resiliency features, bridge management and unified call control functionality, and unparalleled customer value.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### RealPresence: Resource Manager Overview (Level 2) RPRMIT202

<table>
<thead>
<tr>
<th>Description</th>
<th>Target Audience: Services, SEs</th>
<th>Duration: 4 hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>This self-paced Level 2 course provides an overview of Polycom RealPresence Resource Manager and allows students to use the product in a virtualized lab environment. Training can be undertaken 24/7 from any location with Internet connectivity. The content is designed for students who understand Polycom CMA. It focuses on the features that are unique to the RealPresence Resource Manager, such as new service provider APIs, DMA integration, conference scheduling with DMA MCU Pool resources, multi-tenancy support and the new high availability implementation. <strong>NOTE:</strong> This course has a “test out” assessment. See the assessment section.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Coming Soon!

- Positioning Management Applications
# Video Content Management

<table>
<thead>
<tr>
<th>Course Title</th>
<th>Description</th>
<th>Target Audience</th>
<th>Duration</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Experience RealPresence Capture Station ERPCSOS103</strong></td>
<td>This course provides an interactive training of what the RealPresence Capture Station experience is. The course covers setup of the RealPresence Capture Station, how to make a recording, and how to play it back using RealPresence Media Manager.</td>
<td>Sales, Marketing, SEs, Services</td>
<td>15 Minutes</td>
</tr>
<tr>
<td><strong>Experience RealPresence Media Manager v6.5 RPEMMOS101</strong></td>
<td>This course provides an interactive training of the RealPresence Media Manager v6.5 experience. The course covers customer value, positioning and new features. The course includes lab simulations that allow students to practice skills.</td>
<td>Sales, Marketing, SEs</td>
<td>15 Minutes</td>
</tr>
<tr>
<td><strong>RealPresence Platform: Video Content Manager (Level 2) RPPVMIT201</strong></td>
<td>After completing all modules in this course, the student should be able to configure an out of the box Media Manager – Appliance Edition server system for connection with a Capture Station. <strong>NOTE:</strong> This course will soon be retired and replaced with updated courses.</td>
<td>Services (SEs may also take this)</td>
<td>5 Days</td>
</tr>
<tr>
<td><strong>RealPresence: Media Manager Hosted Edition RPPMMOS101</strong></td>
<td>This course provides an overview of the RealPresence Media Manager Hosted Edition. The course also includes information on product availability, pricing and launch details.</td>
<td>Sales, Marketing, SEs</td>
<td>17 Minutes</td>
</tr>
<tr>
<td><strong>Video Content Management Solutions RPVCMIT206</strong></td>
<td>This course consists of 3 modules: Video Content Management Overview, RealPResence Media Manager V6.5 and RealPresence Counter Series. They cover customer value, positioning, product replacements, new features, benefits and differentiation.</td>
<td>Sales, Marketing, SEs</td>
<td>30 Minutes</td>
</tr>
</tbody>
</table>

### Coming Soon!
- Positioning Video Content Management
- Deploying and Supporting Solutions for Video Capture and Content Management: Level 2 - DSSVMIT202
# Video Solutions – Mobility and Desktop

## Mobility and Video Endpoint Overview MOBOS101

| | This course provides an introduction to Polycom® RealPresence® solutions for mobility and user environments. The student will learn the place of mobility and user environments in the RealPresence architecture. | Target Audience: Sales, Marketing, SEs  
Duration: 18 Minutes |
|---|---|---|

## Introduction to RealPresence Mobile RPEMOS101

| | This course provides an introduction to the Polycom RealPresence Mobile for Apple iOS® and Android™ application. It covers installation of the Polycom RealPresence Mobile app and methods for placing calls, working with contacts and sharing content. The course includes lab simulations that allow students to practice skills. | Target Audience: Sales, Marketing, SEs, Services  
Duration: 18 Minutes |
|---|---|---|

## Introduction to RealPresence Desktop for Windows RPEDOS102

| | This course provides an introduction to the Polycom RealPresence Desktop for Windows. It covers how to deploy and use the Polycom RealPresence Desktop for Windows. The course includes lab simulations that allow students to practice skills. | Target Audience: Sales, Marketing, SEs, Services  
Duration: 14 Minutes |
|---|---|---|
## Video Solutions – Room and Immersive

### RealPresence Solutions: Primer Training RPVOS101

| Formerly known as RealPresence: Video Endpoint Technology Primer RPVOS101. This module, intended for Sales Representatives, discusses the benefits of video collaboration, provides an overview of potential customers and their needs. | Target Audience: Sales, Marketing, SEs | Duration: 50 Minutes |

### 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: SEs, Services | Duration: 2 Days |

### RealPresence: Room Solutions RPERSOS101

| This module provides an introduction to the RealPresence Room Solutions. The course covers the requirements for great group video, an overview of the new Group Series products, some HDX enhancements and when to sell Group Series and HDX. | Target Audience: Sales, Marketing, SEs | Duration: 75 Minutes |

### Introduction to RealPresence Group Series RPEGSOS103

| This course provides an introduction to the RealPresence Group Series endpoints. It covers how to deploy and use the Polycom RealPresence Group Series. The course includes lab simulations that allow students to practice skills. | Target Audience: Sales, Marketing, SEs, Services | Duration: 16 Minutes |

### Introduction to HDX Series RPEHDOS104

<p>| This course provides an introduction to the Polycom RealPresence HDX Series. It covers installation of the Polycom RealPresence HDX Series 7000 and methods for placing calls and creating favorites. The course includes lab simulations that allow students to practice skills. The downloadable PDF for this module contains all slides and notes used for the training. You can keep this as reference following completion of the training. | Target Audience: Sales, Marketing, SEs, Services | Duration: 15 Minutes |</p>
<table>
<thead>
<tr>
<th>Course</th>
<th>Description</th>
<th>Target Audience</th>
<th>Duration</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Immersive Telepresence Business Drivers and Customer Requirements ITPOS106</strong></td>
<td>This course provides an overview of Immersive Telepresence Business Drivers and Customer Requirements that are driving the need for immersive solutions as part of an overall video collaboration strategy.</td>
<td>Sales, Marketing, SEs, Services</td>
<td>17 Minutes</td>
</tr>
<tr>
<td><strong>Immersive Telepresence Solution Overview ITPOS104</strong></td>
<td>This course provides an overview of Immersive Telepresence solutions and unique attributes, key benefits, and differentiators.</td>
<td>Sales, Marketing, SEs, Services</td>
<td>20 Minutes</td>
</tr>
<tr>
<td><strong>Immersive Telepresence Why You Should Care and How to Sell Successfully ITPOS105</strong></td>
<td>Polycom training provides a progressive learning path with courses starting at Level 1 and progressing to Level 3. This course is categorized as a Level 1 course introductory and overview material and assumes little or no expertise with the topic and covers concepts, functions, features, and benefits</td>
<td>Sales, Marketing, SEs, Services</td>
<td>16 Minutes</td>
</tr>
<tr>
<td><strong>RealPresence Immersive Telepresence: (OTX HD) OTXIT201</strong></td>
<td>Target Audience: End-User, Partner, Services This course, is a technical training on the implementation and maintenance of OTX HD rooms. The training covers the technical details of the OTX system and options, the Pre-sales Information (site survey).</td>
<td>Services (SEs may also take this)</td>
<td>2 Days</td>
</tr>
<tr>
<td><strong>ATX 300 Design and Implementation Training ATXAT300</strong></td>
<td>This 2-day course covers the ATX 300 technical training on the design and implementation of ATX 300 telepresence rooms. The training covers the technical details of the ATX 300 system and options, HDX codecs, the Room design considerations.</td>
<td>Services (SEs may also take this)</td>
<td>2 Days</td>
</tr>
<tr>
<td>Course Title</td>
<td>Description</td>
<td>Target Audience</td>
<td>Duration</td>
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</tr>
<tr>
<td><strong>RealPresence Immersive Telepresence: (RPX + OTX) RPOXIT201</strong></td>
<td>This five-day Instructor-led course, is a hands-on program covering the technical details of the RPX products at version 2.7, the Site Survey, Make-Ready Phase, Structural Assembly and Electronics Installation, and Troubleshooting.</td>
<td>Services (SEs may also take this)</td>
<td>5 Days</td>
</tr>
<tr>
<td><strong>RealPresence Immersive Studio Technical Specifications Document</strong></td>
<td>For students who are new to Immersive Telepresence, this document is available to assist with passing Immersive Certification.</td>
<td>Services (SEs may also take this)</td>
<td></td>
</tr>
<tr>
<td><strong>Polycom OTX 300 Technical Specifications Document</strong></td>
<td>For students who are new to Immersive Telepresence, this document is available to assist with passing Immersive Certification.</td>
<td>Services (SEs may also take this)</td>
<td></td>
</tr>
<tr>
<td><strong>Positioning Microsoft Lync Room Solutions PMLROS105</strong></td>
<td>This course highlights room solutions appropriate for Microsoft Lync environments and why Polycom and Microsoft are market leaders in this segment, as well as some information regarding the importance of this market to Polycom and who to sell to</td>
<td>Sales, Marketing</td>
<td>10 Minutes</td>
</tr>
<tr>
<td><strong>Supporting Microsoft Lync Room Solutions - MCSSLOS102</strong></td>
<td>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.</td>
<td>Sales, Marketing</td>
<td>10 Minutes</td>
</tr>
<tr>
<td><strong>Coming Soon!</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>New Instructor-Led courses on Immersive Studio</td>
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</tr>
</tbody>
</table>
## Polycom/Microsoft Integration: Advanced Sales Training PLCMAS301

This module provides an overview of the Polycom/Microsoft partnership and joint UC solution, including Polycom solutions optimized for Lync and Polycom interoperable solutions for Lync, customer value, positioning, and sales resources.

**Target Audience:**
- Sales, Marketing, SEs, Services

**Duration:** 50 Minutes

## CX Device: Sales Overview and Positioning CXOS101

This course includes a look at the CX portfolio of product offerings by Polycom. The user interface of these devices utilize Microsoft® Lync to create audio and video solutions that are robust in their interconnectivity, easy to use, and meet buyer needs. The CX7000 is highlighted, showing product capabilities, product positioning in the marketplace, and screen setup and displays. See how the CX line of solutions work “Better Together” with the other Polycom products.

**Target Audience:**
- Sales, Marketing, SEs, Services

**Duration:** 19 Minutes

## CX5100 CX5500 Unified Conference Stations Launch Training CXUCSLTOS101

This course provides an overview of CX5100 & CX5500 Unified Conference Stations and an introduction to the product, new features and launch overview.

**Target Audience:**
- Sales, Marketing, SEs, Services

**Duration:** 18 Minutes

## CX7000 Device: Technical Positioning CXOT102

This module is designed for Technical Representatives who are marketing the CX7000 to IT decision makers. The CX Device Sales Overview and Positioning module is a prerequisite and should be completed first, so that the learner has a basic understanding of the CX product line. In this module, the components and features of the CX7000 are viewed in relationship to Microsoft® Lync and the infrastructure that supports its rich collaboration room presence.

**Target Audience:**
- Sales, Marketing, SEs, Services

**Duration:** 30 Minutes
Positioning Microsoft Lync Room Solutions PMLROS105

<table>
<thead>
<tr>
<th>Description</th>
<th>Target Audience</th>
<th>Duration</th>
</tr>
</thead>
<tbody>
<tr>
<td>This course highlights room solutions appropriate for Microsoft Lync</td>
<td>Sales, Marketing</td>
<td>10 Minutes</td>
</tr>
<tr>
<td>environments and why Polycom and Microsoft are market leaders in this</td>
<td></td>
<td></td>
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<tr>
<td>segment, as well as some information regarding the importance of this</td>
<td></td>
<td></td>
</tr>
<tr>
<td>market to Polycom and who to sell to</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Supporting Microsoft Lync Room Solutions - MCSSLOS102

<table>
<thead>
<tr>
<th>Description</th>
<th>Target Audience</th>
<th>Duration</th>
</tr>
</thead>
<tbody>
<tr>
<td>This course provides an overview the support methodology for Microsoft</td>
<td>Sales, Marketing</td>
<td>10 Minutes</td>
</tr>
<tr>
<td>Lync Room Solution environments. It will look at why the support strategy</td>
<td></td>
<td></td>
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<tr>
<td>is different for this solution and how the solution is built and put</td>
<td></td>
<td></td>
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<tr>
<td>together, and how support is offered to the customer as a result.</td>
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</tr>
</tbody>
</table>

Microsoft: Design, Deployment, Configuration & Troubleshooting (Level 3) MICAT301

<table>
<thead>
<tr>
<th>Description</th>
<th>Target Audience</th>
<th>Duration</th>
</tr>
</thead>
<tbody>
<tr>
<td>An advanced classroom training that provides the knowledge and skills to</td>
<td>Services (SEs may also</td>
<td>3 Days</td>
</tr>
<tr>
<td>design, deploy and troubleshoot Polycom integration with a Microsoft</td>
<td>take this course)</td>
<td></td>
</tr>
<tr>
<td>Unified Communications environment comprising Lync Server and Lync client</td>
<td></td>
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</tr>
<tr>
<td>deployed on Windows and CX phones, HDX endpoints, RMX media servers, and</td>
<td></td>
<td></td>
</tr>
<tr>
<td>DMA virtualization servers.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Deploying and Supporting Polycom Voice Solutions for Microsoft Lync: Level 3 - MICDSAT302

<table>
<thead>
<tr>
<th>Description</th>
<th>Target Audience</th>
<th>Duration</th>
</tr>
</thead>
<tbody>
<tr>
<td>This course provides the skills to deploy and support Polycom Voice</td>
<td>Services (SEs may also</td>
<td>2 Days</td>
</tr>
<tr>
<td>solutions to integrate into a Microsoft Lync environment. This course also</td>
<td>take this course)</td>
<td></td>
</tr>
<tr>
<td>has an assessment: “Assessment: Deploying and Supporting Polycom Voice</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Solutions for Microsoft Lync MICDSATEX301.” See assessment section for</td>
<td></td>
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</tr>
<tr>
<td>more details.</td>
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</tbody>
</table>

Coming Soon!
<table>
<thead>
<tr>
<th>Course Code</th>
<th>Course Title</th>
<th>Description</th>
<th>Target Audience</th>
<th>Duration</th>
</tr>
</thead>
<tbody>
<tr>
<td>PLCMVOS102</td>
<td>Introduction to Polycom Voice</td>
<td>This module gives an introduction to Polycom Voice. It covers the technology behind voice and Polycom desktop solutions.</td>
<td>Sales, Marketing, SEs</td>
<td>13 Minutes</td>
</tr>
<tr>
<td>RPVOS104</td>
<td>Positioning Desktop Voice</td>
<td>This module follows on from the Introduction to Polycom Voice and looks at Desktop Voice and how to position it with your customer. It covers why Polycom is the market leader, why this is important to Polycom and it also looks at the Desktop Voice portfolio available.</td>
<td>Sales, Marketing, SEs</td>
<td>16 Minutes</td>
</tr>
<tr>
<td>RPVOS105</td>
<td>Positioning Conference Voice</td>
<td>This module follows on from the Introduction to Polycom Voice and looks at Conference Voice and how to position it with your customers. It covers why Polycom is the market leader, why this is important to Polycom and it also looks at the Conference Voice portfolio available.</td>
<td>Sales, Marketing, SEs</td>
<td>11 Minutes</td>
</tr>
<tr>
<td>RPEOS113</td>
<td>Experience VVX Business Media Phone</td>
<td>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.</td>
<td>Sales, Marketing, SEs</td>
<td>12 Minutes</td>
</tr>
<tr>
<td>RPEVVOS101</td>
<td>VVX 600 Business Media Phone &amp; Camera</td>
<td>This module provides an introduction to the VVX600 and the VVX600 camera. The course covers market positioning and competition and includes launch details and sales tools.</td>
<td>Sales, Marketing, SEs, Services</td>
<td>19 Minutes</td>
</tr>
<tr>
<td>Installed Voice: Sales Overview &amp; Positioning IVBOS101</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>------------------------------------------------------</td>
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</tr>
</tbody>
</table>
| This module provides an introduction to Installed Voice and an overview of the Polycom SoundStructure product line. It also provides a competitive comparison and information on market opportunities and sales guidance. | **Target Audience:** Sales, Marketing, SEs, Services  
**Duration:** 50 Minutes |

<table>
<thead>
<tr>
<th>Installed Voice: Technical Positioning IVBOT102</th>
<th></th>
</tr>
</thead>
</table>
| This module provides a technical introduction to the Installed Voice Products including what the products do, typical applications for the solutions, an overview of the SoundStructure and Vortex product models, details on the SoundStructure accessories, and next steps for additional technical information. | **Target Audience:** Sales, Marketing, SEs, Services  
**Duration:** 50 Minutes |
# Selling Polycom Services

## Increase Revenue with Advantage Service SEROS104

| This module provides an overview of the new Advantage Service, a new high-value support offering available in February 2014 as Partner branded or Polycom branded offering from the Polycom Services team. | **Target Audience:** Sales, Marketing, SEs  
**Duration:** 7 Minutes |
---|---|

## Federal

## Federal Program Overview FEDOS101

| This module introduces the purpose and benefit of the Polycom Federal Certification Program. It discusses the benefits and requirements, describes the Preferred Program eligibility criteria and process, and summarizes both the US Trade Agreement Act and the GSA program guidelines and process. | **Target Audience:** Sales, Marketing, SEs  
**Duration:** 30 Minutes |
| **Fundamentals Series FSIT201** |  
|---|---|
| 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. | **Target Audience:** SEs, Services  
**Duration:** 2 Hours |

| **RealPresence Platform: Level 2 Readiness Pre-work** |  
|---|---|
| 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. | **Target Audience:** SEs, Services  
**Duration:** 2 Hours |

| **Level 1 Technical Training FVVOT201** |  
|---|---|
| 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. | **Target Audience:** SEs, Services  
**Duration:** Varies |

| **Active Directory Essentials Overview & Management (Level 2) ADEDOMIT202** |  
|---|---|
| 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 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. | **Target Audience:** Services, SEs  
**Duration:** 4 hours |

| **Active Directory Essentials Design (Level 2) ADEDIT203** |  
|---|---|
| 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. | **Target Audience:** Services, SEs  
**Duration:** 4 hours |
<table>
<thead>
<tr>
<th>Essentials Communication Security Skills for Polycom Solutions (Level 2) ESCSIT202</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image1.png" alt="Image" /></td>
</tr>
<tr>
<td><strong>Target Audience:</strong> Services, SEs</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Essentials Network Infrastructure Security Skills for Polycom Solutions (Level 2) ESNIIT203</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image2.png" alt="Image" /></td>
</tr>
<tr>
<td><strong>Target Audience:</strong> Services, SEs</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Essentials Virtualization Skills for Polycom Solutions (Level 2) ESVIT204</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image3.png" alt="Image" /></td>
</tr>
<tr>
<td><strong>Target Audience:</strong> Services, SEs</td>
</tr>
</tbody>
</table>
### Assessments

<table>
<thead>
<tr>
<th>Assessment: Polycom Video Endpoints: (Level 1) RPEEXOS103</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Polycom RealPresence Environments: Level 1 Assessment tests that the successful candidate understands the capabilities of the Polycom products that support videoconferencing ‘On the Go’ and in a Home Office, Work Office, Conference Room or Immersive Theater. They will also be able to position the benefits of the products in relation to customer scenarios.</td>
</tr>
<tr>
<td><strong>Target Audience:</strong> Sales</td>
</tr>
<tr>
<td><strong>Duration:</strong> 30 Minutes</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Assessment: Polycom Video Endpoints Technical (Level 1) RPEEXOT104</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Polycom RealPresence Environments: Level 1 Technical Assessment tests that the successful candidate understands the technical positioning and capabilities of the Polycom products that support videoconferencing ‘On the Go’ and in a Home Office, Work Office, Conference Room or Immersive Theater. They will also be able to position the benefits of the products in relation to customer scenarios.</td>
</tr>
<tr>
<td><strong>Target Audience:</strong> SEs</td>
</tr>
<tr>
<td><strong>Duration:</strong> 30 Minutes</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Assessment: RealPresence Platform: (Level 1) RPPEXOS103</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Polycom RealPresence Platform: Level 1 Assessment tests that the successful candidate has the necessary knowledge to describe the capabilities of the solution and its components. They will also be able to position the benefits of the RealPresence Platform in relation to customer scenarios.</td>
</tr>
<tr>
<td><strong>Target Audience:</strong> Sales</td>
</tr>
<tr>
<td><strong>Duration:</strong> 30 Minutes</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Assessment: RealPresence Platform: Technical (Level 1) RPPEXOT104</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Polycom RealPresence Platform: Level 1 Technical Assessment tests that the successful candidate has the necessary knowledge to describe the technical positioning and capabilities of the solution and its components. They will also be able to position the benefits of the RealPresence Platform in relation to customer scenarios.</td>
</tr>
<tr>
<td><strong>Target Audience:</strong> SEs</td>
</tr>
<tr>
<td><strong>Duration:</strong> 30 Minutes</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Assessment: Immersive Telepresence Level 1 ITPEX101</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Polycom Immersive Telepresence Level 1 Assessment tests that the successful candidate has the necessary knowledge to describe the capabilities of the solution and its components. They will also be able to position the benefits of Immersive Telepresence in relation to customer scenarios.</td>
</tr>
<tr>
<td><strong>Target Audience:</strong> Sales</td>
</tr>
<tr>
<td><strong>Duration:</strong> 30 Minutes</td>
</tr>
</tbody>
</table>
### Assessment: Immersive Telepresence Technical Level 1 ITPEX102

The Polycom Immersive Telepresence Technical Level 1 Assessment tests that the successful candidate has the necessary knowledge to describe the capabilities of the solution and its components. They will also be able to position the benefits of Immersive Telepresence in relation to customer scenarios.

| Target Audience: SEs | Duration: 30 Minutes |

### Assessment: Polycom Voice Level 1 PLCMVEX101

This assessment measures your understanding of several voice, e-Learning courses.

| Target Audience: Sales | Duration: 30 Minutes |

### Assessment: Polycom Voice Technical Level 1 VOPOT102

The Polycom Voice Technical Level 1 Assessment builds on the skills required for the Polycom Voice Level 1 Assessment. It tests that the successful candidate has the knowledge required to assist with a technical presentation to a customer, discuss the technologies that underpin voice solutions, describe the functionality of each of Polycom’s voice product sets, demonstrate the basic features of Polycom’s voice solutions, and select appropriate Polycom products for a given customer scenario.

| Target Audience: SEs | Duration: 30 Minutes |

### Assessment Microsoft Lync Level 1 MICEX102

The Microsoft Lync Level 1 Assessment tests that the successful candidate has the necessary knowledge to describe the capabilities of the solution and its components. They will also be able to position the benefits of the Microsoft Lync in relation to customer scenarios.

| Target Audience: Sales | Duration: 30 Minutes |

### Assessment Microsoft Lync Technical Level 1 MICEX103

The Microsoft Lync Technical Level 1 Assessment tests the same skills required for the Microsoft Lync Level 1 Assessment as well as the additional skills required for technical audiences.

| Target Audience: SEs | Duration: 30 Minutes |

### Assessment: AD Essentials Design ADDEX005

This assessment is related to Active Directory Essentials Design (Level 2) ADEDT203 self-paced learning course.

<p>| Target Audience: Services, SEs | Duration: 30 Minutes |</p>
<table>
<thead>
<tr>
<th>Assessment: AD Essentials Overview and Management ADOMEX004</th>
</tr>
</thead>
</table>
| This assessment is related to Active Directory Essentials Overview | **Target Audience:** Services, SEs  
**Duration:** 30 Minutes |

<table>
<thead>
<tr>
<th>Assessment: Communication Security Essentials CSEEX002</th>
</tr>
</thead>
</table>
| This assessment is related to Essentials Communication Security Skills for Polycom Solutions (Level 2) ESCSIT202 self-paced learning course. | **Target Audience:** Services, SEs  
**Duration:** 30 Minutes |

<table>
<thead>
<tr>
<th>Assessment: Essential Virtualization Skills EVEX008</th>
</tr>
</thead>
</table>
| This assessment is related to Essential Virtualization Skills for Polycom Solutions (Level 2) ESVIT204 self-paced learning course. | **Target Audience:** Services, SEs  
**Duration:** 30 Minutes |

<table>
<thead>
<tr>
<th>Assessment: IP Networking Skills for Polycom Solutions IPNPEX008</th>
</tr>
</thead>
</table>
| This assessment is related to IP Networking Skills for Polycom Solutions IPNPEX008 self-paced learning course. | **Target Audience:** Services, SEs  
**Duration:** 30 Minutes |

<table>
<thead>
<tr>
<th>Assessment: Network Infrastructure Security Essentials NIFEX001</th>
</tr>
</thead>
</table>
| This assessment is related to Essential Network Infrastructure Security Skills for Polycom Solutions ESNIT203 self-paced learning course. | **Target Audience:** Services, SEs  
**Duration:** 30 Minutes |

<table>
<thead>
<tr>
<th>Assessment: Polycom/Microsoft Integration: Technical Training PLCMITEX301</th>
</tr>
</thead>
</table>
| This assessment is related to Microsoft: Design, Deployment, Configuration & Troubleshooting (Level 3) MICAT301. | **Target Audience:** Services, SEs  
**Duration:** 30 Minutes |

<table>
<thead>
<tr>
<th>Assessment: RealPresence Platform: Proof of Concept (POC), Design &amp; Deployment (Level 2) RPPOCDDEX09</th>
</tr>
</thead>
</table>
| This assessment should be taken at the conclusion of RealPresence Platform: Proof of Concept (POC) Design | **Target Audience:** SEs  
**Duration:** 30 Minutes |
### Assessment: RealPresence Resource Manager RPMEX006

This assessment is related to RealPresence: Resource Manager Overview (Level 2) RPRMIT202 self-paced learning course.  

| Target Audience: | Services, SEs |
| Duration:        | 30 Minutes    |

### Assessment: RealPresence: Technical Positioning & Demonstration RPPOCX003

This assessment should be taken at the conclusion of RealPresence: Technical Positioning  

| Target Audience: | SEs |
| Duration:        | 30 Minutes |

### Assessment: DS RealPresence Platform Virtual Edition RPPVEATEX301

This assessment should be taken at the conclusion of RealPresence: Technical Positioning Deploying and Supporting RealPresence Platform Virtual Edition (Level 3) RPPVEAT301.  

| Target Audience: | Services and SEs |
| Duration:        | 30 Minutes |

### Assessment: Deploying and Supporting Polycom Voice Solutions for Microsoft Lync MICDSATEX301

This assessment should be taken at the conclusion of Deploying and Supporting Polycom Voice Solutions for Microsoft Lync: Level 3 - MICDSAT302.  

| Target Audience: | Services and SEs |
| Duration:        | 30 Minutes |
Certification and Specialization Learning Plans and Tracks
Partner Certification and Specialization

For more information about Certification and Specialization, please see PartnerConnect.

Please engage with your Channel Business Manager and discuss your Certification and Specialization status and options.
Video Endpoints Certification (formerly RealPresence Environments)

In order to meet the certification requirements for Video Endpoints (formerly known as RealPresence Environments), your Sales staff need to complete the Video Endpoints: Sales Track RPEOS100, and Pre-Sales Technical staff need to complete the Video Endpoints: Technical Track RPEOT200. Each includes a required assessment with recommended eLearning modules.

Sales

Step 1 – eLearning
Complete REQUIRED courses in Partnering to Win PTWOS100
- Introduction to Polycom PLCMOS101
- Introduction to Voice and Video Technologies RPPAVOS102

Step 2 – eLearning
Prepare for the assessment in Step 3 by taking RECOMMENDED courses
- RealPresence Solutions: Primer Training RPVOS101
- Introduction to RealPresence Mobile RPMOS101
- Introduction to RealPresence Desktop for Windows RPEDOS102
- RealPresence: Room Solutions RPERSOS101
- Introduction to HDX Series RPEHDSOS104
- VVX 600 Business Media Phone & Camera RPEVVSOS101
- Introduction to RealPresence Group Series RPEGSOS103
- Experience VVX Business Media Phone RPEOS113
- Modules in RealPresence Platform: Level 2 Readiness Pre-Work

Step 3 – Assessment
Take the REQUIRED assessment
- Assessment: Polycom Video Endpoints Technical (Level 1) RPEEXOT104

Video Endpoints Certification (continued)

Pre-Sales Technical

Step 1 – eLearning
Complete REQUIRED courses in Partnering to Win PTWOS100
- Introduction to Polycom PLCMOS101
- Introduction to Voice and Video Technologies RPPAVOS102

Step 2 – eLearning
Prepare for the assessment in Step 3 by taking RECOMMENDED courses
- RealPresence Solutions: Primer Training RPVOS101
- Introduction to RealPresence Mobile RPMOS101
- Introduction to RealPresence Desktop for Windows RPEDOS102
- RealPresence: Room Solutions RPERSOS101
- Introduction to HDX Series RPEHDSOS104
- VVX 600 Business Media Phone & Camera RPEVVSOS101
- Introduction to RealPresence Group Series RPEGSOS103
- Experience VVX Business Media Phone RPEOS113
- Modules in RealPresence Platform: Level 2 Readiness Pre-Work

Step 3 – Assessment
Take the REQUIRED assessment
- Assessment: Polycom Video Endpoints Technical (Level 1) RPEEXOT104

CERTIFIED
Completed Video Endpoints: Technical Track RPEOT200

Courseware listed in these tracks is subject to change with new and improved content. Please use this information as a guide. Polycom University will always show the most recent and updated courseware.
Polycom Voice Endpoints Certification (Formally VoIP Sales)

Voice Endpoints Certification
(formerly VoIP Sales)

In order to meet the Certification requirements for Voice Endpoints (formerly known as VoIP Sales), your Sales staff need to complete the Voice Endpoints: Sales Track VSOS100, and Pre-Sales Technical staff need to complete the Voice Endpoints: Technical Track VSOT200. Each includes a required assessment with recommended eLearning modules.

Sales

Step 1
Complete REQUIRED courses in Partnering to Win PTWOS100
- Introduction to Polycom PLCMOS101
- Introduction to Voice and Video Technologies RPPAVOS102

Step 2
Prepare for the assessment in Step 3 by taking RECOMMENDED courses
- Introduction to Polycom Voice PLCMVOS102
- Positioning Desktop Voice RPVOS104
- Positioning Conference Voice RPVOS105
- Experience VVX Business Media Phone RPEOS113

Step 3
Take the REQUIRED assessment
- Assessment: Polycom Voice Level 1 Technical VOPOT102

CERTIFIED
Completed Voice Endpoints: Technical Track VSOT100

⚠️ Courseware listed in these tracks is subject to change with new and improved content. Please use this information as a guide. Polycom University will always show the most recent and updated courseware.
RealPresence Immersive Certification

In order to meet the Certification requirements for RealPresence Immersive, your Sales staff need to complete the RealPresence Immersive: Sales Track ITPOS100, and Pre-Sales Technical staff need to complete the RealPresence Immersive: Technical Track ITPOS200. Each includes a required assessment with recommended eLearning modules.

Sales

**Step 1**
Complete REQUIRED courses in Partnering to Win PTWOS100
- Introduction to Polycom PLCMOS101
- Introduction to Voice and Video Technologies RPPAVOS102

**Step 2**
Prepare for the assessment in Step 3 by taking RECOMMENDED courses
- Immersive Telepresence Solution Overview ITPOS104
- Immersive Telepresence Business Drivers and Customer Requirements ITPOS106
- Immersive Telepresence Why You Should Care and How To Sell Successfully ITPOS105

**Step 3**
Take the REQUIRED assessment
- Assessment: Immersive Telepresence Level 1 ITPEX101

CERTIFIED
Completed RealPresence Immersive: Sales Track ITPOS100

Pre-Sales Technical

**Step 1**
Complete REQUIRED courses in Partnering to Win PTWOS100
- Introduction to Polycom PLCMOS101
- Introduction to Voice and Video Technologies RPPAVOS102

**Step 2**
Prepare for the assessment in Step 3 by taking RECOMMENDED courses
- Immersive Telepresence Solution Overview ITPOS104
- Immersive Telepresence Business Drivers and Customer Requirements ITPOS106
- Immersive Telepresence Why You Should Care and How To Sell Successfully ITPOS105
- RealPresence Immersive Studio Technical Specifications Document
- Polycom OTX 300 Technical Specifications Document

**Step 3**
Take the REQUIRED assessment
- Assessment: Immersive Telepresence Technical Level 1 ITPEX102

CERTIFIED
Completed RealPresence Immersive: Technical Track ITPOS200

Courseware listed in these tracks is subject to change with new and improved content. Please use this information as a guide. Polycom University will always show the most recent and updated courseware.
RealPresence Platform Certification

In order to meet the Certification requirements for RealPresence Platform, your Sales staff need to complete the RealPresence Platform: Sales Track RPPS100, and Pre-Sales Technical staff need to complete the RealPresence Platform: Technical Track RPPOT200. Each includes a required assessment with recommended elearning modules.

**Sales**

**Step 1**
Complete REQUIRED courses in Partnering to Win PTWOS100
- Introduction to Polycom PLCMS101
- Introduction to Voice and Video Technologies RPPAVOS102

**Step 2**
Prepare for the assessment in Step 3 by taking RECOMMENDED courses
- Introduction to Virtualization RPEOS111
- Introduction to RealPresence Platform RPPOS103
- Introduction to RealPresence Platform Virtual Edition RPPVEOS106
- Video Content Management Solutions RPVCMOS106
- RealPresence: Collaboration Servers RPPCSOS101
- Introduction to RealPresence Collaboration Server 1500 RPPCSOS102
- Universal Video Collaboration – RMX RMXOS101
- RealPresence: Virtualization Management – DVA 7000 DMAOS101
- RealPresence: Access Director RPPADOS101
- Introduction to CloudAxis Suite RPCAOS105
- Experience RealPresence CloudAXIS Suite RPCAESOS102

**Step 3**
Take the REQUIRED assessment
- Assessment: RealPresence Platform: Technical Level 1 (RPPEXOT104)

**CERTIFIED**
Completed RealPresence Platform Sales Track RPPS100

**RealPresence Platform Certification (continued)**

**Pre-Sales Technical**

**Step 1**
Complete REQUIRED courses in Partnering to Win PTWOS100
- Introduction to Polycom PLCMS101
- Introduction to Voice and Video Technologies RPPAVOS102

**Step 2**
Prepare for the assessment in Step 3 by taking RECOMMENDED courses
- Introduction to Virtualization RPEOS111
- Introduction to RealPresence Platform RPPOS103
- Introduction to RealPresence Platform Virtual Edition RPPVEOS106
- Video Content Management Solutions RPVCMOS106
- RealPresence: Collaboration Servers RPPCSOS101
- Introduction to RealPresence Collaboration Server 1500 RPPCSOS102
- Universal Video Collaboration – RMX RMXOS101
- RealPresence: Virtualization Management – DVA 7000 DMAOS101
- RealPresence: Access Director RPPADOS101
- Introduction to CloudAxis Suite RPCAOS105
- Experience RealPresence CloudAXIS Suite RPCAESOS102
- Fundamentals Series FSIT201
- RealPresence Platform: Level 2 Readiness Pre-work

**Step 3**
Take the REQUIRED assessment
- Assessment: RealPresence Platform: Technical Level 1 (RPPEXOT104)

**CERTIFIED**
Completed RealPresence Platform Technical Track RPPOT200

Courseware listed in these tracks is subject to change with new and improved content. Please use this information as a guide. Polycom University will always show the most recent and updated courseware.
Video Content Management Certification

In order to meet the Certification requirements for Video Content Management, your Sales staff need to complete the Video Content Management Sales Track VCMOS100, and Pre-Sales Technical staff need to complete the Video Content Management Technical Track VCMOT100. Both include required eLearning modules.

Sales

Step 1
Complete REQUIRED courses in Partnering to Win PTWOS100
- Introduction to Polycom PLCMOS101
- Introduction to Voice and Video Technologies RPPAVOS102

Step 2
Take REQUIRED courses
- Introduction to RealPresence Platform RPPOS103
- Video Content Management Solutions RPVCMOS106
- RealPresence: Media Manager Hosted Edition RPPMMOS101

Step 3
Take additional RECOMMENDED learning
- Experience RealPresence Capture Station ERPCSOS103
- Experience RealPresence Media Manager v6.5 RPEMMOS101

CERTIFIED
Completed Video Content Management Sales Track VCMOS100

Video Content Management Certification (continued)

Pre-Sales Technical

Step 1
Complete REQUIRED courses in Partnering to Win PTWOS100
- Introduction to Polycom PLCMOS101
- Introduction to Voice and Video Technologies RPPAVOS102

Step 2
Take REQUIRED courses
- Introduction to RealPresence Platform RPPOS103
- Video Content Management Solutions RPVCMOS106
- RealPresence: Media Manager Hosted Edition RPPMMOS101
- Experience RealPresence Capture Station ERPCSOS103
- Experience RealPresence Media Manager v6.5 RPEMMOS101

CERTIFIED
Completed Video Content Management Technical Track VCMOT100

Courseware listed in these tracks is subject to change with new and improved content. Please use this information as a guide. Polycom University will always show the most recent and updated courseware.
Federal Certification

Successful completion of Federal Certification requires, as a pre-requisite, completion of Video Endpoint Certification and RealPresence Platform Certification. In addition, your Sales staff and Pre-Sales Technical staff will need to complete the Federal Certification Track FSIST300. This includes one required eLearning module.

Pre-requisite: completion of Video Endpoint Certification and RealPresence Platform Certification.

Sales

Step 1
Complete Video Endpoints Certification by completing Video Endpoints: Technical Track RPEOT200 (see page 37)

Step 2
Complete RealPresence Platform Certification by completing RealPresence Platform: Technical Track RPPOS100 (see page 40)

Step 3
Complete the REQUIRED course
- Federal Program Overview FEDOS101

CERTIFIED
Completed Federal Certification Track FSIST300

Federal Certification* (continued)

Pre-Sales Technical

Step 1
Complete Video Endpoints Certification by completing Video Endpoints: Technical Track RPEOT200 (see page 37)

Step 2
Complete RealPresence Platform Certification by completing RealPresence Platform: Technical Track RPPOS100 (see page 40)

Step 3
Complete the REQUIRED course
- Federal Program Overview FEDOS101

CERTIFIED
Completed Federal Certification Track FSIST300

*Not available in APAC

Courseware listed in these tracks is subject to change with new and improved content. Please use this information as a guide. Polycom University will always show the most recent and updated courseware.
Microsoft Video Endpoint Certification

In order to meet the Certification requirements for Microsoft Video Endpoint, your Sales staff need to complete the Microsoft Video Endpoint: Sales Track MVEOS100, and Pre-Sales Technical staff need to complete the Microsoft Video Endpoint: Technical Track MVEOT200. Each includes a required eLearning module.

Sales

Step 1
Complete REQUIRED courses in Partnering to Win PTWOS100

- Introduction to Polycom PLCMOS101
- Voice and Video Technologies RPPAOS102

Pre-Sales Technical

Step 1
Complete REQUIRED courses in Partnering to Win PTWOS100

- Introduction to Polycom PLCMOS101
- Voice and Video Technologies RPPAOS102

Step 2
Take RECOMMENDED learning

- Positioning Microsoft Lync Room Solutions PMLROS105
- Supporting Microsoft Lync Room Solutions MCSLROS102

Step 3
Take REQUIRED assessment

- Assessment: Microsoft Lync Technical Level 1 MICEX101

CERTIFIED
Completed Microsoft Video Endpoint: Sales Track MVEOS100

CERTIFIED
Completed Microsoft Video Endpoint: Technical Track MVEOT200

Post-Sales Support: By completing this certification partners will be eligible to purchase partner branded maintenance services for the CX8000.

Microsoft Optimized Solution Certification

In order to meet the Certification requirements for Microsoft Optimized Solution, your Sales staff need to complete the Microsoft Optimized Solution: Sales Track MDOS100, and Pre-Sales Technical staff need to complete the Microsoft Optimized Solution: Technical Track MDOT200. Each includes required eLearning modules.

Sales

Step 1
Complete REQUIRED courses in Partnering to Win PTWOS100

- Introduction to Polycom PLCMOS101
- Introduction to Voice and Video Technologies RPPAOS102

Pre-Sales Technical

Step 1
Complete REQUIRED courses in Partnering to Win PTWOS100

- Introduction to Polycom PLCMOS101
- Introduction to Voice and Video Technologies RPPAOS102

Step 2
Take the REQUIRED course

- CX Device: Sales Overview and Positioning CXOS101
- CX 7000 Device: Technical Positioning CXOT102

CERTIFIED
Completed Microsoft Optimized Solution: Sales Track MDOS100

CERTIFIED
Completed Microsoft Optimized Solution: Technical Track MDOT200

Courseware listed in these tracks is subject to change with new and improved content. Please use this information as a guide. Polycom University will always show the most recent and updated courseware.
Installed Voice Certification

In order to meet the Certification requirements for Installed Voice, your Sales staff need to complete the Installed Voice: Sales Track IVOS100, and Pre-Sales Technical staff need to complete the Installed Voice: Technical Track IVT200. Each includes required eLearning modules.

**Sales**

**Step 1**
Complete REQUIRED courses in Partnering to Win PTWOS100

- Introduction to Polycom PLCMOS101
- Introduction to Voice and Video Technologies RPPAVOS102

**Step 2**
Take the REQUIRED course

- Installed Voice: Sales Overview & Positioning IVBOS101

**CERTIFIED**
Completed Installed Voice: Sales Track IVOS100

**Pre-Sales Technical**

**Step 1**
Complete REQUIRED courses in Partnering to Win PTWOS100

- Introduction to Polycom PLCMOS101
- Introduction to Voice and Video Technologies RPPAVOS102

**Step 2**
Take the REQUIRED courses

- Installed Voice: Sales Overview & Positioning IVBOS101
- Installed Voice: Technical Positioning IVBOT102

**CERTIFIED**
Completed Installed Voice: Technical Track IVOT200

Courseware listed in these tracks is subject to change with new and improved content. Please use this information as a guide. Polycom University will always show the most recent and updated courseware.
RealPresence Solutions Specialization

**Value proposition**
Achieve the highest level of sales competency for video collaboration, and enable your Sales and System Engineers to sell and position the Polycom solution. This Specialization is a prerequisite for all other Specializations, and allows your organization to build on the foundation expertise and knowledge you have on Polycom video endpoints and the RealPresence Platform, and progress through the program.

RealPresence Solutions Specialization is a REQUIRED pre-requisite for all other Specializations.

Sales (minimum 4 people to complete all steps)

**Step 1** Complete REQUIRED eLearning modules
- Introduction to Polycom PLCMS101
- Introduction to Voice and Video Technologies RPPAVOS102

**Step 2** Take the REQUIRED assessment
- Assessment: Video Endpoints: Level 1 RPEEXOS103
  Recommended preparatory learning for this assessment can be found on page 37.

**Step 3** Take the REQUIRED assessment
- Assessment: RealPresence Platform: Level 1 RPEEXOS103
  Recommended preparatory learning for this assessment can be found on page 40.

**SPECIALIZED**
Completed RealPresence Solutions Specialization Sales Track (RPSIS300)

**RealPresence Solutions Specialization (continued)**

Pre-Sales Technical (minimum 3 Sales people to complete all steps)

**Step 1** Complete REQUIRED eLearning modules and assessments
- Introduction to Polycom PLCMS101
- Introduction to Voice and Video Technologies RPPAVOS102
- Assessment: Video Endpoints: Technical Level 1 RPEEXOT104
- Assessment: RealPresence Platform: Technical Level 1 RPPEXOT104
  Recommended preparatory learning for the assessments can be found on pages 37 and 40.

**Step 2** Complete ONE of these 3 options
- RealPresence Platform: Proof of Concept (POC) Design & Deployment (Level 2) RPOCDMX09
  OR
- RealPresence Platform: Implementation, Configuration & Troubleshooting (Level 2) RPIIT202
  OR
- PCVE Certification

**Step 3** Take the REQUIRED assessment
- Assessment: RealPresence Platform: Proof of Concept (POC) Design & Deployment (Level 2) RPOCDMX09

**SPECIALIZED**
Completed RealPresence Solutions Specialization Technical Track (RPSIT300)
RealPresence Services Specialization

Value proposition
Invest in your Services organization to provide post-sales support for video and infrastructure.

<table>
<thead>
<tr>
<th>Enables you to provide services for</th>
<th>Products included</th>
</tr>
</thead>
<tbody>
<tr>
<td>RealPresence Platform</td>
<td>RMX/DMX/EMA/RM/RRP/CXAXIS/RSS (Appliance-based and Virtual Editions)</td>
</tr>
<tr>
<td>Endpoints</td>
<td>HDX, Group Series</td>
</tr>
</tbody>
</table>

RealPresence Services Specialization excludes support for Immersive Telepresence and VCIM products (which have their own dedicated Services Specializations as defined below).

For Voice products you can complete the appropriate Sales Certifications or Product Registration to be eligible to purchase Partner Branded Services (see Product Registration table on next page).

<table>
<thead>
<tr>
<th>Registration Name</th>
<th>Qualifies Partner to Sell</th>
<th>Minimum number of registrations required</th>
</tr>
</thead>
<tbody>
<tr>
<td>QDX</td>
<td>Sell QDX 6000</td>
<td>1</td>
</tr>
<tr>
<td>Microsoft Optimized CX Devices (excluding CX7000)</td>
<td>CX Devices (excluding CX7000)</td>
<td>1</td>
</tr>
<tr>
<td>Circuit Switched conference phones</td>
<td>SoundStation 2, SoundStation 2W, VoiceStation 300/500, VTX 1000</td>
<td>1</td>
</tr>
<tr>
<td>SoundStation IP</td>
<td>SoundStation IP and SoundStation Duo (Certification with approved call control provider required)</td>
<td>1</td>
</tr>
</tbody>
</table>

Sales and Pre-Sales Technical roles within a partner organization must complete RealPresence Solutions Specialization (see page 45) for the partner organization to satisfy RealPresence Services Specialization requirements. These are typically different learners, however, than those who would complete RealPresence Services Specialization.

RealPresence Services Specialization – Help Desk (RPSAT300)

Value proposition
Your Help Desk personnel should complete this training track to gain the competency and knowledge they need to support Polycom solutions.

Step 1 Recommended Training and Required Examination Pass
- RECOMMENDED Fundamentals Series FSIT201 (90 minutes)
- RECOMMENDED RealPresence Platform: Implementation, Configuration & Troubleshooting (Level 2) 5-day ILT RPIIT202 OR equivalent technical experience
- REQUIRED Polycom Certified Videoconferencing Engineer (PCVE) exam

Step 2 Recommended Remote Labs Self-Paced Training and Required Assessments
- Active Directory Essentials Overview & Management
  - RECOMMENDED Remote Labs ADEDOMIT202 (6 hours)
  - REQUIRED Assessment ADOMEX004 (30 minutes)
- Active Directory Essentials Design
  - RECOMMENDED Remote Labs ADEDIT203 (6 hours)
  - REQUIRED Assessment ADDEX005 (30 minutes)
- Essentials Communication Security Skills for Polycom Solutions
  - RECOMMENDED Remote Labs ESCSIT202 (6 hours)
  - REQUIRED Assessment CSEEX002 (30 minutes)
### RealPresence Services Specialization — Help Desk (RPSAT300)

#### Step 2: Recommended Remote Labs Self-Paced Training and Required Assessments

- **Essentials Network Infrastructure Security Skills for Polycom Solutions**
  - RECOMMENDED Remote Labs ESNIT203 (6 hours)
  - REQUIRED Assessment NIFEX001 (30 minutes)

- **RealPresence Resource Manager**
  - RECOMMENDED Remote Labs RPRMIT202 (6 hours)
  - REQUIRED Assessment RPMEX006 (30 minutes)

- **Essential Virtualization Skills for Polycom Solutions**
  - RECOMMENDED Remote Labs ESVIT204 (6 hours)
  - REQUIRED Assessment EVEX008 (30 minutes)

#### Step 3: Required Instructor-led Training

- **RealPresence Platform: Design, Deployment, Configuration and Troubleshooting (Level 3)** 3-day ILT RPPDAT301

#### Step 4: Required Instructor-led Training

- **RealPresence Platform: Security and Firewall Traversal Using RealPresence Access Director (Level 3)** 2-day ILT RPSAT301

#### Step 5: Required Instructor-led Training

- **RealPresence CloudAXIS Suite and Virtualization Essentials (Level 3)** RPCAVESAT301

#### Step 6: Required eLearning, Remote Labs Self-paced Training, and Assessment

- REQUIRED Introduction to RealPresence Platform Virtual Edition (Level 1) RPPVCOV306
- REQUIRED Deploying and Supporting RealPresence Platform Virtual Edition (Level 3) RPPVEAT301
- REQUIRED Assessment RPPVEATEX301

**SPECIALIZED**

- Completed RealPresence Services Specialization — Help Desk (RPSAT300)

- Required Continuing Professional Education
- Review Self-paced Solution Updates Breaking News RPBNI201
RealPresence Services Specialization Continued

RealPresence Services Specialization – Field Support Engineer (RPSAT300FSE)

Value proposition
Your Field Support personnel should complete this training track to gain the competency and knowledge to support Polycom solutions.

Step 1 Recommended Training and Required Examination Pass

- RECOMMENDED Fundamentals Series FSIT201 (90 minutes)
- RECOMMENDED RealPresence Platform: Implementation, Configuration & Troubleshooting (Level 2) 5-day ILT RPIT202 OR equivalent technical experience
- REQUIRED Polycom Certified Videoconferencing Engineer (PCVE) exam

Step 2 Required Assessment

- RealPresence Resource Manager Overview
  - RECOMMENDED Remote Labs RPRMIT202 (6 hours)
  - PASS REQUIRED Assessment RPMEX006 (30 minutes)

- SPECIALIZED
  - Completed RealPresence Services Specialization – Field Support Engineer (RPSAT300FSE)

Required Continuing Professional Education
- Review Self-paced Solution Updates Breaking News RPBNIT201

Real Presence Implementation Services Specialization

Value proposition
Leverage your investment in your Services organization to provide deployment services for video, infrastructure and installed voice products. Offer your customer a full solution by deploying their solution into their environment.

Polycom offers two levels of Implementation Services, depending on the complexity of the solution you sell:

- Essential Services enables you to deploy the RealPresence Collaboration Server (RMX) and Video Endpoints only
- RealPresence Implementation Services enables you to deploy the complete RealPresence Platform solution and Video Endpoints

Sales and Pre-Sales Technical roles within a partner organization must complete RealPresence Solutions Specialization (see page 45) for the partner organization to satisfy any/all of the RealPresence Implementation Services Specialization requirements. These are typically different learners, however, than those who would complete the RealPresence Implementation Services Specialization.
RealPresence Implementation Services Specialization Continued

Essential Implementation Services – Field/Implementation Engineer

Step 1  Recommended Training and Required Examination Pass

- **RECOMMENDED** Fundamentals Series FSIT201 (90 minutes)
- **RECOMMENDED** RealPresence Platform: Implementation, Configuration & Troubleshooting (Level 2) 5-day ILT RPIT202 OR equivalent technical experience
- **REQUIRED** Polycom Certified Videoconferencing Engineer (PCVE) exam

SPECIALIZED
Completed Essential Implementation Services – Field/Implementation Engineer

Required Continuing Professional Education
Review Self-paced Solution Updates Breaking News RPBNIT201

Courseware listed in these tracks is subject to change with new and improved content. Please use this information as a guide. Polycom University will always show the most recent and updated courseware.

RealPresence Implementation Services – Field/Implementation Engineer (RPIMPAT300)

**Value proposition**

Your Implementation Engineers should complete this training track to gain the competency and knowledge to plan and deploy Polycom RealPresence Platform solutions.

Sales and Pre-Sales Technical roles within a partner organization must complete RealPresence Solutions Specialization (see page 45) for the partner organization to satisfy RealPresence Implementation Services Specialization requirements. These are typically different learners, however, than those who would complete the RealPresence Implementation Services Specialization.

Step 1  Recommended Training and Required Examination Pass

- **RECOMMENDED** Fundamentals Series FSIT201 (90 minutes)
- **RECOMMENDED** RealPresence Platform: Implementation, Configuration & Troubleshooting (Level 2) 5-day ILT RPIT202 OR equivalent technical experience
- **REQUIRED** Polycom Certified Videoconferencing Engineer (PCVE) exam

Step 2  Recommended Remote Labs Self-Paced Training and Required Assessments

- Active Directory Essentials Overview & Management
  - **RECOMMENDED** Remote Labs ADEDOMIT202 (6 hours) PASS
  - **REQUIRED** Assessment ADEMX004 (30 minutes)
- Active Directory Essentials Design
  - **RECOMMENDED** Remote Labs ADEEDIT203 (6 hours) PASS
  - **REQUIRED** Assessment ADDEX005 (30 minutes)
RealPresence Implementation Services Specialization Continued

RealPresence Implementation Services – Field/Implementation Engineer (RPIMPAT300) (continued)

Step 2  Recommended Remote Labs Self-Paced Training and Required Assessments (continued)
- Essentials Communication Security Skills for Polycom Solutions
  - RECOMMENDED Remote Labs ESCSIT202 (6 hours)
  - REQUIRED Assessment CSEEK002 (30 minutes)
- Essentials Network Infrastructure Security Skills for Polycom Solutions
  - RECOMMENDED Remote Labs ESNIT203 (6 hours)
  - REQUIRED Assessment NIFEX001 (30 minutes)
- RealPresence Resource Manager
  - RECOMMENDED Remote Labs RPIMIT202 (6 hours)
  - REQUIRED Assessment RPMEX006 (30 minutes)
- Essential Virtualization Skills for Polycom Solutions
  - RECOMMENDED Remote Labs ESVIT204 (6 hours)
  - REQUIRED Assessment EVEX008 (30 minutes)

Step 3  Required Instructor-led Training
- RealPresence Platform: Design, Deployment, Configuration and Troubleshooting (Level 3) 3-day ILT RPPDAT301

Step 4  Required Instructor-led Training
- RealPresence Platform: Security and Firewall Trouaversal Using RealPresence Access Director (Level 3) 2-day ILT RPSAT301

Step 5  Required Instructor-led Training
- RealPresence CloudAXIS Suite and Virtualization Essentials (Level 3) RPACEASAT301

Step 6  Required eLearning, Remote Labs Self-paced Training, and Assessment
- REQUIRED Introduction to RealPresence Platform Virtual Edition (Level 1) RPPVEOS106
- REQUIRED Deploying and Supporting RealPresence Platform Virtual Edition (Level 3) RPPVEAT301
- REQUIRED Assessment RPPVEATEX301

Step 7  Required Field Training
- RealPresence Implementation Services Specialization Practical Field Training RPISSPEX301

SPECIALIZED
Completed RealPresence Implementation Services – Field/Implementation Engineer (RPIMPAT300)

Required Continuing Professional Education Review Self-paced Solution Updates Breaking News RPBNIT201
Video Content Management (VCM) Implementation Services Specialization

(To be released)

Value proposition

VCM Implementation Services Specialization is a new Specialization being introduced in 2014 for partners who are interested in deploying the VCM product range:

- VCM Implementation Services Specialization will enable you to deploy the single appliance based solution

Sales and Pre-Sales Technical roles within a partner organization must complete RealPresence Solutions Specialization (see page 45) for the partner organization to satisfy Video Content Management (VCM) Implementation Services Specialization requirements. These are typically different learners, however, than those who would complete the VCM Implementation Services Specialization.

RealPresence Immersive Specialization

Value proposition

This Specialization is for partners who want to sell and support the immersive experience – creating virtual meeting environments combining the highest quality voice and video for a real-as-life collaboration experience. Building on other Specializations, you will need to complete the RealPresence Solutions Specialization as a pre-requisite to build the required technology knowledge, and then complete the specific criteria for immersive solutions.

Sales and Pre-Sales Technical roles within a partner organization must complete RealPresence Solutions Specialization for the partner organization to satisfy pre-requisite requirements for RealPresence Immersive Specialization. Those same learners would continue their learning path to complete RealPresence Immersive Specialization. Requirements for RealPresence Solutions Specialization are already built into the learning tracks below.

Courseware listed in these tracks is subject to change with new and improved content. Please use this information as a guide. Polycom University will always show the most recent and updated courseware.
RealPresence Immersive: Sales Specialization (RPIIS300)

Account Manager

**Step 1: Complete RealPresence Solutions Specialization**
- Complete REQUIRED eLearning modules
  - Introduction to Polycom PLCMOS101
  - Introduction to Voice and Video Technologies RPPAVOS102
- Take the REQUIRED assessments
  - Assessment: Video Endpoints: Level 1 RPEEXOS103
  - Assessment: RealPresence Platform: Level 1 RPEXOS103
  
  Recommended preparatory learning for these assessments can be found on pages 37 and 40.

**Step 2: Required Assessment**
- Assessment: Immersive Telepresence Level 1 IPTEX101
  
  Recommended preparatory learning for this assessment can be found on page 39.

**SPECIALIZED**
- Completed RealPresence Immersive: Sales Specialization (RPIIS300)

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RealPresence Immersive: Technical Specialization (RPIIT300)

Pre-Sales Technical

**Step 1: Complete RealPresence Solutions Specialization**
- Complete REQUIRED eLearning modules
  - Introduction to Polycom PLCMOS101
  - Introduction to Voice and Video Technologies RPPAVOS102
- Take the REQUIRED assessments
  - Assessment: Video Endpoints: Technical Level 1 RPEEXOT104
  - Assessment: RealPresence Platform: Technical Level 1 RPEXOT104
  
  Recommended preparatory learning for the assessments can be found on pages 37 and 40.

**Complete ONE of these 3 options**
- RealPresence Platform: Proof of Concept (POC) Design & Deployment (Level 2) RPPIT201
  - OR
- RealPresence Platform: Implementation, Configuration & Troubleshooting (Level 2) RPIIT202
  - OR
- PCVE Certification

**Take the REQUIRED assessment**
- Assessment: RealPresence Platform: Proof of Concept (POC) Design & Deployment (Level 2) RPOCDDEX99

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Courseware listed in these tracks is subject to change with new and improved content. Please use this information as a guide. Polycom University will always show the most recent and updated courseware.
RealPresence Immersive: Technical Specialization (RPIIT300) (continued)

Pre-Sales Technical

- **Step 2: Required Assessment**
  - Assessment: Immersive Telepresence Technical Level 1 ITPEX102
  - Recommended preparatory learning for this assessment can be found on page 39.

- **Step 3: Required Instructor-led Training**
  - New ILT expected release in late Q3 2014

- **Specialized**
  - Completed RealPresence Immersive: Technical Specialization (RPIIT300)

RealPresence Immersive Specialization Continued

RealPresence Immersive: Services Specialization (RPIAT300)

Value proposition

RealPresence Immersive Services Specialization is ideal for partners seeking to differentiate their practice through higher levels of support and who desire to have the highest degree of expertise in maintaining Polycom RealPresence Immersive solutions.

- **Step 1: Required Instructor-led Training**
  - New ILT expected release in late Q3 2014

- **Specialized**
  - Completed RealPresence Immersive: Services Specialization (RPIAT300)

Courseware listed in these tracks is subject to change with new and improved content. Please use this information as a guide. Polycom University will always show the most recent and updated courseware.
RealPresence Integration Specialization for Microsoft

As video conferencing becomes more integrated into Microsoft environments, this Specialization allows you to leverage your investment in Microsoft competencies (either Gold or Silver communication competency) and provides you with the expertise to integrate Polycom solutions into a customer's Microsoft environment.

Sales and Pre-Sales Technical roles within a partner organization must complete RealPresence Solutions Specialization for the partner organization to satisfy prerequisite requirements for RealPresence Integration Specialization for Microsoft. Those same learners would continue their learning path to complete RealPresence Integration Specialization for Microsoft. Requirements for RealPresence Solutions Specialization are already built into the learning tracks below.

RealPresence Integration Specialization for Microsoft Sales Track
RPIMAS300

Account Manager

Step 1  Complete RealPresence Solutions Specialization

Complete REQUIRED eLearning modules
- Introduction to Polycom PLCMOS101
- Introduction to Voice and Video Technologies RPAVOS102

Take the REQUIRED assessments
- Assessment: Video Endpoints: Level 1 RPEEXOS103
- Assessment: RealPresence Platform: Level 1 RPPEXOS103
  Recommended preparatory learning for these assessments can be found on pages 37 and 40.

Step 2  Required eLearning

- Polycom/Microsoft Integration: Advanced Sales Training PLCMAS301

SPECIALIZED
Completed RealPresence Integration Specialization for Microsoft Sales Track (RPIMAS300)

RealPresence Integration Specialization for Microsoft Technical Track
RPIMAT300

Pre-Sales Technical

Step 1  Complete RealPresence Solutions Specialization

Complete REQUIRED eLearning modules
- Introduction to Polycom PLCMOS101
- Introduction to Voice and Video Technologies RPAVOS102

Take the REQUIRED assessments
- Assessment: Video Endpoints: Technical Level 1 RPEEXOT104
- Assessment: RealPresence Platform: Technical Level 1 RPPEXOT104
  Recommended preparatory learning for the assessments can be found on pages 37 and 40.

Complete ONE of these 3 options

- RealPresence Platform: Proof of Concept (POC) Design & Deployment (Level 2) RPPIT201
  OR
- RealPresence Platform: Implementation, Configuration & Troubleshooting (Level 2) RPIIT202
  OR
- PCVE Certification

Take the REQUIRED assessment
- Assessment: RealPresence Platform: Proof of Concept (POC) Design & Deployment (Level 2) RPOCDDEX09
RealPresence Integration Specialization for Microsoft Technical Track
RPIMAT300 (continued)

Pre-Sales Technical

- **Step 2** Instructor-led Training
  - Microsoft: Design, Deployment, Configuration & Troubleshooting (Level 3) MICAT301

Specialized
Completed RealPresence Integration Specialization for Microsoft Technical Track (RPIMAT300)

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RealPresence Integration Services Specialization for Microsoft RPIMSAT300

- **Sales and Pre-Sales Technical roles within a partner organization** must complete RealPresence Services Specialization (see page 45) for the partner organization to satisfy RealPresence Integration Services Specialization for Microsoft requirements. These are typically different learners, however, than those who would complete the RealPresence Integration Services Specialization for Microsoft.

- **Pre-requisites:** It is important that all learners consult their local Polycom Global Services (PGS) team to ensure they understand the pre-requisites for completing this track. In some situations, PGS may require an individual to complete the RealPresence Implementation: Services Specialization RPIMPAT300, and in other situations, PGS may require a learner to complete all the learning included in RealPresence: Services Specialization RPISAT300.

- **Sales and Pre-Sales Technical roles within a partner organization** must complete RealPresence Integration Specialization for Microsoft in order for the partner organization to satisfy requirements for RealPresence Integration Services Specialization for Microsoft. These are typically different learners than those who would complete RealPresence Integration Services Specialization for Microsoft.

- **Step 1** Incremental required eLearning
  - Microsoft Design, Deployment, Configuration & Troubleshooting (Level 3) MICAT301

Specialized
Completed RealPresence Integration Services Specialization for Microsoft (RPIMSAT300)

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Summary
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