



POLY UNIVERSITY WILL HELP YOU GET THE MOST FROM YOUR POLYCOM SOLUTIONS

Course Descriptions for Public Classes

November 2019 – March 2020

As of November 13, 2019

**COLLABORATION INFRASTRUCTURE INSTALLATION,
CONFIGURATION AND TROUBLESHOOTING PART 1 –
RPIIT202/PCICT201**

PRODUCT ID: 4864-05104-211

TARGET AUDIENCE: SYSTEMS ADMINISTRATORS

DURATION: 5 DAYS

Course Description: A blended program including self-study, classroom training and assessments that provide the knowledge and skills to implement, configure and perform troubleshooting on a RealPresence Collaboration Infrastructure environment. All RealPresence Clariti components will be covered, with an emphasis on practical lab exercises with an emphasis on practical lab exercises.

Level 2

**COLLABORATION INFRASTRUCTURE INSTALLATION,
CONFIGURATION & TROUBLESHOOTING PART 2 - PCICT302**

PRODUCT ID: 4864-05104-311

TARGET AUDIENCE: SYSTEMS ADMINISTRATORS

DURATION: 5 DAYS

Course Description: This course is an intensive 5-day advanced technical Instructor-Led Training class, designed to provide practical instruction on more advanced aspects of installing, configuring and troubleshooting Polycom Clariti infrastructure solutions.

Level 3

**COLLABORATION INFRASTRUCTURE SYSTEM
ADMINISTRATION - RPPSAIT203**

PRODUCT ID: 4864-05102-203

TARGET AUDIENCE: SYSTEM ADMINISTRATORS

DURATION: 4 DAYS

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

Level 2

**DEPLOYING AND MANAGING DEVICES WITH
REALPRESENCE RESOURCE MANAGER - RPRMIT211**

PRODUCT ID: 4864-05102-208

TARGET AUDIENCE: SUPPORT STAFF RESPONSIBLE FOR CONFIGURING, ADMINISTERING AND MAINTAINING THE REALPRESENCE RESOURCE MANAGER SYSTEM
DURATION: 2 DAYS

Course Description: An Instructor Lead Training that provides the knowledge and skills to configure and perform basic troubleshooting on the Polycom RealPresence Resource Manager system.

Level 2

**DEPLOYING, OPERATING AND MAINTAINING VIDEO
ENDPOINTS - DDOMVEOT201**

PRODUCT ID: 4864-05105-201

TARGET AUDIENCE: TECHNICAL STAFF AND TECHNICAL END USERS
DURATION: 2 DAYS

Course Description: Configuration, operation and troubleshooting for Polycom RealPresence Group Series.

Level 2

**DEPLOYING AND SUPPORTING POLYCOM
INFRASTRUCTURE SOLUTIONS WITH SKYPE FOR BUSINESS
- RPDSPIAT302**

PRODUCT ID: 4864-05214-302

TARGET AUDIENCE: TECHNICAL STAFF
DURATION: 3 DAYS

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

Level 3

**DEPLOYING AND SUPPORTING POLYCOM VOICE
SOLUTIONS WITH SKYPE FOR BUSINESS - RPDSVSBAT301**

PRODUCT ID: 4864-05214-301

TARGET AUDIENCE: TECHNICAL STAFF
DURATION: 2 DAYS

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

Level 3

**REALPRESENCE PLATFORM DESIGN, CONFIGURATION AND
TROUBLESHOOTING - RPPDAT301**

PRODUCT ID: 4864-05104-005

TARGET AUDIENCE: TECHNICAL STAFF
DURATION: 3 DAYS

Course Description: Design configure and troubleshooting for a large-scale RealPresence Platform environment e.g. RealPresence DMA supercluster.

Level 3

**REALPRESENCE PLATFORM SECURITY AND FIREWALL
TRAVERSAL USING REALPRESENCE ACCESS DIRECTOR -
RPSAT301**

PRODUCT ID: 4864-05104-006

TARGET AUDIENCE: TECHNICAL STAFF
DURATION: 2 DAYS

Course Description: Knowledge and skills to design, configure and troubleshoot security and firewall traversal using Polycom RealPresence Access Director.

Level 3

REALPRESENCE WEB SUITE PRO - RPCAVESAT301

PRODUCT ID: 4864-05104-301

TARGET AUDIENCE: TECHNICAL STAFF
DURATION: 2 DAYS

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

Level 3

**VOICE SOLUTIONS IN AN OPEN SIP ENVIRONMENT -
VOSSIPIT202**

PRODUCT ID: 4864-5105-202

TARGET AUDIENCE: TECHNICAL STAFF

DURATION: 2 DAYS

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

Level 2

The following courses are available on request only and can be scheduled by contacting

polyuniversity@poly.com.

**MAKING THE MOST OF YOUR IMMERSIVE SOLUTION -
MISOS201**

PRODUCT ID: 4864-05110-002

TARGET AUDIENCE: IMMERSIVE TELEPRESENCE SOLUTIONS USERS

DURATION: ONE-DAY PRIVATE SESSION FOR UP TO 10 ATTENDEES FROM ONE COMPANY

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

Level 2

MANAGING AND TROUBLESHOOTING YOUR IMMERSIVE SOLUTION - MTISOT201

PRODUCT ID: 4864-05110-001

TARGET AUDIENCE: IT STAFF

DURATION: ONE-DAY PRIVATE SESSION FOR UP TO 10 ATTENDEES FROM ONE COMPANY

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

Level 2

SOUNDSTRUCTURE TECHNICAL TRAINING - SSTAT303

PRODUCT ID: 4864-37011-001

TARGET AUDIENCE: TECHNICAL STAFF

DURATION: 3 DAYS

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

Level 3

eLearning Course

POLYCOM COLLABORATION INFRASTRUCTURE SYSTEM ADMINISTRATION - FOUNDATION – PLCMISFAT202

PRODUCT ID: 4864-05102-204

TARGET AUDIENCE: SYSTEMS ADMINISTRATORS

DURATION: 8 HOURS CONSISTING OF 10 E-LEARNING MODULES WITH SELF-PACED EXERCISES

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

Level 1

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

Accessing Polycom University

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

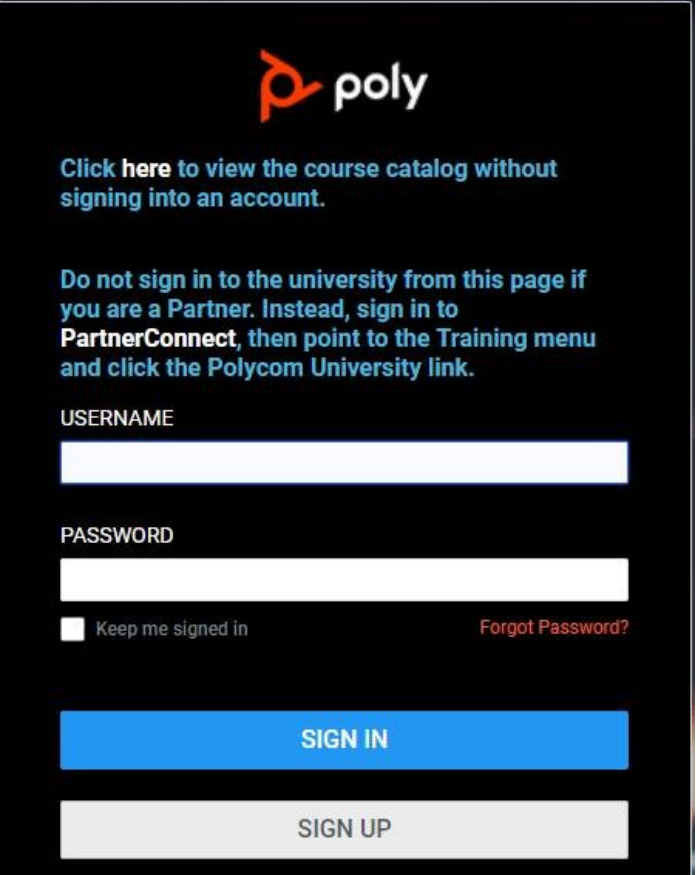
After creating your account review the [How to Navigate](#) videos


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

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

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

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



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[Click here](#) to view the course catalog without signing into an account.

Do not sign in to the university from this page if you are a Partner. Instead, sign in to PartnerConnect, then point to the Training menu and click the Polycom University link.

USERNAME

PASSWORD

Keep me signed in [Forgot Password?](#)

SIGN IN

SIGN UP

Current Schedule

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

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

APAC

Class Name	Class ID	Start Date	End Date	Duration	Scheduled Class Location	Price \$	Part Number to Order from Partner
RealPresence Platform Security and Firewall Traversal Using RealPresence Access Director RPSAT301	RPSAT301_SG_191114	25-Nov-2019	26-Nov-2019	2 days	Singapore	\$1,250.00	4864-05104-006
Collaboration Infrastructure Installation, Configuration, & Troubleshooting Part 1 RPIIT202/PCICT201	RPIIT202_SG_191202 or PCICT201_SG_191202	02-Dec-2019	06-Dec-2019	5 days	Singapore	\$2,500.00	4864-05104-211
Collaboration Infrastructure Installation, Configuration, & Troubleshooting Part 1 RPIIT202/PCICT201	RPIIT202_SG_191202 or PCICT201_SG_191202	13-Jan-2020	17-Jan-2020	5 days	Singapore	\$2,500.00	4864-05104-211
Collaboration Infrastructure Installation, Configuration & Troubleshooting Part 2 PCICT302	PCICT302_SG_200217	17-Feb-2020	21-Feb-2020	5 days	Singapore	\$2,500.00	4864-05104-311

APAC continued

Class Name	Class ID	Start Date	End Date	Duration	Scheduled Class Location	Price \$	Part Number to Order from Partner
Collaboration Infrastructure Installation, Configuration, & Troubleshooting Part 1 RPIIT202/PCICT201	RPIIT202_SG_191202 or PCICT201_SG_191202	02-Mar-2020	06-Mar-2020	5 days	Singapore	\$2,500.00	4864-05104-211

EMEA

Class Name	Class ID	Start Date	End Date	Duration	Scheduled Class Location	Price EMEA £ or €	Part Number to Order from Partner
Collaboration Infrastructure Installation, Configuration & Troubleshooting Part 1 RPIIT202/PCICT201	RPIIT202_FR_191125 or PCICT201_FR_191125	25-Nov-2019	29-Nov-2019	5 days	Paris, France	€3,462.00	4864-05104-211
Collaboration Infrastructure Installation, Configuration & Troubleshooting Part 2 PCICT302	PCICT302_FR_191202	02-Dec-2019	06-Dec-2019	5 days	Paris, France	€3,462.00	4864-05104-311
Deploying, Operating and Maintaining Video Endpoints DDOMVEOT201	DDOMVEOT201_UK_200106	06-Jan-2020	07-Jan-2020	2 days	Maidenhead, UK	£1,481.00	4864-05105-201
SoundStructure Technical Training SSTAT303	SSTAT303_UK_200108	08-Jan-2020	10-Jan-2020	3 days	Maidenhead, UK	£1,481.00	4864-37011-001
Collaboration Infrastructure System Administration RPPSAIT203	RPPSAIT203_UK_200120	20-Jan-2020	23-Jan-2020	4 days	Maidenhead, UK	£2,111.00	4864-05102-203
Collaboration Infrastructure Installation, Configuration & Troubleshooting Part 1 RPIIT202/PCICT201	RPIIT202_UK_200127 or PCICT201_UK_200127	27-Jan-2020	31-Jan-2020	5 days	Maidenhead, UK	£2,977.00	4864-05104-211

EMEA continued

Class Name	Class ID	Start Date	End Date	Duration	Scheduled Class Location	Price EMEA £ or €	Part Number to Order from Partner
Collaboration Infrastructure Installation, Configuration & Troubleshooting Part 2 PCICT302	PCICT302_UK_200203	03-Feb-2020	07-Feb-2020	5 days	Maidenhead, UK	£2,977.00	4864-05104-311
Deploying, Operating and Maintaining Video Endpoints DDOMVEOT201	DDOMVEOT201_UK_200217	17-Feb-2020	18-Feb-2020	2 days	Maidenhead, UK	£1,481.00	4864-05105-201
Voice Solutions in an Open SIP Environment VOSSIPIT202	VOSSIPIT202_UK_200219	19-Feb-2020	21-Feb-2020	3 days	Maidenhead, UK	£1,323.00	4864-5105-202
Collaboration Infrastructure System Administration RPPSAIT203	RPPSAIT203_UK_200224	24-Feb-2020	27-Feb-2020	4 days	Maidenhead, UK	£2,111.00	4864-05102-203
Collaboration Infrastructure Installation, Configuration & Troubleshooting Part 1 RPIIT202/PCICT201	RP11T202_UK_200302 or PCICT201_UK_200302	02-Mar-2020	06-Mar-2020	5 days	Maidenhead, UK	£2,977.00	4864-05104-211

EMEA continued

Class Name	Class ID	Start Date	End Date	Duration	Scheduled Class Location	Price EMEA £ or €	Part Number to Order from Partner
Collaboration Infrastructure Installation, Configuration & Troubleshooting Part 2 PCICT302	PCICT302_UK_200309	09-Mar-2020	13-Mar-2020	5 days	Maidenhead, UK	£2,977.00	4864-05104-311

North America

Class Name	Class ID	Start Date	End Date	Duration	Scheduled Class Location	Price \$	Part Number to Order from Partner
Collaboration Infrastructure System Administration RPPSAIT203	RPPSAIT203_TX191118	18-Nov-2019	21-Nov-2019	4 days	Austin, TX	\$2,850.00	4864-05102-203
Collaboration Infrastructure Installation, Configuration, & Troubleshooting Part1 RPIIT202/PCICT201	RPIIT202_TX191209 or PCICT201_TX191209	09-Dec-2019	13-Dec-2019	5 days	Austin, TX	\$4,500.00	4864-05104-211
Deploying Operating and Maintaining Video Endpoints DDOMVEOT201	DDOMVEOT201_TX200107	07-Jan-2020	08-Jan-2020	2 days	Austin, TX	\$2000.00	4864-05105-201
Collaboration Infrastructure Installation, Configuration, & Troubleshooting Part 1 RPIIT202/PCICT201	RPIIT202_TX200127 PCICT202_TX200127	27-Jan-2020	31-Jan-2020	5 days	Austin, TX	\$4,500.00	4864-05104-211
Collaboration Infrastructure System Administration RPPSAIT203	RPPSAIT203_TX200211	11-Feb-2020	14-Feb-2020	4 days	Austin, TX	\$2,850.00	4864-05102-203
Deploying and Managing Devices with RealPresence Resource Manager RPRMIT211	RPRMIT211_TX_200219	19-Feb-2020	20-Feb-2020	2 days	Austin, TX	\$2,000.00	4864-05102-208
Voice Solutions in an Open SIP Environment VOSSIPIT202	VOSSIPIT202_TX200226	26-Feb-2020	28-Feb-2020	2 days	Austin, TX	\$2,000.00	4864-5105-202
Collaboration Infrastructure Installation, Configuration, & Troubleshooting Part 1 RPIIT202/PCICT201	RPIIT202_TX_200309 PCICT202_TX_200309	09-Mar-2020	13-Mar-2020	5 days	Austin, TX	\$4,500.00	4864-05104-211

North America continued

Class Name	Class ID	Start Date	End Date	Duration	Scheduled Class Location	Price \$	Part Number to Order from Partner
Collaboration Infrastructure Installation, Configuration & Troubleshooting Part 2 PCICT302	PCICT302_200323	23-Mar-2020	27-Mar-2020	5 days	Austin, TX	\$4,500.00	4864-05104-311
Deploying, Operating and Maintaining Video Endpoints DDOMVEOT201	DDMOVEOT201_200402	02-Apr-2020	03-Apr-2020	2 days	Austin, TX	\$2000.00	4864-05105-201
Collaboration Infrastructure System Administration RPPSAIT203	RPPSAID203_200428	28-Apr-2020	01-May-2020	4 days	Austin, TX	\$2,850.00	4864-05102-203

Other Options to Purchase Training

Onsite Courses

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

Part Number	Description	Price \$	Price EMEA €	Price EMEA £
4864-05101-001	One-Day Private Training Session for existing training course. No topic substitutions; any changes require a custom price quote. Location per customer choice with Polycom acceptance. Priced for max. of 10 students. Includes instructor Travel & Expenses.	\$12,000.00	€9,231.00	£8,889.00
4864-05101-002	Two-Day Private Training Session for existing training course. No topic substitutions; any changes require a custom price quote. Location per customer choice with Polycom acceptance. Priced for max. of 10 students. Includes instructor Travel & Expenses.	\$15,700.00	€12,077.00	£11,630.00
4864-05101-003	Three-Day Private Training Session for existing training course. No topic substitutions; any changes require a custom price quote. Location per customer choice with Polycom acceptance. Priced for max. of 10 students. Includes instructor Travel & Expenses.	\$18,750.00	€14,423.00	£13,889.00
4864-05101-004	Four-Day Private Training Session for existing training course. No topic substitutions; any changes require a custom price quote. Location per customer choice with Polycom acceptance. Priced for max. of 10 students. Includes instructor Travel & Expenses.	\$21,475.00	€16,519.00	£15,907.00

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

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

Part Number	Description	Price \$	Price EMEA €	Price EMEA £
4864-07001-005	One credit add-on used to augment existing credit packs. Credits required for specific courses will vary. Valid for 12 Months from date of purchase. Not applicable for onsite or customized classes, only can be used on public class list, held at a Polycom facility.	\$999.00	€768.00	£661.00
4864-07010-005	10 credits for training at PLCM public classes. Credits required for specific courses will vary. Valid for 12 months from date of purchase. Not applicable for onsite or customized classes, only can be used on the public class list, held at a Polycom facility.	\$6,500.00	€4,513.00	£4,681.00
4864-07010-005	15 credits for training at PLCM public classes. Credits required for specific courses will vary. Valid for 12 months from date of purchase. Not applicable for onsite or customized classes, only can be used on the public class list, held at a Polycom facility.	\$9,200.00	€6,592.00	£6,837.00
4864-07025-005	25 credits for training at PLCM public classes. Credits required for specific courses will vary. Valid for 12 months from date of purchase. Not applicable for onsite or customized classes, only can be used on the public class list, held at a Polycom facility.	\$14,425.00	€10,688.00	£11,085.00

Registration Questions

Any questions regarding registrations should be directed to polyuniversity@poly.com.

Payment and Customer or Private Training Session Questions

APAC and EMEA

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

CALA and North America

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

