

# Polycom® Learning Center

Comprehensive Resources for Training,  
Education and Professional Certification



## Speed the return on your collaboration investment.

With an educated workforce, organizations can achieve higher productivity and more effectively support Polycom solutions.

The Polycom Learning Center (PLC) delivers targeted training content through experienced instructors. Courses are available in classrooms, remotely with an instructor, or as self-paced programs that enable learning anywhere, at any time.

Our instructors continuously develop new programs and update existing courses to address advances in technology and new functionality. All instructors are experts in data communications, telecommunications and networking, as well as have strong backgrounds in adult learning and instructional design—a combination that guarantees both a valuable and optimized training experience.

### **Content tailored to all levels and job functions**

Product-based courses, taught with a blend of lecture and hands-on exercises, are offered for all levels of personnel – end-users, operator/system administrator and support staff/engineers. Students gain valuable technical product knowledge and skills that improve productivity, speed problem resolution and increase utilization of your video conferencing systems. The Polycom Learning Center is designed to meet all of your training needs with programs that span the Polycom product portfolio, from VoIP phones and video codecs to networking and management tools.

- End User level classes focus on operational topics enabling users to fully leverage the product features at a basic level
- System Administrator level classes cover operations, system configurations, advanced features, and basic troubleshooting
- Technical classes detail installation, operation, and through troubleshooting
- Advanced integration courses across Polycom products and supporting network technologies

In addition to product-specific courses, PLC offers a suite of comprehensive technology courses covering H.320 networks, implementation of IP networks for H.323 video conferencing, SIP protocols, networks for voice and video, best practices for QoS, security for SIP or H.323-based video, and our industry-leading Certified Video Conferencing Engineer Program.

### **Benefits**

- **Training programs** – Comprehensive content maximizes your day-to-day effectiveness and the long-term success of your video conferencing solution
- **Breadth of courses** – Range from introductory courses and technology topics to a complete selection of product-specific courses
- **Range of delivery options** – In classrooms, via video conference or self-paced methods, we enable learning anytime, anywhere
- **Centralized course development** – With expertise from R&D and support, PLC provides consistent course content, wherever the class is delivered worldwide, often in local language
- **Certified Videoconferencing Engineer (CVE) Program** – Validates video conferencing users' knowledge and ensures the highest level of industry expertise available
- **Training Credit Packs** – For ease of purchase, access and use, just redeem days of training through the year for different people, courses, and locations to attend training when and where you need it based on your schedule

## Training Locations

Polycom Learning Center courses are provided in hands-on classrooms, conveniently located at Polycom's North America, Europe, Asia/Pacific, and Latin America training facilities. Asia/Pacific classrooms can be found in Singapore, Sydney, India and Japan. For large deployments, we also customize programs to meet any unique training needs, including bringing training onsite to the customer.

## Flexible Delivery Options

Polycom's education services are easily accessible and flexible. Not everybody has the flexibility to travel and take classes at scheduled times at training centers. That's why PLC provides self-paced and e-learning options to augment the classroom. Select online training courses are available via [www.polycom.com](http://www.polycom.com), and are easily accessible 24 hours a day, every day. And we continuously update the curriculum with new programs containing how to tips and techniques to help you to get the most out of your conferencing investment.

## Courses At-a-Glance

- Certified Videoconferencing Engineer (CVE) Core Training Curriculum
- CMA 4000/5000 Technical Operations Training
- HDX Technical Maintenance Training
- Implementing IP Networks for H.323 Video Conferencing
- RMX 1000 Technical Maintenance Training
- RMX 2000 Technical Maintenance
- RSS 2000 Technical Operations Training
- SoundStructure Technical Training
- VBP Technical Training

For detailed course descriptions, including the complete course catalog and upcoming courses and locations, visit us at: [www.polycom.asia/training](http://www.polycom.asia/training)

## Course Highlight

### [Certified Videoconferencing Engineer Program](#)

Since its inception in 1997, the Certified Videoconferencing Engineer (CVE) program has empowered thousands of individuals worldwide to deliver outstanding service. Newly updated, the CVE program illustrates Polycom's ongoing commitment to the betterment of the video conferencing industry. A non-vendor specific certification, the CVE is designed for sales engineers, technicians, technical trainers and industry consultants and establishes a standard knowledge level for technical professionals in voice, video, networks and standards disciplines. The CVE is recognized around the world as the industry's leading certification program.

## Program Benefits

The program enables certified employees to help increase company productivity, provide quicker technical problem resolution, lower training costs and improve satisfaction for end-users and Polycom channel partners. For employers, the CVE serves as a competitive differentiator, allowing companies to showcase their expertise, and to increase their credibility throughout the industry.

- Industry recognition – The Certified Videoconferencing Engineer (CVE) credential validates that the recipient has reached a level of competency commonly accepted and valued throughout the industry, worldwide
- Increased customer satisfaction – Customers will benefit from the knowledge and skills that each CVE possesses, by receiving high quality care from service technicians as well as those involved in the sales cycle
- Opportunity for advancement – The CVE credential is a plus when an employer awards job advancements and promotions, because investing in training signals your commitment to the technology and also serves to lend credibility to your skills and experience

Polycom Headquarters:	4750 Willow Road, Pleasanton, CA 94588 (T) 1.800.POLYCOM (765.9266) for North America only. For North America, Latin America and Caribbean (T) +1.925.924.6000, (F) +1.925.924.6100
Polycom Asia Pacific:	Polycom Asia Pacific Pte Ltd., 8 Shenton Way #11-01 Singapore 068811 (T)+65.6389.9200 (F)+65.6323.3022
Polycom EMEA:	270 Bath Road, Slough, Berkshire SL1 4DX, (T) +44 (0)1753 723000, (F) +44 (0)1753 723010