

Polycom Global Services

Service Description for RMX-2000 Installation

Polycom's on-site Installation process

- Remote evaluation of site network and power readiness using installation checklist
- Once on-site, unpack and verify shipment against packing list
- Physically install RMX-2000 chassis using supplied table or rack mount kit
- Install any Media Processing Modules that may have shipped separately from the chassis.
- Connect RMX to power source and to appropriate networks
- Power up system and configure the IP interface
- Using a PC or laptop, connect to the RMX web interface
- Configure appropriate user accounts on the system
- Verify that the RMX-2000 is configured to entitle appropriate port license size and any optional features
- Configure all network services
- Test RMX web interface from a local customer PC to verify connectivity
- Configure default conference participant and template parameters based on customer application
- Create up to five participant records
- Create up to five meeting rooms
- Create up to five conference templates

- Step customer through accessing Polycom Resource Center to facilitate electronic product registration
- Once the product installation has been completed, provide the customer with a product orientation based on their application, which may include the following content:

Overview

- Product overview and features
- RMX hardware/software components

Users and resources

- Creating and modifying RMX user logins
- Creating participant records
- Creating conferences/meeting rooms
- Understanding RMX resources and capacities

Managing conferences (requires available endpoints)

- Creating ad-hoc conferences
- Connecting sites to conferences
- Monitoring conferences

Troubleshooting

- Understanding site disconnection information
- Understanding Polycom's technical support process

This orientation is an informal session that can take up to two hours, and may include up to four attendees. Customer should be prepared to provide adequate space for people, additional equipment (video endpoints for test connections), and applicable network options in order to maximize each individual's learning experience.

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