

Polycom Global Services

Service Description for RSS 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 RSS 2000 in customer supplied rack or tabletop
- Connect RSS 2000 to power sources and to appropriate networks
- Power up system and configure an IP address
- Configure appropriate user accounts and groups on the system
- Configure network parameters (such as gatekeeper)
- Configure system options (such as People & Content)
- Configure live streaming capabilities
- Configure the local MGC for RSS 2000 compatibility (if applicable)
- Make test calls to confirm RSS 2000 operation
- 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

RSS 2000 hardware/software components

Users and resources

Creating and modifying RSS 2000 user logins

Understanding RSS 2000 resources and capacities

Recording

Single point recording

Point to point recording

Multipoint recording

Troubleshooting

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.

*** All client PC activities require Administrator rights ***

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