

# All Points Training with Polycom System Administration Training

## *Polycom System Admin Training Highlights:*

- Ties technical information to practical experience
- Client's existing equipment and setup as well as expansion options are covered
- Recommendations for Administrators to promote end user usage included



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## ARE YOUR MEETINGS DULL OR DYNAMIC?

*Competent use of technology's tools can change meetings from dull to DYNAMIC!*

**D**

Data collaboration is possible with some videoconference equipment. Do you know if your equipment has that capability? Would you like to be able to have multiple locations write on the same document during a meeting? Would you like to know more?

**Y**

Your presentations will be more dynamic if whiteboard tools are used to illustrate, annotate, and edit information. A variety of products offer a variety of options. We can show you how to use the 3M Wall Display, mimio, or SMART Board and SMART Notebook to take advantage of the options created within each of these products.

**N**

Need to train a small group of end users or a select group of in-house trainers? Many of our programs are developed in either "End User" or "Train the Trainer" formats.

**A**

Auxiliary sources of information are available for use with your videoconference system. Have you used an auxiliary camera, document camera, PC, snapshot, streamed video, VCR/DVD, or data collaboration during your meetings?

**M**

MediaSite Live allows you to make your meetings available via the internet in either a live interactive format or a captured archived session.

**I**

Integrated meeting rooms present a variety of options. Do you and your staff understand what technology tools are available and how to use them?

**C**

Camera positioning and presets can greatly enhance the tone of your meeting. What should you do with the camera before the meeting and during the meeting? Who controls the camera during the meeting and how can you make that control easier?

We can help you make the technology disappear leaving you with involved participants and an enhanced message. For more ideas and information, please call us at 412-316-6000.

## What Our Training Offers

We offer training programs for a variety of technology products.

**A**ll of the equipment training programs provide:

- hands-on training, geared to the client's level of expertise
- process documentation, provided as a reference tool
- client customization, reflecting existing setup and equipment

**B**enefits achieved through effective training include:

- increased use of equipment
- improved presentations and videoconference meetings
- reduced IT support

**C**all us to discuss:

- improving your return on investment (ROI)
- expanding information beyond the IT department
- assuring competence in using your equipment

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# Polycom System Admin Training Summary

This course is based upon Polycom equipment information; highlighting issues most commonly addressed by System Administrators and/or experienced End Users.



**Prerequisite:** Equipment connected and operational  
ISDN, IP (Class C), or Gateway access to IP connection operational  
**Delivery:** Via video, handout provided via email prior to training  
**Cost:** \$895.00 for up to 5 participants  
**Time:** 3 – 4 hours, depending on needs and experience level of participants

## System Administration Training Agenda:

### All about your equipment

- ports for equipment connections, monitors, and microphones
- ISDN/IP features
- optional equipment

### Before you begin a videoconference

- passwords
- configuring your system: Admin Setup, Diagnostics, User Setup
- preparing end users and videoconference room

### Computer data in a videoconference

- Visual Concert, hookup and features
- LAN connection, options and features
- scan converted image, options and features

### Diagnostics / management from a remote location

- diagnostics and general troubleshooting
- remote management tools

### Expanding videoconference capabilities

- streaming
- multipoint and cascaded multipoint
- address book uploads

### Frequently asked questions

- software upgrades, connection issues, ISDN vs. IP

### Going for help

- RoData maintenance plans
- Polycom contact information and online information