



We have added new Polycom HDX on-site installation services - to complement the current Polycom Partner Premier (Total Coverage) one and three year service contract offerings.

On-Site Services Installation Process

- ⇒ Remote readiness through pre-installation checklist
- ⇒ Unpack and verify packing slip
- ⇒ Install Polycom supplied equipment except as noted under customer responsibility
- ⇒ Connect equipment to power source and customer provided network jack
- ⇒ Connect monitor, camera, speakers, etc.
- ⇒ Install wall brackets and mount monitor(s) & additional speakers (add'l sku)
- ⇒ Power up and initialize configuration with IP address
- ⇒ Update System Software if needed
- ⇒ Access Polycom Resource Center to activate software license codes if needed
- ⇒ Provide serial numbers to customer Polycom registration
- ⇒ Execute video testing to ensure meets published specifications
- ⇒ Customer installation sign-off

Basic orientation**

- ⇒ Provide up to 30 minute customer overview (up to 4 people)
- ⇒ Turn system on/off
- ⇒ Review remote control functions
- ⇒ Content Sharing (if applicable)
- ⇒ Far and Near Camera Controls
- ⇒ Place and receive video calls (Multipoint Calls if applicable)
- ⇒ How to mute and un-mute microphones
- ⇒ Walk through system security options (if applicable)(Change default password)

*** Please note this basic end user orientation does not take the place of formal classroom training*

