

Polycom Global Services Service Description for video endpoint and LCD/plasma display Installation

Polycom's on-site Installation process

- Remote evaluation of site, including network and power readiness, using installation checklist
- Once on-site, unpack and verify shipment contents against packing list
- Install all Polycom supplied equipment, except as noted under *customer responsibilities* section
- Connect Polycom equipment to power source and to appropriate networks
- If LCD or Plasma displays were supplied by Polycom AND the appropriate LCD/plasma installation service was purchased; Polycom has the responsibility to mount these displays to the Polycom cart or to the customer installed wall mount brackets
- If ceiling mounted microphones or speakers were supplied by Polycom, then Polycom has the responsibility to connect the cables to the video endpoint
- Power up video endpoint and complete initial configuration process
- Enable customer to read and accept any applicable product license agreements
- Access Polycom Resource Center to activate any software license codes, and facilitate electronic product registration with the customer
- Execute applicable video system testing to ensure that the system meets published specifications

- Provide 30 minute customer orientation for up to four people, including the following content:
 - * Give overview of remote control functions
 - * Place and receive calls if compatible endpoints are available
 - * Walk through system security options and show that system sleep timer is enabled[†]

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

Customer responsibilities prior to installation engineer arriving on-site

- Installation of any cabling inside floors, walls, and ceilings
- Installation of any wall mounted brackets used to support Polycom equipment, including LCD displays, plasma displays, and cameras
- Installation of any ceiling mounted brackets used to support Polycom equipment, including projectors, microphones, speakers, and projection screens
- Confirm power availability and IP/ISDN network readiness, as well as room availability during business hours (additional on-site visits will be billable)

[†] Polycom is not responsible for any LCD/plasma burn-in damage that occurs if the video system sleep timer is disabled

This Service Description is subject to the terms and conditions of Polycom's Worldwide Service Program for End User Customers. In the event of a conflict between the terms of this Service Description and Polycom's WW Service Program Terms and Conditions for End User Customers, The WW Service Program Terms and Conditions for End User Customers will apply. To view these Terms and Conditions, please visit www.polycom.com/pgs/termsandconditions