

Polycom Global Services Service Description for RPX installation

Installation Planning

- Assigned Polycom project manager coordinates a “kick-off” session to begin the pre-installation process
- During this session the project manager confirms the RPX order details and gains an understanding of the customer’s application.
- Once the application is understood, the project manager develops an initial coordination plan, which starts with a scheduled on-site pre-installation survey and ends with final customer project sign-off.
- The on-site pre-installation survey is executed by a Polycom on-site engineer. This on-site engineer takes all appropriate measurements and determines what additional customer responsibilities need to be completed before the actual installation can be scheduled. This information is provided to the project manager and the coordination plan is updated accordingly.

Installation Preparation

- Once the site survey has been completed, Polycom creates preliminary CAD drawings for the suite. These drawings are then submitted for customer approval.
- Verify that the RPX Suite’s network circuit(s) have been installed successfully.

On-site Installation

- Once all planning and preparation activities have been completed, the RPX Suite components will be shipped to the customer site.
- Polycom will schedule the on-site installation team to arrive at the customer site to meet the equipment delivery.

- In most cases the on-site installation work begins 45 days after Polycom completes the pre-installation on-site survey. This on-site installation work usually takes one to two weeks.
- The senior on-site engineer coordinates a team that constructs the building components and configures the suite furnishings according to the approved CAD drawings. All technology components are then integrated into the suite, including all Polycom provided electronics and cabling.
- Once the suite is fully assembled, the installation team finalizes the environment for production use.

System Testing and Tuning

- The senior on-site engineer then begins a series of core system tests to validate all technology components. Once this is completed successfully, then the network is tested with inbound and outbound IP calls.
- After the engineer determines that the technology components are interoperating successfully, there are a series of fine tuning that is executed. All cameras and projectors are color balanced, and the suite’s sound system is tuned.
- Upon completion of the installation process, a 24 hour burn-in process is executed to confirm the complete and successful operation of all technology components.

Suite Certification and Customer Acceptance

- Following a successful burn-in period, customer acceptance for the project is required.
- Following customer acceptance, the configuration of all technology components are backed up (if applicable) and documented. This configuration information is retained by Polycom’s service team for future reference.

Customer Orientation

- Following the customer acceptance process, Polycom will provide a comprehensive orientation for up to four customer representatives. This orientation will cover all operational aspects of the RPX suite, in addition to instruction concerning the appropriate processes for room and conference scheduling.

Customer Responsibilities

- Customer will provide a designated Point of Contact that will be responsible for making all decisions throughout the project. This designated contact will be required to attend all project meetings, and will be the person recognized by Polycom for acceptance milestones.
- It is the customer's responsibility to respond in a timely fashion to project related information requests from the Polycom project manager or senior on-site installation engineer.
- Polycom will provide the customer with a detailed "Make-Ready" list of requirements after the initial on-site inspection. It is the customer's responsibility to implement all wiring, power, HVAC, cabling, and structural modifications necessary for the RPX installation to be scheduled.
- The RPX equipment is delivered to the customer site in a 40' container. It is the customer's responsibility to provide a staging area for the initial equipment delivery to be stored before the installation actually begins.
- Provide Polycom unrestricted access to the RPX suite during business hours for the duration of the on-site installation process.

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