



# External Communication - Plantronics Manager Pro (PMP), Plantronics Manager (PM), and Hub End of Commercial Sale Notice and FAQ

January 31, 2023

This is a public communication to extend the previously announced PMP, PM, and Hub Desktop end of support date to from March 31, 2023 to **March 31, 2025**.

A notification to Poly I HP sales and existing customers was sent to extend the end of support date for PMP, PM and Hub Desktop software products. The purpose of this notice is to provide more details and address frequently asked questions (FAQ).

Services affected are:

- Plantronics Manager Pro (PMP)
- Plantronics Hub – Desktop and Mobile
- Plantronics Manager (PM)
- Plantronics Manager Pro & Hub SDKs/APIs

The End of Support date will enable Poly to streamline our management platforms into Poly Lens, bringing customers a more modern device management platform architecture and support for other Poly device families under one single pane of glass.

Since we are replacing PMP, PM and Hub Desktop with Poly Lens, we understand that customers might need time to migrate to the new platform. At the same time, we do not want to be further contractually obligated to support these products longer term. The new end of support date has been extended to **March 31, 2025**. There is currently no charge for Hub.

Details related to the affected PMP, PM and Hub service, the End of Support dates, extension periods, and migration to Poly Lens are provided in the FAQ below.

## Frequently Asked Questions

### Q1: What notifications did current PMP customers receive?

A: Current customers that have PMP licenses received an email communication with key details and dates of the PMP and Hub support extension. Poly I HP sales also received a communication with the details on what was communicated to existing customers.

**Q2: I am a current PMP customer. Do I need to take any action to extend my current PMP license?**

A: We will be extending all existing PMP and PM licenses for our customers to use the platform until **March 31, 2024** at no charge. No action is needed by the customer. Starting **April 1, 2024**, customers can expect pricing changes. Legacy PMP pricing will increase. Asset management features in Poly Lens will always be free. Premium features (e.g. non US data centers, health and safety, call quality) in Poly Lens will be charged at a rate comparable to legacy PMP pricing for existing customers only. Pricing will be shared by **end of 2023**.

**Q3: What products are replacing the discontinued products?**

A: The replacement products for PMP, PM and Hub is Poly Lens Cloud and Desktop (<https://lens.poly.com>). For more information on Poly Lens, please go to the Poly product page at <https://www.poly.com/us/en/products/services/cloud/poly-lens>.

**Q4: Do the replacement products provide value parity in features and capabilities?**

A: The replacement products will provide value parity or better in features and capabilities. We encourage customers to migrate and start using Poly Lens since we have already added many key features. We will continue Poly Lens development to bring parity of core features for US customers by March 31, 2024. We have prioritized delivery of key features such as firmware and software app policies, headset analytics, reporting, with a European data center to follow by Mid 2024.

Compared to PMP, PM and Hub, Poly Lens already offers more benefits for administrators who deploy Poly devices, including:

- No charge basic device management with easy web account signup and application download.
- Single pane of glass for all Poly devices – not only for headsets and personal speakerphones, but also for USB and IP video devices and even desktop and conference phones.
- Room Management
- Group Management by Device Group
- Individual Device Management
- Account Role – Device Manager
- Device and Room Usage Insights
- Alerting of Offline Devices and Software Upgrades through Notification Center
- Network Insights (using Poly Lens Desktop App)

Meanwhile, Poly Lens also supports the features that PMP and PM users are familiar with:

- Device Inventory
- Device Firmware Upgrades
- Device Settings Changes
- Device Logs
- User Grouping by Policy – Manual and Automated
- Group Management by Device, Model, and Site
- Account Roles
- Data Export

**Q5: Are there devices that Poly Lens does not support that PMP and Hub do support?**

A: Yes, there will be devices Poly Lens will not support due to the headset and personal speakerphone products already reaching their End of Support phase. There are also devices that only Poly Lens supports and not PMP, PM and Hub which include any new headset or personal speakerphone that Poly I HP launches going forward.

Our most up-to-date list of supported devices can be found here:

- Poly Lens: <https://info.lens.poly.com/docs/begin/supported-devices>

**Q6: What are the minimum firmware requirements for headsets and personal speakerphones to work with Poly Lens?**

A: There is no firmware requirement for headsets and personal speakerphones to work with Lens. Lens automatically identifies which version the USB or Bluetooth device has and will notify users if a newer firmware version is available.

Headset connectivity does require Poly Lens Desktop to connect to the Poly Lens cloud, however. To download Poly Lens, please go here: <https://www.poly.com/us/en/products/services/cloud/poly-lens/app>

**Q7: How long will support be provided for PMP, PM and Hub?**

A: All existing customers will still be able to continue using PMP, PM and Hub until the extended date of **March 31, 2025**. PMP, PM and Hub services will be shut down on March 31, 2025. We have no plans to add new device support or features in PMP and Hub, however Poly I HP will, at our discretion, support releases to address critical issues subject to review.

**Q8: If I am a new customer of PMP, PM and Hub, can I still sign up before the end of support date of March 31, 2025?**

A: We are not accepting new PMP customers at this time. We will share more details soon if we re-enable the sales motion.

**Q9: Where can I get more information and support for my customer on Poly Lens?**

A: Reach out to your assigned Poly Sales Engineer for how to demo Poly Lens to your customer. For technical support, please login to the Poly Online Support Center to open a [Web Service Request](#).

**Q10: What are the premium Poly Lens features enabled with a Poly+ license?**

A: All Lens premium features are included with a Poly+ license. Currently those premium features are network insights, notification center, and audit log. Learn More here: [LINK](#)

**Q11: What are the premium Poly Lens features enabled with a Poly+ Enterprise license?**

A: If a Poly+ Enterprise license is activated, the customer will have access to additional premium features; Room Insights, Room Analytics, Room Dashboard, and premium API access. Learn More here: [LINK](#)

**Q12: Will there be a choice of a data center outside of the United States for Lens?**

A: An additional Poly Lens Data Center in Europe is planned for Mid 2024.

**Q13: How will the migration process work from PMP to Poly Lens?**

A: We will offer an automatic migration of existing policies in PMP to Poly Lens. IT admins will need to replace Plantronics Hub desktop apps with the Poly Lens Desktop app (loginless feature coming soon) to end users to enable all Poly Lens migrated policies. More information to follow.

**Q14: Will there be a similar product to replace Plantronics Manager for on prem headset mgt?**

A: The Lens Desktop app on prem deployment option gives our customers the ability to customize the location where firmware is pulled from their chosen local network (on prem) location. It also allows for some additional customization of the Lens Desktop app that gives the IT admin more flexibility. For more details, please contact your Poly I HP sales team member.

**Q15: What will happen to developer.plantronics.com and all existing PMP and Hub SDKs/APIs?**

A: All available PMP APIs and Hub SDKs accessible on developer.plantronics.com will be supported until **March 31, 2025**. All PMP cloud integrations leveraging PMP APIs/SDKs will need to be upgraded to Poly Lens cloud integrations with APIs/SDKs available on developer.poly.com which is the go forward developer website.

For all customers or partners leveraging the Hub SDKs, we remain committed to supporting our partners through **March 31, 2025**. We are building a migration plan which includes a transition to Poly Lens and will consolidate device management into one service, bringing customers a more modern management platform. Therefore, there are updates coming, which will include the following:

- Streamline the transition of partners solutions from Hub to Lens for existing softphone integrations
- Simplify the Poly Lens migration for customers
- A Poly Lens SDK

**Q16: Will there be a Poly Lens mobile app? If so, what will happen to the current Plantronics Hub mobile app in the iOS and Android app stores?**

A: The Plantronics Hub Mobile apps will be upgraded and rebranded to Poly Lens Mobile by March 31, 2023 for iOS and Android. Existing mobile app users will see this as a version update to the existing app if installed.