



# POLY REQUIRED SUPPORT—PRODUCT LINE REFERENCE

**A SUPPORT CONTRACT LINE ITEM IS REQUIRED ON SALES OF THE FOLLOWING POLY VIDEO SOLUTIONS, SELECT VOICE SOLUTIONS AND BUSINESS APPLICATIONS.**

## **VIDEO COLLABORATION**

### **MOBILE**

- RealPresence Mobile for Apple iOS
- RealPresence Mobile for Android

### **DESKTOP**

- RealPresence Desktop

### **ROOM**

- Poly G7500
- Poly G200
- RealPresence Debut
- RealPresence Medialign
- Polycom Pano
- Polycom ISDN Gateway for RealPresence Group Series
- RealPresence Group Series Media Center
- Poly Trio 8800 Collaboration Kit
- Poly Trio 8500 Collaboration Kit
- Poly Trio Visual+
- Poly Trio VisualPro
- RealPresence Group Series
- RealPresence Group Convene
- RealPresence Utility Cart 500
- RealPresence EduCart 500
- RealPresence VideoProtect 500
- Polycom MSR Series
- HP SRS
- Polycom Custom products

### **IMMERSIVE THEATER**

- RealPresence Immersive Studio
- RealPresence OTX Studio

- RealPresence Immersive Studio Flex

- Custom products

### **COLLABORATION INFRASTRUCTURE**

- RealPresence Web Suite and Web Suite Pro
- Polycom ContentConnect
- RealPresence Clariti
- RealPresence CloudAXIS Suite
- Polycom RealConnect Access Suite
- RealPresence Content Sharing Suite Application
- RealPresence Access Director
- RealPresence One
- RealPresence Collaboration Server, VirtualEdition
- RealPresence Collaboration Server (RMX) Hardware Edition
- RealPresence Distributed MediaApplication (DMA)
- RealPresence Resource Manager
- RealPresence Platform, All Virtual Editions
- Polycom Video Border Proxy (VBP)

### **ACCESSORIES**

- EagleEye Director II
- Polycom EagleEye Producer
- Polycom Touch Control
- Microsoft Lync Optimized Video Solutions
- CX7000 Unified Collaboration System
- RealPresence Content Sharing Suite

### **CLOUD SOLUTIONS**

- Polycom Device Management
- Polycom RealConnect for Office 365
- Polycom RealConnect for Office 365 Video Interop
- Polycom RealConnect for Microsoft Teams Video Interop
- Polycom One Touch Dial (cloud service) for non-Polycom endpoints

### **BUSINESS APPLICATION SERVICES**

- Poly Workflow Suite
- Polycom One Touch Dial
- Polycom Easy Schedule
- Polycom Cisco TMS Address Book Sync
- Polycom WeMeet
- Polycom Touch Plus
- RealPresence Meeting Director

Custom business applications and all business applications require support.

A support contract line item is also required on sales of the following Polycom servers and chassis servers and chassis, as this hardware supports the Polycom software:

### **SERVERS**

- R220, R230, R240, R620, R630, R640

### **CHASSIS**

- All RMX and RealPresence Collaboration Servers

**NOTE: Products require continuous support coverage to receive software upgrades and updates and for migration. All Poly infrastructure products to be covered by the same level of support service, including any Poly product options.**

## **LEARN MORE**

For more information on Poly Services, please contact your authorized Poly representative.