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## PDMS-E End of Commercial Sale Notice and FAQ

December 15, 2021

PDMS-E Service will enter the End of Commercial Sale phase starting February 15, 2022.

On December 15, 2021, notice was posted to Poly partners and customers describing Poly's intention and plans to discontinue new sales and renewals for all PDMS-E SKUs. The purpose of this memo is to provide Advanced Notice to channel partners and administrators of PDMS-E and to address frequently asked questions.

Services affected are:

- PDMS-E

The End of Commercial Sale 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 PDMS-E with Poly Lens, we understand that customers might need time to migrate to the new platform. Therefore, we are allowing customers to use the platform until October 1, 2022 at no charge.

Product Discontinuation Bulletins from Poly have been issued through the official communication channels.

Details related to the affected PDMS-E service, the End of Commercial Sale dates, extension periods, and migration to Poly Lens are provided in the FAQ below.

## Frequently Asked Questions

### Q1: What PDMS-E SKUs are being discontinued?

A: Please refer to the table below.

SKUs	Description
4870-09902-644	Polycom Device Management Service. Per Audio Device Managed, pre-paid 1-yr plan effective on service commitment. Service includes Prem support. Device maintenance not included. No cancellation or reduction of the plan or scope allowed, (Qty 50,000 and greater)
4870-09902-642	Polycom Device Management Service. Per Audio Device Managed, pre-paid 1-yr plan effective on service commitment. Service includes Prem support. Device maintenance not included. No cancellation or reduction of the plan or scope allowed, (Qty 10,000-24,999 only)
4870-09902-640	Polycom Device Management Service. Per Audio Device Managed, 10 device licenses, 60-day trial. Only includes community support. Device maintenance not included. Limit one trial per customer
4877-PDMS1-422	Polycom Advantage Uplift, One Year, Polycom Device Management Service. Per Audio Device Managed. No cancellation or reduction of plan or scope allowed. Service Uplift Qty 1-9999 only. Avail ONLY with pre-paid base Premier service 4870-09902-641
4870-09902-643	Polycom Device Management Service. Per Audio Device Managed, pre-paid 1-yr plan effective on service commitment. Service includes Prem support. Device maintenance not included. No cancellation or reduction of the plan or scope allowed, (Qty 25,000-49,999 only)
4870-09902-649	PDMS-Audio Enterprise Internal Trial License. 1-200 licenses. Pre-paid for up to 1yr plan effective on service commitment. Service includes premier support. Device maintenance not included. No cancellation or reduction of the plan or scope allowed
4870-09902-641	Polycom Device Management Service. Per Audio Device Managed, pre-paid 1-yr plan effective on service commitment. Service includes Prem support. Device maintenance not included. No cancellation or reduction of the plan or scope allowed. (Qty 1-9,999 only)

### Q2: What formal notification was given to the channel?

A: Product Management posted a Product Discontinuation Bulletin (PDB) #20109 on December 15, 2021, covering the End of Commercial Sale of PDMS-E services/subscription SKUs worldwide.

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

A: The replacement product for PDMS-E is Poly Lens (<https://lens.poly.com>). For more information on Poly Lens, please head to the Poly product page at <https://www.poly.com/us/en/products/services/cloud/poly-lens>.

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

A: The replacement products provide parity or better in features and capabilities.

Compared to PDMS-E, Poly Lens offers more advanced capabilities for administrators who deploy Poly devices, including:

- Single pane of glass for all Poly devices – support beyond just Desktop IP phones, Studio USB, and EagleEye USB cameras
- Room management
- Device and room usage insights
- Alerting of Offline Devices and Software Upgrades
- Network Insights (using Poly Lens Desktop App)
- QR Code Onboarding
- Available for Poly+ subscription

Meanwhile, Poly Lens also supports the features that PDMS-E users are familiar with:

- Device Inventory
- Device Profile Configuration
- Device Firmware Upgrades
- Device Logs and Packet Captures
- Site and Group Management
- Health and Status Monitoring
- Active Call Status
- Cloud Relay

**Q5: Are there devices that Poly Lens does not support that PDMS-E does?**

A: Yes, there will be devices Poly Lens will not support due to the products already reaching their End of Support phase.

- CX5100
- CX5500
- VVX 1500
- Trio Visual+
- SoundPoint IP
- SoundStation
- SoundStructure

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

- PDMS-E: <https://documents.polycom.com/bundle/pdms-e-ag-current/page/r-pdms-e-ag-products-tested-with.html>
- Poly Lens: <https://info.lens.poly.com/docs/supported-devices>

**Q6: What are the minimum firmware requirements for devices to work with Poly Lens**

A: Poly Lens supports

- Poly Trio requires version 5.9.3 or higher
- Poly VVX Series requires software version 6.3 or higher
- Poly CCX Series software 6.2.11 or higher
- Poly Studio USB software 1.5 or higher

Poly Lens will still be able to support Provisioning on devices that do not meet firmware requirements (i.e., will not include management features such as Troubleshooting and Insights). As long as the device's provisioning URL is set properly, Poly Lens will still be able to provision the unit.

**Q7: How long will support be provided for these SKUs following the End of Commercial Sale?**

A: The End of Life support plans for these product SKUs are as follows:

<b>Public Announcement</b> (EOL notice posted on PDB)	<b>End of Sale/End of Life</b> (SKU made unorderable and unbookable)	<b>Migration Period (2/15/2022 – 10/1/2022)</b> (The period Poly will extend licenses, free of charge, so customers have time to migrate to Poly Lens)
December 15, 2021	February 15, 2022	October 1, 2022

Customers will still be able to continue using PDMS-E until the extended date of October 1, 2022, or when the contract for their licenses expire beyond that date. Poly is still liable to support them for their full contract term.

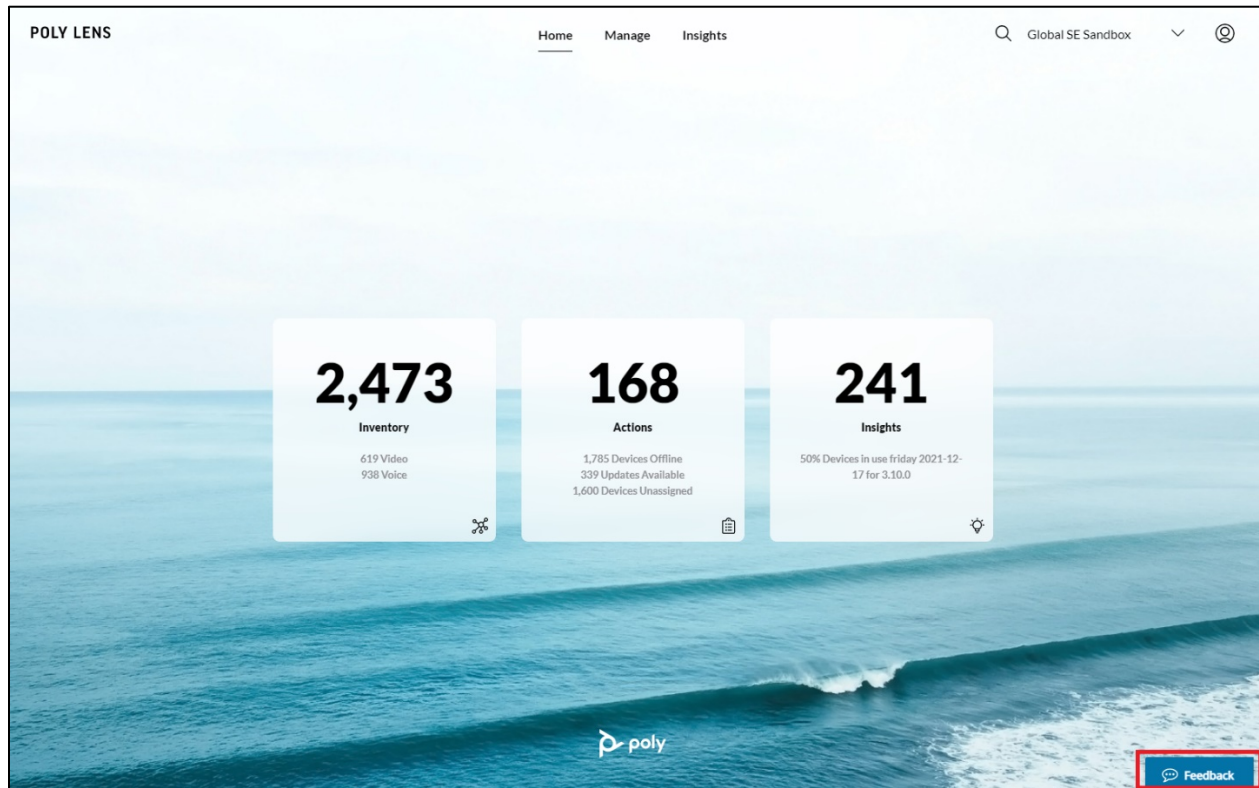
**Q8: Can I still book PDMS-E Trial orders for my customer?**

A: No. Trial orders are no longer accepted.

**Q9: If I am a new customer interested in PDMS-E, should I still register to become a user?**

A: No. Given that we are consolidating all Poly device management platforms to Poly Lens, please direct them to Poly Lens instead of PDMS-E.

If there are specific features they need in PDMS-E that we do not support in Lens, please use the Feedback tool in Poly Lens, as we capture all feedback here (refer to the red box in the screenshot below for the location of the feedback tool).



Screenshot of Poly Lens Feedback Tool

**Q10: Can I still order renewal licenses after End of Commercial Sale date?**

A: No, the system will reject the order starting the End of Commercial Sale date on February 15, 2022.

**Q11: Since now there is Poly Lens, I no longer would need PDMS-E. Can I get a credit for the orders that were successfully placed?**

A: Eligibility of credit will depend on when your order will expire. Please refer to the below:

- Expires before 02/15/2022: No credit will be issued. We have extended all of your licenses to October 1, 2022 to give you time to migrate to Poly Lens.
- Expires between 02/15/2022 and 10/01/2022: No credit will be issued. We have extended all of your licenses to October 1, 2022 to give you time to migrate to Poly Lens.
- Expires after 10/01/2022: You are eligible to get credited. Please see Q12 on how to get credited.

**Q12: If I am eligible for credit, what are the steps?**

To get credit for the order that has been placed, please perform two actions:

1. Have yourself or your reseller provide a written consent (e.g., an email) and send this to your Poly representative. Please be sure to include the fact that you want credit for these orders, and provide the following fields:
  - Name
  - Title
  - Company
  - Email
  - Order Number
  - PDMS-E Tenant ID Number (e.g., f5abcdef-1234-1234-a1bc-12345abcde)
2. Contact the reseller that you ordered this from to request a Credit Memo from Poly.

**Q13: Where can I get more information on the Poly Lens migration?**

A: As of December 15, 2022, we are still in first beta phase of the PDMS-E Migration Tool, your customers can get more information by reaching out to [betasupport@poly.com](mailto:betasupport@poly.com) to get enrolled. We will be providing the details once you reach out to our beta team.

Once the product is generally available, there will be a section (Migration Process) in the Poly Lens Help (<https://info.lens.poly.com/>).

**Q14: Where can customers go to get support on the Poly Lens migration?**

A: For technical support, please login to the Poly Online Support Center to open a Web Service Request (<https://support.polycom.com/PolycomService/servicerequest/index.htm>).

To submit feedback regarding the migration process, please direct them to the Lens Feedback tool addressed in Q9.



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