Poly Clariti Licensing with Poly Lens - FAQ

Migrating from legacy Flexera & CFS-based licensing to Poly Lens

1   Introduction

Poly Clariti is an evolution of legacy Polycom RealPresence Clariti. Today's new Poly Clariti has all the benefits of a modern software-based video solution that can be deployed on-premises, in the cloud, or in a hybrid mode. The all-inclusive software provides the necessary tools for IT departments to deliver superior user experiences while managing dedicated devices and the included app. Users can meet and have more engaging collaboration, whether joining from a conference room, a home office, or anywhere in between.

The Poly Clariti solution focuses on lowering TCO (total cost of ownership) and increasing ROI (return on investment) and offers a platform that is highly scalable and flexible. As more and more customers embrace a private cloud approach, Poly Clariti meets them no matter where they are at in that journey.

Poly Clariti offers broad interoperability with standards-based devices and backward compatibility with legacy RealPresence Clariti solutions. It also offers a rich toolkit to customize the video meeting experience with the ability to change logos, backgrounds, color themes, and text, thereby allowing customers to truly own the complete experience.

As a part of the evolution, a brand-new licensing solution has been introduced. This new licensing solution is based on Poly Lens (http://lens.poly.com) which greatly reduces customer workload while streamlining efforts towards a single-pane-of-glass paradigm.

Consequently, the current licensing solutions used by Poly Clariti that are powered by Flexera will be deprecated by June 30, 2023. This guide provides details on the migration and alternatives that customers will have.

2   FAQs (Frequently Asked Questions)

Who are our target customers and why?

Poly Clariti is the ideal solution for customers who require full control of their deployment, must have access to the devices managed, and/or must maintain compliance with strict security policies. Examples include organizations in Healthcare, Education, Financial Services, and State and Local Government. Our current targets are existing customers that use RealPresence Clariti and need to refresh and update their existing investment.

Who are the target user personas?

Most employees can benefit from having easy-to-use video conferencing solutions that can connect from conference rooms, remote locations, or the home office. Here are a few personas that will benefit from Poly Clariti:

- Office Collaborator: They are quick to adopt new technology to work efficiently and productively.
- Remote Collaborator: This persona depends on their collaborative tools to stay connected to colleagues and clients.
- Office Communicator: They will appreciate the ability to schedule a video call within the workflow of Microsoft Outlook. This persona is the least tolerant to technology, so it must be easy to use.

Why are we rebranding and refreshing RealPresence Clariti?

RealPresence Clariti has been around for many years and has enjoyed market success in enterprise, government agencies, financial services, consulting, higher education, and healthcare. Over the years, technology has advanced, use cases have changed, and our mature product solution has merged and diverged.

Poly Clariti brings innovative technologies to our customers while allowing them to make the most of their investment. Our advances call for a refresh and realignment of the components, introducing new components, while simplifying the positioning, bringing "Clariti" under the Poly brand. Since Clariti is a well-recognized brand, we are persisting with it and only replacing the RealPresence prefix with Poly.

What services are recommended to upgrade to the new Poly Clariti version?

Poly Clariti Upgrade Services are available to support customer upgrade needs. Professional Services are also available for assistance in deploying Poly Clariti Manager (SVC MCU) and Poly Clariti Workflow Lite (for click-to-join). Equally these can also be performed by Poly certified partners

How do I upgrade from RealPresence Clariti Subscription to Poly Clariti Subscription?

Customers with active Poly Clariti subscriptions will receive the new licenses automatically. These shall be for the exact same capacity and term as the original entitlement. These will be internally processed Q4/23, the customer will be provided with information to setup licensing on Poly lens along with access to the new software. Those with renewals in Q4/22 or Q1/23 will receive the new licenses on renewal.

How do I upgrade from RealPresence Clariti Perpetual to Poly Clariti Perpetual?

Upgrade for Poly Clariti perpetual is available in Q4 2022

How do I upgrade from RealPresence Standalone (DMA & RPRM) to Poly Standalone (DMA/CCE & RPRM/CM)?

Upgrade for Poly Clariti Standalone CCE is available now and CM is available from October 2022. Note the licenses will be created in Nov / Dec 2022 but these can be requested early if needed.

How do I upgrade from RealPresence Clariti Access Suite (RCAS) subscription to Poly Clariti subscription?

There is no supported upgrade path from RealPresence Clariti Access Suite (RCAS) subscription to Poly Clariti subscription. The customer is advised to upgrade to Poly Clariti Audio/P2P instead.

Are there Managed or Professional Services that go along with Poly Clariti?

Poly Managed and Professional Services are available have not changed for this release. Each

of these services can be pivotal to customer success for upgrading their existing RealPresence Clariti installation. You may find the appropriate services from your Poly sales representative.

What end points/software should I position with Poly Clariti?

Poly Clariti supports our newest video devices running PolyOS (Studio X Series, G7500) running in AVC (advanced video codec) mode. Additionally, we support the existing devices such as Group Series, Trio, RealPresence Desktop, RealPresence Mobile. Finally, the newest Poly Clariti App running is a web browser is supported as well.

What legacy infrastructure is supported with Poly Clariti?

Polycom RealPresence DMA, Polycom RealPresence Resource Manager, Polycom RMX Series, Polycom RealAccess, Polycom RealConnect, Polycom One-touch-dial. The RMX will continue to facilitate backwards compatibility for standards-based end points running AVC and provide interop through RealConnect for Microsoft Teams

I am having trouble activating the Lens license or have activated under the wrong account.

Capture Please raise a case with Poly support and provide the following details

- Requested By:
- Company Name:
- Customer Name:
- Phone #
- Email:
- Serial Number:
- License Number/ Activation code:
- Sales Order #
- Lens Tenant ID / UUID:
- Description of issue:

As a customer admin, I want to upgrade to Poly Clariti Core / Poly Clariti Edge v10.2 using my perpetual licenses. How do I get new Poly Clariti licenses?

Perpetual Licenses will be available in Q4CY2022. If you would like these earlier, please raise a support case requesting these. Note Clariti Manager won't support Lens licensing until end of October 2022

I am a customer admin and I have created a new tenant in Poly Lens. I can see all the Poly Clariti software files, can I go ahead and upgrade?

Customers should request these licenses early or wait to upgrade until they have licenses to activate and apply to the product instance. If a customer upgrades without licenses, they will be limited to two (2) concurrent calls until they apply new licenses or roll back to Version 10.1.x

Can I upgrade immediately and get the new Poly Clariti licensing, or do I need to wait for my subscription renewal period?

Customers can upgrade to Poly Clariti Core / Poly Clariti Edge v10.2 with new Subscription licenses.

- New Lens licenses will be created by Poly in Q4, you can request these early with a support

ticket if you would like to.

- We recommend the customer renew their subscription and get the new Poly Clariti Core / Poly Clariti Edge licenses and Poly+.

What are the key benefits that Poly Clariti brings to the market over RealPresence Clariti?

Poly Clariti delivers value to security and privacy-conscious organizations that require full access and control of their end-to-end video conferencing platform. Poly Clariti adopts the philosophy of Deploy-Manage-Meet. As a 100% pure software solution, Poly Clariti can be deployed anyway the customer chooses (rack server, virtual machine, private cloud). The customer has absolute control and manageability over the solution. Users can join meetings from anywhere and with any device. The biggest benefits are a significant reduction in TCO (total cost of ownership), increased ROI (return on investment), modern apps, the ability to customize the overall experience, and better user experience. What endpoints and software apps are supported with Poly Clariti?

Poly Clariti supports our traditional voice and video endpoints, RealPresence Desktop (RPD), and RealPresence Mobile (RPM) as it does today with RealPresence Clariti. We also support the newest Poly OS devices running in SVC mode. Poly is also adding a new soft-client, Poly Clariti App (Chrome, Edge, and Safari browsers) that will replace RealPresence WebSuite.

Is Poly Clariti a VaaS?

No. The difference between a VaaS and Poly Clariti is substantial. Poly Clariti does not host a cloud instance where multiple parties are assigned a tenant on that instance. VaaS solutions have multi-tenant features and while secure are not "walled-off" like Poly Clariti. In most cases, the customer will have an on-premises deployment and in some cases, they will deploy in a private AWS or Azure cloud.

How can I test drive Poly Clariti without having to deploy it in my lab?

Please contact Poly Sales for free access to a Poly Clariti demo environment. You may also go to: https://lens.poly.com and click Clariti in the main menu.

What is the Poly Clariti App and what are its capabilities?

Poly Clariti App runs in a browser and therefore, does not require installing any software, extensions, or plugins. The app is supported on Chrome, Safari, and Microsoft Edge browsers. It provides a modern UX/UI with popular functionalities such as – gallery view, grid view, content share, participant roster, group chat, on-demand voting, hand raising, and call statistics.

What kind of user customizations does the Poly Clariti App support?

The Poly Clariti App provides several levels of customization for a unique user experience. The following attributes are customizable:

- Splash screen (landing page)
- Logo
- Skin (background/font)
- Custom banner message
- Select the number of incoming video streams (for bandwidth preservation)

I have RealPresence Clariti; how do I upgrade/migrate to Poly Clariti?

Moving from RealPresence Clariti to Poly Clariti is considered a software upgrade along with the installation of new software components. To upgrade, one must first obtain new licenses for Poly Clariti. For existing customers with RealPresence Clariti subscriptions, please contact your Poly Sales representative for assistance.

My RealPresence Clariti subscription is up for renewal. Which SKUs should I use for the renewal?

The customer must renew their RealPresence Clariti with the new Poly Clariti subscription SKUs. These SKUs have the format 5-XXXXX-XXX. Note that the renewal with the new SKUs will need to be treated as a net new PO.

How do I renew my RealPresence Clariti perpetual license?

Poly Clariti SKUs for perpetual will be made available later in Q4CY2022. For customers who need to kickstart their testing and upgrade need to contact Poly Clariti Tech Support for temporary licenses.

How do I renew my HA (high availability) license?

HA has been converted into a baseline functionality for Poly Clariti and there will be no separate SKU for HA within Poly Clariti.

I have activated my license incorrectly under the wrong account. What do I do?

Open case with Poly Clariti Tech Support to get it resolved. Depending on the issue, it would be repaired as soon as possible.

My license code reports being invalid. What do I do?

Contact Poly Clariti Tech Support to verify you have the correct license.

I don't plan to upgrade to Poly Clariti or migrate to Poly Lens licensing or need more time (beyond 06/30/2023). What are my options?

Customers are required to migrate to Poly Lens licensing. However, customers using "Online Mode" with Flexera may choose to switch to "Offline Mode" and manually install the Flexera License File on to their Clariti deployment. This will allow the solution to function through the term of their license.

Poly has internally processed a new Poly Lens license. What are the next steps?

- An information email with an "activation key" and instructions will be sent to the email on file.
- Follow the instructions to create a Poly Lens account, locate your entitlements, and allocate licenses to your Poly Clariti deployment.
- All software for Poly Clariti will also be available on the Poly Lens portal

When will Poly Clariti Perpetual and Poly Clariti Standalone SKUs become available?

Poly Clariti Perpetual and Standalone SKUs are planned to become available in Q4CY2022.

A portion of my license is up for renewal earlier than the remainder. What should I do?

Customer should consider moving all their Clariti licensing to the new Poly Lens based licensing by doing the following:

- Renew the licenses that are up for renewal using the Poly Clariti SKUs.
- Migrate the remainder of the licenses (up for renewal in the future) using Poly Clariti SKUs working with the renewals team

I am using the RealPresence SDK will this be accessible after the upgrade?

Yes the RealPresence SDK is a subscription license and will follow the subscription process. Your renewal will automatically use the new SKU where you will need to move to Lens licensing

I am using a RMX or RPCS VE will this affect those products?

Not if they are registered to the Clariti Core (DMA) for Clariti calls no further action is required. In rare cases the RPCS VE is stand alone and registered to Flexera directly then yes and a license will be sent to you to apply on the RPCS VE standalone

I am not under a maintenance agreement how can I get these updates

Please see your Poly sales representative to arrange a quote to bring you under a maintenance agreement ahead of June 2023 to move to the new license solution. We will be sending a email explaining there will be a promotion to help bring you under a maintenance contract. If this is still an issue raise a support case and we will look to setup an legacy static license.

I am using Poly Content Connect (PCC) is this on the new Lens license solution

No PCC is end of support and not on the new Lens License. Please ensure you move to Flexera offline license mode and backup the VM hosting this. You can then continue to use the product on a best effort basis.