

# Polycom® Device Management for Service Providers

## Overview

Polycom's Device Management Service for Service Providers (PDMS-SP) is an innovative cloud management service that speeds initial deployments, reduces on-going operating expenses, and helps services providers deliver better life-cycle support to accelerate their business. PDMS-SP is designed for maximum scalability supporting millions of devices while being flexible enough to support multiple tenants across the globe.

### Manage

Reboot your devices, sync your configuration

### Troubleshoot

Set time to retrieve logs, stop and start PCAP, view configurations on the phone - remotely

### Support

Backup and restore your devices, fetch primary device information

*"The ability to resolve issues quickly is the single most important thing Polycom can deliver."*

*Michelle Accardi, Chief Revenue Officer, Star2Star*

## FREQUENTLY ASKED QUESTIONS:

### **Q: What are the key features of PDMS-SP?**

**A:** PDMS-SP is a cloud-based device management platform that provides you real-time remote connectivity to your Polycom VoIP endpoints. Polycom VoIP endpoints connect to PDMS-SP via an "Out-of-Band" management tether. Key features include:

#### **Access PDMS-SP via our Web Portal**

A web portal is available for management of devices, users, organizations and access to firmware, documentation and tools. A list of accessible features is listed below:

#### **General Profile Features**

- Connection logging (Last Update)
- ITSP Status: SIP service registration status
- Firmware: Firmware version the Polycom device is running
- Device Notes field
- Organization: the destination sub-organization

#### **Device Management Features**

- Restart Device: A warm reboot
- Reboot Device: a cold reboot

- Sync Device Configuration
- Reset Device: Factory resets

#### **Device Troubleshooting Features**

- Fetch Device Log
- Modify Log Levels for troubleshooting
- Retrieve Tech Support Info Dump:
- Remote PCAP: Timeout, Filter, Start/Stop, Download link

#### **Backup and Restore and Configuration Features**

- Fetch Configuration: All parameters or Network connect parameters
- Push Configuration/Web for targeted changes

#### **Fetch Local Device Information**

- Primary Device & Secondary Device
- Network Information
- Service Information

#### **UCS Phone Service Activation**

- User / Administrator Permission Management

#### **Q: What is the target customer for PDMS-SP? How is it different than PDMS-E?**

**A:** The primary customer for PDMS-SP is VOIP Service Providers, ITSPs Direct to Consumer SPs (Google Voice SPs); The solution supports Polycom UCS 5.8+ VVX devices. By contrast, PDMS-E is targeted at Enterprises, Video Ecosystem Alliance Partners, Channel Partners who sell Partner Branded Services. PDMS-SP as a device cloud management solution is not an appropriate solution fit for Enterprises.

#### **Q: What Service Provider user personas will find the greatest value using PDMS-SP? Who is the typical user of PDMS-SP and why?**

**A:** The typical and primary user of PDMS-SP is a Service Provider Technical Support Engineer. The Technical Support engineer is a daily fixer of VoIP service trouble. Their job is to monitor, troubleshoot, track, determine root cause and remediate issues that come up from customers and their end users.

SP Financial buyers and stakeholders like Procurement, Engineering, Product Management will be very interested in the value PDMS-SP can bring their business:

- Decrease operating expense when using Polycom phones
- Help speed troubleshooting, which will increase customer retention. Customer retention is important to SPs because they know that a 5% in customer retention, has the same effect as decreasing costs by 10%.
- Help qualification of new endpoint HW, SW, configurations
- Ease the development of endpoint configurations

#### **Q: What is Polycom's Product Strategy with respect to PDMS-SP?**

**A:** Land and expand strategy: first, use PDMS-SP to drive value to your SP Tech Support personnel. Second, promote the aggregate benefits of our devices + PDMS-SP as a differentiated solution, and use it to grow Polycom unit share of devices in target SP accounts.

**Q: What Polycom UCS software will PDMS-SP work with?**

**A:** This solution requires Polycom UCS v5.8 software running on VVX phones. You may download Polycom UC Software 5.8.0.12848 Rev C and [supporting documentation here](#)

**Q: What do we need to get started with PDMS-SP?**

**A:** The prerequisites for UCS connectivity to PDMS-SP are:

- A Polycom VVX phone running UCS 5.8 or later,
- A PDMS-SP account and email login

If your Service Provider doesn't have an account set up yet, they can request an invite from their Polycom VoIP Solution Architect or Sales Engineer.

**Q: What Polycom VVX phones will the solution work with PDMS-SP?**

**A:** PDMS-SP requires UCS v5.8 software running on the following devices

- VVX 101 business media phone
- VVX 201 business media phone
- VVX 300/301/310/311 business media phones
- VVX 400/401/410/411 business media phones
- VVX 500/501 business media phones
- VVX 600/601 business media phones
- VVX 150 business IP phone
- VVX 250 business IP phone
- VVX 350 business IP phone
- VVX 450 business IP phone

PDMS-SP also supports Obi ATA and phone products that are now part of our portfolio.

A full list of hardware and software dependencies is provided in [Required Solution Hardware & Software Release Notes](#).

**Q: Is there a license key or subscription fee to use PDMS-SP?**

**A:** Currently, PDMS-SP is a FREE service for our Service Providers. In the future as premium features are introduced, we expect those features to be access via a license and subscription fee.

**Q: Polycom recently launched PDMS-E for Enterprise. How is PDMS-SP the same or different?**

**A:** PDMS-SP, while providing device management, monitoring, and troubleshooting tools similar to those offered in PDMS-E, does not provide a complete configuration provisioning system for your endpoints.

PDMS-SP is intended to work in tandem with your existing provisioning system. PDMS-E however is a complete provisioning engine designed for use by a single enterprise on a per user cost basis. PDMS-E does not provide the multi-tenancy or scale that a Service Provider would need to manage their entire deployment base.

**Q: What was our beta customer feedback from PDMS-SP?**

**A:** Our beta feedback has been very positive. Beta users relate the ability to troubleshoot UCS 5.8 phones as one of the best features allowing them to diagnose problems quickly and easily. Furthermore, device information gathering helps them understand more about the deployment and future customer needs.

**Q: Who supports PDMS-SP, and where can I, or my customer go for technical support on the service?**

**A:** For more information about onboarding your SP, or when your SP has questions about configuring their UCS devices, and administering PDMS-SP service, or to report a bug on PDMS-SP, please call us directly at: [408-890-6000](tel:408-890-6000), [select option 8](#), or email us directly at: [obi.spsupport@polycom.com](mailto:obi.spsupport@polycom.com)

**Q: What is the PDMS-SP availability?**

**A:** PDMS-SP is available worldwide except for China and currently embargoed countries. In the event, a non-US SP has local data storage requirements within the country SP does business, Polycom expects to expand storage and cloud services based on SP demand.