DATA SHEET

Polycom Device Management Service

Manage all your Polycom voice devices securely from the cloud

Reliable voice communications systems are critical to your organization's efficiency, but managing those devices can cause unnecessary stress for your IT team. It's no secret that optimizing your IT resources while creating engaging collaboration experiences is challenging but Polycom Device Management Service's groundbreaking cloud portal can help. With unparalleled automation and security, you'll simplify staging, deployment and management for all your Polycom voice devices, wherever they may be.
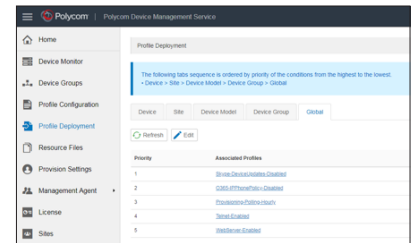
Complete device lifecycle management

With Polycom Device Management Service, provisioning isn't a strenuous chore that becomes a time-suck. With over 400 best practice templates and configuration profiles that can be edited in real time, provisioning is fast and seamless. When deploying, you'll create consistent experiences while still being able to customize, by using configuration profiles for device types, sites and/or groups.

Additionally, proactively identify issues and minimize help tickets with enhanced insight into your devices connection status. Automatic software updates also help ensure that you'll provide a consistent end-user experience on every Polycom device.

Secure cloud service

Polycom Device Management Service is a cloud portal that's accessible from literally anywhere in the world. Whether you're managing 5 or 50,000 devices, it lets you focus on higher priority tasks while lowering your total cost of ownership (TCO). What's more, Polycom Cloud Services provide a solid security foundation for enterprises using TLS and HTTPS protocols. Polycom is ISO/IEC 27001:2013 certified and committed to establishing and implementing superior security processes, now and in the future.
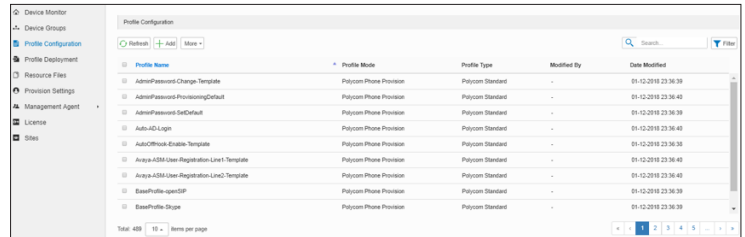

Benefits

- **Save time**—Simplified central device management reduces unnecessary work

- **Customize devices to meet your needs**—Configure devices to your exact specs to improve your overall experience

- **Manage proactively**—Monitor connection statuses to proactively mitigate issues
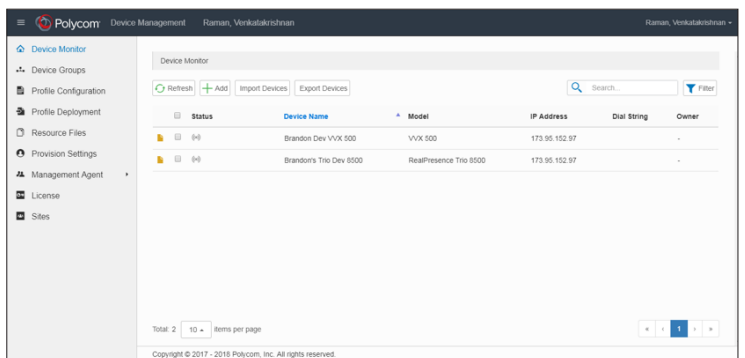
Device staging and deployment

- Preconfigure your devices with over 400 best practice templates and configurations, and easily activate the features that you want.
- Create customized templates and set up devices in bulk or individually with user credentials, speed dials and contacts.
- Ensure consistent experiences by grouping your devices by type, site and/or group.

Management

- View devices' statuses to ensure that they're running and connected to SIP services.
- Receive notifications of new software releases and schedule upgrades.
- Keep everyone synced on the same software version.

Supported Devices

- Trio 8500
- Trio 8800
- Trio Visual+
- VVX Series Phones
- CX5100
- CX5500
- Soundstructure

Polycom Cloud Relay Requirements

Cloud Relay is a container for Management Agent and Download Agent in the devices that access Device Management Service. When deploying Cloud Relay, you'll need:

- VMware or Hyper-V
- Polycom Device Management Service license
- Valid PFX certificate
- Reset PIN code on PDMS

Get your complimentary 60-day trial now

Start getting more productive with Polycom Device Management Service with a free 60-day trial for up to ten devices.
Register at *https://www.polycom.com/forms/pdms-e-trial.html*.