# Polycom® Device Management Service for Service Providers

## Centrally manage and troubleshoot your Polycom voice devices securely from the cloud



### Value

Polycom® Device Management Service for Service Providers (PDMS-SP) is an innovative cloud management service that speeds initial deployments, reduces ongoing operating expenses and helps service providers deliver better lifecycle support to accelerate their businesses. PDMS-SP is designed for maximum scalability to support millions of devices, while being flexible enough to support multiple tenants across the globe.

### Management

Companies from SMBs to enterprises need reliable voice communications on desktops, in conference rooms and at home offices. A proven way to increase reliability is to ensure the device is registered and functioning at peak performance with the latest firmware and software. PDMS-SP will give your technical teams a detailed view and control of Polycom voice devices, helping them deliver better overall end-user experiences.

### Troubleshooting

Visibility into device information, capabilities, health, call details and network status helps avoid costly churn that disrupts voice services. Downtime attributed to real or perceived device failure is costly to your business and devastating to your customers' satisfaction. It's no secret that most end users have a low tolerance for device failures and many will simply find another way to communicate before wasting their time. While no hardware is perfect, statistics show that many devices are returned to the factory with no hardware failure found. All too often, troubleshooting devices means sending a technician or even worse, rolling a truck—costing the customer thousands of dollars and damaging the relationship.

With PDMS-SP, your business can realize a dramatic improvement in both time and money spent tracking down true failures and service interruptions. The secure management portal allows your staff to remotely identify errors, reboot, trace and, most importantly, collect device logs. The result is higher customer satisfaction and an improved bottom line.

### Support

PDMS-SP delivers powerful troubleshooting for diagnosing customer issues before those issues escalate into severe problems. PDMS-SP—an innovative cloud management portal—speeds troubleshooting, reduces resolution times, increases customer satisfaction and helps you grow your business.

### Benefits

- Deliver consistent user experiences through advanced staging and deployment profiles
- Centrally manage all of your Polycom voice devices from anywhere
- Leverage flexible multi-tenant architectures to handle all of your Polycom SIP devices
- Reduce costly truck rolls and onsite maintenance
- Improve customer satisfaction and usage directly impacting the need for more devices
- Grow your business and offerings

## Device management features

- Restart device
- Reboot device
- Sync device configuration
- Reset device to factory settings

## Device troubleshooting

- Configurable log levels
- Fetch device log
- Tech support info dump (TSID) package for unexpected reboots
- Remote PCAP: timeout, filter, start/stop, download link

## Fetch and push configuration features

- Fetch configuration: all, local, web, config. files, TR-069, SIP, device parameters
- Push configuration/web

## Fetch local device information

- Primary and secondary device
- Network
- Service information

## Primary device information collected

- Hardware model
- Hardware PN
- Hardware revision
- Mac address
- Manufacturer
- Obi number
- GMT offset
- PCS account code
- Power source
- Product family
- Reboot type
- Region code

- Serial number
- Software release
- Updater version
- Upload time

## Secondary device information collected

- Attachment state
- Connection type
- Display name
- Peripheral type
- MAC address
- Bluetooth address
- Serial number
- Upload time
- PC port mode
- PC port speed
- PC port status

## Network information collected

- 802-1x status
- CDP status
- Connection mode
- Connection speed
- Connection type
- DNS alternative address
- DNS domain
- DNS primary address
- EAP method
- IPv4 address
- IPv4 address source
- IPv4 gateway
- IPv4 subnet
- IPv6 address source
- IPv6 global address
- IPv6 link local address
- IPv6 ULA

- LLDP location information
- LLDP neighbors
- LLDP status
- NTP server
- PC port status
- Provisioning protocol
- Upload time
- VLAN

## Service information

- Display name
- Expiry
- Failure reason
- Line ID
- Line type
- Outbound proxy
- Outbound proxy port
- Outbound proxy transport
- Registration type
- Server address
- SIP address
- SIP port
- SIP transport
- Server platform
- Status
- Upload time
- User ID

## Supported audio devices

- VVX 101, 150
- VVX 201, 250
- VVX 300, 301, 310, 311, 350
- VVX 400, 401, 410, 411, 450
- VVX 500, 501
- VVX 600, 601

## Required software

- UCS 5.8 and above

## About Polycom

Polycom helps organizations unleash the power of human collaboration. More than 400,000 companies and institutions worldwide defy distance with video, voice and content solutions from Polycom. Polycom and its global partner ecosystem provide flexible collaboration solutions for any environment that deliver the best user experience and unmatched investment protection.

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