



# Service Description

## SUMMARY

This offering outlines the remote service options for the configuration either of the two options: one (1) Poly-supported Ecosystem Video Endpoint which includes one (1) eligible Poly Video Endpoint/Solution, one (1) eligible component\*, one (1) eligible Ecosystem hardware, and one (1) eligible peripheral item or one (1) Zoom Room Intelligent Director which includes one (1) eligible Poly Zoom Video Endpoint/Solution, up to four (4) eligible components\*, one (1) eligible Ecosystem hardware, and one (1) eligible peripheral item to ensure the Ecosystem Video Endpoint is operational within the Customer’s environment (the “Service”).

It is estimated that the Poly Engineer will install and manually configure one (1) Ecosystem Video Endpoint or one (1) Zoom Room Intelligent Director Video Endpoint and that a half-day (not to exceed four (4) hours) is necessary to fulfill this task. If, for reasons not attributable to Poly, the Installation requires further time for completion, additional time shall be ordered by the Customer prior to Poly completing the Installation.

Poly-supported Ecosystem Video Endpoint

\*Additional components or peripherals will require the add-on Part Number.

Eligible Video Endpoint/Solution	Eligible Ecosystem Hardware	Eligible Components (per defined solution)	Eligible optional Peripheral Item (1)
Focus Room (MTRoW)	HP Mini G9 Conferencing PC Lenovo Thinksmart Core/ Dell Optiplex 7080 XE	Touch Control, Poly Studio P15	Poly-Supported Voice Endpoint
Small Room (MTRoW)	HP Mini G9 Conferencing PC Lenovo Thinksmart Core/ Dell Optiplex 7080 XE	Touch Control, Poly Studio R30	For MTR: <a href="https://learn.microsoft.com/en-us/microsoftteams/rooms/requirements">https://learn.microsoft.com/en-us/microsoftteams/rooms/requirements</a>
Small/Medium Room (MTRoW)	HP Mini G9 Conferencing PC Lenovo Thinksmart Core/ Dell Optiplex 7080 XE	Touch Control, Poly Studio USB	
Large Room (MTRoW)	HP Mini G9 Conferencing PC Lenovo Thinksmart Core/ Dell Optiplex 7080 XE	Touch Control, Poly Studio E70	For Zoom: <a href="https://support.zoom.us/hc/en-us/articles/360033608731-Zoom-Rooms-Certified-Hardware#h_01F29E957WZBZ4WGB8HCYS7BMA">https://support.zoom.us/hc/en-us/articles/360033608731-Zoom-Rooms-Certified-Hardware#h_01F29E957WZBZ4WGB8HCYS7BMA</a>
Small Zoom Room	HP Mini G9 Conferencing PC	Touch Control, Poly Studio R30	Zoom-Rooms-Certified-Hardware#h_01F29E957WZBZ4WGB8HCYS7BMA
Small/Medium Zoom Room	HP Mini G9 Conferencing PC	Touch Control, Poly Studio USB	
Large Zoom Room	HP Mini G9 Conferencing PC	Touch Control, Poly Studio E70	Touch Control
Focus/ Small Room (MTRoA)	N/A	Touch Control, Poly Studio X30	Poly-Supported Voice Endpoint
Medium Room (MTRoA)	N/A	Touch Control, Poly Studio X50	<a href="https://learn.microsoft.com/en-us/microsoftteams/rooms/requirements">https://learn.microsoft.com/en-us/microsoftteams/rooms/requirements</a>
Large Room (MTRoA)	N/A	Touch Control, Poly Studio X70	
	N/A	Touch Control, Poly Studio G7500, Poly Studio E70	Touch Control

## ECOSYSTEM VIDEO ENDPOINT REMOTE INSTALLATION

### Zoom Room Intelligent Director

Eligible Zoom Video Endpoint/Solution	Eligible Ecosystem Hardware	Eligible Components (per defined solution)	Eligible optional Peripheral Item (1)
Large Zoom Room	HP Mini G9 Conferencing PC	Touch Control, Poly Studio E70	Trio C60

The Poly part numbers covered by this Service Description are:

### Poly-supported Ecosystem Video Endpoint

Part Number	Description
PROECOSYS02	Poly Remote manual Installation of One Ecosystem Video Solution. See Service Description for full T and Cs Priced per eligible system.
PROADDON004	Poly Remote Install 1 additional camera peripheral or configuration of additional use case at the same time as the install of a Video solution. Must be ordered with applicable Video Solution Rem Inst.
PROSMTHND05	Custom Poly Onsite Smart Hands Uplift Must be ordered with PROECOSYS02 or U73RVPS part numbers Subject to availability See Service Description for full T and Cs Priced per eligible system.
PROADDON007	Poly Remote Install one additional Room Kit at the same time as the install of a Room Kit/MTR Video solution. Must be ordered with applicable Video EP Rmt Install or Solution Design service.

### Zoom Room Intelligent Director Video Endpoint

Part Number	Description
U73RVPS	Poly Remote Manual Configuration of One Zoom Room Intelligent Director Video Solution. See Service Description for full T and Cs. Priced per eligible system.

## POLY COMMITMENTS

Poly will:

1. Provide a Remote Engineer and Smart hands installer if purchased separately.
2. Coordinate an initial call between the customer and the Poly Installation Team to review the delivery process.
3. Work with the customer primary contact and gather all required information necessary for producing all installation deliverables.
4. Test installed Poly product based on agreed Customer use case.
5. Fulfill all stated deliverables for the installation, as applicable.
6. Obtain the customer's confirmation of installation completion.
7. Assess customer readiness prior to the start of the Installation. If the customer's environment is not ready for the start of work by Poly, additional charges for re-start initiatives may apply. Poly reserves the right to modify the Installation start date due to customer-not-ready conditions.

## ECOSYSTEM VIDEO ENDPOINT REMOTE INSTALLATION

### CUSTOMER COMMITMENTS

The Customer will:

1. Provide a Customer Primary Contact, Customer Secondary Contact, and Customer Technical Contact (collectively, the “Customer Project Team”) and access to these individuals at agreed upon times.
2. Provide trained, technical personnel for the duration of the Installation for the purposes of making all necessary preparations or changes to third-party infrastructure hardware, Software, applications or operating systems upon which these Services are dependent.
3. Participate at every stage of the Installation and perform any Customer-based tasks required for Installation completion signoff within the mutually agreed timeframe.
4. Fulfill all information requests including, without limitation, requirements gathering documents at least two (2) weeks in advance of any applicable Poly deliverable deadline.
5. Provide a connection to the internet while Poly resources are at the Customer site to download any Software required for Installation completion.
6. Provide any access necessary for Installation completion to Customer facilities and systems including, without limitation, video, voice, data, messaging systems, and other integrated systems at agreed upon times.
7. Install any cabling inside the floors, walls, and ceilings; and any wall, screen and ceiling mounted brackets used to support Poly equipment including cameras, microphones, speakers, displays, touch controls, and accessories.
8. For Zoom Room Intelligent Director, customer will need to ensure that the cameras are installed as per Zoom Design Guidelines.
9. Unpack and connect all Poly hardware. (Unless “smart hands,” uplift is purchased; PROSMTHND05. See smart hands option below.)
10. If applicable, ensure MTR (Microsoft Teams Rooms) Video Solution prerequisites are completed.
  - a. Microsoft 365 or Office 365 calling plan, if needed for PSTN dial out capabilities.
  - b. Microsoft Meeting Room licensing available and applied to room account(s).
  - c. MTR (Microsoft Teams Rooms) room account setup and configuration (Unless additional Professional Services consulting hours are purchased; PROPROJECT2).
    - i. Exchange calendaring permissions
    - ii. Teams account creation
11. Approve or deny all Change Order requests in a timely manner.
12. If Zoom Room Intelligent Director configuration has been purchased and no smart hands - PROSMTHND05 purchased, then customer will need to provide a resource to calibrate the Zoom Room Intelligent Director.

### INSTALLATION ACTIVITIES AND DELIVERABLES

Poly will:

1. Plan a remote installation call with the customer.
2. Remotely evaluate the designated customer site, including network, power, Endpoint, and other prerequisites, using Poly’s Installation checklist.
3. Assist the Customer’s onsite resource to:
  - a. Power up the Ecosystem/Peripherals Video Endpoint
  - b. Accept any applicable product license agreements. The customer’s designated resource must have the authority to accept the Poly End User License Agreement.
  - c. Activate any software license codes and complete the electronic product registration.
  - d. Validate, and if applicable upgrade, the Endpoint Software to support the desired ecosystem or Zoom Rooms Intelligent Director.
  - e. Complete the manual configuration process.

## ECOSYSTEM VIDEO ENDPOINT REMOTE INSTALLATION

- f. Integrate the Ecosystem or Zoom Rooms Intelligent Director Video Endpoint within customer's environment to support audio, video, and content sharing capabilities.
  - g. If applicable, validate the proper touch control mounting on glass.
  - h. Test the Ecosystem or Zoom Rooms Intelligent Director video solution to ensure functionality.
4. Provide a thirty (30) minute orientation session for up to four (4) people to include scheduling, placing a call, and receiving a call with the customer's newly configured Endpoint. Poly is not responsible for any LCD or plasma display burn-in damage that occurs if the video system sleep timer is disabled. This basic orientation does not take the place of formal classroom training.

### ADDITIONAL ENDPOINT REMOTE INSTALLATION

Customers can purchase remote installation services for additional Ecosystem Video Endpoints being installed at the same time as the full service, on condition a provisioning server is used to provision the Endpoints. The additional remote installation must be purchased with an eligible full service.

Eligible services:

Part Number	Description
PROADDON007	Poly Remote Install one additional Room Kit at the same time as the install of a Room Kit/MTR Video solution. Must be ordered with applicable Video EP Rmt Install or Solution Design service.
PRO8603100	Poly Solution Design for Video Endpoints 2 Day Remote for Video Endpoint use cases Onboard to Poly Lens RPRM Teams Admin Center Zoom or use an existing Poly-supported provisioning server.
U71S3PX	Poly CloudConnect Endpoint Remote Installation powered by Pexip Includes initial cloud setup Price based per 1 One Endpoint Total Endpoints to install must match total customer Endpoints MIN QTY 10.

### Smart Hands Service (Optional Uplift)

Customers can purchase smart hands Service that will provide the customer with a Poly provided onsite technician to:

- a. Unpack and verify the shipped contents against the packing list.
- b. Install the Ecosystem Video Endpoint, except as noted under the customer commitments section.
- c. If displays are purchased, mount the displays to the Customer-installed wall mount brackets.
- d. If ceiling mounted microphones or speakers are purchased, connect the cables to the Endpoint.
- e. If wall mounted touch control is purchased, mount touch panel to Customer-install wall mount brackets, connect existing cable, power on and pair as needed.
- f. Work with the remote technician to complete the configuration as outlined in Poly commitments for remote Installation through Installation signoff.

### SCOPE OF INSTALLATION

The scope of the Installation includes only those tasks that appear in this Service Description (the "Scope"). If the Customer requires additional services outside this Scope, Poly will discuss the requirement for such services with the Customer prior to any such task being performed. Any changes and associated fees will be documented and mutually agreed using Poly's Change Order Process. Any deliverable that is not identified as in Scope in the body of this Service Description is Out-of-Scope.

## ECOSYSTEM VIDEO ENDPOINT REMOTE INSTALLATION

### INSTALLATION COMPLETION

At the conclusion of the Installation, Poly will verify that the deliverables have been completed as defined in this Service Description and the Customer will sign off on the Completion Form.

The Service Installation will be deemed completed upon the earlier of:

- Signature by Customer of the Completion Form; or
- Seven (7) days from the submission of the Completion Form to the Customer provided Poly has received no written objections from the Customer to the submission of the Completion Form.

If the Customer objects to signing the Completion Form, the Customer and Poly shall agree on the objections by documenting them in the “Notes” portion of the Completion Form. For clarity, objections shall only include issues specifically related to this Service. Once Poly has remedied the objections, Poly will resubmit the Completion Form for signature. If Poly is required to address any issues covered by the Completion Form after sign-off by the Customer, and such issues are not caused by Poly, additional fees may apply at Poly’s then-current time and materials rates.

### TRAVEL EXPENSES FOR ON-SITE WORK

This Service Description provides for remote services only, except in the case where smart hands have been purchased. If smart hands are purchased, onsite services include travel and expenses. Any travel by Poly will be mutually agreed upon before the travel occurs. Invoices for travel-related expenses will be billed separately.

### CHANGE ORDER PROCESS

In the event that either the customer or Poly encounters circumstances that will affect the Installation, the Poly Project Manager will document the impact and proposed change to the schedule in a Change Order Form. Both parties must sign the Change Order Form indicating acceptance of the change.

### SECURITY MANAGEMENT

Poly’s Information Security Management System (“ISMS”) is based on best practices and is aligned to the ISO27001 framework. In order to prevent security incidents and detect vulnerabilities, Poly uses Security by Design (products are hardened and network ports are only allowed as necessary) and Privacy by Design (access is only allowed via least privileged and need-to-know methodologies and data is encrypted in transport and at rest as needed) principles. When anomalies are identified, they are promptly investigated to determine if a security or privacy incident has occurred. In the event that an incident is identified that affects the delivery of the Services or the confidentiality, integrity, or availability of end customer data, the Customer will be notified in a timely fashion. Privacy information is available at <https://www.hp.com/us-en/privacy/privacy-central.html>. Self-service information may exist on the Poly Support Portal at [Poly Support | HP® Support](#).

### TERMS AND CONDITIONS

This Service Description is subject to the Poly Service Terms and Conditions for End User Customers at: [SERVICE POLICY GUIDES | HP® Customer Support](#). In the event of a conflict between the terms of this Service Description and the Poly Service Terms and Conditions for End User Customers, the Poly Service Terms and Conditions for End User Customers will apply.

All capitalized terms used and not otherwise defined herein, excluding proper nouns and other grammatically required capitalization, shall have the meaning set forth in the Poly Glossary located at: [https://support.hp.com/us-en/document/ish\\_9813257-9809439-16](https://support.hp.com/us-en/document/ish_9813257-9809439-16).



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