



3 Year Poly+ HP Poly Studio A2 Table Microphone (UJ9B6PV)

Overview

Rest easy knowing Poly has your back, day or night. Get advance hardware replacement^[1] wherever you need it with pre-paid next day shipping for minimal downtime. And benefit from upgraded access to premium software, elevating your collaborative experience couldn't be easier. Unlock the potential of the possible.

Around-the-clock help no matter where you are

Poly solutions are rock solid, but if an incident occurs we're here to help you anytime, day or night.

We'll have you up and running in no time

Poly provides advance hardware replacement^[1] for any failed hardware component. If a replacement part is required to resolve a problem it will be shipped with freight charges paid for by Poly for next business day delivery, before you return the faulty one.

[1] poly.com/support/service-policies/advance-parts-replacement .

Additional specifications

Service features	Upgraded IT tools that ensure devices are current and operational with status notifications, network tools, and audit logging. Transform IT services from reactive to proactive – enabling faster response time for superior user experiences and greater adoption.
Service features	Upon remote diagnosis of a Poly Product failure by a Poly technical support engineer, an authorized technician will be dispatched to the customer site during business hours to install the replacement part. Poly's technician will coordinate troubleshooting and testing activities with Poly technical support and the customer's designated contact to resolve the problem.[4]
Service features	Poly will use commercially reasonable efforts to provide a fix or a workaround if Poly determines that such workaround would be an appropriate response under the circumstances.
Service features	Poly's support management team coordinates the escalation of problems and rapidly engages the right solution specialists throughout Poly. Poly will execute internal notifications to alert Poly's service management when the customer support cases age past established thresholds.
Service features	Customers with a current Poly+ contract are eligible for exclusive Professional Services discounts.[3]
Service features	Your designated Support Portal allows you to register products, search licensing, create and review service tickets, check parts replacements, download product documentation and download Poly endpoint software.
Service features	Poly makes available system software upgrades and updates at no additional charge. Poly posts all generally available software to the Poly Support Portal or via Poly Lens. Poly Lens and Poly Lens Desktop can be used to deploy the latest device software updates.
Service features	Ecosystem Cloud Partner Support (ECPS) improves response times in Poly-enabled ecosystem cloud solutions by acting as your primary point of contact. When Poly support receives a request for a Poly product used in an approved Strategic Cloud Partner environment and finds the problem is related to the Cloud Partner environment we will work directly with our Cloud Partner to resolve the problem.[2]
Service features, header	Upgraded IT tools improving user experiences
Service features, header	Onsite Support Enhancement Option
Service features, header	Incident management
Service features, header	Escalation Management
Service features, header	Professional Services Discounts
Service features, header	Designated Support Portal Access
Service features, header	Software Upgrades and Updates
Service features, header	Ecosystem Cloud Partner Support (ECPS)
Service type	POLY
UNSPSC code	81111812

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