

AT Announcement

March 19, 2019

RE: **Discontinuing support for End of Life Polycom HDX Series**

TO: OUHSC Tier Ones supporting Videoconferencing

On August 1st 2016, Polycom posted **PDB #2013 (Product Discontinuance Bulletin)** regarding the End-of-Service (EOS), End-of-Life (EOL) for the following HDX product line. The EOS/EOL for the HDX product line will be **October 31, 2021**, refer to chart below for specific dates.

HDX 4000 - 05/01/2015	HDX 4002 - 10/31/2021	HDX 4500 - 10/31/2021
HDX 6000 - 10/30/2021	HDX 7000 - 10/31/2021	HDX 8000 - 10/31/2021
HDX 9004 - 05/01/2015	HDX 9006 - 10/30/2021	EagleEye II - 10/30/2021
EagleEye View - 10/30/2021	Polycom Touch Control & all HDX accessories – 10/30/2021	

The last software updates will be **August 31, 2018**. EOS/EOL information can be found here: <https://support.polycom.com/content/support/service-policies/eolpage.html>.

The Polycom HDX Series videoconferencing systems were launched by Polycom in November, 2006. Obviously, technology has improved in the past decade. The Polycom RealPresence Group Series is replacing the HDX as Polycom's new generation of codecs.

With vendor support ending in 2 ½ years, Academic Technology in both Tulsa and OKC have determined that **September 1, 2021** will be an appropriate time to cease Tier 2 level of technical support for these units. Without warranty support, it is impossible to guarantee any supportability of these units in academic or administrative environments. Therefore, beginning **September 1st, 2021**, Polycom HDX series will no longer be supported on the video infrastructure (i.e. gatekeeper registration) and will be removed from the network.

Top three reasons to upgrade from HDX to Group Series

- **Native integration with Skype for Business.** It's critical that video rooms are a seamless part of the way you communicate, and RealPresence Group Series is the only standards-based video conferencing solution with native Skype for Business integration. And it's just gotten even better, with the [Skype UI available right on Group Series](#) systems to ensure the same interface across collaboration tools with no new training required.
- **Dramatically better user experiences.** HDX offered great quality HD video, but Group Series takes this to another level. It's not just about HD video quality any more, that's a given. To truly improve the experience, you need camera innovations like *EagleEye Producer* that automatically zoom in on the person speaking, and audio innovations like *NoiseBlock* and *Acoustic Fence* to keep out distracting sounds.



- **Sharing any content, from your own device.** Many users rely on real-time full motion content sharing for true collaboration. With Group Series it is made simple to share wirelessly from your personal devices to ensure that your content is always available to share in the most convenient way.

Academic Technology video infrastructure contacts:

OKC

Stormy Barnes, *HSC Video Teleconferencing Services Coordinator*, (405) 271-8001, ext. 41399.

Richard McMahon, *Assistant Vice Provost for Academic Technology*, (405) 271-8001, ext. 41397.

TULSA

Ron Nealis, *Academic Technology, Information Technology*, (918) 660-3537.

Document will be posted at <https://www.ouhsc.edu/at/AT-Standards.aspx>.