Genesys PureConnect
Polycom IP
7000 Conference Phone

End of Life Announcement
May 21st, 2019

GENESYS™

End of Life

Last Updated: May 21st 2019

Overview

As of May 21st, 2019 Genesys announces the End of Life for the products listed below:

Genesys Products	Release
Polycom IP Conference Phones	7000

Details

Related Documents

Click here to view the following documents:

- EOL Policy: Provides details for Genesys End of Life policy and life cycle.
- EOL Life Cycle Table: Provides the end of life dates for all Genesys EOL product & versions that have been scheduled for EOL.

Products

Products affected by this EOL announcement:

Genesys Products / Sellable Items
Polycom SoundStation IP7000 Conference Phone – PoE
Polycom SoundStation IP7000 Conference Phone – Power Supply Not Included
Polycom SoundStation IP7000 Connectivity Kit – Ships w/NA P
Power Supply for Polycom IP 7000 – NA
Power Supply for Polycom IP 7000 - EU
Power Supply for Polycom IP 7000 - Japan
Power Supply for Polycom IP 7000 - UK

Major Versions

This lists all versions affected by this EOL Announcement
- All Versions
    - Polycom IP 7000 Conference Phones

Supplemental Information

- Polycom is longer selling the IP 7000 conference phone
- The Trio 8800 will be used as a replacement model

Customer Choices for New Product Purchase
- Polycom Trio 8800 Conference Phone – PoE
- Polycom RealPresence Trio Expansion Microphone
- Polycom RealPresence Trio Power Kit

Entitlement

No entitlement for sellable items under EOL

EOL Life Cycle Dates

End of Life Announcement Date	May 21st , 2019
Last Order Date	June 30th, 2019 or while supplies last (16 units in stock)
End of Maintenance	Not applicable
End of Support	Not applicable
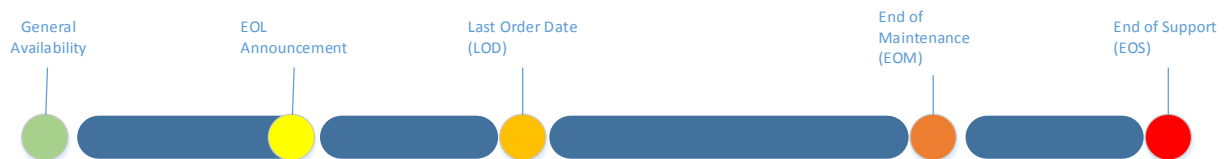
Frequently Asked Questions

When should orders for Polycom IP 7000 be placed?

- Answer: If a Polycom IP 7000 is requested, orders must be placed before June 1st and stock will be limited to on-hand availability in the Indianapolis Distribution Center

What is the replacement for the Polycom IP 7000?

- Answer: The Trio 8800 will be used as the replacement for the Polycom IP 7000

What is Genesys current maintenance & support policy?

- Answer: Genesys provides Maintenance and Support for the current Major Release of the Software and the most current version of the immediately prior Major Release. Support will be excluded if flaws in operation arising out of changes to the operating system or environment which adversely affects the Software.

  For example, Genesys PureEngage's latest major product release is version **9.1**, Genesys will provide full support at least on versions **v9.1**, **v9.0**, and **v8.5**.

Definitions

End of Life Announcement Date

This is a general announcement, announcing the Last Order Date ("LOD") of commercially available Genesys products, and the corresponding EOM and EOS dates.

From the EOL Announcement date onwards, it will no longer be possible to quote product(s) or Maintenance and Support on the EOL products to <u>new</u> Customers.

For existing customers, it will still be possible to quote add-on Orders for additional product quantity or Maintenance and Support renewals for Customers who already have the applicable product(s) installed.

Outstanding quotes issued **prior** to the EOL Announcement date will be honoured until expiration of their validity date.

Last Order Date (LOD)

The ultimate date on which any additional units of an EOL product can be ordered. From and after the LOD, no new quotes for such units will be issued or accepted.

End of Maintenance (EOM) Date

From this date, no releases (e. g. fixes, updates, etc.) will be available for EOL product.

End of Support (EOS) Date

From this date, all Genesys Maintenance and Support obligations will cease.

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