

# Polycom® HDX® Room Telepresence Product Line Simplification and Support Price Change FAQs

To simplify all of the steps in the sales process, and to reduce the large number of items available for the HDX product line Polycom is streamlining the HDX room telepresence solutions and associated Support Services. This document will answer questions specific to the changes and will help ensure a smooth transition to the new HDX room telepresence line up. For information on pricing, discount codes and service offerings, please refer to the associated product bulletins or price list. For additional marketing materials, please visit [www.polycom.com](http://www.polycom.com) or the Polycom Resource Center (PRC).

## HDX FAQs

**Q: Why is Polycom reducing the number of HDX room telepresence part numbers?**

**A:** Polycom has streamlined the HDX portfolio to ensure a clear and concise product line, and to simplify the HDX room telepresence selection process for our channels and end-users. Many of the advanced features that were only available as an option to the HDX room telepresence solutions are now included standard in the new updated products.

**Q: What are the benefits of this HDX room telepresence product line change?**

**A:** Simplicity throughout the sales process from a reduced number of options. Additionally, the ordering process is improved with included options, such as content sharing (People +Content, People + Content IP and People On Content where supported) now included in base models. This change will improve the end-user's experience given additional paper license keys will not be required to activate specific feature sets.

**Q: What are the significant changes in this product line simplification?**

- A:**
- All base units now include everything to have an UltimateHD experience – HD Voice, HD Video and HD Content Sharing - no options required.
    - ✓ Polycom has eliminated all XL (content sharing) and XLP (multipoint and extended I/O) packages for the HDX room telepresence solutions.
    - ✓ Content sharing (People +Content, People + Content IP and where applicable People On Content) are **now included as standard** with HDX room telepresence solutions
    - ✓ Multipoint is available as an option for applicable HDX room telepresence solutions
    - ✓ All HDX room telepresence solutions include applicable increased line rate and input/output options
  - 1080p High Definition is available across all HDX room telepresence solutions with HDX version 2.6 and above
    - ✓ Two models are available per series: one to support 720p video and one to support 1080p video
  - Pricing and discount code changes
    - ✓ Support prices have been adjusted accordingly for HDX and infrastructure product lines. Please refer to the Support Services FAQ captured below for additional details.
    - ✓ Please refer to the HDX product bulletins for more information on pricing changes, discount codes and service offerings.

**Q: Why have some HDX prices decreased and others have increased?**

A: After looking at the entire product-line, receiving feedback from end-users and channel partners, it was determined that offering content sharing, increased line rate and input/output benefits in the base model was prudent. With the inclusion of these benefits in the base model, pricing was adjusted and realigned. Support Services pricing is being adjusted to support customers requiring more complex solutions within integrated environments. Polycom Global Services is making significant investments to support customers and their mission-critical business needs. As a result of changing market conditions, Polycom is making changes to service pricing as detailed in Product Bulletins 1171 & 1172

**Q: Are there any options available for the HDX room telepresence models?**

A: Yes, Multipoint is an option for the HDX 7000, HDX 8000 and HDX 9000. The HDX 6000 has an option for 1080p30/720p60 receive. Please refer to the associated product bulletins and pricelist for further details.

**Q: Why have the discounts changed on the HDX 6000 and HDX 7000 series?**

A: Polycom has been able to increase the value of both the HDX 6000 and HDX 7000 by offering options that were once chargeable; this provides increased value to our customers and channels. In addition, a new product offering for the HDX 6000 with the EagleEye View Camera will help drive incremental users to the HDX product line with its very competitive price. Polycom anticipates reduced discounting and increased sales on both the HDX 6000 and HDX 7000 resulting in greater revenue for our channel partners.

**Q: What if my customer has purchased an HDX system in the past, what can they expect when they load the new HDX 2.6 software?**

A: After loading HDX version 2.6, all users of the HDX 6004, HDX 7001/7002, HDX 8002/8004/8006 & HDX 9002/9004 will have the max line rate, all input/outputs activated and all content sharing options that are available per system. The codecs will now offer additional functionality and simplified usability.

Another benefit of HDX version 2.6 is H.264 High Profile, only specific HDX room telepresence models are capable of achieving H.264 High Profile. Please refer to the Product Matrix in this document to validate the capability of existing systems.

**Q: Will my existing users have the internal Multipoint option after downloading HDX 2.6 software?**

A: If the customer purchased and installed the license key for MP Plus, yes. Internal multipoint is available only as an option on the HDX series (4000, 7000, 8000 and 9000) and will not be activated without the license key.

**Q: Do all of my customers with existing HDX systems now have 720p60 or the option to do 1080p?**

A: No. Only specific HDX models from are capable of 720p60 and 1080p. Please refer to the Product Matrix in this document to validate the capability of existing systems.

**Q: What is H.264 High Profile and why is it important to my end-users?**

A: High profile is a standards-based method of coding video that requires less bandwidth to achieve greater video resolutions and frame rates. With HDX 2.6, a user can now achieve 720p30 from 512 kbps, 720p60 from 832 kbps and 1080p from just 1024 kbps. This is significant because bandwidth costs will be reduced and the organization will have a much quicker ROI on their video network.

**Q: What if my user is calling from a system that is capable of H.264 High Profile to a system that is not capable of it?**

A: All of Polycom's HDX solutions are standards based, if calling to a non-H.264 High Profile system, video transport would use standard's-based H.264.

**Q: My customer has or will have a mix of HDX systems that will support H.264 High Profile and older systems that will not, what happens to their video?**

A: They will use standard H.264 and our standard call speed requirements will apply. Please refer to the matrix within this document for additional details.

**Q: Is there an “upgrade” path for my customer if they are interested in receiving the additional benefits of 720p60/1080p and/or H.264 High Profile?**

A: This varies by theater, in some theaters Polycom has a Video Trade-In program offering customer discounts or rebates for new purchases of HDX solutions. Rebate or discount amounts vary and are based on the HDX solution being purchased and the systems being traded-in. Please refer to Partner Resource Center (PRC) and reference the Video Trade-In Program overview for additional details on this program.

**Q: Can HDX units that are unable to support H.264 High Profile be upgraded “in-the-field” by swapping out a card? (Answer varies by theater)**

A: No. Customers would need to take advantage of the trade-in program.

**Q: If my users are interested in a low-cost Standard Definition system which product should I quote?**

A: The QDX 6000 is the perfect solution for users who are looking for a low-cost, high quality video system. The QDX 6000 offers 4CIF video resolution from 256 kbps along with Polycom StereoSurround audio and offers numerous video inputs and outputs for total flexibility in almost any application.

**Q: Are there any changes to the HDX personal telepresence solutions, the HDX 4000 series?**

A: No, the HDX 4000 series remains unchanged; the HDX 4001 and HDX 4002 are still available on the pricelist as well as the “XL” bundled packages.

**Q: Are there any changes to the VSX product line?**

A: No software enhancements or future development are planned for the VSX product line.

## Support Service FAQs

**Q: What action is Polycom taking with respect to Support Services?**

A: With customers requiring more complex solutions within integrated environments, Polycom Global Services is making significant investments to support customers and their mission-critical business needs. As a result, Polycom is streamlining its service pricing as detailed in Product Bulletins- numbers 1171 & 1172

**Q: When will the Support Service streamlining go into effect?**

A: Although these changes are being announced on 1 April 2010, it is customary for Polycom to provide 30-day advance notification to our partners. As a result, the Support Services streamlining will be effective as of 1 May 2010 and will appear in the Polycom price list as of that date. Please refer to Product Bulletins- numbers 1171 & 1172.

**Q: Are the Support Service changes going into effect on a global basis?**

A: Yes, this is a global change affecting all Polycom regional theaters.

**Q: Will Polycom communicate this to end users directly?**

A: In most cases, Polycom relies on our channel partners to reach out to the end user. Polycom will be utilizing our direct touch sales force to communicate this change in policy. Polycom does not plan to proactively market this to end user customers but will be available to assist you, should you require our assistance.

**Q: Do these changes affect all Partners?**

A: Any partner who has a contract with Polycom to purchase products or services from Polycom based Price List is affected. Support Service changes will not be affected in China due to the way support services are structured in that country.

**Q: When will the new prices go into the official Price List?**

A: New products will appear on the April 1, 2010 price list. All of the changes will appear on the **Advance Notification of the May 1 Price Change** file and will be effective on all Price Lists Worldwide on May 1, 2010.

**Q: What if I have an existing bid or contract?**

A: Bids are typically valid for a period of 30-days and Polycom will honor the Quotation/RFP in accordance with its terms. To ensure a seamless transition, it will be necessary to refer to the published pricing as of 1 May 2010.

**Q: What about my Government customers?**

A: Our contractual obligations to our government Partners and customers vary. Government customers requiring greater than a 30-day notification will be addressed in a manner consistent with the terms of their contract.

**Q: What if I have a situation that requires special attention or I am not sure how to handle a specific situation?**

A: Please contact your Polycom Channel Account Manager or Services Business Development Manager. Please also visit the Partner Resource Center (PRC) for additional information.

**Q: How do we handle quotes which are out with customers now with validity beyond May 1<sup>st</sup> with the current published pricing?**

A: Situations such as this will be evaluated on a case by case basis. However, if a pending quote from Polycom that extends beyond the Required Service initiation date, then we will honor it through an NST for a limited time. We highly encourage Partners to modify existing quotes as soon as the new support pricing is available.

**Q: Do you plan on updating this FAQ as you receive inquiries post-announcement?**

A: Yes, we anticipate we'll receive questions from our partners and they will be added to this FAQ: Please check the PRC on a regular basis for the most up-to-date information.

\* Polycom pricing files are CONFIDENTIAL and may NOT be altered or shared with anyone not authorized to receive them.

For additional questions, please contact our Polycom Channel Manager.

#### 720p60fps/1080p30fps & H.264 High Profile Compatible Models \*

HDX 6000 (All units with 2.6) \*\*

HDX 7002 (Rev C – shipping from early February 2010)

HDX 8002 (Rev B – shipping from January 2009)

HDX 8004 (Rev B – shipping from January 2009)

HDX 8006 (Rev B – shipping from January 2009)

HDX 9000 (Rev B – shipping from April 2010)

Resolution / Frame Rate	Call Speed ( H.264 High Profile)	Call Speed (Standard H.264)
4CIF30	128 kbps	256 kbps
4CIF60	512 kbps	768 kbps
720p30	512 kbps	832 kbps
720p60	832 kbps	1.2 Mbps
1080p30	1024 kbps	1.7 Mbps

\* IP (H.323 & SIP) only – ISDN does not support High Profile. High Profile supported in point to point calls, and not applicable to internal MCU calls

\*\* HDX 6000 with release 2.6 will RX-only 720p60 and 1080p30 with 1080 license key installed. Transmit is limited to 720p30 and 1080p15.

## Updated Room Telepresence Product Matrix

	HDX 6000	HDX 7000	HDX 8000	HDX 9000
Inputs	2 (1 HDCI + 1 DVI)	3 (1 HDCI, 1 S-Video, 1 DVI)	4 (2 HDCI, 1 S-Video, 1 DVI)	4 ( 1 HDCI or BNC, 1 HDCI, 1 YPbPr, 1 DVI)
Outputs	1 (HDMI)	3 (2 DVI, 1 S-Video)	3 (2 DVI, 1 S-Video)	3 (2 DVI, 1 Composite)
720p60	OPTIONAL RX-Only			
1080p30	OPTIONAL RX-Only	(1080 model)	(1080 model)	(1080 model)
Max Bandwidth	2M	2M pt-to-pt  4M MP	6M	6M
People+Content & PPCIP				
People On Content				
Multipoint (Optional)		4-way SD	4-way HD	4-way HD
API Supported				
Analog (POTs)				