

# VSX™ Q4 Transition Q&A

**Q: What is the difference between “sustaining engineering” and “discontinued”?**

A: A discontinued product is considered functionally stable and will receive no new system enhancements. It will continue to be supported for a period of five years and will receive bug fixes as needed.

Products enter the “Sustaining” category when Polycom introduces direct replacement products offering superior performance, features and benefits to our customers. Products in the “Sustaining” category will continue to receive:

- Software releases, including feature upgrades, while under maintenance contracts and where supportable by the underlying hardware
- On-going sustaining engineering support for a minimum of five years
- Service Programs for the five year period priced consistent with current equivalent services

Therefore, the difference is that discontinued products are not eligible for future product enhancements, and products in sustaining engineering are eligible for future product enhancements.

**Q: Why did Polycom™ create a replacement for the VSX 7000 when it is Polycom’s best selling mainstream product?**

A: While the VSX 7000 is Polycom’s best selling mainstream product, we received consistent feedback that there were features of the product that needed to be added and/or changed. This feedback came from channel partners and end-user customers. The feedback included:

- We don’t like the “dongle” (display adaptor kit) that is needed for dual monitor support
- We don’t like the fact that dual monitor support is an option- it should be included
- We need a solution that has single monitor VGA support
- We need a solution that we can connect both a VCR and a document camera to – and not have to choose one over the other
- We want a mainstream-priced solution where the codec and camera are separate.
- We want a mainstream solution that has a POTS connection

Combining this feedback with additional market research, we engineered a modified version of the VSX 7000 that encompassed the most requested features/functionality. However, adding the new requested features



required a change to the VSX 7000 back panel. Therefore, the VSX 7000 had to be replaced with the new product, the VSX 7000s. Additionally, we added a split form factor system called the VSX 7000e that also has a POTS connection and an extra RS-232 port for control. The VSX 7000e is the ideal solution for rooms with flat panel displays and vertical applications where the camera and codec are not ideally located in the same location.

**Q: Why was the VSX 7000 replaced with a product that is more expensive?**

A: The VSX 7000s is the product that replaced the VSX 7000. The reason for the price increase is two-fold. First, it adds more functionality:

- XGA single monitor support
- Support for dual monitor configurations is standard (MSRP of \$699 for VSX 7000)
- Dedicated VCR/DVD ports

The second reason is to recognize the value placed on this functionality as evidenced by similarly configured competitive products in the industry. Even at \$6,999, the VSX 7000s still has the best price performance in the industry.

**Q: Can I upgrade my VSX 7000 to a VSX 7000s?**

A: No. The VSX 7000 and VSX 7000s, while built on the same platform, have different back panels that are part of the base system. We are unable to offer a 'back panel upgrade' to turn a VSX 7000 into a VSX 7000s.

**Q: Should I trade in my VSX 7000 and get a VSX 7000s?**

A: No. The VSX 7000 that you purchased is still a viable part of the Polycom VSX product line and our recommendation is that you keep this system and continue to use it. Your VSX 7000 will continue to be eligible for VSX software upgrades/updates and will continue to be supported until at least 12/31/10.

We encourage you to transition your future purchases to the VSX 7000s since it is the new hardware going forward.

**Q: I have an end-user with a specific budget for the VSX 7000, now that the replacement for the VSX 7000s is more expensive, what options do I have?**

A: Our recommendation is that you share with your customer that the VSX 7000, at the current price, will be discontinued on 12/31/05. Outline the new features of the VSX 7000s. If they decide to stay with the VSX 7000, communicate they have until 12/31/05 to place the order. Conversely, they may choose to move to the VSX 7000s and take advantage of the new features at the higher price point. If neither of these options seems viable, talk with your sales leadership; every business transition is unique and should be handled as such.

**Q: How long can the VSX 7000 be purchased?**

A: The last order date is 12/31/05. The product will be supported until 12/31/10.



**Q: What do I do with my current VSX 7000 inventory?**

A: The VSX 7000 is still a viable, competitive product containing all the VSX Signature Benefits. We recommend you continue to sell the VSX 7000 until your inventory is depleted.

**Q: I have a VSX 7000 and need to purchase a new video conferencing system for another meeting room. Do I need upgrade my VSX 7000?**

A: No. We recommend you keep your VSX 7000, but purchase a VSX 7000s or the new split form factor provided by the VSX 7000e for your new meeting room. The systems are 100% compatible.

**Q: The price point of the VSX 5000 is attractive, but I'm concerned about the new EPTZ camera. When should I recommend this system and when should I recommend a different solution?**

A: The VSX 5000 is priced and designed for small meeting spaces. The EPTZ camera does not have the pan-tilt-zoom range of the mechanical PTZ cameras, however in small rooms, the color clarity and motion handling is excellent and you can feel confident recommending this system for small meeting spaces. The suggested range is meeting spaces that accommodate 3-7 people.

For larger meeting rooms, we recommend the VSX 7000s or VSX 7000e. These systems provide a wider camera range, as well as include features that make it more suitable to a larger conference room. These features include an optional internal MCU, dedicated VCR/DVD ports, higher data rates and more network connection options (PRI, V.35).

