



# End of Sale Announcement

## HP VCX 350x IP Phones

**Announcement Date:** Sep 6 , 2013

**End of Sale Date:** Dec 31, 2013 or while supplies last

### HP VCX 350x IP Phones

The HP VCX 350x IP Phone portfolio is comprised of five phone models that work with the VCX platform and were replacement phones for the 3Com 310x IP Phones. The JC506A 3501 IP Phone End of Sale was already announced several months ago.

HP is now announcing the end of sale of the remaining VCX 350x IP Phone.

Product Number	Product Description
JC504A	HP 3500 IP Phone
JC505A	HP 3500B IP Phone
JC507A	HP 3502 IP Phone
JC508A	HP 3503 IP Phone
JC509A	HP IP Phone AC Adapter
JC510A	HP IP Phone Wall Mount Bracket
JC511A	HP IP Phone Stand / Bracket

### Recommended Alternatives

HP VCX customers should consider 3<sup>rd</sup> party SIP Phones that can be tested/qualified with the VCX system and would require the VCX 3<sup>rd</sup> party SIP phone license. They will not provide the full VCX functionality.

### Recommended Replacement Products

The joint HP + Microsoft and other HP UC&C Alliance Partner solutions are the true next generation of HP's UC&C solutions and add additional collaboration and true unified communications capabilities, migration options, integration options and long term scalability and evolving roadmaps compared to the current HP VCX product line.

### HP and Microsoft SMB Lync Channel solution for VCX Connect200 and VCX V7000 Enterprise Customers

Here is some information on HP's latest Microsoft Lync SMB initiative focused on customers sized 250 to 2500 users, delivered via HP and 3Com's Channel Partners. 3Com NBX and VCX partners are encouraged to consider this solution as a migration path. [http://www.hpmspartners.com/Solution\\_Messaging\\_Tab4.aspx](http://www.hpmspartners.com/Solution_Messaging_Tab4.aspx)

For more information also visit

- [hp.com/go/UCC](http://hp.com/go/UCC)
- [hp.com/go/Microsoft](http://hp.com/go/Microsoft)
- [office.microsoft.com/en-us/lync/](http://office.microsoft.com/en-us/lync/)

HP and Microsoft offer the most complete, end-to-end UC&C solution portfolio available today, including:

- Infrastructure – HP servers, storage, MSR Router Lync SBA modules, survivability, and management
- Software – Microsoft Lync 2013, including Lync voice
- Desktop environment – Lync-certified PCs and HP 41xx IP phones
- Services and support – from 3Com VCX and HPN Partners

With Lync voice, you can leverage your existing Microsoft investments to:

- Deliver a consistent worker experience
- Enable fast adoption and easy management

## Warranty Information

For warranty and support information, please refer to the below link:

[www.hp.com/networking/warranty](http://www.hp.com/networking/warranty)

## Frequently Asked Questions

**1. Is HP doing an End of Sale for all VCX 350x IP Phones World Wide?**

Yes, HP is announcing the End of Sale for all the model(s) listed above.

**2. Is HP going to sell any VCX 350x IP Phones after this end of sale?**

No, HP will not continue to sell 350x IP Phones, however HP may sell 350x IP Phone AC Adapters depending on availability.

**3. Will distributors or resellers have any chance to buy VCX IP Phone part numbers listed in this announcement after June 1<sup>st</sup>, 2014?**

No. Please check with your resellers if they have stock.

**4. Will HP continue selling the VCX IP Phone software licenses after June 1st, 2014?**

Yes, HP will continue to sell VCX IP phone software licenses for a short duration.

**5. Are any of the HP Microsoft Lync Compatible 41xx Series IP phones affected by this announcement?**

No, absolutely not. HP will continue to sell their industry leading HP 41xx Series Microsoft Lync compatible IP phones as part of his Microsoft Lync UC&C strategy. The HP 41xx series phones should be considered as the replacement solution for VCX customers who are migrating to MS Lync.

**6. Is HP providing any migration options?**

Customers can continue to use 3<sup>rd</sup> party SIP Phones using the VCX 3<sup>rd</sup> party Phone Software Licenses if they wish also. Customer can also migrate to a MS Lync solution and purchase HP 41xx MS Lync Compatible IP Phones.

**7. Is HP still supporting existing VCX contracts and customers?**

Yes. HP attempts to continue supporting products for 5 years after End of Sale. This time period can vary by product based on the availability of spare parts. As contracts are renewed, customers will be notified if individual products in their system are no longer supported. In some rare cases, customers could be notified that a product cannot be supported through the expiration date of their contract.

**8. Will there be additional VCX 350x IP Phone maintenance releases?**

There are none planned at this point. Software issues discovered during the HP support period will be addressed by the normal support channels and if needed.

**9. What happens when a customer's VCX or VCX IP Phone contract is going to expire?**

- Customers with service contracts will receive renewal quotes approximately 90 days prior to the expiration date.
- If they purchased the service through a partner, the partner will provide the quote to the customer.
- If an individual product has an End of Service Life date set, that line item will have an expiration date set at the End of Service Life date.

**10. Who do I contact if I have a question about my service contract renewal?**

- If you purchased your service through a partner, contact your partner and they will contact HP.
- If you purchased your service directly from HP, contact your contract administrator identified on your original service quote or on the renewal quote.