

Lifesize End of Life Policy Document

This document outlines the Lifesize End of Life policy for Lifesize products and services. The Product Tracker table in section 3.0 identifies the Lifesize products that are currently in the End of Life process.

1. Lifesize Product End of Life Policy

Use the information in this section to migrate to the latest Lifesize product offering.

Platform Definitions

Product Type	Platform Definition	Example
Hardware	Lifesize provided hardware	Lifesize Room
Software	Third party hardware	Lifesize Communicator

Lifesize follows industry standard practices for support of End of Life products. Lifesize partners receive an End of Sale announcement at least ninety days prior to the End of Sale date. The End of Sale announcement is also posted to the Lifesize Support website. Last time product purchases are accepted up to the End of Sale date or while quantities last. On the End of Sale date, all affected products are removed from the Lifesize price list.

Lifesize provides support for up to three years after a product is removed from the price list. However, support for three years is not always possible. Therefore, Lifesize reserves the right to terminate support at any point after End of Sale. For specific product support information, refer to the Product Tracker table.

1.1. Hardware Products

For Lifesize hardware products, Lifesize honors Assurance Maintenance Services (AMS) purchased prior to and during the End of Sale period for up to three years after the End of Sale date. At the product End of Life date, all support services are removed from the Lifesize price list, and support is no longer be available for the affected products.

If customer AMS lapses during the End of Sale period prior to the End of Life date, customer cannot renew AMS on the affected product(s).

1.1.1. Software Support for Hardware Products

Lifesize supports the software version for each product identified in the product tracker table. Lifesize does not offer future software releases for End of Sale products unless Lifesize deems it necessary. The release of maintenance upgrades is determined on a case-by-case basis.

<i>Priority Level</i>	<i>End of Life Support Level</i>
Priority 1: All use of Supported Hardware or Software is lost because of Lifesize software bug*.	Lifesize will use commercially acceptable practices to address the issue
Priority 2: Use of the Supported Hardware or Software is severely degraded because of Lifesize software bug*.	Lifesize will use commercially acceptable practices to address the issue
Priority 3: Error causes minor, self correcting or easily worked around issues.	No action will be taken
Priority 4: Error is minor or is cosmetic in nature, and does not result in reduced performance.	No action will be taken
*NOTE: If error is caused by introduction of new 3 rd -party product or update to version(s) of existing 3 rd -party product not on the Lifesize interoperability list for the supported software version at End of Sale date, then Lifesize will not update the Lifesize software to address the resulting incompatibility.	No action will be taken

1.1.2. Hardware Support for Hardware Products

The Lifesize policy for End of Sale hardware products is to provide the same support outlined by Lifesize Assurance Maintenance Services. Customers who are current on AMS for an affected unit who experience hardware related issues and need to return a product through the Return Merchandise Authorization (RMA) process receive the equivalent product in return. Lifesize maintains the right to replace the product with an equivalent, newer generation of the Lifesize product.

Lifesize takes responsibility for Lifesize components only.

Third party peripherals attached to Lifesize solutions are the responsibility of Lifesize partners or the customer.

Lifesize does not provide root cause analysis on End of Sale hardware platforms.

1.2 Software Products

Lifesize supports the software version for each product identified in the Product Tracker table. Lifesize does not offer future software releases for End of Sale products unless Lifesize deems it necessary. The release of maintenance upgrades is determined on a case-by-case basis. Additionally, Lifesize honors Assurance Maintenance Services for up to a period of three years after the End of Sale date. Assurance Maintenance Services are available for purchase until the End of Life date, after which they are removed from the Lifesize price list and cannot be purchased. If customer AMS lapses during the End of Sale period prior to the End of Life date, customer cannot renew AMS on the affected product(s).

1.3 Technical Support

For support, and Assurance Maintenance Services renewal, during the End of Sale period, customers must possess a valid Lifesize Assurance Maintenance Services contract. The Lifesize Support team provides customer support services, such as help desk, trouble reports, and bug fixes on Lifesize systems that support the latest version of software, as identified in the Product Tracker table. Customers who require Lifesize Support service are asked to upgrade to the most current and supported software version for End of Sale products.

2. End of Life Process

End of Sale Advance Notification

- Communication sent to channel partners and OEMs

End of Sale (EOS)

- Ninety days from End of Sale Advance Notification or when supplies are no longer available
- Communication/Announcement sent to channel partners and OEMs
- Products removed from price list
- Lifesize no longer accepts orders
- Assurance Maintenance Services (AMS) for all products continue to be offered for up to three years from the End of Sale date
- Customers must have a valid current AMS contract in order to purchase an AMS extension in the End of Sale period
- Begin End of Life period for up to three year for support and repair parts

End of Life (EOL)

- At or before three years after End of Sale initiated
- Support no longer available
- Refurbished products no longer available

3. Lifesize End of Life Products

Product Tracker

Product Number*	Lifesize Product	End of Sale Advance Notification Date	End of Sale Announcement Date	End of Life Date	Supported Software Version
1000-0000-0700	Lifesize Bridge 2200 – 8-ports	October 21, 2014	January 21, 2015	January 21, 2018	2.3.1
1000-0000-0701	Lifesize Bridge 2200 – 12-ports	October 21, 2014	January 21, 2015	January 21, 2018	2.3.1
1000-0000-0407	Lifesize Bridge 2200 – 16-ports	October 21, 2014	January 21, 2015	January 21, 2018	2.3.1
1000-0000-0434	Lifesize Connections - Computer Access - 1-seat voucher (1-year)	September 4, 2014	October 7, 2014	October 7, 2014	n/a
1000-0000-0435	Lifesize Connections - Computer Access - 5-seat voucher (1-year)	September 4, 2014	October 7, 2014	October 7, 2014	n/a
1000-0000-0436	Lifesize Connections - Computer Access - 10-seat voucher (1-year)	September 4, 2014	October 7, 2014	October 7, 2014	n/a
1000-0000-0437	Lifesize Connections - Computer Access - 25-seat voucher (1-year)	September 4, 2014	October 7, 2014	October 7, 2014	n/a
1000-0000-0440	Lifesize Connections - End Point Access - 1-seat voucher (1-year)	September 4, 2014	October 7, 2014	October 7, 2014	n/a
1000-0000-0441	Lifesize Connections - End Point Access - 5-seat voucher (1-year)	September 4, 2014	October 7, 2014	October 7, 2014	n/a
1000-0000-0442	Lifesize Connections - End Point Access - 10-seat voucher (1-year)	September 4, 2014	October 7, 2014	October 7, 2014	n/a
1000-0000-0443	Lifesize Connections - End Point Access - 25-seat voucher (1-year)	September 4, 2014	October 7, 2014	October 7, 2014	n/a
1000-0000-0448	Lifesize Connections - Trial voucher - End Point Access - 10-seat - 30 Days	September 4, 2014	October 7, 2014	October 7, 2014	n/a
1000-0000-0449	Lifesize Connections - Trial voucher - Computer Access - 10-seat - 30 Days	September 4, 2014	October 7, 2014	October 7, 2014	n/a
1000-0000-0676	Lifesize Unity 50	April 24, 2014	July 8, 2014	July 8, 2017	4.12.0
1000-0000-0465	Lifesize ClearSea server CS100 – 6 ports	August 27, 2013	January 14, 2014	January 14, 2017	3.1.4
1000-0000-0466	Lifesize ClearSea server CS100 – 16 ports	August 27, 2013	January 14, 2014	January 14, 2017	3.1.4
1000-0000-0467	Lifesize ClearSea server CS150 – 26 ports	August 27, 2013	January 14, 2014	January 14, 2017	3.1.4
1000-0000-0468	Lifesize ClearSea server CS150 – 50 ports	August 27, 2013	January 14, 2014	January 14, 2017	3.1.4
1000-0000-0469	Lifesize ClearSea server CS150 – 100 ports	August 27, 2013	January 14, 2014	January 14, 2017	3.1.4
1000-0000-0470	Lifesize ClearSea server CS300 – 26 ports	August 27, 2013	January 14, 2014	January 14, 2017	3.1.4
1000-0000-0471	Lifesize ClearSea server CS300 – 50 ports	August 27, 2013	January 14, 2014	January 14, 2017	3.1.4
1000-0000-0472	Lifesize ClearSea server CS300 – 100 ports	August 27, 2013	January 14, 2014	January 14, 2017	3.1.4
1000-0000-0214	Lifesize Focus	August 27, 2013	January 14, 2014	January 14, 2017	4.12.0
1000-0000-0219	Lifesize Camera 200	August 27, 2013	January 14, 2014	January 14, 2017	4.12.0
1000-0000-0101	Lifesize Phone	August 27, 2013	January 14, 2014	January 14, 2017	4.5.2
1000-0000-1124	Lifesize Passport – Micpod with	August 27, 2013	January 14, 2014	January 14, 2017	4.12.0

Product Number*	Lifesize Product	End of Sale Advance Notification Date	End of Sale Announcement Date	End of Life Date	Supported Software Version
	camera		2014	2017	
1000-0000-1125	Lifesize Passport – Focus	August 27, 2013	January 14, 2014	January 14, 2017	4.12.0
1000-0010-1149	Lifesize Unity 500	August 27, 2013	January 14, 2014	January 14, 2017	4.12.3
1000-0010-1143	Lifesize Unity 1000 – Express 220 Bundle	August 27, 2013	January 14, 2014	January 14, 2017	4.12.3
1000-0010-1145	Lifesize Unity 1000 – Room 220 Bundle	August 27, 2013	January 14, 2014	January 14, 2017	4.12.3
1000-0010-1146	Lifesize Unity 2000 – Express 220 Bundle	August 27, 2013	January 14, 2014	January 14, 2017	4.12.3
1000-0010-1148	Lifesize Unity 2000 – Room 220 Bundle	August 27, 2013	January 14, 2014	January 14, 2017	4.12.3
1000-0000-0661	Lifesize UVC Video Engine for Microsoft Lync - Activation	August 27, 2013	January 14, 2014	January 14, 2017	1.0.3
1000-0000-0662	Lifesize UVC Video Engine for Microsoft Lync – 1 HD Call	August 27, 2013	January 14, 2014	January 14, 2017	1.0.3
1000-0000-0693	Lifesize UVC Multipoint Standard Edition – 1 flex port	August 27, 2013	January 14, 2014	January 14, 2017	1.6
1000-0000-0761	Lifesize UVC Multipoint Standard Edition – 5 flex ports	August 27, 2013	January 14, 2014	January 14, 2017	1.6
1000-0000-0762	Lifesize UVC Multipoint Standard Edition – 10 flex ports	August 27, 2013	January 14, 2014	January 14, 2017	1.6
1000-0000-0763	Lifesize UVC Multipoint Standard Edition – 25 flex ports	August 27, 2013	January 14, 2014	January 14, 2017	1.6
1000-0000-0600	Lifesize UVC Video Center Standard Edition – 1 pack	August 27, 2013	January 14, 2014	January 14, 2017	1.6
1000-0000-0601	Lifesize UVC Video Center Standard Edition – 5 pack	August 27, 2013	January 14, 2014	January 14, 2017	1.6
1000-0000-0602	Lifesize UVC Video Center Standard Edition – 10 pack	August 27, 2013	January 14, 2014	January 14, 2017	1.6
1000-0000-0603	Lifesize UVC Video Center Standard Edition – 20 pack	August 27, 2013	January 14, 2014	January 14, 2017	1.6
1000-000H-0384	LGExecutive All in One	January 22, 2013	February 22, 2013	February 22, 2016	4.11.12
1000-0000-0595	Lifesize UVC 1100 Server	October 14, 2013	January 14, 2014	January 14, 2017	1.4.0
1000-0000-0664	Lifesize UVC 3300 Server	October 14, 2013	January 14, 2014	January 14, 2017	1.4.0
1000-0000-0300	Lifesize Desktop - 1 seat	September 10, 2012	January 10, 2013	January 10, 2014	2.0
1000-0000-0301	Lifesize Desktop - 5 seat	September 10, 2012	January 10, 2013	January 10, 2014	2.0
1000-0000-0302	Lifesize Desktop - 10 seat	September 10, 2012	January 10, 2013	January 10, 2014	2.0
1000-0000-0303	Lifesize Desktop - 25 seat	September 10, 2012	January 10, 2013	January 10, 2014	2.0
1000-0000-0304	Lifesize Desktop - 50 seat	September 10, 2012	January 10, 2013	January 10, 2014	2.0
1000-0000-0305	Lifesize Desktop - 100 seat	September 10, 2012	January 10, 2013	January 10, 2014	2.0
1000-0000-0429	Lifesize Desktop - 250 seat	September 10, 2012	January 10, 2013	January 10, 2014	2.0
1000-0000-0430	Lifesize Desktop - 500 seat	September 10, 2012	January 10, 2013	January 10, 2014	2.0
1000-0000-1150	Lifesize Conference 220	September 10, 2012	January 10, 2013	January 10, 2018	4.11.9

Product Number*	Lifesize Product	End of Sale Advance Notification Date	End of Sale Announcement Date	End of Life Date	Supported Software Version
1000-0000-0432	Lifesize Passport Connect – Logitech HD Camera	September 10, 2012	January 10, 2013	January 10, 2018	4.11.9
1000-0000-0372	Lifesize Video Center 2200	April 18, 2012	July 2, 2012	July 2, 2017	2.0.2
1000-0000-0245	Lifesize Transit Server	April 18, 2012	July 2, 2012	July 2, 2017	3.5.6
1000-0000-0390	Lifesize Transit Server virtual machine software	April 18, 2012	July 2, 2012	July 2, 2017	3.5.6
1000-0000-0391	Lifesize Transit Client	April 18, 2012	July 2, 2012	July 2, 2017	3.5.6
1000-0000-0392	Lifesize Transit Client virtual machine software	April 18, 2012	July 2, 2012	July 2, 2017	3.5.6
1000-0000-1101	Lifesize Room	October 3, 2011	January 5, 2012	January 5, 2017	4.7.21
1000-0000-1104	Lifesize Room - Integrator - No Phone	October 3, 2011	January 5, 2012	January 5, 2017	4.7.21
1000-0000-1105	Lifesize Room - Integrator - No Camera	October 3, 2011	January 5, 2012	January 5, 2017	4.7.21
1000-0000-0168	Lifesize Room - Codec Only	October 3, 2011	January 5, 2012	January 5, 2017	4.7.21
1000-0000-1113	Lifesize Room 200	October 3, 2011	January 5, 2012	January 5, 2017	4.7.21
1000-0000-1114	Lifesize Room 200 - Integrator - No Phone	October 3, 2011	January 5, 2012	January 5, 2017	4.7.21
1000-0000-1115	Lifesize Room 200 - Integrator - No Camera	October 3, 2011	January 5, 2012	January 5, 2017	4.7.21
1000-0000-0220	Lifesize Room 200 – Codec Only	October 3, 2011	January 5, 2012	January 5, 2017	4.7.21
1000-0000-1116	Lifesize Team 200 - Phone	October 3, 2011	January 5, 2012	January 5, 2017	4.7.21
1000-0000-1117	Lifesize Team 200 - Dual MicPod	October 3, 2011	January 5, 2012	January 5, 2017	4.7.21
1000-0000-0221	Lifesize Team 200 - Codec Only	October 3, 2011	January 5, 2012	January 5, 2017	4.7.21
1000-0000-1120	Lifesize Express 200 - Phone	October 3, 2011	January 5, 2012	January 5, 2017	4.7.21
1000-0000-1121	Lifesize Express 200 - MicPod	October 3, 2011	January 5, 2012	January 5, 2017	4.7.21
1000-0000-1122	Lifesize Express 200 - Focus	October 3, 2011	January 5, 2012	January 5, 2017	4.7.21
1000-0000-0250	Lifesize Express 200 - Codec Only	October 3, 2011	January 5, 2012	January 5, 2017	4.7.21
1000-0000-1118	Lifesize Conference 200	October 3, 2011	January 5, 2012	January 5, 2017	4.7.21
1000-0000-1112	Lifesize Conference	October 3, 2011	January 5, 2012	January 5, 2017	4.7.21
1000-0000-0393	Lifesize Communicator - 1 Seat	October 3, 2011	January 5, 2012	June 30, 2012	1.0
1000-0000-0394	Lifesize Communicator - 10 Seat	October 3, 2011	January 5, 2012	June 30, 2012	1.0
1000-0000-0395	Lifesize Communicator - 25 Seat	October 3, 2011	January 5, 2012	June 30, 2012	1.0
1000-0000-0396	Lifesize Communicator - 50 Seat	October 3, 2011	January 5, 2012	June 30, 2012	1.0
1000-0000-0397	Lifesize Communicator - 100 Seat	October 3, 2011	January 5, 2012	June 30, 2012	1.0
1000-0000-0197	Lifesize SDI Adapter	July 28, 2011	July 28, 2011	July 28, 2016	n/a
1000-0000-0107	Lifesize Camera	November 16, 2010	January 18, 2011	February 16, 2016	n/a
1000-0000-0152	Lifesize Multipoint-12	November 16, 2010	January 18, 2011	January 18, 2011	n/a
1000-0000-0153	Lifesize Multipoint-24	November 16, 2010	January 18, 2011	January 18, 2011	n/a

Product Number*	Lifesize Product	End of Sale Advance Notification Date	End of Sale Announcement Date	End of Life Date	Supported Software Version
1000-0000-0334	Lifesize Multipoint 230	November 16, 2010	January 18, 2011	January 18, 2011	n/a
1000-0000-0154	Lifesize Gateway-PRI	November 16, 2010	January 18, 2011	January 18, 2011	n/a
1000-0000-0155	Lifesize Gateway-Serial	November 16, 2010	January 18, 2011	January 18, 2011	n/a
1000-0000-0151	Lifesize Gatekeeper	November 16, 2010	January 18, 2011	January 18, 2011	n/a
1000-0000-1107	Lifesize Team MP - Phone	February 1, 2010	April 30, 2010	April 30, 2015	4.7.21
1000-0000-1108	Lifesize Team MP - MicPod	February 1, 2010	April 30, 2010	April 30, 2015	4.7.21
1000-0000-0203	Lifesize Team MP - Codec Only	February 1, 2010	April 30, 2010	April 30, 2015	4.7.21
1000-0000-1106	Lifesize Express	February 1, 2010	April 30, 2010	April 30, 2015	4.7.21
1000-0000-1111	Lifesize Express - Focus	February 1, 2010	April 30, 2010	April 30, 2015	4.7.21
1000-0000-0199	Lifesize Express - Codec Only	February 1, 2010	April 30, 2010	April 30, 2015	4.7.21
1000-0000-1102	Lifesize Team	July 8, 2008	September 30, 2008	September 30, 2013	4.1.7
1000-0000-0167	Lifesize Team - Codec Only	July 8, 2008	September 30, 2008	September 30, 2013	4.1.7
1000-0000-0147	Lifesize Transit Server	October 12, 2007	January 12, 2008	January 12, 2013	1.5
1000-0000-0149	Lifesize Transit Client	July 15, 2008	October 15, 2008	October 15, 2013	1.5
1000-0000-0129	Lifesize Networker-U	April 2, 2007	July 2, 2007	July 2, 2012	1.6

* Product numbers represent the primary means by which a category is identified. Secondary products that use a unique product number to identify a specific country or function are also included in the End of Sale process. The following table provides examples of such unique product numbers.

Primary and Secondary Product Numbers

Product Number	Product Name	End of Life Description
1000-0000-1106	Lifesize Express	Primary product
<i>1000-0007-1106</i>	<i>Lifesize Express - China</i>	<i>Secondary product included in primary product</i>
<i>1000-0008-1106</i>	<i>Lifesize Express - Japan</i>	<i>Secondary product included in primary product</i>
<i>1000-000R-1106</i>	<i>Lifesize Express - Non-AES</i>	<i>Secondary product included in primary product</i>
<i>1000-000S-1106</i>	<i>Lifesize Express - SGP</i>	<i>Secondary product included in primary product</i>
1000-0000-1111	Lifesize Express - Focus	Primary Product
<i>1000-0007-1111</i>	<i>Lifesize Express - Focus - China</i>	<i>Secondary product included in primary product</i>
<i>1000-0008-1111</i>	<i>Lifesize Express - Focus - Japan</i>	<i>Secondary product included in primary product</i>
<i>1000-000R-1111</i>	<i>Lifesize Express - Focus - Non-AES</i>	<i>Secondary product included in primary product</i>
<i>1000-000S-1111</i>	<i>Lifesize Express - Focus - SGP</i>	<i>Secondary product included in primary product</i>
1000-0000-0199	Lifesize Express - Codec	Primary Product

Primary product numbers – **Bold**

Secondary product numbers – *Italics*

4. Change Management

Version 1.1

- Added Section 4 Change Management for revision control.
- Section 3: added Lifesize Transit Server, Lifesize Transit Client, Lifesize Video Center 2200 to the Product Tracker table.
- Section 3: Updated support software versions for the Lifesize video systems from 4.7.19 to 4.7.21.

Version 1.2

- Section 3: added Lifesize Desktop, Lifesize Passport Connect and Lifesize Conference 220 to the Product Tracker table.

Version 1.3

- Section 3: added LGExecutive All In One to the Product Tracker table.

Version 1.4

- Section 3: Corrected Lifesize Desktop end of life date to January 10, 2014.

Version 1.5

- Section 1: All instances of 5 years support changed to 3 years support from time of End of Sale until End of Life period.
 - Section 1.1.1: Priority Level table added
 - Section 1.3: Added requirement that product must have a valid Assurance Maintenance Services during End of Sale period in order to renew AMS
- Section 2: All instances of 5 years support changed to 3 years support from time of End of Sale until End of Life period.
- Section 2: Added requirement that product must have a valid Assurance Maintenance Services during End of Sale period in order to renew AMS
- Section 2: Changed End of Sale Announcement (EOS Announcement) to End of Sale Advance Notification
- Section 2: Changed End of Sale (EOS) first bullet to End of Sale Advance Notification
 - Added second bullet – Communication/Announcement sent to channel partners and OEMs
 - Modified fifth bullet – Added ...'from End of Sale date' to reflect starting point for AMS
- Section 3: Changed column heads to reflect End of Sale Advance Notification and End of Sale Announcement Date
 - Added end of sale advance notice products to table.
 - Note: 220 systems affected by Lifesize Camera 200 or Lifesize Phone (1st generation) will not be available either

Version 1.6

Section 3: Added end of sale advance notice for Lifesize Softphone products to product tracker table

Version 1.7

Section 3: Added the End of Sale notice dates to the table for the following Lifesize products.

- Lifesize ClearSea server CS100 (virtual machine software)
- Lifesize ClearSea server CS150 (virtual machine software)
- Lifesize ClearSea server CS300 (hardware appliance)
- Lifesize Focus
- Lifesize Camera 200
- Lifesize Phone (Lifesize Phone, 2nd Generation will remain)
- Lifesize Passport
- Lifesize Unity 500
- Lifesize Unity 1000
- Lifesize Unity 2000
- Lifesize UVC Video Engine for Microsoft Lync
- Lifesize UVC Multipoint Standard Edition (Enterprise Edition will remain)
- Lifesize UVC Video Center Standard Edition (Enterprise Edition will remain)
- Lifesize Softphone

Version 1.8

Section 3: Lifesize Softphone removed from product tracker table.

Version 1.9

Section 3: Lifesize Unity 50 added to product Tracker table.

Section 3: Lifesize Transit Server/Client supported software version changed from 4.0.2 to 3.5.6.

Version 2.0

Section 3: Lifesize Unity 50 added to Product tracker table.

Section 3: Lifesize Unity series updated from 4.12.0 to 4.12.3 software support. Lifesize Unity 50 and Passport series are not affected by this change.

Version 2.1

Section 3: Lifesize Connections added to Product tracker table.

Section 3: Lifesize UVC 1100/3300 Server added to Product tracker table (previously announced but hadn't been added to table)

Section 3: Lifesize Bridge 2200 added to Product Tracker table (end of sale advance notification date)

Version 2.2

Section 3: Lifesize Bridge 2200 End of Sale notice and End of Life dates added to Product Tracker table.