



HP Poly Android Based Audio & Video Device Lifecycle & Software Support

*Overview of Platform Lifecycle & Software Support Lifecycle
HP Poly Android Based Video and Audio Devices*

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Introduction

HP Poly devices are designed to deliver advanced audio and video solutions for modern workplaces, enabling efficient collaboration and communication. These devices support leading meeting platforms, ensuring seamless integration and optimal performance for users across various environments. This document provides a summary of HP Poly device software support, with particular focus on compatibility with Google Meet, Microsoft Teams and Zoom Room platforms. ***Not all models in all portfolios are support/certified with each platform partner. Please see the HP device documentation for details.*

HP Poly Android UC device Software Support Lifecycle Policy.

HP Poly video and Audio Phone devices are governed by a comprehensive set of support policies designed to ensure product reliability and sustain customer satisfaction. These policies encompass hardware warranty, software updates, and technical assistance, enabling customers to maintain optimal device performance throughout the active lifecycle. HP Poly provides regular firmware and software updates to enhance functionality, address security vulnerabilities, and maintain compatibility with leading meeting platforms.

The software support lifecycle for HP Poly Android-based devices consists of multiple phases aligned with the hardware lifecycle and structured to support integration across major partner platforms. These phases adhere to industry standards and reflect third-party platform support requirements.

Active Sales Support – This phase applies while the device is actively available for purchase and has not been designated as End of Sale (EOS). During this period, HP Poly provides full software support, including feature enhancements, platform updates, security patches, and bug fixes.

Post Sales Support – This phase begins once the device reaches End of Sale but remains certified by the platform provider. HP Poly continues to deliver software support during this period, which includes Regular platform APK updates, Security patches and bug fixes, Limited feature updates (subject to hardware compatibility) This phase extends up to two years after End of Sale or until the platform certification expires, whichever occurs first.

Post certification Support – This phase begins after the End of Sale when the platform provider no longer designates the device as “Certified.” At this stage, the device enters the certification end-of-support cycle, during which the platform provider may offer only limited updates to its application.

HP Poly will continue to provide essential software support for these devices, including Security patches, Critical bug fixes. The duration of this support is determined by each platform provider's end-of-certification timeline. For HP Poly, post-certification support will commence once the platform marks the device as "end of certification" and will continue for up to four (4) years or until the device reaches End of Life (EOL), whichever occurs first.

End of Life – This phase represents the point at which the product is officially designated as End of Life. During this period, HP Poly will no longer provide software updates, security patches, or technical support for hardware-related issues. All support obligations for the product cease upon reaching End of Life status.

Android Device Software Support

Software Support Definitions

Active Sales Software Support - Length of Sale

- Product is actively being Sold and is not End of Sale
- HP Poly provides full software support for features, bug fix, security, platform APK's and more.

Post Sales Software Support - 2 Years after End of Sale or End of Certification

- Product is End of Sale but Still certified
- HP Poly provides bug fix updates, security patches, platform APK's and limited feature updates,
 - Feature updates may be limited based on hardware limitations and or Platform limitations.

Post Certification Software Support - Up to 4 Years or Until End of Life

- Product is end of sale and end of certification
- HP Poly provides security patches, and limited bug fixes.

Note: This illustration shows the three phases of HP Poly Software Support throughout the lifecycle of the product.

Following the end-of-sale date, devices may remain certified and maintain full functionality in alignment with platform partner requirements. Upon initiation of the platform partner's end-of-support phase, functionality may be impacted, and customers could experience diminished features or performance. Such changes will be governed by the specific end-of-support policies established by the respective platform partner.

For more information pertaining to Platform Support see the following links

Google Meet - [Google Meet Certified Hardware](#)

Microsoft Teams - [Microsoft Android OS Certification End Dates & End of Support Dates](#)

Zoom Rooms – [Zoom End Of Certification device List and Policies](#)

HP Poly Android UC Device Predicted Hardware Lifecycle

Upgrade Commitment

HP Poly will provide two major Android version upgrades following the initial product launch. This ensures that devices remain aligned with evolving platform capabilities and security standards throughout their lifecycle.

Sales Cycle Assurance

HP Poly supports a minimum four-year sales cycle, enabling customers to purchase devices with confidence that they are receiving modern, future-ready hardware designed to meet current and emerging requirements.

Post-Sales Support

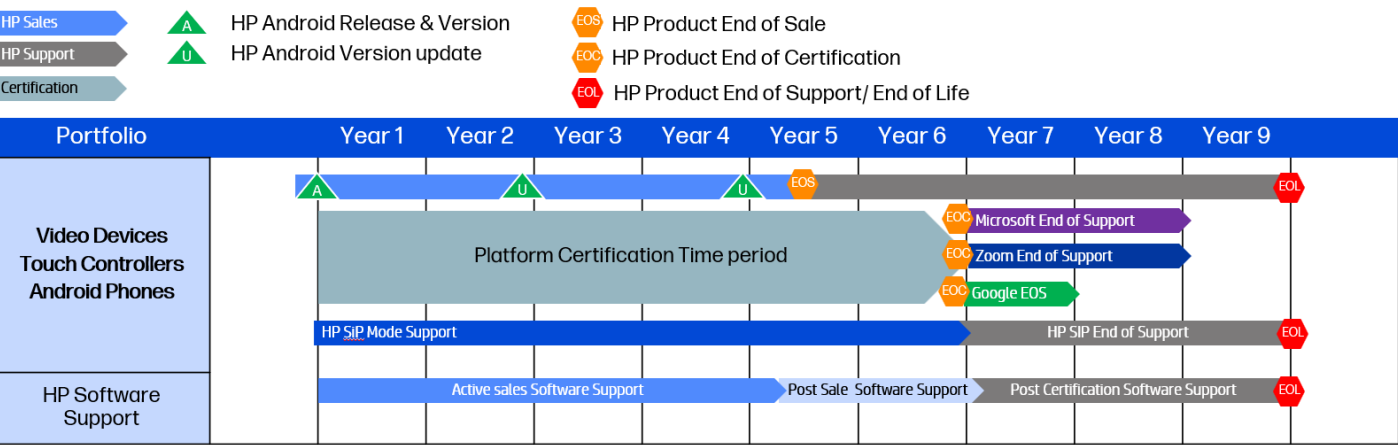
Upon conclusion of the sales period, HP Poly offers a comprehensive five-year post-sales support program. This program includes hardware and software support, contingent upon an active support agreement, to maintain operational integrity and extend product value.

Lifecycle Commitment

HP Poly is committed to delivering up to a total nine-year product lifecycle, designed to maximize customer investment by ensuring long-term value, reliability, and sustained performance of HP Poly Android devices.

Android Device Predicted Lifecycle

Sales, Certification, & Support Lifecycle



Note: This illustration depicts the projected lifecycle of HP Poly Android-based devices, including phones, video systems, and touch controllers. It also outlines the corresponding software support phases and timelines. All dates shown are estimates and may be subject to change based on Android release schedules and adjustments to platform certification timelines.

HP Poly Second Generation Video Portfolio

The predicted Lifecycle of the HP Poly second generation Video Platform including the Poly Studio X32, X52, X72, and Poly G62 is shown in the illustration below.

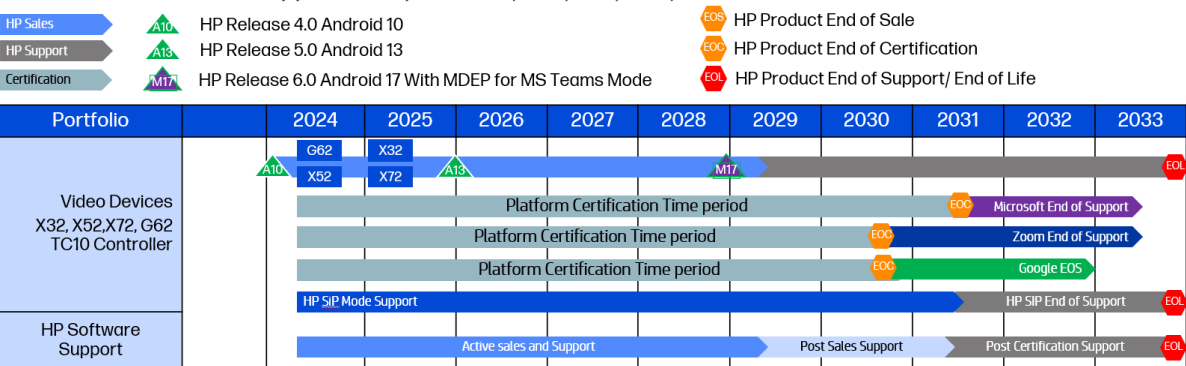
Android Software Version Roadmap – HP Poly’s second-generation devices were initially certified on **Android Version 10** and are scheduled for re-certification on **Android Version 13** in December 2025. In alignment with our long-term lifecycle strategy, HP Poly will bypass Android Version 15 and proceed directly to **Android Version 17**, with re-certification planned for 2028.

Microsoft MDEP Roadmap – HP Poly has established a strategic partnership with Microsoft to enable the Microsoft Device Ecosystem (MDEP) within Poly Video OS on our second-generation portfolio. As part of this roadmap, the HP Poly second-generation video portfolio will incorporate MDEP functionality with the scheduled upgrade to Android Version 17, targeted for completion before the end of 2028. This enhancement will allow both existing deployed devices and newly purchased units to update their Android platform while integrating Microsoft MDEP components, delivering an optimized experience for Microsoft Teams customers.

Certified Lifecycle and Customer Usability – Based on the Android version roadmap and published end-of-certification dates, HP Poly’s second-generation video portfolio is expected to maintain customer usability to at least 2032 across all major partner platforms and in some instances part of 2033. ***These dates are estimated based on known information at the time of this document being written.*

HP Poly Video Devices 2nd Gen

Sales, Certification, & Support Lifecycle X32/X52/X72/G62/TC10



Note: This illustration presents the planned lifecycle of the HP Poly Second-Generation Video Portfolio, along with the associated software support phases and timelines. All dates shown are projections and may be subject to change based on Android release schedules and platform certification timelines.

HP Poly First Generation Video Portfolio

The predicted Lifecycle of the HP Poly first generation Video Platform including the Poly Studio X30, X50, X70, Poly G7500, and Poly TC8 are shown in the illustration below.

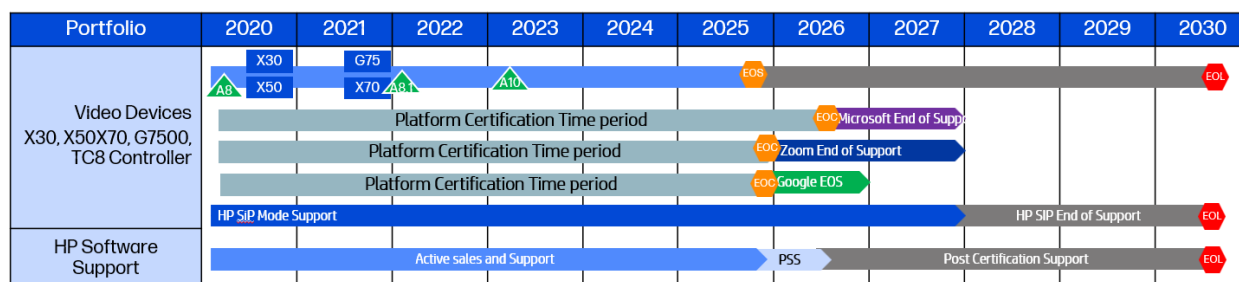
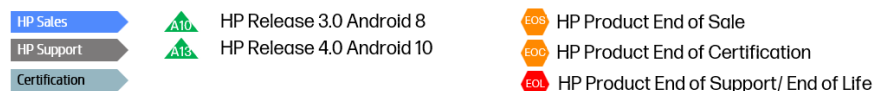
Android Software Version Roadmap – HP Poly’s first-generation devices were initially certified on Android Version 8 in 2020. These devices received an incremental update to Android Version 8.1 in 2021, followed by a major upgrade to Android Version 10 in 2023.

Certified Lifecycle and Customer Usability – Based on the Android version roadmap and published end-of-certification dates, HP Poly’s first-generation video portfolio will have varying customer usability timelines across major partner platforms.

***These dates are estimated based on known information at the time of this document being written.*

HP Poly Video Devices 1st Gen

Sales, Certification, & Support Lifecycle X30/X50/X70/G7500/TC8



Note: This illustration shows the planned lifecycle of the HP Poly First-Generation Video Portfolio, including associated software support phases and timelines. All dates are projections and subject to change based on Android release schedules and platform certification timelines. Please note that first-generation devices were designed prior to the implementation of the aligned Predicted Lifecycle Strategy. HP Poly Gen1 portfolio devices were designed prior to the latest Android Lifecycle Strategy and may not reflect the same lifecycle usage as 2nd Generation devices and/or new devices to be launched.

Platform Certification Supporting Details and Information

Google Meet Platform Support

“Some Information in the following sections is taken directly from Google Documentation”

***Not all models in all portfolios are support/certified with Google Meet. Please see the HP device documentation for details.*

Certified Android Room Devices

HP Poly certified Android Room devices offer robust compatibility with Google Meet, delivering a seamless meeting experience for organizations utilizing Google Workspace. These devices are engineered to run Google Meet natively, providing direct access to meetings, calls, and content sharing without the need for additional software or configuration.

Google End of Certification, End of Life, and End of Support

It is important to differentiate between End of Life (EOL) and End of Support (EOS) for HP Poly devices certified for Google Meet. EOL is determined exclusively by the hardware provider “HP” and refers to the point when a device is no longer manufactured or sold. In contrast, EOS for Meet marks the end of dedicated support and automatic updates from the Google Meet team.

When a device reaches its Meet EOC “End of Certification” date, it will still function normally and does not require any user action or recertification. However, after this date, Google Meet will provide only best-effort support for up to one additional year. There is no assurance that the Meet application will continue to run reliably or at full performance on older devices or outdated Android versions.

The following links provide more information from Google:

[Google Meet Certified Hardware](#)

Microsoft Teams Platform Support

“Some Information in the following sections is taken directly from Microsoft Documentation”

Overview

HP Poly devices are certified and optimized to work with Microsoft Teams, the widely used collaboration platform within organizations. Teams support means that Poly hardware can natively run Teams Rooms software, allowing users to join meetings, make calls, and share content directly through the device.

What Microsoft Teams Support Means

- *Native Teams Experience:* Devices boot directly into the Teams interface, providing a consistent user experience with the desktop and mobile Teams apps.
- *Teams Certification:* Devices meet Microsoft’s standards for audio and video quality, security, and reliability.
- *Integrated Features:* Support for Teams-specific features such as one-touch join, proximity join, wireless content sharing, and advanced meeting controls.
- *Device Management:* IT administrators can manage Poly Teams devices using Microsoft Teams Admin Center or Poly’s management platforms.

End of Certification Support

Microsoft and its OEM partners regularly update and enhance Teams devices to address evolving market needs. Throughout a device’s lifecycle, some products may receive OS upgrades and undergo recertification, while others may not be recertified and will eventually be discontinued by the OEM.

After a device’s certification expires, Microsoft will support the latest Teams devices applications on those certified devices for two years beyond the certification period. While Microsoft aims to maintain this support timeline, it may adjust its policy as necessary and will communicate any changes through established customer channels.

The following links provide more information from Microsoft:

[Microsoft Teams Rooms on Android Certified Devices](#)

[Microsoft Teams Panel Certified Devices](#)

[Microsoft Teams Phone Certified Devices](#)

[Microsoft Android versions supported on Teams Devices](#)

[Microsoft Android OS Certification End Dates & End of Support Dates](#)

Zoom Room Platform Support

“Some Information in the following sections is taken directly from Zoom Documentation”

Overview

HP Poly devices offer native support for Zoom Rooms/Zoom Phone, providing robust video conferencing experiences for organizations that use Zoom as their primary collaboration platform. Zoom Rooms/Zoom Phone compatibility ensures that Poly devices deliver the full suite of Zoom meeting/Zoom Phone features and a familiar user interface.

With Zoom Rooms/Zoom Phone support, HP Poly devices ensure that organizations leveraging Zoom for collaboration have reliable, high-quality hardware to maximize meeting productivity and engagement.

End of Certification Support

Zoom typically issues software updates on a quarterly basis. Once a previously certified HP Poly device reaches its End-of-Certification date and enters the End-of-Life (EOL) support period, it may continue to receive the latest Zoom software updates for up to twenty-one (21) months. During this time, Zoom may restrict certain features for devices that are no longer certified. The software version available on the last day of this EOL period becomes the final Zoom release for that device, and further major updates will not be provided.

After the final software release, the device is expected to function until it falls below the minimum version required by Zoom’s Software Quarterly Lifecycle Policy. Critical bug and security updates may be provided at Zoom’s discretion until the End-of-Support date, but new features or enhancements are not included. For Zoom Rooms, Zoom Phone Appliance, and Workspace Reservation devices, Zoom aims to support the final software release for up to fifteen (15) additional months. In total, the End-of-Support period can last up to thirty-six (36) months from the End-of-Certification date.

After the End-of-Support date, the device’s final Zoom software release and any associated updates will stop functioning and the device will no longer be able to connect to or use Zoom services.

The following links provide more information from Zoom:

[Zoom Rooms Certified Hardware](#)

[Certified Zoom Phone and Zoom Space Hardware Eng-of-Life Support Guidelines](#)

[Zoom End Of Certification device List](#)

Microsoft Device Ecosystem (MDEP) and Device Lifecycle Support

“Some Information in the following sections is taken directly from Microsoft Documentation”

The Microsoft Device Ecosystem (MDEP) provides a comprehensive framework for ensuring that certified devices, such as HP Poly solutions, meet the rigorous requirements for reliability, security, and interoperability across Microsoft Teams environments. Through MDEP, devices undergo extensive validation for hardware and software compatibility, allowing organizations to confidently deploy collaboration tools that seamlessly integrate with Microsoft’s platform.

Throughout the device lifecycle, MDEP support ensures that certified devices receive regular firmware and software updates, maintaining compliance with Microsoft’s evolving standards and security protocols. When a device reaches its End-of-Certification or End-of-Life stage, MDEP outlines clear guidelines for continued support, including security patches and critical bug fixes for a defined period. This structured approach helps organizations plan hardware refresh cycles, manage risk, and maximize return on investment by keeping devices functional and secure until their official end-of-support date.

By leveraging the Microsoft Device Ecosystem, HP Poly devices provide organizations with long-term assurance of compatibility, security, and performance, making them a reliable choice for Microsoft Teams Rooms deployments throughout the entire device lifecycle.

The following links provide more information from MDEP:

[Microsoft MDEP Overview](#)