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Polycom® HDX® Series Hardware and Software Compatibility

Description

Polycom® HDX® Series systems and their peripheral devices have software requirements. Attempting to run an HDX system with incompatible software versions, or using a peripheral device with an incompatible HDX software version may lead to undesirable results.

This document describes the compatible software versions of each of the Polycom HDX Series model and its peripherals. For the latest information on hardware and software compatibility with HDX Series systems, refer to the current *Release Notes for the HDX Series Systems* and other product documentation available at www.polycom.com/videodocumentation.

Resolution

HDX Series System Models and Software Compatibility

The following table lists Polycom HDX system software versions which are compatible with each Polycom HDX Series hardware model.

Hardware Model	Designation in User Interface [1]	Part Number	Compatible Software Versions [2]	Real-Time Clock [3] [4]
Polycom HDX 4000	—	2201-24657-XXX 2215-24647-XXX	2.0.1 or later (but not 2.0.3.2 or 2.5.0)	No
Polycom HDX 4000 HD	—	2201-24176-XXX 2215-24646-XXX	2.0.1 or later (but not 2.0.3.2 or 2.5.0)	No
Polycom HDX 4000 HD	Hardware Version C	2201-12698-XXX 2215-12699-XXX	2.7.0_J, 3.0.0 or later	Yes
Polycom HDX 4500	—	2201-61845-XXX 2215-09830-XXX	3.0.1 or later	Yes
Polycom HDX 6000 HD	—	2201-28619-XXX 2215-28711-XXX	2.5.0.6 or later	Yes
Polycom HDX 7000	—	2201-27285-XXX 2215-27427-XXX	2.0.2 or later (but not 2.5.0)	No
Polycom HDX 7000	—	2201-28629-XXX 2215-28632-XXX	2.5.0.1 or later	Yes
Polycom HDX 7000 HD	Hardware Version A [5]	2201-27284-XXX 2215-27426-XXX	2.0.2 or later (but not 2.0.3.2 or 2.5.0)	No
Polycom HDX 7000 HD	Hardware Version B	2201-28128-XXX 2215-28127-XXX	2.5.0.1 or later	Yes
Polycom HDX 7000 HD	Hardware Version C	2201-26773-XXX 2215-26771-XXX	2.5.0.7 or later	Yes
Polycom HDX 8000 HD	Hardware Version A [6]	2201-24506-XXX 2215-24614-XXX	2.0.0 or later (but not 2.0.0J, 2.0.3.2, or 2.5.0)	No
Polycom HDX 8000 HD	Hardware Version B	2201-27951-XXX 2215-27952-XXX	2.5.0.1 or later	Yes
Polycom HDX 9001	—	2201-23784-XXX 2201-23795-XXX 2215-23796-XXX (pre rev E ship labels)	1.0.0 or later (but not 2.0.3.2 or 2.5.0)	Yes
Polycom HDX 9001	—	2215-23796-XXX 2201-28218-XXX (rev E ship labels)	2.0.0J, 2.0.2 or later (but not 2.0.3.2 or 2.5.0)	Yes
Polycom HDX 9002	—	2201-23783-XXX 2201-23782-XXX 2215-23788-XXX (pre rev E ship labels)	1.0.0 or later (but not 2.0.3.2 or 2.5.0)	Yes
Polycom HDX 9002	—	2201-28217-XXX 2215-23788-XXX (rev E ship labels)	2.0.0J, 2.0.2 or later (but not 2.0.3.2 or 2.5.0)	Yes
Polycom HDX 9002	—	2201-29004-XXX 2215-23788-XXX (rev F ship labels)	2.0.5J or later (but not 2.5.0 or 2.5.0.1)	Yes
Polycom HDX 9004	—	2201-23722-XXX 2201-23283-XXX 2215-23358-XXX (pre rev E ship labels)	1.0.0 or later (but not 2.0.3.2 or 2.5.0)	Yes
Polycom HDX 9004	—	2201-28216-XXX	2.0.0J, 2.0.2 or later (but	Yes

