

# Webex DX80 stops orderability in the EU from November 20<sup>th</sup>.

Date: 16.10.2020

Due to new compliance restrictions we are unable to ship the DX80 to EU countries after 20th December 2020. For all orders shipping in the EU countries, please make sure to place your order as soon as possible as ordering will be turned off 20th November 2020.

## Reason

New EU regulations relating to safety and product design have been released and are coming into effect. The DX80 was designed several years before these regulations were known, cannot comply with these regulations, and as consequence will no longer be available for sale within the European market from December 20th, 2020 onwards.

## Q&A

**Q: Is this requirement also for non-radio DX80s?**

A: Yes, all versions of DX80.

**Q: Which countries does this include specifically?**

A: The following countries:

EU countries: Austria, Belgium, Bulgaria, Croatia, Republic of Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Poland, Portugal, Romania, Slovakia, Slovenia, Spain and Sweden.

EFTA countries: Iceland, Liechtenstein, Norway and Switzerland.

Other countries: Turkey, UK, Bosnia-Herzegovina, Serbia, Montenegro, Albania, Moldova

**Q: Is there any concern regarding the safety of the DX80?**

A: No, there's no safety concern involved for the DX80. The new safety standard has introduced concepts on where openings in products can be, relative to the internal electronics, that differ from the old standard. We could have kept all electronics as-is and still pass the new requirements, but would have had to change the openings and plastic type in the back cover.

**Q: Does this regulation change effect previously purchased/deployed DX80s?**

A: No, this regulation effects new sales only, and existing DX80's may continue to be used without changes

**Q: What is the replacement product for the DX80 for customers deploying Desktop video solutions?**

A: Customers deploying DX80s in the listed countries today are advised to make last time purchases of DX80 previous to November 20th, and consider migrating future purchases to the new Webex Desk Pro as a more modern product with superior capabilities. Learn more about the Webex Desk Pro here:  
<https://www.cisco.com/c/en/us/products/collaboration-endpoints/webex-desk-pro/index.html>

**Q: Will this affect DX80 RMAs?**

A: No.

Revision	Publish date	Comment
1.1	16-Oct-20	Updated with additional Q&A