NATILIK

Is Your Meeting Experience at Risk?

With Cisco's end-of-life SX, MX, and DX devices soon becoming unavailable for cloud management, your users' experience will be impacted, as key functionality will no longer be supported. This one-pager outlines what these changes mean and how you can future-proof your workspaces by upgrading outdated devices to ensure seamless continuity.

What's happening and when?

From **June 1, 2025**, SX, MX, and DX70 devices will **lose critical functionality,** including access to key features and support. Other DX series devices will follow, with similar impacts occurring in January 2026.

After these dates, you will no longer be able to manage the devices in the Cisco Control Hub, which means you won't be able to make or receive calls, join online video meetings through platforms like Webex or Microsoft Teams, or access troubleshooting alerts and call analytics - making issue resolution and diagnostics virtually impossible.

Top 5 features missing or lost with older end points include...

TAC Technical Support
Access to technical support, including software updates and troubleshooting assistance.

Interoperability
Seamless connectivity with your preferred meeting platform, incl. native MTR, MS Teams WebRTC, and Google Meet.

Audio Intelligence
AI Audio features that ensure you can be heard at your best. Incl. Noise Removal, My Voice, Microphone Pro Series support.

Cinematic Meetings Features
AI-powered features ensure the best meeting experience. Incl. Frames, Crossview, Group + Speaker, Extended Speaker Track, Meeting Zones, and Exclusion Zones.

Advanced Features
Webex features that make your interactions and workflows better – brought to the Cisco Device. Incl. Webex Assistant / Transcripts, Slido integration, in-meeting chat, People Focus.

Why upgrade?

Upgrading these devices is a brilliant opportunity to enhance your meeting rooms with cutting-edge features, all that enable your people to work more collaboratively and be more productive.

The benefits

AI
Advanced AI capabilities for better audio and visual experiences.

Analytics & Manageability
Actionable data for improved collaboration and management, with remote control.

Adoption & Workplace Insights
Enhanced user engagement and workplace efficiency data.

Sustainability
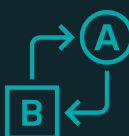100% circular design and access to sustainability insights in Control Hub.*

Energy Efficiency
Improved power consumption for cost savings and environmental benefits.

Thousand Eyes Integration
Superior network visibility and performance management for assured reliability.

Interoperability & Choice
Flexibility to integrate with various systems and platforms seamlessly.

Co-creation Experiences
Collaborative tools designed to support diverse working styles.

Comprehensive Portfolio
Solutions tailored to support all working styles and environments.

Upgrade with Natilik

Ready to upgrade your devices and unlock a better meeting room experience?
The best way to kick off your journey is by booking a Smart and Sustainable Workplace Discovery Workshop with our knowledgeable and trusted team.