



External End-of-Life Notice for OBiTALK

July 12, 2024

OBiTALK was created to provide a flexible service for consumers of the OBiHAI devices simple cloud-based manageability and options for consumers to integrate with various cloud service providers. After sustaining the service over the past 14 years, we have decided to begin discontinuing the service. The OBiTALK Consumer Portal will be officially shutting down access on **October 31st, 2024**. This decision is pursuant to the end-of-life notice posted in **December 2021** for the discontinuation of the OBi 2xx series device and applies across all devices connected to the OBiTALK service.

Post October 31st, HP will begin the process of decommissioning the various services supporting the OBiTALK platform. While it is expected that devices will continue to operate with no impact, HP provides no guarantee of a device's continual configuration after this date. We encourage all customers to make any necessary arrangements before the service is terminated.

Thank you for being an important part of the OBiTALK journey.

Frequently Asked Questions

Q: What exactly is happening?

A: We have made the tough decision to turn off the AWS (Amazon Web Services) subscription that runs the OBiTALK Consumer Portal Service.

Q: What will happen to the devices connected to the service?

A: Once we turn off the OBiTALK Consumer Portal, a few things will happen:

- On November 1st, 2024, your ability to sign into the OBiTALK portal, either through local accounts or through Sign in with Google, will no longer be possible. This will block the ability to access your cloud account for configuration of your existing devices as well as the ability to onboard additional devices.
- From the OBiTALK Consumer Portal, you will no longer be able to customize Speed Dials, Trusted Callers, Link Devices, or access any other Cloud related capability. This includes the ability to configure Google Voice for a device that is not currently functioning and configured for the service.
- While your device may continue to function after this date, we recommend finding an alternative solution. If your device stops working HP will not be able to provide any technical support.

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Q: Will I retain access to my device?

A: Yes! While the OBiHAI devices were enhanced through their connection to the OBiTALK Service, the connection was not required for most configurations. You will continue to be able to locally configure your OBiHAI devices for as long as you own the device and may continue to use and register it to other Cloud PBX providers.

As the process for accessing each device varies by category, please refer to the device administrator guide for your specific model for instructions on accessing the devices local Web Interface for local configuration. Product Documentation may be found on the Official HP® Support Site available here: <https://support.hp.com/>

Q: Will I be able to continue to use my Google Voice Configuration?

A: After October 31st, 2024, HP provides no guarantee of the device's continual operation with the Google Voice service. The connection to Google Voice through OBiTALK was one that automated the configuration of the device with the Google Voice Service. Once configured, the OBiTALK Service was 'out of band' from the device working with Google. It is anticipated that most devices will just continue to work for some period. At some point in the future, due to the expiration of security certificates, the integration will stop working, and there will no longer be a means of onboarding your device to the service.

You will no longer be able to configure new or existing OBiHAI devices for use with the Google Voice service after October 31st, 2024.

Q: I am currently using OBiTALK for Google Voice home phone service, what services are available to continue to leverage my OBiHAI device?

A: While not directly affiliated with HP as a service offering from HP, many cloud SIP PBX providers provide the ability to configure and register your OBiHAI device allowing you to continue to maintain your home service. These include but are not limited to, 8x8, Aveno, Dialpad, Microsoft, OneSuite, OnSIP, RingCentral, Zoom and many others offering single and multi-line SIP registrations.

You are recommended to reach out to these providers to find the service that meets your needs and supports your specific device hardware.

Q: Will I still be able to use my OBiHAI Device to contact 911 in case of an emergency?

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A: While the changes to the OBiTALK Consumer Portal is not intended to have any impact to the daily operation of already configured devices, there is a risk that existing devices will become unregistered, either temporarily or permanently during this decommissioning process.

Therefore, HP advises users to reach out to their Cloud PBX provider and E911 provider should they have concerns about their ability to dial 911 in an emergency. Additionally, HP recommends customers begin to seek alternative measures for requesting emergency services should the decommissioning impact your existing device.

Q: What about the warranties I have in place?

A: OBiTALK was provided as a free service for users of the OBiHAI devices without warranty. As these devices have reached the end of their serviceable lifespan, the OBiTALK service is being discontinued and the cloud service will be shut down.

Q: Will I be able to continue to use my OBi Number to call between my OBi Devices?

A: When the OBiTALK service is discontinued, dialing between multiple devices using the OBi number is expected to continue to operate for some time. As we continue to decommission the various services supporting the OBiTALK platform, the OBi Ring Network will be taken offline and the ability to call between OBiHAI devices using their unique OBi number will no longer be available.

Further messaging around dates and timelines regarding this change will be posted on www.obitalk.com. It is advised that customers utilizing this capability begin migrating to other workflows.

Q: What will happen to www.obitalk.com and the Support Forum?

A: Over the weeks between now and October 31st, 2024, the OBiTALK website will begin to update reflecting much of the coming changes. Through this period, access to your OBiTALK dashboard and support content access, including the forum will be retained. After October 31st, 2024, access to the Support Forum will be removed. Customers may continue to utilize the HP Community Support Forum; the Phone Portal can be found here: [Poly Phones - HP Support Community](#)

It is advised that if there is information that you wish to retain, you should locally archive the material as the forum messages are not being migrated to HP's Community Support Portal.

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Q: My account password is not working, did something change?

A: As a means of providing increased security for our customers, HP has proactively reset the passwords of local accounts that have been idle and not accessed the portal in some time. Please use the 'Forgot your password?' link to recover your password. Accounts accessed through a Google Account are not impacted.

Q: What will happen to my data?

A: After November 1st, 2024, HP will begin deleting OBiTALK Consumer Portal accounts removing all information stored within the service. Please note, this includes device configurations, such that if you were to reset your device configuration, it would no longer restore to an operational state. You would need to manually reconfigure your device from the device's local web admin. All personal data stored on the OBiTALK Service will be destroyed and no longer accessible.

HP provides no guarantee of a device's operation post October 31st, 2024. Users are advised to create local backups of their device configuration to create a restoration post October 31st.

As the process for creating local backups of each device varies by category, please refer to the device administrator guide for your specific model for instructions on accessing the devices local Web Interface for local configuration. Product Documentation may be found on the Official HP® Support Site available here:

<https://support.hp.com/>

Q: I am a Service Provider, does this notice apply to the PDMS-SP Portal?

A: No, the dates messaged in this notice do not apply to the PDMS-SP Portal. The changes mentioned within this notice apply only to the OBiTALK Consumer Portal and the devices registered to the OBiTALK Consumer Portal.

Q: Where can I go if I have additional questions?

A: While the OBiTALK Community Forum will still be available through October 31st, 2024, customers are encouraged to engage with HP through the HP Community Support Forum found here: [Poly Phones - HP Support Community](#)