

Product End-Of-Life

With the deprecation of certain hardware components, the Integrated Voice Response (IVR) V1 appliance from SGS has reached the End-Of-Life service date as of July 30, 2020.

What will happen on the EOL Date?

- 1 No Future Sales of the V1 Appliance**
SGS has removed this product from its Product Price List and it is no longer available for purchase or upgrade.
- 2 No Product Updates of V1 Appliance**
SGS is no longer providing any firmware updates to this product.
- 3 No Hardware Support of V1 Appliance**
SGS will not be providing any hardware replacements, or components, effective immediately.
- 4 No Technical Support**
SGS is limited product support to basic maintenance tasks, and system administration support only. This limited support will be provided to any Line Tester customer through July 30, 2019.

What Options are Available to me?

- 1 Continue Using your IVR V1 Appliance**
You may continue to use your IVR as long as the hardware continues to operate. You will not have support for this product beginning on July 31, 2020.
- 2 Migrate to the IVR V2 Appliance**
The IVR V2 appliances is based on a newer modular hardware form factor. Please consult your sales executive or support specialist for more information.
- 3 Migrate to a Virtual IVR instance**
The Virtual IVR instance is a perfect replacement for those of you who leverage a virtual computing environment. Please consult your sales executive or support specialist for more information.

What are the Next Steps?

Contact the Bold Group – stages division to discuss what options you have available to you.

Phone: 800.903.7068 Option 2

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