



# Genesys PureConnect

Legacy Nuance products

End of Life Announcement

June 30, 2021

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# End of Life

Last Updated: [June 18, 2021](#)

## Overview

As of [June 30, 2021](#), Genesys announces the End of Life / Genesys support for the legacy Nuance products listed below:

Genesys Products	Release	End of Support
Loquendo Upgrade to Nuance ASR / TTS	v 2.0	Immediate June 30, 2021
Nuance 8.5 Speech Recognition	v 8.5	Immediate June 30, 2021
Nuance NDM	v 5.x	Immediate June 30, 2021
Nuance Recognizer 9	v 9	Immediate June 30, 2021
Nuance Recognizer 10	v 10	June 30, 2022
Nuance Speech Development	v 8.5	Immediate June 30, 2021
Nuance Vocalizer 5	v 5	Immediate June 30, 2021
Nuance Vocalizer 6	v 6	June 30, 2022
Nuance Vocalizer Studio	v 5	Immediate June 30, 2021

## Details

### Related Documents

Click the following documents:

- [EOL Policy](#): Provides details for Genesys End of Life policy and life cycle.
- [EOL Life Cycle Table](#): Provides the end of life dates for all Genesys EOL products & versions that have been scheduled for EOL.

# Supplemental Information

Several Nuance products listed above have already been announced as EOL by the vendor, and Genesys is updating our systems accordingly.

## Migration & Entitlement

For products that have a migration path, customers on active maintenance will need to submit a request to Genesys licensing for the upgrade.

For products that are in retirement/deprecation, there will be no entitlement. Please contact your Account Executive or Partner Manager for information about an alternative solution.

Some products denoted as '**Upgrade**' are used to track the conversion of licenses from one Tier level to another, or, to add additional voices or languages. Refer to the subsequent tier as indicated for migration entitlement options.

For details, please refer to the **Affected Products & Migration Path section** (Page 7) in this document.

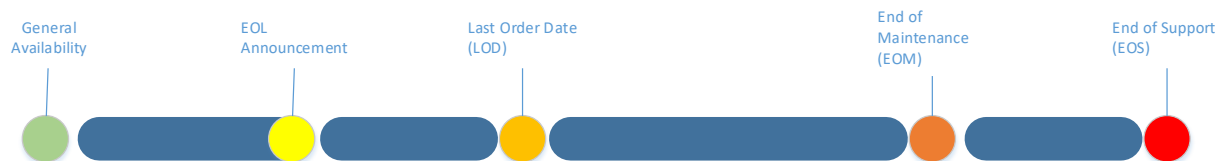
# EOL Life Cycle Dates

For Loquendo Upgrade solutions, Nuance v8.5, Nuance NDM v5.x, Nuance Recognizer 9 and Vocalizer 5, here is the EOL Life Cycle Dates:

End of Life Announcement Date	June 30, 2021
End of Support	June 30, 2021

For Nuance Recognizer 10 and Vocalizer 6, here is the EOL Life Cycle Dates:

End of Life Announcement Date	June 30, 2021
End of Support	June 30, 2022



## Frequently Asked Questions

### Why is Genesys retiring the legacy Nuance products?

- **Answer:** Certain products are already EOL from Nuance. Genesys cannot extend support beyond the offered Nuance support. With the release of new versions of Nuance products, customers can benefit from the upgrade.

## Affected Products & Migration Path

Products affected by this EOL announcement:

Retiring SKUs	Product Description	Migration Path	Migration Items	Migration SKUs
TS-500-4.0-ULN2I	Upgrade Loquendo to Nuance ASR Tier 2	Complete Retirement	Not Applicable - Contact Genesys	Not Applicable
TS-500-4.0-ULN4I	Upgrade Loquendo to Nuance ASR Tier4	Complete Retirement	Not Applicable - Contact Genesys	Not Applicable
TS-500-4.0-ULNV	Upgrade Loquendo TTS to Nuance Vocalizer 5+ - Base Lang/v	Complete Retirement	Not Applicable - Contact Genesys	Not Applicable
TS-500-4.0-ULVA	Upgrade Loquendo TTS to Nuance Vocalizer 5+ - Add Lang	Complete Retirement	Not Applicable - Contact Genesys	Not Applicable
TS-500-3.0-AA00	Nuance 8.5 additional language - US English	Complete Retirement	Not Applicable - Contact Genesys	Not Applicable
TS-500-3.0-AGR1	Nuance 8.5 US Name Grammar	Direct version Upgrade	Nuance NDM-US Names	TS-500-4.0-NDMN
TS-500-3.0-AGR2	Nuance 8.5 US Name and Address Grammar	Complete Retirement	Not Applicable - Contact Genesys	Not Applicable
TS-500-3.0-ATBB	Nuance 8.5 Tier B Base Language port	Complete Retirement	Not Applicable - Contact Genesys	Not Applicable
TS-500-3.0-BA00	Nuance 8.5 base language - US English	Complete Retirement	Not Applicable - Contact Genesys	Not Applicable
TS-500-3.0-BA09	Nuance 8.5 base language - UK English	Complete Retirement	Not Applicable - Contact Genesys	Not Applicable
TS-500-3.0-SPD2	Nuance 8.5 Speech Development Package	Complete Retirement	Not Applicable - Contact Genesys	Not Applicable
TS-500-3.0-SRSK	Nuance 8.5 ASR Speech Starter Kit	Complete Retirement	Not Applicable - Contact Genesys	Not Applicable
TS-500-3.0-VERB	Nuance 8.5 Verifier session - Tier B Add-on	Complete Retirement	Not Applicable - Contact Genesys	Not Applicable
TS-500-4.0-NDM52	Nuance NDM-Core 5.2	Complete Retirement	Nuance NDM-Core 6.1	TS-500-4.0-NDM61
TS-500-4.0-T2AL210	Nuance Recognizer 10 Tier 2 - Additional Port for 2nd Language	Direct version Upgrade	Nuance Recognizer 11 - Tier 2 - 2nd Lng	TS-500-4.0-T2A2L11
TS-500-4.0-T2AL210-DR	Nuance Recognizer 10 Tier 2 - Additional Port for 2nd Language	Direct version Upgrade	HA - Nuance Recognizer 11 - Tier2-2nd Lng	TS-500-4.0-T2A2L11-HA
TS-500-4.0-T2AL310	Nuance Recognizer 10 Tier 2 - Additional Port for 3+ Language	Direct version Upgrade	Nuance Recognizer 11 - Tier 2 - 3+ Lng	TS-500-4.0-T2A3L11

Retiring SKUs	Product Description	Migration Path	Migration Items	Migration SKUs
TS-500-4.0-T2AL310-DR	Nuance Recognizer 10 Tier 2 - Additional Port for 3+ Language	Direct version Upgrade	HA - Nuance Recognizer 11 - Tier 2-3+ Lng	TS-500-4.0-T2A3L11-HA
TS-500-4.0-T2BL10	Nuance Recognizer 10 Tier 2 Base Language Port	Direct version Upgrade	Nuance Recognizer 11 - Tier 2	TS-500-4.0-T2BL11
TS-500-4.0-T2BL10-DR	Nuance Recognizer 10 Tier 2 Base Language Port - HIGH AVAILA	Direct version Upgrade	HA - Nuance Recognizer 11 - Tier 2	TS-500-4.0-T2BL11-HA
TS-500-4.0-T3AL210	Nuance Recognizer 10 Tier 3 - Additional Port for 2nd Language	Direct version Upgrade	Nuance Recognizer 11 - Tier 3 - 2nd Lng	TS-500-4.0-T3A2L11
TS-500-4.0-T3AL210-DR	Nuance Recognizer 10 Tier 3 - Additional Port for 2nd Language	Direct version Upgrade	HA - Nuance Recognizer 11 - Tier3-2nd Lng	TS-500-4.0-T3A2L11-HA
TS-500-4.0-T3AL310	Nuance Recognizer 10 Tier 3 - Additional Port for 3+ Language	Direct version Upgrade	Nuance Recognizer 11 - Tier 3 - 3+ Lng	TS-500-4.0-T3A3L11
TS-500-4.0-T3AL310-DR	Nuance Recognizer 10 Tier 3 - Additional Port for 3+ Language	Direct version Upgrade	HA - Nuance Recognizer 11 - Tier 3-3+ Lng	TS-500-4.0-T3A3L11-HA
TS-500-4.0-T3BL10	Nuance Recognizer 10 Tier 3 Base Language Port	Direct version Upgrade	Nuance Recognizer 11 - Tier 3	TS-500-4.0-T3BL11
TS-500-4.0-T3BL10-DR	Nuance Recognizer 10 Tier 3 Base Language Port - HIGH AVAILA	Direct version Upgrade	HA - Nuance Recognizer 11 - Tier 3	TS-500-4.0-T3BL11-HA
TS-500-4.0-T4AL210	Nuance Recognizer 10 Tier 4 - Additional Port for 2nd Language	Direct version Upgrade	Nuance Recognizer 11 - Tier 4 - 2nd Lng	TS-500-4.0-T4A2L11
TS-500-4.0-T4AL210-DR	Nuance Recognizer 10 Tier 4 - Additional Port for 2nd Language	Direct version Upgrade	HA - Nuance Recognizer 11 - Tier4-2nd Lng	TS-500-4.0-T4A2L11-HA
TS-500-4.0-T4AL310	Nuance Recognizer 10 Tier 4 - Additional Port for 3+ Language	Direct version Upgrade	Nuance Recognizer 11 - Tier 4 - 3+ Lng	TS-500-4.0-T4A3L11
TS-500-4.0-T4AL310-DR	Nuance Recognizer 10 Tier 4 - Additional Port for 3+ Language	Direct version Upgrade	HA - Nuance Recognizer 11 -Tier 4-3+ Lng	TS-500-4.0-T4A3L11-HA
TS-500-4.0-T4BL10	Nuance Recognizer 10 Tier 4 Base Language Port	Direct version Upgrade	Nuance Recognizer 11 - Tier 4	TS-500-4.0-T4BL11
TS-500-4.0-T4BL10-DR	Nuance Recognizer 10 Tier 4 Base Language Port - HIGH AVAILA	Direct version Upgrade	HA - Nuance Recognizer 11 - Tier 4	TS-500-4.0-T4BL11-HA
TS-500-3.0-BA919	Nuance Recognizer 9 base language - Italian	Complete Retirement	Not Applicable - Contact Genesys	Not Applicable
TS-500-4.0-T2AL29	Nuance Recognizer 9 Tier 2 - Additional Port for 2nd Language	Direct version Upgrade	Nuance Recognizer 11 - Tier 2 - 2nd Lng	TS-500-4.0-T2A2L11



Retiring SKUs	Product Description	Migration Path	Migration Items	Migration SKUs
TS-500-4.0-T2AL39	Nuance Recognizer 9 Tier 2 - Additional Port for 3+ Language	Direct version Upgrade	Nuance Recognizer 11 - Tier 2 - 3+ Lng	TS-500-4.0-T2A3L11
TS-500-4.0-T2BL9	Nuance Recognizer 9 Tier 2 Base Language Port	Direct version Upgrade	Nuance Recognizer 11 - Tier 2	TS-500-4.0-T2BL11
TS-500-4.0-T3AL29	Nuance Recognizer 9 Tier 3 - Additional Port for 2nd Language	Direct version Upgrade	Nuance Recognizer 11 - Tier 3 - 2nd Lng	TS-500-4.0-T3A2L11
TS-500-4.0-T3AL39	Nuance Recognizer 9 Tier 3 - Additional Port for 3+ Language	Direct version Upgrade	Nuance Recognizer 11 - Tier 3 - 3+ Lng	TS-500-4.0-T3A3L11
TS-500-4.0-T3BL9	Nuance Recognizer 9 Tier 3 Base Language Port	Direct version Upgrade	Nuance Recognizer 11 - Tier 3	TS-500-4.0-T3BL11
TS-500-4.0-T4BL9	Nuance Recognizer 9 Tier 4 Base Language Port	Direct version Upgrade	Nuance Recognizer 11 - Tier 4	TS-500-4.0-T4BL11
TS-001-3.0-SPD2	Nuance Speech Development Package	Complete Retirement	Not Applicable - Contact Genesys	Not Applicable
TS-500-3.0-NVAL	Vocalizer Additional Language Selection - Basic TTS	Complete Retirement	Not Applicable - Contact Genesys	Not Applicable
TS-500-3.0-NVBL	Vocalizer 5 Base Language Selection - Basic TTS	Complete Retirement	Not Applicable - Contact Genesys	Not Applicable
TS-500-3.0-VAAL	Vocalizer Additional Language Selection - Advanced TTS	Complete Retirement	Not Applicable - Contact Genesys	Not Applicable
TS-500-3.0-VABL	Vocalizer 5 Base Language Selection - Advanced TTS	Complete Retirement	Not Applicable - Contact Genesys	Not Applicable
TS-500-4.0-NVAL	Vocalizer Additional Language Selection - Basic TTS	Complete Retirement	Not Applicable - Contact Genesys	Not Applicable
TS-500-4.0-NVBL	Vocalizer 5 Base Language Selection - Basic TTS	Complete Retirement	Not Applicable - Contact Genesys	Not Applicable
TS-500-4.0-VAAL	Vocalizer Additional Voice Selection - Advanced TTS	Direct version Upgrade	Nuance Vocalizer TTS v7.0 Addl Voice	TS-500-4.0-VocAV7
TS-500-4.0-VAAL-DR	Vocalizer Additional Voice Selection - Advanced TTS	Direct version Upgrade	HA Nuance Vocalizer TTS v7.0 Addl Voice	TS-500-4.0-VocAV7-HA
TS-500-4.0-VABL	Vocalizer 6 Base Language Selection - Advanced TTS	Direct version Upgrade	Nuance Vocalizer TTS v7.0	TS-500-4.0-VocBV7
TS-500-4.0-VABL-DR	Vocalizer 6 Base Language Selection - Advanced TTS	Direct version Upgrade	HA Nuance Vocalizer TTS v7.0	TS-500-4.0-VocBV7-HA
TS-500-4.0-VABL-DR	Vocalizer 6 Base Language Selection - Advanced TTS - DR	Direct version Upgrade	HA Nuance Vocalizer TTS v7.0	TS-500-4.0-VocBV7-HA
TS-500-4.0-VSAL2	Nuance Vocalizer Studio - Additional Language 2	Complete Retirement	Not Applicable - Contact Genesys	Not Applicable

# Definitions

## End of Life Announcement Date

This is a general announcement, announcing the Last Order Date (“LOD”) of commercially available Genesys products, and the corresponding EOM and EOS dates.

From the EOL Announcement date onwards, it will no longer be possible to quote product(s) or Maintenance and Support on the EOL products to new Customers.

Up until LOD it will still be possible to quote add-on Orders for additional Seats (or such other previously Ordered License Unit Type/License Element), or Maintenance and Support renewals for Customers who already have the applicable EOL product(s) installed.

Notwithstanding the foregoing, outstanding quotes issued prior to the EOL Announcement date will be honoured until expiration of their validity date

## Last Order Date

The ultimate date on which any additional Units of an EOL product can be ordered. From and after the LOD, no new quotes for such Units will be issued or accepted.

## End of Maintenance Date

From this date, no Releases (e. g. fixes, updates, etc.) will be available for an EOL product.

## End of Support Date

From this date, all Genesys Maintenance and Support obligations will be ceased.

## About Genesys

Every year, Genesys® delivers more than 70 billion remarkable customer experiences for organizations in over 100 countries. Through the power of the cloud and AI, our technology connects every customer moment across marketing, sales and service on any channel, while also improving employee experiences. Genesys pioneered Experience as a Service so organizations of any size can provide true personalization at scale, interact with empathy, and foster customer trust and loyalty. This is enabled by Genesys Cloud™, an all-in-one solution and the world's leading public cloud contact center platform, designed for rapid innovation, scalability and flexibility.

### A global company with global diversity

100+

Spanning over 100 countries, we cover a lot of ground.

6+

Maybe one day we'll get Antarctica, but until then we have the other continents covered.

5000+

Genesys employees work together to create the best customer experiences.