



**Nuance Recognizer 9.0, Nuance Vocalizer 5.0,
Nuance Speech Server (NSS) 5.1, Nuance Dialog
Modules (NDM) Core 5.0 and 5.2, NDM Name 5.2,
NDM Address 5.2, and Nuance Adaptive
Grammar Engine (NAGE) 5.0**

**End of Life Announcement
May 27, 2016**

End of Life

Last Updated: May 27, 2016

Overview

As of May 27, 2016, Genesys announces the End of Life for the products listed below

Third-Party Products	Release
Nuance Recognizer	9.0
Nuance Vocalizer	5.0
Nuance Speech Server	5.1
Nuance Dialog Modules (Basic) Core	5.0 and 5.2
Nuance Dialog Modules Name	5.2
Nuance Dialog Modules Address	5.2
Nuance Adaptive Grammar Engine	5.0

Detail

The EOL Policy describes the Genesys End of Life policy and life cycle. The following dates for all Genesys EOL products and/or product versions are listed in the EOL Life Cycle Table:

- ❖ End of Life Announcement
- ❖ Last Order Date
- ❖ End of Maintenance
- ❖ End of Support

Related Documents

Click [here](#) to view the following documents:

- ❖ EOL Policy
- ❖ EOL Life Cycle Table

Products

Products affected by this EOL announcement:

Genesys Products/Sellable Items
Nuance Recognizer 9.0 (DTMF, Tiers 2, 3, 4, 2nd Lang, 3+ Lang, HA, and Lab)
Nuance Vocalizer 5.0 (Additional Language, HA, and Lab)
Nuance Speech Server 5.1 (HA and Lab)

Genesys Products/Sellable Items

Nuance Dialog Modules (Basic) Core 5.0 and 5.2 (2nd Lang, 3+ Lang, HA, and Lab)

Nuance Dialog Modules Name 5.2 (HA and Lab)

Nuance Dialog Modules Address 5.2 (HA and Lab)

Nuance Adaptive Grammar Engine 5.0 (HA)

Major Versions

This lists all versions affected by this EOL Announcement

- ❖ Nuance Recognizer 9.0
- ❖ Nuance Vocalizer 5.0
- ❖ Nuance Speech Server 5.1
- ❖ Nuance Dialog Modules (Basic) Core 5.0
- ❖ Nuance Dialog Modules (Basic) Core 5.2
- ❖ Nuance Dialog Modules Name 5.2
- ❖ Nuance Dialog Modules Address 5.2
- ❖ Nuance Adaptive Grammar Engine 5.0

Supplemental Information

Nuance Recognizer 10.2 is the follow-on successor to NR9, provides greater recognition accuracy, and higher port density than its predecessor.

Vocalizer 6.0 is the follow-on successor to Vocalizer 5.0 and provides higher quality, more natural sounding voices than its predecessor. Vocalizer 5.7 is NOT covered by this EOL.

Customer Choices for New Product Purchase

EOL Product	Migration Path:
Nuance Recognizer 9.0	<ul style="list-style-type: none"> - Existing customers need to migrate to Recognizer 10.2 - Upgrade to latest supported version of Recognizer is free if maintenance and support is current. - Nuance Recognizer 10.2 is supported since the GVP 8.1.5 release. GVP 8.1.5 (and higher) only supports the Next Generation Interpreter (NGI) for the VoiceXML applications. Customers will need to migrate (or rewrite) their applications to support the NGI. - Customers that are running Recognizer 9 and will be upgrading to Recognizer 10.2 can use the migration tool that ships with Nuance Recognizer 10.2 to recompile the grammars. However, since there are changes to Recognizer configuration and speech grammars, customers will likely need to obtain professional services to migrate, compile, retune, and retest their ASR grammars in their VXML applications. - Customers will need to upgrade to a compatible version of Nuance Speech Server 6.2. - Additionally, customers will need to obtain and upgrade to the language packs compatible with NR 10.2.

EOL Product	Migration Path:
Nuance Vocalizer 5.0	<ul style="list-style-type: none"> - Existing customers should consider migrating to Vocalizer 6.0; Vocalizer 5.7 is still supported, but will start End of Life (EOL) phases in July 2016. - Upgrade to latest supported version of Vocalizer 6.0 is free if maintenance and support is current. - Nuance Vocalizer 6.0 is supported on GVP 8.1.7 (and higher). - Customers will need to upgrade to a compatible version of Nuance Speech Server 6.2. - Additionally, customers will need to obtain and upgrade to the voice installers compatible with Vocalizer 6.0. - Since some of the existing voices used with Vocalizer 5.0 may not be available with Vocalizer 6.0, customers will be allowed to substitute another voice from among those that remain available at no additional charge.
Nuance Speech Server (NSS) 5.1	<ul style="list-style-type: none"> - Customers will need to migrate to a compatible version of Nuance Speech Server (NSS) 6.2 - NSS 6.2 is supported on GVP 8.1.5 (and higher) - NSS 6.2 CD is shipped independently of Recognizer 10.2, Vocalizer 6.0, and other third-party Nuance software.
Nuance Dialog Modules (NDM) 5.0 and 5.2 NDM Name 5.2 NDM Address 5.2	<ul style="list-style-type: none"> - Existing customers will need to migrate to NDM 6.1 - Upgrade to latest supported version of NDM is free if maintenance and support is current. - NDM 6.1 is supported on GVP 8.1.7 (and higher). - GVP 8.1.7 (and higher) only supports the Next Generation Interpreter (NGI) for the VoiceXML applications. Customers will need to migrate (or rewrite) their applications to support the NGI.
Nuance Adaptive Grammar Engine (NAGE) 5.0	<ul style="list-style-type: none"> - Existing customers will need to migrate to NAGE 6.1 - Upgrade to latest supported version of NAGE is free if maintenance and support is current.

Entitlement

Upgrades of the products listed above from the earlier versions to its successor products are free if maintenance and support is current for those products.

EOL Life Cycle Dates

End of Life Announcement Date	May 27, 2016
Last Order Date	Varies by product. Please refer to the Genesys EOL Life Cycle Table
End of Maintenance	Varies by product. Please refer to the Genesys EOL Life Cycle Table
End of Support	Varies by product. Please refer to the Genesys EOL Life Cycle Table

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 honored 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 cease.

Frequently Asked Questions

Can I use the Recognizer 9.0 language packs with Recognizer 10.2?

Answer: No. Although there are language packs for a few languages of Nuance Recognizer 10.2 that support both the Recognizer 9.0.x and Recognizer 10.2.x releases, the language packs for Recognizer 10.2 are incompatible with the Recognizer 9.0 language packs. Customers will need to work with Genesys Order Management to obtain the latest language packs for Recognizer 10.2.

Can I use the Vocalizer 5.0 voices with Vocalizer 6.0?

Answer: No. Vocalizer 5.0 voices are incompatible with the Vocalizer 6.0 engine. Customers will need to work with Genesys Order Management to obtain the latest voice installers (voices) for Vocalizer 6.0. Customers will be allowed to substitute another voice from among those that remain available at no additional charge, if the existing voice used with Vocalizer 5.0 is not available with Vocalizer 6.0

Can I hear how the Vocalizer 6.0 voices sound?

Answer: Yes. Please visit the Nuance Vocalizer 6 demo:
http://www.nuance.com/landing-pages/playground/Vocalizer_Demo2/vocalizer_modal.html?demo=true

Where can I find the compatibility between GVP & Nuance versions?

Answer: Please visit the existing the System-Level Guides on the Genesys Technical Publications site and locate the Supported Media Interfaces Guide to locate the compatibility between GVP and Nuance:
<https://docs.genesys.com/Documentation/System/8.5.0/SMI/GVPNuance>

Do I need to purchase additional ports or lab licenses of either Nuance or GVP to obtain the latest Nuance software?

Answer: No. Upgrades from earlier versions of Nuance products to its successor products are free if maintenance and support are current for those products.

Will my existing Nuance license file(s) work with the later versions?

Answer: No. Please email the existing Nuance license file(s) to license@Genesys.com to obtain a new license file for the Recognizer 10.2 and Vocalizer 6.0 products. You will need to decommission the existing license(s) as part of the upgrade.