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## Nuance Vocalizer for Network 5.7

End of Life Announcement  
August 31, 2016

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# End of Life

Last Updated: August 31, 2016

## Overview

As of August 31, 2016, Genesys announces the End of Life for the products listed below:

Genesys Products	Release
Nuance Vocalizer	5.7

## Details

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 Vocalizer TTS v5.7
Nuance Vocalizer TTS v5.7 Addl Lang
HA Nuance Vocalizer TTS v5.7
HA Nuance Vocalizer TTS v5.7 Addl Lang
Nuance Vocalizer TTS v5.7 - Lab

## Major Versions

This lists all versions affected by this EOL Announcement

- Nuance Vocalizer 5.7

## Supplemental Information

Vocalizer 6.0 is the follow-on successor to Vocalizer 5.7 (and Vocalizer 5.0) and provides higher quality, more natural sounding voices than its predecessor.

### Customer Choices for New Product Purchase

EOL Product	Migration Path:
Nuance Vocalizer 5.7	<ul style="list-style-type: none"> <li>- Existing customers should consider migrating to Vocalizer 6.0</li> <li>- Upgrade to latest supported version of Vocalizer 6.0 is free if maintenance and support is current.</li> <li>- Nuance Vocalizer 6.0 is supported on GVP 8.5 and higher (backwards-compatible to GVP 8.1.7)</li> <li>- Customers will need to upgrade to a compatible version of Nuance Speech Server 6.2.</li> <li>- Additionally, customers will need to obtain and upgrade to the voice installers compatible with Vocalizer 6.0.</li> <li>- Since some of the existing voices used with Vocalizer 5.x 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.</li> </ul>

## 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

<b>End of Life Announcement Date</b>	August 31, 2016
<b>Last Order Date</b>	September 30, 2017
<b>End of Maintenance</b>	June 30, 2017
<b>End of Support</b>	September 30, 2018

# 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

### Will changes to the IVR application(s) be required?

- Although it is a good idea to periodically review your IVR application, in most cases the underlying VoiceXML will not need to be modified to support the migration to Vocalizer 6.0. However, if the VoiceXML application includes hard-coded references to a specific voice and that voice is not available with Vocalizer 6, then those references will need to be modified.

### Can I use the Vocalizer 5.x voices with Vocalizer 6.0?

- No. Vocalizer 5.0 voices (used by Vocalizer 5.7) are incompatible with the underlying 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.x is not available with Vocalizer 6.0.

### Can I hear how the Vocalizer 6.0 voices sound?

- Yes. Please visit <http://www.nuance.com/for-business/text-to-speech/vocalizer/index.htm> and click the link for the Vocalizer 6 demo.

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

- 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?

- 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?

- No. The existing FlexLM/Vocalizer 5.x license is incompatible with Nuance Vocalizer 6.0. Please email the existing Nuance license file(s) to [License@Genesys.com](mailto:License@Genesys.com) and inform them that you would like to obtain the license for Nuance Vocalizer 6. Licensing will decommission any of the previously provided license file(s) and issue a corresponding Vocalizer 6.0 license.

## **What is the impact if I also have Nuance Recognizer 10.2?**

- Since Nuance Recognizer 10.2 uses the same underlying Nuance Speech Server (NSS) engine as Vocalizer 5.7, NSS 6.2, there should be no impact. However, since the existing license contains entries for the legacy version of Vocalizer 5.x, you will need to contact [License@Genesys.com](mailto:License@Genesys.com) to obtain the Vocalizer 6 license (see above).

## **What steps are required to migrate from Vocalizer 5.7 to Vocalizer 6.0?**

- First one should obtain the Vocalizer 6.0 software and 6.0 voices. Next, one will need to uninstall the Vocalizer 5.7 voices and software, then install Vocalizer 6.0 and Vocalizer 6.x voices. Lastly, apply the new Nuance Vocalizer 6.0 license file.