

End of Life Policy

Updated on May, 2024

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The Imagicle product portfolio is continuously updated and improved to grant state of the art solutions and fit the customer's expectations. During this innovation process some products can be withdrawn from the pricelist (End of Sale) because replaced with a more advanced one or dismissed. You can upgrade to the new product if available and keep your Imagicle products always up-to-date (upgrade is included with the appropriate ImagicleCare plan), or plan the upgrade you need.



For the **3 years** after the End of Sale date, Imagicle will provide the needed support to the product and bug fixing as per the **ImagicleCare** policies: the upgrade to the newer version could be required to fix specific issues. The product is no longer supported after 3 years from End of Sale and the upgrade, if available, is required.

In any case, an ImagicleCare plan must be active to access support, more info here or contact our Sales Team. Please check the table below to see if your product is supported or if you need to upgrade it to the current version.

This End of Life policy is not applicable to Third-party products sold by Imagicle, subject to the End of Life policies of their own vendors.

1 Definitions

PRODUCT	END OF SALE	END OF SUPPORT	REPLACEMENT PRODUCT
Imagicle products			
Telcen Blue's Professional	31/03/2019	31/03/2022	Call Analytics for Cross Platform
Imagicle Hotel	01/01/2019	01/01/2022	–
PMS Link 2	31/12/2018	31/12/2021	–
Blue's Professional Multisite	11/05/2015	11/05/2018	Call Analytics for Cross Platform
Blue's Hotel Pro	01/03/2013	01/03/2016	–
Blue's IP Buffer	30/06/2015	30/06/2016	–
Blue's One Personal CTI	31/03/2015	31/03/2018	–
Fax2IP	15/02/2012	15/02/2015	–
IVR Manager Enterprise	31/03/2019	31/03/2022	Auto Attendant Module for Advanced Queueing
IVR Studio	01/03/2018	01/03/2021	–
Meetnow Audio	01/04/2015	01/04/2018	–
Meetnow Video	15/02/2012	15/02/2015	–
SkyStone ACD	01/01/2012	01/01/2015	–
SkyStone ACD 2011	15/03/2013	15/03/2016	–
SkyStone Audio Enterprise 3.x	01/01/2012	01/01/2015	–
SkyStone Audio Professional 3.x	01/01/2012	01/01/2015	–
SkyStone Audio Professional 2011	15/03/2013	15/03/2016	–
SkyStone Audio Enterprise 2011	15/03/2013	15/03/2016	–
SkyStone Audio 2013	01/03/2017	01/09/2018**	–
SkyStone Video 2013	01/03/2017	01/09/2018**	–

Billy Blue's 4 – module REM CDR – SRST mode	15/05/2018	15/05/2021	–
Blue's Voice Memory	31/03/2015	31/03/2016	–
Former Telisca products			
Telisca ClickNDial Light - phone/user	30/06/2024	30/06/2027	Imagicle Contact Manager
Telisca ClickNDial - phone/user	30/06/2024	30/06/2027	Imagicle Contact Manager
Telisca New ClickNDial for TEAMS, WEBEX - phone/user	30/06/2024	30/06/2027	Imagicle Contact Manager
Telisca New ClickNDial for TEAMS, WEBEX with BOT - phone/user	30/06/2024	30/06/2027	-
Telisca Corporate Speed Dial option - phone/user	30/06/2024	30/06/2027	Imagicle Contact Manager
Telisca Directory Export option - phone/user	30/06/2024	30/06/2027	Imagicle Contact Manager
Telisca Global Directory Light - phone/user	30/06/2024	30/06/2027	Imagicle Contact Manager Enterprise
Telisca Global Directory - phone/user	30/06/2024	30/06/2027	Imagicle Contact Manager Enterprise
Telisca Global Directory Premium	30/06/2024	30/06/2027	Imagicle Contact Manager Enterprise
Telisca Global Directory for Teams - user	30/06/2024	30/06/2027	Imagicle Contact Manager Enterprise
Telisca Web Directory option - phone/user	30/06/2024	30/06/2027	-
Telisca Popup option - phone/user	30/06/2024	30/06/2027	-
Telisca Personal Directory option - phone/user	30/06/2024	30/06/2027	-
Telisca Provisioning option - 1 phone/user	30/06/2024	30/06/2027	-
Telisca Manager Assistant - phone/user	30/06/2024	30/06/2027	Imagicle Manager Assistant
Telisca Web user interface option - phone/user	30/06/2024	30/06/2027	-
Telisca DX User Interface option - phone/user	30/06/2024	30/06/2027	-
Telisca Pager - phone/user	30/06/2024	30/06/2027	Imagicle Emergency Notification
Telisca audio broadcast option for pager - phone/user	30/06/2024	30/06/2027	Imagicle Emergency Notification
Telisca Voice Alert - user	30/06/2024	30/06/2027	Imagicle Emergency Notification
Telisca Camera Bundle - Opener/camera	30/06/2024	30/06/2027	-
Telisca Lock - phone/users	30/06/2024	30/06/2027	Imagicle Call Analytics Enterprise
Telisca Conference center - conference ports	30/06/2024	30/06/2027	-

Telisca Busy Alerter Callback - phone/user	30/06/2024	30/06/2027	-
Telisca Announce by IP Phone/Jabber - phone/user	30/06/2024	30/06/2027	-
Telisca Announce/IVR/ACD - agent	30/06/2024	30/06/2027	Imagicle Advanced Queueing/Auto Attendant
Telisca statistics for Tannounce option - agent	30/06/2024	30/06/2027	Imagicle Advanced Queueing/Auto Attendant
Telisca Agent Desktop for TAnnounce/IVR/ACD option - agent	30/06/2024	30/06/2027	Imagicle Engage Advanced
Telisca Wake Up Call - user	30/06/2024	30/06/2027	-
Telisca Desktop Popup - user	30/06/2024	30/06/2027	-
Telisca Morning Check - phone/user	30/06/2024	30/06/2027	-
Telisca Phone Robot - phone/user	30/06/2024	30/06/2027	-
Telisca Phone Remote - phone/user	30/06/2024	30/06/2027	-
Telisca DELOG-RELOG - phone/user	30/06/2024	30/06/2027	-
Telisca User Phone Deployment - phone/user	30/06/2024	30/06/2027	-
Telisca PIN & Pwd Manager - phone/user	30/06/2024	30/06/2027	-
Telisca Extension Mobility SSO - phone/user	30/06/2024	30/06/2027	-
Telisca Lock option - phone/user	30/06/2024	30/06/2027	-
Telisca Missed Calls Email Alerter - phone/user	30/06/2024	30/06/2027	Imagicle Call Analytics Enterprise
Telisca Attendant Console - agent	30/06/2024	30/06/2027	Imagicle Attendant Console
Telisca TAnnounce for Attendant Console option - agent	30/06/2024	30/06/2027	Imagicle Attendant Console
Telisca Statistics for Attendant Console option - agent	30/06/2024	30/06/2027	Imagicle Attendant Console
Telisca Silent Monitor - phone	30/06/2024	30/06/2027	-
Telisca Line Group Manager - phone/user	30/06/2024	30/06/2027	-
Telisca Recording - simultaneous recording	30/06/2024	30/06/2027	Imagicle Call Recording
Telisca Recording Notification option - simultaneous recording	30/06/2024	30/06/2027	Imagicle Call Recording
Telisca Recording Notification - phone/user	30/06/2024	30/06/2027	Imagicle Call Recording
Telisca Recording Server Fault Tolerant option - recorded lines	30/06/2024	30/06/2027	Imagicle HA options for products available
Telisca Fault tolerant Hot Standby module	30/06/2024	30/06/2027	Imagicle HA options for products available

Telisca Cisco Video Endpoints Applications - Video Endpoints	30/06/2024	30/06/2027	-
Telisca Cisco Video Endpoints OBTP & Booking - Video Endpoints	30/06/2024	30/06/2027	-
Telisca Cisco Video Endpoints Statistics, Survey - Video Endpoints	30/06/2024	30/06/2027	-
Telisca Agent Greetings	30/06/2024	30/06/2027	-

***The end of support term occurs before the three years stipulated by Imagicle's Police End of Life. This is because starting from Version 8.0, Skype no longer supports video calls from/to the previous Skype that was installed with SkyStone Video/Audio 2013, and that does not allow proper operation, causing a sudden interruption of the service as specified in our [license agreement](#) with the end user.*

