
Product Life Cycle Overview



Revision: 1.3

Abstract: This document outlines the expectations and responsibilities for both Epygi and its Channel Partners.

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Document Revision History

Revision	Date	Description
1.0	14-Jun-10	Initial Version
1.1	24-Jun-10	Updated for 4xi/16xi boards
1.2	24-Sept-10	Extended support for 4xi/16xi boards
1.3	12-April-12	End of Sale for Quadro2x, 6L and FXS 16

1 Introduction

Epygi's products have provided cutting-edge solutions for customers since 2000. As the demand for new features and higher capacities grow, older hardware revisions of Epygi products will need to be upgraded or replaced.

The intent of this document is to define specific product life cycles and evolution paths of our portfolio. This will include the support commitments from a software perspective related to critical bug fixes and extended warranty programs. Details will include current product details, end of sale and discontinued product information.

2 Epygi's Responsibilities

In an effort to ensure Epygi products are offering the latest in demand features and to maintain our high level of reliability, hardware and software revisions are required. As part of our commitment to our customers, Epygi will continue to support older revisions for a period of time to resolve critical issues. Responsibilities of the manufacturer include the following actions:

- Notify all Epygi distribution partners of any product that has reached end of sale status.
- Provide details on the specific hardware revisions and the software supported on those systems.
- Continue to support end of sale products for a four (4) year period from the end of sale (EoS) last ship announcement date. Support includes:
 - Issue software patches for critical issues that interrupt call flow and call completion.
 - Maintain up-to-date documentation for the latest software release for the EoS product.
 - Update EoS product software if a critical issue is found in the recommended firmware version of supported IP Phones.
- Provide online technical support resources that include the following:
 - Latest software images and release notes.
 - Documentation and configuration guidelines.
 - Method for end users to register their device and to receive self-guided support.
 - Online method to request technical support assistance.
 - Online Technical Forum for users to seek answers and exchange ideas.
- Provide a Return Merchandise Authorization (RMA) process for products which are still covered under the Epygi Extended Warranty program.

NOTE: Epygi's responsibilities are subject to change without notice.

3 Channel Partners' Responsibilities

3.1 Distributors

Epygi's Channel Partners should continue to support installed products for the duration of the warranty period covering the end of sale products. Specific responsibilities include:

- Continue to fulfill any RMA responsibilities for the duration of the life cycle of all products.
- Offer standard support for all products until the conclusion of the warranty period, including the standard one (1) year standard warranty and any purchased extended warranty period.
- Guide certified resellers to access the Epygi Channel Portal for firmware, documentation and self-guided support.

3.2 Resellers

Epygi's Channel Partners should have the ability to sell, install and support the products in the field. Documentation, training and support are available to facilitate the success of the Channel Partner. Epygi has the following expectations of a certified reseller:

- Maintain an end user RMA process support consistent with Epygi's RMA procedures for the duration of the support life cycle of all products.
- Provide 1st level technical support to the end user, resolving 80% of the customer's issues until the conclusion of the warranty period, including the standard one (1) year standard warranty and any purchased extended warranty period.
- Guide end users to access the product registration page and to gain access to the Channel Portal for firmware, documentation and self-guided support.

4 Product Support Status

4.1 Current Supported Product Versions

Most of the Epygi solutions have had a few hardware changes over the life cycle of the product. These changes can involve memory or CPU expansions. Below is a review of the current hardware revisions and active software stream.

4.1.1 IP PBX Solutions - Current

Product Name	Stock-keeping Unit	Hardware Rev.	Software Stream
Quadro2x2	SKU-Quadro-0306-XXXX	SASY-MICRO-0501-1101	5.3.x
Quadro2xi	SKU-Quadro-1304-XXXX	SASY-MICRO-0103-XXXX	5.2.x
Quadro4L	SKU-Quadro-5100-XXXX	SASY-MICRO-0501-1001	5.3.x
Quadro4Li	SKU-Quadro-7000-XXXX	SASY-MICRO-0400-0300	5.2.x
QuadroM8L	SKU-QM-1000-XXXX	SASY-MIDI-0201-0000	5.2.x
QuadroM12Li	SKU-QM-3000-XXXX	SASY-MIDI-0301-0XXX	5.2.x
QuadroM26x	SKU-QM-2000-XXXX	SASY-MIDI-0201-1XXX	5.2.x
QuadroM26xi	SKU-QM-4000-XXXX	SASY-MIDI-0301-1XXX	5.2.x
QuadroM32x	SKU-QM-6000-XXXX	SASY-MIDI-0101-3000	5.2.x
QX1000	SKU-QM-9000-XXXX	SASY-QX-1000-0001	5.2.x

4.1.2 Gateway Products - Current

Product Name	Stock-keeping Unit	Hardware Rev.	Software Stream
QuadroM E1/T1-RM Single	SKU-QM-0002-XXXX	SASY-MIDI-0101-2000	5.2.x
QuadroM E1/T1-RM Dual 30	SKU-QM-0003-XXXX	SASY-MIDI-0101-2100	5.2.x
QuadroM E1/T1-RM Dual 60	SKU-QM-0004-XXXX	SASY-MIDI-0101-2200	5.2.x
QuadroFXO	SKU-QUADRO-3000-0100	SASY-MICRO-0300-0100	5.2.x
QuadroISDN	SKU-QUADRO-4000-0200	SASY-MICRO-0400-0200	5.2.x
QuadroFXS 26	SKU-QUADRO-8200-XXXX	SASY-MIDI-0201-1000	5.2.x

4.1.3 Conference Servers - Current

Product Name	Stock-keeping Unit	Hardware Rev.	Software Stream
QuadroCS-RM	SKU-Quadro-1200-XXXX	SASY-SOHO-0103-1700	5.2.x

4.2 End of Sale Product Versions

As the portfolio matures and the demand for more powerful features increases, older hardware revisions will reach end of sale. These products are usually replaced by a newer revision of hardware or replaced by future models. The details below will list the last software revision supported on the different hardware revisions and the last ship date.

4.2.1 IP PBX Solutions - End of Sale

Product Name	Stock-keeping Unit	Hardware Rev.	Software Stream	Last Ship Date
Quadro2x	SKU-Quadro-030x	SASY-MICRO-0101-0001	5.1.x	July 2007
		SASY-MICRO-0101-0002	5.2.x	Feb 2008
		SASY-MICRO-0102-XXXX	5.2.x	Oct 2009
		SASY-MICRO-0103-XXXX	5.3.x	May 2012
Quadro2xi	SKU-Quadro-130x	SASY-MICRO-0101-0100	5.1.x	March 2008
		SASY-MICRO-0102-XXXX	5.2.x	Oct 2009
Quadro2xb	SKU-Quadro-3200	SASY-MICRO-0102-XXXX	5.2.x	May 2012
Quadro6L	SKU-Quadro-5000	SASY-MICRO-0300-0200	5.1.x	Oct 2007
		SASY-MICRO-0300-0300	5.3.x	March 2012
Quadro4x	SKU-Quadro-020x	SASY-SOHO-0102-XXXX	5.1.x	July 2007
		SASY-SOHO-0103-01XX	5.2.x	July 2011
Quadro4x 4FXO	SKU-Quadro-2800	SASY-SOHO-0103-11XX	5.2.x	July 2010
Quadro4x-RM 4FXO	SKU-Quadro-3700	SASY-SOHO-0103-26XX	5.2.x	July 2010
Quadro4xi	SKU-Quadro-0810	SASY-SOHO-0103-04XX	5.2.x	Dec 2011
Quadro4xi 3BRI	SKU-Quadro-3500	SASY-SOHO-0103-23XX	5.2.x	Dec 2010
Quadro4xi-RM 3BRI	SKU-Quadro-3800	SASY-SOHO-0103-27XX	5.2.x	Dec 2010
Quadro4xb	SKU-Quadro-3300	SASY-SOHO-0102-XXXX	5.1.x	March 2008
		SASY-SOHO-0103-21XX	5.2.x	July 2010
Quadro16x	SKU-Quadro-040x	SASY-SOHO-0102-XXXX	5.1.x	July 2007
		SASY-SOHO-0103-02XX	5.2.x	July 2010
Quadro16x-RM	SKU-Quadro-1000	SASY-SOHO-0102-XXXX	5.1.x	July 2007
		SASY-SOHO-0103-15XX	5.2.x	July 2010
Quadro16xi	SKU-Quadro-1410	SASY-SOHO-0102-XXXX	5.1.x	June 2007
		SASY-SOHO-0103-06XX	5.2.x	Dec 2010

Quadro16xi-RM	SKU-Quadro-2310	SASY-SOHO-0102-XXXX SASY-SOHO-0103-18XX	5.1.x 5.2.x	March 2007 Dec 2010
Quadro16xb	SKU-Quadro-3400	SASY-SOHO-0103-XXXX	5.2.x	July 2010
QCM Softphone	SKU-Quadro-0740			Dec 2011

4.2.2 Gateway Products - End of Sale

Product Name	Stock-keeping Unit	Hardware Rev.	Software Stream	Last Ship Date
Quadro E1/T1 Plastic	SKU-Quadro-1100	SASY-SOHO-0102-0300 SASY-SOHO-0103-0300	4.x 5.x	March 2010
Quadro E1/T1-RM	SKU-Quadro-0500	SASY-SOHO-0102-1600	4.x	March 2010
QuadroFXO	SKU-Quadro-3000	SASY-MICRO-0300-0000	4.x	Jan 2007
QuadroISDN	SKU-Quadro-4000-0100	SASY-MICRO-0400-0100	4.x	Jan 2008
QuadroM E1/T1 Single	SKU-QM-0001	SASY-MIDI-0100	4.x	Dec 2007
QuadroM E1/T1 Single-RM	SKU-QM-0002	SASY-MIDI-0100	5.x	Dec 2007
QuadroM E1/T1 Dual-RM	SKU-QM-0003	SASY-MIDI-0100	5.x	July 2007
QuadroFXS 16	SKU-Quadro-8000-xxxx	SASY-SOHO-0103-2800	5.2.x	May 2012

4.2.3 Conference Servers - End of Sale

Product Name	Stock-keeping Unit	Hardware Rev.	Software Stream	Last Ship Date

4.3 Discontinued products

Discontinued products have reached the end of their support cycle and are no longer supported by Epygi Technologies. These products are no longer eligible for software updates and RMA approvals.

4.3.1 IP PBX Solutions - Discontinued

Product Name	Stock-keeping Unit	Hardware Rev.	Software Stream	Last Ship Date	Final Support Date
Quadro2x Basic	SKU-Quadro-2900	SASY-MICRO-0101-0000	3.x	May 2006	May 2010
Quadro2x	SKU-Quadro-0302	SASY-MICRO-0100-0000 SASY-MICRO-0101-0000 SASY-MICRO-0101-0001	5.1.x 5.1.x 5.1.x	Sept 2005 May 2006 July 2007	Sept 2009 May 2010
Quadro2xi	SKU-Quadro-130x	SASY-MICRO-0100-0000 SASY-MICRO-0101-0000 SASY-MICRO-0101-0001	5.1.x 5.1.x 5.1.x	Sept 2005 May 2006 July 2007	Sept 2009 May 2010
Quadro4xa	SKU-Quadro-1610	SASY-SOHO-0102-08XX	4.1.38	April 2006	April 2010
Quadro4xia	SKU-Quadro-1510	SASY-SOHO-0102-07XX	4.1.38	June 2006	June 2010
Quadro4x	SKU-Quadro-020x	SASY-SOHO-0100-XXXX SASY-SOHO-0101-XXXX	5.1.x 5.1.x	Dec 2003 Dec 2004	Dec 2007 Dec 2008
Quadro4x 4FXO	SKU-Quadro-2800	SASY-SOHO-0100-XXXX SASY-SOHO-0101-XXXX	5.1.x 5.1.x	Dec 2003 Dec 2004	Dec 2007 Dec 2008

Product Name	Stock-keeping Unit	Hardware Rev.	Software Stream	Last Ship Date	Final Support Date
		SASY-SOHO-0102-XXXX	5.1.x	Dec 2006	Dec 2010
Quadro4xi	SKU-Quadro-0810	SASY-SOHO-0100-XXXX	5.1.x	Dec 2003	Dec 2007
		SASY-SOHO-0101-XXXX	5.1.x	Dec 2004	Dec 2008
		SASY-SOHO-0102-XXXX	5.1.x	May 2006	May 2010
Quadro4xi 3BRI	SKU-Quadro-3500	SASY-SOHO-0100-XXXX	5.1.x	Dec 2003	Dec 2007
		SASY-SOHO-0101-XXXX	5.1.x	Dec 2004	Dec 2008
		SASY-SOHO-0102-XXXX	5.1.x	Nov 2006	Nov 2010
Quadro16xa	SKU-Quadro-2410	SASY-SOHO-0102-13XX	4.1.38	June 2006	June 2010
Quadro16xia	SKU-Quadro-2510	SASY-SOHO-0102-14XX	4.1.38	Jan 2006	Jan 2010

4.3.2 Gateway Products - Discontinued

Product Name	Stock-keeping Unit	Hardware Rev.	Software Stream	Last Ship Date	Final Support Date
Quadro E1/T1	SKU-Quadro-0500	SASY-SOHO-0102-0301	3.x	Aug 2007	Aug 2012

4.3.3 Conference Servers - Discontinued

Product Name	Stock-keeping Unit	Hardware Rev.	Software Stream	Last Ship Date	Final Support Date
QuadroCS	SKU-Quadro-9000	SASY-SOHO-0102-0500	4.x	Aug 2006	Aug 2010