

Can I convert my legacy CORE™ or GENESYS™ software license to GENESYS 2023 at no cost?

A legacy CORE or GENESYS software license that is current on maintenance and support coverage – including all active subscription licenses – can be migrated to the equivalent GENESYS 2023 (or later) software license at no cost.

What happens if I migrate a legacy CORE or GENESYS license to GENESYS 2023?

If you migrate a legacy CORE or GENESYS license, Vitech will issue the equivalent GENESYS 2023 license based on the **License Equivalency Table** provided. The maintenance fees for the new GENESYS 2023 software license will apply beginning with the next maintenance renewal date after the migration.

License Equivalency Table

Legacy CORE / GENESYS License		Equivalent GENESYS 2023 License	
Edition	License Type	Software	License Type
Essentials	Named	GENESYS	Named
Essentials	Floating	GENESYS	Floating
Spectrum	Named	GENESYS Pro	Named
Spectrum	Floating	GENESYS Pro	Floating
Server	N/A	Server 25	N/A
Web Server	N/A		

- NOTE:**
1. For additional information regarding GENESYS 2023 product options, please see [What's New In GENESYS](#).
 2. The peer-to-peer collaboration feature of the former GENESYS Collaborative Edition is discontinued in GENESYS 2023. If you are actively leveraging the collaboration feature, please contact your Account Manager or our Support Team to discuss options.

Can I still migrate to GENESYS 2023 if my legacy CORE or GENESYS software license is not currently covered on maintenance?

Yes, if your legacy CORE or GENESYS software license is not currently covered on maintenance, you can still migrate to a GENESYS 2023 license. This can be done by purchasing a software upgrade to the desired GENESYS 2023 license according to Vitech's standard pricing and terms and conditions.

Are there any special migration promotions available for legacy CORE and GENESYS software licenses?

Yes, through September 30, 2023, Vitech is offering two special migration promotions for legacy CORE and GENESYS software licenses:

- **Free Conversions:** Licenses *current on maintenance* can be migrated to any GENESYS 2023 license (excluding Server 100) at no cost. The new product's price will be effective at the next maintenance renewal date.

- **Reinstatement Waiver:** Licenses with *lapsed maintenance* may be reinstated and upgraded to a GENESYS 2023 Named License by paying the maintenance fee for the new license for a minimum of 12 months.

Note: These promotions may be altered or terminated at any time, without prior notice. In such a case, Vitech will honor outstanding quotes issued prior to the change.

How can I request a migration to GENESYS 2023?

To request a migration to GENESYS 2023, you need to email support@vitechcorp.com and provide the serial number(s) of the license(s) you wish to migrate and the desired GENESYS 2023 license type(s). Vitech will confirm your migration options and initiate the migration process.

How will Vitech document the migration of my legacy CORE or GENESYS software license to GENESYS 2023?

Vitech will create a migration certificate for each legacy CORE or GENESYS software license migrated to GENESYS 2023. For each migrated license, the certificate will document the replacement license type, serial number, and projected annual maintenance fee. The migration certificate must be acknowledged by the responsible party for the specified license(s) or another authorized representative of your organization.

What is the process for ensuring satisfaction with the migration election?

The process to ensure satisfaction with the migration election is as follows:

1. Vitech will initially send you a temporary activation of the requested GENESYS 2023 license(s) for evaluation purposes.
2. In conjunction with the temporary license key(s), we will send a GENESYS 2023 Migration Certificate specifying the replacement license(s) and serial number(s).
3. Upon receiving the signed GENESYS 2023 Migration Certificate, we will provide instructions for canceling your legacy CORE / GENESYS license(s).
4. After the cancellation of the legacy license(s) is confirmed, Vitech will send the license update to make the GENESYS 2023 license key(s) permanent.

What happens if I don't migrate to GENESYS 2023 before my next scheduled maintenance or subscription renewal quote date?

If you do not migrate to GENESYS 2023 before your next scheduled maintenance / subscription renewal quote date, Vitech will provide preliminary renewal quotes for each license based on the **License Equivalency Table**. However, you may request quotes for other migration options as described in this migration guidance.

When is my migration election considered final?

Your migration election for each legacy CORE or GENESYS license will be considered final as of the earliest of the following actions with respect to that license:

- Returning the signed *GENESYS 2023 Migration Certificate*,
- Receiving the final / permanent GENESYS 2023 license update, or
- Procuring maintenance under the GENESYS 2023 price list.

Can I change my migration election after it's considered final?

After your migration election for a given legacy CORE or GENESYS license is final, you may still convert a license to a different GENESYS 2023 (or later) product in the future by paying the difference in the list prices of the two products (and associated maintenance) according to Vitech's standard pricing and terms and conditions.

Who should I contact for additional information regarding the migration options and process?

For additional information regarding the migration options and process, you can email support@vitechcorp.com or call +1 (540) 951-3999.