



Solution Retirement Notice

**Retirement Announcement: Orbograph Accura XV Components
Used by the Teller Capture Module of SilverLake Teller™, CIF 20/20
Teller™, and Core Director Teller™**

07-09-2025

This communication is intended for a single recipient. If you are not the appropriate individual to receive this notice, please forward it to the correct party within your organization.

Jack Henry™ has a strategic relationship with Orbograph for check processing and fraud detection technology. Orbograph plans to modernize its current check imaging solutions, which involves transitioning from the existing Accura XV-based suite of products, including Courtesy Amount Recognition (CAR) and Image Quality Usability Analysis (IQUA), to a next-generation solution powered by AI. This new, innovative technology improves read rates and maximizes operational efficiency, empowering financial institutions to deliver a superior accountholder experience.

OrboGraph will discontinue support of its Accura XV-based products in favor of the new OrboAnywhere with OrbNet AI solution. **Teller Capture clients currently using any of the OrboGraph Accura XV products**

must migrate to the new AI-powered solution by September 30, 2026. Examples of these Accura XV products are OrboGraph CAR for Teller Capture (5 Pack) and OrboAnywhere Accura XV Volume License. This announcement applies only to SilverLake Teller, CIF 20/20 Teller, and Core Director Teller. If needed, refer to 4|sight™ documentation for dates specific to those products.

To facilitate a seamless transition to the new solution, we encourage you to contact your Jack Henry Account Executive today. They will collaborate with you to develop a custom migration plan that caters to your organization's specific needs. Your organization may be eligible for a discount depending on when you contract for the new OrboAnywhere AI-based solution. Refer to the FAQ linked below.

We understand that transitioning to a new solution can raise questions. Rest assured, Jack Henry will provide comprehensive support for the legacy OrboGraph solutions throughout the entire process. For more information, please refer to the FAQ linked below.

We are excited to partner with you on this modernization initiative. Your success is our primary focus, and we are confident that the new OrboAnywhere AI-powered solution will improve your business operations. We look forward to hearing from you.

[Click here](#) for frequently asked questions (FAQs).

For additional information and questions, please contact us at OrboAnywhereSales@jackhenry.com.

Please be aware that this alert is being sent from an email address that is not actively monitored for responses. If you have any questions, please open a case through the Jack Henry Client Portal or contact Jack Henry Customer Service at (800) 299-4222.

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