



**Retail Delivery**

SilverLake Teller™, CIF 20/20 Teller™, and Core Director Teller™

| Teller Capture

## **OrboGraph Accura XV Product Retirement**

Frequently Asked Questions (FAQs)

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## Frequently Asked Questions (FAQs)

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## **Why is OrboGraph's Accura XV-based product suite being retired?**

OrboGraph is modernizing its check processing technology by transitioning from their current Accura XV-based suite of products to a next-generation solution powered by AI.

## **When does support of Accura XV-based products end?**

OrboGraph will no longer provide support for Accura XV-based products, including CAR and IQUA, after the retirement date of September 30, 2026.

Consequently, all customers using these products need to transition to the new OrboAnywhere AI solution to receive continued support and benefit from the modernized platforms.

## **What does my bank need to do given this product retirement?**

Due to OrboGraph's product retirement of their Accura XV-based solutions, your bank needs to contract for the new OrboAnywhere AI-based Teller Capture solution through your Jack Henry™ Account Executive.

## **Are there any discounts or incentives to migrate to the new OrboAnywhere AI-based solution?**

We are pleased to offer exclusive license discounts to those who contract for the new OrboAnywhere AI-based solution in a timely manner. To facilitate a seamless transition and reward early adoption, Jack Henry and OrboGraph have developed the following Accura XV to OrboAnywhere migration promotion.

<b>Contract By</b>	<b>License Discount %</b>
09/30/2025	40%
12/31/2025	25%
06/30/2026	15%

### **IMPORTANT**

If your bank does not contract for the new OrboAnywhere AI-based solution by June 30, 2026, the Teller Support team responsible for migrating you to the solution may not be able to meet the September 30, 2026 product retirement date.

## **Since OrboGraph discontinues support for Accura XV-based solutions on September 30, 2026, when will I have to make my decision to be converted in time?**

To ensure a smooth transition before OrboGraph's support of Accura XV-based products ends on September 30, 2026, we recommend finalizing your decision as soon as possible, and no later than June 30, 2026. Finalizing your decision early not only allows for a smoother conversion but also allows for the license discount pricing for OrboAnywhere AI, while customers who wait will pay regular pricing.

## **What will happen if I do not migrate to the AI-powered OrboAnywhere solution before the retirement date?**

After the retirement date of September 30, 2026, customers using Accura XV-based products will experience the following limitations:

- OrboGraph CAR for Teller Capture (5 Pack)
  - This product will no longer receive security or bug fix patches, and continued use of it will be outside of its license agreement. Jack Henry will only be able to provide limited support.
- OrboAnywhere Accura XV License Volume Depleted
  - Once you deplete the full number of items that you have been licensed for, OrboAnywhere Accura-XV stops processing items, and bank tellers have to key items.

## **What if my bank currently uses a virtualized desktop infrastructure?**

If your bank is currently running OrboGraph locally within your virtualized desktop environment, you need to migrate to the server-based version of the new OrboAnywhere AI platform.

## **What if I am currently using or need to use the server-based version of OrboGraph?**

The new server-based OrboAnywhere AI platform will be used. However, there are additional server hardware requirements and expenses as well as other support considerations. Contact the Jack Henry Technical Sales team for more detailed information about the server-based OrboAnywhere AI platform.

## **Who can I contact if I have questions?**

For additional information and questions, contact us at [OrboAnywhereSales@jackhenry.com](mailto:OrboAnywhereSales@jackhenry.com).