

# Wave Lifecycle Announcement-1/31/24

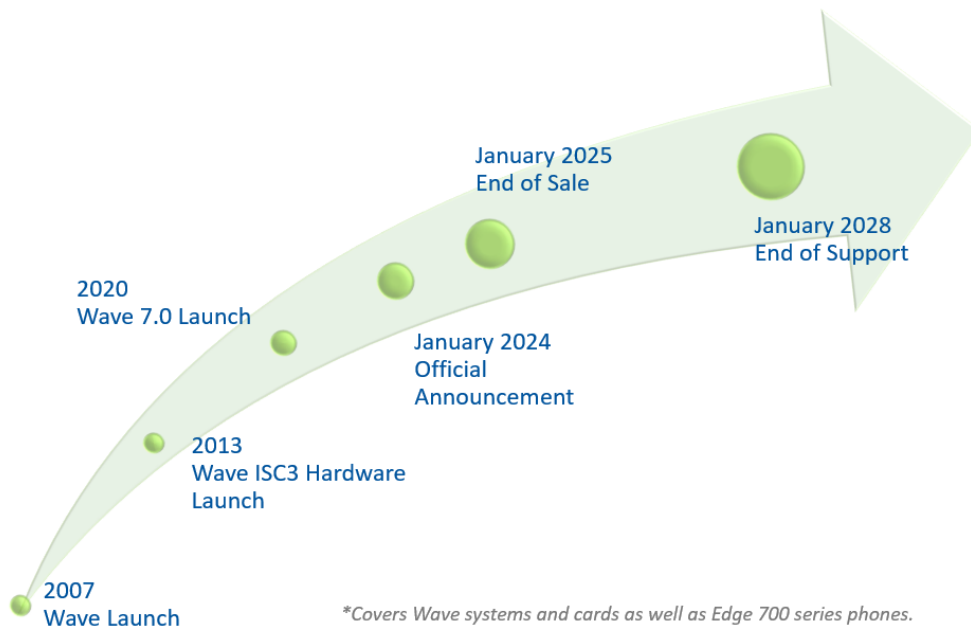
Last Modified on 12/19/2025 12:55 pm EST



The Wave Product has been in the marketplace for over 16 years with tens of thousands of units sold. Due to evolving software requirements from our software partners, such as Microsoft, the Wave product will no longer be able to be supported after 2028. Vertical wishes to make sure our existing customers and partners are able to appropriately plan their transition to new Vertical products with sufficient lead time. Given the above, effective today we are announcing the Wave End of Support lifecycle.

The Wave IP hardware will reach End of Life over the next 4 years. The following list details the key dates in this process over the next 4 years.

- Wave IP End of Life Announcement- **Jan. 31, 2024**
- Wave IP End of Sale- **Jan 31. 2025**
- Wave IP End of Microsoft Updates for Platform- **Jan. 31, 2027**
- Wave IP End of Support- **Jan. 31, 2028**



Vertical hardware (the Wave IP base system, expansion cards, replacement parts, as well as Edge 700 phones) will no longer be available to purchase starting Jan. 31, 2025. Wave licenses will continue to be available to existing customers until End of Support on Jan. 31, 2028. See the list of SKUs impacted by this End of Sale at the end of this document.

Vertical offers opportunities to continue using many of our Vertical endpoints with new platforms (both on-premises as well as cloud). This includes the ability to continue using existing digital phones\* with the [iPECS Cloud Platform](#). Vertical offers an array of [Summit on-premises systems](#) as well. Please contact your Vertical account manager or partner to discuss the best solution to meet your future business communications needs. If you are unsure of your account manager or partner, please contact [vmarketing@vertical.com](mailto:vmarketing@vertical.com) or call 470-221-1070 to get connected with someone to help plan your

future.

*\*The Edge 700 series of digital phones are not supported going forward and are on the End of Life list with Wave hardware. The 9200 series of digital phones will continue to be supported.*

**List of Vertical SKUS impacted:**

**Systems/Bundles**

VW-2500IS3-ADV  
VW-2500IS3-STD  
VW-2500IS3-CVSC  
VW5-500-3A-VAM  
VW-ISC3-ADV  
VW-ISC3-STD  
VW-ISC3STD-MRMA

**Cards/Expansion**

VW-24AS-C3  
VW-2500IS3-DOOR  
VW-2T1-M  
VW-48DS2-C  
VW-IP2500-CONV  
VW-IP2500EXU-C  
VW-ISC3-C  
VW-MRMA  
VW-MRMB  
VW-MRMC  
VWU-12DS2-M  
VWU-1E1S-M2  
VWU-1T1S-M2  
VWU-24DS2-M  
VWU-4BRI-M  
VWU-8AT-M2  
VWU-8X8AU-M2

**Power Supplies**

VW-IP2500EXUPS  
VW-IP2500MPS  
VW5-IP500EPS180

**Endpoints**

VW-E700-24B

VW-E700-C48

VW-E700HAC

VW-E700-WMC

VW-E700WM-24

VW-E700-24B-25