

# IPAC End of Support Statement

**June 30, 2016**

## *Overview*

Due to Liftmaster ending support for Brivo integrations with newer versions of the IPAC, Brivo will not maintain support for future IPAC versions.

Brivo's active development and support for the IPAC will end at version 1.2.2, however IPAC version 1.2.2 will continue to be supported in Brivo Onair and Brivo Onsite Server until at least April 2017.

## *Technical Overview*

Brivo will not support any IPAC version other than 1.2.2. We have tested the compatibility of Brivo Onair and Brivo Onsite Server with IPAC firmware version 1.2.2 and recommend verifying with Liftmaster the firmware version of the IPAC prior to purchase or installation. Once the IPAC unit is connected to the Brivo host, the firmware within the unit will change to an appropriate Brivo firmware version depending on the host platform (Brivo Onair or Onsite Server).

Please do not update firmware in the IPAC unit itself, without consulting Brivo. The IPAC may not re-connect to the Brivo host with non-tested firmware versions.

- IPAC version 1.2.2 has been tested to successfully use Brivo Onair and Brivo Onsite Server as a host
- Once connected to the Brivo, the IPAC firmware will change to a version designated by Brivo host
- Once connected to a Brivo host the IPAC cannot be returned to "stand-alone" firmware
- If IPAC firmware is locally updated to a future version, we cannot guarantee it will be compatible with either Brivo Host

## *Impact on Users*

Going forward users of the IPAC 1.2.2 will continue to be supported in Brivo Onair and Brivo Onsite Server until at least April 2017.

Brivo will not support any IPAC version other than 1.2.2.

Due to the short life span for support of the product, we do not recommend connecting new IPACs to Brivo.

## *Additional Integrations*

Currently Brivo is investigating a variety of options.

## *End of Life Milestones and Dates*

<b>Milestone</b>	<b>Date</b>
Brivo support of version 1.2.2	Ongoing
LiftMaster End of Brivo Support	June 30, 2016

For assistance with this transition, please contact your Authorized Brivo Dealer or Brivo Customer Care by phone 866.274.8648 or via email at [customercare@brivo.com](mailto:customercare@brivo.com).

For additional information about support on IPAC, please contact LiftMaster Technical support at 800-528-2806 or [www.liftmaster.com/Customer-Support](http://www.liftmaster.com/Customer-Support).