

\Orchestrating a brighter world

NEC

EVOLUTION NOT REVOLUTION

SV9100 CP10 – SV9100 CP20

Upgrade path explained – *Using CPQ Non Configured Items*



EXPERIENCE ○ EXCHANGE ○ EXCITE

SV9100 CP10 – SV9100 CP20 Upgrade

SV9100 CP10 – SV9100 CP20

- The customer must either be in SWA (*SWA is no longer available for the CP10*) or have R9 Version license. Purchase R9 Version license BE118381 Purchase new SV9100 Processor (CP20)
- Purchase new SV9100 CP20 and SD Card
- If the customer has more than one chassis, then you will need to replace the BS10 expansion card with the new (CP20) BS20 expansion card
- All existing handsets will work (not Aspire handsets)
- All existing licenses remain unchanged and there is NO charge for migration to CP20
- All MyCalls remains unchanged and there is NO charge for migration to CP20
- All the system programming on the CP10 can be copied over to the CP20
- All the customer recordings, auto-attendant and voicemail greeting/messages etc (on the CP10 SD card) can be copied over to the new CP20 SD card

SV9100 CP10 – SV9100 CP20 Upgrade

Parts required to upgrade: SV9100 CP10 –> SV9100 CP20

Description	PN	Code
SV9100 Central Processor Card - CP20	BE119025	GCD-CP20
SV9100 SD Memory card 2GB (40 Hour storage)	BE119031	SD-A2 EU

Note: If more than one chassis the BS10 card must be replaced with a BS20 card

SV9100 Expansion chassis interface card with analog modem	BE119026	GPZ-BS20
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Note – The SV9100 CP10 CPU card can not be installed into another customer, NEC will monitor re-registrations

SV9100 CP10 – SV9100 CP20 Upgrade

Prophix CPQ

- Use Prophix CPQ Non Configured Items to create the parts list for the SV9100 CP20 parts
- Refer to the User Guide – [*User Guide – CPQ Non-Configured for SV9100 CP10 to a SV9100 CP20*](#)

Software Assurance

- *SWA is no longer available for the SV9100 CP10*
- Grace Period is NOT available for a migrated CP20

SV9100 CP20 Main Software

- SV9100 CP20 Main Software can only be installed if the corresponding Version license is installed – this is different to the CP10
- This is a key point when discussing SWA with a potential customer as they will need the latest Version license in order to receive bug fixes for the CP20 system!

SV9100 CP10 – SV9100 CP20 Upgrade

LMS

- Use LMS to transfer the licenses from the CP10 to the CP20
- The CP10 is locked and can no longer be used within LMS
- The transfer is carried out by the partner/installer, there is no charge
- There are pre-requisites to enable the free transfer of licenses within LMS:
 - 12+ months Active SWA (this option is no longer available)
 - R9 Version license

MyCalls/Call Recorder

- MyCalls licenses are transferred to the CP20 as part of the transfer in LMS
- Must be on MyCalls v5.1.0.6 or higher before migrating to the CP20
- Will need to be re-registered with Kelmar
- Config import is available
- The SV9100 CP10 can not be installed at another customer, NEC/Kelmar will monitor and re-registrations will be rejected

SV9100 CP10 – SV9100 CP20 Upgrade

BCT

- BCT licenses within LMS will be transferred to the CP20
- BCT licenses on dongle can be re-used with the CP20 system

IPDECT

- IPDECT handsets use IP Extension licenses on the SV9100, these will be transferred to the CP20
- Other IPDECT licenses attached to the PARI (for licensed mode IPDECT only) can be re-used on the CP20 system

Desktop Suite

- Desktop Suite licenses will be transferred to the CP20

UM8000

- *UM8000 is now End of Service and other voicemail options should be considered (eg InMail)*
- UM8000 licenses will be transferred to the CP20
- The CD-VM00 card & AKS compact flash card can be re-used within the CP20 system

SV9100 CP10 – SV9100 CP20 Upgrade

Hospitality – 3rd Party Applications

- Hotel Applications not licensed within LMS will not be included within the transfer within LMS, you should check each application
- Hotel functionality and PMS licensing has not changed from CP10 to CP20
- The CD-PVAA card and AKS Compact Flash card is supported within the CP20 system, but these are now End of Service
- You should consider replacing the CD-PVAA card with the PMS-InConnect InApp, refer to the guide that details this option (PVA to InFIAS Migration Guide)

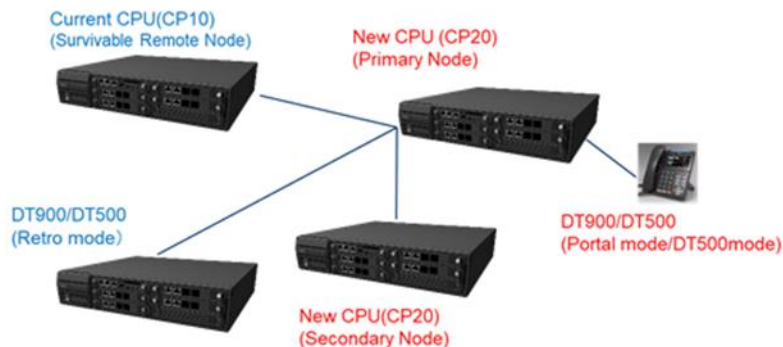
Onboard Applications (InApps)

- Most InApps are in the process of being phased out, you can continue to use the migrated InApp on the SV9100 CP20 but technical support may not be available
- InApps are licensed with LMS and will be transferred to the CP20
- Each InApp will need to be re-installed onto the CP20 via InApp Manager
- Refer to each InApp guide for details of backup/restore options

SV9100 CP10 – SV9100 CP20 Upgrade

Netlink

- A mixed Netlink Network of CP10 and CP20 is only supported during the transition period (30 days) whilst all system are upgraded to the CP20
- Use Prophix Non-Configured Items to obtain the hardware required for each node
- Within LMS all licenses are attached to the Primary Node, when this is transferred with LMS then all licenses will be transferred
- During the transition period there will be a number of limitations:
 - Primary Node must be a CP20
 - Secondary Nodes must be CP20
 - DT900 terminals connected to a CP10 node will operate in Retro mode user interface
 - A CP10 Remote Node can not operate as a Secondary Node in the event of the Primary Node failing, it will operate as Survivable Remote mode



SV9100 CP10 – SV9100 CP20 Upgrade

SV9100 System Configuration

- SV9100 CP20 PCPro can be used to transfer the customer's configuration from their current CP10 system to the migrated CP20 system

SV9100 VRS & InMail Messages

- The SD card from the CP10 system can not be installed into the CP20 system
- SV9100 CP20 PCPro can be used to transfer the customer's VRS & InMail messages from the SD card within their current CP10 system to the SD card to be used with the CP20 system