



SALES & MARKETING BULLETIN

DL57230038 SEPTEMBER 11

NEC

With this bulletin NEC are confirming the end of all support activities related to the SV9100 CP10 platform and all associated Software Releases, applications and processes with effect from the **1st October 2023**. Support for the MyCalls v5.0 (or older) and associated MyCalls Call Recorder will also end on the 1st October 2023.

SV9100 CP10 System

The SV9100 CP10 was launched in 2014 and was superseded by the SV9100 CP20 system in 2019. Phase out of the SV9100 CP10 was first announced in 2019, the CP10 was then made EOS (End of Service) on 1st January 2021.

Since the availability of the SV9100 CP20, NEC have provided an easy and cost effective migration path to the SV9100 CP20 system including an SWA promotion providing a reduced cost migration to the CP20 system by removing any reinstatement fee.

The Customer Transition Program will remain available to allow customers with CP10 systems to be migrated to the SV9100 CP20 system. This is a chargeable upgrade.

Details of how to migrate can be found on the SV9100 Migration page - [businessnet/SV9100/MigrateCP10](https://businessnet.com.au/SV9100/MigrateCP10)

MyCalls v5.0 or older

MyCalls v5.0 was released in 2017 and was superseded by V5.2 in 2020.

Customers with MyCalls v5.0 or older can upgrade to the latest version. This is a chargeable upgrade if the installed version is v4.6 or older. Customers with v5.0 can upgrade to v5.2 at no charge.

Details of how to upgrade can be found on the SV9100 MyCalls page - [businessnet/SV9100/MyCalls](https://businessnet.com.au/SV9100/MyCalls)

MyCalls 5.0 is available for the SL2100 and SV9100 – support will end for MyCalls 5.0 (or older) connected to any platform.

Affected Products and Support Activities

Below are examples of support activities that will be discontinued for the CP10:

- Technical Support – All telephone and support tickets via ITE.
Including all CP10 system items and trunk connections
- Sales Support – Queries relating to a CP10 system or connected application.
- Licence Manager (LMS) – Licence queries and replacements.
- Technical & Sales support – All MyCalls 5.0 applications, server/PC, Call Recording storage/archives

Below are the SV9100 CP10 products affected:

- SV9100 CP10 system and installed hardware, software and licences.
- Connected applications including any version of MyCalls, IPDECT, BCT and InApps
- Connected terminals and softphone applications including ST500, SP310 and InUC
- Hospitality applications including InHotel and 3rd party PMS applications

Below are the MyCalls v5.0 (or older) products affected:

- Call Manager
- Call Centre
- Console
- Desktop / Desktop Lite
- Enterprise
- Call Recorder

The support activities & products that will end on 1st October 2023 are not limited to these examples.

Activities that NEC will continue

NEC will continue to support customers that are migrating to the latest version of SV9100 CP20 or MyCalls application.

This is limited to Technical or CPQ queries directly related to migration of the existing system, no other support will be given.

Software Assurance (SWA)

SWA is no longer available for the SV9100 CP10 system, customers wanting SWA should migrate to the SV9100 CP20 and take advantage of the promotion currently in place to remove any reinstatement fee.

See SAMB - [businessnet - DL50999554-SAMB-SWA-Campaign-SV9100-CP20](#)