

PORTFOLIO BULLETIN

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Phase-Out of Retell Sense Call Recording

In October 2019 we announced the phase out of Analogue and ISDN Call Recording unit.

http://businessnet.nec-enterprise.com/Sales-Communications/Dear-Associate/SiteDocuments/2019-052_Portf_Bul_MyCalls_Analogue_and_ISDN_Call_Recorder_phase_out.pdf

In addition to this the Retell Sense SIP Call Recording is to be phased out.

Phased-Out Items

The following items are to be phased out:

Product code	Items	EON	EOD	EOS
EU909399	SL2100 MyCalls 4 Channel SIP Recorder	30.06.2020	30.09.2020	30.09.2021
EU909400	SL2100 MyCalls 8 Channel SIP Recorder	30.06.2020	30.09.2020	30.09.2021
EU909401	SL2100 MyCalls 16 Channel SIP Recorder	30.06.2020	30.09.2020	30.09.2021
EU909402	SL2100 MyCalls 30 Channel SIP Recorder	30.06.2020	30.09.2020	30.09.2021
EU909403	SL2100 MyCalls 60 Channel SIP Recorder	30.06.2020	30.09.2020	30.09.2021
EU909261	SV9100 MyCalls 4 Channel SIP Recorder	30.06.2020	30.09.2020	30.09.2021
EU909262	SV9100 MyCalls 8 Channel SIP Recorder	30.06.2020	30.09.2020	30.09.2021
EU909263	SV9100 MyCalls 16 Channel SIP Recorder	30.06.2020	30.09.2020	30.09.2021
EU909264	SV9100 MyCalls 30 Channel SIP Recorder	30.06.2020	30.09.2020	30.09.2021
EU909265	SV9100 MyCalls 60 Channel SIP Recorder	30.06.2020	30.09.2020	30.09.2021
EU000307	3C MyCalls Recorder <30 Channels	30.06.2020	30.09.2020	30.09.2021
EU000308	3C MyCalls Recorder <90 Channels	30.06.2020	30.09.2020	30.09.2021
EU000309	3C MyCalls Recorder <200 Channels	30.06.2020	30.09.2020	30.09.2021
EU000310	3C MyCalls Recorder >200 Channels	30.06.2020	30.09.2020	30.09.2021

EON - End of New deliveries. The product cannot be ordered for new system sales. Existing systems can still be expanded with additional licenses.

EOD - End of Deliveries = **EOM** - End of Maintenance. Both new and expansion sales of this hardware are no longer available. The hardware and its associated firmware are no longer maintained, however repair or replacement service is still available.

EOS - End of Service. All service on the product have ended.

Current MyCalls Call Recorder Solution

ISDN and Analogue trunks can now be recorded on the SV9100 CP20 using the RTP Call Recording feature that was made available May 2020. The new MyCalls SIP Call Recorder continues to be available for SIP trunk call recording on SL2100, SV9100 CP10 / CP20 and on 3C.

Migration Options

There are many benefits available in the new call recording solution which include:

- Simplified Installation Process, everything inside MyCalls.
- Flexible deployment architecture especially useful in a Netlink installation.
- Runs on a single PC to save on the cost of PC hardware.
- Email Notification and alerts.
- Disk storage management helps to automatically maintain call recordings in line with your data storage policy.
- Call recording alarms can alert you when calls haven't been recorded.
- Audit Stop / Start record events by running reports on calls that have been paused.
- A Manual Pausing license is now available that includes DTMF pausing AND the ability to manually click a button to pause recording through MyCalls.
- Support for 256 bit encryption – a mandatory feature in certain sectors.
- LMS Licensing and the associated flexibility.

Customers that are using the existing Retell / Sense solution can migrate to the new MyCalls Call Recorder solution at a discounted rate. Details about this offer can be found here:

[http://businessnet.nec-enterprise.com/Products/Communication-Servers/SV9100/ProductDocuments/MyCalls%20Call%20Recorder%20License%20Migration%20v1.1%20\(Replication\).pdf](http://businessnet.nec-enterprise.com/Products/Communication-Servers/SV9100/ProductDocuments/MyCalls%20Call%20Recorder%20License%20Migration%20v1.1%20(Replication).pdf)

Existing recorded calls in the Retell / Sense solution can also be moved across to the new solution following the process outlined in this document:

<http://businessnet.nec-enterprise.com/Products/Communication-Servers/SV9100/ProductDocuments/MyCalls%20Call%20Recorder%20Migration%20Tool%20Manual%20v1.0.pdf>