



# SALES & MARKETING BULLETIN

2024-035 JULY 18, 2024

# NEC

## **MyCalls End of Life.**

MyCalls End of Life was included within the recent announcement that NEC will be exiting from the on-premises UC market ([SAMB DL61254771](#)) and includes all MyCalls products across all NEC platforms.

After 31<sup>st</sup> December 2024 it will no longer be possible to order MyCalls products for new or add-on sales. NEC Technical Support will subsequently end on 31<sup>st</sup> March 2026 at which time all activities on MyCalls will end.

MyCalls is developed for NEC by Kelmar Software Solutions.

NEC would like to make you aware that at no time will MyCalls products be made available directly from Kelmar Software Solutions. For this reason, you should consider the future options for your existing MyCalls customer base.

### **MyCalls products included in this announcement:**

- MyCalls Basic
- MyCalls Call Manager
- MyCalls Call Recorder
- MyCalls Desktop / Desktop Lite
- MyCalls Enterprise
- MyCalls Operator Console
- MyCalls Call Centre
- MyCalls Enterprise

### **MyCalls is available on the following platforms:**

- SL2100
- SV9100
- SV9500
- 3C
- BCT Compliance recorder

**Lifecycle dates for all MyCalls products within the NEC portfolio.**

Product life cycle status	Date	Explanation
<b>EON - End of New deliveries</b>	31-Dec-2024	EON: The product cannot be ordered for new system sales.
<b>EOD - End of Deliveries</b>	31-Dec-2024	EOD: Add-on sales for any hardware or software products (including licenses) and extension of Support and Maintenance services cannot be ordered or fulfilled after this date.
<b>End of Shipment</b>	31-Mar-2025 (Target)	End of Shipment represents the latest target date for shipment of any purchase orders received before EOD.
<b>EOS - End of Service</b>	31-Mar-2026	EOS represents the end of pre-sales and post-sales technical assistance. Customers cannot receive technical assistance, such as configuration help or technical support once the EOS date is reached.  Represents the end of regular software maintenance, e.g., security & bug-fix patches. Customer cannot receive regular software maintenance once EOS date is reached.
<b>EoSWA - End of SWA</b>	31-Mar-2026	All services included in the SoftWare Assurance programme have ended.