



SALES & MARKETING BULLETIN

2024-048 OCTOBER 3, 2024

NEC

SWA and related services during NEC withdrawal from UC market

On the 18th of April, 2024, in the form of SAMB bulletin ([DL61254771](#)) we announced NEC Corporation's decision to withdraw from the on-premises UC business outside of Japan.

This bulletin explains important changes to the SWA programme and related subjects including System Activations, access to LMS tooling, and requirements to be eligible for NEC Technical Support service during the withdrawal from the on-premises UC market in EMEA.

Generic SWA Programme and Operations changes

Technical Support

From 1st of January 1 2025 onwards, in order to receive Technical Support services from NEC there must be active SWA (or Grace Period) on the software of the Customer system for which support is required.

When entering a TSR case in the Technical Support Request system, there will be a check on the status of the SWA (or GP) and the case will be rejected if it is inactive.

Technical Support is available until the EOS date of 1st of April 2026 (or earlier if communicated in an SAMB), subject to the system having valid SWA (or GP) where available.

SWA@EMEA.NEC.COM will be closed.

The email address SWA@EMEA.NEC.COM will be discontinued per 1st of November 2024. After that date, please create a case in NEC Support Request Tool under Licence Desk to get support on SWA.

SWA units life cycle.

We advise partners to carefully manage their stock, usage and order quantity of SWA units such that they have the right quantity to manage their requirements, as there will be no refund of SWA units that remain unused on 31st of March 2026.

Version Licences

Version licences will remain downloadable in the LMS until 31st of March 2026 for systems with Active SWA or Grace Period.

Access to LMS

After 31st of March 2026 there will no longer be access to the LMS. Unused SWA units and unactivated Licences will no longer be available and will not be refunded.

Product Specific SWA and Operations changes

There are 3 categories of Products.

1. NEC Products, part of SWA Programme
2. Remaining Products in the SWA Programme
3. Products not part of the SWA programme

1. NEC Products, part of SWA Programme

Selective removal of mandatory SWA enforcement within the tooling

From 1st of January 2025 mandatory SWA will no longer be enforced automatically within the tooling. This is not a policy decision, SWA remains mandatory in order to maintain SWA benefits and to obtain Technical Support. The reason for the change is that it is the easiest way to allow flexibility in the tooling (see below) without major development effort.

The following software is effected:

- SV9300
- SV9500/SE
- 3C (Active SWA is required for using the upgrade mechanism in the LMS)
- MA4000 System Management
- BusinessConneCT
- IP DECT
- SV9100 CP20 will continue having optional SWA

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Removing automatic assignment of mandatory SWA will have the following consequences:

- When activating a new system, you will not be forced to activate SWA
- You can expand systems with expired SWA or systems that never had SWA without being forced to activate SWA
- You will be able to continue to activate new systems in the LMS until 31st of March 2026.

SWA activations for less than a year

The minimum period for SWA, which is enforced by the SWA tooling, is 12 months. It will therefore be impossible to activate SWA within the SWA tooling after 31st of March 2025 due to the EOS of 1st of April 2026.

To overcome this limitation a SWA quote for less than a year may be requested, as long as the end date is 31st of March 2026 and the minimum duration is 3 months. The SWA quote will be expressed in required amount of SWA units. To request such a quote, please create a case in the NEC Support Request tool with Support Type Licence Desk and list the details of your requirement. If you accept the quote, the Licence Desk will also take care of the activation for you.

Grace Period

The Grace Period for SV9100 CP20 systems activated from 1st of January 2025 onwards will be reduced from 12 months to 3 months.

Any system activated from 1st of January 2026 onwards will have NO Grace Period at all.

2. Remaining Products in the SWA Programme

Mandatory SWA

Enforcement of mandatory SWA will remain in place in the SWA tooling for:

- UM4730
- MA4000 Expense Management
- MobiCall (No longer possible to activate new systems)
- MyCalls (on SV9500 and 3C)
- NMC
- BCT Compliance Recorder
- BX-, MP-series and OVOC

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This means:

- No new systems can be activated from 1st of January 1 2025 in the LMS
 - New BX-series can be activated until 31st of March, 2025 (see later under Grace Period)
- From 1st of April 2025 it is no longer possible to renew SWA on systems with Expired SWA or systems that never had SWA.
- It is only possible to expand systems if the system has active SWA

SWA activations for less than a year

This is not possible. Minimum duration is 12 months.

Grace Period

From 1st of January 2025 Grace Period will for the BX-series be reduced from 3 to 0 months.

3. Systems not part of the SWA Programme

Technical Support:

Basic Technical Support (advice) is available for the SL2100 system until 31st of March 2026.

LMS activations

It is possible to activate new SL2100 systems in the LMS until 31st of March 2026.

Appendix A:

System	Grace Period (months)			Request for less than 12 months SWA allowed?	Last system activation moment
	From Oct 1, 2024	From Jan 1, 2025	From Jan 1, 2026		
SL2100	0	0	0	NA	31 March 2026
SV9100 CP20	12	3	0	Yes	31 March 2026
SV9300	3	3	0	Yes	31 March 2026
SV9500/SE	3	3	0	Yes	31 March 2026
3C	3	3	0	Yes	31 March 2026
MA400 System management	3	3	0	Yes	31 March 2026
BusinessConneCT	3	3	0	Yes	31 March 2026
IP DECT	3	3	0	Yes	31 March 2026
UM4730	2	-	-	No	31 June 2024
MA4000 Expense Management	3	-	-	No	31 December 2024
MobiCall	-	-	-	No	31 July 2024
MyCalls	3	-	-	No	31 December 2024
BCT Compliance Recorder	3	-	-	No	31 December 2024
BX-series	3	0	-	No	31 March 2025
MP-series	3	-	-	No	31 December 2024
OVOC	3	-	-	No	31 December 2024
NMC	3	-	-	No	31 December 2024
NEC Wired Terminals: DT400/DT500	NA	NA	NA	NA	31 March 2026
NEC Wired Terminals: DT800/DT900	NA	NA	NA	NA	31 March 2026
NEC Wired Terminals: DT900S, GT210	NA	NA	NA	NA	31 March 2026
Softphones (SP310, SP350, ST500)	NA	NA	NA	NA	31 March 2026

- As no new systems can be activated no GP can be added.

Firmware for terminals, desk consoles and DECT handsets are not individual SWA items but is included in the Communication platform or IPDECT SWA coverage as long as the firmware is downloadable from respectively the Communication Platform or the IP DECT system. The terminals are not positioned with individual SWA coverage. In those cases where the firmware is not downloadable, the firmware will be considered hardware.

NEC-developed Soft phones are not an individual SWA item but are included in the Communication platforms SWA coverage unless explicitly mentioned as a separate product with its own SWA.

Firmware for NEC line cards, CPU's and other HW requiring firmware to operate is covered by the application/Communication platform SWA Coverage as long as the hardware have not reached End of Maintenance