



# SALES & MARKETING BULLETIN

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# NEC

## **MyCalls Call Recorder Support for Legacy Call Recording Software – IMPORTANT UPDATE**

Following on from previous announcements, any users that have the legacy Retell call recording solution are no longer entitled to technical support, security updates and bug fixes. This is due to the product reaching EOS (end of service) status.

NEC remain committed to providing feature rich and fully secure call recording solutions which enable customers to meet their business goals.

### **Migration Options**

Migration packages to the current call recording solution continue to be made available, this enables customers to operate within an NEC supported framework. 10 other benefits to migrating include:

1. Call Recording on any trunk type including ISDN / Analogue or SIP. \*See Note 1
2. Internal Call Recording – an essential requirement in certain business types.
3. Installation & configuration are now contained within MyCalls making managing call recordings a seamless task.
4. Compliancy: Call Recording retention policy – store calls for a fixed number of months helping you comply with GDPR regulations.
5. Email alerts can be sent if calls haven't been recorded.
6. Diskspace Management – Email alerts are generated when disk space is running low.
7. Upto 256 bit encryption – a mandatory feature in certain sectors.
8. Flexible deployment – especially useful when deploying in a Netlink environment where trunks are located at multiple sites.
9. Enhanced Reporting – calls that are paused can exclusively be reported against. This makes demonstrating compliance for auditing purposes easier than ever before.
10. LMS Licensing – the old legacy recording solution used a PC based licensing scheme. The new solution uses LMS licensing which is far more flexible and resilient.

\*Note 1 – ISDN / Analogue call recording is available on SV9100 CP20 only.

Details of how to migrate to the supported call recording solution can be found on BusinessNet. Click the link for [SV9100/SL2100](#) or [3C](#). This includes options to migrate your legacy call recordings to the new solution. Contact your NEC representative for further guidance.

## Documentation

Copies of the previous portfolio bulletins which explain the current status of the legacy call recording solutions can be found here:

- [Analogue / ISDN Call Recording](#)
- [SIP Call Recording](#)

## Legacy Recording Support

In the event of an existing user experiencing a problem with a legacy call recording solution, support for the MyCalls or PBX part is available via the normal technical support route.

Should the problem reside with the legacy Retell call recording solution, then it may be possible to obtain support direct from Retell. This includes any re-licensing requests in the event the license has stopped working.