

Orchestrating a brighter world

NEC

EVOLUTION NOT REVOLUTION

SV9100 CP10 – SV9100 CP20

Upgrade path explained



SV8100 – SV9100 CP20 Upgrade

First, refresher SV8100 – SV9100 (CP20)

- There is no **SV8100** to **SV9100 CP10** migration (replication) as the CP10 is now End of Delivery. Customers with SV8100 can now replicate (upgrade/migrate) to **SV9100 CP20** via the replication process in Prophix.
- All Handsets (not Aspire) will continue to work on the CP20. The NEW DT900 and DT500 handsets for the CP20 will work on the CP10 if the customer does not want to upgrade
- The end user will have to re-purchase any MyCalls licenses/applications. The MyCalls database can be copied over to the new MyCalls so no call records or call recordings are lost

SV9100 CP10 – SV9100 CP20 Upgrade

SV9100 CP10 – SV9100 CP20

- The customer must either be in SWA or have R9 Version license. Either purchase R9 Version license BE118381 or apply SWA for 1+ years
- Purchase new SV9100 Processor (CP20)
- Purchase new SV9100 CP20 SD Card
- If the customer has more than one chassis, then you will need to replace the BS10 expansion card with the new (CP20) BS20 expansion card
- All existing handsets will work (not Aspire handsets)
- All existing licenses remain unchanged and there is NO charge for migration to CP20
- All MyCalls remains unchanged and there is NO charge for migration to CP20
- All the system programming on the CP10 can be copied over to the CP20
- All the customer recordings, auto-attendant and voicemail greeting/messages etc (on the CP10 SD card) can be copied over to the new CP20 SD card
- **NOTE:** A customer NOT wishing to upgrade CP10-CP20 can still purchase licenses and hardware (handsets etc). However, as from 01.01.21 the CPU will not be supported

SV9100 CP10 – SV9100 CP20 Upgrade

Parts required to upgrade: SV9100 CP10 – SV9100 CP20

Description	PN	Code
SV9100 Central Processor Card - CP20	BE119025	GCD-CP20
SV9100 SD Memory card 2GB (40 Hour storage)	BE119031	SD-A2 EU

Note: If more than one chassis the BS10 card must be replaced with a BS20 card

SV9100 Expansion chassis interface card with analog modem	BE119026	GPZ-BS20
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Note – The SV9100 R10 Version license is added within LMS when transferring over the SV9100 CP10 licenses, so does not need to be ordered separately

Note – The SV9100 CP10 CPU card can not be installed into another customer, NEC will monitor re-registrations

SV9100 CP10 – SV9100 CP20 Upgrade

Prophix

- Use Prophix CPQ and the CT Programme to create the parts list for the SV9100 CP20 parts
- Refer to the User Guide – [User Guide – CTP Migration SV9100 CP10 to a SV9100 CP20](#)

Software Assurance

- Any SWA credit on the SV9100 CP10 will be transferred to the CP20
- Grace Period is NOT available for a migrated CP20
- End of SWA date for CP10 is 30 June 2023 – SWA can not extend beyond this date!

SV9100 CP20 Main Software

- SV9100 CP20 Main Software can only be installed if the corresponding Version license is installed – this is different to the CP10
- This is a key point when discussing SWA with a potential customer as they will need the latest Version license in order to receive bug fixes for the CP20 system!

SV9100 CP10 – SV9100 CP20 Upgrade

LMS

- Use to transfer the licenses from the CP10 to the CP20
- The CP10 is locked and can no longer be used within LMS
- The transfer is carried out by the partner/installer, there is no charge
- There are pre-requisites to enable the free transfer of licenses within LMS:
 - 12+ months Active SWA
 - R9 Version license

MyCalls/Call Recorder

- MyCalls licenses are transferred to the CP20 as part of the transfer in LMS
- Must be on MyCalls v5.1.0.6 or higher before migrating to the CP20
- Will need to be re-registered with Kelmar
- Config import is available
- The SV9100 CP10 can not be installed at another customer, NEC/Kelmar will monitor and re-registrations will be rejected

SV9100 CP10 – SV9100 CP20 Upgrade

BCT

- BCT licenses within LMS will be transferred to the CP20
- BCT licenses on dongle can be re-used with the CP20 system

IPDECT

- IPDECT handsets use IP Extension licenses on the SV9100, these will be transferred to the CP20
- Other IPDECT licenses attached to the PARI (for licensed mode IPDECT only) can be re-used on the CP20 system

Desktop Suite

- Desktop Suite licenses will be transferred to the CP20

UM8000

- UM8000 licenses will be transferred to the CP20
- The CD-VM00 card & AKS compact flash card can be re-used within the CP20 system

SV9100 CP10 – SV9100 CP20 Upgrade

Hospitality – 3rd Party Applications

- Hotel Applications not licensed within LMS will not be included within the transfer within LMS, you should check each application
- Hotel functionality and PMS licensing has not changed from CP10 to CP20
- The CD-PVAA card and AKS Compact Flash card is supported within the CP20 system
- You can optionally replace the CD-PVAA card with the PMS-InConnect InApp, refer to the guide that details this option (PVA to InFIAS Migration Guide)

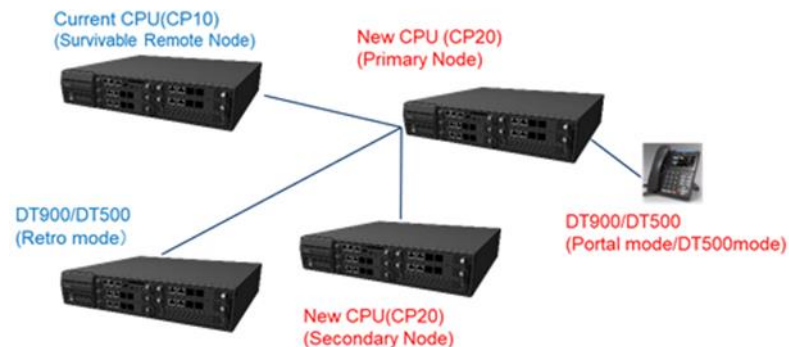
Onboard Applications (InApps)

- InApps are licensed with LMS and will be transferred to the CP20
- Each InApp will need to be re-installed onto the CP20 via InApp Manager
- Refer to each InApp guide for details of backup/restore options

SV9100 CP10 – SV9100 CP20 Upgrade

Netlink

- A mixed Netlink Network of CP10 and CP20 is only supported during the transition period (30 days) whilst all system are upgraded to the CP20
- Use Prophix Non-Configured Items to to obtain the hardware required for each node
- Within LMS all licenses are attached to the Primary Node, when this is transferred with LMS then all licenses will be transferred
- During the transition period there will be a number of limitations:
 - Primary Node must be a CP20
 - Secondary Nodes must be CP20
 - DT900 terminals connected to a CP10 node will operate in Retro mode user interface
 - A CP10 Remote Node can not operate as a Secondary Node in the event of the Primary Node failing, it will operate as Survivable Remote mode



SV9100 CP10 – SV9100 CP20 Upgrade

SV9100 System Configuration

- SV9100 CP20 PCPro can be used to transfer the customer's configuration from their current CP10 system to the migrated CP20 system

SV9100 VRS & InMail Messages

- The SD card from the CP10 system can not be installed into the CP20 system
- SV9100 CP20 PCPro can be used to transfer the customer's VRS & InMail messages from the SD card within their current CP10 system to the SD card to be used with the CP20 system