



SALES & MARKETING BULLETIN

NEC

DL 53898387

AUGUST 17TH, 2023

Announcing the End of Life for the Desk Console

Update: All stock of the SN716 and SN718 have been exhausted

Due to changing market conditions, worldwide component shortage, and limited stock, the time has come to announce the impending **End of Life** for the **Desk Console (SN716 DESKCON-C & SN718 H/M Add-On Con-A)**. This has been a very successful and long-standing NEC terminals product portfolio offering. We hope it has served you well.

Desk Console



SN716 DESKCON-C

Hospitality Module



SN718 H/M ADD-ON CON-A

Product Order Availability and Support

Part #	Description	EON	EOL	EOS
BE100038	SN716 DESKCON-C	August 17, 2023	September 30, 2023	September 30, 2024
BE030008	SN718 H/M ADD-ON CON-A	March 8, 2023	September 30, 2023	September 30, 2024

Product Life Cycle Definition of Terms

- **End of New System Sales (EON)** - The product cannot be ordered for new system sales. Existing orders will be fulfilled as inventory allows.
- **End of Life (EOL)** - The product is reaching the End-of-Life Cycle regarding development, enhancements, and availability.
- **End of Support (EOS)** – EOS represents the end of pre-sales and post-sales technical assistance. Customers cannot receive technical assistance, such as configuration help or NTAC support, once the EOS date is reached.

What should you do next?

As an alternative to Desk Console for Hospitality and Business verticals, please consider using PC-Based Attendant Consoles like UC Attendant (UA5200) and BCT Operator. Both options are available for quoting in Anytime Studio.



Please get in touch with your NEC Authorized Representative to answer any questions you may have and learn more about these two great options you have to choose from.

Should you have any questions or concerns regarding the information in this document, please get in touch with your Account Manager or Sales Engineer.

Sincerely,

NEC Enterprise Product Management