



# Product Availability

January 12, 2024  
DL59347630

## End of Life (EOL) for the UNIVERGE SV9100 GCD-CP10 (Central Processing Unit)

NEC Corporation of America (NEC) announced the “End of New Sales (EON)” for the UNIVERGE SV9100 GCD-CP10 on November 20, 2020 (Reference: [DL358435578](#)). This notification is to remind you that **as of December 31, 2023, the SV9100 GCD-CP10 is no longer being manufactured.**

**GCD-CP20 is the SV9100's flagship CPU** and is offered as a replacement for the CP10. The SV9100 GCD-CP20 is a more powerful CPU that is also [Ray Baum's Act](#) compliant.

By your customers upgrading now to the latest technology that is fully supported, they minimize the risk to their organization's communications system while gaining many new features and benefits. Upgrading can help them enhance their network security by having the latest software, increase employee safety by bringing their system into compliance, and enable their employees to work from anywhere.

Three key benefits of utilizing the SV9100 GCD-CP20 over the GCD-CP10 are:

- It seamlessly integrates with NEC's UNIVERGE BLUE CONNECT BRIDGE which provides the ability to extend a customer's new or existing SV9100 CP20 with cloud-based voice transmission through desktop and mobile apps for a seamless all-in-one intelligent unified communication experience. It also includes chat with a built-in AI Assistant, audio/video conferencing, and file sharing/backup. A complete hybrid solution to meet all your customer's business communications needs and provides them with the flexibility to work from anywhere. (Reference: [KB21819203](#)).
- It is [Ray Baum's Act](#) compliant – enhancing the safety of your customers employees. Created to ensure faster and more accurate responses to 911 calls, Section 506 of the RAY BAUM's Act requires that all Multi-Line Telephone Systems (referred to as MLTS) provide a "dispatchable location" on all emergency 911 calls. A dispatchable location is defined not only as the street address of the 911 calling party, but also must include additional information such as room number, floor number, or similar information necessary to adequately identify the location of the calling party.

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- Most of your customer’s licenses and hardware seamlessly transfers over – no need to purchase new licenses – protecting your customer’s existing investments.

**Option for Support if Your Customer is Not Upgrading at this Time**

**End of Maintenance and Support is December 31, 2025.** If your customer decides to not to upgrade at this time and they want to ensure that they keep their communications system running smoothly up to the End of Maintenance and Support date, **NEC is offering to waive the Software Assurance (SWA) reinstatement fee until December 31, 2024.**

**Table 1-1 The table below provides further details concerning GCD-CP10 End of Life and End of Support.**

Model	EON: End of New System Sales	EOL: End of Life *	EOM/EOS: End of Maintenance / End of Support
GCD-CP10	December 31, 2020	December 31, 2023	December 31, 2025

\*End of Manufacture. Add-on sales during the time between EOL and EOM/EOS will be supported if inventory allows.

**Table 1-2 The table below provides product affected by EOL Announcement.**

Products Affected			
No.	Part Number	Product Name	Alternate Part
1	BE113218	GCD-CP10	BE119025 GCD-CP20

To assist you in reaching out to your SV9100 CP10 customers, we have created email content for you to use to send out to your customers. [Click here](#) to download.

NEC will continue to support SIs in all warranty and maintenance obligations to customers.

NEC truly appreciates your continued support. Should you have any questions, please contact your NEC Account Manager or Sales Engineer.

Sincerely,

SMB Product Management Team  
NEC Corporation of America