ARC PRO ATTENDANT CONSOLE AND CALL CENTRE for Cisco Unified Communications Manager: CISCO UC

This update: 17th April 2018

CUCM	Tested TSP	5.0.0 Console Connect	5.0.0 Call Connect	5.0.0 Voice Connect	5.0.1 Console Connect	5.0.1 Call Connect	5.0.1 Voice Connect	5.0.2 Console Connect	5.0.2 Call Connect	5.0.2 Voice Connect	5.1 & Sr(x) Console Connect	5.1 & Sr(x) Call Connect	5.1 & Sr(x) Voice Connect	5.1.1 Console Connect	5.1.1 Call Connect	5.1.1 Voice Connect	5.1.2 Console Connect	5.1.2 Call Connect	5.1.2 Voice Connect	5.1.2 Sr(1) Console Connect	5.1.2 Sr(1) Call Connect	5.1.2 Sr(1) Voice Connect	5.1.3 Console Connect	5.1.3 Call Connect	5.1.3 Voice Connect	5.1.4 Console Connect	5.1.4 Call Connect	5.1.4 Voice Connect	6.0.0 Arc Pro Console	6.0.0 Arc Pro Helpdesk	6.0.0 Arc Pro Connect	6.0.0 Pro Voice	6.0.1 Arc Pro Console	6.0.1 Arc Pro Helpdesk	6.0.1 Arc Pro Connect	6.0.1 Pro Voice	6.1.0 Arc Pro Console	6.1.0 Arc Pro Helpdesk	6.1.0 Arc Pro Connect	6.1.0 Pro Voice	6.1.1 Arc Pro Console	6.1.1 Arc Pro Helpdesk	6.1.1 Arc Pro Connect	6.1.1 Pro Voice	6.2.0 Arc Pro Console	6.2.0 Arc Pro Helpdesk	6.2.0 Arc Pro Connect	6.2.0 Pro Voice	6.3.0 Arc Pro Console	6.3.0 Arc Pro Helpdesk	6.3.0 Arc Pro Connect	6.3.0 Pro Voice
Solutions Plus Edition		●	-	-	-	-	-	-	-	-	-	-	-	-	-	-	●	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	●	-	-	-	-	-
Arc Pro (Full) Edition		●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●
7.0(1)	7.0(1.6)																											n																			
7.0(2)	7.0(2.2)																											n																			
7.1(2a)	7.1(1.5)		n	n	n	n	n																					n																			
7.1(3a)	7.1(3.4)		n	n	n	n	n																																								
7.1(3b)	7.1(3.4)		n	n	n	n	n																																								
7.1(5)	7.1(3.4)		n	n	n	n	n																																								
8.0(2)	8.0(1.6)	n	n	n	n	n	n	n	n	n																																					
8.0(3)	8.0(3.5)	n	n	n	n	n	n	n	n	n																																					
8.5(1)	8.5(1.1)	n	n	n	n	n	n	n	n	n	n	n	n																																		
8.6(1)	8.6(1.3)	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n				n	n	n																									
8.6(2)	8.6(2.2)	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n																					
9.0(1)	9.0(1.1)	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n																			
9.1(1)	9.1(1.3)	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n																			
9.1(2)	9.1(1.4)	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n																			
10.0(1)	10.0(1.3)	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n
10.5(1)	10.5(1.4)	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n
11.0(1)	11.0(1.1)	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n
11.5(1.12033-1)	11.5(1.5)	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n
12.0(1)	12.0(0.9)	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n

End of support

Versions in support (refer to Arc End of Life policy document)

Supports CUCM 7.1.5 - 9.0.0 only. Although 7.1.3 will work, we recommend you upgrade to 7.1.5

NOTE: Software and Hardware pre-requisites changed in Arc 6.0.0 release. Please consult the Compatibility and Performance Guide.

Multiple CUCM clusters (up to 10 TSPs) and multiple overlapping CUCM dial plans supported from ONLY from Arc Pro 6.0.0 onwards. We recommend you upgrade to the latest version of the Arc 6.x release train.

Releases after 6.2 will only support 64bit server and TSP

64bit server (TSP) support available

Internal, IVT level testing was completed at Arc but this product was not formally IVT tested.

Recommend you upgrade to Arc 5.1.2 SR1.

Internal, IVT level testing was completed at Arc but this product was not formally IVT tested. IVT is planned for H2 2018

Compatible WITHOUT Voice Connect module (new Wave Driver introduced in CUCM 9.0)

CUCM 11.5.1 Support: See Release Notes for supportability issues with CUCM 11.5.1.

Additional information

Visit enghouseinteractive.co.uk Services/Support/Arc Pro Technical Docs for more information and other documents available publicly.

For more comprehensive information please contact your channel account manager, **info.ei@enghouse.com**

Key to matrix

	Compatible with Cisco IVT pass obtained
	Limited/caveated support: See comment
n	Not supported or support end of life