

# Cisco Unified Contact Center Enterprise (Unified CCE) Software Compatibility Guide

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This document lists supported product combinations for the Cisco Unified Contact Center Enterprise (Unified CCE). Product Sets are sorted by Cisco Unified CCE version. Sections include:

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## Document Scope/Additional Information Sources

This section qualifies the scope of this document and lists source of further information:

For Information on:	Scope / Further Reading:
Unified CCE Compatibility with Service/Maintenance Releases	Except where specifically noted otherwise (in the tables below), Unified CCE supports all service/maintenance releases for compatible component versions. Cisco recommends that you run the latest available service/maintenance releases for Unified CCE components. For more information on the Unified CCE software maintenance strategy, see the <i>Cisco ICM/IPCC Enterprise Maintenance Support Strategy</i> , available at: <a href="http://www.cisco.com/en/US/partner/products/sw/custcosw/ps1844/prod_bulletins_list.html">http://www.cisco.com/en/US/partner/products/sw/custcosw/ps1844/prod_bulletins_list.html</a>
Component Versions Supported During Upgrade	This document lists component versions supported for new installs and full upgrades. It <i>does not</i> list component versions that may be temporarily supported during an upgrade period. Consult the <i>Upgrade Guide for Cisco Unified ICM/IPCC Enterprise &amp; Hosted Editions</i> for your Unified CCE version for a list of any additional component versions supported during upgrade at: <a href="http://www.cisco.com/en/US/products/sw/custcosw/ps1844/prod_installation_guides_list.html">http://www.cisco.com/en/US/products/sw/custcosw/ps1844/prod_installation_guides_list.html</a>
OS and Third-Party Software Compatibility	To verify operating system, database, and third-party software (that is, anti-virus, Web browser, remote administration) compatibility, consult the <i>Cisco ICM/IPCC Enterprise &amp; Hosted Editions Hardware and System Software Specifications (Bill of Materials)</i> specific to your Unified CCE version at: <a href="http://www.cisco.com/en/US/products/sw/custcosw/ps1844/products_implementation_design_guides_list.html">http://www.cisco.com/en/US/products/sw/custcosw/ps1844/products_implementation_design_guides_list.html</a>  The <i>Cisco Unified Communications Manager Compatibility Matrix</i> and related support information is available at: <a href="http://www.cisco.com/en/US/products/sw/voicew/ps556/tsd_products_support_series_home.html">http://www.cisco.com/en/US/products/sw/voicew/ps556/tsd_products_support_series_home.html</a>  The <i>Cisco Agent Desktop Feature Matrix</i> and data sheets available at: <a href="http://www.cisco.com/en/US/products/sw/custcosw/ps427/products_data_sheets_list.html">http://www.cisco.com/en/US/products/sw/custcosw/ps427/products_data_sheets_list.html</a>

**For Information on:** **Scope / Further Reading: (continued)**

Unified CCE Component End of Life Notices Find out when a Cisco product has reached its end of life and what product upgrade and substitution options are available at: [http://www.cisco.com/en/US/products/sw/custcosw/ps1844/prod\\_eol\\_notices\\_list.html](http://www.cisco.com/en/US/products/sw/custcosw/ps1844/prod_eol_notices_list.html)  
 Because *this* guide lists component versions until they reach last-date-of-support (the final stage in the end-of-life process) some of the component versions listed herein may have reached end-of-sale or end-of-software-maintenance-release.

## General Compatibility Notes and Limitations

This section lists compatibility notes and limitations general across Unified CCE releases. Please see the Notes column in following sections for any platform-specific limitations.

**Component:** **Notes:**

- Phones The following general limitations pertain to IP phones used with Unified CCE Enterprise deployments:
- 3rd Party SIP Phones are *not supported* as contact center agent phones. The SIP protocol standard does not include the necessary messaging for 3rd Party Call Control (3PCC). Unified CCE relies on CTI capabilities on the SIP phones which 3rd party phones do not have. As an alternative, you may choose to deploy the Mobile Agent solution to enable Cisco Unified CCE and Contact Center Hosted (CCH) to use any phone as an agent phone. Please consult with your Cisco Sales Engineer for additional detail on this configuration.
  - IP Communicator is not supported with Cisco Agent Desktop (CAD) IP Phone Agent.
  - See the [Cisco Unified Communications Manager Compatibility Guide](#) for SIP and other phone protocol support.
- System PG Deployments The following general limitations pertain to Unified CCE deployments that use the System PG:
- E-Mail Manager Option, Web Collaboration Option (both end of life products) as well as E-Mail Interaction Manager and Web Interaction Manager (Unified EIM/WIM) are not supported with deployments that use the System PG. For Unified EIM/WIM documentation, see [Cisco Unified E-Mail Interaction Manager](#) and [Cisco Unified Web Interaction Manager](#)
- Cisco Unified Intelligence Center (CUIC) 8.0(1) CUIC 8.0(1) is supported on Unified CCE/Unified ICM 8.0(1) and Unified CCE/Unified ICM 8.5.
- Cisco Unified Intelligence Suite (CUIS) 7.5(x)
  - CUIS 7.5(x) is supported on Unified CCE/Unified ICM 7.5(x).
  - CUIS 7.5(x) is backward compatible with Unified CCE /Unified ICM 7.2 (x).

## Unified CCE Parent / Child Deployment Compatibility

Parent/ Child	Unified ICM/CCE	Parent					
		7.0(x)	7.1(x)	7.2(x)	7.5(x)	8.0(1)	8.5(1)
Child	7.0(x)	Yes	Yes	No	No	No	No
	7.1(x)	Yes	Yes	Yes	No	No	No
	7.2(x)	No	Yes	Yes	Yes	Yes	No
	7.5(x)	No	No	Yes	Yes	Yes	Yes
	8.0(x)	No	No	Yes	Yes	Yes	Yes
	8.5(1)	No	No	No	Yes	Yes	Yes

# Unified CCE Platform Compatibility

## Unified CCE 8.5(1) Exceptions:

### 1. Outbound Option SIP Dialer:

- Supports only 28xx and 3845 and as5350xm and as5400xm gateways with a PVDM2 DSP card
- Requires Cisco Unified SIP Proxy Version 8.5(1) or later
- Supports only IOS Release 15.1(2)T
- Requires either a 2800 series gateway/3800 series gateway/5400 series gateway/5350 series gateway
- Requires a PVDM2 DSP card

2. Unified CM 8.5(1) is supported with a Unified CCE 8.5(1) Peripheral Gateway (PG) only.

3. Unified CCE 8.5(1) Central Controller supports PGs running at the following versions for backwards compatibility: 7.5(x) and 8.0(x).

4. The CTI OS client version must be at the same version as the CTI OS Server or earlier.

5. The CTI OS Server and the PG must be in the same MR version.

6. Agent Greeting requires Unified CM 8.5(x), CTI OS Desktop 8.5(x), CVP 8.5(x), and a supported IP Phone. Whisper Announcement requires Unified CM 8.5(x), CVP 8.5(x), and a supported IP Phone. See [Agent Greeting /Whisper Announcement IP Phone support](#).

7. Cisco Unified CRM Connector for PeopleSoft, Salesforce, and Microsoft® Dynamics CRM supports 7.5(2)

8. **Unified CVP:** For required IOS versions for Gateways and Gatekeepers, see the [Hardware and System Software Specification for Cisco Unified Customer Voice Portal](#).

## Unified CCE 8.5(x) Product Sets

Unified CM	IVR [IP-IVR and CVP (formerly ISN)]	PG/CAD/ CTI OS Server	CTI OS Desktop	CUIC	Unified EIM/WIM	CRM	RSM	CCMP	Cisco MediaSense	Cisco SocialMiner
8.5(1)	IP IVR 8.5(1) 8.0(x)  CVP 8.5(1) 8.0(x)	PG 8.5(1) 8.0(x) 7.5  CAD 8.5  CTI OS Server 8.5(1) 8.0(x) 7.5	8.5(1) 8.0(x) 7.5	8.0(x)	4.3(2)	CRM for Siebel 8.0(x)  CRM for PeopleSoft 7.5(2) 1.1 (2)  CRM for Salesforce 7.5(2) 1.1 (2)  CRM for Microsoft Dynamics CRM 7.5(2) 1.1 (2)	8.5(1) 8.0(x) 1.0(2)	8.5(1)	8.5(1)	8.5(1)

## Unified CCE 8.5(x) Product Sets (continued)

Unified CM	IVR [IP-IVR and CVP (formerly ISN)]	PG/CAD/ CTI OS Server	CTI OS Desktop	CUIC	Unified EIM/WIM	CRM	RSM	CCMP	Cisco MediaSense	Cisco SocialMiner
8.0(x)	IP IVR 8.5(1) 8.0(x)  CVP 8.5(1) 8.0(x)	PG 8.5(1) 8.0(x) 7.5  CAD 8.5  CTI OS Server 8.5(1) 8.0(x) 7.5	8.5(1) 8.0(x) 7.5	8.0(x)	4.3(2)	CRM for Siebel 8.0(x)  CRM for PeopleSoft 7.5(2) 1.1 (2)  CRM for Salesforce 7.5(2) 1.1 (2)  CRM for Microsoft Dynamics CRM 7.5(2) 1.1 (2)	8.5(1) 8.0(x) 1.0(2)	8.5(1)		
7.1(5)	IP IVR 8.5(1) 8.0(x)  CVP 8.5(1) 8.0(x)	PG 8.5(1) 8.0(x) 7.5  CAD 8.5  CTI OS Server 8.5(1) 8.0(x) 7.5	8.5(1) 8.0(x) 7.5	8.0(x)	4.3(2)	CRM for Siebel 8.0(x)  CRM for PeopleSoft 7.5(2) 1.1 (2)  CRM for Salesforce 7.5(2) 1.1 (2)  CRM for Microsoft Dynamics CRM 7.5(2) 1.1 (2)	8.5(1) 8.0(x) 1.0(2)	8.5(1)		

### IP Phone support

IP Phone	Supported (Y/N)	Notes
99xx series	Y	9951 and 9971 are supported.
89xx series	Y	8961 is supported.
69xx series	Y	6921, 6941, 6961 are supported.
797x	Y	7970 model is not supported with Unified CM based Silent Monitor or RSM.
796x	Y	7960 model is not supported with Unified CM based Silent Monitor or RSM.
794x	Y	7940 model is not supported with Unified CM based Silent Monitor or RSM.
793x	N	
792x	Y	
791x	Y	7910, 7911, and 7912 are supported with Unified CCE 8.0 (1). 79xx series are not supported by Unified CCE based Silent monitor or RSM.

IP Phone	Supported (Y/N)	Notes
IP Communicator	Y	Versions 7.0 and 8.0 are supported.

#### Agent Greeting /Whisper Announcement IP Phone support

IP Phone	Notes
69xx series	6921, 6941, 6961 are supported.
794x	7941, 7942 are supported.
796x	7961, 7962 are supported.

#### Unified CCE 8.0(x) Exceptions:

- Unified CCE 8.0(2) or later is **REQUIRED** for deployments integrated with **Genesys Cisco T-Server**
- Unified CCE 8.0 (1) Central Controller supports PGs running at the following versions for backwards compatibility: 7.1(x), 7.2(x), 7.5(x)
- Multi-line Agent Feature is supported only with Unified CM 7.1(3) and later
- Outbound Option SIP Dialer:**
  - Requires Cisco Unified SIP Proxy Version 1.4.1or later
  - Supports only IOS Release 15.1(1)T
  - Requires either a 2800 series gateway/3800 series gateway/5400 series gateway/5350 series gateway
  - Requires a PVDM2 DSP card
- Unified CM:**
  - Unified CM 8.0 (1) is only supported with an Unified CCE 8.0(1) Peripheral Gateway (PG)
  - Unified CM features Join/Transfer Across Lines are supported only with Unified CM 7.1(3) and later
- CTI OS:**
  - The Client version must be at the same version of CTI OS Server or earlier
  - The CTI OS Server and the PG must be in the same MR version.
- Unified CVP:** For required IOS versions for Gateways and Gatekeepers, see the [Hardware and System Software Specification for Cisco Unified Customer Voice Portal](#).
- Unified Expert Advisor requires:**
  - Unified CCE 7.2(3) or Unified CCE 7.5(5) or Unified CCE 8.0(1)
  - Cisco Unified Personal Communicator 7.0 **OR** Microsoft Office Communicator Server (and client) 2007 R2
  - Cisco Unified Presence Sever 7.0(4) or Cisco Unified Presence Sever 8.0(2)
  - CVP is optional, but only 7.0(2) is supported with Expert Advisor 7.6(1)

## Unified CCE 8.0(x) Product Sets

Unified CM	IVR [IP-IVR and CVP (formerly ISN)]	PG/CAD/CTIOS Server	CTI OS Desktop	CUIC	Unified EIM/WIM	CRM	RSM	CCMP
8.0(3)	IP IVR 8.0(x)  CVP 8.0(1)	8.0(x)	8.0(x) 7.5(x) 7.2(x) 7.1(x) 7.0(x)	8.0(x)	4.3(2) 4.3(1)	CRM for Siebel 8.0(x)  CRM for PeopleSoft 1.1 (2)  CRM for Salesforce 1.1 (2)  CRM for Microsoft Dynamics CRM 1.1 (2)  CRM for SAP 1.0(2)	8.0	8.5(1) 8.0(x)
8.0(2)	IP IVR 8.0(x)  CVP 8.0(1)	8.0(x)	8.0(x) 7.5(x) 7.2(x) 7.1(x) 7.0(x)	8.0(x)	4.3(2) 4.3(1)	CRM for Siebel 8.0(x)  CRM for PeopleSoft 1.1 (2)  CRM for Salesforce 1.1 (2)  CRM for Microsoft Dynamics CRM 1.1 (2)  CRM for SAP 1.0(2)	8.0	8.5(1) 8.0(x)
8.0(1)	IP IVR 8.0(x)  CVP 8.0(1)	8.0(x)	8.0(x) 7.5(x) 7.2(x) 7.1(x) 7.0(x)	8.0(x)	4.3(2) 4.3(1)	CRM for Siebel 8.0(x)  CRM for PeopleSoft 1.1 (2)  CRM for Salesforce 1.1 (2)  CRM for Microsoft Dynamics CRM 1.1 (2)  CRM for SAP 1.0(2)	8.0	8.5(1) 8.0(x)

## Unified CCE 8.0(x) Product Sets (continued)

Unified CM	IVR [IP-IVR and CVP (formerly ISN)]	PG/CAD/CTIOS Server	CTI OS Desktop	CUIC	Unified EIM/WIM	CRM	RSM	CCMP
7.1(5)	IP IVR 8.0(x) 7.0(x)  CVP 8.0(1) 7.0(2) 4.1(1)	8.0(x)	8.0(x) 7.5(x) 7.2(x) 7.1(x) 7.0(x)	8.0(x)	4.3(2) 4.3(1)	CRM for Siebel 8.0(x)  CRM for PeopleSoft 1.1 (2)  CRM for Salesforce 1.1 (2)  CRM for Microsoft Dynamics CRM 1.1 (2)  CRM for SAP 1.0(1)	8.0	8.5(1) 8.0(x)
7.1(3)	IP IVR 8.0(x) 7.0(x)  CVP 8.0(1) 7.0(2) 4.1(1)	8.0(x)	8.0(x) 7.5(x) 7.2(x) 7.1(x) 7.0(x)	8.0(x)	4.3(2) 4.3(1)	CRM for Siebel 8.0(x)  CRM for PeopleSoft 1.1 (2)  CRM for Salesforce 1.1 (2)  CRM for Microsoft Dynamics CRM 1.1 (2)  CRM for SAP 1.0(1)	8.0	8.5(1) 8.0(x)
7.1(2)	IP IVR 7.0(x)  CVP 8.0(1) 7.0(2) 4.1(1)	8.0(x)	8.0(x) 7.5(x) 7.2(x) 7.1(x) 7.0(x)	8.0(x)	4.3(2) 4.3(1)	CRM for Siebel 8.0(1)  CRM for PeopleSoft 1.1 (2)  CRM for Salesforce 1.1 (2)  CRM for Microsoft Dynamics CRM 1.1 (2)  CRM for SAP 1.0(1)	8.0	8.5(1) 8.0(x)

## IP Phone Support

IP Phone	Supported (Y/N)	Notes
99xx series	Y	9951 and 9971 are supported.
89xx series	Y	8961 is supported.
69xx series	Y	6921, 6941, 6961 are supported. 69xx phones are supported only with a single line configuration with Unified CM 7.1(2,) and are supported with multiple lines with Unified CM 7.1(3) and above.
797x	Y	7970 model is not supported with Unified CM based Silent Monitor or RSM.
796x	Y	7960 model is not supported with Unified CM based Silent Monitor or RSM.
794x	Y	7940 model is not supported with Unified CM based Silent Monitor or RSM.
793x	N	
792x	Y	To use the Cisco Wireless IP Phone 792x as an agent phone and as a Cisco IP Phone Agent, consult and follow the Cisco Wireless IP Phone 792x Design and Deployment Guide to ensure proper operation. It is available at: <a href="http://www.cisco.com/go/srmd">http://www.cisco.com/go/srmd</a>
791x	Y	7910, 7911, and 7912 are supported with Unified CCE 8.0 (1). 791x series are not supported by Unified CCE based Silent monitor or RSM. 7910 and 7912 IP phones do not support the Desktop Silent Monitor feature. The 7910 SW phone <i>does</i> support this feature.
IP Communicator	Y	Versions 7.0 and 8.0 are supported.



**Unified CCE 7.5(x) Notes:**

1. There is no IP Queue Manager for CRS 4.5(2) (IP IVR)
2. **RSM** is supported with CVP 7.0(x), CVP 4.1(x), IP IVR 5.0(x) and IPIVR 7.0(x)
3. For compatibility between Unified CCE 7.5 (x) and CAD Desktop and Server see, [“CAD Compatibility” on page 14.](#)
4. **Unified Expert Advisor** requires:
  - Unified CCE 7.2(3) or CCE 7.5(5)
  - Cisco Unified Personal Communicator 7.0 **OR** Microsoft Office Communicator Server (and client) 2007 R2
  - Cisco Unified Presence Sever 8.0
  - CVP is optional, but only 7.0(2) is supported with Expert Advisor 7.6(1)
5. **Unified E-Mail and Web Interaction Manager (Unified EIM/WIM):**
  - EIM 4.3(1) only integrates with Unified CCE 7.5(6), or later MRs
  - WIM 4.3(1) only integrates with Unified CCE 7.5(6), or later MRs

Unified CCE 7.5(x) Product Sets									
Unified CM	IVR [IP-IVR and CVP (formerly ISN)]	CAD/CTI OS Server	CTI OS Desktop	CUIC	Unified EIM/WIM	CRM	RSM	CCMP	IP Phones
7.1(5)	IP IVR 8.0(x) 7.0(1) SR 5  CVP 8.0(1) 7.0(2) 4.1(1)	7.6(x) 7.5(x)	7.5(x) 7.2(x) 7.1(x) 7.0(x)	7.5(x)	4.3(2) (Unified CCE 7.5(7) and later) 4.3(1)	CRM for Siebel 8.0(x)  CRM for PeopleSoft 1.1 (2)  CRM for Salesforce 1.1 (2)  CRM for Microsoft Dynamics CRM 1.1 (2)  CRM for SAP 1.0(1)	8.0	8.5(1) 8.0(x) 7.5(x)	69XX-RT, 79XX-TNP, 8961, 9951, 9971 (9.0(0) FW), 9971 (9.0(1) FW) 7970/71/75 7960/61/62/65 7940/41/42/45 792x 7912 7911 7910 IP Communicator 7.0
7.1(3)	IP IVR 8.0(x) 7.0(1) SR4/ 5  CVP 8.0(1) 7.0(2) 4.1(1)	7.6(x) 7.5(x)	7.5(x) 7.2(x) 7.1(x) 7.0 6.0	7.5(x)	4.3(2) (Unified CCE 7.5(7) and later) 4.3(1)	CRM for Siebel 7.2(1)  CRM for PeopleSoft 1.0(1)  CRM for Salesforce 1.0(1)  CRM for Microsoft Dynamics CRM 1.0(1)  CRM for SAP 1.0(2)	1.0(2)	8.5(1) 8.0(x) 7.5(x)	69XX-RT, 79XX-TNP, 8961, 9951, 9971 (9.0(0) FW), 9971 (9.0(1) FW) 7970/71/75 7960/61/62/65 7940/41/42/45 792x 7912 7911 7910 IP Communicator 7.0

## Unified CCE 7.5(x) Product Sets (continued)

Unified CM	IVR [IP-IVR and CVP (formerly ISN)]	CAD/CTI OS Server	CTI OS Desktop	CUIC	Unified EIM/WIM	CRM	RSM	CCMP	IP Phones
7.1(2)	CVP 8.0(1) 7.0(2) 4.1(1)	7.6(x) 7.5(x)	7.5(x) 7.2(x) 7.1(x) 7.0 6.0	7.5(x)	4.3(2) (Unified CCE 7.5(7) and later) 4.3(1)	CRM for Siebel 7.2(1)  CRM for PeopleSoft 1.0(1)  CRM for Salesforce 1.0(1)  CRM for Microsoft Dynamics CRM1.0(1)  CRM for SAP 1.0(2)	1.0(2)	8.5(1) 8.0(x) 7.5(x)	7970/71/75 7960/61/62/65 7940/41/42/45 792x 7912 7911 7910 IP Communicator 7.0
7.0(2)	IP IVR 7.0(1)  CVP 7.0(2) 4.1(1)	7.6(x) 7.5(x)	7.5(x) 7.2(x) 7.1(x) 7.0 6.0	7.5(x)	4.3(2) (Unified CCE 7.5(7) and later) 4.3(1)	CRM for Siebel 7.2(1)  CRM for PeopleSoft 1.1  CRM for Salesforce 1.1  CRM for Microsoft Dynamics CRM 1.1  CRM for SAP 1.0(2)	1.0(2)	8.5(1) 8.0(x) 7.5(x)	7970/71/75 7960/61/62/65 7940/41/42/45 792x 7912 7911 7910 IP Communicator 7.0
7.0(1)	IP IVR 7.0(1)  CVP 7.0(2) 4.1(1)	7.6(x) 7.5(x)	7.5(x) 7.2(x) 7.1(x) 7.0 6.0	7.5(x)	4.3(2) (Unified CCE 7.5(7) and later) 4.3(1)	CRM for Siebel 7.2(1)  CRM for PeopleSoft 1.1  CRM for Salesforce 1.1  CRM for Microsoft Dynamics CRM 1.1  CRM for SAP 1.0(2)	1.0(2)	8.5(1) 8.0(x) 7.5(x)	7970/71/75 7960/61/62/65 7940/41/42/45 792x 7912 7911 7910 IP Communicator 7.0

## Unified CCE 7.5(x) Product Sets (continued)

Unified CM	IVR [IP-IVR and CVP (formerly ISN)]	CAD/CTI OS Server	CTI OS Desktop	CUIC	Unified EIM/WIM	CRM	RSM	CCMP	IP Phones
6.1	IP IVR 7.0(1) 5.0(2) 5.0(1) CVP 7.0(2) 4.1(1) 4.0(2)	7.6(x) 7.5(x)	7.5(x) 7.2(x) 7.1(x) 7.0 6.0	7.5(x)	4.3(2) (Unified CCE 7.5(7) and later) 4.3(1)	CRM for Siebel 7.2(1)  CRM for PeopleSoft 1.1  CRM for Salesforce 1.1  CRM for Microsoft Dynamics CRM 1.1  CRM for SAP 1.0(2)	1.0(2)	8.5(1) 8.0(x) 7.5(x)	7970/71/75 7960/61/62/65 7940/41/42/45 792x 7912 7911 7910 IP Communicator 7.0, 2.1(3), 2.1(2), 2.1(1)
6.0	IP IVR 5.0(2) 5.0(1) CVP 4.1(1) 4.0(2)	7.6(x) 7.5(x)	7.5(x) 7.2(x) 7.1(x) 7.0 6.0	7.5(x)	4.3(2) (Unified CCE 7.5(7) and later) 4.3(1)	CRM for Siebel 7.2(1)  CRM for PeopleSoft 1.1  CRM for Salesforce 1.1  CRM for Microsoft Dynamics CRM 1.1  CRM for SAP 1.0(2)		8.5(1) 8.0(x) 7.5(x)	7970/71/75 7960/61/62/65 7940/41/42/45 792x 7912 7911 7910 IP Communicator 7.0, 2.1(3), 2.1(2), 2.1(1)
5.1(3)	IP IVR 5.0(2) 5.0(1) 4.5(2) CVP 4.1(1) 4.0(2)	7.6(x) 7.5(x)	7.5(x) 7.2(x) 7.1(x) 7.0 6.0	7.5(x)	4.3(2) (Unified CCE 7.5(7) and later) 4.3(1)	CRM for Siebel 7.2(1)  CRM for PeopleSoft 1.1  CRM for Salesforce 1.1  CRM for Microsoft Dynamics CRM 1.1  CRM for SAP 1.0(2)		8.5(1) 8.0(x) 7.5(x)	7970/71/75 7960/61/62/65 7940/41/42/45 792x 7912 7911 7910 IP Communicator 7.0, 2.1(3), 2.1(2), 2.1(1)

## Unified CCE 7.5(x) Product Sets (continued)

Unified CM	IVR [IP-IVR and CVP (formerly ISN)]	CAD/CTI OS Server	CTI OS Desktop	CUIC	Unified EIM/WIM	CRM	RSM	CCMP	IP Phones
5.1(2)	IP IVR 5.0(2) 5.0(1) 4.5(2) CVP 4.1(1) 4.0(2) 3.1(0)	7.6(x) 7.5(x)	7.5(x) 7.2(x) 7.1(x) 7.0 6.0	7.5(x)	4.3(2) (Unified CCE 7.5(7) and later) 4.3(1)	CRM for Siebel 7.2(1)  CRM for PeopleSoft 1.1  CRM for Salesforce 1.1  CRM for Microsoft Dynamics CRM 1.1  CRM for SAP 1.0(2)		8.5(1) 8.0(x) 7.5(x)	7970/71/75 7960/61/62/65 7940/41/42/45 792x 7912 7911 7910 IP Communicator 7.0, 2.1(3), 2.1(2), 2.1(1)
5.1(1b)	IP IVR 5.0(2) 5.0(1) 4.5(2) CVP 4.1(1) 4.0(2) 3.1(0)	7.6(x) 7.5(x)	7.5(x) 7.2(x) 7.1(x) 7.0 6.0	7.5(x)	4.3(2) (Unified CCE 7.5(7) and later) 4.3(1)	CRM for Siebel 7.2(1)  CRM for PeopleSoft 1.1  CRM for Salesforce 1.1  CRM for Microsoft Dynamics CRM 1.1  CRM for SAP 1.0(2)		8.5(1) 8.0(x) 7.5(x)	7970/71/75 7960/61/62/65 7940/41/42/45 792x 7912 7911 7910 IP Communicator 7.0, 2.1(3), 2.1(2), 2.1(1)
5.0(4)	IP IVR 5.0(2) 5.0(1) 4.5(2) CVP 4.0(2)	7.6(x) 7.5(x)	7.5(x) 7.2(x) 7.1(x) 7.0 6.0	7.5(x)	4.3(2) (Unified CCE 7.5(7) and later) 4.3(1)	CRM for Siebel 7.2(1)  CRM for PeopleSoft 1.1  CRM for Salesforce 1.1  CRM for Microsoft Dynamics CRM 1.1  CRM for SAP 1.0(2)		8.5(1) 8.0(x) 7.5(x)	7970/71/75 7960/61/62/65 7940/41/42/45 792x 7912 7911 7910 IP Communicator 7.0, 2.1(3), 2.1(2), 2.1(1), 2.0(2), 2.0(1)

## Unified CCE 7.5(x) Product Sets (continued)

Unified CM	IVR [IP-IVR and CVP (formerly ISN)]	CAD/CTI OS Server	CTI OS Desktop	CUIC	Unified EIM/WIM	CRM	RSM	CCMP	IP Phones
5.0(3)	IP IVR 4.5(2)	7.6(x) 7.5(x)	7.5(x) 7.2(x) 7.1(x) 7.0 6.0	7.5(x)	4.3(2) (Unified CCE 7.5(7) and later) 4.3(1)	CRM for Siebel 7.2(1)  CRM for PeopleSoft 1.1  CRM for Salesforce 1.1  CRM for Microsoft Dynamics CRM 1.1  CRM for SAP 1.0(2)		8.5(1) 8.0(x) 7.5(x)	7970/71/75 7960/61/62/65 7940/41/42/45 792x 7912 7911 7910 IP Communicator 7.0, 2.1(3), 2.1(2), 2.0(2), 2.0(1)
5.0(2)	IP IVR 4.5(2)	7.6(x) 7.5(x)	7.5(x) 7.2(x) 7.1(x) 7.0 6.0	7.5(x)	4.3(2) (Unified CCE 7.5(7) and later) 4.3(1)	CRM for Siebel 7.2(1)  CRM for PeopleSoft 1.1  CRM for Salesforce 1.1  CRM for Microsoft Dynamics CRM 1.1  CRM for SAP 1.0(2)		8.5(1) 8.0(x) 7.5(x)	7970/71/75 7960/61/62/65 7940/41/42/45 792x 7912 7911 7910 IP Communicator 7.0, 2.1(3), 2.1(2), 2.0(2), 2.0(1)
4.3(2)	IP IVR 6.0(1) 4.1(1)	7.6(x) 7.5(x)	7.5(x) 7.2(x) 7.1(x) 7.0 6.0	7.5(x)	4.3(2) (Unified CCE 7.5(7) and later) 4.3(1)	CRM for Siebel 7.2(1)  CRM for PeopleSoft 1.1  CRM for Salesforce 1.1  CRM for Microsoft Dynamics CRM 1.1  CRM for SAP 1.0(2)		8.5(1) 8.0(x) 7.5(x)	7970/71/75 7960/61/62/65 7940/41/42/45 792x 7912 7911 7910 IP Communicator 7.0, 2.1(3), 2.1(2)

## Unified CCE 7.5(x) Product Sets (continued)

Unified CM	IVR [IP-IVR and CVP (formerly ISN)]	CAD/CTI OS Server	CTI OS Desktop	CUIC	Unified EIM/WIM	CRM	RSM	CCMP	IP Phones
4.2(3)	IP IVR 4.0(5a) 4.0(4) 4.0(3) 3.5(4)  CVP 4.1.1 ES3 CVP 4.0(2)	7.6(x) 7.5(x)	7.5(x) 7.2(x) 7.1(x) 7.0 6.0	7.5(x)	4.3(2) (Unified CCE 7.5(7) and later)  4.3(1)	CRM for Siebel 7.2(1)  CRM for PeopleSoft 1.1  CRM for Salesforce 1.1  CRM for Microsoft Dynamics CRM 1.1  CRM for SAP 1.0(2)		8.5(1) 8.0(x) 7.5(x)	7970/71/75 7960/61/62/65 7940/41/42/45 792x 7912 7911 7910 IP Communicator 2.1(3), 2.1(2), 2.1(1)
4.2(1)	IP IVR 4.0(5a) 4.0(4) 4.0(3) 3.5(4)  CVP 4.0(2)	7.6(x) 7.5(x)	7.5(x) 7.2(x) 7.1(x) 7.0 6.0	7.5(x)	4.3(2) (Unified CCE 7.5(7) and later)  4.3(1)	CRM for Siebel 7.2(1)  CRM for PeopleSoft 1.1  CRM for Salesforce 1.1  CRM for Microsoft Dynamics CRM 1.1  CRM for SAP 1.0(2)		8.5(1) 8.0(x) 7.5(x)	7970/71/75 7960/61/62/65 7940/41/42/45 792x 7912 7911 7910 IP Communicator 2.1(3), 2.1(2)

### CAD Compatibility

Unified CCE/PG	CTI OS Server	CAD Desktop and Server
7.5(1)	7.5(1)	7.6(1), 7.5(1)
7.5(2)	7.5(2)	7.6(1), 7.5(1)
7.5(3)	7.5(3)	7.6(1), 7.5(3)
7.5(4)	7.5(4)	7.6(1), 7.5(3)
7.5(5)	7.5(5)	7.6(1), 7.5(8), 7.5(6), 7.5(5)
7.5(6)	7.5(6)	7.6(1), 7.5(8), 7.5(6)
7.5(7)	7.5(6)	7.6(1), 7.5(8)
7.5(8)	7.5(8)	7.6(1), 7.5(8), 7.5(6)
7.5(9)	7.5(9)	7.6(1), 7.5(8)

**Note:** CAD is not backward compatible. The CAD desktop and server must be the same version.

**Unified CCE 7.2(x) Notes:**

1. Unified CVP 7.0(1) requires Unified CCE 7.2(3) or greater
2. Unified EIM/WIM 4.2(x) requires Unified CCE 7.2(2) up to 7.2(7)
3. Unified EIM/WIM 4.3(1) requires Unified CCE 7.2(7)
4. Although the Unified EIM/WIM platform provides for integration, only EIM features are integrated in the 4.2(1), 4.2(2), 4.2(3), 4.2(4), and 4.2(5)A releases.
5. There is no IP Queue Manager for CRS 4.5(2) (IP IVR)
6. RSM is supported with CVP 7.0(x), CVP 4.1(x), IP IVR 5.0(x) and IPIVR 7.0(x)
7. **CRM Connector SAP 1.0(1):**
  - SAP Integrated Communications Interface (ICI) 3.0, which is included in the following Netweaver releases
  - SAP NetWeaver Application Server 6.20 SP7 or higher (for SAP CRM 4.0), 6.30, 2004 (for SAP CRM 5.x, 2006), 7.0 (for SAP CRM 2007)
  - SAP ICI Free Seating feature is required
  - Requires Windows 2003
8. **CRM Connector SAP 1.0(2):**
  - SAP Integrated Communications Interface (ICI-CTI) 3.05, 3.06
  - SAP CRM 7.0 (based on Netweaver 7.0 Enhancement Package 1), SAP CRM 2007 (also called SAP CRM 6.0, based on Netweaver 7.0), SAP CRM 2006s (also called SAP CRM 5.1/5.2, based on Netweaver 2004s-SAP Web Application Server / SAP Basis 6.40), SAP CRM 4.0 (enhanced with a so-called Service Industry Add On under the name CRM 2004, based on a pre-Netweaver Basis release 6.20)
  - SAP ICI Free Seating feature is required
  - Requires Windows 2003

Unified CCE 7.2(x) Product Sets									
Unified CM	IVR [IP-IVR and CVP (formerly ISN)]	CAD/CTI OS Server	CTI OS Desktop	CUIC	Unified EIM/WIM Integrated E-Mail and Web Option	CRM	RSM	CCMP	IP Phones
6.1	IP IVR 7.0(1) 5.0(2) 5.0(1)  CVP 7.0(2) 4.1(1) 4.0(2)	7.2(x)	7.2(x) 7.1(x) 7.0 6.0 5.1	7.5(x)	Unified EIM/WIM 4.3(2) (Unified CCE 7.2(7) and later) 4.3(1) 4.2(5) A 4.2(4) 4.2(3) 4.2(2) 4.2(1)  E-Mail Manager Option 5.0  Web Collaboration Option 5.0	CRM for Siebel 7.2(1)  CRM for PeopleSoft 1.1  CRM for Salesforce 1.1  CRM for Microsoft Dynamics CRM 1.1  CRM for SAP 1.0(2) 1.0(1)	1.0(2)	7.5 7.2	7970/71/75 7960/61/62/65 7940/41/42/45 792x 7912 7911 7910 IP Communicator 2.1(3), 2.1(2), 2.1(1)

## Unified CCE 7.2(x) Product Sets (continued)

Unified CM	IVR [IP-IVR and CVP (formerly ISN)]	CAD/CTI OS Server	CTI OS Desktop	CUIC	Unified EIM/WIM Integrated E-Mail and Web Option	CRM	RSM	CCMP	IP Phones
6.0	IP IVR 7.0(1) 5.0(2) 5.0(1) CVP 4.1(1) 4.0(2)	7.2(x)	7.2(x) 7.1(x) 7.0 6.0 5.1	7.5(x)	Unified EIM/WIM 4.3(2) (Unified CCE 7.2(7) and later) 4.3(1) 4.2(5) A 4.2(4) 4.2(3) 4.2(2) 4.2(1) E-Mail Manager Option 5.0 Web Collaboration Option 5.0	CRM for Siebel 7.2(1)  CRM for PeopleSoft 1.1  CRM for Salesforce 1.1  CRM for Microsoft Dynamics CRM 1.1  CRM for SAP 1.0(2) 1.0(1)		7.5 7.2	7970/71/75 7960/61/62/65 7940/41/42/45 792x 7912 7911 7910 IP Communicator 2.1(3), 2.1(2), 2.1(1)
5.1(3)	IP IVR 5.0(2) 5.0(1) 4.5(2) CVP 4.1(1) 4.0(2)	7.2(x)	7.2(x) 7.1(x) 7.0 6.0 5.1	7.5(x)	Unified EIM/WIM 4.3(2) (Unified CCE 7.2(7) and later) 4.3(1) 4.2(5) A 4.2(4) 4.2(3) 4.2(2) 4.2(1) E-Mail Manager Option 5.0 Web Collaboration Option 5.0	CRM for Siebel 7.2(1)  CRM for PeopleSoft 1.1  CRM for Salesforce 1.1  CRM for Microsoft Dynamics CRM 1.1  CRM for SAP 1.0(2) 1.0(1)		7.5 7.2	7970/71/75 7960/61/62/65 7940/41/42/45 792x 7912 7911 7910 IP Communicator 2.1(3), 2.1(2), 2.1(1)
5.1(2)	IP IVR 5.0(2) 5.0(1) 4.5(2) CVP 4.1(1) 4.0(2) 3.1(0)	7.2(x)	7.2(x) 7.1(x) 7.0 6.0 5.1	7.5(x)	Unified EIM/WIM 4.3(2) (Unified CCE 7.2(7) and later) 4.3(1) 4.2(5) A 4.2(4) 4.2(3) 4.2(2) 4.2(1) E-Mail Manager Option 5.0 Web Collaboration Option 5.0	CRM for Siebel 7.2(1)  CRM for PeopleSoft 1.1  CRM for Salesforce 1.1  CRM for Microsoft Dynamics CRM 1.1  CRM for SAP 1.0(2) 1.0(1)		7.5 7.2	7970/71/75 7960/61/62/65 7940/41/42/45 792x 7912 7911 7910 IP Communicator 2.1(3), 2.1(2), 2.1(1)



## Unified CCE 7.2(x) Product Sets (continued)

Unified CM	IVR [IP-IVR and CVP (formerly ISN)]	CAD/CTI OS Server	CTI OS Desktop	CUIC	Unified EIM/WIM Integrated E-Mail and Web Option	CRM	RSM	CCMP	IP Phones
5.1(1b)	IP IVR 5.0(2) 5.0(1) 4.5(2) CVP 4.1(1) 4.0(2) 3.1(0)	7.2(x)	7.2(x) 7.1(x) 7.0 6.0 5.1	7.5(x)	Unified EIM/WIM 4.3(2) (Unified CCE 7.2(7) and later) 4.3(1) 4.2(5) A 4.2(4) 4.2(3) 4.2(2) 4.2(1) E-Mail Manager Option 5.0 Web Collaboration Option 5.0	CRM for Siebel 7.2(1) CRM for PeopleSoft 1.1 CRM for Salesforce 1.1 CRM for Microsoft Dynamics CRM 1.1 CRM for SAP 1.0(2) 1.0(1)		7.5 7.2	7970/71/75 7960/61/62/65 7940/41/42/45 792x 7912 7911 7910 IP Communicator 2.1(3), 2.1(2), 2.1(1)
5.0(4)	IP IVR 4.5(2) CVP 4.0(2) 3.1(0)	7.2(x)	7.2(x) 7.1(x) 7.0 6.0 5.1	7.5(x)	Unified EIM/WIM 4.3(2) (Unified CCE 7.2(7) and later) 4.3(1) 4.2(5) A 4.2(4) 4.2(3) 4.2(2) 4.2(1) E-Mail Manager Option 5.0 Web Collaboration Option 5.0	CRM for Siebel 7.2(1) CRM for PeopleSoft 1.1 CRM for Salesforce 1.1 CRM for Microsoft Dynamics CRM 1.1 CRM for SAP 1.0(2) 1.0(1)		7.5 7.2	7970/71/75 7960/61/62/65 7940/41/42/45 792x 7912 7911 7910 IP Communicator 2.1(3), 2.1(2), 2.1(1), 2.0(1)
5.0(3)	IP IVR 4.5(2) CVP 3.1(0)	7.2(x)	7.2(x) 7.1(x) 7.0 6.0 5.1	7.5(x)	Unified EIM/WIM 4.3(2) (Unified CCE 7.2(7) and later) 4.3(1) 4.2(5) A 4.2(4) 4.2(3) 4.2(2) 4.2(1) E-Mail Manager Option 5.0 Web Collaboration Option 5.0	CRM for Siebel 7.2(1) CRM for PeopleSoft 1.1 CRM for Salesforce 1.1 CRM for Microsoft Dynamics CRM 1.1 CRM for SAP 1.0(2) 1.0(1)		7.5 7.2	7970/71/75 7960/61/62/65 7940/41/42/45 792x 7912 7911 7910 IP Communicator 2.1(3), 2.1(2), 2.0(1)

## Unified CCE 7.2(x) Product Sets (continued)

Unified CM	IVR [IP-IVR and CVP (formerly ISN)]	CAD/CTI OS Server	CTI OS Desktop	CUIC	Unified EIM/WIM Integrated E-Mail and Web Option	CRM	RSM	CCMP	IP Phones
5.0(2)	IP IVR 4.5(2) CVP 3.1 SR2	7.2(x)	7.2(x) 7.1(x) 7.0 6.0 5.1	7.5(x)	Unified EIM/WIM 4.3(2) (Unified CCE 7.2(7) and later) 4.3(1) 4.2(5) A 4.2(4) 4.2(3) 4.2(2) 4.2(1)  E-Mail Manager Option 5.0  Web Collaboration Option 5.0	CRM for Siebel 7.2(1)  CRM for PeopleSoft 1.1  CRM for Salesforce 1.1  CRM for Microsoft Dynamics CRM 1.1  CRM for SAP 1.0(2) 1.0(1)		7.5 7.2	7970/71/75 7960/61/62/65 7940/41/42/45 792x 7912 7911 7910 IP Communicator 2.1(3), 2.1(2), 2.0(1)
4.3(2)	IP IVR 6.0(1) 4.1(1)	7.2(x)	7.2(x) 7.1(x) 7.0 6.0 5.1	7.5(x)	Unified EIM/WIM 4.3(2) (Unified CCE 7.2(7) and later) 4.3(1) 4.2(5) A 4.2(4) 4.2(3) 4.2(2) 4.2(1)  E-Mail Manager Option 5.0  Web Collaboration Option 5.0	CRM for Siebel 7.2(1)  CRM for PeopleSoft 1.1  CRM for Salesforce 1.1  CRM for Microsoft Dynamics CRM 1.1  CRM for SAP 1.0(2) 1.0(1)		7.5 7.2	7970/71/75 7960/61/62/65 7940/41/42/45 792x 7912 7911 7910 IP Communicator 2.1(3), 2.1(2)
4.3(1)	IP IVR 6.0(1) 4.1(1) CVP 3.1(0)	7.2(x)	7.2(x) 7.1(x) 7.0 6.0 5.1	7.5(x)	Unified EIM/WIM 4.3(2) (Unified CCE 7.2(7) and later) 4.3(1) 4.2(5) A 4.2(4) 4.2(3) 4.2(2) 4.2(1)  E-Mail Manager Option 5.0  Web Collaboration Option 5.0	CRM for Siebel 7.2(1)  CRM for PeopleSoft 1.1  CRM for Salesforce 1.1  CRM for Microsoft Dynamics CRM 1.1  CRM for SAP 1.0(2) 1.0(1)		7.5 7.2	7970/71/75 7960/61/62/65 7940/41/42/45 792x 7912 7911 7910 IP Communicator 2.1(3), 2.1(2)

## Unified CCE 7.2(x) Product Sets (continued)

Unified CM	IVR [IP-IVR and CVP (formerly ISN)]	CAD/CTI OS Server	CTI OS Desktop	CUIC	Unified EIM/WIM Integrated E-Mail and Web Option	CRM	RSM	CCMP	IP Phones
4.2(3)	IP IVR 4.0(5a) 4.0(4) 4.0(3) 3.5(4)  CVP 4.1(1) 4.0(2) 3.1 SR2	7.2(x)	7.2(x) 7.1(x) 7.0 6.0 5.1	7.5(x)	Unified EIM/WIM  4.3(2) (Unified CCE 7.2(7) and later) 4.3(1) 4.2(5) A 4.2(4) 4.2(3) 4.2(2) 4.2(1)  E-Mail Manager Option 5.0  Web Collaboration Option 5.0	CRM for Siebel 7.2(1)  CRM for PeopleSoft 1.1  CRM for Salesforce 1.1  CRM for Microsoft Dynamics CRM 1.1  CRM for SAP 1.0(2) 1.0(1)		7.5 7.2	7970/71/75 7960/61/62/65 7940/41/42/45 792x 7912 7911 7910 IP Communicator 2.1(3), 2.1(2), 2.1(1)
4.2(1)	IP IVR 4.0(5a) 4.0(4) 4.0(3) 3.5(4)  CVP 4.0(2) 3.1(0)	7.2(x)	7.2(x) 7.1(x) 7.0 6.0 5.1	7.5(x)	Unified EIM/WIM  4.3(2) (Unified CCE 7.2(7) and later) 4.3(1) 4.2(5) A 4.2(4) 4.2(3) 4.2(2) 4.2(1)  E-Mail Manager Option 5.0  Web Collaboration Option 5.0	CRM for Siebel 7.2(1)  CRM for PeopleSoft 1.1  CRM for Salesforce 1.1  CRM for Microsoft Dynamics CRM 1.1  CRM for SAP 1.0(2) 1.0(1)		7.5 7.2	7970/71/75 7960/61/62/65 7940/41/42/45 792x 7912 7911 7910 IP Communicator 2.1(3), 2.1(2)
4.1(3)	IP IVR 4.0(x) 3.5(4) 3.5(3) 3.5(2)  CVP 4.0(2) 3.1(0) 3.0(0)	7.2(x)	7.2(x) 7.1(x) 7.0 6.0 5.1	7.5(x)	Unified EIM/WIM  4.3(2) (Unified CCE 7.2(7) and later) 4.3(1) 4.2(5) A 4.2(4) 4.2(3) 4.2(2) 4.2(1)  E-Mail Manager Option 5.0  Web Collaboration Option 5.0	CRM for Siebel 7.2(1)  CRM for PeopleSoft 1.1  CRM for Salesforce 1.1  CRM for Microsoft Dynamics CRM 1.1  CRM for SAP 1.0(2) 1.0(1)		7.5 7.2	7970/71/75 7960/61/62/65 7940/41/42/45 792x 7912 7911 7910 IP Communicator 2.1(1), 2.0(1), 1.1(5)

## Unified CCE 7.2(x) Product Sets (continued)

Unified CM	IVR [IP-IVR and CVP (formerly ISN)]	CAD/CTI OS Server	CTI OS Desktop	CUIC	Unified EIM/WIM Integrated E-Mail and Web Option	CRM	RSM	CCMP	IP Phones
4.0(2)	IP IVR 4.0(3) 3.5(4) 3.5(3) 3.5(2) CVP 3.1(0) SR 1 3.0(0)	7.2(x)	7.2(x) 7.1(x) 7.0 6.0 5.1	7.5(x)	Unified EIM/WIM 4.3(2) (Unified CCE 7.2(7) and later) 4.3(1) 4.2(5) A 4.2(4) 4.2(3) 4.2(2) 4.2(1) E-Mail Manager Option 5.0 Web Collaboration Option 5.0	CRM for Siebel 7.2(1) CRM for PeopleSoft 1.1 CRM for Salesforce 1.1 CRM for Microsoft Dynamics CRM 1.1 CRM for SAP 1.0(2) 1.0(1)		N/A	7970 7960 7940 7920 7912 7911 7910 IP Communicator 2.0(1), 1.1(5)

**Unified CCE 7.1(x) Notes:**

1. There is no IP Queue Manager for CRS 4.5(2) (IP IVR)
2. Unified EIM/WIM require Unified CCE 7.1(3) or greater MR
3. Although the Unified EIM/WIM platform provides for integration, only EIM features are integrated in the 4.2(1), 4.2(2), 4.2(3), 4.2(4), and 4.2(5)A releases.
4. CVP 3.1 SR1, CVP 3.1 SR2, CVP 4.0(2), and CVP 4.1(1), require Unified CCE 7.1(2) or greater
5. CTI-OS Client version 6 is not supported with System PG or System IPCC deployments

Unified CCE 7.1(x) Product Sets							
Unified CM	IVR [IP-IVR and CVP (formerly ISN)]	CAD/CTI OS Server	CTI OS Desktop	Unified EIM/WIM Integrated E-Mail and Web Option	CRM	CCMP	IP Phones
5.1(3)	IP IVR 5.0(2) 5.0(1) 4.5(2)  CVP 4.1(1) 4.0(2) 3.1 SR2	7.1(x)	7.1(x) 7.0 6.0	Unified EIM/WIM 4.2(5)A 4.2(4) 4.2(3) 4.2(2) 4.2(1)  E-Mail Manager Option 5.0  Web Collaboration Option 5.0	CRM for Siebel 7.2(1)  CRM for PeopleSoft 1.1  CRM for Salesforce 1.1  CRM for Microsoft Dynamics CRM 1.1  CRM for SAP 1.0(2)	7.5 7.2 7.1	7970/71 7960/61 7940/41 7920 7912 7911 7910 IP Communicator 2.1(3), 2.1(2), 2.1(1)
5.1(2)	IP IVR 5.0(2) 5.0(1) 4.5(2)  CVP 4.1(1) 4.0(2) 3.1 SR2	7.1(x)	7.1(x) 7.0 6.0	Unified EIM/WIM 4.2(5)A 4.2(4) 4.2(3) 4.2(2) 4.2(1)  E-Mail Manager Option 5.0  Web Collaboration Option 5.0	CRM for Siebel 7.2(1)  CRM for PeopleSoft 1.1  CRM for Salesforce 1.1  CRM for Microsoft Dynamics CRM 1.1  CRM for SAP 1.0(2)	7.5 7.2 7.1	7970/71 7960/61 7940/41 7920 7912 7911 7910 IP Communicator 2.1(3), 2.1(2), 2.1(1)

## Unified CCE 7.1(x) Product Sets (continued)

Unified CM	IVR [IP-IVR and CVP (formerly ISN)]	CAD/CTI OS Server	CTI OS Desktop	Unified EIM/WIM Integrated E-Mail and Web Option	CRM	CCMP	IP Phones
5.1(1b)	IP IVR 5.0(2) 5.0(1) 4.5(2) CVP 4.1(1) 4.0(2) 3.1 SR2	7.1(x)	7.1(x) 7.0 6.0	Unified EIM/WIM 4.2(5)A 4.2(4) 4.2(3) 4.2(2) 4.2(1) E-Mail Manager Option 5.0 Web Collaboration Option 5.0	CRM for Siebel 7.2(1)  CRM for PeopleSoft 1.1  CRM for Salesforce 1.1  CRM for Microsoft Dynamics CRM 1.1  CRM for SAP 1.0(2)	7.5 7.2 7.1	7970/71 7960/61 7940/41 7920 7912 7911 7910 IP Communicator 2.1(3), 2.1(2), 2.1(1)
5.0(4)	IP IVR 4.5(2) CVP 4.1(1) 4.0(2) 3.1 SR2	7.1(x)	7.1(x) 7.0 6.0	Unified EIM/WIM 4.2(5)A 4.2(4) 4.2(3) 4.2(2) 4.2(1) E-Mail Manager Option 5.0 Web Collaboration Option 5.0	CRM for Siebel 7.2(1)  CRM for PeopleSoft 1.1  CRM for Salesforce 1.1  CRM for Microsoft Dynamics CRM 1.1  CRM for SAP 1.0(2)	7.5 7.2 7.1	7970/71 7960/61 7940/41 7920 7912 7911 7910 IP Communicator 2.1(3), 2.1(2), 2.1(1), 2.0(1)
5.0(3)	IP IVR 4.5(2) CVP 3.1 SR2	7.1(x)	7.1(x) 7.0 6.0	Unified EIM/WIM 4.2(5)A 4.2(4) 4.2(3) 4.2(2) 4.2(1) E-Mail Manager Option 5.0 Web Collaboration Option 5.0	CRM for Siebel 7.2(1)  CRM for PeopleSoft 1.1  CRM for Salesforce 1.1  CRM for Microsoft Dynamics CRM 1.1  CRM for SAP 1.0(2)	7.5 7.2 7.1	7970/71 7960/61 7940/41 7920 7912 7911 7910 IP Communicator 2.1(3), 2.1(2), 2.0(1)

## Unified CCE 7.1(x) Product Sets (continued)

Unified CM	IVR [IP-IVR and CVP (formerly ISN)]	CAD/CTI OS Server	CTI OS Desktop	Unified EIM/WIM Integrated E-Mail and Web Option	CRM	CCMP	IP Phones
5.0(2)	IP IVR 4.5(2) CVP 3.1 SR2	7.1(x)	7.1(x) 7.0 6.0	Unified EIM/WIM 4.2(5)A 4.2(4) 4.2(3) 4.2(2) 4.2(1) E-Mail Manager Option 5.0 Web Collaboration Option 5.0	CRM for Siebel 7.2(1)  CRM for PeopleSoft 1.1  CRM for Salesforce 1.1  CRM for Microsoft Dynamics CRM 1.1  CRM for SAP 1.0(2)	7.5 7.2 7.1	7970/71 7960/61 7940/41 7920 7912 7911 7910 IP Communicator 2.1(3), 2.1(2), 2.0(1)
4.3(1)	IP IVR 6.0(1) 4.1(1) CVP 3.1 SR2	7.1(x)	7.1(x) 7.0 6.0	Unified EIM/WIM 4.2(5)A 4.2(4) 4.2(3) 4.2(2) 4.2(1) E-Mail Manager Option 5.0 Web Collaboration Option 5.0	CRM for Siebel 7.2(1)  CRM for PeopleSoft 1.1  CRM for Salesforce 1.1  CRM for Microsoft Dynamics CRM 1.1  CRM for SAP 1.0(2)	7.5 7.2 7.1	7970/71 7960/61 7940/41 7920 7912 7911 7910 IP Communicator 2.1(3), 2.1(2)
4.2(3)	IP IVR 4.0(5a) 4.0(4) 4.0(3) 3.5(4) CVP 4.1(1) 4.0(2) 3.1 SR2	7.1(x)	7.1(x) 7.0 6.0	Unified EIM/WIM 4.2(5)A 4.2(4) 4.2(3) 4.2(2) 4.2(1) E-Mail Manager Option 5.0 Web Collaboration Option 5.0	CRM for Siebel 7.2(1)  CRM for PeopleSoft 1.1  CRM for Salesforce 1.1  CRM for Microsoft Dynamics CRM 1.1  CRM for SAP 1.0(2)	7.5 7.2 7.1	7970/71 7960/61 7940/41 7920 7912 7911 7910 IP Communicator 2.1(3), 2.1(2), 2.1(1)

## Unified CCE 7.1(x) Product Sets (continued)

Unified CM	IVR [IP-IVR and CVP (formerly ISN)]	CAD/CTI OS Server	CTI OS Desktop	Unified EIM/WIM Integrated E-Mail and Web Option	CRM	CCMP	IP Phones
4.2(1)	IP IVR 4.0(5a) 4.0(4) 4.0(3) 3.5(4)  CVP 4.1(1) 4.0(2) 3.1 SR2	7.1(x)	7.1(x) 7.0 6.0	Unified EIM/WIM 4.2(5)A 4.2(4) 4.2(3) 4.2(2) 4.2(1)  E-Mail Manager Option 5.0  Web Collaboration Option 5.0	CRM for Siebel 7.2(1)  CRM for PeopleSoft 1.1  CRM for Salesforce 1.1  CRM for Microsoft Dynamics CRM 1.1  CRM for SAP 1.0(2)	7.5 7.2 7.1	7970/71 7960/61 7940/41 7920 7912 7911 7910 IP Communicator 2.1(3), 2.1(2)
4.1(3)	IP IVR 4.0(x) 3.5(4) 3.5(3) 3.5(2)  CVP 4.1(1) 4.0(2) 3.1 SR2 3.0(0)	7.1(x)	7.1(x) 7.0 6.0	Unified EIM/WIM 4.2(5)A 4.2(4) 4.2(3) 4.2(2) 4.2(1)  E-Mail Manager Option 5.0  Web Collaboration Option 5.0	CRM for Siebel 7.2(1)  CRM for PeopleSoft 1.1  CRM for Salesforce 1.1  CRM for Microsoft Dynamics CRM 1.1  CRM for SAP 1.0(2)	7.5 7.2 7.1	7970/71 7960/61 7940/41 7920 7912 7911 7910 IP Communicator 2.1(1), 2.0(1), 1.1(5)
4.0(2)	IP IVR 4.0(3) 3.5(4) 3.5(3) 3.5(2)  CVP 3.1 SR1 3.0(0)	7.1(x)	7.1(x) 7.0 6.0	Unified EIM/WIM 4.2(5)A 4.2(4) 4.2(3) 4.2(2) 4.2(1)  E-Mail Manager Option 5.0  Web Collaboration Option 5.0	CRM for Siebel 7.2(1)  CRM for PeopleSoft 1.1  CRM for Salesforce 1.1  CRM for Microsoft Dynamics CRM 1.1  CRM for SAP 1.0(2)	N/A	7970 7960 7940 7920 7912 7911 7910 IP Communicator



**Unified CCE 7.0(x) Notes:**

1. ICM 7.0(0) requires SR3 or greater for compatibility with Unified CM 5.x(x)
2. There is no IP Queue Manager for CRS (IP IVR) release 4.5(2)
3. Unified CM 4.2 requires CAD 7.0(1) or greater
4. **CVP:**
  - CVP 3.1 SR1 and CVP 3.1 SR2 require Unified CCE 7.0 SR3 or greater
  - CVP 4.0 and CVP 4.1(1) require ICM 7.0(4) or greater
  - CVP 4.x requires ICM 7.0 (4) or greater

Unified CCE 7.0(x) Product Sets						
Unified CM	IVR [IP-IVR and CVP (formerly ISN)]	CAD/CTI OS Server	CTI OS Desktop	Integrated E-Mail and Web Option	CRM	IP Phones
5.1(1b)	IP IVR 5.0(2) 5.0(1) 4.5(2)  CVP 3.1 SR2	7.0	7.0 6.0	E-Mail Manager Option 5.0  Web Collaboration Option 5.0	CRM for Siebel 7.2(1)  CRM for PeopleSoft 1.1  CRM for Salesforce 1.1  CRM for Microsoft Dynamics CRM 1.1  CRM for SAP 1.0(2)	7970/71 7960/61 7940/41 7920 7912 7911 7910 IP Communicator 2.1(3), 2.1(2), 2.1(1)
5.0(4)	IP IVR 4.5(2)  CVP 4.1(1) 4.0(2) 4.0(1) SR1 3.1 SR2	7.0	7.0 6.0	E-Mail Manager Option 5.0  Web Collaboration Option 5.0	CRM for Siebel 7.2(1)  CRM for PeopleSoft 1.1  CRM for Salesforce 1.1  CRM for Microsoft Dynamics CRM 1.1  CRM for SAP 1.0(2)	7970/71 7960/61 7940/41 7920 7912 7911 7910 IP Communicator 2.1(3), 2.1(2), 2.1(1), 2.0(1)
5.0(3)	IP IVR 4.5(2)  CVP 3.1 SR2	7.0	7.0 6.0	E-Mail Manager Option 5.0  Web Collaboration Option 5.0	CRM for Siebel 7.2(1)  CRM for PeopleSoft 1.1  CRM for Salesforce 1.1  CRM for Microsoft Dynamics CRM 1.1  CRM for SAP 1.0(2)	7970/71 7960/61 7940/41 7920 7912 7911 7910 IP Communicator 2.1(3), 2.1(2), 2.0(1)

## Unified CCE 7.0(x) Product Sets (continued)

Unified CM	IVR [IP-IVR and CVP (formerly ISN)]	CAD/CTI OS Server	CTI OS Desktop	Integrated E-Mail and Web Option	CRM	IP Phones
5.0(2)	IP IVR 4.5(2) CVP 3.1 SR2	7.0	7.0 6.0	E-Mail Manager Option 5.0  Web Collaboration Option 5.0	CRM for Siebel 7.2(1)  CRM for PeopleSoft 1.1  CRM for Salesforce 1.1  CRM for Microsoft Dynamics CRM 1.1  CRM for SAP 1.0(2)	7970/71 7960/61 7940/41 7920 7912 7911 7910 IP Communicator 2.1(3), 2.1(2), 2.0(1)
4.3(1)	IP IVR 6.0(1) IP IVR 4.1(1)  CVP 3.1(0)	7.0	7.0 6.0	E-Mail Manager Option 5.0  Web Collaboration Option 5.0	CRM for Siebel 7.2(1)  CRM for PeopleSoft 1.1  CRM for Salesforce 1.1  CRM for Microsoft Dynamics CRM 1.1  CRM for SAP 1.0(2)	7970/71 7960/61 7940/41 7920 7912 7911 7910 IP Communicator 2.1(3), 2.1(2)
4.2(3)	IP IVR 4.0(5a) 4.0(4) 4.0(3) 3.5(4)  CVP 4.1(1) 4.0(2) 4.0(1) SR1 3.1 SR2	7.0	7.0 6.0	E-Mail Manager Option 5.0  Web Collaboration Option 5.0	CRM for Siebel 7.2(1)  CRM for PeopleSoft 1.1  CRM for Salesforce 1.1  CRM for Microsoft Dynamics CRM 1.1  CRM for SAP 1.0(2)	7970/71 7960/61 7940/41 7920 7912 7911 7910 IP Communicator 2.1(3), 2.1(2), 2.1(1)
4.2(1)	IP IVR 4.0(5a) 4.0(4) 4.0(3) 3.5(4)  CVP 4.1(1) 4.0(2) 4.0(1) SR1 3.1 SR2	7.0	7.0 6.0	E-Mail Manager Option 5.0  Web Collaboration Option 5.0	CRM for Siebel 7.2(1)  CRM for PeopleSoft 1.1  CRM for Salesforce 1.1  CRM for Microsoft Dynamics CRM 1.1  CRM for SAP 1.0(2)	7970/71 7960/61 7940/41 7920 7912 7911 7910 IP Communicator 2.1(3), 2.1(2)

## Unified CCE 7.0(x) Product Sets (continued)

Unified CM	IVR [IP-IVR and CVP (formerly ISN)]	CAD/CTI OS Server	CTI OS Desktop	Integrated E-Mail and Web Option	CRM	IP Phones
4.1(3)	IP IVR 4.0(x) 3.5(4) 3.5(3) 3.5(2)  CVP 4.1(1) 4.0(2) 4.0(1) SR1 3.1 SR1 3.0 SR2	7.0	7.0 6.0	E-Mail Manager Option 5.0  Web Collaboration Option 5.0	CRM for Siebel 7.2(1)  CRM for PeopleSoft 1.1  CRM for Salesforce 1.1  CRM for Microsoft Dynamics CRM 1.1  CRM for SAP 1.0(2)	7970/71 7960/61 7940/41 7920 7912 7911 7910 IP Communicator 2.1(1), 2.0(1), 1.1(5)
4.0(2)	IP IVR 4.0(3) 3.5(4) 3.5(3) 3.5(2)  CVP 3.1 SR1 3.0(0)	7.0	7.0 6.0	E-Mail Manager Option 5.0  Web Collaboration Option 5.0	CRM for Siebel 7.2(1)  CRM for PeopleSoft 1.1  CRM for Salesforce 1.1  CRM for Microsoft Dynamics CRM 1.1  CRM for SAP 1.0(2)	7970 7960 7940 7920 7912 7911 7910 IP Communicator 2.0(1), 1.1(5)

**Unified CCE 6.0(x) Notes:**

1. Unified CM 3.3(4), Unified CM 3.3(5), Unified CM 4.2(1) and Unified CM 4.2(3) require ICM 6.0 SR1 or greater
2. Unified CM 4.0(2a) ES 15 or greater
3. CVP 3.0 and CVP 3.1 require ICM 6.0 SR1 or greater

<b>Unified CCE 6.0(x) Product Sets</b>					
<b>Unified CM</b>	<b>IVR [IP-IVR and CVP (formerly ISN)]</b>	<b>CAD/CTI OS Server</b>	<b>CTI OS Desktop</b>	<b>Integrated E-Mail, and Web Option</b>	<b>IP Phones</b>
4.2(3)	IP IVR 4.0(5a) 4.0(4) 4.0(3) 3.5(4)	6.0	6.0	E-Mail Manager Option 5.0  Web Collaboration Option 5.0	7970/71 7960/61 7940/41 7960 7940 7912 7911 7910 IP Communicator 2.1(3), 2.1(2), 2.1(1)
4.2(1)	IP IVR 4.0(5a) 4.0(4) 4.0(3) 3.5(4)	6.0	6.0	E-Mail Manager Option 5.0  Web Collaboration Option 5.0	7970/71 7960/61 7940/41 7960 7940 7912 7911 7910 IP Communicator 2.1(3), 2.1(2)
4.1(3)	IP IVR 4.0(x) 3.5(4) 3.5(3) 3.5(2)  CVP 3.1(0) 3.0 SR2	6.0	6.0	E-Mail Manager Option 5.0  Web Collaboration Option 5.0	7970/71 7960/61 7940/41 7960 7940 7912 7911 7910 IP Communicator 2.1(1), 2.0(1)
4.0(2)	IP IVR 3.5(x)  CVP 3.1 SR1 3.0 SR2  ISN2.1	6.0	6.0	E-Mail Manager Option 5.0  Web Collaboration Option 5.0	7970 7960 7940 7912 7911 7910 IP Communicator 2.0(2), 2.0(1), 1.1(5)
4.0(1)	IP IVR 3.5(x)  CVP 3.1(0) 3.0(0)SR2  ISN 2.1	6.0	6.0	E-Mail Manager Option 5.0  Web Collaboration Option 5.0	7970 7960 7940 7912 7911 7910 IP Communicator
3.3(5)	IP-IVR 3.1(3) 3.1(2)  CVP 3.1(0) 3.0(0)  ISN 2.1	6.0	6.0	E-Mail Manager Option 5.0  Web Collaboration Option 5.0	7970 7960 7940 7910 IP Communicator 2.0(1), 1.1(5)



## Unified CCE 6.0(x) Product Sets (continued)

Unified CM	IVR [IP-IVR and CVP (formerly ISN)]	CAD/CTI OS Server	CTI OS Desktop	Integrated E-Mail, and Web Option	IP Phones
3.3(4)	IP-IVR 3.1(3) 3.1(2) ISN 2.1	6.0	6.0	E-Mail Manager Option 5.0 Web Collaboration Option 5.0	7970 7960 7940 7910 IP Communicator 2.0(1), 1.1(5)
3.3(3)	IP-IVR 3.1(x)  ISN 2.1	6.0	6.0	E-Mail Manager Option 5.0 Web Collaboration Option 5.0	7970 7960 7940 7910 IP Communicator



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**Unified CCE 5.0(x) Notes:**

1. Unified CM 3.3(5) requires ICM 5.0(0) SR8 or greater
2. CVP 3.1 requires ICM 5.0(0) SR8 or greater

<b>Unified CCE 5.0(x) Product Sets</b>					
Unified CM	IVR [IP-IVR and CVP (formerly ISN)]	CAD/CTI OS Server	CTI OS Desktop	Integrated E-Mail, and Web Option	IP Phones
3.3(5)	IP-IVR 3.1(3) 3.1(2) CVP 3.1 SR1 ISN 2.1,	CAD 4.6  CTI OS 5.0 5.1	4.7	E-Mail Manager Option 5.0  Web Collaboration Option 5.0	7960 7940 7912 7911 7910 IP Communicator 2.0(1), 1.1(5)
3.3(4)	IP-IVR 3.1(3) 3.1(2)  ISN 2.1	CAD 4.6  CTI OS 5.0 5.1	4.7	E-Mail Manager Option 5.0  Web Collaboration Option 5.0	7960 7940 7912 7911 7910 IP Communicator 2.0(1), 1.1(5)
3.3(3)	IP IVR3.1(x)  ISN 2.1	CAD 4.6 4.4.1  CTI OS 5.0 5.1	4.7	E-Mail Manager Option 5.0  Web Collaboration Option 5.0	7960 7940 7912 7911 7910

**Unified CCE 4.6(2) Notes:**

1. Unified CM 3.3(5) requires ICM 5.0(0) SR8 or greater.
2. Unified CM 3.3(4) requires ICM 4.6(2) SR3 or greater.

Unified CCE 4.6(2) Product Sets						
Unified CM	IVR [IP-IVR and CVP (formerly ISN)]	CAD/CTI OS Server	CTI OS Desktop	CAD Desktop	Integrated E-Mail, and Web Option	IP Phones
3.3(5)	IP-IVR 3.1(3) 3.1(2)	CAD 4.6 4.4.1  CTI OS 4.7	4.7	4.5.2.4	Not Available	7960 7940 7910 IP Communicator 2.0(1), 1.1(5)
3.3(4)	IP-IVR 3.1(3) 3.1(2)	CAD 4.6 4.4.1  CTI OS 4.7	4.7	4.5.2.4	Not Available	7960 7940 7910 IP Communicator 2.0(1), 1.1(5)
3.3(3)	IP IVR 3.1(1)	CAD 4.6 4.4.1  CTI OS 4.7	4.7	4.5.2.4	Not Available	7960 7940 7910

