

# Arc Express Compatability Matrix



Supported platforms, operating systems and phone models supported by Arc Express attendant console software

Cisco UC Express Platforms					
	Arc Express 1.3.12 SR1C	Arc Express 2.0	Arc Express 2.1	Arc Express 2.1 SR1	Arc Express 2.1.1
CUCME 3.X	✓	✗	✗	✗	✗
CUCME 4.0	✓	✓	✗	✗	✗
CUCME 4.0(1)	✓	✓	✗	✗	✗
CUCME 4.0(2)	✓	✓	✗	✗	✗
CUCME 4.0(3)	✓	✓	✗	✗	✗
CUCME 4.1	✗	✓	✓	✓	✓
CUCME 4.2	✗	✓	✓	✓	✓
CUCME 4.3	✗	✗	✗	✓	✓
CUCME 7.0	✗	✗	✗	✗	✓
CUCME 7.1	✗	✗	✗	✗	✓
CUCME 8.0	✗	✗	✗	✗	✗
CUCME 8.1	✗	✗	✗	✗	✗
CUCME 8.5	✗	✗	✗	✗	✗
UC500*	✗	✗	✓	✓	✓
UC520*	✗	✗	✓	✓	✓
UC540*	✗	✗	✗	✗	✓
UC560*	✗	✗	✗	✗	✗

**Notes:**  
 Arc has tested against both IPVoice and SPServices. However, Arc does not limit its support based on the feature sets encountered on site.  
 In the situation where Arc identifies an issue in one feature set that is not in another, Arc Technical Services raise a case with Cisco TAC to have this investigated/explained/fixes.  
 \* UC500/UC520/UC540 are only supported when using CCA 1.7 and above.

Operating Systems					
	Arc Express 1.3.12 SR1C	Arc Express 2.0	Arc Express 2.1	Arc Express 2.1 SR1	Arc Express 2.1.1
Linux (any edition)	✗	✗	✗	✗	✗
Apple Mac OS (any)	✗	✗	✗	✗	✗
Windows 2000 server	✗	✗	✗	✗	✗
Windows 2003 server	✗	✗	✗	✗	✗
Windows 2008 server	✗	✗	✗	✗	✗
Windows 2000 client	✓	✗	✗	✗	✗
Windows XP client	✓	✓	✓	✓	✓
Windows Vista client	✗	✗	✗	✗	✗
Windows 7 client	✗	✗	✗	✗	✗

**Notes:**  
 Only 32bit Operating Systems are supported there is no support for 64bit operating Systems.

Database Engines					
	Arc Express 1.3.12 SR1C	Arc Express 2.0	Arc Express 2.1	Arc Express 2.1 SR1	Arc Express 2.1.1
MS SQL 2000 (Standard/Enterprise)	✗	✗	✗	✗	✗
MS Database Engine (MSDE)	✓	✓	✓	✓	✓
MS SQL 2005 (Standard/Enterprise)	✗	✗	✗	✗	✗
MS SQL Express 2005	✗	✗	✗	✗	✗
MS SQL 2008 (Standard/Enterprise)	✗	✗	✗	✗	✗
MS SQL 2008 R2 (Standard/Enterprise)	✗	✗	✗	✗	✗
MS SQL Express 2008	✗	✗	✗	✗	✗

**Notes:**  
 MSDE is installed as part of the Arc Express installation process

Cisco Phone Models					
	Arc Express 1.3.12 SR1C	Arc Express 2.0	Arc Express 2.1	Arc Express 2.1 SR1	Arc Express 2.1.1
3911	✗	✗	✗	✗	✗
3951	✗	✗	✗	✗	✗
6901	✗	✗	✗	✗	✗
6911	✗	✗	✗	✗	✗
6921	✗	✗	✗	✗	✗
6941	✗	✗	✗	✗	✗
6945	✗	✗	✗	✗	✗
6961	✗	✗	✗	✗	✗
7902	✓	✓	✓	✓	✓
7905	✓	✓	✓	✓	✓
7906	✓	✓	✓	✓	✓
7910	✓	✓	✓	✓	✓
7911	✓	✓	✓	✓	✓
7912	✓	✓	✓	✓	✓
7920 Wireless	✗	✗	✗	✗	✗
7921 Wireless	✗	✗	✓	✓	✓
7925 Wireless	✗	✗	✗	✗	✗
7931	✗	✓	✓	✓	✓
7935 Conference	✗	✗	✗	✗	✗
7936 Conference	✗	✗	✗	✗	✗
7937 Conference	✗	✗	✗	✗	✗
7940	✓	✓	✓	✓	✓
7941	✗	✓	✓	✓	✓
7942	✗	✓	✓	✓	✓
7945	✗	✓	✓	✓	✓
7960	✓	✓	✓	✓	✓
7961	✗	✓	✓	✓	✓
7962	✗	✓	✓	✓	✓
7965	✗	✓	✓	✓	✓
7970	✓	✓	✓	✓	✓
7971	✗	✓	✓	✓	✓
7975	✗	✓	✓	✓	✓
7985 Video	✗	✗	✗	✗	✗
8941	✗	✗	✗	✗	✗
8945	✗	✗	✗	✗	✗
8961	✗	✗	✗	✗	✗
9951	✗	✗	✗	✗	✗
9971	✗	✗	✗	✗	✗
ATA 186	✗	✗	✗	✗	✗
ATA 188	✗	✗	✗	✗	✗
Cisco IP Communicator	✗	✗	✗	✗	✗
SPA 525G	✗	✗	✗	✗	✗
SPA 901	✗	✗	✗	✗	✗
SPA 921	✗	✗	✗	✗	✗
SPA 922	✗	✗	✗	✗	✗
SPA 941	✗	✗	✗	✗	✗
SPA 942	✗	✗	✗	✗	✗
SPA 962	✗	✗	✗	✗	✗

**Notes:**  
 Note that the list of 'supported' phones refers to phones being used for the attendant / operator's phone. Arc Express can show busy lamp status of all phones on the Cisco Unified Communications Manager Express platform.  
 Only SCCP load phones are supported, SIP endpoints are in no way supported.