



Cisco Remote Expert Manager Compatibility Guide

Release 1.9.4

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Note

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Overview

This document provides a list of peripherals that have been tested or verified by Cisco as being compatible with Cisco Remote Expert Manager 1.9.4. Other manufacturers and models may also be compatible. Please contact the Remote Expert development team for the certification process.

Topics in this guide include:

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Acronyms

The following acronyms are used in this guide:

ACE - Cisco Application Control Engine (for load balancing)

AMS - Adobe Media Server

CAD - Cisco Agent Desktop

CUBE - Cisco Unified Border Element

CUCM - Cisco Unified Communications Manager (for managing calls)

CVP - Cisco Customer Voice Portal
 DC - Direct Connect
 FAS - Fusion Application Server
 FCSDK - Fusion Client Software Development kit
 IEC - Cisco Interactive Experience Client
 IEM - Cisco Interactive Experience Manager
 MA - Cisco Mobile Advisor
 MCU - Cisco Media Conferencing Unit
 MS - Cisco MediaSense
 RE - Cisco Remote Expert
 REAC - Cisco Remote Expert Admin Console
 READ - Cisco Remote Expert Agent Desktop
 REIC - Cisco Remote Expert Interactive Controller Application
 REM - Cisco Remote Expert Manager
 RESC - Cisco Remote Expert Session Controller
 TP - Cisco TelePresence endpoint
 UCCE - Cisco Unified Contact Center Enterprise
 UCCX - Cisco Unified Contact Center Express

Data Center

This section provides the details about the environments in which the peripherals were tested.

Table 1 contains the back-end software tested and deployed with REM 1.9.4 in a UCCE 10 environment:

Table 1 UCCE 10 Environment

Application	Software Version
IEM	2.3
IEC	5.246.268
CUCM	10.0.0.98000-304
UCCE	10.0.1
CUBE	15.3(20130910:070704)
MS	10.0.1.10000-91
ACE-4710	A5(2.1)
MCU	4.4(3.57)
Cisco Finesse	10.0(1) and 10.5(1)
CAD	10.0
FAS (for MA)	2.1.8.1.4

Application	Software Version
FCSDK (for MA)	1.3.0.2.15
Media Broker (for MA)	1.3.0.2
Live Assist (for MA)	1.1.7
AMS	5.0.1
TP (EX60/90)	TC7.1.2.a996098
TP (C40)	TC7.1.2.a996098
TP (SX20)	TC7.1.2.a996098
TP (MX200)	TC7.1.2.a996098

Table 2 contains the back-end software tested and deployed with REM 1.9.4 in a UCCE 9 environment:

Table 2 UCCE 9 Environment

Application	Software Version
IEM	2.3
IEC	5.246.268
CUCM	9.1.2.12901-3
UCCE	9.0.3
CUBE	15.3(1.10)T
MS	9.1.1.10000-25
ACE-4710	A5(2.1)
MCU	4.4(3.57)
Cisco Finesse	9.1(1)
CAD	9.0.1.54
FAS (for MA)	2.1.8.1.4
FCSDK (for MA)	1.3.0.2.15
Media Broker (for MA)	1.3.0.2
Live Assist (for MA)	1.1.7
AMS	5.0.1
TP (EX60/90)	TC7.1.2.a996098
TP (C40)	TC7.1.2.a996098
TP (SX20)	TC7.1.2.a996098
TP (MX200)	TC7.1.2.a996098

Table 3 contains the back-end software tested and deployed with REM 1.9.4 in a UCCX 10 environment:

Table 3 *UCCX 10 Environment*

Application	Software Version
IEM	2.3
IEC	5.246.268
CUCM	10.0.1.10000-24
UCCX	10.0.1.10000-56
ACE-4710	A5(2.1)
Cisco Finesse	10.0(1)
CAD	10.0
FAS (for MA)	2.1.8.1.4
FCSDK (for MA)	1.3.0.2.15
Media Broker (for MA)	1.3.0.2
Live Assist (for MA)	1.1.7
AMS	5.0.1
TP (EX60/90)	TC7.1.2.a996098
TP (C40)	TC7.1.2.a996098
TP (SX20)	TC7.1.2.a996098
TP (MX200)	TC7.1.2.a996098

Table 4 contains the back-end software tested and deployed with REM 1.9.4 in a UCCX 9 environment:

Table 4 *UCCX 9 Environment*

Application	Software Version
IEM	2.3
IEC	5.246.268
CUCM	9.1.1.20000-5 / 9.1.2.11900-12 with EM enabled
UCCX	9.0.2.10000-71
CUBE	15.3(1.10)T
MS	9.1.1.10000-25
ACE-4710	A5(2.1)
CAD	9.0.2.137
AMS	5.0.1
TP (EX60/90)	TC7.1.2.a996098
TP (C40)	TC7.1.2.a996098

Application	Software Version
TP (SX20)	TC7.1.2.a996098
TP (MX200)	TC7.1.2.a996098

Branch

The certified peripherals for the branch side are the following:

1. Touch Screens:

Table 5 includes the touch screens that were tested and deployed with REM 1.9.4. All were tested with default resolution and frequency. Different resolutions and frequencies may work. Please contact the Remote Expert development team for details.

Table 5 **Compatible Touch Screens**

Brand	Model	Part No.	Size	Aspect Ratio	Default Resolution
ELO	ET1519L	E830343	15.6"	16:9	1366x768
ELO	ET1529L	E926109	15"	4:3	1024x768
ELO	ET1537L	E701210	15"	4:3	1024x768
ELO	ET1919L	E760102	18.5"	16:9	1366x768
ELO	ET1928L	E686772	19"	5:4	1280x1024
ELO	ET2242L	E667969	22"	16:10	1680x1050
3M Multi-touch Display	M2256PW	98-0003-3512-9	22"	16:10	1680x1050

2. Telepresence Endpoints:

- C Series: C40
- EX Series: EX60, EX90
- MX Series: MX200
- SX Series: SX200
- SIP Devices: IEC4610 (SIP call using firmware 5.246.268)

3. Printers:

- HP LaserJet P2035
- HP LaserJet Pro P1606dn (The network feature is not supported. It can only print via a direct USB connection.)

4. Optical Scanner:

- Canon CanoScan LiDE 110

5. USB Magnetic Card Reader:
 - MagTek 21040148

6. USB Keypad:
 - Key Ovation GTC-0077

7. USB Webcams:
 - Cisco PrecisionHD USB Firmware 1.5
 - Logitech HD Pro C920 Camera

8. Document Camera:
 - Vaddio CeilingVIEW HD-18 DocCAM with DVI/HDMI Quick-Connect

9. Video Encoder Dongle:
 - System Dimensions AVS 2610 Portable Adaptive Video Streamer for Live Events

10. USB Wireless Keyboard and Mouse Combinations:
 - Logitech USB wireless K260
 - Logitech Wireless Combo MK520

11. USB Wired Keyboard:
 - Microsoft USB Keyboard 600 1366
 - Logitech USB Keyboard K120 and K200

Call Center

The following hardware and software are certified for experts located at call centers:

1. Personal computer for the expert with the following specifications:
 - Windows 7 PC (desktop or laptop) with Intel Core Duo 2 GHZ or higher and 2GB RAM or greater

2. Software for the expert's personal computer:
 - READ component (one of the below solutions):
 - For CAD solution, Cisco Agent Desktop application downloaded from CCE/CCX server. Make sure that Internet Explorer 8 or 9 is installed.
 - For Finesse solution, Firefox (version 24 or later) is installed.
 - DC version 1.8.0.48365

- Oracle Java Software Development Kit (SDK) 1.6 Update 21 (for DC)
 - Oracle Java Runtime Environment (JRE) 1.7 (for document camera)
 - VideoLAN VLC Media Player 2.1.3 or later (for document camera)
 - Microsoft .NET Framework 4
 - Microsoft Visual Studio 2010 Runtime Library
3. Telepresence Endpoints:
- EX Series: EX60, EX90
4. Cisco IP Phones (for Connected Justice):
- Cisco IP Phone 9971 (preferred)
 - Cisco IP Phone 7975

RE Mobile Advisor

The following are certified peripherals for customers using the RE Mobile Advisor solution.

1. Tablet:
- Apple iPad 2 with iOS 7.0.4
 - Apple iPad 3 with iOS 7.0.4
 - Apple iPad mini 3 with iOS 7.0.4

