

ICM Enhanced Usage Reporting Compatibility Matrix

Product	Voice	Video	Conference	IM	File Transfer	Notes
Alcatel/OmniPCX 4400	✓					
Ameritech Centrex	✓					
Ascom	✓					
Aspect	✓					
Avaya Aura 6.X	✓					
Avaya Aura 7.0	✓	✓	✓	✓		
Avaya (Lucent) Definity Enhanced Extended	✓					
Avaya (Switch type 5ESS)	✓					
Avaya (switch type:- PDS)	✓					
Avaya (switch type:-Avaya Media Server (S8xxx), also called ECLIPS Communications Manager. This switch type does NOT have a serial port to output cdr.)	✓					
Avaya (Switch type:-IP Office or IP600)	✓					
Avaya 24 Word ISDN Expanded	✓					
Avaya IP600	✓					
Avaya IPOffice	✓					
Avaya Magix	✓					
Avaya PDX	✓					
Avaya SYSTEM G3	✓					
Avaya Communication Manager 6.x	✓					
Avaya Communication Manager 7.0	✓	✓	✓			
Avaya Session Manager 6.x	✓					
Avaya Session Manager 7.0	✓	✓	✓	✓		
Avaya (switch type:-Definity - G1, G2, G3)	✓					
Bell Centrex	✓					
BroadSoft BroadWorks	✓	✓	✓			
BroadSoft UCOne (IM Only)				✓		

Product	Voice	Video	Conference	IM	File Transfer	Notes
Cisco (switch type:- CUCM - Cisco Unified Communication Manager (previously known as CallManager, or CCM))	✓	✓	✓	✓	✓	UC reporting available with CUCM 10.5+
Cisco Unified Presence Server (CUPS) 11.X (IM / File Transfer)	✓	✓	✓	✓	✓	
Cisco (Switch type:-CUCME - Cisco Unified Call Manager Express (previously known as CallManagerExpress, or CCME))	✓					
Cisco CallManager 3.x	✓					
Cisco CallManager 4.x	✓					
Cisco CallManager 6.x	✓					
Cisco CallManager 7.x	✓					
Cisco CallManager 8.x	✓					
Cisco CallManager 9.x	✓					
Cisco BE6000 10.x	✓	✓	✓	✓	✓	
Cisco BE6000 11.x	✓	✓	✓	✓	✓	
eON	✓					
ERICSSON MD110	✓					
ERICSSON MD110BC12	✓					
Ericsson(switch type:-MD110, MD110-BC12 and MD110 New)	✓					
Fujitsu (switch type:- F9600)	✓					
Fujitsu 9600	✓					
Ribbon Communications Application Server	✓	✓	✓	✓	✓	No IM Message Text or File Name available
Ribbon Communications Nuvia	✓	✓	✓	✓	✓	No IM Message Text or File Name available
InteleControl	✓					30+ legacy PBX integrations available (Cloud only)
ITS DS300	✓					
Microsoft Lync 2010	✓					
Microsoft Lync 2013 (on premises)	✓	✓	✓	✓	✓	
Microsoft Skype for Business Server 2015 (on premises)	✓	✓	✓	✓	✓	
Mitel MiCloud	✓					

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Mitel (switch type:-SX100 or SX200)	✓					
Mitel (switch type:-SX2000)	✓					
MITEL STD	✓					
MITEL STN wANI	✓					
Mitel SX-200	✓					
MITEL SX200 (NEW)	✓					
Mitel SX-2000	✓					
Mitel SX-2000 Extended Digits	✓					
MITEL SX3100	✓					
MITEL SX3300	✓					
Mitel(Switch type:-3100, 3300, 6100)	✓					
NEAX 2400 (NEC 2400)	✓					
NEC (Switch type:-NEAX)	✓					
Norstar SL-1	✓					
Nortel (Switch type:-BCM, releases 3.0 - 4.0)	✓					
Nortel (Switch Type:-CSE1000 - also known as Succession or CS1000. Older models called Meridian1 or M-1.)	✓					
Nortel (Switch Type:-CSE2000 or Succession 2000)	✓					
Nortel (Switch Type:-MCS5100)	✓					
Nortel BCM	✓					
Nortel DNC100 (tty)	✓					
Nortel DNC500 (tty)	✓					
Nortel Meridian 1 REL.10-25 (Aux.ID)	✓					
Nortel Meridian 1 REL.10-25 (No Aux.ID)	✓					
Nortel Meridian 1 REL.13-25 DNXP (Aux.ID)	✓					
Nortel Meridian 1 REL.13-25 DNXP (No Aux.ID)	✓					
Nortel Meridian 1 REL.20-25 (New CDR)	✓					
Nortel Norstar SL-1 Format	✓					

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Nortel(Switch type:Norstar)	✓					
Nortel(Switch type:SL-100 or DMS100)	✓					
Omni PCX	✓					
Rockwell	✓					
Rockwell CSV	✓					
ShoreTel	✓					
Siemens (Switch type:- '9751)	✓					
Siemens (Switch type:- 'HiCom)	✓					
Siemens (Switch type:- 'HiPath)	✓					
Siemens C9751	✓					
Siemens F2	✓					
Siemens Hicom 300	✓					
Siemens Hipath	✓					
SL1 REL. 1-3 (Aux.ID)	✓					
SL1 REL. 1-3 (No Aux.ID)	✓					
SL1 REL. 4-6 (Aux.ID)	✓					
SL1 REL. 4-6 (No Aux.ID)	✓					
SL1 REL. 7-9 (Aux.ID)	✓					
SL1 REL. 7-9 (No Aux.ID)	✓					
SL1 REL.10-25 (Aux.ID)	✓					
SL1 REL.10-25 (No Aux.ID)	✓					
SL1 REL.13-25 DNXP (Aux.ID)	✓					
SL1 REL.13-25 DNXP (No Aux.ID)	✓					
SL1 REL.20-25 (New CDR)	✓					
US West Format C Issue 3	✓					