EVOLVE IP

Platform Upgrade

Dear Valued Client,

As previously communicated in May, Evolve IP continues work on upgrading components of our Cisco UCaaS platforms to the latest release (R24). We expect to conclude this work later this summer, after which time we will be introducing new features.

Required user actions:

- **If you are currently utilizing the existing PBX (CAP) API for integrations to any systems you should have your software development personnel re-examine the API. If you use any other third-party applications with our platform please reach out to the software vendor, as changes may be required. Please navigate to this page to learn more.**
- **If you utilize any of the Unity suite of applications (Call Center Agent, Call Center Supervisor, Desktop, Receptionist), please navigate here to download the installer file for an upgraded version. The new version is supported on both R21 and R24. A mandatory upgrade is planned for Sept 10th.**
- **If you utilize UC-One Collab Desktop app (versions 22.2.X, 22.7.X or 22.9.10), please navigate here to download the installer file for an upgraded version. The new version is supported on both R21 and R24. A mandatory upgrade is planned for Sept 10th.**

Here is the tentative schedule for the upgrade. More details and confirmed dates will follow in future communications:

US - EIP Base – Platform "A" – September
US - Legacy **AiTech** Base – September
UK - Legacy **The Voice Factory** Base – September
EU - Legacy **mTel** Base – September
US - EIP Base – Platforms "B-H" – September

R24 introduces many significant enhancements, including new features and security improvements. R24 also *deprecates* the Client Application Protocol (CAP) API in favor of an enhanced API, XSI. CAP is an XML-based protocol that allows subscribers on a BroadWorks-based system to establish a session and place and receive calls and perform actions such as holding, transferring, or conferencing on active calls. Subscribers can also register for other users' call status, allowing for front-desk/receptionist applications to be developed. XSI has replaced all the CAP functionality and more.

As of this notice, **here** are the known applications that will be affected by this change along with the solution for replacement. Please check back to this list as updates will be posted as we continue to work through the upgrade.

If you have any questions, please send an email to R24.Upgrade@evolveip.net. Response to questions and/or comments may come directly or be answered in future notices.