

## ION-M-AIMOS Compatibility Matrix

ION-M Release	AIMOS Release				
	V4.10.0	V4.50.0	V4.70.0	26rA	26rA1.1.0
V10.12.0	Yes	N.A.	N.A.	N.A.	N.A.
V11.0.2	Yes	Yes	Yes	Yes	N.A.
V12.0.0	Yes	Yes	Yes	Yes	Yes
V12.20.1	N.A.	N.A.	Yes <sup>1</sup>	Yes <sup>1</sup>	Yes <sup>2</sup>

1. ION-M system must be set for unencrypted communication with AIMOS.
2. ION-M system must remain in its default setting of encrypted communication with AIMOS.

### General Notes

- Matrix entries for software which has not yet been released (indicated in gray) are per plan and subject to change without notice.
- For cases where AIMOS and ION-M release dates are very far apart, this specific combination has not been tested, as indicated by a value of N.A. in the table.
- Consult ION-M software release notes for AIMOS related guidelines and issues addressed in a specific ION-M software release.

## To Contact Technical Support

**Telephone Helplines:** Call one of the Telephone Helpline numbers listed below to get live support, 24 hours a day.

**24X7** +1 888-297-6433 (Toll free for U.S. and Canada)

**EMEA 8-17:00** +800 73732837 (Toll free for parts of EMEA and Australia)

**(UTC +1)** +49 909969333 (Toll charge incurred)

Calls to an EMEA Helpline outside of the 8:00 to 17:00 time frame will be forwarded to the 24x7 Helpline.

**Online Support:** Click the link or scan the QR code to submit tickets using the online [Technical Support Form](#).

