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## GVP Documentation Supplement

Remove references to Remdial

4/27/2025

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  - 1.1 Genesys Media Server Deployment Guide
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  - 1.3 Genesys 8.1 User's Guide

# Remove references to Remdial

**SUMMARY:** Remdial is not supported. Remove all references to Remdial.

The next publication of the [Media Server Deployment Guide](#), [GVP 8.5 User's Guide](#), [Genesys Voice Platform 8.1 User's Guide](#) will include this revision:

## Genesys Media Server Deployment Guide

**CHAPTER:** Chapter 4: Deploying Genesys Media Server

**SECTION:** Provisioning Media Server

**EDIT** In the procedure titled "Start of Procedure" under the sub section **Procedure: Integrating Media Server with the Resource Manager**, remove step 5 "If Remdial is used, select sip to find the routeset option". Renumber the steps accordingly.

## Genesys 8.5 User's Guide

**SUMMARY:** Remdial is not supported. Remove all references to Remdial.

**CHAPTER:** Chapter 3: Configuring Common Features

**SECTION:** Configuring Session Timers and Timeouts

**EDIT** On page 79, in the sub section **Additional Timeouts**, delete reference to remdial.

Change:

This timer should be greater than the connect timeout of the outbound call (depending on how the outbound call is initiated, the connect timeout can be specified in the transfer tag, or in the remdial command).

To:

This timer should be greater than the connect timeout of the outbound call (depending on how the outbound call is initiated, the connect timeout can be specified in the transfer tag).

**CHAPTER:** Chapter 7: Configuring the Media Control Platform

**SECTION:** Important Media Control Platform Configuration Options

**EDIT** On page 154, remove the bullet following bullet:

- remdial—Parameters determine remote dialer behavior.

**CHAPTER:** Chapter 7: Configuring the Media Control Platform

**SECTION:** Important Media Control Platform Configuration Options

**EDIT** On page 171, remdial section from Table 23: Selected Media Control Platform Configuration Options. A half-page contains the remdial Section--four rows of Table 23: Selected Media Control Platform Configuration Options, describing Remdial Port, Remdial Max Calls, Remdial Max Client, and Remdial Telnet.

**CHAPTER:** Appendix A: Module and Specifier IDs

**SECTION:** Media Control Platform  
**EDIT**

- On page 388, remove the REMDIAL row from Table 70: Media Control Platform Application Module Names and IDs.
- On page 394, remove the REMDIAL section from Table 71: Media Control Platform Specifier Names and IDs.

**CHAPTER:** Appendix K: SIP Customizable Headers and Parameters  
**SECTION:** Session Variables for VXML  
**EDIT**

- On page 562, remove the highlighted text:  
This feature is supported for transfers **and calls initiated using RemDial**, and can be enabled by configuring sip.out.invite.headers, sip.out.invite.params, sip.out.refer.headers and sip.out.refer.params.
- On page 563, remove the highlighted text:
  - Below is an example Media Control Platform configuration for customizing request URI's paramA, request URI's paramB and HeaderC in outgoing INVITE messages (for <transfer> involving two call legs **and remdial calls**):
  - If the following signaling variables are defined **(or the equivalent name/value list is defined and appended to the remdial call request)**:

**CHAPTER:** Index

**EDIT** On pages 576, 578, and 584, remove the multiple index entries the refer to remdial.

## Genesys 8.1 User's Guide

**SUMMARY:** Remdial is not supported. Remove all references to Remdial.

**CHAPTER:** Chapter 3: Configuring Common Features

**SECTION:** Configuring Session Timers and Timeouts

**EDIT** On page 83, in the sub section **Additional Timeouts**, delete reference to remdial.

Change:

This timer should be greater than the connect timeout of the outbound call (depending on how the outbound call is initiated, the connect timeout can be specified in the transfer tag, or in the remdial command).

To:

This timer should be greater than the connect timeout of the outbound call (depending on how the outbound call is initiated, the connect timeout can be specified in the transfer tag).

**CHAPTER:** Chapter 7: Configuring the Media Control Platform

**SECTION:** Important Media Control Platform Configuration Options

**EDIT** On page 158, remove the bullet following bullet:

- remdial—Parameters determine remote dialer behavior.

**CHAPTER:** Chapter 7: Configuring the Media Control Platform

**SECTION:** Important Media Control Platform Configuration Options

**EDIT** On page 175, remdial section from Table 23: Selected Media Control Platform Configuration Options. A half-page contains the remdial Section--four rows of Table 23: Selected Media Control Platform Configuration Options, describing Remdial Port, Remdial Max Calls, Remdial Max Client, and Remdial Telnet.

**CHAPTER:** Appendix A: Module and Specifier IDs

**SECTION:** Media Control Platform

**EDIT**

- On page 392, remove the REMDIAL row from Table 70: Media Control Platform Application Module Names and IDs.
- On page 398, remove the REMDIAL section from Table 71: Media Control Platform Specifier Names and IDs.

**CHAPTER:** Appendix K: SIP Customizable Headers and Parameters

**SECTION:** Session Variables for VXML

**EDIT**

- On page 566, remove the highlighted text:  
This feature is supported for transfers **and calls initiated using RemDial**, and can be enabled by configuring sip.out.invite.headers, sip.out.invite.params, sip.out.refer.headers and sip.out.refer.params.
- On page 567, remove the highlighted text:
  - Below is an example Media Control Platform configuration for customizing request URI's paramA, request URI's paramB and HeaderC in outgoing INVITE messages (for <transfer> involving two call legs **and remdial calls**):
  - If the following signaling variables are defined **(or the equivalent name/value list is defined and appended to the remdial call request)**:

**CHAPTER:** Index

**EDIT** On pages 580, 582, and 588, remove the multiple index entries the refer to remdial.