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Supported Media Interfaces

Genesys Voice Platform 7.x Media Gateway Support

12/19/2025

Genesys Voice Platform 7.x Media Gateway Support

Read This First

- Customers with large, high port density GVP 7.x servers, that are looking for transcoding capabilities should consider upgrading to the GVP 8.5 release. In addition to extensive product enhancements over the 7.x release, GVP 8.5 offers native Media Server Markup Language (MSML) support and numerous transcoding capabilities.

VoIP Gateway Vendors	Model	Version	GVP 7.6	Notes
Alcatel	5020	CSC 2.4.1 +	Yes	
Alcatel	5020	MSC	Yes	Alcatel 5020 MSC supported by GVP with SIP Server as front-end.
AudioCodes	Mediant 1000, 2000, 8000		Yes	Both GVP and SIP Server have been tested with the Siemens SIP HG3540 gateway but not together. Orders will be approved.
AudioCodes	TP260		Yes	
Cisco	54xx	IOS 12.3 (4+)	Yes	Cisco Media Gateways generally supported if IOS is 12.4 +
Cisco	53xx	IOS 12.3 (4+)	Yes	Cisco Media Gateways generally supported if IOS is 12.4 +
Cisco	3725, 3745	IOS 12.3 (3+)	Yes	Cisco Media Gateways generally supported if IOS is 12.4 +
Cisco	2821, 2851, 3845	IOS 12.4 (3+)	Yes	1. Cisco Media Gateways generally supported if IOS is 12.4

VoIP Gateway Vendors	Model	Version	GVP 7.6	Notes
				+ 2. Assumed no changes from 7.2.2. Potential GVP 7.6 field tests being considered..
Genesys	SIP Server	7.6	Yes	
OpenIN			Yes	OpenIN engagements require special architectural review and pre-testing validations in the field. All OpenIN deployments are Field Validations with GVP.
Siemens HiPath	4000		Yes	Both GVP and SIP Server have been tested with the Siemens SIP HG3540 gateway but not together. Orders will be approved.
Unify OSV (ex.Siemens HiPath)	8000		Yes	