GENESYS™

Supported Media Interfaces

Supported Hard Phones

12/13/2025

Supported Hard Phones

> **Important**
>
> Genesys does not perform certification testing for Yealink phones anymore; Customers and partners must undergo Professional Services (PS) field validation for the purpose.

For information on understanding this SIP-related information, support questions, and other guidelines, see SIP-related Guidelines for Supported Media Interfaces.

Vendor	Phone Model	Firmware Version	SIP Server Versions	Feature Server Version	Recommended	Application Note	Notes
Genesys	405, 405HD, 420HD	2.2.16	8.1.x	8.1.2	Yes	Genesys 400 Series IP Phones Documentation Audio Codes App Note	Supports SIP BC; Full contact center features exclusive to the 420HD
Genesys	405, 420HD	2.x (2.2.2+) 2.2.12	8.1.1 (8.1.101.86+) 8.1.x	8.1.2	Yes	Genesys 400 Series IP Phones Documentation Audio Codes App Note	Supports SIP BC; Full contact center features exclusive to the 420HD
AudioCodes	All 4xxHD Phones (405, 405HD, 420HD, 430HD, 440HD)	2.0 (2.0.0.18.0.45+) 2.x (2.2.2+) 2.2.12 2.2.16	8.1.x 8.1.1 (8.1.101.86+) 8.1.x 8.1.x	8.1.2	Yes	Audio Codes App Note	Supports SIP BC; Full contact center features exclusive to the 420HD
Polycom	VVX IP Phones (VVX 501, VVX 601)	5.9.x	8.1.x	8.1.2	Yes	Polycom Application Note	Only supports video codec H.264

Supported Hard Phones

Vendor	Phone Model	Firmware Version	SIP Server Versions	Feature Server Version	Recommended	Application Note	Notes
	VVX IP Phones (VVX 300, VVX 400, VVX 500, VVX 600, etc)	5.x (5.8.1 and later)					Supports SIP BC & SIP Proxy; H.264 Video is not supported
	VVX IP Phones (VVX 350)	5.9.x					Supports SIP BC
	VVX IP Phones (VVX 3XX, VVX 4XX, VVX 500, VVX 600, VVX 1500 etc.)	4.x					Supports SIP BC
	SoundPoint IP Phones (3XX, 450, 5XX, 6XX, etc)	4.0.x (v4.0.3.7562+)					
		3.2.x (3.2.2 and later)	8.1.x, 8.0.x				
Yealink	SIP-T19P, SIP-T20P, SIP-T21P, SIP-T22P, SIP-T26P, SIP-T28P	V71 (x.71.169.x)	8.1.x	8.1.2	Yes	Yealink App Note	Supports SIP BC
	SIP-T19PE2, SIP-T20, SIP-T21PE2, SIP-T23G, SIP-T23P, SIP-T22P, SIP-T26P, SIP-T27P, SIP-T28P, SIP-T29G, SIP-T41P, SIP-T42G, SIP-T46G, SIP-T48G	V80 (x.80.0.33 & x.80.0.40)					Supports SIP BC; Does not support Device Management
Aastra	675xi Series Phones (previously the 5xi Series)	2.0.1.2000	8.1.x, 7.6.x	8.1.2			

Supported Hard Phones

Vendor	Phone Model	Firmware Version	SIP Server Versions	Feature Server Version	Recommended	Application Note	Notes
Aastra	67xxi Series Phones	3.2	8.1.x	8.1.2			Supports SIP BC
Alcatel-Lucent	IP Touch4008/ 4018	SIP: 2.10 (2.10.80+) NOE 4.20.60	8.1.x, 8.0.x	8.1.2			Supports SIP BC
Avaya	4610SW, 4620SW, 4621SW	2.2.3	8.1.x, 7.6.x, 7.5.x	8.1.2			Some limitations
Avaya	9650	2.6.9.1	8.1.1	8.1.2			Supports SIP BC
Ericsson-LG	LIP IP8815	1.1	8.1.x, 8.0.x	8.1.2			
Grandstream	GXP Family (110x, 116x, 140x, 1450, 2100, 2124, etc)	Boot 1.0.1.x, Core 1.0.3.x, Base 1.0.3.x, Prog 1.0.5.x	8.1.x	8.1.2			Supports SIP BC
Plantronics	IP40	2.x (2.2, 2.11+)	8.1.x, 8.0.x, 7.6.x	8.1.2			Discontinued by Plantronics
Polycom	SoundPoint IP Phones (320, 335, 450, 550, 650, 670, etc)	3.1.x (3.1.3revC and later)	8.1.x, 8.0.x	8.1.2			
Snom	All IP Phones (S300, S320, S360, etc)	8.4.x	8.1.x	8.1.2			Supports SIP BC
Yealink	SIP-T20P, SIP-T22P, SIP-T26P, SIP-T28P	V60 (x.60.0.132+ T20P, x.60.0.131+ T22P/T26P/ T28P)	8.1.x, 8.0.x	8.1.2			