# GENESYS™

# Supported Media Interfaces

System Level Guides Current

12/19/2025

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# Genesys Supported Media Interfaces Guide

Welcome to the online release of the Genesys Supported Media Interfaces guide.

## Purpose

This manual provides system-level information for the supported media interfaces for Genesys releases. The information includes switches, trunks, media gateways, endpoints, soft and hard phones, dialogic boards and more. This manual is continually updated when new Genesys products are released or new products emerge that Genesys products support.

## Audience

This manual is primarily intended for system engineers and other members of an implementation team who set up and maintain Genesys products. This document assumes that you have a basic understanding of:

- Computer-telephony integration (CTI) concepts, processes, terminology, and applications.

- Network design and operation.

- Your own network configurations.

You should also be familiar with Genesys Framework architecture and functions.

## Guidelines for Using This Document

- Genesys Customer Care and product teams fully support integrations to the devices and SIP trunks listed in these tables. Expectations of this support are as follows:
    - Each integration has been successfully tested, either directly by Genesys or in co-operation with a partner.
    - Support focuses on the integration aspects including the SIP signaling and media (RTP).
    - Support does not extend to troubleshooting the 3rd party component itself.
    - Support is extended across an entire Product Line which shares common software or firmware.
    - Support is typically extended across a range of releases based on a single test. For example, **4.x** typically indicates that version 4.0 was tested, and support is extended to any release that starts with the major version **4**, such as **4.0.3**, **4.1**, and so on. This policy is based on practical experience of excellent backward compatibility by both Genesys and our partners.

- Support is based on an end-to-end view of a deployment; Genesys requires that devices or trunks connected via an SBC must also be supported (the SBC does not provide complete isolation).

- Genesys Customer Care and product teams do recommend specific products from our top partners. These offer an added benefit of joint troubleshooting or co-ordinated feature development when required. These products are marked as Recommended within the tables.

- Entries are typically removed from the SMI when a product or software version reaches End of Support.

# SIP-related guidelines

- Deployments with SIP Server and/or Media Server/GVP require a Field Validation if they include devices or trunks not listed in these tables, or if the configuration is substantially different from standard practices defined in Genesys reference architectures/configurations. Please consult with Genesys Product Management if there are any questions.

- Genesys recommends devices from specific vendors in our **SIP Select** program. These devices offer enhanced feature functionality, frequent proactive integration testing, and joint collaboration between Genesys and these partners.

- Application notes are publicly available for many of the device integrations. Other white papers or application notes may be available upon request. Please contact Genesys SIP Product Management for more details.

## List of Tables

# Definitions

## Support

Support means the software can run "on top of" or "in conjunction with" the specified media component (such as the switch, IVR, and others), and Genesys Customer Care provides answers to questions and problems, assuming the appropriate Maintenance Agreement is in effect. This support does NOT indicate a commitment to support any particular features of that media component (such as the switch). The tables in this manual are based on the vendors' compatibility statements. Genesys may require customers to upgrade to a particular version level, operating system, or database. Unless specified, all versions between the minimum version and the latest version are supported. In the tables in this manual:

- '-' indicates not applicable.

- 'No' indicates that support currently does not exist.

- 'HA Warm' refers to the support of Redundancy/Warm Standby service.

- 'HA CTI' refers to the support of High Availability CTI (alias Hot Standby) service. Genesys provides support for those applications specifically mentioned in this document. For other applications or solutions that are not mentioned, please consult the Genesys Product Manager for that application or solution.

**Version support for Genesys products:** Genesys solutions using specific operating systems and databases are made Generally Available (GA) within a given release of the suite. Version support "6.1+", for example, indicates that the Genesys solution or component is available in all Genesys 6 releases from Genesys 6.1 and higher; up to and including the latest available release. Support for "6.1" without the "+" sign means support for 6.1 only.

**Version support for platforms (OS, DBMS, browsers):** This document identifies vendor product versions as "x.y," or in some cases, "x.y.z." Although vendors often produce "dot releases," this document identifies only major release numbers. Genesys supports the minor releases based on the vendor's compatibility policy.

## Controlled

Genesys provides controlled support for eligible customer configurations. Genesys Professional Services can perform on site assessment, testing, and validation of your configuration to determine eligibility. For more information, consult your Genesys Account Manager.

## Tiered Support

Genesys enforces a two-tier support policy for operating systems and databases, and gives priority to

the support of major environments. Tier 1 environments include market dominant operating systems and databases, and operating systems and databases whose vendors have accepted to sign a joint development agreement with Genesys. As a consequence, in case of a new release of the Genesys suite, Genesys may provide support for Tier 2 operating systems and databases at a later stage. Genesys provides the list of operating systems and databases supported as part of the release announcement, and then discloses plans for supporting additional platforms at a later stage. This document reflects the actual support at the time it is published.

## Maintenance Operable Components

The following core components are included into Framework components:

- T-Server

- Database Server

- Management Layer

- Stat Server

These components are backward-compatible between releases. The latest release of these interoperable components can be used as a maintenance release for previous releases. These components are known as maintenance interoperable components.

## Restrictions

The information contained in this document is provided for summary-at-a-glance purposes. Restrictions and prerequisites may apply as per product release notes. Although reasonable effort is made to ensure that the information in this document is complete and accurate at the time of release, Genesys Telecommunications Laboratories, Inc. cannot assume responsibility for any existing errors. The changes and/or corrections to the information contained in this document may be incorporated in future versions.

# Switch Support

## Read This First

- For a list of switches for which support was recently discontinued, see the Discontinued Switch Support section at the bottom of the page.

- If a switch release is not shown in this table, Genesys does not support it.

- Information on supported hardware and third-party software required to run Genesys applications is available in the Genesys Supported Operating Environment Reference Guide Wiki.

- We upgrade the switch to the latest switch version and test it with the latest GA version of T-Server.

- We upgrade the switch to the latest link version and test it with the latest GA version of T-Server.

- We announce the support based on the latest switch version. Customers may choose the latest link version or older link versions. Any compatibility issues discovered between the latest switch version and link version needs to be addressed to the switch vendor.

- The latest GA version of T-Server will then support all previous versions of the switch in compatibility mode.

- If you need to upgrade the switch version, the latest GA version of T-Server must be used together with any previous Genesys suite versions. The only Genesys migration activity needed is a T-Server upgrade.

- We recommend that you upgrade the PBX version first, and the T-Server second. If you do not plan to upgrade the PBX, there is no clear need to upgrade the T-Server.

| Starting Version | Latest Version | CTI Link | Support (incl HA) | T-Servers Supported | Type of Support (TDM, IP, Hybrid) | Notes |
|---|---|---|---|---|---|---|
| **Alcatel OmniPCX Enterprise (OXE)/A4400** | | | | | | |
| 11.0 | 12.4 | CSTA II | 8.1+ | Alcatel A4400/OXE | Hybrid | R12.1 support is provided as of Alcatel patch level m2.300-13-g. R12.4 support is provided as of Alcatel patch level m5.204-2-b. Please refer to T-Server for Alcatel A4400/OXE Release Notes for SIP |

| Starting Version | Latest Version | CTI Link | Support (incl HA) | T-Servers Supported | Type of Support (TDM, IP, Hybrid) | Notes |
|---|---|---|---|---|---|---|
| | | | | | | End Point support limitations. |
| 100.0 | 100.1 | CSTA II | 8.1+ | Alcatel A4400/ OXE | Hybrid | Please refer to T-Server for Alcatel A4400/ OXE Release Notes for SIP End Point support limitations. |

## Avaya Media Server (S8XXX series), G3 R, G3 Si, G3 CSi Prologix

Refer to Avaya Switch Support for Avaya specific hardware platform information. "CM"= Communication Manager

| Starting Version | Latest Version | CTI Link | Support (incl HA) | T-Servers Supported | Type of Support (TDM, IP, Hybrid) | Notes |
|---|---|---|---|---|---|---|
| Aura CM 6.3 | Aura CM 6.3 | AES 6.3 and 6.3.3 <br><br> ASAI4 | 8.1+ | Avaya Communication Manager | Hybrid | |
| Aura CM 6.3 | Aura CM 6.3 | CTI Link: <br><br> TSAPI via AES 6.3 and 6.3.3 and TSAPI Libraries 4.1, 4.2, 6.1 | 8.1+ | Avaya TSAPI | Hybrid | |
| Aura CM 7.0 | Aura CM 7.0 | AES 6.3x and 7.0 ASAI4 | 8.1+ | Avaya Communication Manager | Hybrid | Requires CM custom patch 23413 or a patch that includes patch 23413. |

| Starting Version | Latest Version | CTI Link | Support (incl HA) | T-Servers Supported | Type of Support (TDM, IP, Hybrid) | Notes |
|---|---|---|---|---|---|---|
| Aura CM 7.0 | Aura CM 7.0 | TSAPI via AES 6.3x and 7.0 | 8.1+ | Avaya TSAPI | Hybrid | Requires CM custom patch 23413 or a patch that includes patch 23413. |
| Aura CM 7.1 | Aura CM 7.x | AES 6.3x and 7.0 ASAI4 | 8.1+ | Avaya Communication Manager | Hybrid | Please check SIP Server Table for Session Manager. Please refer to release notes for details. |
| Aura CM 7.1 | Aura CM 7.x | TSAPI via AES 6.3x and 7.0 | 8.1+ | Avaya TSAPI | Hybrid | Please refer to release notes for TSAPI client version. |
| Aura CM 8.0 | Aura CM 8.1 | AES 7.x, 8.0 and 8.1 ASAI4 | 8.1+ | Avaya Communication Manager | Hybrid | Please check SIP Server Table for Session Manager. Please refer to release notes for details. |
| Aura CM 8.0 | Aura CM 8.1 | TSAPI via AES 7.x, 8.0 and 8.1 | 8.1+ | Avaya TSAPI | Hybrid | Please refer to release notes for TSAPI client version. |
| Aura CM 10.1 | Aura CM 10.1 | AES 7.x, 8.0, 8.1 and 10.1 ASAI4 | 8.1.5+ | Avaya Communication Manager | Hybrid | Please check SIP Server Table for Session Manager. Please refer to release notes for details.<br><br>On Avaya Aura 10.1, routing calls over a trunk with **UUI IE Treatment** |

| Starting Version | Latest Version | CTI Link | Support (incl HA) | T-Servers Supported | Type of Support (TDM, IP, Hybrid) | Notes |
|---|---|---|---|---|---|---|
| | | | | | | set to shared might fail. This makes it impossible to use outbound routing and UCID call overflow together. For details, please contact Avaya and reference DevConnect ticket number 35702. |
| Aura CM 10.1 | Aura CM 10.1 | TSAPI via AES 7.x, 8.0, 8.1 and 10.1 | 8.1.5+ | Avaya TSAPI | Hybrid | Please refer to release notes for TSAPI client version. On Avaya Aura 10.1, routing calls over a trunk with **UUI IE Treatment** set to shared might fail. This makes it impossible to use outbound routing and UCID call overflow together. For details, please contact Avaya and reference DevConnect ticket number 35702. |
| Aura CM 10.2 | Aura CM 10.2 | AES 7.x, 8.0, 8.1, 10.1, 10.2 ASAI4 | 8.1.5+ | Avaya Communication Manager | Hybrid | Based on compatibility testing done with CM 10.1 |
| Aura CM 10.2 | Aura CM 10.2 | TSAPI via AES 7.x, 8.0, | 8.1.5+ | Avaya TSAPI | Hybrid | |

| Starting Version | Latest Version | CTI Link | Support (incl HA) | T-Servers Supported | Type of Support (TDM, IP, Hybrid) | Notes |
|---|---|---|---|---|---|---|
| | | 8.1, 10.1, 10.2 | | | | |
| **Broadsoft Broadworks** | | | | | | |
| Release 17 SP4 | Release 17 SP4 | CTI Interface R17 | 8.1+ | T-Server for CSTA Connector with CSTA Connector for Broadsoft Broadworks 8.1+ | IP | |
| Release 19 | Release 20 | CTI Interface R19 | 8.1.102+ | T-Server for CSTA Connector with CSTA Connector for Broadsoft Broadworks 8.1.102+ | IP | |
| Release 21 | Release 23 | CTI Interface R19+ | 8.1.106+ | T-Server for CSTA Connector with CSTA Connector for Broadsoft Broadworks 8.1.106+ | IP | R22 support requires the following patches on the switch:<br>• AP.xsp.22.0.1123.ap3556<br>• AS.22.0.1123.AP355640<br>R23 support requires the patch AP.as.23.0.1075.ap375153.<br>R23 support includes a known limitation. See the T-Server for CSTA Connector Release Note. |
| Release 23 | Release 24 | CTI Interface R19+ | 8.1.106+ | T-Server for CSTA Connector with CSTA Connector for Broadsoft Broadworks 8.1.106+ | IP | R24 support requires the following patch on the switch:<br>• AP.as.24.0.944.ap385134 |

| Starting Version | Latest Version | CTI Link | Support (incl HA) | T-Servers Supported | Type of Support (TDM, IP, Hybrid) | Notes |
|---|---|---|---|---|---|---|
| **Cisco Unified Communications Manager** | | | | | | |
| UCM 10.0 | UCM 10.0 | JTAPI | 8.1.200.06+ | Cisco Unified Communications Manager | IP | |
| UCM 10.5 | UCM 10.5 | JTAPI | 8.1.201.06+ | Cisco Unified Communications Manager | IP | |
| UCM 11 | UCM 11 | JTAPI 11.0 (1.10000)-2 | 8.1.202.03+ | Cisco Unified Communications Manager | IP | |
| UCM 11.5 | UCM 11.5 | JTAPI 11.5 (1.10000)-1 | 8.1.202.12 | Cisco Unified Communications Manager | IP | |
| UCM 12.0 | UCM 12.0 | JTAPI 12.0 (1.10000)-1 | 8.1.501.33+ | Cisco Unified Communications Manager | IP | Supports Cisco Jabber v11.x and v12.x |
| UCM 12.5 | UCM 12.5 | JTAPI 12.5 (1.10000)-1 | 8.1.501.33+ | Cisco Unified Communications Manager | IP | Supports Cisco Jabber v11.x and v12.x |
| UCM 14.0 | UCM 14.0 | JTAPI 14.0 (1.10000)-1 | 8.1.502.19+ | Cisco Unified Communications Manager | IP | Supports Cisco Jabber v11.x , v12.x and v14.x |
| UCM 15.0 | UCM 15.0 | JTAPI 15.0 (1.10000)-1 | 8.1.502.26+ | Cisco Unified Communications Manager | IP | Supports Cisco Jabber v11.x , v12.x, v14.x, and v15.x |
| **Microsoft Lync 2013 and Skype for Business - Native Integration** | | | | | | |
| Requires Multimedia Connector for Skype for Business: Genesys T-Server, Connector and Workspace Plug-in for Skype for Business. | | | | | | |
| Lync 2013 | | UCMA4 | 8.5 | UCMA Connector for Skype for MS Lync | IP | |
| Skype for Business 2015 | | UCMA5 | 8.5+ | UCMA Connector for Skype for | IP | |

| Starting Version | Latest Version | CTI Link | Support (incl HA) | T-Servers Supported | Type of Support (TDM, IP, Hybrid) | Notes |
|---|---|---|---|---|---|---|
| | | | | Business | | |
| Skype for Business 2019 | | UCMA6 | 9.0 | UCMA6 Connector for Skype for Business | | |

## Mitel MiVoice 5000

| Starting Version | Latest Version | CTI Link | Support (incl HA) | T-Servers Supported | Type of Support (TDM, IP, Hybrid) | Notes |
|---|---|---|---|---|---|---|
| R5.3 | R5.3 | CSTA II | 8.1+ | Mitel MiVoice 5000 | IP | Mitel MiVoice 5000 is the next version of the EADS M6500 series. |
| R5.4 | R5.4 | CSTA II | 8.1+ | Mitel MiVoice 5000 | IP | v5.4 supported based on vendor compatibility statement. |
| R6.1 | R6.2 | CSTA II | 8.1+ | Mitel MiVoice 5000 | IP | |

## Mitel MX-ONE (formerly Aastra MX-ONE)

| Starting Version | Latest Version | CTI Link | Support (incl HA) | T-Servers Supported | Type of Support (TDM, IP, Hybrid) | Notes |
|---|---|---|---|---|---|---|
| 4.1 SP1 | 4.1 SP1<br>4.1 SP3<br>4.1 SP4 HF1 | Application Link v7 SP2 | 8.1+ | Aastra MXONE CSTA I | Hybrid | |
| 5.0 | 5.0 SP5 HF1 | Application Link 8.0 | 8.1+ | Aastra MXONE CSTA I | Hybrid | |
| 6.1 SP1 | 6.3 SP1 | Application Link 9.1 | 8.1+ | Aastra MXONE CSTA I | Hybrid | Hybrid Aastra MX-ONE 6.0 is not supported. |

## Nortel Communication Server 2000/2100

Formerly known as DMS-100/SL-100 and Nortel Carrier Succession 2000/2100. Nortel Communication Server 2100 PBX is now owned by Avaya, and called Avaya Communication Server 2100 (Avaya CS 2100). Nortel Communication Server 2000 PBX is now owned by GENBAND (General Bandwidth).

| Starting Version | Latest Version | CTI Link | Support (incl HA) | T-Servers Supported | Type of Support (TDM, IP, Hybrid) | Notes |
|---|---|---|---|---|---|---|
| SCAI 18 | SCAI 20 | SCAI | 7.6+ | Nortel Communication Server 2000/ 2100 | Hybrid | 1 HA proxy component per link is required. HA Proxy is not required for HA when using TCP link if the switch supports dual links. |
| SCAI 21 | SCAI 21 | SCAI | 8.0+ | Nortel Communication Server 2000/ 2100 | Hybrid | 1 HA proxy component per link is required. HA Proxy is not required for HA when using TCP link if the switch supports dual links. |

## NEC SV9500

| Starting Version | Latest Version | CTI Link | Support (incl HA) | T-Servers Supported | Type of Support (TDM, IP, Hybrid) | Notes |
|---|---|---|---|---|---|---|
| V01 | V07 | | 8.1.001.05+ | NEC NEAX/ APEX | IP | V02, V04-V07 supported based on the switch vendor's compatibility statement. |
| CT R1 | CT R2 | | 8.1.010.05+ | NEC NEAX/ APEX | IP | Supported based on the switch vendor's compatibility statement. This PBX is equivalent to SV9500 V07. It is only available in Japan. |

| Starting Version | Latest Version | CTI Link | Support (incl HA) | T-Servers Supported | Type of Support (TDM, IP, Hybrid) | Notes |
|---|---|---|---|---|---|---|
| **Unify OS4000 (formerly Siemens HiPath 4000)** | | | | | | |
| V6 R1 | V6 R1 | CSTA III (ASN.1) | 7.6+ | Siemens HiPath 4000 CSTA III | Hybrid | CAP versions are no longer certified separately. CAP is now considered an integral part of the switch. |
| V6 R2 | V10 | CSTA III (ASN.1) | 8.1+ | Siemens HiPath 4000 CSTA III | Hybrid | CAP versions are no longer certified separately. CAP is now considered an integral part of the switch. |

## Discontinued Switch Support

The following switches are no longer supported. The table provides the switch name, the latest supported version, and the CTI Link.

| Switch Name | Latest Version | CTI Link | Discontinued Date |
|---|---|---|---|
| Alcatel OmniPCX Office (OXO) / A4200 | 7.1 | CSTA I | August 31, 2018 |
| Aspect ACD | 9.4 | Data Interlink Version 8 | August 31, 2018 |
| EADS Telecom M6500/ Aastra Matra M6500 / NeXspan 50 | R4.2 | CSTA II E1N7+1 | August 31, 2018 |
| EADS Telecom Intecom M6880 PointSpan | 5.5 | PointSpan | August 31, 2018 |
| Huawei NGN UAP8100 | V300R002 | CSTA II | December 31, 2016 |
| Mitel Networks MN-3300 | MCD 5.0 | MiTAI 14.0.0.36 | September 30, 2019 |

| Switch Name | Latest Version | CTI Link | Discontinued Date |
|---|---|---|---|
| | | (SDK 5.0) | |
| **NEC Small Hybrid** | R10/3500 | OAI/ACD Rev IV | December 31, 2011 |
| NEC Large Hybrid | R26/20 | OAI/ACD Rev IV | December 31, 2011 |
| **NEC SV7000** | SV 8500 S07 | - | December 31, 2011 |
| Nortel Communication Server 1000 | 7.6 | Avaya Aura Contact Center 6.3 and 6.4 (AACC 6.3 and 6.4) | August 31, 2018 |
| Siemens Hicom 300E (including family: 330E and 350E) | (900)6.6 (US) | CAP3.0 SMR 5+ CSTA I ASN.1 | December 31, 2016 |
| Siemens HiPath DX (formerly RealitisDX, formerly iSDX) | 9 | CallBridge DX 8.0.1 – iCCL | August 31, 2018 |
| Spectrum | 10.2 | Transaction Link | August 31, 2018 |
| Tadiran Telecom Coral Flexicom (formerly ECI Tel) | 15.85 | CSTA3 CLA v.8.02.04 - v.8.02.14 | August 31, 2018 |

# Avaya Switch Support

| Avaya Platform | Genesys Support | Notes |
|---|---|---|
| DEFINITY One | No | This has been replaced by the S8100. |
| G3 R | Yes | Multi-Vantage (MV) 1.3 is the last software version available for this switch. Communication Manager, which is available on other Avaya switches, is not available with the G3 R switch. |
| G3 CSi (Prologix) | Yes | Switch version 8 to 10.1 using ASAI versions 3 and 4. |
| G3 Si | Yes | |
| IP Office | No | This is an SMB offering. |
| IP600 Internet Protocol Communications Server | No | This has been replaced by the S8100. |
| Avaya Media Server (S8XXX series) | Yes | The following CTI interfaces are supported:<br><br>• MAPD<br>• Co-Resident DLG<br>• Application Enablement Services (AES), single and dual server configurations |
| Avaya Enterprise Survivable Servers (ESS) | Yes | For Avaya ESS support details, please refer to:<br><br>• Framework 8.0 T-Server for Avaya Communication Manager Deployment Guide<br>• Framework 8.0 T-Server for Avaya TSAPI Deployment Guide |

# Switch-Dependent Solutions

This page is no longer available because VTO reached End of Life (EOL). For further queries, contact your account representative.

# Workspace and SDK Switch Support

Click here for **Switch Support for Workspace Web Edition, Genesys Web Services and Gplus Adapters on Web Services**.

| Switch Vendor | Switch Name | Workspace Desktop Edition (formerly Interaction Workspace) | Interaction SDK (AIL and GIS) |
|---|---|---|---|
| **Tier 1** | | | |
| Alcatel | OmniPCX Enterprise (OXE)A4400 | 8.0.1+ | 7.6+ |
| Aspect | ACD | 8.0.1+ | 7.6+ |
| Aspect | Spectrum | 8.0.1+ | 7.6+ |
| Avaya | G3 (now called S8000 Series) | 8.0.1+ | 7.6+ |
| Broadsoft | Broadworks | 8.1.4+ | - |
| EADS Intecom | E Series | 8.0.1+ | 7.6+ |
| EADS Intecom | PointSpan | 8.0.1+ | 7.6+ |
| Ericsson | MD110 | 8.0.2+ | 7.6+ |
| NEC | Small-TDM | No | 7.6+ |
| NEC | Large-TDM | 8.0.1+ | 7.6+ |
| NEC | Small-IP | No | No |

| Switch Vendor | Switch Name | Workspace Desktop Edition (formerly Interaction Workspace) | Interaction SDK (AIL and GIS) |
|---|---|---|---|
| NEC | Large-IP | No | No |
| NEC | SV 7000 | 8.0.1+ | 7.6+ |
| Nortel | Nortel Communication Server 2000/2100(formerly DMS-100) | 8.0.2+ | 7.6+ |
| Nortel | Nortel Communication Server 1000 (formerly Meridian 1) (Meridian Link 5c and SCCS) | 8.0.1+ | 7.6+ |
| Siemens | Hicom 300E | No | 7.6+ |
| Siemens | HiPath 4000 CSTA III | 8.0.1+ | 7.6+ |
| SIP Server | | 8.0.1+ | 7.6+ |

## Tier 2

| | | | |
|---|---|---|---|
| Alcatel | OmniPCX Office (OXO)/A4200 | No | 7.6+ |
| Cisco Unified Communications Manager | IP PBX | 8.0.1+ | 7.6+ |
| EADS Telecom M6500 | NeXspan 50 | No | 7.6 |
| Mitel | MN-3300 | No | 7.6+ |
| Nortel | CSE 1000 | No | No |
| Nortel | CSE 2000 | No | No |
| Siemens | HiPath DX (formerly "Realitis DX" and "iSDX") | No | 7.6+ |

| Switch Vendor | Switch Name | Workspace Desktop Edition (formerly Interaction Workspace) | Interaction SDK (AIL and GIS) |
|---|---|---|---|
| Tadiran Telecom | Coral Flexicom | No | No |

# Network Solutions and Parking Platform Support

> **Important**
>
> Genesys Specification© is Genesys property. Implementation of GenSpec requires Genesys approval to Gplus development program application by a third party.

| Network Service Provider | Network Gateway/ Platform | Carrier Protocol | Genesys Server Name | Support | End of Support date |
|---|---|---|---|---|---|
| **Network Routing** | | | | | |
| Atos Multimedia | Proprietary platform | GenSpec© TCAP over TCP/IP | Network T-Server for GenSpec (on TCAP) | 8.0+ | |
| AT&T | Intelligent Call Processing (ICP) | SS7 | Network T-Server for AT&T | 8.0+ | 12/31/2023 |
| BT Alfredo--GAIN | Alcatel A1400 Rel. 2.x | GenSpec© TCAP over TCP/IP | Network T-Server for GenSpec (on TCAP) | 8.0+ | |
| Cegetel | Alcatel A1400 Rel. 2.x | GenSpec© TCAP over TCP/IP | Network T-Server for GenSpec (on TCAP) | 8.0+ | |
| Cegetel | Eureka Soft Service Node Orateur v1.41 and v2 | GenSpec© TCAP over TCP/IP | Network T-Server for GenSpec (on TCAP) | 8.0+ | |
| Deutsche Telekom | Proprietary SCP | GenSpec© TCAP over TCP/IP | Network T-Server for DTAG | 8.0+ | 12/31/2023 |
| France Telecom | CVF | GenSpec© TCAP over TCP/IP | Network T-Server for GenSpec (on TCAP) | 8.0+ | |
| MCI | 800 Gateway | UDP/IP | Network T-Server | 8.0+ | 12/31/2023 |

| Network Service Provider | Network Gateway/ Platform | Carrier Protocol | Genesys Server Name | Support | End of Support date |
|---|---|---|---|---|---|
| | | | for MCI | | |
| NetCentrex | NetCentrex SVI | GenSpec© TCAP over TCP/IP | Network T-Server for GenSpec (on TCAP) | 8.0+ | |
| Orange | ISCP | GenSpec© TCAP over TCP/IP | Network T-Server for ISCP | 8.0+ | May 15, 2022 |
| Prosodie | Proprietary platform | GenSpec© TCAP over TCP/IP | Network T-Server for GenSpec (on TCAP) | 8.0+ | |
| Sprint | Site RP | X.25 | Network T-Server for Sprint | 8.0+ | May 15, 2022 |
| Telsis | Telsis SCP (Ocean Platform) v3.5 | GenSpec© TCAP over TCP/IP | Network T-Server for GenSpec (on TCAP) | 8.0+ | |

## Network Qualification/Parking

| | | | | | |
|---|---|---|---|---|---|
| MCI NGSN | NGSN (Next Generation Server Node) | TCP/IP | Network T-Server for NGSN | 8.0+ | |

## Network Routing on IP

| | | | | | |
|---|---|---|---|---|---|
| | Alcatel 5020 | TCP/IP | SIP Server | 8.1.1+ | |

# 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 |
|---|---|---|---|---|
| | | | | + <br><br> 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 | |

# SIP and GVP Support Tables

## SIP-related Guidelines for Supported Media Interfaces

- Genesys Customer Care and product teams support integrations to the devices and SIP trunks listed in these tables. Expectations of this support are as follows:

    - Each integration has been successfully tested, either directly by Genesys or in cooperation with a partner.

    - Support focuses on the integration aspects including the SIP signaling and media (RTP) for typical/ common deployment configurations.

    - Support typically extends across an entire product line which shares common software or firmware.

    - Support typically across a range of releases. For example, 4.x indicates that support is extended to any release that starts with the major version 4, such as 4.0.3, 4.1, and so on. This policy is based on practical experience of excellent backward compatibility by both Genesys and our partners.

    - Support is based on an end-to-end view of a deployment; Genesys requires that devices or trunks connected via an SBC must also be supported (the SBC does not provide complete isolation).

    - Application notes are posted for many of the integrations.

    - Genesys Customer Care will not troubleshoot 3rd party components; Genesys does work with SIP Select partners for joint troubleshooting.

    - Entries are typically removed from the SMI when a product or software version reaches End of Support.

    - Deployments with other SIP devices or trunks not listed in these tables require "field validation". Consult with Product Management or On Demand Solutions for more information.

- Genesys recommends devices in our SIP Select program, which benefit from full-featured and thoroughly tested integrations plus joint troubleshooting with the Partners.

Refer to these topics for specifics:

- Supported Hard Phones

- Supported Soft Phones

- Supported Infrastructure

- Supported Trunks

# 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<br><br>Audio Codes App Note | Supports SIP BC; Full contact center features exclusive to the 420HD |
| Genesys | 405, 420HD | 2.x (2.2.2+) | 8.1.1 (8.1.101.86+) | 8.1.2 | Yes | Genesys 400 Series IP Phones Documentation<br><br>Audio Codes App Note | Supports SIP BC; Full contact center features exclusive to the 420HD |
|  |  | 2.2.12 | 8.1.x |  |  |  |  |
| AudioCodes | All 4xxHD Phones (405, 405HD, 420HD, 430HD, 440HD) | 2.0 (2.0.0.18.0.45+) | 8.1.x | 8.1.2 | Yes | Audio Codes App Note | Supports SIP BC; Full contact center features exclusive to the 420HD |
|  |  | 2.x (2.2.2+) | 8.1.1 (8.1.101.86+) |  |  |  |  |
|  |  | 2.2.12 | 8.1.x |  |  |  |  |
|  |  | 2.2.16 | 8.1.x |  |  |  |  |
| 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 |

| 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) |  |  |  |  | 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) | 8.1.x | 8.1.2 | Yes | Yealink App Note | 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 |  |  |  |

| 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 | | | |

# Supported Soft Phones

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

| Soft Phone Vendor | Phone Model | Phone Version | SIP Server Versions | Recommended | Application Note | Notes |
|---|---|---|---|---|---|---|
| CounterPath | EyeBeam | 1.5 | 8.1.x, 8.0.x, 7.6.x, 7.5.x | | | |
| CounterPath | Bria | 6.1.x (6.1.0.3 103770) | 8.1.x | Yes | Bria App Note | Supports SIP BC (with limitations) |
| CounterPath | Bria | 5 (5.1.0 89374) | 8.1.x | Yes | Bria App Note | Supports SIP BC (with limitations) |
| CounterPath | Bria | 4.1.x (4.1.1 74246) | 8.1.x | Yes | Bria App Note | Supports SIP BC (with limitations) |
| CounterPath | Bria | 3.5.x (3.5.5 71238+) | 8.1.x | Yes | Bria App Note | Supports SIP BC (with limitations) |
| CounterPath | Bria | 3.4.x (3.4.468676+) | 8.1.x | Yes | Bria App Note | Supports SIP BC (with limitations) |
| CounterPath | Bria | 3 | 8.1.x | Yes | | Supports SIP BC (with limitations) |
| Genesys | SIP Endpoint SDK | 9.0 | 8.1.1 | Yes | SIP EP SDK Documentation | Supports SIP BC |
| Genesys | SIP Endpoint SDK | 8.5 | 8.1.1 | Yes | SIP EP SDK Documentation | Supports SIP BC |
| Genesys | SIP Endpoint SDK | 8.1 | 8.1.x, 7.6.x | Yes | SIP EP SDK Documentation | Supports SIP BC |

| Soft Phone Vendor | Phone Model | Phone Version | SIP Server Versions | Recommended | Application Note | Notes |
|---|---|---|---|---|---|---|
| Genesys | SIP Endpoint SDK | 8.0 | 8.1.x, 8.0.x | Yes | SIP EP SDK Documentation | Supports SIP BC |
| Genesys | Workspace SIP Endpoint | 8.5 | 8.1.1 | Yes | Workspace Documentation | Supports SIP BC |
| Genesys | Workspace SIP Endpoint | 8.1 | 8.1.x, 7.6.x | Yes | Workspace Documentation | Supports SIP BC |
| Genesys | Workspace SIP Endpoint | 8.0 | 8.1.x, 8.0.x | Yes | Workspace Documentation | Supports SIP BC |
| Iscoord | IS-Phone | 7.0.2.134 | 8.1.x, 7.6.x | | | |
| Genesys | Softphone | 9.0 | 8.1.1 | Yes | Genesys SoftPhone Documentation | Supports SIP BC |
| Genesys | Softphone | 8.5 | 8.1.1 | Yes | Genesys SoftPhone Documentation | Supports SIP BC |

# Supported Infrastructure

To sort the table alphabetically click **Vendor & Model**. For information on understanding this SIP-related information, support questions, and other guidelines, see SIP-related Guidelines for Supported Media Interfaces.

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### Important

The following vendor names have changed:

- Acme Packet (now listed under Oracle)

- Siemens (now listed under Unify)

- Sonus (now listed under Ribbon)

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| Vendor & Model | Product Version | SIP Server Version | Media Server/GVP Version | Category | Application Note | Recommended | Notes |
|---|---|---|---|---|---|---|---|
| Alcatel OmniPCX Enterprise (OXE) | 9 | 8.0.x | 8.1.x, 7.6.x | PBX | | | Agent integration: Simple – via basic trunk connection. |
| Alcatel OmniPCX Enterprise (OXE) | 9.1 | 8.1.x, 8.0.x | 8.1.x | PBX | | | Agent integration: Simple – via basic trunk connection. |
| Alcatel OmniPCX Enterprise (OXE) | 10 | 8.1.x | 8.1.x | PBX | | | Agent integration: Simple – via basic trunk connection. |
| Alcatel OmniPCX Enterprise (OXE) | 11.x | 8.1.x | 9.0.x, 8.5.x, 8.1.x | PBX | | | |
| Alcatel OmniPCX Enterprise (OXE) | 12.x | 8.1.x | 9.0.x, 8.5.x | PBX | • Bridge transfers are not supported | | |

| Vendor & Model | Product Version | SIP Server Version | Media Server/GVP Version | Category | Application Note | Recommended | Notes |
|---|---|---|---|---|---|---|---|
| | | | | | • RequestSingleStep transfer must be done using the re-INVITE method (set refer-enabled=false in SIP Server configuration) | | |
| Alcatel-Lucent IMS | 13.1 | 8.1.1 | 9.0.x, 8.5.x | IMS | | | |
| AudioCodes Mediant (all models) | 5.x | 8.1.x, 8.0.x, 7.6.x | 9.0.x, 8.5.x, 8.1.x, 8.0.x | Media Gateway | | | |
| AudioCodes Mediant (all models) | 7.x | 8.1.1 | 9.0.x, 8.5.x | SBC/Media Gateway | Application Note AudioCodes Gateway<br><br>Audiocodes E-SBC Application Note | Yes | Hardware-based models support hybrid Media Gateway and SBC functionality. |
| AudioCodes - TP1610 | 4.x | 8.0.x | 8.x | Media Gateway | | | Supported only for self-service use cases for GVP. |
| Avaya Communications Manager with SES | SES 4.1 | | 9.0.x, 8.5.x, 8.1.x, 8.0.x | PBX | | | |
| Avaya Communications Manager with SES | SES 5.2.x | 8.1.x,8.0.x | 8.1.x,8.0.x | PBX | | | |

| Vendor & Model | Product Version | SIP Server Version | Media Server/GVP Version | Category | Application Note | Recommended | Notes |
|---|---|---|---|---|---|---|---|
| Avaya Communications Manager with Session Manager | CM 6.x (6.2+) SM 6.x (6.2+) | 8.1.x | 8.1.x | PBX | | | |
| Avaya Communications Manager with Session Manager | 8.x | 8.1.x | 9.0.x, 8.5.x | PBX | | | |
| Avaya Communications Manager with Session Manager | 7.x | 8.x | 9.0.x, 8.5.x | PBX | | | |
| Avaya Communications Server 1000 (CS1K) with Session Manager | 6 | 8.1.x, 8.0.x | 8.1.x (8.1.3 or later) | PBX | | | Was tested with SM. |
| Avaya Communications Server 1000 (CS1K) with Session Manager | 7.5.x | 8.1.x, 8.0.x (8.0.4 or later) | 8.1.x (8.1.3 or later) | PBX | | | Was tested with SM 6.1. |
| Avaya Communications Server 1000 (CS1K) with Session Manager | 7.6.x | 8.1.x | 9.0.x, 8.5.x | PBX | | | Was tested with SM 6.3. |
| Base7 (previously OpenIN) Chameleon | 5.7 | 8.1.x | 8.1.x, 8.5.x, 9.0.x | Media Gateway | | | Every Base7 deployment requires dedicated on-site integration testing. Contact Product Management for details. |
| BroadSoft BroadWorks | 19 | 8.1.x | 8.1.x | PBX | | | Agent integration: |

| Vendor & Model | Product Version | SIP Server Version | Media Server/GVP Version | Category | Application Note | Recommended | Notes |
|---|---|---|---|---|---|---|---|
| | | | | | | | Simple – via basic trunk connection. |
| Cisco CUBE | 17.x (17.03.05) | 8.1.1 | 9.0.x, 8.5.x | SBC | | | |
| Cisco CUBE | 11.x | 8.1.1 | 9.0.x, 8.5.x | SBC | Application Note for Cisco CUBE | | |
| Cisco CUBE | 16.x (16.09.04) | 8.1.1 | 9.0.x, 8.5.x | SBC | | | |
| Cisco CUBE SBC | 9.x | 8.1.x | N/A | SBC | | | Agent integration: Support is limited to the trunk side only. |
| Cisco Media Gateways (all models) | IOS 12.3.x | 8.1.x, 8.0.x, 7.6.x | 9.0.x, 8.5.x, 8.1.x | Media Gateway | | | |
| Cisco Media Gateways (all models) | IOS 12.4.x | 8.1.x, 8.0.x, 7.6.x | 9.0.x, 8.5.x, 8.1.x | Media Gateway | Application Note for Cisco Gateways | | |
| Cisco Media Gateways (all models) | IOS 15.x (15.1+) | 8.1.x | 9.0.x, 8.5.x, 8.1.x | Media Gateway | Application Note for Cisco Gateways | | |
| Cisco Unifed Communications Manager (UCM) | 8.x | 8.1.x | 8.1.x (8.1.5 or later) | PBX | | | Agent integration: Advanced – Presence via SUBSCRIBE. |
| Cisco Unifed Communications Manager (UCM) | 9.x | 8.1.x | - | PBX | | | Agent integration: Advanced – Presence via SUBSCRIBE. |
| Cisco Unifed | 10.x | 8.1.x | | PBX | | | Agent |

| Vendor & Model | Product Version | SIP Server Version | Media Server/GVP Version | Category | Application Note | Recommended | Notes |
|---|---|---|---|---|---|---|---|
| Communications Manager (UCM) | | | | | | | integration: Advanced – Presence via SUBSCRIBE. |
| Cisco Unifed Communications Manager (UCM) | 11.x | 8.1.x | 9.0.x, 8.5.x | PBX | | | Agent integration: Advanced – Presence via SUBSCRIBE. |
| Cisco Unified Communications Manager Session Manager Edition (UCM SME) | 10.x (10.5.2.16901-1) | 8.1.x | | PBX | | | SIP trunks are connected to SME. |
| Dialogic DMG 2060 | 6.0.103 | 8.0.x | 8.1.x | Media Gateway | | | |
| Dialogic Vision CX Video Gateway | 5 | 8.1.x,8.0.x | 8.1.x | Media Gateway | | | |
| Ericsson MX-ONE (formerly Aastra MX-ONE) | 3.2 | 7.6.x | - | PBX | | | Integration with Stream Manager 7.6. |
| Ericsson MX-ONE (formerly Aastra MX-ONE) | 4.1 | 8.1.x, 8.0.x | 8.1.x, 8.0.x | PBX | | | |
| Genesys Audiocodes E-SBC (Software) | 6.x | 8.1.x | 9.0.x, 8.5.x, 8.1.x | SBC | Application Note AudioCodes Mediant<br><br>Application Note AudioCodes Gateway<br><br>Application Note Audiocodes | Yes | |

| Vendor & Model | Product Version | SIP Server Version | Media Server/GVP Version | Category | Application Note | Recommended | Notes |
|---|---|---|---|---|---|---|---|
| | | | | | E-SBC | | |
| Genesys Audiocodes E-SBC (Software) | 7.x | 8.1.x | 9.0.x, 8.5.x, 8.1.x | SBC | Application Note AudioCodes Mediant<br><br>Application Note AudioCodes Gateway<br><br>Application Note Audiocodes E-SBC | Yes | |
| IMS | 13.1 | 8.1.1 | 9.0.x, 8.5.x | SBC | | | |
| Microsoft Lync 2010 | 4.0+ | 8.1.x (8.1.001.00 or later, and UC Connector 8.0.300.04 or later) | 8.1.x | PBX | | | |
| Microsoft Lync 2013 | 5.0+ | 8.1.1 (and UC Connector 8.0.3 or later) | 8.1.x | PBX | | | |
| Mitel MN-3300 ICP | MCD 4.1 SP1 | 8.0.x, 8.1.x | 8.1.x | Media Gateway | | | |
| Nuera GX Series | 6.x | 8.1.x | 9.0.x, 8.5.x, 8.1.x | SBC | | | Supports hybrid Media Gateway and SBC functionality. |
| OpenIN Chameleon | 5.7.0 | 8.1+ | 8.x | Media Gateway | | | While this product is supported, every deployment requires onsite validation. |
| Oracle Acme Net-Net 2600 Series | 3.4.2 | 8.1.x, 7.6.x | N/A | SBC | | | |

| Vendor & Model | Product Version | SIP Server Version | Media Server/GVP Version | Category | Application Note | Recommended | Notes |
|---|---|---|---|---|---|---|---|
| (formerly Covergence Eclipse) | | | | | | | |
| Oracle Acme Net-Net Hardware-based SBCs (38xx/4xxx/9xxx series) | 6.x (6.1.0 MR2 or later) | 8.1.x, 8.0.x, 7.6.x | 9.0.x, 8.5.x, 8.1.x, 7.6.x | SBC | | | |
| Oracle Acme Packet E-SBC (all Acme Packet models including Virtual Machine Edition, 1100, 3900, 4600, 6300, 6350, etc.) | EC7.x (EC7.2.0 or later) | SIP Server 8.1.1 (8.1.101.52 or later) | 9.0.x, 8.5.x, 8.1.7 | SBC | | Yes | The "E-SBC" from Oracle encompasses functionality from multiple "products". The application note details which functionality has been tested. |
| Oracle Acme Packet E-SBC (all Acme Packet models including Virtual Machine Edition, 1100, 3900, 4600, 6300, 6350, etc.) | 8.x (8.1.0 or later) | SIP Server 8.1.x (8.1.103.23 or later) | 9.0.x, 8.5.x, 8.1.7 | SBC | Application Note Oracle Enterprise SBC with Genesys SIP Server<br><br>Application Note Oracle Acme Packet E-SBC Version 8.3.x | Yes | The "E-SBC" from Oracle encompasses functionality from multiple "products". The application note details which functionality has been tested. |
| Oracle Acme Packet E-SBC (all Acme Packet models including Virtual Machine Edition, 1100, 3900, 4600, 6300, 6350, etc.) | 9.x (9.0.0 or later) | SIP Server 8.1.1+ | 9.0.x, 8.5.x, 8.1.7 | SBC | Application Note Oracle Enterprise SBC with Genesys SIP Server<br><br>Application Note Oracle Acme Packet E-SBC Version 8.3.x | Yes | The "E-SBC" from Oracle encompasses functionality from multiple "products". The application note details |

| Vendor & Model | Product Version | SIP Server Version | Media Server/GVP Version | Category | Application Note | Recommended | Notes |
|---|---|---|---|---|---|---|---|
| | | | | | | | which functionality has been tested. |
| Sangoma (formerly Paraxip) | 2.x (2.2.5+) | 7.6.x | 8.1.x | Media Gateway | | | |
| Ribbon NBS (GSX,PSX, EMS) 4000 (formerly Sonus) | 7.3.5 | 8.1.x, 8.0.x | 8.1.x | SBC | | | |
| Ribbon SBC 1000 & 2000 (formerly Sonus) | 4.1.0 (Build 369 or later) | 8.1.x | 8.1.x | SBC/Media Gateway | Application Note Sonus SBC | Yes | Supports hybrid Media Gateway and SBC functionality. |
| Ribbon SBC 5000 Series (formerly Sonus) | 4.x (04.00.00R0 or later) | 8.1.x | 9.0.x, 8.5.x, 8.1.x | SBC | Application Note Sonus SBC | Yes | |
| Ribbon SBC 1000 & 2000 (formerly Sonus) | 3.x (3.1.2 Build293 +) | 8.1.1 | 9.0.x, 8.5.x, 8.1.x | Media Gateway | | | v3.x is only supported with Media Gateway functionality. |
| Unify OpenScape Voice (formerly Siemens HiPath 8000) | 6.x | 8.1.x | 8.1.x | PBX | Application Note for Unify OpenScape | | 1. Supports SIP Business Continuity and 1PCC. 2. RG8700 Gateway included in the testing (behind the switch). |
| Unify OpenScape Voice (formerly Siemens HiPath 8000) | 7.x | 8.1.x | 9.0.x, 8.5.x | PBX | Application Note for Unify OpenScape | | Agent integration: Advanced – Presence & 1PCC via B2BUA. |
| Unify OpenScape | 8.x | 8.1.x | 9.0.x, 8.5.x | PBX | Application Note for Unify | | Agent integration: |

| Vendor & Model | Product Version | SIP Server Version | Media Server/GVP Version | Category | Application Note | Recommended | Notes |
|---|---|---|---|---|---|---|---|
| Voice (formerly Siemens HiPath 8000) | | | | | OpenScape | | Advanced – Presence & 1PCC via B2BUA. |
| Unify OpenScape Voice (formerly Siemens HiPath 8000) | 9.x | 8.1.x | 9.0.x, 8.5.x | PBX | Application Note for Unify OpenScape | | Agent integration: Advanced – Presence & 1PCC via B2BUA. |
| Unify OpenScape Voice (formerly Siemens HiPath 8000) | 10.x | 8.1.x | 9.0.x, 8.5.x | PBX | Application Note for Unify OpenScape | | Agent integration: Advanced – Presence & 1PCC via B2BUA. |
| Unify OpenScape Voice 4000 (formerly Siemens HiPath) | 7 | 8.1.x | 9.0.x, 8.5.x, 8.1.x | PBX | Application Note for Unify OpenScape | | |
| West 911 Enable Emergency Gateway (EGW) | 3.2 & 3.3 | 8.1.x, 8.0.x (8.0.400.62 or later) | 9.0.x, 8.5.x, 8.1.x | Media Gateway | 911 Enable Website | | |

# Supported Trunks

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

| SIP Trunk | SIP Server Version | GVP/Media Server Version | SBC | Application Note | Notes |
|---|---|---|---|---|---|
| AireSpring | 8.1.x | 9.0.x, 8.5.x | AudioCodes Mediant | Airespring Application note | |
| AT&T IP Flexible Reach | 8.1.x, 8.0.x, 7.6.x | 8.1.x, 8.0.x, 7.6.x | AudioCodes Mediant | AT&T IP Flexible Reach Application note | IP Flexible Reach Service includes outbound LD and local calling plans |
| AT&T IP Toll Free | 8.1.x, 8.0.x, 7.6.x | 8.1.x | Sonus NBS (GSX & PSX) v7.3.5 | AT&T IP Toll Free Application note | |
| AT&T IP Toll Free | 8.1.x | 9.0.x, 8.5.x, 8.1.x | AudioCodes Mediant | AT&T IP Toll Free Application note | |
| AT&T IP Transfer Connect | 8.1.x, 8.0.x, 7.6.x | 8.1.x | Sonus NBS (GSX & PSX) v7.3.5 | | Was tested with Sonus NBS GSX 7.3.5. & Sonus SBC v. 7.3.5, Interaction Workspace SIP end point 8.0.200.11. |
| British Telecom | 8.1.x (tested with 8.1.0) | 8.1.x (tested with 8.1.5) | Acme/AudioCodes Mediant | | Was tested with Acme SBC and AudioCodes SBC 800 |
| British Telecom Italy | 8.1.x | 9.0.x, 8.5.x | AudioCodes Mediant | BT Italy SIP Trunk Application note | |
| CenturyLink | 8.1.x | 9.0.x, 8.5.x | AudioCodes Mediant | CenturyLink Application note | |
| Colt | 8.1.x | 9.0.x, 8.5.x | AudioCodes Mediant | Colt Application Note | Redirect with 3xx is not supported by Telenor ITSP. Supported by SBC. Inbound and outbound |

| | | | | | SIP digest authentication available only at SBC level. |
|---|---|---|---|---|---|
| ItalTel | 8.1.x | 9.0.x, 8.5.x | AudioCodes Mediant | ItalTel SIP Trunk Application Note | |
| Skype Connect | 8.1.x | 9.0.x, 8.5.x, 8.1.x | Any | | Supported with any SBC |
| Telenor ITSP | 8.1.x | 9.0.x, 8.5.x | AudioCodes Mediant | Telenor ITSP Application Note | Redirect with 3xx is not fully supported by Telenor ITSP. Supported by SBC. Inbound and outbound SIP digest authentication available only at SBC level. |
| Verizon IPCC | 7.6.x, 8.0.x, 8.1.x | 8.1.x, Stream Manager 7.6.x | Acme | | Was tested with Acme SBC |
| Windstream | 8.1.x | 9.0.x, 8.5.x | AudioCodesMediant | Windstream Application note | The Windstream ITSP does not support Early Media. |

# UC Connector Support

| Vendor/ Product | Product Versions | UC Connector Version(s) |
|---|---|---|
| Supported UC Environments | | |
| Skype for Business | 2015 | 8.0.3+ |
| Microsoft Lync | 2013 | 8.0.3+ |
| Supported T-Servers | | |
| Alcatel A4400/OXE | 8.0+ | 8.0+ |
| Avaya Communication Manager | 8.0+ | 8.0+ |
| Avaya TSAPI | 8.0+ | 8.0+ |
| Cisco UCM | 7.5+ | 8.0+ |
| Mitel MX-ONE | 8.0+ | 8.0+ |
| Genesys SIP Server | 8.0.3+ | 8.0+ |
| Nortel CS2000 | 8.0+ | 8.0+ |
| Unify OS 4000 (ex.Siemens HiPath 4000 CSTA III) | 8.0+ | 8.0+ |

# Supported Dialogic Boards

> ## Important
> 1. Dialogic® DM3 Media Boards are End of Life (EOL). Availability of Support is contingent upon a Support Plan being in place with Dialogic.
> 2. VTO reached EOL and End of Support (EOS) on August 28, 2015. Customers wanting to replace VTO functionality can choose from two Genesys offerings: SIP Qualification and Parking and/or Genesys Voice Platform. Please contact your account executive or sales person via the appropriate sales channels for additional information.

| Dialogic Board | OC | VCB | VTO | GVP 8.x | Notes |
|---|---|---|---|---|---|
| D/120JCT-LS | EOL[1] | Yes | EOS | No | VCB is only supported by CPD Server 7.1. |
| D/160SC-LS | EOL[1] | Yes | EOS | No | Supported through O.C. 7.1, not supported with OC 7.2 (because not supported by SR 6.0 Intel Driver). VCB is only supported by CPD Server 7.1. |
| D/41ESC-LS | EOL[1] | Yes | EOS | No | Supported through O.C. 7.1, not supported with OC 7.2 (because not supported by SR 6.0 Intel Driver). VCB is only supported by CPD Server 7.1. |
| D/41EPCI | EOL[1] | Yes | EOS | No | Supported through O.C. 7.1, not supported with OC 7.2 (because not supported by SR 6.0 Intel Driver) VCB is only supported by CPD Server 7.1. |

| Dialogic Board | OC | VCB | VTO | GVP 8.x | Notes |
|---|---|---|---|---|---|
| D/240PCI-T1 | EOL[1] | Yes | EOS | No | Supported through O.C. 7.1, not supported with OC 7.2 (because not supported by SR 6.0 Intel Driver)<br><br>VCB is only supported by CPD Server 7.1. |
| D/300PCI-E1 | EOL[1] | Yes | EOS | No | Supported through O.C. 7.1, not supported with OC 7.2 (because not supported by SR 6.0 Intel Driver)<br><br>VCB is only supported by CPD Server 7.1. |
| D/240SC-T1 | EOL[1] | Yes | EOS | No | Supported through O.C. 7.1, not supported with OC 7.2 (because not supported by SR 6.0 Intel Driver)<br><br>VCB is only supported by CPD Server 7.1. |
| D/240SC-2T1 | EOL[1] | Yes | EOS | No | Supported through O.C. 7.1, not supported with OC 7.2 (because not supported by SR 6.0 Intel Driver)<br><br>VCB is only supported by CPD Server 7.1. |
| D/480SC-2T1 | EOL[1] | Yes | EOS | No | Supported through O.C. 7.1, not supported with OC 7.2 (because not supported by SR 6.0 Intel Driver)<br><br>VCB is only supported by CPD Server 7.1. |
| D/300SC-E1 | EOL[1] | Yes | EOS | No | Supported through O.C. 7.1, not supported with OC 7.2 (because not |

| Dialogic Board | OC | VCB | VTO | GVP 8.x | Notes |
|---|---|---|---|---|---|
| | | | | | supported by SR 6.0 Intel Driver) <br><br>VCB is only supported by CPD Server 7.1. |
| D/300SC-2E1 | EOL[1] | Yes | EOS | No | Supported through O.C. 7.1, not supported with OC 7.2 (because not supported by SR 6.0 Intel Driver) <br><br>VCB is only supported by CPD Server 7.1. |
| D/600SC-2E1 | EOL[1] | Yes | EOS | No | Supported through O.C. 7.1, not supported with OC 7.2 (because not supported by SR 6.0 Intel Driver) <br><br>VCB is only supported by CPD Server 7.1. |
| D/480JCT-1T1 | Yes | | EOS | EOL[1] | |
| D/480JCT-2T1 | EOL[1] | Yes | EOS | EOL[1] | VCB is only supported by CPD Server 7.1. |
| D/600JCT-1E1 | Yes | | EOS | EOL[1] | |
| D/600JCT-2E1 | EOL[1] | Yes | EOS | EOL[1] | VCB is only supported by CPD Server 7.1. |
| D/240JCT-T1 | EOL[1] | Yes | EOS | EOL[1] | VCB is only supported by CPD Server 7.1. |
| D/300JCT-1E1 | EOL[1] | Yes | EOS | EOL[1] | VCB is only supported by CPD Server 7.1. |
| D/41JCT-LS | EOL[1] | Yes | EOS | No | VCB is only supported by CPD Server 7.1. |

| Dialogic Board | OC | VCB | VTO | GVP 8.x | Notes |
|---|---|---|---|---|---|
| DM/960-4E1-PCI | 7.2+ | - | EOS | No | This board is supported in GlobalCall call control mode only. |
| DM/V600-2E1-PCI | 7.2+ | - | EOS | No | This board is supported in GlobalCall call control mode only. |
| DM/V600A-2E1-PCI | 7.2+ | - | EOS | EOL[1] | This board is supported in GlobalCall call control mode only. |
| DM/V600BTEP | - | - | - | EOL[1] | |
| DM/V960-4T1-PCI | 7.2+ | - | EOS | No | This board is supported in GlobalCall call control mode only. |
| DM/V1200-4E1-PCI | 7.2+ | - | EOS | No | This board is supported in GlobalCall call control mode only. |
| DM/V480-2T1-PCI | 7.2+ | - | EOS | No | This board is supported in GlobalCall call control mode only. |
| DM/V480A-2T1-PCI | 7.2+ | - | EOS | EOL[1] | This board is supported in GlobalCall call control mode only. |
| DM/V960A-4T1-PCI | 7.2+ | - | EOS | EOL[1] | This board is supported in GlobalCall call control mode only. |
| DM/V1200A-4E1-PCI | 7.2+ | - | EOS | EOL[1] | This board is supported in GlobalCall call control mode only. |
| DM/V300BTEP | 8.0+ | - | - | No | |

| Dialogic Board | OC | VCB | VTO | GVP 8.x | Notes |
|---|---|---|---|---|---|
| DM/V600BTEP | 8.0+ | - | - | EOL[1] | |
| DM/V1200BTEP | 8.0+ | - | - | EOL[1] | |

## Notes for Outbound Contact and Voice Callback Users

The Supported Dialogic Boards table indicates the Dialogic boards approved by Genesys for use with Outbound Contact (OC) and Voice Callback (VCB).

> ### Tip
> Please contact Genesys Customer Care to confirm Dialogic board model support.

Dialogic software support by OC and VCB

Support includes:

- SR 6.0 for the Springware boards
- SR 6.0 with GC for the DM3 (High Density) boards
- SR 6.0:
    - Outbound 8.0: Supported Service update # 239.
    - Outbound 8.1: Supported Service update # 258.

- Host Media Processing (HMP) 3.0:
- Outbound 8.0: Supported Service update # 253.

- Outbound 8.1: Supported Service update # 296.
- Outbound 8.1.2: Supported Service Update # 328+.

> ### Important
> 1.DM3 boards support by OC require installation of Global Call dlls.
> 2.Global Call dlls are available with installation of SR 6.0.
> 3.To utilize Global Call capability (supported by OC with DM3 boards only) you must

> install the Global Call Package that includes Global Call protocols.

Other Dialogic Boards

Other Dialogic boards that are not listed in Supported Dialogic Boards table can be used, provided that specific criteria for Dialogic board functionality are met, as follows:

- Mandatory
    - Telephony buses -CT bus
    - Network resources
- Optional
    - Voice resources

The absence of Voice resources leads to the following limitations:

- Post Call Progress Detection cannot be performed.
- Recorded announcements and forth tones cannot be supported.

CPD Server supports only the latest Intel drivers (Service Release 6) for Intel Dialogic boards.Consequently, Genesys no longer supports Dialogic hardware that is not supported by the Dialogic System Release 6.0, because this release does not support ISA and some other legacy boards.

The Service Release 6.0 supported hardware list is provided in the Dialogic® System Release 6.0 on PCI for Windows on Architecture Release Guide. The Release Guide is available at the following location:
https://www.dialogic.com/manuals/sr/sr60winpci

Tip

For further information including: Dialogic boards that can be used for both OC and VCB, discontinued Dialogic boards, supported operating systems, and service updates, refer to the Dialogic web site at http://www.dialogic.com/.

# Notes for VTO Users

The Supported Dialogic Boards table indicates the Dialogic boards approved by Genesys for use with VTO.

### Other Dialogic Springware Boards

Other Dialogic Springware boards can be used with VTO in R4 call control mode, if the following criteria are met:

- Telephony buses—SC bus or CT bus
- Network resources
- Voice resources

### Other Dialogic Springware and NetStructure (DM3) TDM Boards

Other Dialogic Springware and NetStructure (DM3) TDM boards not listed in Supported Dialogic Boards table can be used with VTO in GlobalCall call control mode if they are supported by the Dialogic GlobalCall software layer.

VTO utilizes one network and one voice resource per channel. Therefore, the number of VTO channels is limited by the smaller number of voice and network resources available.

- VT Server 7.0.100 and earlier should be used with Dialogic System Release 5.1.1, Service Pack 1.
- For VT Server 7.0.101 the recommended version is Dialogic System Release 6.0.

## Dialogic System Software Installation Considerations

When installing the Dialogic System software for VTO:

- VTO in the GlobalCall call control mode: Select the option **GlobalCallAPI Package**.
- VTO in the R4 call control mode: You do not need to select the option **GlobalCall API Package**.
- Depending upon the Dialogic board model used and the telephony network protocol implemented by the switch's network interface card: the Global Call Protocols package (distributed separately by Dialogic), may be required.
- For each specific combination of the Dialogic board model and telephony network protocol, consult Dialogic documentation for the GlobalCall layer setup and configuration options.

# GVP & Nuance Compatibility

> **Important**
>
> - Nuance products entered End of Life (EOL) on July 30 2024,
>   - The following Nuance products reach End of Support on June 30, 2027:
>     - Nuance Dialog Engine for IVR
>     - Nuance Dragon Voice
>   - All other Nuance products reach End of Support on June 30, 2028.

|  | GVP 7.6 | GVP 8.1 | GVP 8.1.5 | GVP 8.5.x | GVP 9.x |
|---|---|---|---|---|---|
| **ASR** |  |  |  |  |  |
| **Nuance Dragon Voice (Tier 5)**<br><br>(Base software is packaged with Nuance Speech Suite 11.0.2; Voice Data Pack for Dragon Voice is shipped separately when ordered. Nuance Tier 4 licenses are a pre-requisite for ordering Dragon Voice. Also, see the *** note below.) |  |  |  |  |  |
| Krypton recognition engine |  |  |  |  | 3.2.0* |
| Natural Language Processing (NLP) service |  |  |  |  | 1.0.2* |
| Nuance Resource Manager |  |  |  |  | 1.0.1* |

| | GVP 7.6 | GVP 8.1 | GVP 8.1.5 | GVP 8.5.x | GVP 9.x |
|---|---|---|---|---|---|
| Nuance Management Station | | | | | 6.0.1* |
| **Nuance Recognizer 11 (Tier 2-4)** (Packaging with Nuance Speech Suite 11.02.***) | | | | | |
| Version | | | | | 11.0.1* |
| MRCP Server | | | | | NSS 7.0.2* |
| MRCP Support | | | | | MRCP v1/v2 |
| **Nuance Recognizer 10** | | | | | |
| Version | - | - | 10.2.4* | 10.2.4* | 10.2.8* |
| MRCP Server | - | - | NSS 6.2.2* | NSS 6.2.5* | NSS 6.2.10* |
| MRCP Support | - | - | MRCP v1/v2 | MRCP v1/v2 | MRCP v1/v2 |
| **Nuance Recognizer 9** | | | | | |
| Version | 9.0.16** | 9.0.16** | 9.0.16** | 9.0.18** | |
| MRCP Server | NSS 5.1.3** | NSS 5.1.7** | NSS 5.1.7** | NSS 5.1.7** | |
| MRCP Support | MRCP v1 | MRCP v1/v2 (v2 added in release 8.1.2) | MRCP v1/v2 | MRCP v1/v2 | |
| **Text To Speech** | | | | | |
| **Nuance Vocalizer 7** (Packaged with Nuance Speech Suite 11.0.2***) | | | | | |
| Version | | | | | 7.1.6* |
| MRCP Server | | | | | NSS 7.0.2* |

| | GVP 7.6 | GVP 8.1 | GVP 8.1.5 | GVP 8.5.x | GVP 9.x |
|---|---|---|---|---|---|
| MRCP Support | | | | | MRCP v1/v2 |
| **Nuance Vocalizer 6.0** | | | | | |
| Version | - | - | - | 6.0.2*<br><br>Vocalizer 6.0.2 is backwards compatible to GVP 8.1.7. | 6.0.6* |
| MRCP Server | - | - | - | NSS 6.2.5* | NSS 6.2.10* |
| MRCP Support | - | - | - | MRCP v1/v2 | MRCP v1/v2 |
| **Nuance Vocalizer 5.7** | | | | | |
| Version | - | - | 5.7.2 | 5.7.3 | |
| MRCP Server | - | - | NSS 6.2.2 | NSS 6.2.5 | |
| MRCP Support | - | MRCP v1/v2 (v2 added in release 8.1.2) | MRCP v1/v2 | MRCP v1/v2 | |
| **Nuance Vocalizer 5.0** | | | | | |
| Version | 5.0.3** | 5.0.5** | 5.0.5** | 5.0.5** | |
| MRCP Server | NSS 5.1.3** | NSS 5.1.7** | NSS 5.1.7** | NSS 5.1.7** | |
| MRCP Support | | MRCP v1/v2 (v2 added in release 8.1.2) | MRCP v1/v2 | MRCP v1/v2 | |
| **Applications** | | | | | |
| **Nuance NDMs** | | | | | |
| Core | - | – | 6.1 | 6.1 | |

|  | GVP 7.6 | GVP 8.1 | GVP 8.1.5 | GVP 8.5.x | GVP 9.x |
|---|---|---|---|---|---|
| Name | - | – | 6.1 | 6.1 | |
| Spelling | - | – | 6.1 | 6.1 | |
| Email | - | – | 6.1 | 6.1 | |
| Address | - | – | 6.1 | 6.1 | |

**\*  The above Nuance versions are what were used during testing against a specific GVP release. However, the certified version and any later Service Pack are supported. For example, if Nuance Recognizer 10.2.x was certified against GVP 8.1.5, then Genesys also supports Nuance Recognizer 10.2.y on GVP 8.1.5 and higher.**

**\*\* Genesys announced the end of life (EOL) for these products on May 27, 2016. Please contact your Account Executive, Partner Manager, or the GVP Product Manager, for information about migration, entitlement, and/or product availability**.

**\*\*\* All Recognizer 10.x Languages are compatible with Recognizer 11 (Tiers 2 – 4), and Vocalizer 6 voices are compatible with Vocalizer 7; however, Speech Suite 11 requires a fresh installation and a new license file.  For additional information about Nuance Speech Suite 11, please consult the Nuance Release Notes and Speech Suite documentation available with the Nuance software.  For a replacement license files, please contact your Nuance support provider.**

## General Note

- The data in the above table was consolidated to the major releases of GVP, showing differences in the minor releases of GVP only whenever there are changes with the validation of the underlying supported Nuance products.

# GVP Speech Integration

| Vendor Product | Genesys Product/Solution | Versions |
|---|---|---|
| GM Voices | GVP | 8.1.7, 8.5+ |
| Google Speech-to-Text (For Genesys Voicebot use only. Contact Product Management for more details) | GVP | 9.0+ |
| Google Text-to-Speech (For Genesys Voicebot use only. Contact Product Management for more details) | GVP | 9.0+ |

# Web Services and Applications

Web Services & Applications supports the following:

| Product | Genesys Release Version |
| --- | --- |
| Web Services and Applications 8.5 Release | |
| • Alcatel A4400/Omni PCX Enterprise | 8.1 |
| • SIP Server | 8.1 |
| • T-Server for Avaya Communications Manager | 8.1 |
| • T-Server Avaya TSAPI | 8.1 |
| • T-Server for Cisco Unified Communication Manager | 8.1.2+ |