



SMI Support for Phones, Gateways, SBCs, SMs, Proxies, Switches, and Trunks

Summary

The tables in this document list hard phones, soft phones, and gateways, which are supported by the Genesys SIP Solution, with SIP Server as the core component.

Support is based on the firmware version - all models in a "family" of devices using the common firmware will be supported.

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 whitepapers or application notes may be available upon request. Please contact Genesys SIP Product Management for more details.

Supported Hard Phones

Vendor	Phone Model	Firmware Version	SIP Server Versions	Recommended	Application Note	Notes
Aastra	675xi Series Phones (previously the 5xi Series)	2.0.1.2000	8.1.x, 7.6.x			
Aastra	67xxi Series Phones	3.2	8.1.x			Supports SIP BC
Alcatel-Lucent	IP Touch 4008/4018	SIP: 2.10 (2.10.80+) NOE 4.20.60	8.1.x, 8.0.x			Supports SIP BC
AudioCodes	All 4xxHD Phones (420HD, 430HD, etc)	2.x (2.0.0.18.0.45+)	8.1.x	Yes	AudioCodes App Note	Supports SIP BC; Full contact center features exclusive to the 420HD
AudioCodes	All 3xxHD Phones (320HD, etc)	1.x(1.2.2_p001_build_3+)	8.1.x, 8.0.x			
Avaya	4610SW, 4620SW, 4621SW	2.2.3	8.1.x, 7.6.x, 7.5.x			Some limitations
Avaya	9650	2.6.9.1	8.1.1			Supports SIP BC
Ericsson-LG	LIP IP8815	1.1	8.1.x, 8.0.x			
Genesys	420HD	2.x (2.0.0.18.0.45+)	8.1.x	Yes	Genesys 420HD Documentation	Supports SIP BC
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			Supports SIP BC
Plantronics	IP40	2.x (2.2, 2.11+)	8.1.x, 8.0.x, 7.6.x			Discontinued by Plantronics
Polycom	VVX IP Phones (VVX300, VVX400, VVX500, VVX600, etc)	5.x	8.1.x	Yes	Polycom App Note	Supports SIP BC & SIP Proxy H.264 Video is not supported
Polycom	VVX IP Phones (VVX300, VVX400, VVX500, VVX600, etc)	4.x	8.1.x	Yes	Polycom App Note	Supports SIP BC
Polycom	SoundPoint IP Phones (335, 450, 550, 650, 670, etc)	4.0.x (v4.0.3.7562+)	8.1.x	Yes	Polycom App Note	Supports SIP BC
Polycom	SoundPoint IP Phones (320, 335, 450, 550, 650, 670, etc)	3.2.x (3.2.2 and later)	8.1.x, 8.0.x	Yes		
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	Yes		
Snom	All IP Phones (S300, S320, S360 etc)	8.4.x	8.1.x			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			
Yealink	SIP-T20P, SIP-T22P, SIP-T26P, SIP-T28P	V71 (x.71.169.x)	8.1.x	Yes	Yealink App Note	Supports SIP BC

Supported Soft Phones

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	3.5.x (v3.5.5 71238+)	8.1.x	Yes	Bria App Note	Supports SIP BC (with limitations)
CounterPath	Bria	3.4.x (v3.4.468676+)	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	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
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	8.5	8.1.1	Yes	Genesys SoftPhone documentation	Supports SIP BC

Supported Gateways

Vendor & Gateway Model	Product Version	SIP Server Version	Media Server/GVP Version	Application Note	Recommended	Notes
AudioCodes Mediant (all models)	5.x	8.1.x, 8.0.x, 7.6.x	8.5.x, 8.1.x, 8.0.x			
AudioCodes Mediant (all models)	6.x	8.1.x	8.5.x, 8.1.x	Application Note 6.x Mediant	Yes	
Avaya SES	5.2.x	8.1.x,8.0.x	8.1.x,8.0.x			
Base7 (previously OpenIN) Chameleon	5.7	8.1.x	8.1.x, 8.5.x			Every Base7 deployment requires dedicated on-site integration testing. Contact Product Management for details.
Cisco Media Gateways (all models)	IOS 12.3.x	8.1.x, 8.0.x, 7.6.x	8.5.x, 8.1.x	Application Note for Cisco Gateways		
Cisco Media Gateways (all models)	IOS 12.4.x	8.1.x, 8.0.x, 7.6.x	8.5.x, 8.1.x	Application Note for Cisco Gateways		
Cisco Media Gateways (all models)	IOS 15.x (15.1+)	8.1.x	8.5.x, 8.1.x	Application Note for Cisco Gateways		
Dialogic Vision CX Video Gateway	5	8.1.x,8.0.x	8.1.x			
Dialogic DMG 2060	6.0.103	8.0.x	8.1.x			
Mitel MN-3300 ICP	MCD 4.1 SP1	8.0.x, 8.1.x	8.1.x			
Sangoma (previously Paraxip)	2.x (2.2.5+)	7.6.x	8.1.x			
Sonus SBC 1000 & 2000	3.x (3.1.2 Build293 +)	8.1.1	8.5.x, 8.1.x			
911 Enable Emergency Gateway (EGW)	3.2 & 3.3	8.1.x, 8.0.x (8.0.400.62 or later)	8.5.x, 8.1.x	911 Enable Website		

Supported SBC, SMs, and Proxies

SBC-SM-Proxy Vendor & Model	Product Version	SIP Server Version	Media Server/GVP Version	Application Note	Recommended	Notes
NOTE: Indirectly connected elements "behind" an SBC, Proxy, or Session Manager must also be supported. For example, if connecting SIP Server to a SIP Trunk through an SBC, both the SBC and the SIP Trunk must be supported.						
Acme Net-Net 2600 Series (formerly Covergence Eclipse)	3.4.2	8.1.x, 7.6.x	N/A			
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	8.5.x, 8.1.x, 7.6.x			
AudioCodes Mediant E-SBC (Hardware)	6.x	8.1.x	8.5.x, 8.1.x		Yes	Supports hybrid Media Gateway and SBC
Avaya SES	5.2.x	8.1.x,8.0.x	8.1.x,8.0.x			
Avaya SES (check under Avaya switch listings)	4.1		8.5.x, 8.1.x, 8.0.x			
Avaya Session Manager	6.x (6.2+)	8.1.x	8.5.x, 8.1.x			
Cisco CUBE SBC	3.x (3.4.15 or later)	8.1.x	N/A			Support is limited to the trunk side only.
Genesys Audiocodes E-SBC (Software)	6.x	8.1.x	8.5.x, 8.1.x		Yes	
Nuera GX Series	6.x	8.1.x	8.5.x, 8.1.x			Supports hybrid Media Gateway and SBC
Oracle E-SBC (all Acme Packet models including Virtual Machine Edition, 1100, 3820, 4500 & 6300)	EC7.x (EC7.2.0 or later)	SIP Server 8.1.1 (8.1.101.52 or later)	8.5.x, 8.1.7		Yes	The "E-SBC" from Oracle encompasses functionality from multiple "products". The application note details which functionality has been tested.
IP Multimedia Subsystem (IMS)	13.1	8.1.x	8.5.x			
Sonus SBC 5000 Series	4.x (04.00.00R0 or later)	8.1.x	8.5.x, 8.1.x	Application Note Sonus SBC	Yes	
Sonus NBS (GSX,PSX, EMS) 4000	7.3.5	8.1.x, 8.0.x	8.1.x			

Supported Switches

Vendor & Product	Product Version(s)	SIP Server Version(s)	Media Server/GVP Version(s)	Notes	Agent Integration model
Alcatel OmniPCX Enterprise (OXE)	9	8.0.x	8.1.x, 7.6.x		Simple – via basic trunk connection
Alcatel OmniPCX Enterprise (OXE)	9.1	8.1.x, 8.0.x	8.1.x		Simple – via basic trunk connection
Alcatel OmniPCX Enterprise (OXE)	10	8.1.x	8.1.x		Simple – via basic trunk connection
Alcatel OmniPCX Enterprise (OXE)	11	8.1.x	8.1.x		
Avaya Communications Manager & Session Manager	CM 6.x (6.2+) SM 6.x (6.2+)	8.1.x	8.1.x		
Avaya Communications Server 1000 (CS1K) with Session Manager	6	8.1.x, 8.0.x	8.1.x (8.1.3 or later)	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)	Was tested with SM 6.1	
Avaya Communications Server 1000 (CS1K) with Session Manager	7.6.x	8.1.x	8.5.x	Was tested with SM 6.3	
BroadSoft BroadWorks	19	8.1.x	8.1.x	Supported only for basic, Enterprise trunks and SIP prefer and details for how to configure that is present in the Application Note	Simple – via basic trunk connection
Cisco Unified Communications Manager (UCM)	7.x	8.1.x, 8.0.x	-	Integration with Stream Manager 7.6	Advanced – Presence via SUBSCRIBE
Cisco Unified Communications Manager (UCM)	8.x	8.1.x	8.1.x (8.1.5 or later)		Advanced – Presence via SUBSCRIBE
Cisco Unified Communications Manager (UCM)	9.x	8.1.x	-		Advanced – Presence via SUBSCRIBE
Cisco Unified Communications Manager (UCM)	10.x	8.1.x			Advanced – Presence via SUBSCRIBE
Ericsson MX-ONE (Formerly Aastra MX-ONE)	3.2	7.6.x	-	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		
Microsoft Lync 2010	4.0+	8.1.x (8.1.0.001 or later, and UC Connector 8.0.300.04 or later)	8.1.x	Minimum SIP Server version is 8.1.0.001. Also requires UC Connector 8.0.300.04+	
Microsoft Lync 2013	5.0+	8.1.1 (and UC Connector 8.0.3 or later)	8.1.x		
Unify OpenScape Voice (formerly Siemens HiPath 8000)	6.x	8.1.x	8.1.x	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	8.5.x	RG8700 Gateway included in the testing (behind the switch)	Advanced – Presence & 1PCC via B2BUA
Unify OpenScape Voice 4000 (formerly Siemens HiPath)	7	8.1.x	8.5.x, 8.1.x		

Supported Trunks

SIP Trunk	SIP Server Version	GVP/Media Server Version	SBC	Application Note	Notes
AireSpring	8.1.x	8.5.x	AudioCodes Mediant		
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		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	8.1.x	8.5.x, 8.1.x	AudioCodes Mediant		
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)	AudioCodes Mediant		Was tested with Acme SBC and AudioCodes SBC 800
CenturyLink	8.1.x	8.5.x	AudioCodes Mediant		
Skype Connect	8.1.x	8.5.x, 8.1.x	Any		Supported with any SBC
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