



SMI Support for Phones and Gateways

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.

Genesys SIP - 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			Some limitations
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)	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

Genesys SIP - 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 document	Supports SIP BC

Genesys SIP - 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			