Genesys

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SIP Endpoint SDK for Apple OS

Release 8.1

About This Software

You can use the Genesys SIP Endpoint SDK for Apple OS to add Internet telephony capabilities to your T-Lib–based softphone applications, using the Session Initiation Protocol (SIP). The Genesys SIP Endpoint SDK for Apple OS has been developed to provide a means to build a SIP endpoint that can seamlessly connect agent desktop applications with the Genesys SIP Server in order to handle audio calls.

The SIP Endpoint SDK for Apple OS includes the following features:

- The following voice and video codecs are supported in this release: G.711 (PCMA, PCMU), G.722, iLBC (Internet Low Bitrate Codec), iSAC (Internet Speech Audio Codec), and VP8 video
- Specific SIP and RTP port ranges can now be configured in order to accommodate network security requirements
- Connections can be established through a firewall, so users on a corporate network can place and receive SIP calls.
- SIP Endpoint SDK for Apple OS supports AGC (Automatic Gain Control), which provides better voice quality, specifically in environments with background noises.
- Operating system support for OS X Mountain Lion (10.8)

Directories on This CD

documentation
Contains the ReadMe file, the graphics for the ReadMe, and the versions.html file.

SIPEndpointSDK/macos
Contains the installation files for the software.

Documentation

Product documentation is provided on the [Technical Support website](#), the [Genesys Documentation wiki](#), and the Documentation Library DVD or the Developer Documentation CD that is shipped on request with your software.

In addition to an updated library of product documentation, the Genesys Technical Support website also contains product advisories that describe recently discovered issues related to Genesys products.

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Technical Support

Contacting

Genesys provides technical support to customers worldwide with support centers in eastern Canada, the United Kingdom, Australia, India, and Japan. You can contact Genesys Technical Support by telephone, e-mail, or on the World Wide Web.

For complete information on how and when to contact Technical Support, read the *Genesys Care Program Guide*. Please tell the Technical Support representative that you are a SIP Endpoint SDK for Apple OS customer.

Licensing

Along with its software, Genesys supplies its customers with software licenses. Licenses manifest the customers' legal rights to use the features that Genesys software provides. To obtain the necessary product licenses, you will need to complete an order form, which has detailed information to assist you in placing an order. For complete information on obtaining licenses, refer to the *Genesys Licensing Guide* on the Technical Support website and the licensing section of the *Genesys Migration Guide*.

Supported Operating Environment Information

Information on supported hardware and third-party software is available on the Genesys Technical Support website in the following documents:

- *Genesys Supported Operating Environment Reference Guide*
- *Genesys Supported Media Interfaces Reference Manual*

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Legal Notices

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Third-Party Software

Genesys follows applicable third-party redistribution policies to the extent that Genesys solutions utilize third-party functionality. Please contact your technical support representative if you have any questions.

This product contains software developed by the OpenSSL project for use in the OpenSSL Toolkit (www.openssl.org).

This product includes software written by Tim Hudson (tjh@cryptsoft.com).

This product contains cryptographic software written by Eric Young (eay@cryptsoft.com).

Your Responsibility for Your System

You are responsible for product administration and system security. Please prevent unauthorized access. Your system administrator should read all documents provided

with this product to fully understand the features available that can reduce the risk of system damage. System damage or loss caused by unauthorized access is not covered by maintenance and support or a Genesys warranty. In addition, Genesys software is proprietary. Unauthorized access may lead to violations of your confidentiality obligations under your contract with Genesys.

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