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## About This Software

T-Server for Cisco CallManager provides an interface between Cisco CallManager and Genesys application. This interface is known as IP Media Enterprise Edition.

## New Features in Release 7.6

Genesys 7.6 IP Media Enterprise Edition includes the following new features:

- Supports for a configuration of 4 JTAPI links to a single T-Server.
- Support for Cisco Unified CallManager v6.0.

## Directories on This CD

### **documentation**

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

### **configuration\_wizard**

Contains the Common Wizard Set.

### **media\_layer**

Contains switch-specific software.

### **templates**

Contains the application templates used for installation.

## Documentation

The *Framework 7.6 T-Server for Cisco CallManager Deployment Guide* and release note are available on the Genesys [Technical Support website](#) and on a separate documentation library DVD shipped with your software.

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Any information regarding this release that was discovered too late to be included in the

documentation is available in the [Release Advisory](#).

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.

## Technical Support

### Contacting

Genesys provides technical support to customers worldwide with support centers in eastern Canada, the United Kingdom, and Australia. 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 Technical Support Guide](#). Please tell the Technical Support representative that you are a IP Media Enterprise Edition 7.6 customer. For a list of the software versions that are on this CD, click [here](#).

### 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 7 Licensing Guide](#) on the Technical Support website and the licensing section of the [Genesys 7 Migration Guide, Volume One](#).

### Configuration Support

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

- [Genesys Supported Operating Systems and Databases Reference Manual](#)
- [Genesys Supported Media Interfaces Reference Manual](#)

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