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Supported Media Interfaces

Supported Dialogic Boards

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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.

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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) 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) 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) 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) 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) 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

Supported Dialogic Boards

Dialogic Board	OC	VCB	VTO	GVP 8.x	Notes
					supported by SR 6.0 Intel Driver) 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) 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) 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.

Supported Dialogic Boards

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.