



Sinch Contact Center Compatibility List

Software version FP17

March 2021

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DOCUMENTATION HISTORY

| Date | Description |
|-------------|---|
| 02/2021 | Rebranding activities and Win2019 |
| 11/2020 | Sinch rebranding and Sennheiser for Communication Panel |
| 07/2020 | More Jabra devices for Communication Panel |
| 05/2020 | Communication Panel headsets guidance and new chapter 1 |
| 01/2019 | Win Server 2008R2, SQL Server 2008 R2 & Windows 7 removed. Social channels added. |
| 05/2019 | New devices from EPOS SENNHEISER added to the USB Headsets |
| 02/2018 | Windows Servers, SQL & Plantronics / Poly list updated. Other small modifications. |
| 11/2017 | A new device from Jabra and EPOS SENNHEISER added to the Wireless Headsets list. |
| 01/2017 | New devices from EPOS SENNHEISER added to the USB Headsets , Wireless Headsets and USB Adapters for Analog Headsets lists |
| 12/2016 | New devices from Jabra, Plantronics / Poly and VXi added to the USB Headsets and Wireless Headsets lists. |

SINCH CONTACT CENTER HELP RESOURCES

Sinch Contact Center can be found from following page:

https://community.digitalinterconnect.com/t5/Sinch-Contact-Center/bd-p/Contact_Center

SINCH CONTACT CENTER CERTIFIED PRODUCTS

Certified indicates that Sinch or a technology partner has tested the product and that Sinch strives to maintain the compatibility. A certified product can be used with Sinch Contact Center (Sinch Contact Center, formerly known as SAP Contact Center & SAP BCM) but it does not mean that all the features of the product are supported, such as video calls, various indicators, multiline (e.g. mobile and PC) support and others.

Windows Servers

Windows Server 2012 R2

Suitability and special notes

Windows Server 2012 R2 Standard edition can be used as Sinch Contact Center Application Server platform. More information about Windows Server 2012 R2 editions and edition comparison tables can be found from **Microsoft**. For new installations **Microsoft Windows Server 2016** is recommended.

Minimum setup

- One 2.0 GHz x86 or x64 based CPU
- 2 gigabytes (GB) of RAM
- 40 gigabytes (GB) of disk space
- One 100 Mbps network interface card

Recommended setup (minimum setup with the following modifications)

The recommended setup depends on the load and the server role and needs to be determined case by case. In general, the following recommendations apply.

- One or more multicore 2.0 GHz or faster x64-based CPUs
- 4 gigabytes (GB) of RAM or more if several Sinch Contact Center components are running on the same server
- 60 gigabytes (GB) or more of disk space if several Sinch Contact Center components are running on the same server
- Redundant hot pluggable and fast RAID disks or SAN based fault tolerant storage
- One or more 1000 Mbps network interface cards
- Hot pluggable redundant power supplies
- Hot pluggable redundant ventilators

Additional requirements

- English version of Windows Server 2012 R2
- See also: <http://technet.microsoft.com/en-us/library/jj134246.aspx> and <http://technet.microsoft.com/en-us/library/dn303418.aspx>

Support Lifecycle

Microsoft Mainstream support end date is 9.10.2018

Microsoft Extended support end date is 10.10.2023

(<https://support.microsoft.com/en-us/gp/lifeselectindex>)

Windows Server 2016

Suitability and special notes

Windows Server 2016 Standard edition can be used as Sinch Contact Center Application Server platform. More information about Windows Server 2016 editions and edition comparison tables can be found from Microsoft. **Windows Server 2016 is recommended for new installations.**

Minimum setup

- One 1.4 GHz 64-bit processor
- 2 gigabytes (GB) of RAM
- 32 gigabytes (GB) of disk space
- One 1000 Mbps network interface card

Additional requirements

- English version of Windows Server 2016 is recommended
- See also:
<https://docs.microsoft.com/en-us/windows-server/get-started/system-requirements> and
<https://docs.microsoft.com/en-us/windows-server/get-started/installation-and-upgrade>

Support Lifecycle

Microsoft Mainstream support end date is 11.1.2022

Microsoft Extended support end date is 11.1.2027

(<https://support.microsoft.com/en-us/lifecycle/search/1163>)

Windows Server 2019

Suitability and special notes

Windows Server 2019 Standard edition can be used as Sinch Contact Center Application Server platform. More information about Windows Server 2019 editions and edition comparison tables can be found from Microsoft. **Windows Server 2019 is recommended for new installations.**

Minimum:

- 1.4 GHz 64-bit processor
- 2 gigabytes (GB) of RAM
- 32 gigabytes (GB) of disk space
- One 1000 Mbps network interface card
- Compatible with x64 instruction set
- Supports NX and DEP
- Supports CMPXCHG16b, LAHF/SAHF, and PrefetchW
- Supports Second Level Address Translation (EPT or NPT)

Additional requirements

- English version of Windows Server 2019 is recommended
- See also:
<https://docs.microsoft.com/en-us/windows-server/get-started-19/get-started-19>

Support Lifecycle

Microsoft Mainstream support end date is 1.9.2024

Microsoft Extended support end date is 1.9.2029

SQL Servers

SQL Server 2012

Suitability and special notes

SQL Server 2012 is recommended to be run on Windows Server 2012 R2.

Minimum setup

- The minimum setup for the Windows server

Recommended setup (minimum setup with the following modifications)

The recommended setup depends on the load and the estimated database size and needs to be determined case by case. In general, the following recommendations apply.

- One or more multicore 2.0 GHz or faster x64-based CPUs
- 16 gigabytes (GB) of RAM or even more if the databases are (estimated) big
- 500 gigabytes (GB) or more of disk space
- Clustering and backup solutions in compliance with SLA and DR requirements.

Additional requirements

- English version of SQL Server 2012
- See also: [http://msdn.microsoft.com/en-us/library/ms143506\(SQL.110\).aspx](http://msdn.microsoft.com/en-us/library/ms143506(SQL.110).aspx)

Support Lifecycle

Microsoft Mainstream support end date is 11.7.2017

Microsoft Extended support end date is 12.7.2022

(<https://support.microsoft.com/en-us/gp/lifeselectindex>)

SQL Server 2014

Minimum setup

- The minimum setup for the Windows server

Recommended setup (minimum setup with the following modifications)

The recommended setup depends on the load and the estimated database size and needs to be determined case by case. In general, the following recommendations apply.

- One or more multicore 2.0 GHz or faster x64-based CPUs
- 16 gigabytes (GB) of RAM or even more if the databases are (estimated) big
- 500 gigabytes (GB) or more of disk space
- Clustering and backup solutions in compliance with SLA and DR requirements.

Additional requirements

- English version of SQL Server 2016
- See also: <https://docs.microsoft.com/en-us/windows-server/get-started/system-requirements>

Support Lifecycle

Microsoft Mainstream support end date is 7.9.2019

Microsoft Extended support end date is 7.9.2024 (Latest SP)

(<https://support.microsoft.com/en-us/lifecycle/search/1163>)

SQL Server 2016

Suitability and special notes

SQL Server 2016 is recommended to be run on Windows Server 2016.

Minimum setup

- The minimum setup for the Windows server

Recommended setup (minimum setup with the following modifications)

The recommended setup depends on the load and the estimated database size and needs to be determined case by case. In general, the following recommendations apply.

- One or more multicore 2.0 GHz or faster x64-based CPUs
- 16 gigabytes (GB) of RAM or even more if the databases are (estimated) big
- 500 gigabytes (GB) or more of disk space
- Clustering and backup solutions in compliance with SLA and DR requirements.

Additional requirements

- English version of SQL Server 2016
- See also: <https://docs.microsoft.com/en-us/windows-server/get-started/system-requirements>

Support Lifecycle

Microsoft Mainstream support end date is 13.7.2021

Microsoft Extended support end date is 14.7.2026

(<https://support.microsoft.com/en-us/lifecycle/search/1163>)

Voice over IP Gateways

| Product | Manufacturer | SIP | H323 | Ports min | Ports max | Remark |
|-----------------------|--------------|-----|------------------|-----------|-----------|--|
| Dialogic 2030DTI | Dialogic | X | | 1 | 1 | |
| Dialogic 2060DTI | Dialogic | X | | 2 | 2 | |
| Dialogic 2120DTI | Dialogic | X | | 4 | 4 | |
| | | | | | | |
| Mediant 800 | AudioCodes | X | | 1 | 2 | Digital media gateway |
| Mediant 1000 B | AudioCodes | X | X ⁽³⁾ | 1 | 4 | Digital media gateway |
| Mediant 2000 | AudioCodes | X | X ⁽³⁾ | 2 | 16 | Digital media gateway |
| | | | | | | |
| 3925-V/K9 | Cisco | X | | 2) | 2) | Cisco 3925 voice bundle, PVDM3-64, UC Li |
| 3925E-V/K9 | Cisco | X | | 2) | 2) | |
| 3945-V/K9 | Cisco | X | | 2) | 2) | |
| 3945E-V/K9 | Cisco | X | | 2) | 2) | |
| EOL Products | | | | | | |
| 2901 | Cisco | X | | 1) | 2) | |
| 2911 | Cisco | X | | 1) | 2) | |
| 2921 | Cisco | X | | 1) | 2) | |
| 2951 | Cisco | X | | 1) | 2) | |
| IP 6000 | Innovaphone | X | X | 2 | 2 | |
| IP 3000 | Innovaphone | | X | 1 | 1 | EOL |
| IP 3000 DD | Innovaphone | | X | 2 | 2 | EOL |
| Mediant 600 | AudioCodes | X | | 1 | 2 | Digital media gateway |
| Mediant 1000 | AudioCodes | X | X(3 | 1 | 4 | Replaced by Mediant 1000 B |
| NM-HDV ⁽¹⁾ | Cisco | X | X | 1 | 2 | EOL |

- ¹⁾ NM-HDV is a High Density Voice Network Module that can be installed in a Cisco multiservice Modular Access router. A VWIC module with 1 or 2 E1 or T1 ports and a required number of PVDM (DSP) modules are installed on the NM-HDV module. One PVDM-12 module is capable of running twelve calls using medium complexity CODEC (G.711, G.729a/b) or six calls using a high complexity CODEC (G.729).
- ²⁾ The compatibility of 2900 and 3900 series routers are tested with Cisco 3925-V/K9 (SIP) and the compatibility of other models is based on similarity. Contact your Cisco dealer for more information about Cisco products, configurations and capacities.
- ³⁾ Available in software version 5.0 and earlier. AudioCodes H.323 is not available for purchase since 2012.

Supported routers and the maximum number of NM-HDAs, ports and voice channels supported

| Modular Access router | Max NM-HDVs | Max T1 ports | Max T1 voice channels | Max E1 ports | Max E1 voice channels | Remark |
|-----------------------|-------------|--------------|-----------------------|--------------|-----------------------|------------------------|
| 2600/XM, 2691 | 1 | 2 | 48 | 2 | 60 | EOL |
| 2811, 2821, 2851 | 1 | 2 | 48 | 2 | 60 | EOL |
| 3640/A | 3 | 5 | 96 | 4 | 96 | EOL |
| 3660 | 6 | 12 | 288 | 10 | 300 | EOL |
| 3725 | 2 | 4 | 96 | 4 | 120 | EOL |
| 3745 | 4 | 8 | 192 | 8 | 240 | EOL |
| 3825 | 2 | 4 | 96 | 4 | 120 | End of Sales 1.11.2011 |
| 3845 | 4 | 8 | 192 | 8 | 240 | End of Sales 1.11.2011 |

See www.cisco.com for detailed information about, for example, configuration, required memory amounts and minimum IOS versions.

SIP Session Border Controllers

| Product | Manufacturer | Min Capacity | Max Capacity | Version | Remark |
|--------------------|--------------|--------------|--------------|---------|---|
| Mediant 500 E-SBC | AudioCodes | 5 | 250 | | |
| Mediant 800 E-SBC | AudioCodes | 5 | 250 | | |
| Mediant 1000 E-SBC | AudioCodes | 5 | 150 | | |
| Mediant 2600 E-SBC | AudioCodes | 100 | 600 | | |
| Mediant 3000 E-SBC | AudioCodes | 252 | 1008 | | |
| Mediant 4000 E-SBC | AudioCodes | 250 | 5000 | | |
| Mediant 9000 SBC | AudioCodes | 2000 | 16000 | | Future firmware versions to support higher capacities |
| Mediant VE SBC | AudioCodes | 25 | 2000 | | Future firmware versions to support higher capacities |
| Mediant SE SBC | AudioCodes | 250 | 16000 | | Future firmware versions to support higher capacities |

For voice enabled ECF (Communication Panel) it's required to have SBC device that can handle WebRTC. The Mediants do require additional license for that. Please contact your local reseller for details.

Telecom Operator Provided SIP Trunks

| Product | Manufacturer | Remark |
|-----------|--------------|--|
| SIP trunk | Colt | Certified by AudioCodes in March 2014 using AudioCodes SBC in front of Sinch Contact Center. Configuration notes are available on AudioCodes web pages. Colt SIP trunk software version 8.4.4 Fax excluded. |
| SIP trunk | Sinch | |
| SIP trunk | Twilio | |

Client Workstations

Windows 8.1 Pro and Enterprise

Minimum setup

- PC with 1-GHz 32-bit (x86) or 64-bit (x64) processor with support for PAE, NX and SSE2
- 1 gigabytes (GB) of RAM (32-bit) or 2 gigabytes (GB) of RAM (64-bit)
- 16 gigabytes (GB) of disk space (32-bit) or 20 gigabytes (GB) of disk space (64-bit)
- Video adapter and monitor with the resolution 1024 x 768
- Keyboard and mouse or some other pointing device
- 10 Mbps network interface card
- 1 free USB port (version 2.0)
- Internet Explorer 11 with the familiar user experience (not with the new Windows UI)

Recommended setup (minimum setup with the following modifications)

- 100/1000 Mbps network interface card

Additional requirements

- A USB audio device with a microphone and a speaker is required, unless MTD mode is used.
- Call controls (such as hook switch and mute) on the USB device (optional).
- A sound card for playing the ringing tone on the PC speaker (optional)
- See also: <http://windows.microsoft.com/en-us/windows-8/system-requirements>

NOTE! Windows 8 desktop UI is supported, not Windows 8 modern UI.

NOTE! Windows 8 is supported only until the 12th of January 2016. Use 8.1 or newer.

Support Lifecycle

Microsoft Mainstream support end date is 9.1.2018 (Windows 8.1)

Microsoft Extended support end date is 10.1.2023 (Windows 8.1)

<https://support.microsoft.com/en-us/lifecycle?C2=16796>

Windows 10 Pro and Enterprise

Minimum setup

- PC with 1-GHz processor
- 1 gigabyte (GB) of RAM (32-bit) or 2 gigabytes (GB) of RAM (64-bit)
- 16 gigabytes (GB) of disk space (32-bit) or 20 gigabytes (GB) of disk space (64-bit)
- Video adapter and monitor with the resolution 1024 x 768
- Keyboard and mouse or some other pointing device
- 10 Mbps network interface card
- 1 free USB port (version 2.0)
- Internet Explorer 11 with the familiar user experience (not with the new Windows UI)

Recommended setup (minimum setup with the following modifications)

- 100/1000 Mbps network interface card

Additional requirements

- A USB audio device with a microphone and a speaker is required, unless MTD mode is used.
- Call controls (such as hook switch and mute) on the USB device (optional).
- A sound card for playing the ringing tone on the PC speaker (optional)
- See also: <https://www.microsoft.com/en-us/windows/windows-10-specifications>

Support Lifecycle

Microsoft Mainstream support end date is 13.10.2020

Microsoft Extended support end date is 14.10.2025

(<https://support.microsoft.com/en-us/gp/lifeselectindex>)

Communication Panel – USB Audio Devices

Sinch Contact Center Communication Panel is the modern user interface for Sinch Contact Center agent. The application doesn't require any installations on workstation and utilizes WebRTC protocol for the audio. Therefore, a WebRTC capable SBC (Session border Controller) is required in the network infrastructure. Please see chapter 1.4 SIP Session Border Controllers for Sinch verified devices.

The Communication Panel application uses any audio devices, that is, speakers and microphones, directly via audio services provided by the operating system. However, for controls, such as, hook switch and mute Sinch adaptation is needed. The reason being that each headset manufacturer has their own method to command the functions. In general browsers are not able to control USB devices directly, but the functions are done for example via JavaScript library or restful interface.

Jabra

The Jabra solution consists of a Google Chrome web extension and a native Chromehost application that must be installed separately on your workstation. Once solution is set up and running you can command the functions, such as, hook switch and mute. The prerequisites for using the controls are:

- Windows or Mac operating system
- Google Chrome browser
- Native Chromehost v.2.0 – can be downloaded from <https://github.com/gnaudio/jabra-browser-integration>
- Jabra Browser Integration Extension v.2.1.0 or higher from Chrome Web Store
- Jabra Direct software installed on your workstation (*not mandatory*)
- Jabra selected as Audio Device Brand in Communication Panel settings

According to Jabra the adaptation supports all professional Jabra headsets and Jabra speakerphones. I.e. the *Jabra Evolve* series, the *Jabra Pro* series, the *Jabra Biz* series, and the *Jabra Speak* series. For this release, Sinch has verified the following Jabra devices with Communication Panel:

| Model | FW* | Comments |
|------------|--------|--|
| Engage 50 | 1.25.0 | With Engage Link (FW 1.22) |
| Evolve 20 | 3.7.0 | |
| Evolve 40 | | With Evolve Link (FW 3.10.3) |
| Evolve 65 | 2.72.2 | With Link 370 BT (FW 1.50.0) |
| Evolve 75 | 2.10.0 | With Link 370 BT (FW 1.48.0) |
| Evolve2 40 | 1.15.0 | MS Teams features not supported |
| Evolve2 65 | 2.3.9 | With Jabra Link 380 BT (FW1.6.6) MS Teams features not supported |
| Pro 9470 | 4.7.0 | |
| Engage 65 | 4.2.0 | |
| Engage 75 | 4.2.0 | |
| Link 950 | 1.29.0 | Tested with Evolve 65 and was not connected to deskphone |

*Headset is tested with this firmware, use this or later. Version can be checked and upgraded via Jabra Direct software.

Poly (Plantronics)

Planned for CC365 2011 release

| Model | FW* | Comments |
|-------|-----|----------|
| | | |
| | | |
| | | |

*Headset is tested with this firmware, use this or later. Version can be checked and upgraded via Poly software.

EPOS | Sennheiser

The EPOS solution consists of JavaScript library and SDK provided inside *EPOS connect* software, the EPOS Connect must be installed and running on your workstation. Once solution is set up you can command the functions: answer/end, mute/unmute hold/resume call and ring notification from the headset. The prerequisites for using the controls are:

- Windows or Mac operating system
- Google Chrome, Firefox or Opera (Edge not yet tested by EPOS 09/2020)
- EPOS Connect software installed on your workstation.
- In EPOS Connect Default Softphone defined as Sinch Contact Center
- EPOS | SENNHEISER selected as Audio Device Brand in Communication Panel settings

For this release, Sinch has verified the following EPOS | Sennheiser devices with Communication Panel:

| Model | FW* | Comments |
|---------------|-------------|----------|
| IMPACT SC 1x5 | 44.05.18.18 | |
| IMPACT SC 160 | 44.05.18.30 | |
| | | |
| IMPACT SC 635 | 15.08.89.89 | |
| IMPACT SC 660 | 15.08.89.89 | |
| IMPACT SC 665 | 15.08.89.89 | |
| | | |
| | | |
| SP30 | 4.5.36 | |
| | | |
| DW Pro1 | 169 | |
| | | |

*Headset is tested with this firmware, use this or later. Version can be checked and upgraded via EPOS Connect software.

Communication Desktop – USB Audio Devices

Most USB devices used with Sinch Contact Center Communication Desktop contain logically three different devices. These are

- sound playback (speaker)
- sound capture (microphone)
- Human Interface device (HID)

Sinch Contact Center Communication Desktop uses any audio devices, that is, speakers and microphones, directly via audio services provided by the operating system. In most cases, these devices don't need any Sinch Contact Center adaptation module, and, for example, corded USB audio devices work without any adaptation module being installed. Sinch Contact Center adaptation modules enables usage of HID devices, which provide controls, such as, hook switch, mute, open audio path and close audio path. Sinch Contact Center adaptation modules for supported devices are available as Windows installer files, for example, terminal_HS_USBHs.msi. See Sinch Contact Center Client Workstation Guide for installation instructions of the adaptation modules.

Wireless devices usually require that Sinch Contact Center opens the audio path between the cradle and the device when a call begins and that Sinch Contact Center closes the audio path when the call ends. The audio path control is done using the HID device and thus, wireless devices usually require that an appropriate adaptation module is installed.

Call control in the following tables refer to, at a minimum, hook-off and hook-on for answering and terminating calls. When appropriate, it may also include additional functionality, such as open line and close line. This kind of functionality is usually unnoticed by users and perceived as being part to the hook-off or hook-on event. All call control events are not supported by all devices. For example, rejecting an incoming call is in most cases possible only by using controls in CDT.

The compatibility tables list compatible USB devices, their key features and the adaptation module supporting the logical HID device.

- SDK based adaptation modules are terminal_HS_GNNetcom.msi, terminal_HS_Plantronics / Poly.msi and terminal_HS_Plantronics / PolyV3.msi. See remarks in the compatibility tables for respective devices. Terminal_HS_GNNetcom.msi, terminal_HS_Plantronics / Poly.msi and terminal_HS_Plantronics / Poly_V2.msi are obsolete but included to support old devices.
- Terminal_HS_USBHS.msi based adaptation. This method reads HID descriptors from the device to obtain information about available controls and how to use them.

NOTE! Up till Sinch Contact Center7 SP5 **only one of these alternative methods should be used** on any workstation. From Sinch Contact Center7 SP6 and onwards **more than one of the above** terminal_HS_XXX.msi files can be used. In this case, selection rules are configured in a handset.ini file.

Recommendation: Do not install terminal_HS_XXX.msi files that are not needed.

USB Handsets and Speaker Phones

| Product | Manufacturer | Call control | Volume ctrl | Dial-pad | Mute | HID | USBHID | Remark |
|---------------------|--------------------|--------------|------------------|------------------|------|-----|--------|--|
| CX100 | Polycom | X | X ⁽³⁾ | | X | X | | |
| DIAL 550 | Jabra | X | X ⁽³⁾ | X ^(b) | X | | X | USB speaker phone with dial-pad |
| SPEAK 410 | Jabra | X | X ⁽³⁾ | | | X | X | USB Speaker phone, no dial-pad. |
| SPEAK 510 | Jabra | X | X ⁽³⁾ | | X | | X | Requires Sinch Contact Center SP7 or later |
| SP 10, SP 10 ML | EPOS SENNHEISER | X | X | | X | | X | Requires FW 1.2.14 or later |
| SP 20, SP 20 ML | EPOS SENNHEISER | X | X | | X | | X | Requires FW 1.2.14 or later |
| VX-200 | Vitelix | | | | | | | |
| EOL Products | | | | | | | | |
| CX200 | Polycom | X | X ⁽³⁾ | | X | X | | Not supported when Office Communicator is installed. |
| MCD100 | Plantronics / Poly | | X ⁽²⁾ | | X | | | Speaker phone / audio only device. EOL |
| | | | | | | | | |

- 1) Device volume control complies with CDT (audio)
- 2) Device volume control affects CDT wave
- 3) Device volume control does not affect CDT volume settings
- a) Requires driver
- b) Dialed digits are sent to CDT. A hook-off in CDT is required to fire the call

Wireless Handsets

| Product | Manufacturer | Call control | Volume. ctrl | Mute | B/D | HID | USBHID | Remark |
|-------------|--------------|--------------|------------------|------|-----|-----|--------|---|
| Handset 450 | Jabra | X | X ⁽³⁾ | X | D | | X | 1. Lifting off the handset from the cradle does not cause digits previously entered in CDT to be sent. 2. It is possible to answer and dial calls with the handset placed in the cradle. In this case, audio will not be (well) heard as the device is not a speaker phone. 3. Adjusting volume will bring up the Windows (B&W) on-screen volume bar but it will not adjust the Windows volume. |

- 1) Device volume control complies with CDT (audio)
- 2) Device volume control affects CDT wave
- 3) Device volume control does not affect CDT volume settings

USB Headsets

| Product | Manufacturer | Call control | Volume ctrl | Mute | HID | USBHID | Remark |
|--------------------------------------|--------------------|--------------|------------------|------------------|-----|--------|--|
| BIZ 2300 USB | Jabra | X | X ⁽³⁾ | X | | X | |
| Evolve 20 UC | Jabra | X | X ⁽³⁾ | X | | X | |
| Evolve 30 UC | Jabra | X | X ⁽³⁾ | X | | X | |
| Evolve 40 UC | Jabra | X | X ⁽³⁾ | X | | X | |
| Evolve 80 | Jabra | X | X ⁽³⁾ | X | | X | Tested only with Windows 10. |
| BIZ 2400 II USB BT | Jabra | X | X | X | | X | |
| BIZ 2400 II USB CC | Jabra | X | X | X | | X | |
| BIZ 1500 Duo USB | Jabra | X | X ⁽³⁾ | X | | X | |
| Engage 50 | Jabra | | | | | | |
| Engage Link | Jabra | X | X ⁽³⁾ | X | | X | |
| Encorepro 525 | Plantronics / Poly | X | X ⁽³⁾ | X ⁽⁴⁾ | | | Plantronics / Poly SDK 3.11.52084.17287 ⁽⁶⁾ |
| Encorepro 725 | Plantronics / Poly | X | X ⁽³⁾ | X ⁽⁴⁾ | | | Plantronics / Poly SDK 3.11.52084.17287 ⁽⁶⁾ |
| Blackwire C435 | Plantronics / Poly | X | X ⁽³⁾ | X ⁽⁴⁾ | | | ⁽⁵⁾ |
| Blackwire C435-M | Plantronics / Poly | X | X ⁽³⁾ | X ⁽⁴⁾ | | | ⁽⁵⁾ |
| Blackwire 5220 | Plantronics / Poly | | | | | | Plantronics / Poly SDK 3.11.52084.17287 ⁽⁶⁾ |
| X200 | VXi | X | X ⁽²⁾ | X ⁽⁴⁾ | | X | Tested only with Windows 7. |
| Vxi Envoy Office 2031U, Stereo, HDST | VXi | X | X | X | | X | |
| Vxi Envoy Office, 2010U, Mono, HDST | VXi | X | X | X | | X | Tested only with Windows 10. |
| X100-V | VXi | X | X | X | | X | Tested only with Windows 10. |
| X200-V | VXi | X | X | X | | X | Tested only with Windows 10. |
| EOL Products | | | | | | | |
| Blackwire C725 | Plantronics / Poly | X | X ⁽³⁾ | X | | X | Tested only with Windows 10. |
| Blackwire C210 | Plantronics / Poly | X | X ⁽³⁾ | X ⁽⁴⁾ | | | ⁽⁵⁾ |
| Blackwire C220 | Plantronics / Poly | X | X ⁽³⁾ | X ⁽⁴⁾ | | | ⁽⁵⁾ |
| Blackwire C420 | Plantronics / Poly | X | X ⁽³⁾ | X ⁽⁴⁾ | | | ⁽⁵⁾ |
| Blackwire C420-M | Plantronics / Poly | X | X ⁽³⁾ | X ⁽⁴⁾ | | | ⁽⁵⁾ |
| Blackwire C610 | Plantronics / Poly | X | X ⁽³⁾ | X ⁽⁴⁾ | | | ⁽⁵⁾ |
| Blackwire C610-M | Plantronics / Poly | X | X ⁽³⁾ | X ⁽⁴⁾ | | | ⁽⁵⁾ |
| Blackwire C620 | Plantronics / Poly | X | X ⁽³⁾ | X ⁽⁴⁾ | | | ⁽⁵⁾ |
| Blackwire C620-M | Plantronics / Poly | X | X ⁽³⁾ | X ⁽⁴⁾ | | | ⁽⁵⁾ |
| HW251N-USB | Plantronics / Poly | | X ⁽³⁾ | X | X | | EOL |
| Audio 615M | Plantronics / Poly | | X ⁽³⁾ | X | | | EOL. |
| Audio 630M | Plantronics / Poly | | X ⁽³⁾ | X | | | EOL |
| GN 2100 USB | GN Netcom | | X ⁽³⁾ | X | | | EOL |
| UC Voice 150 | Jabra | X | | | | X | EOL |
| UC Voice 250 | Jabra | X | | | | X | EOL |
| UC Voice 550 | Jabra | X | X | | X | X | EOL |
| UC Voice 750 | Jabra | X | | | | X | EOL |
| PC35 | EPOS SENNHEISER | | | | | | EOL |

- 1) Device volume control complies with CDT (audio)
- 2) Device volume control affects CDT wave
- 3) Device volume control does not affect CDT volume settings
- 4) CDT and device MUTE are synchronized
- 5) Requires installation of `SpokesSDKNativeRuntime.msi` available in the Sinch Contact Center installation package (`Client Workstation Components> contents> 3rd_party`).
- 6) Latest SDK can be found from Plantronics / Poly HUB installation package.

| EPOS SENNHEISER Corded headsets | Call control | Volume control | Mute | USBHID | Remark |
|--|--------------|----------------|------|--------|--|
| SC 30 USB CTRL SC 30 USB ML | ● | ◐ | ● | ● | Requires FW 15-05-4C_Rev_0412 or later |
| SC 60 USB CTRL SC 60 USB ML | ● | ◐ | ● | ● | Requires FW 15-05-4C_Rev_0412 or later |
| SC 40 USB CTRL | ● | ● | ● | ● | Tested with factory settings and with Windows 10 only. |
| SC 45 USB CTRL | ● | ● | ● | ● | Tested with factory settings and with Windows 10 only. |
| SC 70 USB CTRL | ● | ● | ● | ● | Tested with factory settings and with Windows 10 only. |
| SC 75 USB CTRL | ● | ● | ● | ● | Tested with factory settings and with Windows 10 only. |
| SC 230 USB CTRL II SC 230 USB MS II | ● | ◐ | ● | ● | Requires FW 15-05-4C_Rev_0412 or later |
| SC 230 USB CTRL | ● | ● | ● | ● | Tested with factory settings and with Windows 10 only. |
| SC 260 USB CTRL II SC 260 USB MS II | ● | ◐ | ● | ● | Requires FW 15-05-4C_Rev_0412 or later |
| SC 630 USB CTRL SC 630 USB ML | ● | ◐ | ● | ● | Requires FW 15-05-4C_Rev_0412 or later |
| SC 660 USB CTRL SC 660 USB ML | ● | ◐ | ● | ● | Requires FW 15-05-4C_Rev_0412 or later |
| SC 165 USB | ● | ○ | ● | ● | Requires FW 15-05-4C_Rev_0412 or later |
| SC 660 ANC USB | ● | ◐ | ● | ● | Requires FW 15-05-4C_Rev_0412 or later |

Volume control:

- ◐ Device volume control does not affect CDT and Windows volume settings
- Volume controls affect CDT and Windows volume
- Volume controls affect Windows volume



SC 60 USB CTRL



SC 230/260 USB CTRL II



SC 630/660 USB ML



SC 230 USB CTRL



SC 70 USB CTRL



SC 45 USB CTRL



SC 75 USB CTRL



SC 40 USB CTRL



SC 165 USB



SC 660 ANC USB

SINCH CONTACT CENTER COMPATIBILITY LIST

Wireless Headsets

| Product | Manufacturer | Call control | Volume. ctrl | Mute | B/D | HID | USBHID | Remark |
|---------------------|--------------------|--------------|------------------|------------------|-----|-----|--------|--|
| Evolve 65 | Jabra | X | X | X | B | | X | |
| Motion Office | Jabra | X | X ⁽³⁾ | X ⁽⁴⁾ | B | | X | Calls are not answered by lifting headset off base Incoming calls cannot be rejected from base or headset Number entered in CDT cannot be dialed from headset Simultaneous calls from different sources are not tested. |
| Motion UC | Jabra | X | X | X | B | | X | Incoming calls cannot be rejected from headset Number entered in CDT cannot be dialed from headset Volume increments and decrements are of different size. It is recommended to use Windows or CDT volume controls. Simultaneous calls from different sources are not tested. |
| Pro 930 | Jabra | X | X ⁽³⁾ | | D | X | X | |
| Pro 935 | Jabra | X | X ⁽³⁾ | X ⁽⁴⁾ | B | | X | Incoming calls cannot be rejected from base or headset Number entered in CDT cannot be dialed from headset Simultaneous calls from different sources are not tested. |
| Engage 65 | Jabra | X | X ⁽³⁾ | X ⁽⁴⁾ | D | | X | Incoming calls cannot be rejected from base or headset Number entered in CDT cannot be dialed from headset Simultaneous calls from different sources are not tested. |
| Engage 75 | Jabra | X | X ⁽³⁾ | X ⁽⁴⁾ | D | | X | Incoming calls cannot be rejected from base or headset Number entered in CDT cannot be dialed from headset Simultaneous calls from different sources are not tested. |
| Evolve 75 | Jabra | X | X ⁽³⁾ | X | B | | X | |
| Voyager Focus B825 | Plantronics / Poly | X | X ⁽³⁾ | X | B | | X | Tested only with Windows 10. |
| EOL Products | | | | | | | | |
| Savi W430 | Plantronics / Poly | X | X ⁽³⁾ | X ⁽⁴⁾ | D | | | (5 |
| Savi W430-M | Plantronics / Poly | X | X ⁽³⁾ | X ⁽⁴⁾ | D | | | (5 |
| Savi W440 | Plantronics / Poly | X | X ⁽³⁾ | X ⁽⁴⁾ | D | | | (5 |
| Savi W440-M | Plantronics / Poly | X | X ⁽³⁾ | X ⁽⁴⁾ | D | | | (5 |
| Savi W710 | Plantronics / Poly | X | X ⁽³⁾ | X ⁽⁴⁾ | D | | | (5 |
| Savi W720 | Plantronics / Poly | X | X ⁽³⁾ | X ⁽⁴⁾ | D | | | (5 |
| Savi W730 | Plantronics / Poly | X | X ⁽³⁾ | X ⁽⁴⁾ | D | | | (5 |
| Savi W730-M | Plantronics / Poly | X | X ⁽³⁾ | X ⁽⁴⁾ | D | | | (5 |
| Savi W740 | Plantronics / Poly | X | X ⁽³⁾ | X ⁽⁴⁾ | D | | | (5 |
| Savi W740-M | Plantronics / Poly | X | X ⁽³⁾ | X ⁽⁴⁾ | D | | | (5 |
| Savi W745 | Plantronics / Poly | X | X ⁽³⁾ | X ⁽⁴⁾ | D | | | (5 |
| Voyager Legend B235 | Plantronics / Poly | X | X ⁽³⁾ | X | B | | X | Tested only with Windows 10. |
| WG200/B | Plantronics / Poly | X | X ⁽³⁾ | X ⁽⁴⁾ | B | | | (5 |
| WG201/B | Plantronics / Poly | X | X ⁽³⁾ | X ⁽⁴⁾ | B | | | (5 |
| B230 | Plantronics / Poly | X | X ⁽³⁾ | X ⁽⁴⁾ | B | | | (5 |
| B230-M | Plantronics / Poly | X | X ⁽³⁾ | X ⁽⁴⁾ | B | | | (5 |
| Savi Go WG100/B | Plantronics / Poly | X | X ⁽³⁾ | X ⁽⁴⁾ | B | | | (5 |
| Savi Go WG101/B | Plantronics / Poly | X | X ⁽³⁾ | X ⁽⁴⁾ | B | | | (5 |
| Savi WO100 | Plantronics / Poly | X | X ⁽³⁾ | X ⁽⁴⁾ | D | | | (5 |
| Savi WO101 | Plantronics / Poly | X | X ⁽³⁾ | X ⁽⁴⁾ | D | | | (5 |
| Savi W200 | Plantronics / Poly | X | X ⁽³⁾ | X ⁽⁴⁾ | D | | | (5 |
| Savi WO201 | Plantronics / Poly | X | X ⁽³⁾ | X ⁽⁴⁾ | D | | | (5 |
| Savi WO300 | Plantronics / Poly | X | X ⁽³⁾ | X ⁽⁴⁾ | D | | | (5 |
| Savi WO350 | Plantronics / Poly | X | X ⁽³⁾ | X ⁽⁴⁾ | D | | | (5 |

SINCH CONTACT CENTER COMPATIBILITY LIST

| | | | | | | | | |
|-------------|--------------------|---|------------------|---|---|---|---|--|
| CS60-USB | Plantronics / Poly | | X ⁽³⁾ | | D | | | (5 or alternatively as a HID device) |
| Voyager 520 | Plantronics / Poly | | | | B | | | EOL |
| GO 660 | Jabra | X | X ⁽³⁾ | | B | X | X | Jabra Extreme HS + Link 320 |
| GO 6430 | Jabra | X | X ⁽³⁾ | | B | X | X | |
| GO 6470 | Jabra | X | X ⁽³⁾ | | B | X | X | |
| Pro 9450 | Jabra | X | X ⁽³⁾ | | D | X | X | |
| Pro 9460 | Jabra | X | X ⁽³⁾ | | D | X | X | |
| Pro 9465 | Jabra | X | X ⁽³⁾ | | D | X | X | |
| Pro 9470 | Jabra | X | X ⁽³⁾ | | D | X | X | |
| Supreme UC | Jabra | X | X | X | B | | X | Incoming calls cannot be rejected from headset Number entered in CDT cannot be dialed from headset Volume increments and decrements are of different size. It is recommended to use Windows or CDT volume controls. Simultaneous calls from different sources are not tested. |

B/D Bluetooth / Dect

- 1) Device volume control complies with CDT (audio)
- 2) Device volume control affects CDT wave
- 3) Device volume control does not affect CDT volume settings
- 4) CDT and device MUTE are synchronized
- 5) Requires installation of SpokesSDKNativeRuntime.msi available in the Sinch Contact Center installation package (Client Workstation Components> contents> 3rd_party).

Multi-call scenarios (e.g. connected to mobile and PC) are not tested / supported by Sinch.

| EPOS SENNHEISER Wireless | Call control | Volume control | Mute | Wireless technology | USBHID | Remark |
|--|--------------|----------------|------|---------------------|--------|--|
| DW Office *SD Office, *SD Office ML | ● | ◐ | ● | D | ● | Incoming call is not answered by lifting headset off base Call cannot be rejected from headset Number entered in CDT cannot be dialed from headset. DIP 4 must be in the "UP" position. |
| DW Office ML | ● | ◐ | ● | D | ● | Tested with Windows 10 only. |
| DW Pro 1, DW Pro 1 ML *SD Pro 1, *SD Pro 1 ML | ● | ◐ | ● | D | ● | See DW/SD Office. |
| DW Pro 2, DW Pro 2 ML *SD Pro 2, *SD Pro 2 ML | ● | ◐ | ● | D | ● | See DW/SD Office |
| MB Pro 1 UC, MB Pro 1 UC ML MB Pro 2 UC, MB Pro 2 UC ML | ● | ◐ | ● | BT | ● | CDT ringer is not played on headset Call cannot be rejected from headset Number entered in CDT cannot be dialed from headset. |
| D 10 USB, D 10 USB ML | ● | ◐ | ● | D | ● | |
| Presence UC Presence UC ML | ● | ◐ | ● | BT | ● | CDT ringer is not played on headset Call cannot be rejected from headset Number entered in CDT cannot be dialed from headset. |
| MB 660 UC | ● | ◐ | ● | BT | ● | Call cannot be rejected from headset |

Volume control:

- ◐ Device volume control does not affect CDT and Windows volume settings
- Volume controls affect CDT and Windows volume.

Multi-call scenarios (e.g. connected to mobile and PC) are not tested / supported by Sinch.

* SD Office, SD Pro 1 and SD Pro 2 are available in US and Canada only.



MB Pro 1



DW Pro 2



Presence UC

USB Adapters for Analog Headsets

The digital side of USB adapters connects to USB ports on workstations. The adapters provide conversion between digital and analog audio and they may also provide hook switch and other controls. The analog side of the adapters connects to analog headsets using a manufacturer specific connector. The Sinch Contact Center interfacing component is the USB adapter and analog headsets are not tested for compatibility. Information on analog headsets that are compatible with the adapters can be found from the manufacturers.

| Product | Manufacturer | Call control | Volume ctrl | Mute | HID | USBHID | Remark |
|---------------------|--------------------|--------------|------------------|------------------|-----|--------|--|
| LINK 220 | Jabra | | | | | | Device has no controls |
| LINK 230 | Jabra | | | | | | Device has no controls |
| LINK 265 | Jabra | X | | X ⁽⁵⁾ | | X | |
| LINK 280 | Jabra | X | X ⁽³⁾ | X ⁽⁵⁾ | X | X | |
| LINK 320 | Jabra | | | | | | Functions depend on attached headset |
| LINK 350 | Jabra | | | | | | Functions depend on attached headset |
| Engage LINK | Jabra | X | X | X | | | Functions depend on attached headset |
| DA80 | Plantronics / Poly | X | X | X | | | ⁽⁶⁾ |
| Savi D100 | Plantronics / Poly | X | X ⁽³⁾ | X ⁽⁵⁾ | | | USB DECT adapter. Adapter FW ver. 19.44, USB ver. 161 |
| USB-ED CC 01 | EPOS SENNHEISER | X | X | X | | X | Tested with Windows 10 and headset SC 230. No call reject on the device. |
| X50 | VXi | | | | | X | Device has no controls. To be used with analog headsets, for example ProSet 10V. |
| EOL Products | | | | | | | |
| DA-40 | Plantronics / Poly | | | | | | EOL |
| DA-45 | Plantronics / Poly | X | X ⁽³⁾ | | | | EOL |
| DA-60 | Plantronics / Poly | | X ⁽³⁾ | X | | | EOL ⁽⁷⁾ |
| Uusb1 | EPOS SENNHEISER | | | | | | EOL |
| Uusb2 | EPOS SENNHEISER | | | | | | EOL |

HID Support for HID devices must be installed on the client workstation (terminal_HS_HIDHS.msi) instead of selecting any supported audio devices in the installation wizard (terminal.msi) .






- 1) Device volume control complies with CDT (audio)
- 2) Device volume control affects CDT wave
- 3) Device volume control does not affect CDT volume settings
- 4) Volume adjustment is local on the device.
- 5) CDT and device MUTE are synchronized
- 6) Requires installation of terminal_HS_Plantronics / PolyV2.msi (also installable with the terminal.msi wizard) and Plantronics / Poly Enterprise Software SDK version 2.4, downloadable for free at <http://www.Plantronics / Poly.com/us/support/software-downloads/enterprise-sdk.jsp>.

- 7) Requires installation of terminal_HS_Plantronics / Poly.msi instead terminal_HS_Plantronics / PolyV2.msi and Plantronics / Poly SDK 2.4. Not installable using the installation wizard.

SIP Desk Phones

Listed SIP phones perform the following operations properly with Sinch Contact Center: register, inbound call, outbound call, hold, transfer and sending DTMF. The operations work using any of the transport protocols UDP, TCP or TLS. Exceptions and prerequisites or other requirements may be included in table. Additional features present on the phone may or may not work.

| Product | Manufacturer | Codec | Remark |
|---------------------|--------------|--------------|---|
| 7911G | Cisco | G.711, G.729 | |
| SPA502G | Cisco | G.711, G.729 | Requires SW version 7.4.4. or later |
| Konftel 300 IP | Konftel | G.711, G.729 | |
| IP 331 | Polycom | G.711, G.729 | |
| IP 560 | Polycom | G.711, G.729 | |
| IP 7000 | Polycom | G.711, G.729 | |
| Snom 300 | Snom Tech. | G.711, G.729 | FW: snom300-SIP 8.2.29 20813 or later. |
| Snom 320 | Snom Tech | G.711, G.729 | FW: snom320-SIP 8.2.35 29727 or later. |
| Snom 820 | Snom Tech | G.711, G.729 | FW: snom820-SIP 8.32.25 17587 or later. |
| Snom 821 | Snom Tech | G.711, G.729 | FW: snom821-SIP 8.4.12 29489 or later. |
| EOL Products | | | |
| 7905G | Cisco | G.711, G729 | EOL |
| 7912G | Cisco | G.711, G729 | EOL |
| 7941G | Cisco | G.711, G.729 | EOL |
| 7960G | Cisco | G.711, G.729 | EOL |
| SPA921-EU | Linksys | G.711, G.729 | EOL. Replacement SPA502G. |
| SPA922-EU | Linksys | G.711, G.729 | EOL. Replacement SPA502G. |
| SPA941-EU | Linksys | G.711, G.729 | EOL. Replacement SPA502G. |
| IP 301 | Polycom | G.711, G.729 | EOL |
| IP 330 | Polycom | G.711, G.729 | EOL |
| IP 501 | Polycom | G.711, G.729 | EOL |
| IP 4000 | Polycom | G.711, G.729 | EOL |

| Innovaphone | | IP232 | IP222 | IP241 | IP240 | IP110 |
|-------------|---------------------|---|---|---|---|---|
| Admin | TFTP | C/U | C/U | C/U | C/U | C/U |
| | Web administration | ● | ● | ● | ● | ● |
| | Minimum version | 10 | 10 | 10 | 10 | 10 |
| Time & date | NTP client | ● | ● | ● | ● | ● |
| | Time zone | ● | ● | ● | ● | ● |
| | Daylight savings | ● | ● | ● | ● | ● |
| Phone | Number of lines | 6 | 6 | 6 | 6 | 6 |
| | Function keys | 2 x 6 | 2 x 6 | 7 + 8 | 7 + 8 | 4 |
| | Speaker | HD speaker | HD speaker | ● | ● | ● |
| | Display | Color 480 x 272 touch screen | Color 320 x 240 | Color 320 x 240 | Black/White 128 x 64 | Black/White |
| | Keyboard | In-Screen Alphanumeric | Numeric | Alphanumeric | Alphanumeric | Numeric |
| | Multi-language | 18 | 18 | 18 | 18 | 18 |
| Voice | PCMA | ● | ● | ● | ● | ● |
| | PCMU | ● | ● | ● | ● | ● |
| | G.729 | ● | ● | ● | ● | ● |
| Network | Ethernet | 2 x GigE | 2 x GigE | 2 x GigE | 2 x 10/100 | 2 x 10/100 |
| | LAN/PC port | ● | ● | ● | ● | ● |
| | Power over Ethernet | ● | ● | ● | ● | ● |
| | DHCP client | ● | ● | ● | ● | ● |
| | VLAN | ● | ● | ● | ● | ● |
| Security | Voice QoS | | | | | |
| | HTTPS | ● | ● | ● | ● | ● |
| | TLS | ● | ● | ● | ● | ● |
| | SIP authentication | ● | ● | ● | ● | ● |
| Notes | | Design-price awarded | Design-price awarded | | | |
| | |  reddot design award winner 2011 |  |  |  |  |

| YEALINK | | SIP-T20P | SIP-T22P | SIP-T26P | SIP-T28P | SIP-T32G | SIP-38G | VP530 |
|-------------|---------------------|---|--------------------|--------------------|----------------------|--|---|--------------------------------------|
| Admin | TFTP | C/U | C/U | C/U | C/U | C/U | C/U | C/U |
| | Web administration | ● | ● | ● | ● | ● | ● | ● |
| | Minimum version | V9.70.0.130 | V7.70.0.130 | V6.70.0.130 | V2.70.0.130 | V32.70.0.105 | V38.70.0.115 | V23.70.0.40 |
| Time & date | NTP client | ● | ● | ● | ● | ● | ● | ● |
| | Time zone | ● | ● | ● | ● | ● | ● | ● |
| | Daylight savings | ● | ● | ● | ● | ● | ● | ● |
| Phone | Number of lines | 2 lines | 3 lines | 3 lines | 6 lines | 3 lines | 6 lines | 4 lines |
| | DSS KEY | - | - | 10 keys | 10 keys | - | 10 keys | 18 keys |
| | Speaker | HD speaker | HD speaker | HD speaker | HD speaker | HD speaker | HD speaker | HD speaker |
| | Display | 3-line LCD (2 x 15 characters and an icon) | 132x64 graphic LCD | 132x64 graphic LCD | 320 x 160 gray scale | 3" TFT-LCD, 400 x 240 pixel, 262K colors | 4.3" TFT-LCD, 480 x 272 pixel, 16.7M colors | 7" 800x480 digital LCD, Touch screen |
| | Multi-language | > 20 | > 20 | > 20 | > 20 | > 20 | > 20 | > 20 |
| Voice | PCMA | ● | ● | ● | ● | ● | ● | ● |
| | PCMU | ● | ● | ● | ● | ● | ● | ● |
| | G.729 | ● | ● | ● | ● | ● | ● | ● |
| Network | Ethernet | 10/100M | 10/100M | 10/100M | 10/100M | 10/100/1000 | 10/100/1000 | 10/100M |
| | LAN/PC port | 10/100M | 10/100M | 10/100M | 10/100M | 10/100/1000 | 10/100/1000 | 10/100M |
| | Power over Ethernet | ● | ● | ● | ● | ● | ● | ● |
| | DHCP client | ● | ● | ● | ● | ● | ● | ● |
| | VLAN | ● | ● | ● | ● | ● | ● | ● |
| | Voice QoS | ● | ● | ● | ● | ● | ● | ● |
| Security | HTTPS | ● | ● | ● | ● | ● | ● | ● |
| | TLS | ● | ● | ● | ● | ● | ● | ● |
| | SIP authentication | ● | ● | ● | ● | ● | ● | ● |





SIP-T22P



SIP-T28P



SIP-T32G



SIP-T38G

Since established in 2001, Yealink, the global TOP 5 SIP Phone provider, has been committed to designing and manufacturing innovative, highly stable and easy to deploy IP phones with reasonable price and rapid technical support. The company has adopted the first-class solutions and technologies such as TI Chipset, and has become the determined choice of the industry's leading VoIP service providers, hosted VoIP, IP PBX and Unified Communications solution vendors.

Mobile Devices

CMC - DEPRECATED

Supported platforms for CMC (Communication Mobile Client) were:
 Nokia S60 3rd edition
 Nokia S60 5th edition

ECF- Communication Panel

ECF based softphone, such as a Communication Panel can be used in a browser that supports [WebRTC](#) technology. Sinch Verified and supported browsers are:

- Google Chrome on Windows10 & Mac
- Firefox on Windows 10
- Opera on Windows 10
- Microsoft Edge (Chromium based) on Windows 10

Other

Analog Adapters and Gateways

| Product | Manufacturer | Remark |
|---------|--------------|--------|
| ATA 186 | Cisco | |
| IP21 | Innovaphone | |
| MP-112 | Audiocodes | |
| MP-114 | Audiocodes | |
| MP-118 | Audiocodes | |
| MP-124D | Audiocodes | |

Analog adapters are used to connect analog terminals, e.g. fax devices, to Voice over IP systems such as Sinch Contact Center.

Outbound Predictive Dialer

| Product | Manufacturer | Remark |
|----------|--------------|---------------|
| SoftDial | Sytel | Version 10.5. |

Fax

Fax server is used e.g. to receive customer service related faxes such as orders. Fax server receives incoming fax, converts it to file/picture format and sends fax as email attachment to defined email address for Sinch Contact Center to be retrieved routed to customer service agents.

SMS

SMS messages can be transmitted and received by Sinch Contact Center as e-mails to/from a SMS service on the network. Sinch Contact Center can be also integrated to following messaging services:

- Sinch SMS
- SAP Digital Interconnect
- Twilio

SIP Integrated IVR

| Product | Manufacturer | Remark |
|----------------------|------------------|-------------------|
| Holly Voice Platform | West Corporation | See details below |

The Holly Voice Platform (HVP) is a SIP based IVR platform. It is certified VoiceXML 2.0 and 2.1 compliant and supports CCXML 1.0. The current version (in 2014) is HVP 6.0 SP2. The Holly Voice Platform is supported on the following systems:

- Red Hat Enterprise Linux 6.x i386 or x86-64
- CentOS release 6.x i386 or x86-64
- Red Hat Enterprise Linux/CentOS 5.4+ i386
- Solaris 10 update 4 or greater

Minimum configuration: 2 GB Memory, 1.5 GB spare disk, 2 GHz or greater CPU

In addition to on premise solutions West provides several hosted Holly configurations. These solutions can be accessed by both PSTN and SIP. Applications can be developed and hosted by West or developed by the customer and run on the West infrastructure.

Chatbot

Sinch Contact Center has interface that can be used to integrate a chatbot to the system. The interface allows a chatbot act as an agent in Sinch Contact Center system. Sinch has verified following chatbot vendors:

- Chatlayer.ai: <https://chatlayer.ai>
- SAP Conversational AI (CAI, formerly Recast) <https://www.sap.com/products/conversational-ai.html>
- Ultimate.AI: <https://www.ultimate.ai/>
- Artificial Solutions: <https://www.artificial-solutions.com/>
- Interactive Media: <https://www.imnet.com/>

For examples how to utilize other chatbot vendors please contact support.

Social channels

Facebook messenger integration configurable directly to a Facebook account or via Sinch Conversation API

WhatsApp integration available through:

- Sinch Conversation API (text and rich content)
- SAP Digital Interconnect (text and rich content)
- Twilio (only text)

Other social channels (**Viber & Telegram**) available via Sinch Conversation API & SAP Digital Interconnect offering.

SINCH CONTACT CENTER COMPATIBLE PRODUCTS

Compatible indicates that Sinch has tested the product once but does not re-test newer versions.

IP PBX and UC Systems

| Product | Manufacturer | Remark |
|---------|--------------|--------|
| Lync | Microsoft | |

Telecom Operator Provided SIP Trunks

| Product | Manufacturer | Remark |
|-----------|--------------------------|--|
| SIP trunk | TDC Sweden TDC Norway | Requires Sinch Contact Center 7 SP8. See SAP KB-article 2081828 – “Configuring Sinch Contact Center for TDC Sweden/Norway SIP trunks” |
| SIP trunk | BT UK | Certified in May 2012. Fax excluded. |
| SIP trunk | Twilio | |
| SIP Trunk | Sinch | |

Virtualization Solutions

| Product | Manufacturer | Remark |
|------------------------------|--------------|--|
| VMware ESXi 5.0 | VMware | More info in VMware compatibility statement that can be asked from support |
| XenApp 6.5 Receiver 14.0.1.4 | Citrix | Shared Server Desktop. See Citrix compatibility statement with Sinch Contact Center |
| XenDesktop 7 | Citrix | Citrix Desktop virtualization. See Citrix compatibility statement with Sinch Contact Center |

SINCH CONTACT CENTER USER VERIFIED PRODUCTS

The user verified category lists products that *customers and partners have reported to be compatible with Sinch Contact Center*. The information is provided as such and Sinch does not in any way guarantee that the products work.

IP PBX and UC Systems

| Product | Manufacturer | Remark |
|---|-----------------------|---|
| Alcatel OXE, Release 9.0, Patch H1.301.34 | Alcatel | The PBX is connected to Sinch Contact Center directly using SIP without any intermediate gateway. Tested with BCM 6 only. |
| Asterisk 1.8.4.4 | Open Source Digium | Settings in /etc/asterisk/sip.conf [general] dtmfmode = auto relaxdtmf=yes compactheaders = no Reload SIP channel with <i>module reload chan_sip.so</i> in Asterisk CLI. Disable PRACK (100rel) in Sinch Contact Center |
| | Alcatel-Lucent | R9.1 -i1.605.-27 |
| | Alcatel-Lucent | R9.1 -i1.605.-29 |
| | Alcatel-Lucent | R9.1 -i1.605.-39-pl-c82 |
| | Alcatel-Lucent | R10.0-j1.410-38-c-it-c0 |
| | Alcatel-Lucent | R10.1-j2.603-13-f |

SBC & WebRTC

| Product | Manufacturer | Remark |
|--------------------------|--------------|--|
| Kamailio & RTP Engine | OpenSource | Kamailio latest version on Centos, RTP Engine & RTP packet forwarding in kernel module |

Telecom Operator Provided SIP Trunks

| Product | Manufacturer | Remark |
|-----------|------------------------|--------|
| SIP trunk | TDC Finland | |
| SIP trunk | TeliaSonera Finland | |
| SIP trunk | BT Germany | |
| SIP trunk | Verizon | |

SAMPLE SINCH CONTACT CENTER SERVERS

These are Sinch Contact Center server hardware examples only. For further information, please review Sinch Contact Center Infrastructure document.

Small In-House Setup

The setup contains the following servers:

- 1 SQL Server Cluster
- 1 Sinch Contact Center Application server(s) (1 + as Connection Server in DMZ if CMC is used)

SQL Server:

- x86 cluster server with 1 or more CPUs
- 8 GB or more RAM
- 2 or more 100/1000 Base-T Ethernet ports per node
- Redundant (e.g. RAID 1 (2x15K drives)) 73 GB or more disk space for op.sys and applications per node
- Redundant (e.g. RAID 5 or 1+0 (15K hot pluggable drives)) 500 GB or more disk space for databases
- Redundant Power Supply
- Redundant ventilators
- Windows Server OS (English recommended) (2 node failover cluster possible with Standard edition)
- SQL Server software (English)

Sinch Contact Center Application servers:

- x86 server with 1 or more CPUs
- 4 GB or more RAM
- 1 or more 100/1000 Base-T Ethernet ports per node
- Redundant (e.g. RAID 1(2x15 K drives)) 73 GB or more disk space
- Redundant Power Supply
- Windows Server OS (English recommended)

Basic Service Provider Setup

The setup contains the following servers:

- 1 SQL Server Cluster
- 2 Sinch Contact Center Application servers (+ 1 as Connection Server in DMZ if CMC is used)
- 1 Sinch Contact Center Reporting Server

SQL Server:

- x86 cluster server with 1 or more CPUs
- 16 GB or more RAM
- 2 or more 100/1000 Base-T Ethernet ports per node
- Redundant (e.g. RAID 1 (2x15K drives)) 73 GB or more disk space for op.sys and applications per node
- Redundant (e.g. RAID 5 or 1+0 (15K hot pluggable drives)) 1 TB or more disk space for databases
- Redundant Power Supply
- Redundant ventilators
- Windows Server OS (English recommended)
- SQL Server software (English)

Sinch Contact Center Reporting (SQL) server:

- x86 server with 1 or more CPUs
- 8 GB or more RAM
- 1 or more 100/1000 Base-T Ethernet ports per node
- Redundant (e.g. RAID 1 (2x15K drives)) 73 GB or more disk space for op.sys and applications
- Redundant (e.g. RAID 5 or 1+0 (15K hot pluggable drives)) 146 GB or more disk space for databases
- Redundant Power Supply
- Windows Server OS (English recommended)
- SQL Server software (English)

Sinch Contact Center Application servers:

- x86 server with 1 or more CPUs
- 4 GB or more RAM
- 2 100/1000 Base-T Ethernet ports per node
- Redundant (e.g. RAID 1 (2x15K drives)) 73 GB or more disk space
- Redundant Power Supply
- Windows Server OS (English recommended)

Service Provider Setup with SAN

The setup contains the following servers:

- 1 SQL Server Cluster (Can serve several Sinch Contact Center systems)
- 2 or more Sinch Contact Center Application servers (1 in core and 1 in access NW)
- 2 or more Sinch Contact Center failover Application servers (1 per NW, each can backup several application servers but usually only 1 at a time)
- 1 Sinch Contact Center Reporting Server
- 1 Sinch Contact Center Application server as Connection Server in the DMZ, if CMC is used (optional)
- 1 Sinch Contact Center Application server as Management server. (Can serve several Sinch Contact Center systems)

SQL Server: (SQL cluster is made of two or more of these)

- x86 server with 1 or more CPUs
- 16 GB or more RAM
- 2 or more 100/1000 Base-T Ethernet ports per node
- Redundant (e.g. RAID 1 (2x15K drives)) 73 GB or more disk space for op.sys and applications per node
- 1 or more HBA (host bus adapter) for SAN connection and database storage
- Redundant Power Supply
- Redundant ventilators
- Windows Server OS (English recommended)
- SQL Server software (English)

Sinch Contact Center Reporting (SQL) server:

- x86 server with 1 or more CPUs
- 8 GB or more RAM
- 1 or more 100/1000 Base-T Ethernet ports per node
- Redundant (e.g. RAID 1 (2x15K drives)) 73 GB or more disk space for op.sys and applications
- 1 or more HBA (host bus adapter) for SAN connection and database storage
- Redundant Power Supply
- Windows Server OS (English recommended)
- SQL Server software (English)

Sinch Contact Center Application servers:

- x86 server with 1 or more CPUs
- 4 GB or more RAM
- 2 100/1000 Base-T Ethernet ports per node
- Redundant (e.g. RAID 1 (2x15K drives)) 73 GB or more disk space
- Redundant Power Supply
- Windows Server OS (English recommended)

