



Sinch Contact Pro

# Compatibility List

Version FP19 — April 2023



Date	Description
01/2023	Win2022 & SQL2022 support
03/2022	SQL2019 support
01/2022	Windows Server 2012 R2 and SQL 2012 removed, FP19 onwards.
10/2021	FP19 preparations
10/2021	FP18 update and new product name
06/2021	Updating link to help resources
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

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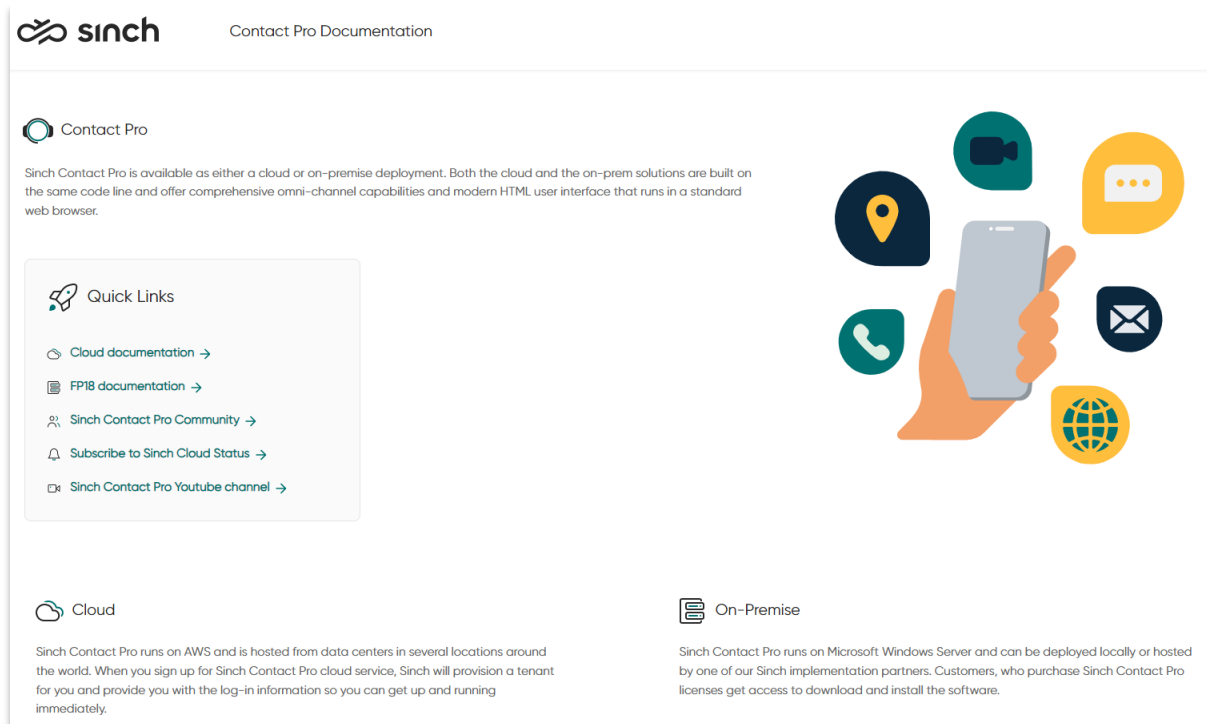
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# 1 Help Resources

Sinch Contact Pro documentation for cloud and on-premise customers: <https://docs.cc.sinch.com/>



The screenshot shows the Sinch Contact Pro Documentation page. At the top, the Sinch logo and "Contact Pro Documentation" are visible. Below the header, there's a "Contact Pro" section with a brief description: "Sinch Contact Pro is available as either a cloud or on-premise deployment. Both the cloud and the on-prem solutions are built on the same code line and offer comprehensive omni-channel capabilities and modern HTML user interface that runs in a standard web browser." To the right of this text is an illustration of a hand holding a smartphone, surrounded by various communication icons like a location pin, video call, speech bubble, phone, email, and globe. Below the description is a "Quick Links" box containing five links: "Cloud documentation →", "FP18 documentation →", "Sinch Contact Pro Community →", "Subscribe to Sinch Cloud Status →", and "Sinch Contact Pro Youtube channel →". At the bottom, there are two columns: "Cloud" and "On-Premise". The "Cloud" section states: "Sinch Contact Pro runs on AWS and is hosted from data centers in several locations around the world. When you sign up for Sinch Contact Pro cloud service, Sinch will provision a tenant for you and provide you with the log-in information so you can get up and running immediately." The "On-Premise" section states: "Sinch Contact Pro runs on Microsoft Windows Server and can be deployed locally or hosted by one of our Sinch implementation partners. Customers, who purchase Sinch Contact Pro licenses get access to download and install the software."

Sinch Contact Pro Community for cloud and on-premise customers:  
[https://community.sinch.com/t5/Contact-Pro/bd-p/Contact\\_Center](https://community.sinch.com/t5/Contact-Pro/bd-p/Contact_Center)

## 2 Sinch Contact Pro 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 Pro (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.

### 2.1 Windows Servers

#### 2.1.1 Windows Server 2016

##### Suitability and special notes

Windows Server 2016 Standard edition can be used as Sinch Contact Pro Application Server platform. More information about Windows Server 2016 editions and edition comparison tables can be found from Microsoft. Windows Server 2022 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>)

#### 2.1.2 Windows Server 2019

##### Suitability and special notes

Windows Server 2019 Standard edition can be used as Sinch Contact Pro Application Server platform. More information about Windows Server 2019 editions and edition comparison tables can be found from Microsoft. Windows Server 2022 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

## 2.1.3 Windows Server 2022

#### Suitability and special notes

Windows Server 2022 Standard edition can be used as Sinch Contact Pro Application Server platform. More information about Windows Server 2022 editions and edition comparison tables can be found from Microsoft. Windows Server 2022 is recommended for new installations.

#### Hardware requirements:

Please see

<https://learn.microsoft.com/en-us/windows-server/get-started/hardware-requirements>

#### Additional requirements

- English version of Windows Server 2022 is recommended
- See also: <https://learn.microsoft.com/en-us/windows-server/get-started/get-started-with-windows-server>

#### Support Lifecycle

Microsoft Mainstream support end date is October 2026

Microsoft Extended support end date is October 2031

## 2.2 SQL Servers

Note:

- FP18 and older versions are using osql.exe for installing databases. The osql.exe has been deprecated by Microsoft and is no longer part of SQL Management Studio package. You might need to download older version of SQL Management Studio to obtain the driver.
- FP19 and newer are using sqlcmd.exe for the database installations.

### 2.2.1 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
- 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>)

### 2.2.2 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
- 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>)

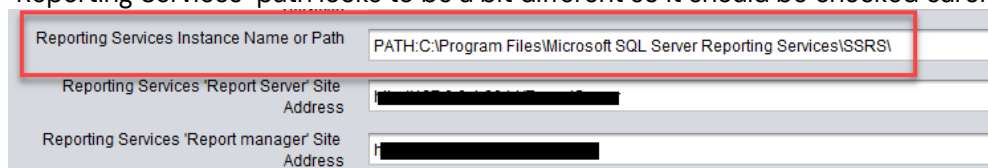
## 2.2.3 SQL Server 2019

SQL server 2019 is supported from FP18 onwards. Please see minimum hardware requirements from Microsoft:

<https://docs.microsoft.com/en-us/sql/sql-server/install/hardware-and-software-requirements-for-installing-sql-server-ver15?view=sql-server-ver15>

Note:

- Microsoft Reporting Service is separate installation in SQL 2019 and not part of the roles as in SQL 2016 and older releases
- "Reporting Services" path looks to be a bit different so it should be checked carefully in IA



Reporting Services Instance Name or Path	PATH:C:\Program Files\Microsoft SQL Server Reporting Services\SSRS\
Reporting Services 'Report Server' Site Address	[REDACTED]
Reporting Services 'Report manager' Site Address	[REDACTED]

### Additional requirements

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

## Support Lifecycle

Microsoft Mainstream support end date is 14.1.2025

Microsoft Extended support end date is 8.1.2030

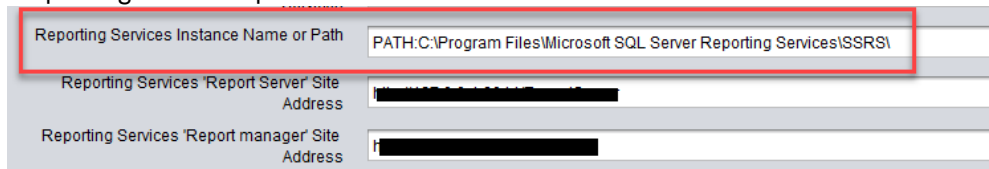
(<https://docs.microsoft.com/en-us/lifecycle/products/sql-server-2019>)

## 2.2.4 SQL Server 2022

SQL server 2022 is supported from FP19 onwards. Please see minimum hardware requirements from Microsoft: <https://learn.microsoft.com/en-us/sql/sql-server/install/hardware-and-software-requirements-for-installing-sql-server-2022?view=sql-server-ver15>

Note:

- Microsoft Reporting Service is separate installation in SQL 2022
- "Reporting Services" path looks to be a bit different so it should be checked carefully in IA



Reporting Services Instance Name or Path	PATH:C:\Program Files\Microsoft SQL Server Reporting Services\SSRS\
Reporting Services 'Report Server' Site Address	[REDACTED]
Reporting Services 'Report manager' Site Address	[REDACTED]

### Additional requirements

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

### Support Lifecycle

Microsoft Mainstream support end date is Jan 11, 2028

Microsoft Extended support end date is Jan 11, 2033

(<https://learn.microsoft.com/en-us/lifecycle/products/sql-server-2022>)

## 2.3 Java

Java is a prerequisite for server-side components, Infrastructure Administrator and for System Configurator user interfaces.

For FP18 and older releases Sinch Contact Pro development has tested Oracle Java (32 & 64bit version) and is the recommended Java to use for server and client-side.

FP 19 we are releasing support for Azul Zulu Java. Oracle Java remains supported as well, but we recommend using Azul Zulu Java version 8 or 11. From FP19 onwards 32bit Java is no longer supported at server side. Use only 64bit version.

For client-side customer may bring own Java client. However, please notice that Sinch has tested only compatibility with Oracle and Azul Zulu clients.

FP20 Java 8 is no more supported at client or server side.

## 2.4 Voice Over IP Gateways

Product	Manufacturer	SIP	H323	Ports min	Ports max	Comment
Dialogic 203ODTI	Dialogic	X		1	1	
Dialogic 206ODTI	Dialogic	X		2	2	
Dialogic 212ODTI	Dialogic	X		4	4	
Mediant 800	AudioCodes	X		1	2	Digital media gateway
Mediant 1000 B	AudioCodes	X	X <sup>(3)</sup>	1	4	Digital media gateway
Mediant 2000	AudioCodes	X	X <sup>(3)</sup>	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 <sup>1)</sup>	Cisco	X	X	1	2	EOL

<sup>1)</sup> 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).

<sup>2)</sup> 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.

<sup>3)</sup> 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	Comment
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](http://www.cisco.com) for detailed information about, for example, configuration, required memory amounts and minimum IOS versions.

## 2.5 SIP Session Border Controllers

Product	Manufacturer	Min Capacity	Max Capacity	Version	Comment
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.

## 2.6 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 Pro. Configuration notes are available on AudioCodes web pages. Colt SIP trunk software version 8.4.4 Fax excluded.
SIP trunk	Sinch	
SIP trunk	Twilio	

## 2.7 Client Workstations

### 2.7.1 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. 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>

## 2.7.2 Windows 10 Pro and Enterprise

### Minimum setup

- PC with 1-GHz processor
- 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)

8100/1000 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>)



## 2.8 Communication Panel – USB Audio Devices

Sinch Contact Pro Communication Panel is the modern user interface for Sinch Contact Pro 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. See the chapter *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.

Note:

Headset vendors do typically have two version of headset. One with Microsoft Teams integration and one without. We recommend using the one without Microsoft Teams integration.

### 2.8.1 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*	With Link 400 (FW 1.9.0)
Engage 40	3.9.0	
Engage 50	1.25.0	With Engage Link (FW 1.22)

Engage 55**	5.6.0	With Link 400 (FW 1.9.0)
Engage 50 II	3.9.0	Has support for Jabra Engage+. Based on our testing Communication Panel integration works fine with the Engage+.
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	

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

\*\*Answer and reject not working in Certified for Microsoft Teams version.

## 2.8.2 Poly (Plantronics)

The Poly solution consists of JavaScript library and SDK provided inside Plantronics HUB software, the Plantronics HUB must be installed and running on your workstation. Once solution is set up you can command the functions: answer/end, mute/unmute and volume level from the headset.

The prerequisites for using the controls are:

- Windows operating system (not verified with MAC)
- Google Chrome or Microsoft Edge
- Plantronics HUB installed on your workstation
- POLY | Plantronics selected as Audio Device Brand in Communication Panel settings

Established connection between Communication Panel and headset can be seen in Plantronics Hub -> Softphones -> Softphones SDK enabled -> Sinch Contact

Softphones | SDK-Enabled
[View All Supported Softphones](#)

Module Name	Connected
Sinch Contact	✓

• Indicates device default setting.

Cancel
Apply

Model	FW*	Comment
EncorePro 525 USB	USB v.136	(1
EncorePro 715 USB	USB v.136	(1
EncorePro 725 USB	USB v.136	(1
Blackfire 7225	1.1153.1.1064	(2
Voyager Focus UC + BT600	V.500 + v.2120	(1
Savi 8240 UC	Headset v.1725 USB v.3868	(1 + (3
Savi 8245 UC	Headset v.1725 USB v.3869	(1 + (3

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

(1 No issues with Microsoft Teams identified

(2 Controls not working when Microsoft Teams is running

(3 Set from Plantronics HUB following settings on "Audio Sensing turned " & "Headset To Pc Radio Link – Active Always"

## 2.8.3 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 Pro
- 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*	Comment
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.

## 2.9 CDT (Communication Desktop) – USB Audio Devices

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

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

Sinch Contact Pro 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 Pro adaptation module, and, for example, corded USB audio devices work without any adaptation module being installed. Sinch Contact Pro adaptation modules enables usage of HID devices, which provide controls, such as, hook switch, mute, open audio path and close audio path. Sinch Contact Pro adaptation modules for supported devices are available as Windows installer files, for example, terminal\_HS\_USBHs.msi. See Sinch Contact Pro Client Workstation Guide for installation instructions of the adaptation modules.

Wireless devices usually require that Sinch Contact Pro opens the audio path between the cradle and the device when a call begins and that Sinch Contact Pro 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 Pro 7 SP5 only one of these alternative methods should be used on any workstation. From Sinch Contact Pro 7 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.

Note:

Headset vendors do typically have two version of headset. One with Microsoft Teams integration and one without. We recommend using the one without Microsoft Teams integration.

**Recommendation:** Do not install terminal\_HS\_xxx.msi files that are not needed.

## 2.9.1 USB Handsets and Speaker Phones

Product	Manufacturer	Call control	Volume control	Dial pad	Mute	HID	USBHID	Comment
CX100	Polycom	X	X <sup>(3)</sup>		X	X		
DIAL 550	Jabra	X	X <sup>(3)</sup>	X <sup>(b)</sup>	X		X	USB speaker phone with dial-pad
SPEAK 410	Jabra	X	X <sup>(3)</sup>			X	X	USB Speaker phone, no dial-pad.
SPEAK 510	Jabra	X	X <sup>(3)</sup>		X		X	Requires Sinch Contact Pro 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 <sup>(3)</sup>		X	X		Not supported when Office Communicator is installed.
MCD100	Plantronics / Poly		X <sup>(2)</sup>		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

## 2.9.2 Wireless Handsets

Product	Manufacturer	Call control	Volume control	Mute	B/D	HID	USBHID	Comment
Handset 450	Jabra	X	X <sup>(3)</sup>	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

## 2.9.3 USB Headsets

Product	Manufacturer	Call control	Volume control	Mute	HID	USBHID	Comment
BIZ 2300 USB	Jabra	X	X <sup>(3)</sup>	X		X	
Evolve 20 UC	Jabra	X	X <sup>(3)</sup>	X		X	
Evolve 30 UC	Jabra	X	X <sup>(3)</sup>	X		X	
Evolve 40 UC	Jabra	X	X <sup>(3)</sup>	X		X	
Evolve 80	Jabra	X	X <sup>(3)</sup>	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 <sup>(3)</sup>	X		X	

Engage 50	Jabra					
Engage Link	Jabra	X	X <sup>(3)</sup>	X		X
Encorepro 525	Plantronics / Poly	X	X <sup>(3)</sup>	X <sup>(4)</sup>		Plantronics / Poly SDK 3.11.52084.17287 <sup>(6)</sup>
Encorepro 725	Plantronics / Poly	X	X <sup>(3)</sup>	X <sup>(4)</sup>		Plantronics / Poly SDK 3.11.52084.17287 <sup>(6)</sup>
Blackwire C435	Plantronics / Poly	X	X <sup>(3)</sup>	X <sup>(4)</sup>		<sup>(5)</sup>
Blackwire C435-M	Plantronics / Poly	X	X <sup>(3)</sup>	X <sup>(4)</sup>		<sup>(5)</sup>
Blackwire 5220	Plantronics / Poly					Plantronics / Poly SDK 3.11.52084.17287 <sup>(6)</sup>
X200	VXi	X	X <sup>(2)</sup>	X <sup>(4)</sup>		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.
<b>EOL Products</b>						
Blackwire C725	Plantronics / Poly	X	X <sup>(3)</sup>	X		X Tested only with Windows 10.
Blackwire C210	Plantronics / Poly	X	X <sup>(3)</sup>	X <sup>(4)</sup>		<sup>(5)</sup>
Blackwire C220	Plantronics / Poly	X	X <sup>(3)</sup>	X <sup>(4)</sup>		<sup>(5)</sup>
Blackwire C420	Plantronics / Poly	X	X <sup>(3)</sup>	X <sup>(4)</sup>		<sup>(5)</sup>
Blackwire C420-M	Plantronics / Poly	X	X <sup>(3)</sup>	X <sup>(4)</sup>		<sup>(5)</sup>
Blackwire C610	Plantronics / Poly	X	X <sup>(3)</sup>	X <sup>(4)</sup>		<sup>(5)</sup>
Blackwire C610-M	Plantronics / Poly	X	X <sup>(3)</sup>	X <sup>(4)</sup>		<sup>(5)</sup>
Blackwire C620	Plantronics / Poly	X	X <sup>(3)</sup>	X <sup>(4)</sup>		<sup>(5)</sup>
Blackwire C620-M	Plantronics / Poly	X	X <sup>(3)</sup>	X <sup>(4)</sup>		<sup>(5)</sup>
HW251N-USB	Plantronics / Poly		X <sup>(3)</sup>	X	X	EOL
Audio 615M	Plantronics / Poly		X <sup>(3)</sup>	X		EOL.
Audio 630M	Plantronics / Poly		X <sup>(3)</sup>	X		EOL
GN 2100 USB	GN Netcom		X <sup>(3)</sup>	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 Pro 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	Comment
SC 30 USB CTRL	•	ⓘ	•	•	Requires FW 15-05-4C_Rev_0412 or later
SC 30 USB ML	•	ⓘ	•	•	Requires FW 15-05-4C_Rev_0412 or later
SC 60 USB CTRL	•	ⓘ	•	•	Requires FW 15-05-4C_Rev_0412 or later
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	•	ⓘ	•	•	Requires FW 15-05-4C_Rev_0412 or later
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	•	ⓘ	•	•	Requires FW 15-05-4C_Rev_0412 or later
SC 260 USB MS II	•	ⓘ	•	•	Requires FW 15-05-4C_Rev_0412 or later
SC 630 USB CTRL	•	ⓘ	•	•	Requires FW 15-05-4C_Rev_0412 or later
SC 630 USB ML	•	ⓘ	•	•	Requires FW 15-05-4C_Rev_0412 or later
SC 660 USB CTRL	•	ⓘ	•	•	Requires FW 15-05-4C_Rev_0412 or later
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



## 2.9.4 Wireless Headsets

Product	Manufacturer	Call control	Volume control	Mute	B/D	HID	USBHID	Comment
Evolve 65	Jabra	X	X	X	B		X	
Motion Office	Jabra	X	X <sup>(3)</sup>	X <sup>(4)</sup>	B		X	<p>Calls are not answered by lifting headset off base</p> <p>Incoming calls cannot be rejected from base or headset</p> <p>Number entered in CDT cannot be dialed from headset</p> <p>Simultaneous calls from different sources are not tested.</p>
Motion UC	Jabra	X	X	X	B		X	<p>Incoming calls cannot be rejected from headset</p> <p>Number entered in CDT cannot be dialed from headset</p> <p>Volume increments and decrements are of different size. It is recommended to use Windows or CDT volume controls.</p> <p>Simultaneous calls from different sources are not tested.</p>
Pro 930	Jabra	X	X <sup>(3)</sup>		D	X	X	
Pro 935	Jabra	X	X <sup>(3)</sup>	X <sup>(4)</sup>	B		X	<p>Incoming calls cannot be rejected from base or headset</p> <p>Number entered in CDT cannot be dialed from headset</p> <p>Simultaneous calls from different sources are not tested.</p>
Engage 65	Jabra	X	X <sup>(3)</sup>	X <sup>(4)</sup>	D		X	<p>Incoming calls cannot be rejected from base or headset</p> <p>Number entered in CDT cannot be dialed from headset</p> <p>Simultaneous calls from different sources are not tested.</p>
Engage 75	Jabra	X	X <sup>(3)</sup>	X <sup>(4)</sup>	D		X	<p>Incoming calls cannot be rejected from base or headset</p> <p>Number entered in CDT cannot be dialed from headset</p>

								Simultaneous calls from different sources are not tested.
Evolve 75	Jabra	X	X <sup>(3)</sup>	X	B		X	
Voyager Focus B825	Plantronics / Poly	X	X <sup>(3)</sup>	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 <sup>(3)</sup>	X <sup>(4)</sup>	B			(5
WG201/B	Plantronics / Poly	X	X <sup>(3)</sup>	X <sup>(4)</sup>	B			(5
B230	Plantronics / Poly	X	X <sup>(3)</sup>	X <sup>(4)</sup>	B			(5
B230-M	Plantronics / Poly	X	X <sup>(3)</sup>	X <sup>(4)</sup>	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 <sup>(3)</sup>	X <sup>(4)</sup>	D			(5
Savi WO101	Plantronics / Poly	X	X <sup>(3)</sup>	X <sup>(4)</sup>	D			(5
Savi W200	Plantronics / Poly	X	X <sup>(3)</sup>	X <sup>(4)</sup>	D			(5
Savi WO201	Plantronics / Poly	X	X <sup>(3)</sup>	X <sup>(4)</sup>	D			(5
Savi WO300	Plantronics / Poly	X	X <sup>(3)</sup>	X <sup>(4)</sup>	D			(5
Savi WO350	Plantronics / Poly	X	X <sup>(3)</sup>	X <sup>(4)</sup>	D			(5
CS60-USB	Plantronics / Poly		X <sup>(3)</sup>		D			(5 or alternatively as a HID device

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

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 Pro 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	Comment
DW Office *SD Office, *SD Office ML	•	●	•	D	•	<p>Incoming call is not answered by lifting headset off base</p> <p>Call cannot be rejected from headset</p> <p>Number entered in CDT cannot be dialed from headset.</p> <p>DIP 4 must be in the "UP" position.</p>
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	•	●	•	D	•	See DW/SD Office

*SD Pro 2, *SD Pro 2 ML						
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.

## 2.9.5 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 Pro 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 control	Mute	HID	USBHID	Comment
LINK 220	Jabra						Device has no controls
LINK 230	Jabra						Device has no controls
LINK 265	Jabra	X		X <sup>(5)</sup>		X	
LINK 280	Jabra	X	X <sup>(3)</sup>	X <sup>(5)</sup>	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			<sup>(6)</sup>
Savi D100	Plantronics / Poly	X	X <sup>(3)</sup>	X <sup>(5)</sup>			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 <sup>(3)</sup>			EOL
DA-60	Plantronics / Poly		X <sup>(3)</sup>	X		EOL <sup>(7)</sup>
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.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.






## 2.9.6 SIP Desk Phones

Listed SIP phones perform the following operations properly with Sinch Contact Pro: 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	Comment
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, G.729	EOL
7912G	Cisco	G.711, G.729	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 (log/conf./update)	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 phanumeric	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	•	•	•	•	•

Security	DHCP client	•	•	•	•	•
	VLAN	•	•	•	•	•
	Voice QoS					
	HTTPS	•	•	•	•	•
	TLS	•	•	•	•	•
	SIP authentication	•	•	•	•	•
Notes		Design-price awarded	Design-price awarded			
						

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	•	•	•	•	•	•	•
	Minimum version	V9.70.0.130	V7.70.0.130	V6.70.0.130	V2.70.0.130	V32.70.0.105	V23.70.0.	V38.70.0.1
Time & date	NTP client	•	•	•	•	•	•	•
	Time zone	•	•	•	•	•	•	•
	Daylight savings	•	•	•	•	•	•	•
Phone	Number of lines	2 lines	3 lines	3 lines	6 lines	3 lines	4 lines	6 lines
	DSS KEY	-	-	10 keys	10 keys	-	18 keys	10 keys
	Speaker	HD speaker	HD speaker	HD speaker	HD speaker	HD speaker	HD	HD
	Display	3-line LCD (2 x 15 characters and an icon line)	132x64 graphic LCD	132x64 graphic LCD	320 x 160 gray scale	3" TFT-LCD, 400 x 240 pixel, 262K colors	7" 800x480 digital LCD, Touch screen	4.3" TFT-LCD, 480 x 272 pixel, 16.7M colors
	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	10/100M	10/100/10
	LAN/PC port	10/100M	10/100M	10/100M	10/100M	10/100/1000	10/100M	10/100/10
	Power over	•	•	•	•	•	•	•
	DHCP client	•	•	•	•	•	•	•
	VLAN	•	•	•	•	•	•	•
	Voice QoS	•	•	•	•	•	•	•
Security	HTTPS	•	•	•	•	•	•	•
	TLS	•	•	•	•	•	•	•
	SIP authentication	•	•	•	•	•	•	•

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.

## 2.10 Other

### 2.10.1 Analog Adapters and Gateways

Product	Manufacturer	Comment
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 Pro.

## 2.10.2 Outbound Predictive Dialer

Product	Manufacturer	Comment
SoftDial	Sytel	Version 10.5.

## 2.10.3 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 Pro to be retrieved routed to customer service agents.

## 2.10.4 SMS

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

- Sinch Conversation API
- Sinch SMS

## 2.10.5 SIP Integrated IVR

Product	Manufacturer	Comment
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.

## 2.10.6 Chatbot

Sinch Contact Pro 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 Pro 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.

## 2.10.7 Social Channels

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

WhatsApp integration available through:

- Sinch Conversation API (text, templates and rich content)
- SAP Digital Interconnect – deprecated\* (text and rich content)
- Twilio (text only)

Other social channels available via Sinch Conversation API. For more details, please check

<https://www.sinch.com/products/apis/messaging/conversation-api/>

## 3 Sinch Contact Pro Compatible Products

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

### 3.1 PBX and UC Systems

Product	Manufacturer	Comment
Lync	Microsoft	

### 3.2 Telecom Operator Provided SIP Trunks

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

### 3.3 Virtualization Solutions

Product	Manufacturer	Comment
VMware ESXi 5.0	VMware	
XenApp 6.5 Receiver 14.0.1.4	Citrix	Shared Server Desktop. See Citrix compatibility statement with Sinch Contact Pro
XenDesktop 7	Citrix	Citrix Desktop virtualization. See Citrix compatibility statement with Sinch Contact Pro

# 4 Sinch Contact Pro User Verified Products

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

## 4.1 IP PBX and UC Systems

Product	Manufacturer	Comment
Alcatel OXE, Release 9.0, Patch H1.301.34	Alcatel	The PBX is connected to Sinch Contact Pro directly using SIP without any intermediate gateway. Tested with BCM 6 only.
Asterisk 18.4.4	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 Pro
	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

## 4.2 SBC and WebRTC

Product	Manufacturer	Comment
Kamailio & RTPEngine	OpenSource	Kamailio latest version on Centos, RTPEngine & RTP packet forwarding in kernel module

## 4.3 Telecom Operator Provided SIP Trunks

Product	Manufacturer	Comment
SIP trunk	TDC Finland	
SIP trunk	TeliaSonera Finland	
SIP trunk	BT Germany	
SIP trunk	Verizon	

# 5 Examples of Sinch Contact Pro Servers

These are Sinch Contact Pro server hardware examples only. For further information, see Sinch Contact Pro Infrastructure document.

## 5.1 Small In-House Setup

The setup contains the following servers:

- 1 SQL Server Cluster
- 1 Sinch Contact Pro 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 Pro 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)

## 5.2 Basic Service Provider Setup

The setup contains the following servers:

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

## 5.3 Service Provider Setup with SAN

The setup contains the following servers:

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