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About This Software

Stream Manager 7.6 is a media server that generates and processes media streams in RTP format, providing such functionalities as:

- Ability to play announcements
- Recording streams into files
- Making conference calls
- Silent voice monitoring
- Whisper coaching

Additional information about this release is available in the Release Advisory and the Release Notes.

New in the 7.6 Release

Stream Manager 7.6 introduces the following features:

- The off-line transcoding utility in Stream Manager, `smzip`, can now convert audio files from one codec to another.
- Stream Manager can now reject new dialogs based on a configured load threshold.
- Stream Manager can now send two types of DTMF tones—digitized tones and named telephone events (RFC 2833).

Directories on This CD

documentation

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

configuration_wizard

Contains the configuration wizard.

solution_specific

Contains solution-specific software.

templates

Contains the application templates used for installation.

Documentation

Product manuals, the [Configuration Wizard Advisory](#), and [release notes](#) are available on the Genesys [Technical Support website](#) and on a separate documentation library DVD shipped with your software.

Any information regarding this release that was discovered too late to be included in the documentation is available in the [Release Advisory](#).

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

Technical Support

Contacting

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

For complete information on how and when to contact Technical Support, read the [Genesys Technical Support Guide](#). Please tell the Technical Support representative that you are a Stream Manager 7.6 customer. For a list of the software versions that are on this CD, click [here](#).

Licensing

Along with its software, Genesys supplies its customers with software licenses. Licenses manifest the customers' legal rights to use the features that Genesys software provides. To obtain the necessary product licenses, you will need to complete an order form, which has detailed information to assist you in placing an order. For complete information on obtaining licenses, refer to the [Genesys 7 Licensing Guide](#) on the Technical Support website and the licensing section of the [Genesys 7 Migration Guide](#).

Configuration Support

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

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

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