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About This Software

You can use the Genesys SIP Endpoint SDK to add Internet telephony capabilities to your T-Lib-based softphone applications, using the Session Initiation Protocol (SIP). It was written to provide a means to build a SIP endpoint that can seamlessly connect agent desktop applications with the Genesys SIP Server in order to handle audio calls.

New Features in 8.0.x

Some of the primary new features added in release 8.0.0 are:

- This release of the SIP Endpoint SDK provides support for:
 - Windows Server 2003, Windows XP, Windows Vista, and Windows 7
 - .NET Framework 3.5 SP1
 - Genesys CIM Platform 8.0
 - Genesys SIP Solution 8.0
- The SIP Endpoint SDK includes the telephony functionality and features described below, for both inbound and outbound activity:
 - Basic call functionality (answer, dial, hold and retrieve, or release calls).
 - Call transfers and conferences, including both blind and two-step.
 - SIP and RTP media termination at the desktop .
 - Ability to mute or unmute the microphone from the desktop.
 - Third-party call control (3PCC) through SIP Server.
 - First-party call control (1PCC) and 3PCC DTMF support.
 - The RTP port range can be used for sending and receiving media.
(**Note:** The minimum port range is 10.)
 - Quality of Service (QoS) Type of Service (TOS) bits can be used to control voice quality for further routing purposes. (Supported for Windows XP only.)
- The SIP Endpoint SDK consists of strongly-named assemblies.
- The SIP Endpoint SDK supports data compression using the following audio codecs:
 - G.729b (for up to five channels)
 - G.711a
 - G.711u
 - G.722
 - GSM
- Audio devices such as headsets, microphones, and speakers are auto-detected.

Note: The SIP Endpoint only recognizes one input device and one output device. For predictable results, and to ensure that the SIP Endpoint uses the intended audio devices, Genesys recommends using only one audio input/output pair.

- The SIP Endpoint SDK can detect the status of a USB headset to determine whether wired headsets are plugged or unplugged, and whether wireless headsets are connected or unconnected.
- Beep Tones Control is provided when using the SIP Endpoint SDK with both Genesys Configuration Server 8.0 and Genesys SIP Server 8.0. This feature allows you to play an audio file for an active call.
- The SIP Endpoint SDK supports logging.

Directories on This CD

documentation

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

SIPEndpointSDK/DotNet

Contains the installation files for the software.

Documentation

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

[Return to Top](#) 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, Australia, India, and Japan. 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 SIP Endpoint SDK 8.0 customer. For a list of the software versions that are on this CD, click [here](#).

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

- [Genesys Supported Operating Environment Reference Manual](#)
- [Genesys Supported Media Interfaces Reference Manual](#)

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5953332; 6175563; 6289094; 5970065; 6011792; 5940497; 6449270; 6480600; 6198739; 6359981; 5991393; 6005931; 5960442; 6104802; 6055308; 6072864; 6128646; 6021428; 6175564; 6373836; 6044146; 5943416; 6002760; 6047060; 6067357; 6456615; 6201804; 6339593; 6078566; 6044368; 5991395; 6263066; 5991723; 6141724; 6118866; 6181692; 6411615; 6230197; 6108711; 6212178; 6389007; 6138139; 6167395; 6370508; 6170011;

6459697; 6215783; 6157655; 6122365; 6381640; 6332154; 6076093; 6445788; 6229888; 6421329; 6421325; 6381222; 6118865; 6389028; 6389133; 6122360; 6259786; 6496702; 6434231; 6178239; 6512763; 6442247; 6408064; 6418146; 6449358; 6346952; 6286033; 6345305; 6259774; 6393018; 6320951; 6298130; 6259692; 6453341; 6470080; 6337904; 6373937; 6473787

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This product contains AES (see Third Party Software Notices.doc for license). Matching source for this distribution can be found here:

- libsrtp library - for SRTP - www.resiprocate.org, version 1.4.3
- openssl library - for TLS - www.openssl.org/source, version 0.9.8k

This product contains software developed by the OpenSSL project for use in the OpenSSL Toolkit (www.openssl.org).

This product contains cryptographic software written by Eric Young (eay@cryptsoft.com).

This product includes software written by Tim Hudson (tjh@cryptsoft.com).

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