



Mida Products Compatibility

Document version 3.3

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1. PRODUCTS GENERAL COMPATIBILITY

- **Mida Platform services general compatibility with PBXs**
See which PBX models are compatible with Mida Platform Apps.
- **Supported protocols**
See the protocols supported by the specific Mida Platform Apps.
- **Required ports**
See which ports are required for a correct functioning of Mida Platform App.
- **Supported codecs**
See the codecs supported by the specific Mida Platform Apps.
- **Mida Attendant Console Pro compatibility with phones and headsets**
See which phone models are compatible with Mida Attendant Console Pro.
- **Mida Operator Console compatibility with 3rd Party Software**
See which 3rd Party Software (for visually impaired) are compatible with Mida Attendant Console Pro.
- **Mida Phone Services compatibility with phone models**
See which phone models are compatible with Mida Phone Services.
- **Mida Rec compatibility**
See, in particular, which other network elements are compatible with Mida Voice & Video Recorder (for Mida Rec compatibility with PBX models, please see Mida Platform services general compatibility with PBXs).
- **Mida Fax Server supported PBXs Mida Fax Server is based on Dialogic SR140**
See the SR140 compatibility list for further details on supported IP PBXs and Voice Gateways.



2. MIDA PLATFORM SERVICES GENERAL COMPATIBILITY WITH PBXs

PBX	COMPATIBLE VERSIONS	ATTENDANT CONSOLE	VOICE & VIDEO RECORDER	BILLING	CALL ANALYTICS	FAX SERVER	QUEUE MANAGER	PHONE SERVICES	VOICE OFFICE	NOTES
 CISCO UCM	7.1 (2), 8.x, 9.x, 10.x, 11.x, 12.x, 13.x, 14.x	x	x	x	x	x	x	x	x	Cisco Marketplace
 CISCO BE7000	9.x, 10.x, 11.x	x	x	x	x	x	x	x	x	Cisco Marketplace
 CISCO BE6000	8.6, 9.x, 10.x, 11.x	x	x	x	x	x	x	x	x	Cisco Marketplace
 CISCO BE4000		x	x			x	x		x	Cisco Marketplace
 CISCO HCS	8.6, 9.x, 10.x	x	x	x	x	x	x	x	x	Cisco Marketplace
 CISCO CUCME	8.z, 9.x	x	x			x	x		x	Cisco Marketplace
 broadsoft Broadworks	R.18sp1					x				Broadsoft Xchange
 broadsoft Broadworks	R.20sp1	x	x	x	x	x				Mida Attendant Console Mida Fax Server
 HUAWEI eSpace1900	V200R00 3C00	x	x	x	x	x	x		x	Huawei Open Lab Huawei Partner Profiles
 HUAWEI AR 1200 G3	5.150 (V200R00 5C10SPC 300)	x	x	x	x	x	x		x	Huawei Open Lab
 GRANDSTREAM	UCM 1.0.6.10 +	x	x				x		x	

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LEONARDO FINMECCANICA Voice Manager	2.22.034 +	x	x	x	x	x	x		x	
MONKEYVOICE	2.1	x	x	x	x	x	x		x	
Asterisk	1.6 +	x	x	x	x		x		x	
innovaphone PURE IP COMMUNICATIONS	8, 9	x	x				x		x	
PORTA ONE Porta Switch	MR 48-1, MR 49-0	x								
Microsoft	2015		x			x	x		x	Interoperability tested along with the following voice gateway: ▪ Audiocodes Mediant 800 + ▪ Patton VoiceGateways
Alcatel-Lucent Enterprise OmniPCX Enterprise	9.x		x			x				
AVAYA IP Office			x							
AVAYA Communication Manager – Aura	6.x +		x							
ribbon Business Solutions		x	x	x	x		x			
SANGOMA Free PBX		x	x			x	x			

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3. SUPPORTED PROTOCOLS

PRODUCTS	TYPE	ELEMENT/ PROTOCOL	STANDARD	NOTES
 Voice & Video Recorder	VoIP terminated	SIP	RFC 3261, RFC 3262, RFC 2327, RFC 3665, RFC 3666, RFC 3264	Only SIP over UDP supported. NOE protocol compatibility needs to be assessed with Mida Team. Contact Mida Team for further details.
		RTP	RFC 1889 RTP media, RFC 1890 RTP audio	
		DTMF mode	RFC 2833, SIP info, Inband	
	VoIP sniffer	SIP	RFC 3261, RFC 3262, RFC 2327, RFC 3665, RFC 3666, RFC 3264	
		SCCP	Cisco Skinny Call Control Protocol (SCCP)	
		RTP	RFC 1889 RTP media, RFC 1890 RTP audio	
		NOE		
	E1 terminated E1 tapped	EuroISDN PRI (EDSS1)	Primary rate ETS 300 011, ITU-T Q.921, ITUT Q.931, ITU-T Q.932, ITU-T Q.955, ETS 300 402-1	
		UUS	ITU-T Q.850, ETSI TS 102 610	
	Cisco Built-in-Bridge	SIP	RFC 3261, RFC 3262, RFC 2327, RFC 3665, RFC 3666, RFC 3264	
		RTP	RFC 1889 RTP media, RFC 1890 RTP audio	
	SIP-R	SIP-R	ETSI TS 103 389 v.3.0.0 (JUN 2015)	
		RTP	RFC 1889 RTP media, RFC 1890 RTP audio	



 Queue Manager	VoIP	SIP	RFC 3261, RFC 3262, RFC 2327, RFC 3665, RFC 3666, RFC 3264	Only SIP over UDP supported
 Voice & Video Recorder		RTP	RFC 1889 RTP media, RFC 1890 RTP audio	
 Automated Attendant		DRMF mode	RFC 2833, SIP info, Inband	
 Fax Server	FoIP	SIP	RFC 3261	- Only SIP over UDP supported - ITU T.30 Group 3 - T.38 fallback to pass trough support - V.17, V.29, V.73 ter, V.21 and V.33 compliant with auto-fallback - Up to 33.6 kbps with auto-fallback transmission rate - ECM error correction supported. Please note that the retransmission rate on FoIP solutions might be higher than on traditional TDM solutions - Image compression MH, MR, MMR - A4, A3 and B4 compatible
		T.38	ITU-T T.38	
		G.711	ITU-T G.711 (FoIP pass through)	
		H.323	ITU-T H.323	



4. REQUIRED PORTS

PRODUCTS	MIDA PLATFORM – PBX/SBC	PBX – CLIENT	CLIENT – MIDA PLATFORM	NOTES
Voice & Video Recorder	SIPREC - 5062 ¹ UDP (or TCP) ² 30.000 – 32.000 (RTP/UDP)		- 80 (HTTP/TCP) - 443 (HTTPS/TCP) 161 (SNMP/UDP)	
Automated Attendant	- 5060 ¹ SIP/UDP (or SIP/TCP) ² 10.000 – 20.000 (RTP/UDP)		- 80 (HTTP/TCP) - 443 (HTTPS/TCP) 161 (SNMP/UDP)	
Queue Manager	- 5060 ¹ SIP/UDP (or SIP/TCP) ² 10.000 – 20.000 (RTP/UDP)		- 80 (HTTP/TCP) - 443 (HTTPS/TCP) 161 (SNMP/UDP)	Email integration requires: - 25 (SMTP/TCP) - 587 (SMTPS/TCP) HA or multi-server deployments require (between platforms): - 4573/TCP - 5038/TCP - 3535/TCP 3536/TCP
Attendant Console		CUCM - 69 (TFTP/UDP) - 6970 (HTTP/TCP) - 8443 (HTTPS/TCP) - 2748 (CTI/TCP-UDP) (deskphone mode) - 5060 (SIP/UDP) (softphone mode) - 16.384-32.767 (RTP-RTCP/UDP) (softphone mode) SIP CROSS PLAT. - 5060 SIP/UDP 5000+ RTP/UDP	- 80 (HTTP/TCP) - 443 (HTTPS/TCP) 161 (SNMP/UDP)	

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Billing	- 21 (FTP/TCP) - 22 (SFTP/TCP)		- 80 (HTTP/TCP) - 443 (HTTPS/TCP) 161 (SNMP/UDP)	Email integration requires: - 25 (SMTP/TCP) 587 (SMTPS/TCP)
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- (1) Port number is configurable. The one shown here is the default
- (2) Transport layer protocol is configurable

5. SUPPORTED CODECS

CODEC	ATTENDANT CONSOLE ON CISCO UCM	ATTENDANT CONSOLE ON SIP CROSS PLATFORM	VOICE & VIDEO RECORDER	AUTOMATED ATTENDANT	QUEUE MANAGER	VOICE OFFICE
G.711	x	x	x	x	x	x
G.729 a/b	x	x	x	x	x	x
G.722	x					

6. MIDA ATTENDANT CONSOLE COMPATIBILITY WITH PHONES AND HEADSETS

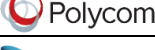
VENDOR	SERIES	MODELS
 CISCO	69xx	All
 CISCO	78xx	All
 CISCO	79xx	All
 CISCO	88xx	All
 CISCO	89xx	All
 CISCO	88xx	All
 CISCO	DX	650, 70, 80
 HUAWEI	ESpace	7910, 7950

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		Jabra Evolve 20, Jabra Evolve 30, Jabra Evolve 40, Jabra Evolve 65, Jabra Evolve 75, Jabra Evolve 80, Jabra Pro 900 family, Jabra Pro 9400 family, Jabra Motion Office, Jabra BIZ 1500, Jabra BIZ 2300, Jabra BIZ 2400II
	3XX	300, 320
	7XX	710, 715, 720, 760
	T4	T48G, T46G, T42G, T41P
	T2	T28P, T26P, T22P, T20P
	T1	T19P
	VVX	600, 500, 410, 400, 310, 300
	GXV	3275, 3240
	GXP	2200, 1160/1165, 1400, 1450, 2100, 2120, 2124, 2160, 2140, 2130

7. MIDA OPERATOR CONSOLE COMPATIBILITY WITH 3RD PARTY SOFTWARE

VENDOR	PRODUCT
	JAWS (v.13 or later)
	MAGic
SAUM	Cobra (v.10 or later)
	NVDA (v. 2013 or later)
	Zoom Text



8. MIDA PHONE SERVICES COMPATIBILITY WITH PHONE MODELS

VENDOR	SERIES	MODELS
	69xx	All
	78xx	All
	79xx	7905(G), 7906(G), 7911(G), 7912(G), 7931(G), 7940(G), 7941(G), 7942(G), 7945(G), 7960(G), 7961(G), 7962(G), 7965(G), 7970(G), 7971(G), 7975(G), 7985(Tandberg)
	88xx	All
	89xx	All
	99xx	All

9. MIDA VOICE AND VIDEO RECORDER COMPATIBILITY (OTHER NETWORK ELEMENTS)

VENDOR	PRODUCTS	VERSIONS	NOTES
	MediaSense	8.6, 9.x, 10.x, 11.x	
	Built-In Bridge Phones	Any	https://developer.cisco.com/site/uc-manager-sip/documents/supported/
 HUAWEI	SoftX MSC-S	GSM-R Networks	
 IPTrade	T32M-T3230	r.7.6.3.28595	test passed even with v. R8.2.1 and R8.3.1
 IPTrade	TPO	7.6.3.28595	test passed even with v. R8.2.1 and R8.3.1

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10. MIDA ATTENDANT CONSOLE WEB BROWSER COMPATIBILITY – current version

BROWSER	COMPATIBLE VERSIONS	PORTAL	ATTENDANT CONSOLE ON CISCO UCM	ATTENDANT CONSOLE ON SIP CROSS PLATFORM	SUPERVISOR CONSOLE
 Google Chrome	Officially supported version here	x	x	x	x
 Mozilla Firefox	Officially supported version here	x	x		x
 Microsoft Edge	Officially supported version here	x	x	x	x

All the compatibility specs are to be intended for browsers working on the OS below:

- Microsoft Windows 10
- Apple OS X El Capitan
- Apple OS Monterey

General notes:

- Mida Operator Console working on SIP Cross Platform requires Chrome Extension (more information: for Chrome, for [Windows 10](#))
- Mida Operator Console working on Cisco Jabber SDK version 11.8.3
- Mida Operator Console minimum client PC requirements are: CPU instruction set is SSE3; CPU speed and type are Mobile AMD Sempron Processor 3600+ at 2 GHz or Intel Core 2 CPU T7400 at 2.16 GHz.

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11. MIDA ATTENDANT CONSOLE WEB BROWSER COMPATIBILITY – until version 2.9.x

BROWSER	COMPATIBLE VERSIONS	PORTAL	ATTENDANT CONSOLE ON CISCO UCM	ATTENDANT CONSOLE ON SIP CROSS PLATFORM	SUPERVISOR CONSOLE	NOTES
 Apple Safari	10.x +	x			x	
 Google Chrome	70.x.x +	x	x (from July 2021 it is not compatible)		x	Cisco plug-in installation guide
 Mozilla Firefox	62.x.x	x	x (*)	x (*)	x	(*) Firefox 52 ESR 32-bit release (or older)
 Microsoft Edge	42.x.x +	x			x	Extensions are not available in Microsoft Edge
 Microsoft Internet Explorer	10.x +	x				
 Microsoft Internet	11.x +	x	x	x		

All the compatibility specs are to be intended for browsers working on the OS below:

- Microsoft Windows 7
- Microsoft Windows 8.1
- Microsoft Windows 10

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- Apple OS X El Capitan

General notes:

- Mida Operator Console working on SIP Cross Platform requires [Java Runtime Environment 8](#) (more information: for Chrome, for [Windows 10](#))
- Mida Operator Console working on Cisco Jabber SDK version 3.1.2
- Mida Operator Console minimum client PC requirements are: CPU instruction set is SSE3; CPU speed and type are Mobile AMD Sempron Processor 3600+ at 2 GHz or Intel Core 2 CPU T7400 at 2.16 GHz.

12. SUPPORTED AUDIO FORMATS

To upload new audio messages in the system, please use file with the following extensions.

EXTENSIONS	DESCRIPTIONS
aac	raw ADTS AAC
gsm	raw GSM
mp3	MPEG audio layer 3
ogg	Ogg
wav	WAV format
wma	Windows Media Audio format