



## PRODUCTS GENERAL COMPATIBILITY

### - **Mida eFramework services general compatibility with PBXs**

See which PBX models are compatible with Mida eFramework Apps.

### - **Supported protocols**

See the protocols supported by the specific Mida eFramework Apps.

### - **Required ports**

See which ports are required for a correct functioning of Mida eFramework App.

### - **Supported codecs**

See the codecs supported by the specific Mida eFramework Apps.

### - **Mida Operator Console compatibility with phones and headsets**

See which phone models are compatible with Mida eFramework Attendant Console.

### - **Mida Operator Console compatibility with 3rd Party Software**

See which 3rd Party Software (for visually impaired) are compatible with Mida eFramework Attendant Console.

### - **Mida Phone Services compatibility with phone models**

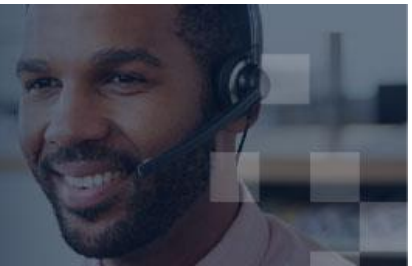
See which phone models are compatible with Mida eFramework Phone Services.

### - **Mida Rec compatibility**












See, in particular, which other network elements are compatible with Mida eFramework Recorder (for Mida Rec compatibility with PBX models, please see [Mida eFramework services general compatibility with PBXs](#)).

### - **Mida TerraFaxPro supported PBXs**

Mida TerraFaxPro is based on Dialogic SR140. See the [SR140 compatibility list](#) for further details on supported IP PBXs and Voice Gateways.



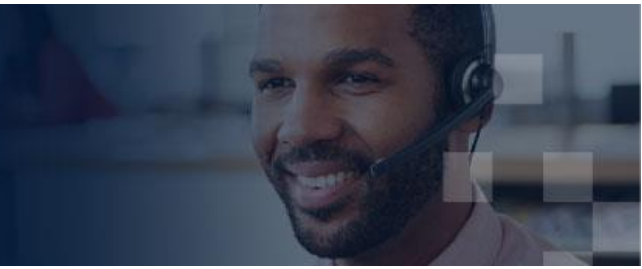
## MIDA EFRAMEWORK SERVICES GENERAL COMPATIBILITY WITH PBXS:

PBX	COMPATIBLE VERSIONS	OPERATOR CONSOLE	RECORDER	BILLING	FAX SERVER	QUEUE MANAGER	PHONE SERVICES	VOICE OFFICE	NOTES
 CISCO UCM	7.1(2), 8.x, 9.x, 10.x, 11.x	✓	✓	✓	✓	✓	✓	✓	<a href="#">Cisco Marketplace</a>
 CISCO BE7000	9.x, 10.x, 11.x	✓	✓	✓	✓	✓	✓	✓	<a href="#">Cisco Marketplace</a>
 CISCO BE6000	8.6, 9.x, 10.x, 11.x	✓	✓	✓	✓	✓	✓	✓	<a href="#">Cisco Marketplace</a>
 CISCO BE4000		✓	✓		✓	✓		✓	<a href="#">Cisco Marketplace</a>
 CISCO HCS	8.6, 9.x, 10.x	✓	✓	✓	✓	✓	✓	✓	<a href="#">Cisco Marketplace</a>
 CISCO CUCME	8.x, 9.x	✓	✓		✓	✓		✓	<a href="#">Cisco Marketplace</a>
 broadsoft Broadworks	R.18sp1				✓				<a href="#">Broadsoft Xchange</a>
 broadsoft Broadworks	R.20sp1	✓	✓	✓	✓				<a href="#">Mida Operator Console</a> <a href="#">Mida FaxServer</a>
 HUAWEI eSpace1900	V200R003C00	✓	✓	✓	✓	✓		✓	<a href="#">Huawei Open Lab</a> <a href="#">Huawei Partner Profiles</a>
 HUAWEI AR 1200 G3	5.150 (V200R005C10SPC300)	✓	✓	✓	✓	✓		✓	<a href="#">Huawei Open Lab</a>
 GRANDSTREAM CONNECTING THE WORLD	UCM 1.0.6.10 +	✓	✓			✓		✓	
 LEONARDO FINMECCANICA Voice Manager	2.22.034 +	✓	✓	✓	✓	✓		✓	
 MONKEYVOICE	2.1	✓	✓	✓	✓	✓		✓	
 Astensk	1.6 +	✓	✓	✓		✓		✓	
 innovaphone	8, 9	✓	✓			✓		✓	

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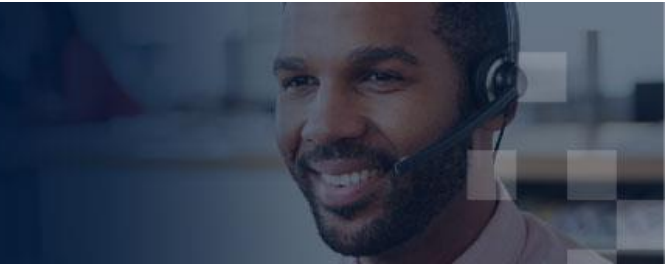
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<b>PORTA ONE</b> PortaSwitch	MR 48-1, MR 49-0	✓							
Microsoft	2015		✓		✓	✓		✓	<i>Interoperability tested along with the following voice gateways:</i> <ul style="list-style-type: none"> <li>• <a href="#">Audiocodes Mediant 800 +</a></li> <li>• <a href="#">Patton VoiceGateways</a></li> </ul>
Alcatel-Lucent OmniPCX Enterprise	9.x		✓		✓				
AVAYA IP Office			✓						<i>Only SIP sniffing</i>
AVAYA Communication Manager - Aura	6.x +		✓						
Ribbon Business Solutions		✓	✓	✓		✓			
SANGOMA FreePBX		✓	✓		✓	✓			

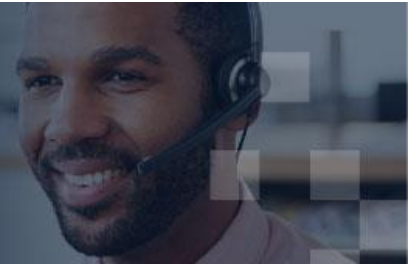
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## SUPPORTED PROTOCOLS

PRODUCTS	TYPE	ELEMENT/ PROTOCOL	STANDARD	NOTES
Logo Mida Recorder	VoIP terminated	SIP	RFC 3261, RFC 3262, RFC 2327, RFC 3665, RFC 3666, RFC 3264	<i>Only SIP over UDP supported.</i>  <i>NOE protocol compatibility needs to be assessed with Mida Team.</i> <a href="#">Contact Mida Team</a> 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	
	E1 terminated E1 tapped	EuroISDN PRI (EDSS1)	Primary rate ETS 300 011, ITU-T Q.921, ITU-T 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		
Logo Queue Manager	VoIP	SIP	RFC 3261, RFC 3262, RFC 2327, RFC 3665, RFC 3666, RFC 3264	<i>Only SIP over UDP supported</i>
Logo Voice Recorder		RTP	RFC 1889 RTP media, RFC 1890 RTP audio	
Logo Automated Attendant		DTMF mode	RFC 2833, SIP info, Inband	
Logo Fax Server	FoIP	SIP	RFC 3261	<ul style="list-style-type: none"> <li>• Only SIP over UDP supported</li> <li>• ITU T.30 Group 3</li> <li>• T.38 fallback to pass through support</li> <li>• V.17, V.29, V.73 ter, V.21 and V.33 compliant with auto-fallback</li> <li>• Up to 33.6 kbps with auto-fallback transmission rate</li> <li>• ECM error correction supported. Please note that the retransmission rate on FoIP solutions might be higher than on traditional TDM solutions.</li> <li>• Image compression MH, MR, MMR</li> <li>• A4, A3 and B4 compatible</li> </ul> (further details <a href="#">here</a> )
		T.38	ITU-T T.38	
		G.711	ITU-T G.711 (FoIP pass through)	
		H.323	ITU-T H.323	

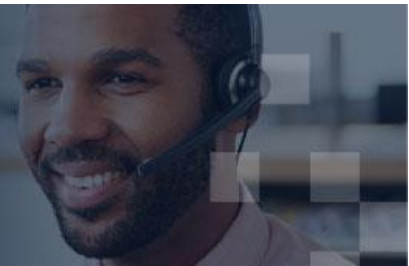
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## REQUIRED PORTS

PRODUCTS	EFRAMEWORK - PBX	PBX - CLIENT	CLIENT - EFRAMEWORK	NOTES
<a href="#">Recorder</a>	- 5062 (UDP / SIP) - 10.000-20.000 (UDP / RTP)			<i>only for active recorder</i>
<a href="#">Automated Attendant</a>				
<a href="#">Voice Office</a>				<ul style="list-style-type: none"> <li>• e-mail integration requires:                - 25 (TCP / SMTP)                - 587 (TCP / SMTPS)</li> </ul>
<a href="#">Queue Manager</a>				<ul style="list-style-type: none"> <li>• e-mail integration requires:                - 25 (TCP / SMTP)                - 587 (TCP / SMTPS)</li> </ul>
<a href="#">Operator Console</a>		<b>CUCM:</b> - 69 (UDP / TFTP) - 6970 (TCP / HTTP) - 8443 (TCP / HTTPS) - 2748 (TCP-UDP / CTI) (deskphone mode) - 5060 (UDP / SIP) (softphone mode) - 16.384-32.767 (UDP / RTP-RTCP) (softphone mode)  <b>SIP CROSS PLAT.:</b> - 5000+ (UDP / RTP)	- 80 (TCP / HTTP) - 4848 (TCP / HTTP) - 8090 (TCP / HTTP) - 9080 (TCP / HTTP) - 443 (TCP / HTTPS) - 161 (UDP / SNMP)	
<a href="#">Billing</a>	- 21 (TCP / FTP) - 22 (TCP / SSH)			<ul style="list-style-type: none"> <li>• e-mail integration requires:                - 25 (TCP / SMTP)                - 587 (TCP / SMTPS)</li> </ul>
<a href="#">Fax Server</a>	5060 (UDP / SIP)			<ul style="list-style-type: none"> <li>• 631 (TCP / HTTP) required for fax printers.</li> <li>• e-mail integration requires:                - 25 (TCP / SMTP)                - 587 (TCP / SMTPS)                - 110 (TCP / POP3)                - 995 (TCP / POP3S)                - 143 (TCP / IMAP)                - 993 (TCP / IMAPS)</li> </ul>

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## SUPPORTED CODECS

CODEC	OPERATOR CONSOLE ON CISCO UCM	OPERATOR CONSOLE ON SIP CROSS PLATFORM	RECORDER	AUTOMATED ATTENDANT	QUEUE MANAGER	VOICE OFFICE	NOTES
G.711	✓	✓	✓	✓	✓	✓	
G.729 a/b	✓		✓	✓	✓	✓	
G.722	✓						

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## MIDA OPERATOR CONSOLE COMPATIBILITY WITH PHONES AND HEADSETS

VENDOR	SERIES	MODELS	NOTES
 CISCO	69xx	All	
 CISCO	78xx	All	
 CISCO	79xx	All	
 CISCO	88xx	All	
 CISCO	89xx	All	
 CISCO	99xx	All	
 CISCO	DX	650, 70, 80	
 HUAWEI	ESpace	7910, 7950	
 Jabra GN		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	
 snom	3XX	300, 320	
 snom	7XX	710, 715, 720, 760	
 Yealink	T4	T48G, T46G, T42G, T41P	
 Yealink	T2	T28P, T26P, T22P, T20P	
 Yealink	T1	T19P	
 Polycom	VVX	600, 500, 410, 400, 310, 300	
 GRANDSTREAM CONNECTING THE WORLD	GXV	3275, 3240	
 GRANDSTREAM CONNECTING THE WORLD	GXP	2200, 1160/1165, 1400, 1450, 2100, 2120, 2124, 2160, 2140, 2130	

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## MIDA OPERATOR CONSOLE COMPATIBILITY WITH 3RD PARTY SOFTWARE

VENDOR	PRODUCT	WEBSITE
	JAWS (v. 13 or later)	<a href="#">Official website</a>
	MAGic	<a href="#">Official website</a>
	Cobra (v. 10 or later)	<a href="#">Official website</a>
	NVDA (v. 2013 or later)	<a href="#">Official website</a>
	Zoom Text	<a href="#">Official website</a>

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## MIDA PHONE SERVICES COMPATIBILITY WITH PHONE MODELS






VENDOR	SERIES	MODELS	NOTES
	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	

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## MIDA REC COMPATIBILITY (OTHER NETWORK ELEMENTS)

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

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## MIDA OPERATOR CONSOLE WEB BROWSER COMPATIBILITY

BROWSER	COMPATIBLE VERSIONS	PORTAL	OPERATOR CONSOLE ON CISCO UCM	OPERATOR CONSOLE ON GENBAND AS	OPERATOR CONSOLE ON SIP CROSS PLATFORM	SUPERVISOR CONSOLE	NOTES
Apple Safari	10.x +	✓				✓	
Google Chrome	70.x.x +	✓	✓	✓		✓	Cisco plug-in installation guide <a href="#">[pdf]</a>
Mozilla Firefox	62.x.x +	✓	✓ (*)		✓ (*)	✓	(*) Firefox 52 ESR 32-bit release (or older).
Microsoft Edge	42.x.x +	✓				✓	Extensions are not available in <a href="#">Microsoft Edge</a>
Microsoft Internet Explorer	10.x +	✓					
Microsoft Internet Explorer	11.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
- 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](#) (general Cisco Jabber SDK notes available [here](#))
- 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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## SUPPORTED AUDIO FORMATS

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

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