

Radiana Interoperability Statement

This document summarizes the general interoperability guidelines of a Radiana product or custom project.

Cisco Unified Communications Manager

Radiana projects can be assumed to be compatible with Cisco Unified Communications Manager (formerly “CallManager”) versions 5.0(1) and higher.

Communications Manager Express compatibility is possible in some cases, but is considered generally not supported beyond the capacity of an SRST call signaling node.

Cisco IP Phones

In general, any Cisco IP phone which has a multi-line display, “Services” key, and supports IP Phone XML can be used with Radiana products. All phones must be loaded with firmware version 8.3(2) or higher. The following lists are not exhaustive:

Supported: 7921, 7940, 7941, 7942, 7945, 7960, 7961, 7962, 7965, 7970, 7971, 7975, and 7985.

Unsupported: 7902, 7905, 7906, 7910, 7911, 7912, 7920, 7931, 7935, 7936, and 7937.

The 7914, 7915 and 7916 sidecars are neither compatible nor incompatible. Applications cannot meaningfully take advantage of them, but they are not known to cause issues either.

All non-Cisco phones, even if IP-based, will be treated as analog in functionality.

Cisco Unified Application Server

The server-side components of Radiana products require Cisco Unified Application Environment 2.4(3) running on a Cisco MCS 7816, 7825, 7835, or 7845. Licensing requirements will vary with the features of your product.

Web Browsers

Beacon Office Director – the web-based administrative console – requires Microsoft Internet Explorer 6 or higher. Firefox is explicitly not supported at this time.

Gateways

Outbound dialing features require a Cisco Unified Communications Manager compatible PSTN gateway. Radiana products generally do not introduce any particular requirements for this component.

UCCX / ICM

Aside from our call center specific products (e.g. Campaign Express), Radiana products are not supported in a call center environment.