



## Supported PBX by the Snapware Server 2009

This list contains all PBX's that are supported by the Snapware Server.

### Certified PBX's

PBX	Type	Supply by the manufacturer	Type of connection	MNC Connector necessary	Remark
Aastra	800	CSTA-Monitoring licenses for PBX	CSTA III (XML)	No	No ACD functions
Aastra	5000	CSTA-Monitoring licenses for PBX	CSTA II (ASN.1) TCP/IP	No	No ACD functions. Message Waiting Indication for Telesnap UMS is implemented via a CSTA connection.
Aastra	IntelliGate, 400	Aastra OIP	TAPI TCP/IP	Yes	Only immediately call forwarding. Only call pickup but no call deflect supported, Therefore Presence Management and VIP-Router are not supported. No analogue devices. No ACD functions.
Aastra	Business Phone	Aastra Business Link	TSAPI V.24 oder TCP/IP	Yes	At least Release 12. No analogue devices. No ACD functions.
Aastra	MD110	Aastra Application Link	TSAPI TCP/IP	Yes	At least BC9. No analogue devices. No ACD functions.
Aastra	MX ONE	Aastra Application Link at least version 4 SP18	TSAPI TCP/IP	Yes	At least version 3. Soft phones are not supported. Pick by personal number is not supported. No ACD functions.
Aastra	MX-ONE	XLink	CSTA XML	No	At least release 4.1
Aastra	OpenCom 1000	Aastra OIP	TAPI TCP/IP	Yes	Only monitoring for analogue devices. Only call pickup but no call deflect supported, Therefore Presence Management and VIP-Router are not supported. No ACD functions.
ALCATEL	Omni PCX Enterprise	CSTA-Monitoring licenses for PBX	CSTA II TCP/IP	No	No query forwarding, therefore no forwarding symbol in team bar. Presence Manager and VIP-Router supported, but forwarding destinations can't be external. For ADN/ODN mapping 2 CSTA licenses are needed per device. Pilot monitoring has to be activated in the PBX to have a queue monitor in the team bar.
ALCATEL	Omni PCX Office	AM board and CSTA-Monitoring licenses for PBX	CSTA I TCP/IP	No	At least Release 2.0. Only immediate call forwarding.



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ALCATEL	4200	AM board and CSTA-Monitoring licenses for PBX	CSTA I TCP/IP	No	See ALCATEL Omni PCX Office.
ALCATEL	4400	CSTA-Monitoring licenses for PBX	CSTA II TCP/IP	No	See ALCATEL Omni PCX Enterprise.
Avaya	Avaya Communication manager	Avaya AES Server (Application Enabled Services)	TSAPI TCP/IP	Yes	Only immediate call forwarding. No ACD functions.
Avaya	Integral 33xe/ Integral 55	Avaya ConneCTIon Server	TSAPI ISDN card for ConnCTIon Server	No <sup>1</sup>	No ACD functions.
Cisco	Cisco Unified CallManager	Cisco TAPI service provider	TAPI TCP/IP	No	Version 3.2, 3.3, 4.0, 4.1, 4.2, 4.3, 5.x, 6.x and 7.x are supported. Telesnap ACD, Telesnap VoiceMail, PM Operator, Telesnap Attendant, and Telesnap UMS available, Snapware XML for Cisco IP phones, Shared line support for at least CUCM 4.0. Only immediate call forwarding.
Cisco	Cisco Unified CallManager	Cisco JTAPI service provider	JTAPI TCP/IP	No	Version 4.2, 4.3, 5.x, 6.x and 7.x are supported. Snapware XML for Cisco IP phones, Only immediate call forwarding.
innovaphone	IP400/IP3000	innovaphone TAPI service provider	TAPI TCP/IP	Yes	Call forwarding and conference not supported. No ACD functions.
Panasonic	KX-TDA 100/200	Panasonic TAPI service provider	TAPI USB	Yes	Answer call and call waiting are not supported for analogue devices. No ACD functions.
Siemens	Hicom 150E Office Pro/Com	Enabled CSTA interface / CSTA licenses, ISDN-device for server access	CSTA II Eicon Diva ISDN card or TCP/IP with Siemens virtual CAPI software	Yes	Only immediate call forwarding, No ACD functions. For Microsoft Windows Server 2003 an Eicon Diva Server card necessary.
Siemens	Hicom 300/300E	Siemens CAP Server 3.0 SMR6	CSTA III TCP/IP	No	At least Release 3 with ACL C. CAP-S licenses for non ACD users necessary. Only immediate call forwarding. No pickup, therefore no Presence Management and VIP-Router. No analogue devices.

<sup>1</sup> It is possible to connect more parallel PBX's starting from version 2.0 of the Avaya ConneCTIon Server.



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Siemens	HiPath 3000	Siemens CAP Server 3.0	CSTA III TCP/IP	No	CAP-S licenses for non ACD users necessary. CAP-A licenses for ACD users necessary. Only immediate call forwarding.
Siemens	HiPath 3000	Enabled CSTA interface with enough licenses, ISDN-device for server access	CSTA II Eicon Diva ISDN card or TCP/IP with Siemens virtual CAPI software	YES	Only immediate call forwarding. For Microsoft Windows Server 2003 an Eicon Diva Server card necessary.
Siemens	HiPath 4000	Siemens CAP Server version 1.0, 2.0 or 3.0	CSTA III TCP/IP	No	CAP-S licenses for non ACD users necessary. CAP-A licenses for ACD users necessary.
Siemens	HiPath 4000	HiPath 4000 CSTA	CSTA III TCP/IP	No	
Siemens	HiPath 8000 (V3.x)	Siemens CAP Server version 3.0 <b>SMR6</b>	CSTA XML TCP/IP	No	CAP-S licenses for non ACD users necessary. CAP-A licenses for ACD users necessary.
Siemens	OpenScape Voice (HiPath 8000 4.x)		CSTA XML TCP/IP	No	



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### PBX's with reference installations

PBX	Type	Supply by the manufacturer	Type of connection	MNC Connector necessary	Remark
3Com	3Com NBX 100	3Com TAPI service provider	TAPI TCP/IP	Yes	No call forwarding. No ACD functions.
Avaya	Definity	Avaya computer telephony 1.3	TSAPI TCP/IP	Yes	Only immediate call forwarding. No ACD functions. No forwarding events.
Nortel	Meridian 1, Succession, Communication Server 1000	Communication Control Toolkit (CCT) 5.0 Nortel TAPI service provider on Symposium server or direct connect	TAPI TCP/IP	Yes	Only call pickup but no call deflect supported, Therefore Presence Management and VIP-Router are not supported. Only immediate call forwarding. Query forwarding is not supported, therefore no forwarding symbol in the team bar. No alternate call. If the Snapware server is installed on the CCT, a second instance of the database has to be installed.
Philips	Sopho 3000	Enabled CSTA interface, Philips CSTA.DLL	TSAPI (CSTA.DLL provided by Philips)	Yes	No call forwarding. No conference. No ACD functions.
T-Com	Octopus E300/800	Enabled CSTA interface with enough licenses, ISDN device for server access	CSTA II Eicon Diva ISDN card	Yes	At least version 6.4. No ACD functions. For Microsoft Windows Server 2003 an Eicon Diva server card is required.
T-Com	Octopus F200/400/600	Enabled CSTA interface with enough licenses ISDN device for server access	CSTA II Eicon Diva ISDN card or TCP/IP with virtual CAPI software by Siemens	Yes	Only immediate call forwarding. For Microsoft Windows Server 2003 an Eicon Diva server card is required.
T-Com	Octopus F900	CAP Server version 1.0, 2.0, or 3.0	CSTA III TCP/IP	No	CAP-S licenses for non ACD users. CAP-A licenses for ACD users.
T-Com	Octopus Open	AM board and enough CSTA licenses	CSTA I TCP/IP	No	Immediate call forwarding and call forwarding on busy supported.