

Voice Software and Gateway Adapter Compatibility

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Introduction

Prerequisites

Components Used

Conventions

Background Information

NetPro Discussion Forums – Featured Conversations

Related Information

Introduction

This document discusses how gateway adapters are versioned so that you can determine other versions of Cisco Unified Call Services and Cisco Unified Call Studio voice software with which your current adapters are compatible.

Prerequisites

Components Used

The information in this document is based on Cisco Unified Call Services, Universal Edition, and Cisco Unified Call Studio, Universal Edition.

Conventions

Refer to Cisco Technical Tips Conventions for more information on document conventions.

Background Information

Symptoms: The user want to know if their current gateway adapters will still function after they upgrade to a newer Cisco Unified Call Services or Cisco Unified Call Studio software version.

Resolution: Gateway adapters are associated with dot-versions of Cisco Unified Studio and Cisco Unified Call Services, not dot-dot-versions. These examples are illustrations:

- A gateway adapter that works on Cisco Unified Call Services 3.6.2 also works on Cisco Unified Call Services 3.6.3 (that is, the adapter is valid for 3.6.x).
- A gateway adapter that works on Cisco Unified Call Services 3.5 does not work on Cisco Unified Call Services 3.4.3 (that is, the adapter is valid for 3.5.x, not 3.4.x).
- A gateway adapter that works on Cisco Unified Call Studio 5.0 does not work on Cisco Unified Call Studio 5.1.3, but it does work on Cisco Unified Call Studio 5.0.1.

Previous gateway adapters can be re-released to function with newer versions of Cisco Unified software. Even if you upgrade to a Cisco Unified software version on which your current gateway adapters are not supported, updated versions of those gateway adapters specifically intended for this new software version possibly are available.

Check the Cisco Contact Center (Audium) Support Center forum for the latest software and gateway adapter

downloads.

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Voice & Video: IP Phone Services for Developers
Voice & Video: General

Related Information

- [Cisco Contact Center \(Audium\) Support Center](#)
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