Connecting PBX Systems

This page provides an overview of the functions available when a PBX system is connected.

Please see the detail pages on each PBX system for information on how to connect it to the jtel System.

Telephony

Telephony Server Version
Telephony Server v9

Telephony Server v9 is supported (but not required) from Release 3.29.

In a future release, support for telephony server v8 may be removed.

Protocols

All connections to jtel systems are via SIP. Currently, SIP / UDP / TCP and TLS are supported. SRTP can be used.

Protocol	Telephony Server v8	Telephony Server v9	Notes
SIP / UDP	YES	YES	
SIP / TCP	NOT ALL FEATURES	YES	With Telephony Server V8, not all features may be supported. For example, the setting of some extra SIP headers is not supported.
SIP / TLS	NO	YES	

Various SIP features are supported, but because of the architecture rarely required.

To cut a short story short - if your PBX speaks some kind of SIP, you should be able to connect.

Audio Codecs

The following codecs are supported:

Codec	Telephony Server v8	Telephony Server v9
AMR / AMR-WB	NO	PASSTHROUGH
G.711A/U	YES	YES
G.723 / G.723.1	NO	PASSTHROUGH
G.726	NO	YES
G.729	NO	PASSTHROUGH

	Telephony Server v8	Telephony Server v9
iLBC	NO	YES
OPUS	NO	YES
SILK	NO	YES
Speex	NO	YES

Video Codecs

Codec	Telephony Server v8	Telephony Server v9
VP8	NO	YES
VP9	NO	YES
H.264	NO	YES

PBX Monitoring

PBX System	Monitoring via	Required PBX or 3rd Party Licenses	Monitor PBX Users	Notes	Automatic Import of Monitored PBX Users	Answer Call Function	Notes
Alcatel OmniPBX	Multiline TAPI (C4B or ESTOS)	C4B or ESTOS	YES	All monitored users must be licensed in C4B or ESTOS.	YES	YES	On devices controllable via multiline TAPI.
Asterisk	jtel Asterisk Connector		YES	AMI connection for jtel system required on PBX.	YES	NO	
Avaya	jtel Avaya JTAPI Connector	JTAPI	YES	JTAPI license / connection required for jtel system.	YES	NO	
Cisco Call Manager	jtel Cisco JTAPI Connector	JTAPI	YES	JTAPI license / connection required for jtel system.	YES	NO	
Innovaphone	jtel Innovaphone Connector		YES	SOAP connection for jtel system required on PBX.	YES	YES	On devices controllable via Innovaphone SOAP.
Innovaphone Cloud	jtel Innovaphone Connector		YES	SOAP connection for jtel system required on PBX.	YES	YES	On devices controllable via Innovaphone SOAP.
Mitel	Multiline TAPI (C4B or ESTOS)	C4B or ESTOS	YES	All monitored users must be licensed in C4B or ESTOS.	YES	YES	On devices controllable via multiline TAPI.
NFON			NO		NO	NO	
Panasonic	Multiline TAPI (C4B or ESTOS)	C4B or ESTOS	YES	All monitored users must be licensed in C4B or ESTOS.	YES	YES	On devices controllable via multiline TAPI.
STARFACE	jtel Starface Connector v2 (o-byte)	o-byte Connector.	YES	Requires O-Byte Connector	YES	NO	
Swyx	jtel Swyx Connector V2		YES		YES	NO	
Unify	Multiline TAPI (C4B or ESTOS)	C4B or ESTOS	YES		YES	YES	On devices controllable via multiline TAPI.

Note, it is probably possible to connect the Multi-Line TAPI or JTAPI to systems not noted here, if they support the relevant connector.

- Cisco Unified Communications Manager
- Innovaphone PBX
- Innovaphone Cloud PBX
- Microsoft Teams
- Starface
- Swyx PBX - Connect to jtel System