

EPOS USB Busylight

Softphone compatibility overview

ABL feature supported by EPOS USB Busylight

Softphone	OS	Advanced features*	Basic features**
Avaya IX workplace	WIN, MAC	No	Yes
BroadSoft UC One (v. 22.7)	WIN	No	Yes
Zoom Meeting	WIN	Yes	Yes
3CX Phone (Desktop client)	WIN	No	Yes
3CX Phone (Web Client)	WIN, MAC	No	Yes
Amazon Connect	WIN, MAC	No	Yes
Avaya One X Agent	WIN	No	Yes
Avaya One X Communicator	WIN	No	Yes
Counterpath Bria Teams	WIN, MAC	No	Yes
Genesys Workspace Desktop Edition	WIN	Yes	Yes
Genesys Pure Connect Web Client	WIN, MAC	No	Yes
Mitel Telepo	WIN, MAC	No	Yes
Mitel MiCollab Desktop Client	WIN, MAC	No	Yes
Microsoft Teams	WIN	Yes	No
Microsoft Teams	MAC	No	No
Telia touchpoint	WIN	No	Yes
Webex (v. 41.9 and higher)	WIN, MAC	No	Yes

* “Advanced Features”: available = green, away = yellow, busy = red, do not disturb = red, instant messaging notification = blue

** “Basic Features”: in a call = red, not in a call = green, incoming call = blinking + ringtone