Partner Solutions

> (i) A dongle must be used if delivered with a device (e.g. with a headset, etc.).

Crossmatch / Digital Persona

Users can authenticate to a Citrix server using a Crossmatch / DigitalPersona fingerprint reader. For this purpose, the associated server software must be integrated into the server.

The following Crossmatch / Digital Persona fingerprint readers are supported (for Citrix only):

- U.are.U 4500
- Eikon Touch 510
- Eikon Touch 710

▶ To use the fingerprint readers in Citrix sessions, enable the **Crossmatch DigitalPersona fingerprint channel**; see Device Support**.**

Diktamen Compatibility

As of IGEL OS 10, the following devices with Diktamen dictation solutions are supported:

Dictation devices	Vendor ID	Product ID
Grundig SonicMic EU	0x15d8	0x0025
Grundig SonicMic US	0x15d8	0x0026
Grundig SonicMic US	0x15d8	0x002A
Grundig Cordex	0x15d8	0x0020
Philips 32xx, 35xx, 37xx	0x0911	0x0c1c
Philips 52xx	0x0911	0x149a
Philips 6264	0x0911	0x1878
Philips 6274	0x0911	0x2512
Olympus DR 2000	0x07b4	0x0216
Olympus DR 2100	0x07b4	0x0253
Foot pedals	**Vendor ID**	**Product ID**
VEC	0x05f3	0x00ff
Philips, old version	0x0911	0x184c
Philips	0x0911	0x1844
Infinity	0x0e0f	0x0003
Grundig	0x15d8	0x0024
Olympus	0x07b4	0x0218
DictaPhone	0x04b4	0x0100

Jabra Handsets / Headsets Compatibility with IGEL OS

IGEL OS integrates remote call control (RCC) for Jabra headsets. The Jabra RCC is intended to control the state of radio connection in Bluetooth headsets.

> ⓘ To save battery power, the connection must be closed after every call.

> ⓘ A dongle must be used if delivered with a device (e.g. with a headset, etc.).

Jabra Devices Tested by IGEL

IGEL OS supports the following Jabra handsets and headsets (verified with Citrix and enabled HDX RealTime Media Engine):

Jabra model	IGEL OS 11.05.100 and higher
Jabra Engage 50	✓
Jabra Engage 65	✓
Jabra Engage 75	✓
Jabra Evolve 30 II	✓
Jabra Evolve 30 II	✓
Jabra Evolve2-40 USB-A (verified with Microsoft Teams optimization only; based on test results from the field)	✓
Jabra Evolve 40 - USB-C	✓
Jabra Evolve 40	✓
Jabra Evolve 65	✓
Jabra Evolve2 65	✓
Jabra Evolve 75	✓
Jabra Evolve2 85 (verified with Microsoft Teams optimization only; based on test results from the field)	✓
Jabra Handset 450	✓
Jabra Pro 9470	✓

For more information on the configuration of Jabra headsets, see Jabra and How to Deploy a Jabra Xpress Package.

Nuance Compatibility

IGEL OS 10.03.100 or higher contains Nuance Citrix Client Audio Extension.

Nuance Citrix Client Audio Extension configures audio redirection on a Linux device in a Citrix environment to provide optimal support for speech recognition.

For further information, see the Readme for IGEL by Nuance.

Olympus Compatibility with IGEL OS

IGEL OS 11.08.330 and higher supports the following Olympus dictation devices:

Device	Supported Protocols	
	RDP	Citrix
RS27H	✓	✓
RS27	✓	✓
RS28H	✓	✓
RS28	✓	✓
RS31H	✓	✓
RS31	✓	✓
RS32	✓	✓
DS9500	✓	✓
DS9000	✓	✓
RM4000P	✓	✓
RM4010P	✓	✓
RM4015P	✓	✓
RM4100S	✓	✓
RM4110S	✓	✓

Poly Headsets Compatibility with IGEL OS

IGEL OS supports the following Poly (former Plantronics) headsets (verified with Citrix and enabled HDX RealTime Media Engine):

- Blackwire 5210
- Savi 8220
- Savi 8245 Office
- Voyager 5200 UC
- Voyager 5200 UC B5200 (Bluetooth)

The following headsets are End of Life (EOL) since December 31, 2023:

- Blackwire 325 (wired)
- C320 (wired)
- Voyager 6200 UC
- Voyager 8200 UC
- Voyager Focus UC B825

> ⚠ EOL devices are not qualified with current IGEL OS software releases.

> ⓘ A dongle must be used if delivered with a device (e.g. with a headset, etc.).

EPOS / Sennheiser Compatibility with IGEL OS

The following EPOS/Sennheiser headsets are supported (verified with Citrix and enabled HDX RealTime Media Engine):

> ⓘ With IGEL OS 11.04.200 or higher, EPOS Connect is integrated. For more information, see EPOS Connect.

> ⓘ A dongle must be used if delivered with a device (e.g. with a headset, etc.).

Tested by IGEL

- EPOS/Sennheiser DW Pro USB
- EPOS/Sennheiser MB Pro
- EPOS/Sennheiser MB 660
- EPOS/Sennheiser SC 45
- EPOS/Sennheiser SC 70
- EPOS/Sennheiser SC 160
- EPOS/Sennheiser SC 260
- EPOS/Sennheiser SC 630

Tested by EPOS / Sennheiser

Wired Headsets

- Culture Series:
    - SC 30 USB ML
    - SC 60 USB ML
- Culture Plus Series:
    - SC 40 USB MS BLACK
    - SC 70 USB MS BLACK
- Culture Plus Mobile Series:
    - SC 45 USB MS
    - SC 75 USB MS
- Circle Series:
    - SC 230 USB MS II
    - SC 260 USB MS II
    - SC 230 with USB-ED CC 01 MS
    - SC 260 with USB-ED CC 01 MS
- Century Series:
    - SC 630 USB ML

- SC 660 USB ML
- SC 630 with USB-ED CC 01 MS
- SC 660 with USB-ED CC 01 MS

Wireless Headsets

- Bluetooth headsets:
    - MB Pro 1 UC ML
    - MB Pro 2 UC ML
    - Presence UC ML
    - MB 660 UC MS
- DECT headsets:
    - DW Office ML
    - DW Pro 1 ML
    - DW Pro 2 ML
    - SD Office ML
    - SD Pro 1 ML
    - SD Pro 2 ML
    - D 10 USB ML

Speakerphones

- SP 10 ML
- SP 20 ML
- SP 220 MS

⚠ **Solution Based on Experience from the Field**
The below solution has not been approved by the IGEL Research and Development department. Therefore, official support cannot be provided by IGEL. Where applicable, test the solution before deploying it to a productive environment.
The following EPOS audio devices need this configuration to work in Citrix or VMware Horizon with Skype for Business:

- `DW Pro 1 / DW Pro 2 = DIP 4 Autolink ON = pick up softphone = connect`
- `SDW 5035 / 5065 = DIP 5 = Oben = Audio Quality Best`
- `SDW 5035 / 5065 = DIP 2 = Unten = Autolink ON`

`DIP` means DIP switch which is integrated in the base station (hardware).

Signotec Compatibility

The following Signotec devices are supported:

Signotec Device	IGEL Firmware from	Citrix Receiver Support	RDP Support	VMware Horizon (RDP) Support
Signotec LCD Signature Pad Alpha	IGEL Linux 5.08.x	✓	✓	✓
Signotec LCD Signature Pad Gamma	IGEL Linux 5.09.x	✓	✓	✓
Signotec LCD Signature Pad Sigma	IGEL Linux 5.08.x	✓	✓	✓
Signotec LCD Signature Pad Omega	IGEL Linux 5.08.x	✓	✓	✓

StepOver Signature Pads Compatibility

As of IGEL OS 11.02.100, the StepOver TCP Client supports the applications eSignatureOffice, SimpleSigner, and StepOver APIs with the following devices:

duraSign pads:

- duraSign Pad Brilliance
- duraSign Pad 10.0

naturaSign pads:

- Standard 1 (FW 1.x)
- Standard 2
- Standard 2.5
- Classic
- Biometric
- Mobile
- Flawless
- Comfort
- ColourPad

> ⓘ   The legacy models +Pad and BlueMobile are not supported.

Learn more in the how-to document "Using a StepOver Signature Pad".

Wacom Compatibility

IGEL OS 11 supports the following Wacom devices (for Citrix only):

- DTU-1141B
- STU-500
- STU-520
- STU-530
- STU-300
- STU-430

deviceTrust Support on IGEL OS Endpoints

The deviceTrust client, which first comes with IGEL OS 10, adds context awareness to an endpoint. Access to a remote session can be granted or denied, depending on the device's location, network connection, hardware, or according to other criteria. For further information, see:

- https://www.igel.com/ready/showcase-products/devicetrust/[1]
- https://devicetrust.com/technology-platform/igel/
- https://docs.devicetrust.com/docs/20.2/installation/installation-client-igel/

To enable deviceTrust:

- For Citrix sessions: See Device Support
- For RDP sessions: See Device Support
- For AVD sessions: Go to **System > Registry** and activate the following registry key:

Parameter	deviceTRUST
Registry	`sessions.wvd<inst>.plugins.devicetrust`
Value	enabled / disabled

- For Amazon WorkSpaces: Go to **System > Registry** and activate the following registry key:

Parameter	deviceTRUST
Registry	`awsc.plugins.devicetrust`
Value	enabled / disabled

- For VMware Horizon (as of IGEL OS 11.08.230): Go to **System > Registry** and activate the following registry key:

Parameter	deviceTRUST virtual channel
Registry	`vmware.view.vcdevicetrust.enable`
Value	enabled / disabled

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[1] https://eur03.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.igel.com%2Fready%2Fshowcase-products%2Fdevicetrust%2F&data=04%7C01%7Cloew%40igel.com%7C17f55dbdebb343b3204208d8f0423240%7C3f04441122ea4ba182dfd85e25879b4f%7C0%7C0%7C637523514995310251%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C1000&sdata=0%2FZ0VHPstSTCXMIDmv33CtvM1yUD%2BQ0l9oDkT0UIlpA%3D&reserved=0

Philips Speech

The following dictation and accessory devices have been tested with IGEL OS by Philips Speech.

Device Category	Device Type	Officially tested by IGEL
SpeechAir	PSP1100 PSP2100	
Digital PocketMemo 4	DPM8000 DPM8200 DPM8500	✅
SpeechOne	PSM6000	
SpeechMike Premium Air	SMP4000 SMP4010	
SpeechMike Premium Touch	SMP3810 SMP3800 SMP3710 SMP3700	
SpeechMike Premium	LFH3610 LFH3600 LFH3520 LFH3510 LFH3500	✅
SpeechMike 3	LFH3310 LFH3300 LFH3220 LFH3210 LFH3200	✅
Foot Control	ACC2330 ACC2320 ACC2310 LFH2330 LFH2320 LFH2310	✅
AirBridge	ACC4100	