

# Edges & Edge Groups

**Navigation:** Admin → Telephony → Edges / Admin → Telephony → Edge Groups **Last verified:** Genesys Cloud Resource Center — March 2026

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## What Are Edges?

An Edge is a BYOC Premises network appliance that handles local media and provides telephony services including media server, SIP registrar, and SIP proxy functions. Edges are the core infrastructure component of BYOC Premises deployments.

“ i Edges and Edge Groups are a **BYOC Premises** concept. They do not apply to BYOC Cloud or Genesys Cloud Voice deployments.

## What Are Edge Groups?

An Edge Group is a set of BYOC Premises Edges directly connected over a **high-bandwidth, low-latency** network (LAN or WAN). Edges in the same group can share trunks and related telephony resources with each other.

Resource Types That Can Be Shared	Examples
Phone trunks	SIP phone trunks
Communication provider trunks	Carrier SIP trunks
External gateways	SBC/gateway resources
SIP carriers and VoIP gateways	Shared across grouped Edges

“ △ Different Edge Groups do **not** share resources with each other. Only group Edges that are on a suitably low-latency, high-bandwidth link.

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# Navigation

Task	Path
Open Edges	Admin → Telephony → Edges
Provision new Edge	Edges → <b>Provision New Edge</b>
View Edge details	Edges → select Edge → information panel
Open Edge Groups	Admin → Telephony → Edge Groups
Create Edge Group	Edge Groups → <b>Create</b>

# Provisioning an Edge

Step	Action
Step 1	Navigate to Admin → Telephony → Edges
Step 2	Click <b>Provision New Edge</b>
Step 3	Enter <b>Edge Name</b>
Step 4	Select the hardware solution type (e.g. BYOC Premises - Customer Hardware Solution)
Step 5	Enter <b>Serial Number</b> and confirm it
Step 6	Click <b>Provision Edge</b>
Step 7	Configure the Edge's network interface(s)
Step 8	Associate with the correct Site and Edge Group

# Edge Provisioning Fields

Field	Description
<b>Edge Name</b>	Identifier for the Edge
<b>Hardware Solution Type</b>	Selects the Edge model/solution (e.g. Customer Hardware Solution)
<b>Serial Number</b>	Physical hardware serial number
<b>Confirm Serial Number</b>	Confirmation field to prevent entry errors

# Edge Information Panel

After provisioning, the Edge information panel shows:

Field	Description
Connectivity status	Cloud connectivity and operational state
Trunk status	Associated trunk state
Software version	Installed/staged version
Hardware model	Edge hardware model
Serial number	Hardware serial number
Pairing ID	Used during provisioning
Metrics	Call capacity and CPS visibility

## Creating an Edge Group

Step	Action
Step 1	Navigate to <code>Admin → Telephony → Edge Groups</code>
Step 2	Click <b>Create</b>
Step 3	Enter the <b>Edge Group Name</b>
Step 4	Add one or more Edges to the group
Step 5	Associate trunk(s) as needed
Step 6	Save

“i Plan sites and trunks before creating Edge Groups. Genesys recommends determining required trunks and sites first.

## Redundancy

Genesys recommends **N+1 redundancy** for BYOC Premises Edges. Managed phones register with both a **primary** and **secondary** Edge. If the primary Edge becomes unavailable, phones switch to

the secondary — though UI lag of up to 15 seconds may occur during the transition.

For proper load distribution, keep Edge call capacities similar within the same design.

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# Edge Security

Security Feature	Description
Mutual TLS	Edge control communications use mTLS/HTTPS to Genesys Cloud
Outbound-only connections	Edges initiate connections outbound — no need to expose the Edge directly on the internet
CA trust	Related to Certificate Authorities configuration for remote TLS endpoints

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# Key Design Rules

Rule	Detail
Network requirement	Edge Groups require high-bandwidth, low-latency LAN or WAN between grouped Edges
Cross-group isolation	Different Edge Groups do not share resources
Build order	Create sites and plan trunks before grouping Edges
Capacity	Keep Edge capacities similar for predictable load distribution and failover

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# Troubleshooting

Issue	Cause	Resolution
Edge offline / unavailable	Network, pairing, software, or service issue	Check Edge information panel, connectivity, software version, and network path
Trunks not shared across Edges	Edges not in same Edge Group or network latency too high	Verify Edge Group membership and low-latency connectivity

Issue	Cause	Resolution
Phones fail over unexpectedly	Primary Edge unavailable	Validate primary/secondary Edge design and registration behavior
Calls fail after update	Edge software change or maintenance timing issue	Review staged/installed version; schedule updates with call draining
Edge not provisioning	Incorrect hardware type or serial entry	Verify hardware type and serial number before reprovisioning

## Quick Reference

Question	Answer
What is an Edge?	A BYOC Premises media appliance — media server, SIP registrar, and SIP proxy
What is an Edge Group?	A set of BYOC Premises Edges on a high-bandwidth, low-latency network that share trunks and resources
What fields are used to provision an Edge?	Name and serial number
Why use Edge Groups?	To share trunks/resources and support local routing and resiliency
What redundancy model does Genesys recommend?	N+1
Do different Edge Groups share resources?	No

## Naming Convention

Resource	Example
Edge	MTY_Edge_01
Edge	MTY_Edge_02
Edge Group	MTY_Core_Group
Customer Hardware Edge	MTY_CHS_Edge_01

Pattern: <Location>\_<ObjectType>\_<Sequence>

# See Also

- **Sites** — Edges are assigned within site-based telephony design
- **Trunks** — External SIP trunks attach to Edges and are shared through Edge Groups
- **Certificate Authorities** — required for TLS trust between Edge and remote endpoints
- **Topology** — visualize Edge status and phone-to-edge assignments
- **Architectural Build Order** — Edges are built in Phase 2

# Screenshots

Edge Name	State	Edge Group	Site	Software Version
<input type="checkbox"/> cloud-media+0674873a6d55b5999	Managed	Genesys Cloud Hybrid Media Group	PureCloud Voice - AWS	1.0.0.12598
<input type="checkbox"/> cloud-media+0b909c538e5c13461	Managed	Genesys Cloud Hybrid Media Group	PureCloud Voice - AWS	1.0.0.12598

### Provision New Edge

**Edge Name**

**Deployment Type**

BYOC Premises – Genesys Hardware Solution

Pairing ID

BYOC Premises – Customer VM Solution

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✎ Edit    📄 Copy    🗑️ Delete    + Create New    🔗 Usages    ↻ Refresh

**Edge Group Name**

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Filter by Edge Group Name

[PureCloud Voice - AWS](#)

**Edge Group Name**

**Description**

**Phone Trunks** ⓘ

*Add Phone Trunk Below*

Select Phone Trunks ▾

**Internal Edge Communication**

**Address Family** ⓘ

IPv4     IPv6