

# Certified Devices Guide

Updated May 2025

**ALIANZA**

[alianza.com](https://alianza.com)

# Table of Contents

<b>Certified Devices Quick List .....</b>	<b>5</b>
Analog Telephone Adapters .....	5
Business Gateways.....	5
Conference Phones.....	6
DECT Systems .....	6
Yealink DECT Packages .....	7
Desk IP Phones .....	7
Cisco .....	7
ClearlyIP .....	7
Grandstream .....	8
Mitel .....	8
Poly.....	8
Snom.....	9
Yealink .....	9
Wi-Fi IP Phones.....	9
Embedded Multimedia Terminal Adapters .....	10
Key Expansion Modules .....	10
Other Devices .....	11
Softphones .....	11
<b>Supported Features Guide .....</b>	<b>12</b>
Analog Telephone Adapters .....	13
Cisco .....	13
Grandstream .....	13
Poly.....	14
Business Gateways.....	15
Grandstream .....	15
M5 Technologies .....	15
Conference Phones.....	16
Cisco .....	16

Grandstream .....	17
Poly.....	18
Snom.....	19
Yealink .....	20
DECT Systems .....	21
Cisco .....	21
Grandstream .....	22
Poly.....	23
Snom.....	23
Yealink .....	24
Desk IP Phones .....	26
Cisco .....	26
ClearlyIP .....	30
Grandstream .....	32
Poly.....	41
Snom.....	48
Yealink .....	51
Wi-Fi IP Phones .....	56
Grandstream .....	56
Yealink .....	57
Embedded Multimedia Terminal Adapters .....	58
InnoMedia .....	58
Key Expansion Modules .....	59
Cisco .....	59
ClearlyIP .....	59
Grandstream .....	60
Poly.....	60
Yealink .....	60
Other Devices .....	60
Algo .....	60
<b>Device Certification Tests .....</b>	<b>62</b>
Dial Plan/Digit Map Tests .....	62

Feature Tests.....	62
Redundancy Tests.....	64
<b>Glossary .....</b>	<b>65</b>
Device Features .....	65
Star Code Features .....	69
Account Call Screening .....	69
Call Forwarding.....	69
User Call Management.....	70
User Call Recording.....	71
User Call Screening.....	71
Public Service Numbers.....	72

# Certified Devices Quick List

Alianza Certified devices and firmware undergo thorough [interoperability testing](#) with the Alianza platform using a specific configuration. To qualify for certification, most if not all platform features must work as expected. However, a device *may* still be certified if one or more features does not work or works differently.

See the [Supported Features Guide](#) for a detailed list of Alianza-supported features.

## Analog Telephone Adapters



An Analog Terminal Adapter (ATA) is used to provide low density (typically 1–2 lines) analog FXS Ports/FXO Lines service. These devices are used with analog phones, fax machines, ATMs, paging systems, POS machines, modem, alarms, security gates, etc.

- Cisco ATA191
- Cisco ATA192
- Grandstream HT801
- Grandstream HT802
- Grandstream HT812
- Grandstream HT813
- Grandstream HT814
- Grandstream HT818
- Poly ATA 400
- Poly ATA 402

## Business Gateways



Business gateways typically combine an IP router with the ability to convert SIP to analog FXS/FXO ports and/or digital trunking services in a single device.

- Grandstream GXW4216
- Grandstream GXW4224
- Grandstream GXW4232
- Grandstream GXW4248
- M5 Technologies Mediatrix C710
- M5 Technologies Mediatrix C711

## Conference Phones



IP conference phones make it easy for multiple participants sitting in the same room to be on the same call. Instead of a handset, conference phones have large speakerphones, typically configured in a “Y” shape, for crystal-clear audio performance.

- Cisco 7832
- Cisco 8832
- Grandstream GAC2570
- Poly Trio C60
- Poly Trio 8300
- Snom C520-WiMi
- Yealink CP925
- Yealink CP935W
- Yealink CP965

## DECT Systems



Cordless IP phones with a base station that connects one or more rechargeable handsets. DECT systems are commonly used in locations where employees need to walk around and still take calls, such as warehouses, restaurants, delivery services, retail, etc.

- Cisco DECT 110
- Cisco DECT 210
- Grandstream DP720
- Grandstream DP722
- Grandstream DP730
- Grandstream DP750
- Grandstream DP752
- Poly VVX D230
- Poly Rove B1
- Poly Rove B2
- Poly Rove B4
- Poly Rove R8
- Poly Rove 20
- Poly Rove 30
- Poly Rove 40
- Snom M500
- Snom C620
- Yealink W56H
- Yealink W57R
- Yealink W59R
- Yealink W70B
- Yealink W73H
- Yealink W78H

## Yealink DECT Packages

- Yealink W71P (W70B + W70H)
- Yealink W73P (W70B + W73H)
- Yealink W74P (W70B + W74H)
- Yealink W76P (W70B + W56H)
- Yealink W77P (W70B + W57R)
- Yealink W78P (W70B + W78H)
- Yealink W79P (W70B + W59R)

## Desk IP Phones



IP phones transmit calls over the internet to take full advantage of Alianza's calling platform. These devices can range from simple, single line models to advanced models that support multiple lines, video calling, and a variety of accessories.

## Cisco

- Cisco 6821
- Cisco 6841
- Cisco 6851
- Cisco 6861
- Cisco 6871
- Cisco 7811
- Cisco 7821
- Cisco 7832
- Cisco 7841
- Cisco 7861
- Cisco 8811
- Cisco 8832
- Cisco 8841
- Cisco 8845
- Cisco 8851
- Cisco 8861
- Cisco 8865

## ClearlyIP

- CIP230v2
- CIP250v2
- CIP270v2
- CIP280v2
- CIP290v2

## Grandstream

- Grandstream GAC2570
- Grandstream GRP 2602 (G/P/W)
- Grandstream GRP 2612 (G/P/W)
- Grandstream GRP 2613
- Grandstream GRP 2614
- Grandstream GRP 2615
- Grandstream GRP 2616
- Grandstream GRP 2634
- Grandstream GRP 2650
- Grandstream GRP 2670
- Grandstream GXP 1620
- Grandstream GXP 1625
- Grandstream GXV 3350
- Grandstream GXV 3370
- Grandstream GXV 3380
- Grandstream GXV 3450
- Grandstream GXV 3470
- Grandstream GXV 3480

## Mitel

- Mitel 6863i
- Mitel 6865i
- Mitel 6867i
- Mitel 6869i
- Mitel 6873i

## Poly

- Poly CCX 400
- Poly CCX 500
- Poly CCX 600
- Poly CCX 700
- Poly Edge B10 (EoL)
- Poly Edge B20 (EoL)
- Poly Edge B30 (EoL)
- Poly Edge E100
- Poly Edge E220
- Poly Edge E300
- Poly Edge E320
- Poly Edge E350
- Poly Edge E400
- Poly Edge E450
- Poly Edge E500
- Poly Edge E550
- Poly VVX 150
- Poly VVX 250
- Poly VVX 301
- Poly VVX 350
- Poly VVX 450



## Snom

- Snom D140
- Snom D150
- Snom D713
- Snom D717
- Snom D735
- Snom D785
- Snom D812
- Snom D815

## Yealink

- Yealink CP920
- Yealink CP925
- Yealink CP935W
- Yealink CP960
- Yealink CP965
- Yealink T31G
- Yealink T31W
- Yealink T33G
- Yealink T34W
- Yealink T41S
- Yealink T43U
- Yealink T44U
- Yealink T44W
- Yealink T46U
- Yealink T48U
- Yealink T53W
- Yealink T54W
- Yealink T57W
- Yealink T58W
- Yealink VP53

## Wi-Fi IP Phones



IP phones transmit calls over the internet to take advantage of Alianza's calling platform. These specific IP phones utilize Wi-Fi allowing the device to roam – perfect for settings where workers need to be on the phone and on the go.

- Grandstream WP816
- Grandstream WP826
- Yealink AX83H
- Yealink AX86R

## Embedded Multimedia Terminal Adapters



An Embedded Multimedia Terminal Adapter (EMTA) is an ATA embedded in a network element, such as a cable modem or ONT. EMTAs are commonly used for analog phones, fax machines, ATMs, overhead paging systems, POS machines, modern alarms, security gates, etc.

- InnoMedia MTA8328-4
- InnoMedia MTA8328-8
- InnoMedia MTA8328-24
- InnoMedia MTA8328-1N
- InnoMedia MTA8328-1W
- InnoMedia MTA9338-1N
- InnoMedia SB2+

## Key Expansion Modules



Key expansion modules (KEM), also known as sidecars, turn IP phones into high-performance attendant consoles by adding programmable phone line buttons that can be set up for speed dial, BLF, or other features, enabling organizations to streamline business processes and communicate effectively.

- Cisco CP-68KEM-3PCC
- Cisco CP-8800-A-KEM
- Cisco CP-8800-V-KEM
- ClearlyIP CIP200
- Grandstream GBX20
- Poly VVX Color Expansion
- Poly VVX EM50
- Snom D7C
- Yealink EXP40
- Yealink EXP43
- Yealink EXP50

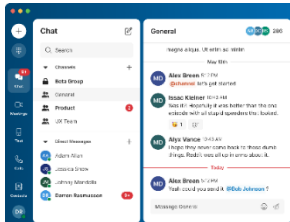
## Other Devices



These devices include IP-based speakers, intercoms, paging adapters, and visual alerters, such as strobe lights for PA systems and other commercial applications.

- Algo 8028 G2
- Algo 8128
- Algo 8138
- Algo 8180 G2
- Algo 8186
- Algo 8201
- Algo 8301

## Softphones



A softphone allows users to make phone calls over the internet via a computer or smart phone application. Most third-party softphones can be manually configured with SIP credentials and a domain.

These devices are not listed in the Supported Features Matrix.

- Alianza UC app for MacOS
- Alianza UC app for Windows
- Alianza UC app for Android
- Alianza UC app for iOS
- JoHeR Voice Operator Panel for Windows

### ALIANZA UC APP

The Alianza UC app, available to Business Cloud Communications users with the Advanced or Professional feature plans, includes additional features such as messaging, video conferencing, and collaboration tools. See the [BCC End-User Features Guide](#) for details.

# Supported Features Guide

This guide provides an overview of the features tested, configured, and provisioned on the device by Alianza. It is not meant to be an exhaustive list of all telephony features and settings supported by the device. There are a few things to note about this document:

- **Device Certification.** Alianza Certified devices and firmware undergo thorough interoperability testing with the Alianza platform using a specific configuration. To qualify for certification, most if not all platform features must work as expected. However, a device *may* still be certified if one or more features does not work or works differently.
- **Device Features.** All basic device functions, including but not limited to calling, caller ID, call transfers, call waiting, and voicemail, are assumed to be working on all Certified devices, unless otherwise noted. Any special notes or use cases for a device are listed as a footnote below the table. See the [Glossary](#) for a definition of each feature.
- **Platform Features.** Because [star codes](#) and other platform features are always supported on certified devices, they are not specified in the list. Instead, this guide specifically speaks to Alianza features that are or can be configured on the devices themselves. For example, Call Forwarding can be enabled or disabled via star code, but the guide will only say Yes if the device has a Call Forwarding soft key.
- **End of Life.** Certified devices that have begun the end-of-life process continue to be included on this list for up to two years beyond the vendor's official End of Sale date. These devices can still be provisioned and used on the Alianza platform, but they may no longer offer full platform support or firmware updates and are not tested as part of our interoperability program. See [End of Life Devices](#) for a list of devices and their end of sale dates.

Finally, see [Device Certification Tests](#) and the [Glossary](#) for additional information.

If you have any questions about what device(s) may be best for your customers, contact your Customer Success Manager for assistance.

## CISCO DEVICES

Only purchase Cisco multiplatform devices, indicated by **MPP** or **3PCC** after the model number. SCCP is proprietary to Cisco and *will not work* on the Alianza platform.

# Analog Telephone Adapters

## Cisco

Feature	ATA191	ATA192	
Firmware Version	11.1.4	11.1.4	
FXS/FXO Ports	2/0	2/0	
End of Sale			
<b>Supported Telephony Features</b>			
Distinctive/Priority Ring	Yes	Yes	
Fax	Yes	Yes	
Message Waiting Indicator	Yes	Yes	
<b>Enhanced Platform Features</b>			
HTTPS Provisioning	Yes	Yes	
Phonism	Yes	Yes	
Secure Calling	Yes	Yes	

## Grandstream

Feature	HT801	HT802	HT812	HT813
Firmware	1.0.57.1	1.0.57.1	1.0.57.1	1.0.49.2
FXS/FXO Ports	1/0	2/0	2/0	1/1
End of Sale				
<b>Supported Telephony Features</b>				
Distinctive/Priority Ring	Yes	Yes	Yes	Yes
Fax	Yes	Yes	Yes	Yes
Message Waiting Indicator	Yes	Yes	Yes	Yes
<b>Enhanced Platform Features</b>				
HTTPS Provisioning	Yes	Yes	Yes	Yes
Phonism	Yes *	Yes *	Yes *	Yes *
Secure Calling	Yes	Yes	Yes	Yes

\* Phonism does not support zero-touch provisioning on these devices

Feature	HT814	HT818		
Firmware	1.0.57.1	1.0.57.1		
FXS/FXO Ports	4/0	8/0		
End of Sale				
<b>Supported Telephony Features</b>				
Distinctive/Priority Ring	Yes	Yes		
Fax	Yes	Yes		
Message Waiting Indicator	Yes	Yes		
<b>Enhanced Platform Features</b>				
HTTPS Provisioning	Yes	Yes		
Phonism	Yes*	Yes*		
Secure Calling	Yes	Yes		

\* Phonism does not support zero-touch provisioning on these devices

## Poly

Feature	ATA 400	ATA 402		
Firmware	4.0.1-6736	4.0.1-6736		
FXS/FXO Ports	1/0	2/0		
End of Sale				
<b>Supported Telephony Features</b>				
Distinctive/Priority Ring	Yes	Yes		
Fax	Yes	Yes		
Message Waiting Indicator	Yes	Yes		
<b>Enhanced Platform Features</b>				
HTTPS Provisioning	Yes	Yes		
Phonism	Yes	Yes		
Secure Calling	Yes	Yes		

# Business Gateways

## Grandstream

Alianza supports Grandstream GXW 4200 series devices with **version 2 hardware** only.

Feature	GXW4216	GXW4224	GXW4232	GXW4248
Firmware	1.0.21.2	1.0.21.2	1.0.21.2	1.0.21.2
FXS/FXO Ports	16/0	24/0	32/0	48/0
<b>Supported Telephony Features</b>				
Conference (3-Way Calling)	Yes	Yes	Yes	Yes
Distinctive/Priority Ring	—	—	—	—
Fax	Yes	Yes	Yes	Yes
Message Waiting Indicator	Yes	Yes	Yes	Yes
<b>Enhanced Platform Features</b>				
HTTPS Provisioning	Yes	Yes	Yes	Yes
Phonism	—	—	—	—
Secure Calling	Yes	Yes	Yes	Yes

## M5 Technologies

Feature	Mediatrix C710*	Mediatrix C711*	
Firmware	48.4.26.31	48.4.26.31	
FXS/FXO Ports	4/0	8/0	
<b>Supported Telephony Features</b>			
Conference (3-Way Calling)	Yes	Yes	
Distinctive/Priority Ring	—	—	
Fax	Yes	Yes	
Message Waiting Indicator	Yes	Yes	
<b>Enhanced Platform Features</b>			
HTTPS Provisioning	—	—	
Phonism	—	—	
Secure Calling	—	Yes	

\* Does not support Caller ID star codes

# Conference Phones

## Cisco

Feature	7832	8832	
Firmware	12.0.3	12.0.3	
Device Lines	2	1	
Language	EN, CF	EN, CF	
End of Sale			
<b>Supported Telephony Features</b>			
Advanced Shared Line	—	—	
Call Park	Yes	Yes	
Call Forwarding	Yes	Yes	
Corporate Directory	Yes	Yes	
Distinctive/Priority Ring	Yes	Yes	
Do Not Disturb (Sync)	Yes	Yes	
Intercom	—	—	
Paging Group	Yes	Yes	
Presence (BLF)	Yes	Yes	
Shared Line	Yes	Yes	
Speed Dial	Yes	Yes	
Voicemail	Yes	Yes	
<b>Supported Hardware</b>			
Expansion Module	—	—	
Bluetooth	—	—	
Wi-Fi	—	—	
<b>Enhanced Platform Features</b>			
HTTPS Provisioning	Yes	Yes	
Phonism	Yes	Yes	
Secure Calling	Yes	Yes	



## Grandstream

Feature	GAC2570		
Firmware	1.0.3.19		
Device Lines	1		
Language	EN, ES*		
End of Sale			
<b>Supported Telephony Features</b>			
Advanced Shared Line	—		
Call Park	Yes		
Call Forwarding	Yes		
Corporate Directory	Yes		
Distinctive/Priority Ring	Yes		
Do Not Disturb (Sync)	—		
Intercom	—		
Paging Group	Yes		
Presence (BLF)	Yes		
Shared Line	Yes		
Speed Dial	Yes		
Voicemail	Yes		
<b>Supported Hardware</b>			
Expansion Module	—		
Bluetooth	Yes		
Wi-Fi	Yes		
<b>Enhanced Platform Features</b>			
HTTPS Provisioning	Yes		
Phonism	—		
Secure Calling	Yes		

\* English only on the web GUI

## Poly

Feature	Trio C60	Poly Trio 8300
Firmware	8.1.5	8.1.5
Device Lines	1	3
Language	EN, CF, ES	EN
End of Sale		
<b>Supported Telephony Features</b>		
Advanced Shared Line	—	—
Call Park	Yes	Yes
Call Forwarding	Yes	Yes
Corporate Directory	Yes	Yes
Distinctive/Priority Ring	Yes	Yes
Do Not Disturb (Sync)	Yes	Yes
Intercom	—	—
Paging Group	Yes	Yes
Presence (BLF)	Yes	Yes
Shared Line	Yes	Yes
Speed Dial	Yes	Yes
Voicemail	Yes	Yes
<b>Supported Hardware</b>		
Expansion Module	—	—
Bluetooth	—	Yes
Wi-Fi	—	Yes
<b>Enhanced Platform Features</b>		
HTTPS Provisioning	Yes	Yes
Phonism	—	Yes
Secure Calling	Yes	Yes

## Snom

Feature	C520-WiMi	C620	
Firmware	1.40.32	0.4.1.5	
Device Type	DECT conference phone + 2 wireless mics	DECT conference phone + base station	
Supports	3 expansion speakers	3 handsets	
Language	EN, ES	EN, ES	
End of Sale			
<b>Supported Telephony Features</b>			
Advanced Shared Line	—	—	
Call Park	Yes	Yes	
Call Forwarding	Yes	Yes	
Corporate Directory	Yes	Yes	
Distinctive/Priority Ring	Yes	Yes	
Do Not Disturb (Sync)	Yes	Yes	
Intercom	—	—	
Paging Group	Yes	Yes	
Presence (BLF)	Yes	Yes	
Shared Line	Yes	Yes	
Speed Dial	Yes	Yes	
Voicemail	Yes	Yes	
<b>Supported Hardware</b>			
Expansion Module	—	—	
Bluetooth	Yes	—	
Wi-Fi	—	—	
<b>Enhanced Platform Features</b>			
HTTPS Provisioning	Yes	Yes	
Phonism	Yes	—	
Secure Calling	Yes	Yes	

## Yealink

### YEALINK CP

Feature	CP925	CP935W	CP965
Firmware	86.0.15	86.0.15	87.0.10
Device Lines	1	1	1
Language	EN, ES	EN, ES	EN, ES
End of Sale			
<b>Supported Telephony Features</b>			
Advanced Shared Line	–	–	–
Call Park	Yes	Yes	Yes
Call Forwarding	Yes	Yes	Yes
Corporate Directory	Yes	Yes	Yes
Distinctive/Priority Ring	Yes	Yes	Yes
Do Not Disturb (Sync)	Yes	Yes	Yes
Intercom	–	–	–
Paging Group	Yes	Yes	Yes
Presence (BLF)	Yes	Yes	Yes
Shared Line	Yes	Yes	Yes
Speed Dial	Yes	Yes	Yes
Voicemail	Yes	Yes	Yes
<b>Supported Hardware</b>			
Expansion Module	–	–	–
Bluetooth	Yes	Yes	Yes
Wi-Fi	Yes	Yes	Yes
<b>Enhanced Platform Features</b>			
HTTPS Provisioning	–	Yes	Yes
Phonism	–	–	Yes
Secure Calling	Yes	Yes	Yes

## DECT Systems

DECT systems include a base station and one or more handsets. The firmware is usually the same for both devices, but they can be different. Enhanced platform features are identified for base stations, while telephony features are identified for handsets.

### Cisco

#### CISCO DECT BASE STATIONS

Feature	DBS-110	DBS-210	
Firmware	5.1.2*	5.1.2*	
Compatible Handsets	6823, 6825	6823, 6825	
Repeaters	RPT 110	RPT 110	
Supports	30 handsets	30 handsets	
End of Sale			
<b>Enhanced Platform Features</b>			
HTTPS Provisioning	Yes	Yes	
Phonism	Yes	Yes	
Secure Calling	Yes	Yes	

\* Device firmware must be manually updated to version 4.8 *before* they can be provisioned by the Alianza platform

#### CISCO DECT HANDSETS

Feature	IP DECT 6823	IP DECT 6825	
Firmware	5.1.1	5.1.1	
Compatible Base Stations	DBS-110/210	DBS-110/210	
Supports	2 lines	2 lines	
Language	EN, CF, ES	EN, CF, ES	
End of Sale			

## Grandstream

### GRANDSTREAM DECT BASE STATIONS

Feature	DP750	DP752	
Firmware	1.0.19.8	1.0.19.8	
Repeaters	DP760	DP760	
Supports	5 handsets	5 handsets	
Compatible Handsets	DP720, D722, DP730	DP720, DP722, DP730	
<b>Enhanced Platform Features</b>			
HTTPS Provisioning	Yes	Yes	
Phonism	—	—	
Secure Calling	Yes	Yes	

### GRANDSTREAM DECT HANDSETS

Feature	DP720	DP722	DP730
Firmware	1.0.19.8	1.0.19.8	1.0.19.8
Compatible Base Stations	DP750, DP752	DP750, DP752	DP750, DP752
Supports	10 lines	10 lines	10 lines
Language	EN, ES	EN, ES	EN, ES
End of Sale			

## Poly

### POLY DECT BASE STATIONS

Feature	Rove B1	Rove B2	Rove B4	VVX D230
Firmware	8.0.5.0003	8.0.5.0003	8.0.5.0003	8.0.5.0003
Compatible Handset(s)	Rove 20, 30, 40	Rove 20, 30, 40	Rove 20, 30, 40	VVX D230
Repeaters	Rove R8	Rove R8	Rove R8	–
Supports	10 handsets	20 handsets	30 handsets	10 handsets
End of Sale				
<b>Enhanced Platform Features</b>				
HTTPS Provisioning	Yes	Yes	Yes	Yes
Phonism	Yes	Yes	Yes	Yes
Secure Calling	Yes	Yes	Yes	Yes

### POLY DECT HANDSETS

Feature	Rove 20	Rove 30	Rove 40	VVX D230
Firmware	8.0.5.0003	8.0.5.0003	8.0.5.0003	8.0.5.0003
Compatible Base Stations	Rove B1, B2, B4	Rove B1, B2, B4	Rove B1, B2, B4	VVX D230
Supports	10 lines	20 lines	20 lines	
Language	EN, CF, ES	EN, CF, ES	EN, ES	
End of Sale				

## Snom

Feature	M500		
Firmware	1.11.3		
Compatible Handset(s)	M55, M56, M58		
Supports	10 handsets		
End of Sale			
<b>Enhanced Platform Features</b>			
HTTPS Provisioning	Yes		
Phonism	Yes		
Secure Calling	Yes		

## Yealink

### YEALINK DECT BASE STATIONS

Feature	W70B	W80	W90
<b>Firmware</b>	85.0.40	103.85.0.25	103.85.0.25
<b>Compatible Handset(s)</b>	W56H, W59R, W73H, W78H	W56H, W57R, W59R, W73H, W78H, CP930W, CP935W	W56H, W57R, W59R, W73H, W78H, CP930W, CP935W
<b>Repeaters</b>	—	—	—
<b>Supports</b>	10 handsets	1 W80DM + 30 W80B 100 handsets per base	1 W90DM + 60 W90B 250 handsets per base
<b>End of Sale</b>			
<b>Enhanced Platform Features</b>			
<b>HTTPS Provisioning</b>	—	—	—
<b>Phonism</b>	—	Yes	Yes
<b>Secure Calling</b>	Yes	Yes	Yes

### YEALINK DECT HANDSETS

Feature	W56H	W57R	W59R
<b>Firmware</b>	85.0.55	85.0.15	85.0.55
<b>Compatible Base Stations</b>	W60, W70, W80, W90	W70B	W60B, W70B
<b>Supports</b>	4 lines	1 line	1 line
<b>Language</b>	EN, ES	EN, ES	EN, CF, ES
<b>End of Sale</b>			

Feature	W73H	W78H
<b>Firmware</b>	85.0.35	85.0.20
<b>Compatible Base Stations</b>	W60B, W70B	W70B
<b>Supports</b>	1 line	1 line
<b>Language</b>	EN, ES	EN, ES
<b>End of Sale</b>		



## YEALINK DECT PACKAGES

Feature	W71P	W77P	W78P
Devices	W70B + W73H	W70B + W57R	W70B + W78H
Language	EN, ES	EN	EN
End of Sale			

Feature	W79P	W77P	
Device Type	W70B + W59R	W70B + W57R	
Language	EN	EN	
End of Sale			

# Desk IP Phones

## Cisco

### CISCO 6800 SERIES \*

Feature	6821	6841	6851	6861	6871
Firmware	12.0.6	12.0.6	12.0.6	12.0.6	12.0.6
Device Lines	2	4	4	4	6
Language	EN, CF, ES	EN, CF, ES	EN, CF, ES	EN, CF, ES	EN, CF, ES
End of Sale					
<b>Supported Telephony Features</b>					
Advanced Shared Line	—	—	—	—	—
Call Park	Yes	Yes	Yes	Yes	Yes
Call Forwarding (Platform)	Yes	Yes	Yes	Yes	Yes
Corporate Directory	Yes	Yes	Yes	Yes	Yes
Distinctive/Priority Ring	Yes	Yes	Yes	Yes	Yes
Do Not Disturb (Sync)	Yes	Yes	Yes	Yes	Yes
Intercom	Yes	Yes	Yes	Yes	Yes
Paging Group	Yes	Yes	Yes	Yes	Yes
Presence/BLF	Yes	Yes	Yes	Yes	Yes
Shared Line	Yes	Yes	Yes	Yes	Yes
Speed Dial	Yes	Yes	Yes	Yes	Yes
Voicemail	Yes	Yes	Yes	Yes	Yes
<b>Supported Hardware</b>					
Expansion Module	—	—	CP-68KEM	—	—
Bluetooth	—	—	—	—	—
Video	—	—	—	—	—
Wi-Fi	—	—	—	—	—
<b>Enhanced Platform Features</b>					
HTTPS Provisioning	Yes	Yes	Yes	Yes	Yes
Phonism	Yes	Yes	Yes	Yes	Yes
Secure Calling	Yes	Yes	Yes	Yes	Yes

\* Star codes work on Cisco 6800 series devices as intended but Directed Call Park has different steps:  
Place the call on hold, dial the star code + parking spot, press (...) to go to page 2, then press the Xfer softkey.

## CISCO 7800 SERIES

Feature	7811	7821	7841	7861
Firmware	12.0.6	12.0.6	12.0.6	12.0.6
Device Lines	1	1	4	16
Language	EN, CF, ES	EN, CF, ES	EN, CF, ES	EN, CF, ES
End of Sale				
<b>Supported Telephony Features</b>				
Advanced Shared Line	—	—	—	—
Call Park	Yes	Yes	Yes	Yes
Call Forwarding	Yes	Yes	Yes	Yes
Corporate Directory	Yes	Yes	Yes	Yes
Distinctive/Priority Ring	Yes	Yes	Yes	Yes
Do Not Disturb (Sync)	Yes	Yes	Yes	Yes
Intercom	Yes	Yes	Yes	Yes
Paging Group	Yes	Yes	Yes	Yes
Presence/BLF	Yes	Yes	Yes	Yes
Shared Line	Yes	Yes	Yes	Yes
Speed Dial	Yes	Yes	Yes	Yes
Voicemail	Yes	Yes	Yes	Yes
<b>Supported Hardware</b>				
Expansion Module	—	—	—	—
Bluetooth	—	—	—	—
Video	—	—	—	—
Wi-Fi	—	—	—	—
<b>Enhanced Platform Features</b>				
HTTPS Provisioning	Yes	Yes	Yes	Yes
Phonism	Yes	Yes	Yes	Yes
Secure Calling	Yes	Yes	Yes	Yes

## CISCO 8800 SERIES

Feature	8811	8841	8845
Firmware	12.0.6	12.0.6	12.0.6
Device Lines	10	10	5
Language	EN, CF, ES	EN, CF, ES	EN, CF, ES
End of Sale			
<b>Supported Telephony Features</b>			
Advanced Shared Line	—	—	—
Call Park	Yes	Yes	Yes
Call Forwarding	Yes	Yes	Yes
Corporate Directory	Yes	Yes	Yes
Distinctive/Priority Ring	Yes	Yes	Yes
Do Not Disturb (Sync)	Yes	Yes	Yes
Intercom	Yes	Yes	Yes
Paging Group	Yes	Yes	Yes
Presence/BLF	Yes	Yes	Yes
Shared Line	Yes	Yes	Yes
Speed Dial	Yes	Yes	Yes
Voicemail	Yes	Yes	Yes
<b>Supported Hardware</b>			
Expansion Module	—	—	—
Bluetooth	—	—	Yes
Video	—	—	Yes
Wi-Fi	—	—	—
<b>Enhanced Platform Features</b>			
HTTPS Provisioning	Yes	Yes	Yes
Phonism	Yes	Yes	Yes
Secure Calling	Yes	Yes	Yes

## CISCO 8800 SERIES

Feature	8851	8861	8865
Firmware	12.0.6	12.0.6	12.0.6
Device Lines	10	10	5
Language	EN, CF, ES	EN, CF, ES	EN, CF, ES
End of Sale			
<b>Supported Telephony Features</b>			
Advanced Shared Line	—	—	—
Call Park	Yes	Yes	Yes
Call Forwarding	Yes	Yes	Yes
Corporate Directory	Yes	Yes	Yes
Distinctive/Priority Ring	Yes	Yes	Yes
Do Not Disturb (Sync)	Yes	Yes	Yes
Intercom	Yes	Yes	Yes
Paging Group	Yes	Yes	Yes
Presence/BLF	Yes	Yes	Yes
Shared Line	Yes	Yes	Yes
Speed Dial	Yes	Yes	Yes
Voicemail	Yes	Yes	Yes
<b>Supported Hardware</b>			
Expansion Module	CP-8800-A-KEM	CP-8800-A-KEM	CP-8800-V-KEM
Bluetooth	—	Yes	Yes
Video	—	—	Yes
Wi-Fi	—	—	—
<b>Enhanced Platform Features</b>			
HTTPS Provisioning	Yes	Yes	Yes
Phonism	Yes	Yes	Yes
Secure Calling	Yes	Yes	Yes

## ClearlyIP

### CLEARLYIP CIP V2 SERIES

Feature	CIP230v2	CIP250v2	CIP270v2
<b>Firmware</b>	2.42.6.6.1R63	2.42.6.6.1R63	2.42.6.6.1R63
<b>Device Lines</b>	4	8	16
<b>Language</b>	EN, ES	EN, ES	EN, ES
<b>End of Sale</b>			
<b>Supported Telephony Features</b>			
<b>Advanced Shared Line</b>	Yes	Yes	Yes
<b>Call Park</b>	—*	—*	—*
<b>Call Forwarding</b>	Yes	Yes	Yes
<b>Corporate Directory</b>	Yes	Yes	Yes
<b>Distinctive/Priority Ring</b>	Yes	Yes	Yes
<b>Do Not Disturb (Sync)</b>	—	—	—
<b>Intercom</b>	Yes	Yes	Yes
<b>Paging Group</b>	Yes	Yes	Yes
<b>Presence/BLF</b>	Yes**	Yes**	Yes**
<b>Shared Line</b>	Yes	Yes	Yes
<b>Speed Dial</b>	Yes	Yes	Yes
<b>Voicemail</b>	Yes	Yes	Yes
<b>Supported Hardware</b>			
<b>Expansion Module</b>	—	—	CIP200
<b>Bluetooth</b>	with CIP USB dongle	with CIP USB dongle	Yes
<b>Video</b>	—	—	—
<b>Wi-Fi</b>	with CIP USB dongle	with CIP USB dongle	Yes
<b>Enhanced Platform Features</b>			
<b>HTTPS Provisioning</b>	Yes	Yes	Yes
<b>Phonism</b>	—	—	—
<b>Secure Calling</b>	Yes	Yes	Yes

\* The full call park and call pickup experience is not supported on this device. You must use a star code to retrieve calls from call park.

\*\* BLF keys will not transfer calls to the BLF target. You must manually transfer the call.

## CLEARLYIP CIP V2 SERIES

Feature	CIP280v2	CIP290v2	
Firmware	5.42.1.7.1.63	5.42.1.7.1.63	
Device Lines	16	16	
Language	EN, ES	EN, ES	
End of Sale			
<b>Supported Telephony Features</b>			
Advanced Shared Line	Yes	Yes	
Call Park	—*	—*	
Call Forwarding	Yes	Yes	
Corporate Directory	Yes	Yes	
Distinctive/Priority Ring	Yes	Yes	
Do Not Disturb (Sync)	—	—	
Intercom	Yes	Yes	
Paging Group	Yes	Yes	
Presence/BLF	Yes**	Yes**	
Shared Line	Yes	Yes	
Speed Dial	Yes	Yes	
Voicemail	Yes	Yes	
<b>Supported Hardware</b>			
Expansion Module	CIP200	CIP200	
Bluetooth	Yes	Yes	
Video	Yes	with CIP USB Camera 200	
Wi-Fi	Yes	Yes	
<b>Enhanced Platform Features</b>			
HTTPS Provisioning	Yes	Yes	
Phonism	—	—	
Secure Calling	Yes	Yes	

\* The full call park and call pickup experience is not supported on this device. You must use a star code to retrieve calls from call park.

\*\* BLF keys will not transfer calls to the BLF target. You must manually transfer the call.

## Grandstream

### GRANDSTREAM GRP SERIES

Feature	GRP2602 G/P/W	GRP2612 G/P/W	GRP2613
Firmware	1.0.3.59	1.0.11.15	1.0.11.15
Device Lines	2	4	6
Language	EN, ES	EN, ES	EN, ES
End of Sale			
<b>Supported Telephony Features</b>			
Advanced Shared Line	Yes	Yes	Yes
Call Park	Yes	Yes	Yes
Call Forwarding	Yes	Yes	Yes
Corporate Directory	Yes	Yes	Yes
Distinctive/Priority Ring	Yes	Yes	Yes
Do Not Disturb (Sync)	—	—	—
Intercom	Yes	Yes	Yes
Paging Group	Yes	Yes	Yes
Presence/BLF	Yes	Yes	Yes
Shared Line	Yes	Yes	Yes
Speed Dial	Yes	Yes	Yes
Voicemail	Yes	Yes	Yes
<b>Supported Hardware</b>			
Expansion Module	—	—	—
Bluetooth	—	—	—
Video	—	—	—
Wi-Fi	Yes (GRP2602W)	Yes (GRP2612W)	—
<b>Enhanced Platform Features</b>			
HTTPS Provisioning	Yes	Yes	Yes
Phonism	Yes*	Yes*	Yes*
Secure Calling	Yes	Yes	Yes

\* Phonism does not support zero-touch provisioning on these devices



## GRANDSTREAM GRP SERIES

Feature	GRP2614	GRP2615	GRP2616
Firmware	1.0.11.15	1.0.11.15	1.0.11.15
Device Lines	4	40	6
Language	EN, ES	EN, ES	EN, ES
End of Sale			
<b>Supported Telephony Features</b>			
Advanced Shared Line	Yes	Yes	Yes
Call Park	Yes	Yes	Yes
Call Forwarding	Yes	Yes	Yes
Corporate Directory	Yes	Yes	Yes
Distinctive/Priority Ring	Yes	Yes	Yes
Do Not Disturb (Sync)	—	—	—
Intercom	Yes	Yes	Yes
Paging Group	Yes	Yes	Yes
Presence/BLF	Yes	Yes	Yes
Shared Line	Yes	Yes	Yes
Speed Dial	Yes	Yes	Yes
Voicemail	Yes	Yes	Yes
<b>Supported Hardware</b>			
Expansion Module	—	GBX20	—
Bluetooth	—	—	—
Video	—	—	—
Wi-Fi	—	—	—
<b>Enhanced Platform Features</b>			
HTTPS Provisioning	Yes	Yes	Yes
Phonism	Yes*	Yes*	Yes*
Secure Calling	Yes	Yes	Yes

\* Phonism does not support zero-touch provisioning on these devices

## GRANDSTREAM GRP SERIES

Feature	GRP2634	GRP2650	GRP2670
Firmware	1.0.11.15	1.0.11.15	1.0.11.15
Device Lines	8	40	6
Language	EN, ES	EN, ES	EN, ES
End of Sale			
<b>Supported Telephony Features</b>			
Advanced Shared Line	Yes	Yes	Yes
Call Park	Yes	Yes	Yes
Call Forwarding	Yes	Yes	Yes
Corporate Directory	Yes	Yes	Yes
Distinctive/Priority Ring	Yes	Yes	Yes
Do Not Disturb (Sync)	–	–	–
Intercom	Yes	Yes	Yes
Paging Group	Yes	Yes	Yes
Presence/BLF	Yes	Yes	Yes
Shared Line	Yes	Yes	Yes
Speed Dial	Yes	Yes	Yes
Voicemail	Yes	Yes	Yes
<b>Supported Hardware</b>			
Expansion Module	–	–	GBX20
Bluetooth	–	–	–
Video	–	–	–
Wi-Fi	–	–	–
<b>Enhanced Platform Features</b>			
HTTPS Provisioning	Yes	Yes	Yes
Phonism	Yes*	Yes*	Yes*
Secure Calling	Yes	Yes	Yes

\* Phonism does not support zero-touch provisioning on these devices

## GRANDSTREAM GXP SERIES

Feature	GXP2130	GXP2135	GXP2140
Firmware	1.0.11.84	1.0.11.84	1.0.11.84
Device Lines	3	8	4
Language	EN, ES	EN, ES	EN, ES
End of Sale			
<b>Supported Telephony Features</b>			
Advanced Shared Line	Yes	Yes	Yes
Call Park	Yes	Yes	Yes
Call Forwarding	Yes	Yes	Yes
Corporate Directory	Yes	Yes	Yes
Distinctive/Priority Ring	Yes	Yes	Yes
Do Not Disturb (Sync)	–	–	–
Intercom	Yes	Yes	Yes
Paging Group	Yes	Yes	Yes
Presence/BLF	Yes	Yes	Yes
Shared Line	Yes	Yes	Yes
Speed Dial	Yes	Yes	Yes
Voicemail	Yes	Yes	Yes
<b>Supported Hardware</b>			
Expansion Module	–	–	–
Bluetooth	–	–	–
Video	–	–	–
Wi-Fi	–	–	–
<b>Enhanced Platform Features</b>			
HTTPS Provisioning	Yes	Yes	Yes
Phonism	Yes*	Yes*	Yes*
Secure Calling	Yes	Yes	Yes

\* Phonism does not support zero-touch provisioning on these devices

## GRANDSTREAM GXP SERIES

Feature	GXP2160	GXP2170	
Firmware	1.0.11.84	1.0.11.84	
Device Lines	30**	12	
Language	EN, ES	EN, ES	
End of Sale			
<b>Supported Telephony Features</b>			
Advanced Shared Line	Yes	Yes	
Call Park	Yes	Yes	
Call Forwarding	Yes	Yes	
Corporate Directory	Yes	Yes	
Distinctive/Priority Ring	Yes	Yes	
Do Not Disturb (Sync)	—	—	
Intercom	Yes	Yes	
Paging Group	Yes	Yes	
Presence/BLF	Yes	Yes	
Shared Line	Yes	Yes	
Speed Dial	Yes	Yes	
Voicemail	Yes	Yes	
<b>Supported Hardware</b>			
Expansion Module	Integrated	—	
Bluetooth	—	—	
Video	—	—	
Wi-Fi	—	—	
<b>Enhanced Platform Features</b>			
HTTPS Provisioning	Yes	Yes	
Phonism	Yes*	Yes*	
Secure Calling	Yes	Yes	

\* Phonism does not support zero-touch provisioning on these devices

\*\* Lines 7–24 do not support account features, such as Device Line, Shared Line, and Advanced Shared Line

## GRANDSTREAM GXV SERIES

Feature	GXV3350	GXV3370	GXV3380
Firmware	1.0.3.52	1.0.3.52	1.0.3.29
Device Lines	16	16	16
Language	EN, ES	EN, ES	EN, ES
End of Sale			
<b>Supported Telephony Features</b>			
Advanced Shared Line	Yes	Yes	Yes
Call Park	Yes	Yes	Yes
Call Forwarding	Yes	Yes	Yes
Corporate Directory	Yes	Yes	Yes
Distinctive/Priority Ring	Yes	Yes	Yes
Do Not Disturb (Sync)	–	–	–
Intercom	Yes	Yes	Yes
Paging Group	Yes	Yes	Yes
Presence/BLF	Yes	Yes	Yes
Shared Line	Yes	Yes	Yes
Speed Dial	Yes	Yes	Yes
Voicemail	Yes	Yes	Yes
<b>Supported Hardware</b>			
Expansion Module	GBX20	–	–
Bluetooth	Yes	Yes	Yes
Video	Yes	Yes	Yes
Wi-Fi	Yes	Yes	Yes
<b>Enhanced Platform Features</b>			
HTTPS Provisioning	Yes	Yes	Yes
Phonism	–	–	–
Secure Calling	Yes	Yes	Yes

## GRANDSTREAM GXV SERIES

Feature	GXV3450	GXV3470	GXV3480
Firmware	1.0.3.24*	1.0.3.24*	1.0.3.24*
Device Lines	16	16	16
Language	EN, ES	EN, ES	EN, ES
End of Sale			
<b>Supported Telephony Features</b>			
Advanced Shared Line	Yes	Yes	Yes
Call Park	Yes	Yes	Yes
Call Forwarding	Yes	Yes	Yes
Corporate Directory	Yes	Yes	Yes
Distinctive/Priority Ring	Yes	Yes	Yes
Do Not Disturb (Sync)	–	–	–
Intercom	Yes	Yes	Yes
Paging Group	Yes	Yes	Yes
Presence/BLF	Yes	Yes	Yes
Shared Line	Yes	Yes	Yes
Speed Dial	Yes	Yes	Yes
Voicemail	Yes	Yes	Yes
<b>Supported Hardware</b>			
Expansion Module	GBX20	–	–
Bluetooth	–	–	–
Video	–	–	–
Wi-Fi	–	–	–
<b>Enhanced Platform Features</b>			
HTTPS Provisioning	Yes	Yes	Yes
Phonism	–	–	–
Secure Calling	Yes	Yes	Yes

\* It is not possible to downgrade to any version older than 1.0.3.4

# Mitel

## MITEL 6800 SERIES

Feature	6863i	6865i	6867i
Firmware	6.4.0	6.4.0	6.4.0
Device Lines	2	8	6
Language*	EN, CF, ES	EN, CF, ES	EN, CF, ES
End of Sale			
<b>Supported Telephony Features</b>			
Advanced Shared Line	Yes	Yes	Yes
Call Park	Yes	Yes	Yes
Call Forwarding	Yes	Yes	Yes
Corporate Directory	Yes	Yes	Yes
Distinctive/Priority Ring	Yes	Yes	Yes
Do Not Disturb (Sync)	Yes	Yes	Yes
Intercom	Yes	Yes	Yes
Paging Group	Yes	Yes	Yes
Presence/BLF	Yes	Yes	Yes
Shared Line	Yes	Yes	Yes
Speed Dial	Yes	Yes	Yes
Voicemail	Yes	Yes	Yes
<b>Supported Hardware</b>			
Expansion Module	—	—	—
Bluetooth	—	—	—
Video	—	—	—
Wi-Fi	—	—	—
<b>Enhanced Platform Features</b>			
HTTPS Provisioning	Yes	Yes	Yes
Phonism	Yes	Yes	Yes
Secure Calling	—	—	—

\* Language sync with the Admin Portal is not supported. Changing the language in the Admin Portal will **not** change the language on the device.

## MITEL 6800 SERIES

Feature	6869i	6873i	
Firmware	6.4.0	6.4.0	
Lines	12	12	
Language	EN, CF, ES	EN, CF, ES	
End of Sale			
<b>Supported Telephony Features</b>			
Advanced Shared Line	Yes	Yes	
Call Park	Yes	Yes	
Call Forwarding	Yes	Yes	
Corporate Directory	Yes	Yes	
Distinctive/Priority Ring	Yes	Yes	
Do Not Disturb (Sync)	Yes	Yes	
Intercom	Yes	Yes	
Paging Group	Yes	Yes	
Presence/BLF	Yes	Yes	
Shared Line	Yes	Yes	
Speed Dial	Yes	Yes	
Voicemail	Yes	Yes	
<b>Supported Hardware</b>			
Expansion Module	—	—	
Bluetooth	—	Yes	
Video	—	—	
Wi-Fi	—	—	
<b>Enhanced Platform Features</b>			
HTTPS Provisioning	Yes	Yes	
Phonism	Yes	Yes	
Secure Calling	—	—	

\* Language sync with the Admin Portal is not supported. Changing the language in the Admin Portal will **not** change the language on the device.



# Poly

## POLY CCX SERIES

Feature	CCX 400	CCX 500	CCX 600	CCX 700
Firmware	8.1.1	8.1.1	8.1.1	8.1.1
Device Lines	24	24	24	24
Language	EN, CF, ES	EN, CF, ES	EN, CF, ES	EN, CF, ES
End of Sale				
<b>Supported Telephony Features</b>				
Advanced Shared Line	Yes	Yes	Yes	Yes
Call Park	Yes	Yes	Yes	Yes
Call Forwarding	Yes	Yes	Yes	Yes
Corporate Directory	Yes	Yes	Yes	Yes
Distinctive/Priority Ring	Yes	Yes	Yes	Yes
Do Not Disturb (Sync)	Yes	Yes	Yes	Yes
Intercom	Yes	Yes	Yes	Yes
Paging Group	Yes	Yes	Yes	Yes
Presence/BLF	Yes	Yes	Yes	Yes
Shared Line	Yes	Yes	Yes	Yes
Speed Dial	Yes	Yes	Yes	Yes
Voicemail	Yes	Yes	Yes	Yes
<b>Supported Hardware</b>				
Expansion Module	—	—	—	—
Bluetooth	—	Yes	Yes	Yes
Video	—	—	—	Yes
Wi-Fi	—	—	Yes	Yes
<b>Enhanced Platform Features</b>				
HTTPS Provisioning	Yes	Yes	Yes	Yes
Phonism	Yes	Yes	Yes	Yes
Secure Calling	Yes	Yes	Yes	Yes

## POLY EDGE B SERIES

Feature	Edge B10	Edge B20	Edge B30
Firmware	1.0.2	1.0.2	1.0.2
Device Lines	6	6	6
Language	EN, CF, ES	EN, CF, ES	EN, CF, ES
End of Sale	August 2024	August 2024	August 2024
<b>Supported Telephony Features</b>			
Advanced Shared Line	Yes	Yes	Yes
Call Park	Yes	Yes	Yes
Call Forwarding	Yes	Yes	Yes
Corporate Directory	Yes	Yes	Yes
Distinctive/Priority Ring	Yes	Yes	Yes
Do Not Disturb (Sync)	Yes	Yes	Yes
Intercom	Yes	Yes	Yes
Paging Group	Yes	Yes	Yes
Presence/BLF	Yes	Yes	Yes
Shared Line	Yes	Yes	Yes
Speed Dial	Yes	Yes	Yes
Voicemail	Yes	Yes	Yes
<b>Supported Hardware</b>			
Expansion Module	—	—	—
Bluetooth	—	—	—
Video	—	—	—
Wi-Fi	—	—	—
<b>Enhanced Platform Features</b>			
HTTPS Provisioning	Yes	Yes	Yes
Phonism	—	—	—
Secure Calling	Yes	Yes	Yes

## POLY EDGE E SERIES

Feature	Edge E100	Edge E220	Edge E300
Firmware	8.1.0	8.1.0	8.1.0
Device Lines	8	16	32
Language	EN, CF, ES	EN, CF, ES	EN, CF, ES
End of Sale			
<b>Supported Telephony Features</b>			
Advanced Shared Line	Yes	Yes	Yes
Call Park	Yes	Yes	Yes
Call Forwarding	Yes	Yes	Yes
Corporate Directory	Yes	Yes	Yes
Distinctive/Priority Ring	Yes	Yes	Yes
Do Not Disturb (Sync)	Yes	Yes	Yes
Intercom	Yes	Yes	Yes
Paging Group	Yes	Yes	Yes
Presence/BLF	Yes	Yes	Yes
Shared Line	Yes	Yes	Yes
Speed Dial	Yes	Yes	Yes
Voicemail	Yes	Yes	Yes
<b>Supported Hardware</b>			
Expansion Module	—	—	—
Bluetooth	—	Yes	—
Video	—	—	—
Wi-Fi	—	—	—
<b>Enhanced Platform Features</b>			
HTTPS Provisioning	Yes	Yes	Yes
Phonism	Yes	Yes	Yes
Secure Calling	Yes	Yes	Yes

## POLY EDGE E SERIES

Feature	Edge E320	Edge E350	Edge E400
Firmware	8.1.0	8.1.0	8.1.0
Device Lines	32	32	44
Language	EN, CF, ES	EN, CF, ES	EN, CF, ES
End of Sale			
<b>Supported Telephony Features</b>			
Advanced Shared Line	Yes	Yes	Yes
Call Park	Yes	Yes	Yes
Call Forwarding	Yes	Yes	Yes
Corporate Directory	Yes	Yes	Yes
Distinctive/Priority Ring	Yes	Yes	Yes
Do Not Disturb (Sync)	Yes	Yes	Yes
Intercom	Yes	Yes	Yes
Paging Group	Yes	Yes	Yes
Presence/BLF	Yes	Yes	Yes
Shared Line	Yes	Yes	Yes
Speed Dial	Yes	Yes	Yes
Voicemail	Yes	Yes	Yes
<b>Supported Hardware</b>			
Expansion Module	—	—	Edge E
Bluetooth	Yes	Yes	—
Video	—	—	—
Wi-Fi	—	Yes	—
<b>Enhanced Platform Features</b>			
HTTPS Provisioning	Yes	Yes	Yes
Phonism	Yes	Yes	Yes
Secure Calling	Yes	Yes	Yes

## POLY EDGE E SERIES

Feature	Edge E450	Edge E500	Edge E550
Firmware	8.1.0	8.1.0	8.1.0
Device Lines	44	48	48
Language	EN, CF, ES	EN, CF, ES	EN, CF, ES
End of Sale			
<b>Supported Telephony Features</b>			
Advanced Shared Line	Yes	Yes	Yes
Call Park	Yes	Yes	Yes
Call Forwarding	Yes	Yes	Yes
Corporate Directory	Yes	Yes	Yes
Distinctive/Priority Ring	Yes	Yes	Yes
Do Not Disturb (Sync)	Yes	Yes	Yes
Intercom	Yes	Yes	Yes
Paging Group	Yes	Yes	Yes
Presence/BLF	Yes	Yes	Yes
Shared Line	Yes	Yes	Yes
Speed Dial	Yes	Yes	Yes
Voicemail	Yes	Yes	Yes
<b>Supported Hardware</b>			
Expansion Module	Edge E	Edge E	Edge E
Bluetooth	Yes	–	Yes
Video	–	–	–
Wi-Fi	Yes	–	Yes
<b>Enhanced Platform Features</b>			
HTTPS Provisioning	Yes	Yes	Yes
Phonism	Yes	Yes	Yes
Secure Calling	Yes	Yes	Yes

## POLY VVX

Feature	VVX 150	VVX 250	VVX 350
Firmware	6.4.6	6.4.6	6.4.6
Lines			6
Language	EN, CF, ES	EN, CF, ES	EN, CF, ES
End of Sale			
<b>Supported Telephony Features</b>			
Advanced Shared Line	–	Yes	Yes
Call Park	–	Yes	Yes
Call Forwarding	Yes	Yes	Yes
Corporate Directory	Yes	Yes	Yes
Distinctive/Priority Ring	Yes	Yes	Yes
Do Not Disturb (Sync)	Yes	Yes	Yes
Intercom	Yes	Yes	Yes
Paging Group	Yes	Yes	Yes
Presence/BLF	–	Yes	Yes
Shared Line	Yes	Yes	Yes
Speed Dial	Yes	Yes	Yes
Voicemail	Yes	Yes	Yes
<b>Supported Hardware</b>			
Expansion Module	–	–	–
Bluetooth	–	–	–
Video	–	–	–
Wi-Fi	–	–	–
<b>Enhanced Platform Features</b>			
HTTPS Provisioning	Yes	Yes	Yes
Phonism	Yes	Yes	Yes
Secure Calling	–	Yes	Yes

## POLY VVX

Feature	VVX 450		
Firmware	6.4.6		
Lines	12		
Language	EN, CF, ES		
End of Sale			
<b>Supported Telephony Features</b>			
Advanced Shared Line	Yes		
Call Park	Yes		
Call Forwarding	Yes		
Corporate Directory	Yes		
Distinctive/Priority Ring	Yes		
Do Not Disturb (Sync)	Yes		
Intercom	Yes		
Paging Group	Yes		
Presence/BLF	Yes		
Shared Line	Yes		
Speed Dial	Yes		
Voicemail	Yes		
<b>Supported Hardware</b>			
Expansion Module	VVX EM50*		
Bluetooth	—		
Video	—		
Wi-Fi	—		
<b>Enhanced Platform Features</b>			
HTTPS Provisioning	Yes		
Phonism	Yes		
Secure Calling	Yes		

\* An expansion module cannot be used with the VVX 450 if pages 2–4 are in use on the device

## Snom

The following devices must be on firmware version 10.1.184.14 before moving to the Alianza platform. If

### SNOM D1 SERIES

Feature	D140	D150		
Firmware	10.1.184.14	10.1.184.14		
Lines	2	2		
Language	EN, ES	EN, ES		
End of Sale				
<b>Supported Telephony Features</b>				
Advanced Shared Line	Yes	Yes		
Call Park	Yes	Yes		
Call Forwarding	Yes	Yes		
Corporate Directory	Yes	Yes		
Distinctive/Priority Ring	Yes	Yes		
Do Not Disturb (Sync)	Yes	Yes		
Intercom	Yes	Yes		
Paging Group	Yes	Yes		
Presence/BLF	Yes	Yes		
Shared Line	Yes	Yes		
Speed Dial	Yes	Yes		
Voicemail	Yes	Yes		
<b>Supported Hardware</b>				
Expansion Module	—	—		
Bluetooth	—	—		
Video	—	—		
Wi-Fi	—	—		
<b>Enhanced Platform Features</b>				
HTTPS Provisioning	Yes	Yes		
Phonism	—	—		
Secure Calling	—	—		



## SNOM D7 SERIES

Feature	D713	D717*	D735*	D785*
Firmware	10.1.184.14	10.1.184.14	10.1.184.14	10.1.184.14
Lines	4	3	32	6
Language	EN, ES	EN, ES	EN, ES	EN, ES
End of Sale				
<b>Supported Telephony Features</b>				
Advanced Shared Line	Yes	Yes	Yes	Yes
Call Park	Yes	Yes	Yes	Yes
Call Forwarding	Yes	Yes	Yes	Yes
Corporate Directory	Yes	Yes	Yes	Yes
Distinctive/Priority Ring	Yes	Yes	Yes	Yes
Do Not Disturb (Sync)	Yes	Yes	Yes	Yes
Intercom	Yes	Yes	Yes	Yes
Paging Group	Yes	Yes	Yes	Yes
Presence/BLF	Yes	Yes	Yes	Yes
Shared Line	Yes	Yes	Yes	Yes
Speed Dial	Yes	Yes	Yes	Yes
Voicemail	Yes	Yes	Yes	Yes
<b>Supported Hardware</b>				
Expansion Module	—	D7C	D7C	D7C
Bluetooth	—	—	—	—
Video	—	—	—	—
Wi-Fi	—	—	—	—
<b>Enhanced Platform Features</b>				
HTTPS Provisioning	Yes	Yes	Yes	Yes
Phonism	—	—	—	—
Secure Calling	—	—	—	—

\* The D717, D735, and D785 must be updated to firmware 10.1.175.x before provisioning with Alianza. It *should* update automatically the first time it's booted, but if it isn't, you must upgrade the firmware manually.

## SNOM D8 SERIES

Feature	D812	D815		
Firmware	10.1.184.14	10.1.184.14		
Lines	32	40		
Language	EN, ES	EN, ES		
End of Sale				
<b>Supported Telephony Features</b>				
Advanced Shared Line	Yes	Yes		
Call Park	Yes	Yes		
Call Forwarding	Yes	Yes		
Corporate Directory	Yes	Yes		
Distinctive/Priority Ring	Yes	Yes		
Do Not Disturb (Sync)	Yes	Yes		
Intercom	Yes	Yes		
Paging Group	Yes	Yes		
Presence/BLF	Yes	Yes		
Shared Line	Yes	Yes		
Speed Dial	Yes	Yes		
Voicemail	Yes	Yes		
<b>Supported Hardware</b>				
Expansion Module	—	—		
Bluetooth	—	—		
Video	—	—		
Wi-Fi	—	—		
<b>Enhanced Platform Features</b>				
HTTPS Provisioning	Yes	Yes		
Phonism	—	—		
Secure Calling	—	—		

## Yealink

### YEALINK T3 SERIES

Feature	T30/T30P	T31G/P/W	T33G/P	T34W
Firmware	87.0.15	87.0.15	87.0.15	87.0.15
Lines	1	2	4	4
Language	EN, CF, ES	EN, CF, ES	EN, CF, ES	EN, CF, ES
End of Sale				
<b>Supported Telephony Features</b>				
Advanced Shared Line	—	Yes	Yes	Yes
Call Park	Yes	Yes	Yes	Yes
Call Forwarding	Yes	Yes	Yes	Yes
Corporate Directory	Yes	Yes	Yes	Yes
Distinctive/Priority Ring	Yes	Yes	Yes	Yes
Do Not Disturb (Sync)	Yes	Yes	Yes	Yes
Intercom	—	Yes	Yes	Yes
Paging Group	Yes	Yes	Yes	Yes
Presence/BLF	—	Yes	Yes	Yes
Shared Line	—	Yes	Yes	Yes
Speed Dial	—	Yes	Yes	Yes
Voicemail	Yes	Yes	Yes	Yes
<b>Supported Hardware</b>				
Expansion Module	—	—	—	—
Bluetooth	—	—	—	Yes
Video	—	—	—	—
Wi-Fi	—	Yes (T31W)	—	Yes
<b>Enhanced Platform Features</b>				
HTTPS Provisioning	Yes	Yes	Yes	Yes
Phonism	—	—	Yes	—
Secure Calling	Yes	Yes	Yes	Yes

## YEALINK T4 SERIES

Feature	T42U	T43U	T44U*
Firmware	86.0.70	86.0.70	86.0.164
Lines	15	21	21
Language	EN, CF, ES	EN, CF, ES	EN, CF, ES
End of Sale			
<b>Supported Telephony Features</b>			
Advanced Shared Line	Yes	Yes	Yes
Call Park	Yes	Yes	Yes
Call Forwarding	Yes	Yes	Yes
Corporate Directory	Yes	Yes	Yes
Distinctive/Priority Ring	Yes	Yes	Yes
Do Not Disturb (Sync)	Yes	Yes	Yes
Intercom	Yes	Yes	Yes
Paging Group	Yes	Yes	Yes
Presence/BLF	Yes	Yes	Yes
Shared Line	Yes	Yes	Yes
Speed Dial	Yes	Yes	Yes
Voicemail	Yes	Yes	Yes
<b>Supported Hardware</b>			
Expansion Module	—	EXP43	EXP43
Bluetooth	—	—	Requires dongle
Video	—	—	—
Wi-Fi	—	—	Requires dongle
<b>Enhanced Platform Features</b>			
HTTPS Provisioning	Yes	Yes	Yes
Phonism	Yes	Yes	Yes
Secure Calling	Yes	Yes	Yes

\* Only lines 1–12 can be assigned as Advanced Shared Line or Shared Line.

## YEALINK T4 SERIES

Feature	T44W*	T46U	T48U
Firmware	86.0.70	108.86.0.70	108.86.0.70
Lines	21	27	27
Language	EN, CF, ES	EN, CF, ES	EN, CF, ES
End of Sale			
<b>Supported Telephony Features</b>			
Advanced Shared Line	Yes	Yes	Yes
Call Park	Yes	Yes	Yes
Call Forwarding	Yes	Yes	Yes
Corporate Directory	Yes	Yes	Yes
Distinctive/Priority Ring	Yes	Yes	Yes
Do Not Disturb (Sync)	Yes	Yes	Yes
Intercom	Yes	Yes	Yes
Paging Group	Yes	Yes	Yes
Presence/BLF	Yes	Yes	Yes
Shared Line	Yes	Yes	Yes
Speed Dial	Yes	Yes	Yes
Voicemail	Yes	Yes	Yes
<b>Supported Hardware</b>			
Expansion Module	EXP43	EXP43	EXP43
Bluetooth	Yes	Requires dongle	—
Video	—	—	—
Wi-Fi	Yes	Requires dongle	—
<b>Enhanced Platform Features</b>			
HTTPS Provisioning	Yes	Yes	Yes
Phonism	Yes	Yes	Yes
Secure Calling	Yes	Yes	Yes

\* Only lines 1–12 can be assigned as Advanced Shared Line or Shared Line.

## YEALINK T5 SERIES

Feature	T53W	T54W	T57W
Firmware	87.0.10	87.0.10	87.0.10
Lines	21	29	29
Language	EN, CF, ES	EN, CF, ES	EN
End of Sale			
<b>Supported Telephony Features</b>			
Advanced Shared Line	Yes	Yes	Yes
Call Park	Yes	Yes	Yes
Call Forwarding	Yes	Yes	Yes
Corporate Directory	Yes	Yes	Yes
Distinctive/Priority Ring	Yes	Yes	Yes
Do Not Disturb (Sync)	Yes	Yes	Yes
Intercom	Yes	Yes	Yes
Paging Group	Yes	Yes	Yes
Presence/BLF	Yes	Yes	Yes
Shared Line	Yes	Yes	Yes
Speed Dial	Yes	Yes	Yes
Voicemail	Yes	Yes	Yes
<b>Supported Hardware</b>			
Expansion Module	EXP50	EXP50	EXP50
Bluetooth	Yes	Yes	Yes
Video	–	–	–
Wi-Fi	Yes	Yes	Yes
<b>Enhanced Platform Features</b>			
HTTPS Provisioning	Yes	Yes	Yes
Phonism	Yes	Yes	Yes
Secure Calling	Yes	Yes	Yes

## YEALINK T5 &amp; VP SERIES

Feature	T58W	VP59	
Firmware	87.0.10	91.86.0.20	
Lines	27	29	
Language	EN, ES	EN, ES	
End of Sale			
<b>Supported Telephony Features</b>			
Advanced Shared Line	Yes	Yes	
Call Park	Yes	Yes	
Call Forwarding	Yes	Yes	
Corporate Directory	Yes	Yes	
Distinctive/Priority Ring	Yes	Yes	
Do Not Disturb (Sync)	Yes	Yes	
Intercom	Yes	Yes	
Paging Group	Yes	Yes	
Presence/BLF	Yes	Yes	
Shared Line	Yes	Yes	
Speed Dial	Yes	Yes	
Voicemail	Yes	Yes	
<b>Supported Hardware</b>			
Expansion Module	EXP50	—	
Bluetooth	Yes	Yes	
Video	Optional	Yes	
Wi-Fi	Yes	Yes	
<b>Enhanced Platform Features</b>			
HTTPS Provisioning	Yes	Yes	
Phonism	Yes	—	
Secure Calling	Yes	Yes	

# Wi-Fi IP Phones

## Grandstream

### GRANDSTREAM WP SERIES

Feature	WP816	WP826	
Firmware	1.0.1.61	1.0.1.61	
Device Type	Wi-Fi Handset	Wi-Fi Handset	
Compatible Base Stations	N/A	N/A	
Supports	2 lines	3 lines	
Language	EN, ES	EN, ES	
End of Sale			
<b>Supported Telephony Features</b>			
Caller ID	Yes	Yes	
Conference (3-Way Calling)	Yes	Yes	
Distinctive/Priority Ring	Yes	Yes	
Message Waiting Indicator	Yes	Yes	
<b>Supported Hardware</b>			
Bluetooth	Yes	Yes	
Wi-Fi	Yes	Yes	
<b>Enhanced Platform Features</b>			
HTTPS Provisioning	Yes	Yes	
Phonism	Yes	Yes	
Secure Calling	Yes	Yes	



## Yealink

### YEALINK AX SERIES

Feature	AX83H	AX86R	
<b>Firmware</b>	180.86.0.5	180.86.0.5	
<b>Device Type</b>	Wi-Fi Handset	Wi-Fi Handset	
<b>Compatible Base Stations</b>	N/A	N/A	
<b>Supports</b>	4 lines	4 lines	
<b>Language</b>	EN, CF, ES	EN, CF, ES	
<b>End of Sale</b>			
<b>Supported Telephony Features</b>			
<b>Caller ID</b>	Yes	Yes	
<b>Conference (3-Way Calling)</b>	Yes	Yes	
<b>Distinctive/Priority Ring</b>	Yes	Yes	
<b>Message Waiting Indicator</b>	Yes	Yes	
<b>Supported Hardware</b>			
<b>Bluetooth</b>	Yes	Yes	
<b>Wi-Fi</b>	Yes	Yes	
<b>Enhanced Platform Features</b>			
<b>HTTPS Provisioning</b>	Yes	Yes	
<b>Phonism</b>	–	–	
<b>Secure Calling</b>	Yes	Yes	

# Embedded Multimedia Terminal Adapters

## InnoMedia

Feature	MTA8328-4	MTA8328-8	MTA8328-24
Firmware	1.0.8.6	1.0.8.6	1.0.8.6
FXS/FXO Ports	4/0	8/0	24/0
End of Sale			
<b>Supported Telephony Features</b>			
Caller ID Generation	Yes	Yes	Yes
Conference (3-Way)	Yes	Yes	Yes
Distinctive/Priority Ring	Yes	Yes	Yes
Fax	Yes	Yes	Yes
Message Waiting Indicator	Yes	Yes	Yes
<b>Enhanced Platform Features</b>			
HTTPS Provisioning	—	—	—
Phonism	—	—	—
Secure Calling	—	—	—

Feature	MTA8328-1N	MTA8328-1W	MTA9338-1N
Firmware	1.0.20.3	1.0.6.4	1.0.0.19
FXS/FXO Ports	1/0	1/0	1/0
End of Sale			
<b>Supported Telephony Features</b>			
Caller ID Generation	Yes	Yes	Yes
Conference (3-Way)	Yes	Yes	Yes
Distinctive/Priority Ring	Yes	Yes	Yes
Fax	Yes	Yes	Yes
Message Waiting Indicator	Yes	Yes	Yes
<b>Enhanced Platform Features</b>			
HTTPS Provisioning	Yes	—	—
Phonism	—	—	—
Secure Calling	—	—	—

Feature	SB2+*		
Firmware	1.0.11.2		
FXS/FXO Ports	2/0		
End of Sale			
<b>Supported Telephony Features</b>			
Caller ID Generation	Yes		
Conference (3-Way)	Yes		
Distinctive/Priority Ring	Yes		
Fax	Yes		
Message Waiting Indicator	Yes		
<b>Enhanced Platform Features</b>			
HTTPS Provisioning	—		
Phonism	—		
Secure Calling	—		

\* InnoMedia SB2+ does not support the Call Park or Transfer to Voicemail star codes

## Key Expansion Modules

### Cisco

Feature	CP-68KEM*	CP-8800-A-KEM*	CP-8800-V-KEM*
Supported Devices	Cisco 6851	Cisco 8851, 8861	Cisco 8865
Lines	28	28	28
End of Sale			

\* Shared Line are not supported.

### ClearlyIP

Feature	CIP200		
Supported Devices	CIP270v2, CIP280v2, CIP290V2		
Lines	40		
End of Sale			

## Grandstream

Feature	GBX20*		
Supported Devices	GRP2615, GRP2670		
Lines	40		
End of Sale			

\* Device Lines and Shared Line are not supported

## Poly

Feature	Edge E	VVX EM50	VVX Color Expansion Module
Supported Devices	Edge E400 series Edge E500 series	VVX 450	VVX 301/311, 401/411, 501/601
Lines	22	90	84
End of Sale			

## Yealink

Feature	EXP40	EXP43	EXP50
Supported Devices	T46S, T48S	T43U, T46U, T48U	T52S, T54S, T53W, T54W, T57W, T58W
Lines	40	20	20
End of Sale			

## Other Devices

### Algo

Feature	8028 G2	8128	8138	8180 G2
Device Type	Doorphone	Visual Alerter	Color Visual Alerter	Audio Alerter
HTTPS Provisioning	Yes	Yes	Yes	Yes
Phonism	—	—	—	—
Secure Calling	Yes	Yes	Yes	Yes

Feature	8186	8201	8301	
Device Type	Horn Speaker	PoE Intercom	Paging Adapter & Scheduler	
HTTPS Provisioning	Yes	Yes	Yes	
Phonism	—	—	—	
Secure Calling	Yes	Yes	Yes	

# Device Certification Tests

Each of Alianza's certified devices and firmware are thoroughly tested for interoperability with our platform. To qualify for certification, most if not all Alianza platform features must work as expected. However, a device may still be certified if one or more features does not work or works differently. Exceptions are noted in the [Supported Features Guide](#).

## Dial Plan/Digit Map Tests

- 7- or 11-digit dialing
- 10- or 11-digit dialing
- Allow extensions: "9" + 7 or 11 digits
- Allow extensions: "9" + 10 or 11 digits
- Open dialing: 7, 10, or 11 digits
- Open dialing: 10- or 11-digits

## Feature Tests

The following is a summary of the features and functionalities that are tested on every certified device. Some features may not be supported on all device types.

Feature Test	Description
<b>Attended Transfer</b>	Verify Attended Transfer functionality. May not be supported on all device types or may require star codes.
<b>BLF (Busy Lamp Field)</b>	Monitors whether a user is available, busy, or ringing. BLF can also answer or speed dial that user.
<b>Blind Transfer</b>	Verify Blind Transfer functionality. May not be supported on all device types or may require star codes.
<b>Call Hold</b>	Verify device can place a call on hold and retrieve the call with 2-way audio.
<b>Call into Voicemail</b>	Verify multiple aspects of the voicemail feature.
<b>Call Waiting</b>	Verify the enabling and disabling Call Waiting.
<b>Caller ID</b>	Verify that the CNAM (name) and the CLID (phone number) displays on the device.
<b>Conference (3-Way Calling)</b>	Verify 3-Way Conference functionality.
<b>Corporate Directory</b>	If corporate directory is enabled, verify that the phone directory is populated automatically with contacts when it is done provisioning.

<b>Directed Call Park</b>	Verify one-touch park and one-touch answer on that parked call can be implemented on a line key. Additionally, verify the feature works via star code.
<b>Distinctive &amp; Priority Ring</b>	Verify priority ringtones can be assigned based on the called or calling number. May not be supported on all device types.
<b>DND (Do Not Disturb)</b>	Verify "Do Not Disturb" functionality. If the device does not have a DND button, use the star code.
<b>DND Feature Sync</b>	Verify that DND mode is enabled/disabled on both the phone and the portal regardless of where or how it was enabled. May not be supported on all device types.
<b>Extension to Extension Dialing</b>	Verify that two extensions provisioned on the same account can call each other.
<b>Extension to Phone Number Dialing</b>	Verify that extensions provisioned on two different accounts can call each other. Additionally, verify that the device being tested can make calls to and receive calls from a device provisioned on a different account.
<b>Fax</b>	Verify a fax can be sent and received through your device successfully. You will need access to a fax on the PSTN or an eFax account. For fax to work, the device must have T.38 enabled. We recommend disabling G729 for fax-only lines.
<b>G.729/G.711 Codec</b>	Verify the device is able to communicate via both G729/G711 (most devices use 711 as default).
<b>Languages Supported</b>	Verify language syncing from Alianza to the device. Supported languages include English and French (Canada).
<b>Intercom</b>	Verify that a contact can be added to the phone itself and persist after a reboot.
<b>Message Waiting Indicator (MWI)</b>	Verify the device sends a NOTIFY event every time it gets challenged for registration credentials and the MWI indicator blinks on the device.
<b>Off-Net to On-Net Dialing</b>	Verify that an extension can receive a call from the PSTN.
<b>On-Net to Off-Net Dialing</b>	Verify that an extension can place a call to the PSTN through a carrier gateway.
<b>Paging</b>	One-way auto answered calls. May not be supported on all device types. Use star codes on Advanced Accounts.
<b>Park/Retrieve</b>	One-touch hold and one-touch answer on that held call is implemented on a line key. May not be supported on all device types. Use star codes on Advanced Accounts.
<b>Restrict Source IP Calling</b>	Verify that the device is not able to receive inbound calls that are not routed through the Alianza SIP server.
<b>Shared Line</b>	Verify that the Shared Line feature can be set up on the device from the portal and that it will show on the device when rebooted.
<b>Speed Dial</b>	Verify one-touch dial of any number or star code.

<b>SRV Record Priority Change</b>	Verify that a change to the priorities of the A records within the SRV record triggers the device to register at opposite site.
<b>Star Code Features</b>	Verify dialing of each star code enables or disables the feature as expected.

## Redundancy Tests

Test	Description
<b>DNS TTL Adherence</b>	Verify that the device queries the DNS server for the configured SRV and associated A records at either the record TTL or registration expiration.
<b>SRV Host Priority Change</b>	Verify that a change to the priorities of the A records within the SRV record triggers the device to register at opposite site.
<b>SIP Transaction Timeout</b>	Registration to lower priority server on no-response from preferred proxy server. Verify that when a response from the preferred proxy server is NOT received, the device will attempt to register with lower priority proxy server.
<b>Fallback to Primary</b>	The device should periodically check if the preferred proxy is reachable. When proxy is available, it should move back to it. Typically, there is a setting that controls this. Look into the setting if needed.
<b>SIP 500 Response</b>	Registration to lower priority server on a 5xx response to registration request from the preferred proxy. Verify (when the registration request result in a 500 response from the preferred is received) that the device will attempt to register with lower priority proxy



# Glossary

## Device Features

The following features may not be supported on all devices.

Feature	Description
<b>Advanced Shared Line</b>	<p>A device feature key that enables a group of up to 35 IP phones to share and monitor the same target line. Users with the shared line can place and receive calls as the target user from their own phone.</p> <ul style="list-style-type: none"> <li>• <b>Calls.</b> Inbound calls ring on both devices and either user can answer it on their IP phone. Outbound calls from the shared line utilize the outbound caller ID as the shared user.</li> <li>• <b>Status.</b> A user can monitor the status of calls (available, ringing, busy) on the shared line.</li> <li>• <b>Hold.</b> A user can place a shared line call on hold and it can be picked up by another device with the shared line.</li> </ul> <p>Also known as Shared Line Appearance.</p>
<b>Bluetooth</b>	Supports Bluetooth headsets.
<b>Call Forwarding</b>	<p>Forward incoming calls to a specific phone number. On most devices, Call Forwarding can be enabled for all calls or when the line is busy, unanswered, or out of service. There are three ways to enable Call Forwarding:</p> <ul style="list-style-type: none"> <li>• <b>Admin Portal.</b> This feature can be managed at the platform level and will sync with the device if supported.</li> <li>• <b>Star Code.</b> A device can enable Call Forwarding by dialing the associated star code. Call Forwarding settings will sync with the user's account settings if the feature is supported by the device.</li> <li>• <b>Device Enabled.</b> Call Forwarding is enabled by the device and the platform has no indication it is active. On Cisco devices, Alianza has modified the Call Forward soft key to dial the platform star code. It is set as CFA.</li> </ul>
<b>Call History</b>	Call logs are recorded on the device, allowing users to select a call from the dialed, missed, and received calls lists to redial the contact.
<b>Call Hold</b>	Press a button on the device to pause your conversation so the caller cannot hear you, then press it again to resume the call when you're ready. While a call is on hold, the caller hears hold music.
<b>Call Park</b>	One-touch hold and one-touch answer on that held call is implemented on a line key. May not be supported on all device types. Star codes can also be utilized to enact the Call Park feature. Not supported on DECT phones.

<b>Call Transfer</b>	<p>Press a button on the device to transfer a call to another user or phone number.</p> <ul style="list-style-type: none"> <li>• <b>Attended Transfer.</b> Speak with the receiving party to bring them up to speed or let the caller know what's going on before completing the transfer.</li> <li>• <b>Blind Transfer.</b> Transfer a call without speaking with either party.</li> <li>• <b>Transfer to Voicemail.</b> Transfer a call directly to a user's voicemail box.</li> </ul>
<b>Call Waiting</b>	When enabled, the user hears a tone if another call comes in while they're on an active call. Call waiting can be enabled or disabled for the account, user, or per call via star code.
<b>Caller ID</b>	If supported by the device, the caller's name (CNAM) is displayed on the device of the called party.
<b>Conference</b>	Add a participant to an existing call to create a conference with up to 3 total participants. Also known as 3-Way Calling.
<b>Direct-Dial 911</b>	All devices configured and provisioned by Alianza will dial emergency services directly when "911" or "9911" is dialed.
<b>Directory</b>	Easily find a user by dialing their first or last name. The directory is a phone book which is synced on all devices, so users can look up their peers for one-touch dialing.
<b>Distinctive/Priority Ring</b>	Set a priority ringtone for incoming calls based on the user's call screening list. Choose from 7 ring patterns. This setting is configured in the Admin Portal and may not be supported on all devices.
<b>Do Not Disturb (Sync)</b>	Send all incoming calls to voicemail without ringing the phone. If the device does not have a DND button, use the star code. If Do Not Disturb is enabled or disabled using a feature key on the device, the setting <i>will not sync</i> with the user's other devices on the Alianza platform.
<b>End of Life (EOL)</b>	The final stage of the product or service existence, indicating that it has reached the end of its operational or functional lifespan. It typically involves the cessation of production, support, and maintenance processes that, once completed, make a device obsolete.
<b>End of Sale</b>	The phase in the End-of-Life process in which the product is no longer offered for sale by the vendor, though it may still be available from third parties.
<b>Expansion Module</b>	An expansion module, or sidecar, is an accessory device that extends the capability of an IP phone with additional buttons for lines or features.
<b>Fax</b>	Transmission of scanned-in printed material, including text or images, over a phone line. For faxing to work, the device must have T.38 enabled. We recommend disabling G729 for fax-only lines.
<b>Firmware</b>	The software programmed on a device to control its overall functionality. Alianza tests, verifies, and releases firmware updates for all Alianza-provisioned devices.
<b>FXO Port</b>	FXO stands for foreign exchange office. An FXO port is an interface that connects your Plain Old Telephone Service (POTS) line to a VoIP adapter.

	It designates a telephone signaling interface that receives POTS. FXO is a port that will connect a device to an outside telephone line.
<b>FXS Port</b>	FXS stands for foreign exchange subscriber. An FXS port is an interface that connects station devices such as your phones, fax machines, or modems. Any FXS port is going to connect to an analog device.
<b>HTTPS Provisioning</b>	HTTPS, a recognized standard in our industry, utilizes data encryption to ensure secure transmission of provisioning information.
<b>Intercom</b>	Allows users to establish two-way communication between devices without requiring the recipient to manually answer the call. It is typically used in scenarios where immediate and hands-free communication is desired, such as door entry systems and office to classroom interactions.
<b>Languages Supported</b>	The language setting syncs from Alianza to the device. Supported languages include English (EN), Canadian French (CF), and Spanish (ES).
<b>Last Call Return</b>	Return the last received inbound call. Dial a star code to redial the last caller ID number that rang the line.
<b>Line Key</b>	<p>A button that is used to designate individual lines on the phone. Line keys are on the left or right side of the phone and are denoted by a label on the physical button or on the phone screen next to the button. They are typically assigned to a phone number or extension.</p> <p>While there may be many line keys, a phone can only support so many SIP registrations on those keys. The others can be programmed with features, like Shared Line, Intercom, Presence/BLF, Shared Line, and Speed Dial.</p>
<b>Message Waiting Indicator (MWI)</b>	An indicator on a device that a voicemail box has new messages. Once the message has been listened to, saved, or deleted, the MWI will turn off.
<b>Paging</b>	<p>Make one-way announcements to one or more devices on your account. All phones not in use will use the speakerphone to play the message. This allows users to send a voice message to the company without disturbing the lobby or other areas.</p> <p>This is different from multicast paging, which allows SIP intercom and paging endpoints to actively “talk” on and “listen” for paging calls from a common multicast IP address. Multicast paging is not supported by Alianza.</p>
<b>Phonism</b>	An intelligent device management service for service providers who want more granular control over their devices without the immense time and resources required to provision and configure every device manually. This cloud-based solution provides a single, unified interface with easy-to-use tools to manage VoIP phones before, during, and after deployment.
<b>Presence (BLF)</b>	Busy Lamp Field (BLF) is a light on the IP phone line that indicates the line's status or presence. Users can assign their extra line keys as BLFs of other users to see if their line is available, busy, or ringing. Lines assigned to Presence/BLF will also enable speed dialing between users.
<b>Push to Talk</b>	Push-to-talk (PTT) is a method of having conversations in half-duplex communication using a button press to switch from voice reception mode to transmit mode. <i>Not supported by Alianza.</i>

<b>Redial</b>	Place a call to the last dialed number.
<b>Secure Calling</b>	Utilizes transport layer security (TLS) to establish a secure, encrypted connection between SIP devices and Alianza's network. Optional feature.
<b>Shared Line</b>	Allows a user to receive and place calls as another user from their own phone. Inbound calls ring on both devices and either user can answer it on their IP phone. Outbound calls from the shared line utilize the outbound caller ID as the shared user. Dialing a star code (for forwarding calls, accessing voicemail, etc.) while on the shared line also affects the assigned user. Also known as Shared Line Appearance.
<b>Soft Key</b>	A button on a device which can have context-sensitive or user-programmable functions, such as Answer, Reject, Hold, Transfer, Do Not Disturb, Redial, etc. Soft keys are usually on the bottom of the phone screen, denoted by a label on the screen. Soft keys are different from line keys because they are dynamic.
<b>Speed Dial</b>	Allows users to configure quick one-touch dialing from their IP phone to another user on the account, an outside line, or a star code. Speed dial keys are configured for the device in the Admin Portal.
<b>Star Codes</b>	Star codes are a convenient way for users to enable or disable platform features on their account or device by dialing a code. The star codes available for each user depend on what products and features they are subscribed to.
<b>Video</b>	Extension-to-extension video calling to other devices of the same type on the same network.
<b>Voicemail</b>	An electronically stored voice message that is left by a caller to be retrieved later by the intended recipient. Push a button on your device to access your voicemail box, customize greetings, and manage messages.
<b>Wi-Fi</b>	Wireless network connectivity.

## Star Code Features

Many platform features can be enabled or disabled on the user's account or device by dialing a star code. The star codes available for each user depend on what products and features they are subscribed to. Users can also manage these features for their own account in the end user portal.

### Account Call Screening

Feature	Home Phone	Business Lines	SIP Trunking	Business Cloud
<b>All Other Callers</b> All other calls (not otherwise specified) will be allowed or blocked.		✓		✓
<b>Anonymous Callers</b> Calls without caller ID will be allowed, blocked, or blocked with a message.		✓		✓
<b>Auto-Attendant Group Night Forwarding</b> Allows users in an auto-attendant group to turn their calls on in the morning and off at night. Also known as Night Mode.				✓
<b>Call Trace</b> Mark a harassing or threatening phone call in Call History. If necessary, the user must take additional actions to establish a case with their local law enforcement agency.	✓	✓		✓
<b>Custom Callers</b> Calls from the number specified will be allowed, blocked, or blocked with a message.		✓		✓

### Call Forwarding

Feature	Home Phone	Business Lines	Business Cloud
<b>Call Forwarding</b> Forward all calls to the number specified. Enable for all calls, unanswered calls, or when the line is busy or out of service.	✓	✓	✓
<b>Call Forwarding: Custom Callers</b> Forward calls from a specific phone number to the number specified.	✓		✓

<b>Hunt Group: Fixed Forward Code</b> Forward the Hunt Group to a preconfigured phone number.		✓	
<b>Hunt Group: Variable Forward Code</b> Forward the Hunt Group to a specified phone number.		✓	

## User Call Management

Feature	Home Phone	Business Lines	Business Cloud
<b>Account Codes</b> Tag (classify) calls for billing and reporting purposes. Settings can be customized at the account and user levels.			✓
<b>Call Park</b> Place a call in a virtual parking spot where it will remain on hold until it is retrieved from another phone in the office.		✓	✓
<b>Call Waiting</b> The user hears a tone if another call comes in while they're on an active call.	✓	✓	✓
<b>Caller ID</b> Enable or disable caller ID for all calls to the user or only for the next call.	✓	✓	✓
<b>Directed Call Pickup</b> Pick up a ringing extension for another user.			✓
<b>Last Call Return</b> Dial the last caller ID number that rang the line.	✓	✓	✓
<b>Pick Up Group</b> Allows incoming calls to be answered by any member in the assigned group by dialing a star code. If more than one extension is ringing on the account, the longest ringing call is answered.			✓
<b>Voicemail Management</b> Access the voicemail box assigned to the user.	✓	✓	✓

## User Call Recording

Feature	Home Phone	Business Lines	Business Cloud
<b>Start Recording</b> Opens a new file and starts recording.			✓
<b>Pause Recording</b> Stops recording and keeps the recording file open.			✓
<b>Resume Recording</b> Resumes recording on the open file.			✓
<b>Stop Recording</b> Stops recording and closes the recording file.			✓

## User Call Screening

Feature	Home Phone	Business Lines	Business Cloud
<b>All Other Callers</b> All other callers (not otherwise specified) will be allowed, blocked, or blocked with a message.	✓		✓
<b>Anonymous Callers</b> Calls without caller ID will be allowed, blocked, or blocked with a message.	✓		✓
<b>Call Pull</b> Start a call on one device, then dial a star code to silently transfer it to another device for seamless continuity.			✓
<b>Custom Callers</b> Calls from the number specified will be allowed, blocked, or blocked with message.	✓		✓
<b>Do Not Disturb</b> Send all incoming calls to voicemail without ringing the phone.	✓		✓

## Public Service Numbers

Established by the North American Numbering Plan (NANP), N11 numbers (or codes) provide quick access to special services based on the caller's location, without the need for an area code. Below is a summary of N11 services supported by Alianza.

Code	Description
211	<p><b>Essential Community Services</b></p> <p>Access to community information and referral services, such as essential needs, crisis, and disaster assistance. Visit <a href="http://www.211.org">www.211.org</a> for information about 211 services in your area.</p>
411	<p><b>Directory Assistance</b></p> <p>Phone service used to look up a published telephone number and/or address listing. (Not on Bandwidth)</p>
511	<p><b>Traveler Information (US)</b></p> <p>Local hotline for real-time information regarding traffic and road conditions for travelers and commuters. Limited to certain states.</p>
611	<p><b>Customer Service</b></p> <p>Dials customer service number.</p>
711	<p><b>Telecommunications Relay Service (TRS)</b></p> <p>TRS uses operators to facilitate phone calls between people with hearing and speech disabilities and other individuals. A TRS call may be initiated by a person with or without a disability.</p>
811	<p><b>Utility Location Services (US)</b></p> <p>"Call Before You Dig" routes the caller to their local utility location services. Call a few days before beginning an excavation project to find out the location of underground utilities and reduce the risk of serious damage.</p> <p><b>Canadian Health Services (CA)</b></p> <p>Call to speak to a health care professional about medical advice, mental health, healthy eating, and more.</p>
911	<p><b>Emergency Services</b></p> <p>Calls to 911 in the US and Canada will be sent to the nearest Public Safety Answering Point (PSAP) based on the registered address. Both callback number and address are available to the PSAP on each call.</p>
933	<p><b>Emergency Services Verification</b></p> <p>Calls to 933 are sent to the caller's emergency services provider, who will then connect the call to their automated 911 verification service. The service will play back the dialing phone number and address associated with it.</p>
988	<p><b>Suicide &amp; Crisis Lifeline</b></p> <p>Talk to a trained crisis counselor who will listen, offer support, and get callers the help they need.</p>



**ALIANZA**

© 2025 CYMBUS, INC.  
ALL RIGHTS RESERVED