

Lumen EngageSM

Supported Devices

IP Phones	Supported Models for Lumen Engage	Description
Aastra IP Phones	6731i, 6755i, 6757i	Enterprise-grade portfolio featuring a global design and expansion module options to increase call and feature capability.
Aastra / Mitel IP Phones	6863i, 6865i, 6867i, 6869i	All phones in the 6800 series have a sleek and modern industrial design, remarkable HD wideband audio, an enhanced speakerphone, and superior audio processing to achieve richer and clearer hands- free conversations. Additionally, all models feature a highly compact desktop footprint and cutting-edge eco-friendly features, and support an extensive array of accessories, including a wall mount kit, expansion modules, and detachable keyboards.
Audiocodes IP Phones	405, 405HD, 420HD, 430HD, 440HD	The Audiocodes 400HD series of IP Phones includes a range of easy-to-use, feature-rich products for the service provider hosted services, enterprise IP telephony and contact center markets.
Cisco IP Phones	SPA502G, 504G, 508G, 509G 6821, 6841, 6851, 7811, 7821, 7841, 7861, 8811, 8841, 8845, 8851, 8861, 8865 Special notice - please be aware that customers with phones that are currently being used with cisco call manager / call manager express will not work with engage.	MPP VERSUS SCCP (ENTERPRISE) MODELS: The easiest way to distinguish on the physical device itself is by looking at the label on the back of the phone. There will be a field "PID VID:" that has the part number. If the PN has "3PCC" or "3PW" after the model number, then it is an MPP phone. If it doesn't then it has enterprise load (SCCP). Phones with "3PW" in the part number shipped with a Power Supply in the packaging. Other than that, they are identical to the "3PCC" variant.
Cisco IP Conference Phones	7832, 8832	The Cisco IP Conference Phone 7832 is an entry-level, cost-effective conference endpoint that provides superior HD audio performance for executive offices and small meeting rooms with up to six participants.
Panasonic IP Phones	KX-HDV130, KX-HDV230, KX-HDV330, KX-HDV430	Advanced SIP phones are enabling more businesses of all sizes to communicate and collaborate in ways that enhance productivity and deliver results. Designed to suit business buyers who demand the right features, functionality and value their businesses require, the KX-HDV series phones feature high- definition audio, wideband full duplex speakerphone, dual LAN ports and support for Power over Ethernet (PoE).
Polycom Soundpoint IP Phones	321, 331, 335, 450, 550, 560, 650, 670	The Polycom SoundPoint IP Series is an enterprise-grade family of IP desktop phones designed to make voice communications effective and productive. The SoundPoint IP family features the most comprehensive, best-sounding, most interoperable, high-quality IP phone solutions for businesses and enterprises of all sizes.

IP Phones	Supported Models for Lumen Engage	Description
Polycom SoundStation Phones	5000, 6000, 7000	Polycom conference phones deliver superb voice quality, expansive microphone pickup, advanced audio processing.
Polycom Duo Conference Phone	Duo	With the Polycom SoundStation Duo conference phone, Polycom has taken the concepts of group productivity tool and standard office workhorse to a new level for small to midsize rooms, delivering the ultimate in deployment flexibility, ease of use, and audio quality.
Polycom Trio Conference Phone	Trio 8500, 8800	Polycom RealPresence Trio is the conference phone reimagined. Marrying our legendary voice quality with the additional capabilities of personal content sharing and business-class videoconferencing, Trio can be flexibly deployed anywhere, from huddle rooms to boardrooms.
Polycom VVX Phones	NEW MODELS 101, 201, 301, 311, 401, 411, 501, 601, 1500 End-of-Sale Models (6/1/2017) Available as "Add Ported Devices" only 300, 310, 400, 410, 500, 600	Polycom VVX Business Media Phones provide a unified voice and video communication experience for executives, knowledge workers and call attendants in organizations of all sizes. These Business Media Phones improve productivity by simplifying communication processes and business workflows.
Yealink IP Phones	In the T4xP Series - SIP-T40P, SIP-T41P In the T2xG Series - SIP-T29G In the T4xG Series - SIP-T40G, SIP-T46G, SIP-T48G In the T4xs Series - T41S, T42S, T46S, T48S, EXP40 In the T5xV Series - T58V (Video Phone) In the CPxxx Series - CP860, CP920, CP960 (Conference Phones)	The Yealink T4 series is intended for discerning users with very high expectations of IP phones. The T4 series is not only pleasurable and practical to use but also offers extra-large display screens that make pen and paper redundant in the busy office environment. In fact, the T4 series represents the cutting-edge of contemporary VoIP technology in action. Advanced features include support for gigabit networks, plus USB Bluetooth support for easy Bluetooth earphone use. Enhanced sound quality is delivered by the Optima HD Voice system which meets TIA 920 certification standards.
Cisco MPP DECT Base + Handset	Base Unit: DBS210 Handset: MPP 6825	For Product information: https://www.cisco.com/c/en/us/products/collaboration-endpoints/ip-dect-6800-series-multiplatform-firmware/index.html For Configuration information: https://xchange.broadsoft.com/node/1037463
Mitel DECT OMM and Handsets	SIP DECT OMM 512 DECT 612d, 622d, 632d, 142d Handsets	Mitel SIP-DECT offers businesses of all sizes a comprehensive solution for cordless telephony on IP-based networks by combining Session Initiation Protocol (SIP) innovation with DECT, the leading technology for building multi-cellular radio networks for voice communication. Mitel SIP-DECT uses Radio Fixed Part (RFP) base stations in conjunction with Mitel DECT phones to provide a seamless radio network for voice and data mobility. All Mitel SIP-DECT components are DECT security certified to confirm compliance with the latest DECT standard security requirements.

IP Phones	Supported Models for Lumen Engage	Description
Panasonic DECT Phones	KX-TGP600, KX-TPA60, KX-TPA65	Easy to install and manage, Panasonic's new KX-TGP600 SIP cordless phone system is the ideal solution for businesses looking to reap the benefits of cloud communications. Included with the KX-TGP600 is the KX-TPA60 standard cordless phone, and the system is expandable with any combination of up to a total of eight Panasonic cordless phones.
Yealink IP Phones	W5xP DECT Series - W52P, W56P W6xP DECT Series - W60P	Yealink DECT
Cisco SPA Expansion Module	Model#: Cisco SPA500S Supports Cisco SPA 5XX Series	<p>The Cisco SPA500S Expansion Module is designed for use with the Cisco SPA500 Series IP Phones</p> <ul style="list-style-type: none"> • Exclusively for the Cisco® SPA 500 Series IP Phones • 32 programmable buttons simplify dialing and call transfers • Multicolored LEDs monitor the status of Lamp Field (BLF) <p>Two attendant consoles can be linked, for a total of 64 buttons</p>
Cisco MPP Expansion Modules Please note - the Cisco MPP 7800 Series phones do not support KEMS. The Cisco MPP 7861 model has a built-in KEM.	Cisco MPP 6800 Series KEM Cisco MPP 8800 Series KEM	<p>The Cisco IP Phone 6800 Key Expansion Module (KEM) extends the capabilities of the Cisco IP Phone 6851 with additional buttons. This module adds 14 physical keys along with access to 14 additional keys via the page keys, for a total of 28 additional keys. The 6851 IP phone supports one KEM only.</p> <p>The primary function of the 8800 KEM is to provide additional keys for directory numbers, speed dial, or programmable feature keys to the IP Phone 8851, 8861, and 8865 models. These keys are illuminated, and when configured as directory numbers or shared- line keys they allow for easy identification of line status. The 8800 KEM is an ideal call-coverage tool. It provides features that are similar, but not intended to be directly comparable to those of traditional direct station selection/busy lamp field (DSS/BLF) modules; therefore, it is neither an operator nor an attendant console. The two illuminated page buttons below the Cisco IP Phone 8800 KEM display allow you to shift between the first and second page of 18 buttons, providing access to all 36 keys.</p>
Polycom Color VVX Expansion Module	Model#: 2200-46350-025 Compatible VVX phone models <ul style="list-style-type: none"> • Polycom VVX 300/310 • Polycom VVX 400/410 • Polycom VVX 500 • Polycom VVX 600 	<p>The Polycom VVX Color Expansion Module</p> <ul style="list-style-type: none"> • 4.3" TFT (480 x 272) LCD screen • 28 illuminated bi-color programmable line keys <p>3 Page View soft keys to access additional contacts</p>
Polycom VVX Expansion Module	Model#: 2200-46300-025 Compatible VVX phone models <ul style="list-style-type: none"> • Polycom VVX 300/310 • Polycom VVX 400/410 • Polycom VVX 500 • Polycom VVX 600 	<p>The Polycom VVX Expansion Module</p> <ul style="list-style-type: none"> • 40 multifunctional line keys configurable as line registration, call appearance, speed dial, DSS, or BLF <p>Dual color (red or green) illuminated LEDs for line status information</p>

IP Phones	Supported Models for Lumen Engage	Description
Polycom SoundPoint Expansion Module	Models: <ul style="list-style-type: none"> • 2200-12750-025 Backlit • 2200-12770-025 Color Compatible VVX phone models Polycom SoundPoint 650 / 670	Polycom SoundPoint Expansion Modules <ul style="list-style-type: none"> • 14 Illuminated keys configurable as a line key, or a speed dial with BLF • 160 x 320-pixel greyscale/color graphical LCD with backlight • Plug-and-play, hot-swappable • Cord-free, no AC adapter required - power and signaling are provided by the host phone Matches elegantly with the SoundPoint IP 650/670 look and feel
Yealink Expansion Module	EXP40 Expansion Module for the SIP-T46S, SIP- T46G, SIP-T48S and SIP-T48G	Yealink EXP40 Expansion Module <ul style="list-style-type: none"> • 160x320 graphic LCD with 16-level grayscales LCD Backlight • Two-page views are possible • Different icons for each function shown on the LCD • 20 additional keys through page switch 2 independent control keys are used for fast switch pages
Audiocodes ATAs	MP-112D, MP-114D, MP-118D and MP- 124E, MP-202D, MP-202R, MP-204, MP-204R, MP-1288 FXS Only Models	Analog Enterprise Gateway: <ul style="list-style-type: none"> • 2 , 4, 8, 24, 72-288 FXS Port models IP enables Key Systems and Analog Phones MP-202R includes PacketSmart embedded
Cisco ATA (2 Port)	SPA122, ATA191, ATA192	Analog Telephone Adapter: <ul style="list-style-type: none"> • 2 FXS Ports IP enables Fax Machines and Alarm lines
Mediatrix ATAs	Mediatrix 4102, C710, C711, 4116, 4124 ATAs (4104/4108 Add Ported ONLY)	The Mediatrix VoIP adaptors are high-quality, cost efficient VoIP gateways connecting small to large branch offices and multi- tenant buildings to an IP network, while preserving existing investments in analog telephones and faxes.
Obihai ATAs	302, 504, 508	2, 4, and 8-port ATAs (FXS)
Patton ATAs	SN200 Series 2, 4, 8 Port Models SN4141 Series 2, 4, 8 Port Models	The SmartNode ATA series supports up to eight FXS telephone connections. Connect PSTN Lines, PBXs, and standard phones for voice and fax over any IP network. Now the corporate, small, or remote office can access Internet telephony services, eliminate toll charges and route calls to and from the PSTN, Internet, or LAN.