

BroadCloud Supported IP Phones

IP Phones / Expansion Modules	Supported Models For BroadCloud r17.1	Description
Aastra IP Phones USA - ONLY	6731i, 6755i, 6757i	Enterprise-grade portfolio featuring a global design and expansion module options to increase call and feature capability.
Aastra / Mitel IP Phones ALL MARKETS	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	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	Cisco SPA500 Series IP Phones are reliable and stylish. Intuitive and easy-to-use, they offer excellent user experience, with wideband audio to connect employees and offices, application support to enhance productivity, and encryption for enhanced security.
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.
Polycom SoundStation Phones	5000, 6000, 7000	Polycom conference phones deliver superb voice quality, expansive microphone pickup, advanced audio processing.

Polycom VVX Phones	101, 201, 300, 301, 310, 311, 400, 401, 410, 411, 500, 501, 600, 601,1500	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. By combining Polycom's superior audio and video technology with innovative industrial designs and user interfaces, these Business Media Phones improve productivity by simplifying communication processes and business workflows.
snom Efficient IP Phones Europe Only	300, 320, 370	The snom 300 Efficient Series phones fulfil the most important requirements of VoIP telephony and additionally offer numerous functions that are indispensable in the business world. For effective everyday work, the snom 300 Efficient Series phones provide all relevant office functions such as choice of trunk line, status display, group lines, the engaged option or picking up calls.
snom Advanced IP Phones Europe Only	D305, D315, D345, D375 D710, D715, D725, D745, D765	The snom 300 & 700 Series Advanced phones address office users that require excellent audio, PBX-style keys, and rich visual information. They combine a state-of-the-art hardware with the proven snom SIP software. The snom 700 Series Advanced phones not only provide you with comprehensive IP telephone functionality, but also a whole range of extra features which really put them in a class of their own compared to similar products.
Yealink IP Phones	SIP-T41P, SIP-T46G, SIP-T48G W52P DECT	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.

BroadCloud Supported IP Phone Expansion Modules

Cisco SPA Expansion Module	<p>Model#: Cisco SPA500S</p> <p>Supports Cisco SPA 5XX Series</p>	<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) • Two attendant consoles can be linked, for a total of 64 buttons
Polycom Color VVX Expansion Module	<p>Model#: 2200-46350-025</p> <p>Compatible VVX phone models</p> <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 • 3 Page View soft keys to access additional contacts
Polycom VVX Expansion Module	<p>Model#: 2200-46300-025</p> <p>Compatible VVX phone models</p> <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 • Dual-color (red or green) illuminated LEDs for line status information
Polycom SoundPoint Expansion Module	<p>Model#s:</p> <ul style="list-style-type: none"> • 2200-12750-025 Backlit • 2200-12770-025 Color <p>Compatible VVX phone models</p> <ul style="list-style-type: none"> • Polycom SoundPoint 650 / 670 	<p>Polycom SoundPoint Expansion Modules</p> <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

BroadCloud Supported Analog Telephone Adapters (ATA)

Analog Telephone Adapters	Supported Models For BroadCloud r17.1	Description
Audiocodes ATAs ALL MARKETS	MP-112D, MP-114D, MP-118D and MP-124E, MP-202D FXS Only Models	Analog Enterprise Gateway: <ul style="list-style-type: none"> • 2 , 4, 8, 24 FXS Port models • IP enables Key Systems and Analog Phones
Cisco ATA (2 Port)	SPA122	Analog Telephone Adapter: <ul style="list-style-type: none"> • 2 FXS Ports • IP enables Fax Machines and Alarm lines
Cisco ATA (8 Port) USA and EMEA Only	SPA8000, SPA2102	Enterprise Analog Telephone Adapter: <ul style="list-style-type: none"> • 8 FXS Ports • IP enables Key Systems and Analog Phones

BroadCloud Supported Network Assessment Devices

Network Preparation, Analysis, & Monitoring	Supported Models For BroadCloud r17.1	Description
PacketSmart Device	100, 150, 500	Network Monitoring Device. LAN/WAN Assessment & Alarming PacketSmart is a device used to monitor quality of service on a customer LAN by collecting VOIP and other critical network traffic data. This data is then used to generate performance reports, trigger notifications based on network thresholds and troubleshoot real-time issues. The attached guide provides an overview of the common tasks and reporting performed within the Admin Portal and the Support Dashboard.

BroadCloud Supported UC-One Applications

BroadCloud UC-One Apps	Supported Operating Systems For BroadCloud r17.1	Description
<p>UC-One Desktop App</p> <p>Windows and MAC client version Version 21.5.0 USA / EMEA / AUS</p> <p>Outlook Addin – 10.2.0 Supports Outlook Versions: 2007, 2010 (32 and 64-bit), 2013 (32 and 64-bit)</p>	<p>System requirements are as follows:</p> <p>Operating system: Mac OS 10.8 Mountain Lion, Mac OS 10.9 Mavericks, Mac OS 10.10 Yosemite, Windows 7, or Windows 8/8.1 or Windows 10 (Classical view only).</p> <p>For high definition (HD) video, the following is recommended:</p> <ul style="list-style-type: none"> • HD camera • HD resolution support in display • Quad Core x86 or equivalent at a minimum • 2 GB RAM 	<p>BroadCloud UC - Desktop is a native Windows and Macintosh soft client for Unified Communication, providing the following communication features.</p> <ul style="list-style-type: none"> • Voice Calling (VoIP) • Voice Calling (Desk phone) • Call Settings • Instant Message and Presence • Video Calling • Desktop and Participant Sharing • Audio and Video Conferencing • Guest Client Support • Customizable Web Button
<p>UC-One Mobile iPhone App Version 21.5.2 – USA / EMEA / AUS</p> <p>UC-One Mobile Android App Version 21.5.2 – USA / EMEA / AUS</p>	<p><u>Apple:</u></p> <p>BroadCloud UC - Mobile Release 21.5.2 for iOS supports devices with iOS 7, iOS 8, iOS 9, iOS 10 running on the ARMv7 chipset.</p> <p><u>Android:</u></p> <p>BroadCloud UC- Mobile 21.5.2 for Android supports devices with Android 4 OS or later. Media capabilities (voice and video) require Android devices with ARMv7 processor architecture.</p>	<p>By adding the BroadCloud UC - Mobile client to an Android / iOS platform, users can leverage a convenient and intuitive interface for mobile calling services. The UC- Mobile client is a Session Initiation Protocol (SIP) User Agent (UA) client for iOS, connected to the Internet. It also integrates and manages various features with the BroadCloud server platform. From this single device, the end users can easily initiate phone calls. With access to the Enterprise directory, the client is ideal for improving mobile and fixed voice communication, encouraging users to have smarter and more frequent communication. The client has been developed with both the end user and simplicity in mind and has a proven user-friendly design, which iOS users can easily recognize.</p>
<p>UC-One Tablet iPad App Version 21.2.3 – USA / EMEA / AUS</p>	<p><u>Apple:</u></p> <p>BroadCloud UC -Tablet Release 21.2.3 for iOS supports devices with iOS 7, iOS 8, iOS 9 and iOS 10 running on the ARMv7</p>	<p>By adding the BroadCloud UC - Tablet client to an Android / iOS platform, users can leverage a convenient and intuitive interface for mobile calling services. The UC-Tablet client is a Session Initiation Protocol (SIP) User Agent (UA) client for iOS, connected to the Internet. It also integrates and manages</p>

[UC-One Tablet Android App](#)
Version 21.2.2 – USA / EMEA / AUS

chipset.

Android:

BroadCloud UC- Tablet 21.2.2 for Android supports devices with Android 4 OS or later. Media capabilities (voice and video) require Android devices with ARMv7 processor architecture.

various features with the BroadCloud server platform. From this single device, the end users can easily initiate phone calls. With access to the Enterprise directory, the client is ideal for improving mobile and fixed voice communication, encouraging users to have smarter and more frequent communication.

BroadCloud Supported Clients – CRM Connect

BroadCloud Clients	Supported Application Versions For BroadCloud r17.1	Description
<p>CRM Connect</p>	<p><u>PC Client Minimum Hardware Requirements</u></p> <ul style="list-style-type: none"> •1.8 GHz Pentium-class •2GB Memory •1GB free hard drive space •SVGA display •Keyboard and mouse •Network adapter connected to a TCP/IP network <p><u>PC Client Supported Operating Systems</u></p> <ul style="list-style-type: none"> •Windows 7 Professional •Windows 8 (Desktop mode) •32 bit and 64 bit versions <p><u>Web Dialing Supported Browsers</u></p> <ul style="list-style-type: none"> •Internet Explorer (PC) 11.0 * •Google Chrome (PC) 47.0 •Mozilla Firefox (PC) 38.5.and 43.0 	<p>CRM Connect is a BroadCloud Application for a desktop computer that integrates leading CRM Applications into BroadCloud’s service. CRM Connect works in conjunction with a User’s phone and CRM software to provide a productivity enhancing integrated service. The User Guide below provide details on system requirements, supported CRM systems, and how to install the client.</p> <p>For details on integrating with the supported CRM systems go to the CRM Connect Integration Guides page</p>

BroadCloud Supported Clients – Receptionist Attendant Console

BroadCloud Clients	Supported Application Versions For BroadCloud r17.1	Description
Receptionist Attendant Console	See Table 1	<p>Receptionist is a result of evolution from a traditional desktop-based application to a Rich Internet Application (RIA)-based, hosted, Software as a Service (SaaS) application.</p> <p>Receptionist delivers the following real benefits to users:</p> <ul style="list-style-type: none"> • An elegant design that is aesthetically pleasing • An ergonomic design that follows the natural work “flow” of a call from the left to the right of the screen • Improved business processes as only “valid” options are presented to the attendant • Professional call handling as critical information is available in “real time” • Accurate delivery of messages through a one-step process when people are unavailable • Web-based interface, accessible from a web browser. See Appendix C for a detailed list of requirements to run Receptionist.

BroadCloud Supported Clients – Call Center Agent / Supervisor Console

BroadCloud Clients	Supported Application Versions For BroadCloud r17.1	Description
Call Center Agent Console Call Center Supervisor Console	See Table 1	<p>Hunt Groups allow a defined group of users to handle incoming calls received by an assigned Hunt Group’s phone number. Call Centers add another dimension by providing an automated “answer” for all calls, with customizable greetings, comfort messages, and hold music for the caller to hear while held in a network based queue until an agent (assigned user) is available to pick up the call. To complement the network based call queuing functionality, the BroadCloud Call Center service provides additional functionality which may meet the requirements better for Call Centers that need more routing functionality, more detailed reporting and web-based tools.</p>

Table 1: Multi-Platform Browser Support for BroadCloud Clients

System/Software	Version	Supportability
Chrome	32	Yes
Microsoft Windows	Vista, 7, 8, 10	Yes (current service packs recommended)
Mac OS X	10.5 (Leopard), 10.6 (Snow Leopard)	Yes (current updates recommended)
Internet Explorer	7, 8, 10 & 11	Yes (IE installations on Windows only)
Firefox	27	Yes (Windows and Mac installations only)
Safari	4, 5	Yes (Mac installations only)
Microsoft Outlook	2003, 2007, 2010, 2013	Yes (Windows installations only)
Java	1.6.45	Yes (Windows and Mac)
Citrix XenApp	4, 5	Yes (Windows installation only)