

Compatible devices for Videotron Cloud Communications

1-Mobile phones & computers

- Android phones and tablets version 5 and above
 The application was validated against the following phones: Motorola Moto G, Samsung Galaxy S7, LG G4, Samsung Galaxy S9+, Google Pixel 3 XL.
 The application was validated against the following tablets: Samsung Galaxy Tab S2 8.0, Pixel C, LG G Pad II, Lenovo Tab 3, Samsung Galaxy Tab S3 9.7, Samsung Chromebook Plus, Samsung Chromebook Pro (Intel), Google Pixelbook (Intel)
- Apple phones and tablets, version 11.0 and above.
 The application was validated against the following phones: iPhone 7, 8 Plus, X, XS Max, XR
 The application was validated against the following tablets: iPad Mini 4, iPad Pro 12”, iPad 9’ (2017) iPad Pro 10.5 (2018)
- Windows versions 8/8.1, 10.
 - Outlook : 2010, 2013 (32 & 64-bit), 2016 (32 & 64-bit), 2019, 365.
- MacOS 10.13 High Sierra, 10.14 Mojave, 10.15 Catalina

2-New phones, standardised by Videotron.

These devices are certified compatible. Please note all devices must receive a specific configuration from a Videotron authorised Solutions Partner.

Brand	Models
Cisco MPP (Model numbers PID-VID with -3PCC or -3PW only.)	6851 (Basic) 7832 (Conference) 7841 (Regular) 7861 (Multi-button, but 100M only) 8841 (top of the line) 8851 (Reception) Extension : 6800 KEM Extension : 8800 KEM DECT base DBS210, phones MPP 6825

3-Existing compatible phones (“BYOD – Bring Your Own Device”)

For customer who already own IP phones or ATA. Note that any equipment must receive a specific configuration from a Videotron authorised solution partner. Please note all devices must receive a specific configuration from a Videotron authorised Solutions Partner. Devices in this list may not be compatible for some advanced features, but basic functions are compatible. When the customer uses IP phones with his existing phone system (PBX) and wants to reuse those phones, the customer must plan a service cut as well as additional professional service fees for the migration.

Brand	Models
Cisco (Model numbers PID-VID with -3PCC or -3PW only.)	6821 6825 6841 6851 6861 6871 7811 7821 7832 7841 7861 8811 8832 8841 8845 8851 8861 8865 ATA SPA122 ATA 191 ATA 192 ATA SPA8000 ATA SPA2102 Extension : 6800 KEM Extension : 8800 KEM DECT base DBS210, phones MPP 6825
Mediatrix	4102 4104 4108 4116 4124
Panasonic * *Restriction : only 1 phone per base	DECT KX-TGP600 DECT (base) DECT KX-TPA60 (phone) DECT KX-TPA65 (phone)
Polycom	Soundpoint 321 Soundpoint 331 Soundpoint 335 Soundpoint 450 Soundpoint 550 Soundpoint 560 Soundpoint 650 Soundpoint 670 SoundStation 5000 SoundStation 6000 SoundStation 7000 VVX 101

	VVX 201 VVX 301 VVX 311 VVX 401 VVX 411 VVX 501 VVX 601 VVX 1500 Duo SSIP conf phone PS Trio 8500 Trio 8800 conf phone Extension: 2200-46300-025 Extension: 2200-46350-025 Extension: 2200-12750-025 Extension: 2200-12770-025
Yealink	T29G T40G T40P T41P T41S T42S T46G T46S T48G T48S T58V T5xW DECT W52P DECT W56P DECT W60P CP860 CP920 CP960 CP930W DECT Extension: EXP40

4-End-of-sale devices

The devices below used to be compatible with the service. They may still be used by some customers. But **it is no longer possible to add these devices**. They will no longer be supported starting December 31, 2022.

Brand	Models
Aastra / Mitel	All phone models that used to be accepted.
Audiocode	All phone models that used to be accepted.
Cisco SPA (Temporary end-of-sale because of a	SPA502G SPA504G

configuration provisioning issue)	SPA508G SPA509G Extension: SPA500S
Cisco other	Phone models with Model numbers PID-VID other than -3PCC or -3PW)
Gigaset	All phone models that used to be accepted.
Mediatrix	Low-density ATA models (2, 4, 8)
Panasonic	All HDV phone models that used to be accepted.
Patton	All ATA models that used to be accepted.
Polycom	VVX 300 VVX 310 VVX 400 VVX 410 VVX 500 VVX 600
Snom	All phone models that used to be accepted.
Vtech	All phone models that used to be accepted.