

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 (Classical view only)
 - 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 Cisco DECT Cisco ATA 19x Series

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 Extension: 6800 KEM, 8800 KEM DECT base DBS210, DBS110
Polycom	Only models manufactured after 2009 : VVX 101 VVX 150 VVX 201 VVX 250 VVX 301 VVX 350 VVX 311 VVX 401 VVX 450 VVX 411 VVX 501 VVX 601 VVX 1500 CCX 400 CCX 500 CCX 600 CCX 700 Trio C60 Trio 8300 Trio 8500 conf phone Trio 8800 conf phone

Yealink	T29G T33G T40G T40P T41P T41S T42S T42U T43U T46G T46S T46U T48G T48S T48U T58A T58V T5xW DECT W52P DECT W56P DECT W60P CP860 CP920 CP960 CP930W DECT Extension: EXP40
Patton ATA	SN200 Series 2, 4, 8 Port Models SN4141 Series 2, 4, 8 Port Models
Audiocodes ATA	ATA MP2xxR ATA MP-1xx (Reduced Port Capacity with Encryption Enabled) ATA MP-1288
Obihai ATA	302 504 508

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 June 01, 2022.

Brand	Models
Aastra / Mitel	All phone models
Audiocode	All phone models that used to be accepted. All the other ATA models that don't appear in the section 3.
Cisco SPA	All phone models that used to be accepted.
Cisco other	Phone models with Model numbers PID-VID other than -3PCC or -3PW)
Gigaset	All phone models
Mediatrix	All phone models
Obihai	All the other ATA's models that don't appear in the section 3.
Panasonic	All phone models
Patton	All ATA models that used to be accepted.
Polycom	All phone models of the SoundPoint serie All phone models of the SoundStation serie All phone models of the VVX that don't appear in the section 3.
Snom	All phone models
Vtech	All phone models