
XiVO Solutions Documentation

Avencall

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open-minded voice platform

XiVO solutions developed by [Avencall](#) is a suite of PBX applications based on several free existing components including [Asterisk](#) and our own developments. This powerful and scalable solution offers a set of features for corporate telephony and call centers to power their business.

You may also have a look at our [development blog](#) for technical news about the solution

In XiVO, there are two kind of devices:

1.1 Officially Supported Devices

The officially supported devices will be supported across upgrades and phone features are guaranteed to be supported on the latest version.

1.1.1 Supported phones for UC Assistant and CC Agent

Manufacturer	Current plugin version	An-swer	Hangup	Hold	Confer-ence	Attended transfer	Direct transfer
Snom 7XX	Snom 10.1.46.46	OK	OK	OK	OK	OK	OK
Yealink T4XG, T4XP, T4XS, T5X	Yealink V85.1.1	OK	OK	OK	NO	OK	OK

- NO - Not available

For other type of phone sets, you will not be able to use all the call features from the UC Assistant or the CCAgent.

1.1.2 Plantronics

Important: Only available for Freya LTS and above

These headphones can work with our [plantronics device action service](#), which allows you to answer, hangup or unhold calls with their associated button.

	Tested
Plantronics Voyager Focus UC (B825)	Y
Plantronics Blackwire C5220	Y

1.1.3 Snom

	710	715	720	D725	D745	7
Provisioning	Y	Y	Y	Y	Y	Y
H-A	Y	Y	Y	Y	Y	Y
Directory XIVO	SK	SK	HK	HK	HK	H
Funckeys	5	5	18	18	32	1
Supported programmable keys						
User with supervision function	Y	Y	Y	Y	Y	Y
Group	Y	Y	Y	Y	Y	Y
Queue	Y	Y	Y	Y	Y	Y
Conference Room with supervision function	Y	Y	Y	Y	Y	Y
General Functions						
Online call recording	N	N	N	N	N	N
Phone status	Y	Y	Y	Y	Y	Y
Sound recording	Y	Y	Y	Y	Y	Y
Call recording	Y	Y	Y	Y	Y	Y
Incoming call filtering	Y	Y	Y	Y	Y	Y
Do not disturb	SK	SK	HK	HK	HK	H
Group interception	Y	Y	Y	Y	Y	Y
Listen to online calls	Y	Y	Y	Y	Y	Y
Directory access	Y	Y	Y	Y	Y	Y
Filtering Boss - Secretary	Y	Y	Y	Y	Y	Y
Transfers Functions						
Blind transfer	SK	SK	HK	HK	HK	H
Indirect transfer	SK	SK	HK	HK	HK	H
Forwards Functions						
Disable all forwarding	Y	Y	Y	Y	Y	Y
Enable/Disable forwarding on no answer	Y	Y	Y	Y	Y	Y
Enable/Disable forwarding on busy	Y	Y	Y	Y	Y	Y
Enable/Disable forwarding unconditional	Y	Y	Y	Y	Y	Y
Voicemail Functions						
Enable voicemail with supervision function	Y	Y	Y	Y	Y	Y
Reach the voicemail	HK	HK	HK	HK	HK	H
Delete messages from voicemail	Y	Y	Y	Y	Y	Y
Agent Functions						
Connect/Disconnect a static agent	Y	Y	Y	Y	Y	Y
Connect a static agent	Y	Y	Y	Y	Y	Y
Disconnect a static agent	Y	Y	Y	Y	Y	Y
Parking Functions						
Parking	N	N	N	N	N	N
Parking position	N	N	N	N	N	N
Paging Functions						
Paging	Y	Y	Y	Y	Y	Y

Supported expansion modules:

- Snom® Vision (for Snom® 7xx series and Snom® 8xx series)
- Snom® D7 (for Snom® 7xx series)

Note: For some models, function keys are shared with line keys

There's the following known limitations/issues with the provisioning of Snom phones in XiVO:

- If you are using Snom phones with HA, you should not assign multiple lines to the same device.

- The Snom D745 has limited space for function key labels: long labels might be split in a suboptimal way.
- When using a D7 expansion module, the function key label will not be shown on the first reboot or resynchronization. You'll need to reboot or resynchronize the phone a second time for the label to be shown properly.
- After a factory reset of a phone, if no language and timezone are set for the “default config device” in *XiVO* → *Configuration* → *Provisioning* → *Template device*, you will be forced to select a default language and timezone on the phone UI.

1.1.4 Yealink T1X-T2X-T3X

	T19P E2	T21P E2
Provisioning	Y	Y
H-A	Y	Y
Directory XIVO	Y	Y
Funckeys	0	2
DTMF	NYT	NYT
Intercom	NYT	NYT
LLDP	NYT	NYT
Language set from XiVO	NYT	NYT
Time zone set from XiVO	NYT	NYT
		Supported programmable keys
User with supervision function	N	Y
Group	N	Y
Queue	N	Y
Conference	NYT	NYT
Conference Room with supervision function	N	Y
	General Functions	
Online call recording	N	N
Phone status	N	Y
Sound recording	N	Y
Call recording	N	Y
Incoming call filtering	N	Y
Do not disturb	N	SK
Group interception	N	Y
Listen to online calls	N	Y
Directory access	N	Y
Filtering Boss - Secretary	N	Y
	Transfers Functions	
Blind transfer	SK	HK
Indirect transfer	SK	HK
	Forwards Functions	
Disable all forwarding	N	Y
Enable/Disable forwarding on no answer	N	Y
Enable/Disable forwarding on busy	N	Y
Enable/Disable forwarding unconditional	N	Y
	Voicemail Functions	
Enable voicemail with supervision function	N	Y
Reach the voicemail	N	HK
Delete messages from voicemail	N	Y
	Agent Functions	
Connect/Disconnect a static agent	N	Y
Connect a static agent	N	Y
Disconnect a static agent	N	Y

Continued on ne

Table 2 – continued from previous page

	T19P E2	T21P E2
Parking Functions		
Parking	N	Y
Parking position	N	Y
Paging Functions		
Paging	N	Y

1.1.5 Yealink T4X - T5X - W52P

	T40G	T41S	T42S	T46S	T48S
Provisioning	Y	NYT	Y	Y	Y
H-A	Y	NYT	Y	NYT	Y
Directory XIVO	Y	NYT	Y	NYT	Y
Funckeys	3	15	15	27	29
DTMF	NYT	NYT	Y	Y	Y
Intercom	NYT	NYT	Y	NYT	Y
LLDP	NYT	NYT	Y	NYT	Y
Language set from XiVO	NYT	NYT	Y	Y	Y
Time zone set from XiVO	NYT	NYT	Y	Y	Y
General Functions					
User with supervision function	Y	NYT	Y	Y	Y
Group	Y	NYT	NYT	NYT	NYT
Queue	Y	NYT	NYT	NYT	NYT
Conference	NYT	NYT	SK	SK	SK
Conference Room with supervision function	Y	NYT	Y	NYT	Y
Online call recording	N	NYT	NYT	NYT	NYT
Phone status	Y	NYT	NYT	NYT	NYT
Sound recording	Y	NYT	NYT	NYT	NYT
Call recording	Y	NYT	NYT	NYT	NYT
Incoming call filtering	Y	NYT	NYT	NYT	NYT
Do not disturb	SK	NYT	NYT	N	NYT
Group interception	Y	NYT	NYT	NYT	NYT
Listen to online calls	Y	NYT	NYT	NYT	NYT
Directory access	Y	NYT	NYT	NYT	NYT
Filtering Boss - Secretary	Y	NYT	NYT	NYT	NYT
Transfers Functions					
Blind transfer	SK	NYT	SK	HK	HK
Indirect transfer	SK	NYT	SK	HK	HK
Forwards Functions					
Disable all forwarding	Y	NYT	NYT	NYT	NYT
Enable/Disable forwarding on no answer	Y	NYT	NYT	NYT	NYT
Enable/Disable forwarding on busy	Y	NYT	NYT	NYT	NYT
Enable/Disable forwarding unconditional	Y	NYT	NYT	NYT	NYT
Voicemail Functions					
Enable voicemail with supervision function	Y	NYT	NYT	Y	NYT
Reach the voicemail	HK	NYT	NYT	HK	NYT
Delete messages from voicemail	Y	NYT	NYT	Y	NYT
Agent Functions					
Connect/Disconnect a static agent	Y	NYT	NYT	NYT	NYT
Connect a static agent	Y	NYT	NYT	NYT	NYT
Disconnect a static agent	Y	NYT	NYT	NYT	NYT
Parking Functions					

Contin

Table 3 – continued from previous page

	T40G	T41S	T42S	T46S	T48S
Parking	Y	NYT	NYT	NYT	NYT
Parking position	Y	NYT	NYT	NYT	NYT
Paging Functions					
Paging	Y	NYT	NYT	NYT	NYT

Particularities:

- For plugin xivo-yealink-v84, default password is **9486** (i.e. the word “xivo” on a telephone keypad).
- See also the list of *community supported Yealink models*.

Regarding the W52P (DECT), there is firmware for both the base station and the handset. The base and the handset are [probably going to work if they are not using the same firmware version](#), although this does not seem to be officially recommended. By default, a base station will try to upgrade the firmware of an handset over the air (OTA) if the following conditions are met:

- Handset with firmware 26.40.0.15 or later
- Base station with firmware 25.40.0.15 or later
- Handset with hardware 26.0.0.6 or later

Otherwise, you’ll have to manually upgrade the handset firmware via USB.

In all cases, you should consult the Yealink documentation on [Upgrading W52x Handset Firmware](#).

Note: Some function keys are shared with line keys

Supported expansion modules:

- Yealink® EXP20 (for Yealink® T27P/T27G, T29G)
- Yealink® EXP40 (for Yealink® T46G/T46S, T48G/T48S)
- Yealink® EXP50 (for Yealink® T54W)

1.2 Community Supported Devices

The community supported devices are only supported by the community. In other words, maintenance, bug, corrections and features are developed by members of the XiVO community. XiVO does not officially endorse support for these devices.

1.2.1 Aastra

6700i, 6800i and 9000i series:

Model	Tested ¹	Fkeys ²	XiVO HA ³
6730i	No	8	Yes
6731i	Yes	8	Yes
6735i	Yes	26	Yes
6737i	Yes	30	Yes
6739i	Yes	55	Yes
6753i	Yes	6	Yes
6755i	Yes	26	Yes
6757i	Yes	30	Yes
6863i	Yes	0	Yes
6865i	Yes	8	Yes
6867i	Yes	38	Yes
6869i	Yes	68	Yes
9143i	Yes	7	Yes
9480i	No	6	Yes
9480CT	No	6	Yes

Note: The provisioning server doesn't know if you use a M680 or a M685. Therefore provisioning is done as if you had a M685 (the one with the more keys). See the below correspondency table between key number in Webi (*Function key* tab of user) and expansion module key number. **Note** that this example is given for a 6865 which has 8 programmable keys. Correspondency will change for a 6867 which has 38 softkeys.

Webi Key Number	M680 Key Number		M685 Key Number	
	Module 1	Module 2	Module 1	Module 2
9	1st		1st	
24	16th (and last one)		16th	
25			17th	
92			84th (last one)	
93		1st		1st
108		16th (and last one)		16th
109				17th
176				84th (and last one)

DECT Infrastructure

	RFP35	RFP36
Provisioning	N	N
H-A	N	N
Directory XiVO	N	N
Funckeys	0	0

1.2.2 Alcatel-Lucent

IP Touch series:

¹ Tested means the device has been tested by the XiVO development team and that the developers have access to this device.

² Fkeys is the number of programmable function keys that you can configure from the XiVO web interface. It is not necessarily the same as the number of physical function keys the device has (for example, a 6757i has 12 physical keys but you can configure 30 function keys because of the page system).

³ XiVO HA means the device is confirmed to work with XiVO HA.

Model	Tested ¹	Fkeys ²	XiVO HA ³
4008 Extended Edition	Yes	4	No
4018 Extended Edition	Yes	4	No

Note that you *must not* download the firmware for these phones unless you agree to the fact it comes from a non-official source.

For the plugin to work fully, you need these additional packages:

```
apt-get install p7zip python-pexpect telnet
```

1.2.3 Avaya

1200 series IP Deskphones (previously known as Nortel IP Phones):

Model	Tested ¹	Fkeys ²	XiVO HA ³
1220 IP	Yes	0	No
1230 IP	No	0	No

1.2.4 Cisco

Cisco Small Business SPA300 series:

Model	Tested ¹	Fkeys ²	XiVO HA ³
SPA301	No	1	No
SPA303	No	3	No

Note: Function keys are shared with line keys for all SPA phones

Cisco Small Business SPA500 series:

Model	Tested ¹	Fkeys ²	XiVO HA ³
SPA501G	Yes	8	No
SPA502G	No	1	No
SPA504G	Yes	4	No
SPA508G	Yes	8	No
SPA509G	No	12	No
SPA512G	No	1	No
SPA514G	No	4	No
SPA525G	Yes	5	No
SPA525G2	No	5	No

The SPA500 expansion module is supported.

Cisco Small Business IP Phones (previously known as Linksys IP Phones)

Model	Tested ¹	Fkeys ²	XiVO HA ³
SPA901	No	1	No
SPA921	No	1	No
SPA922	No	1	No
SPA941	No	4	No
SPA942	Yes	4	No
SPA962	Yes	6	No

Note: You must install the firmware of each SPA9xx phones you are using since they reboot in loop when they can't find their firmware.

The SPA932 expansion module is supported.

ATAs:

Model	Tested ¹	Fkeys ²	XiVO HA ³
PAP2	No	0	No
SPA2102	No	0	No
SPA8800	No	0	No
SPA112	No	0	No
SPA122	No	0	No
SPA3102	No	0	No
SPA8000	No	0	No

For best results, activate [dhcp integration](#) on your XiVO.

These devices can be used to connect faxes. For better success with faxes some parameters must be changed. You can read the [documentation on fax](#) section.

Note: If you want to manually resynchronize the configuration from the ATA device you should use the following url:

```
http://ATA_IP/admin/resync?http://XIVO_IP:8667/CONF_FILE
```

where :

- *ATA_IP* is the IP address of the ATA,
 - *XIVO_IP* is the IP address of your XiVO,
 - *CONF_FILE* is one of *spa3102.cfg*, *spa8000.cfg*
-

Cisco SPA8000 Firmware Download Procedure

To install Cisco SPA8000 firmware, you need to manually download the firmware files from the Cisco website and save them in the `/var/lib/xivo-provd/plugins/xivo-cisco-spa8000-6.1.11/var/cache` directory.

This directory is created by XiVO when you install the plugin (i.e. `xivo-cisco-spa8000-6.1.11`). If you create the directory manually, the installation will fail.

- Go to <https://software.cisco.com/>
- Go to “Software download”
- In the search bar, search for “SPA8000”
- Click on “Analog Telephone Adaptor (ATA) Firmware”
- Then select under “All Release” the “6” menu, and under the “6” menu, select release “**6.1.11**”
- Finally download the file “**SPA8000_6.1.11_FW.zip**”
- Copy this file into the `/var/lib/xivo-provd/plugins/xivo-cisco-spa8000-6.1.11/var/cache` directory
- Lastly, in the XiVO web interface, edit the plugin `xivo-cisco-spa8000` and you'll then be able to click on the “install” button for the firmware

Cisco SPA100 1.4.1 SR5 Firmware Download Procedure

To install the Cisco SPA100 1.4.1 SR5 firmware, you need to download its files manually from the Cisco website and save them in the `/var/lib/xivo-provd/plugins/xivo-cisco-spa100-1.4.1-SR5/var/cache` directory.

This directory is created by XiVO when you install the plugin (i.e. `xivo-cisco-spa100-1.4.1-SR5`). If you create the directory manually, the installation will fail.

- Go to <https://software.cisco.com/>
- Go to “Software download”
- In the search bar, search for either “SPA112” or “SPA122”
- Click on “Analog Telephone Adaptor (ATA) Firmware”
- Click on the “Download” logo on the right to download the file from the release 1.4.1 SR5
- It downloads the file “**SPA112-SPA122_1.4.1SR5_FW.zip**”
- Copy this file into the `/var/lib/xivo-provd/plugins/xivo-cisco-spa100-1.4.1-SR5/var/cache` directory
- Lastly, in the XiVO web interface, edit the plugin `xivo-cisco-spa100-1.4.1-SR5` and you’ll then be able to click on the “install” button for the firmware

Cisco 7900 Series:

Model	Tested ¹	Fkeys ²	XiVO HA ³
7905G	Yes	0	Yes
7906G	Yes	0	Yes
7911G	Yes	0	Yes
7912G	Yes	0	Yes
7920	Yes	0	—
7921G	Yes	0	—
7940G	Yes	1	Yes
7941G	Yes	1	Yes
7941G-GE	Yes	1	Yes
7942G	Yes	1	Yes
7960G	Yes	5	Yes
7961G	Yes	5	Yes
7962G	Yes	5	Yes

Warning: These phones can only be used in SCCP mode. They are limited to the [features supported in XiVO’s SCCP implementation](#).

To install firmware for `xivo-cisco-sccp` plugins, you need to manually download the firmware files from the Cisco website and save them in the `/var/lib/xivo-provd/plugins/$plugin-name/var/cache` directory.

This directory is created by XiVO when you install the plugin (i.e. `xivo-cisco-sccp-legacy`). If you create the directory manually, the installation will fail.

Warning: Access to Cisco firmware updates requires a Cisco account with sufficient privileges. The account requires paying for the service and remains under the responsibility of the client or partner. Avencall is not responsible for these firmwares and does not offer any updates.

For example, if you have installed the `xivo-cisco-sccp-legacy` plugin and you want to install the `7940-7960-fw`, `networklocale` and `userlocale_fr_FR` package, you must:

- Go to <http://www.cisco.com>
- Click on “Log In” in the top right corner of the page, and then log in
- Click on the “Support” menu
- Click on the “Downloads” tab, then on “Voice & Unified Communications”
- Select “IP Telephony”, then “Unified Communications Endpoints”, then the model of your phone (in this example, the 7940G)
- Click on “Skinny Client Control Protocol (SCCP) software”
- Choose the same version as the one shown in the plugin
- Download the file with an extension ending in “.zip”, which is usually the last file in the list
- In the XiVO web interface, you’ll then be able to click on the “install” button for the firmware

The procedure is similar for the network locale and the user locale package, but:

- Instead of clicking on “Skinny Client Control Protocol (SCCP) software”, click on “Unified Communications Manager Endpoints Locale Installer”
- Click on “Linux”
- Choose the same version of the one shown in the plugin
- For the network locale, download the file named “po-locale-combined-network.cop.sgn”
- For the user locale, download the file named “po-locale-\$locale-name.cop.sgn, for example “po-locale-fr_FR.cop.sgn” for the “fr_FR” locale
- Both files must be placed in `/var/lib/xivo-provd/plugins/$plugin-name/var/cache` directory. Then install them in the XiVO Web Interface.

Note: Currently user and network locale 11.5.1 should be used for plugins xivo-sccp-legacy and xivo-cisco-sccp-9.4

1.2.5 Digium

	D40	D50	D70
Provisioning	Y	NYT	Y
H-A	Y	NYT	Y
Directory XIVO	N	NYT	N
Funkeys	2	14	106
Supported programmable keys			
User with supervision function	N	NYT	N
Group	Y	NYT	Y
Queue	Y	NYT	Y
Conference Room with supervision function	Y	NYT	Y
General Functions			
Online call recording	N	NYT	N
Phone status	Y	NYT	Y
Sound recording	Y	NYT	Y
Call recording	Y	NYT	Y
Incoming call filtering	Y	NYT	Y
Do not disturb	HK	NYT	HK
Group interception	Y	NYT	Y
Listen to online calls	N	NYT	N
Directory access	N	NYT	N

Continued on next page

Table 4 – continued from previous page

	D40	D50	D70
Filtering Boss - Secretary	Y	NYT	Y
Transfers Functions			
Blind transfer	HK	NYT	HK
Indirect transfer	HK	NYT	HK
Forwards Functions			
Disable all forwarding	Y	NYT	Y
Enable/Disable forwarding on no answer	Y	NYT	Y
Enable/Disable forwarding on busy	Y	NYT	Y
Enable/Disable forwarding unconditional	Y	NYT	Y
Voicemail Functions			
Enable voicemail with supervision function	Y	NYT	Y
Reach the voicemail	HK	NYT	HK
Delete messages from voicemail	Y	NYT	Y
Agent Functions			
Connect/Disconnect a static agent	Y	NYT	Y
Connect a static agent	Y	NYT	Y
Disconnect a static agent	Y	NYT	Y
Parking Functions			
Parking	N	NYT	N
Parking position	N	NYT	N
Paging Functions			
Paging	Y	NYT	Y

Note: Some function keys are shared with line keys

Particularities:

- For best results, activate [dhcp integration](#) on your XiVO.
- Impossible to do directed pickup using a BLF function key.
- Only supports DTMF in RFC2833 mode.
- Does not work reliably with Cisco ESW520 PoE switch. When connected to such a switch, the D40 tends to reboot randomly, and the D70 does not boot at all.
- It's important to not edit the phone configuration via the phones' web interface when using these phones with XiVO.
- Paging doesn't work.

1.2.6 Fanvil

Model	Tested ¹	Fkeys ²	XiVO HA ³
C62P	Yes	5	Yes

1.2.7 Gigaset

Also known as Siemens.

Model	Tested ¹	Fkeys ²	XiVO HA ³
C470 IP	No	0	No
C475 IP	No	0	No
C590 IP	No	0	No
C595 IP	No	0	No
C610 IP	No	0	No
C610A IP	No	0	No
S675 IP	No	0	No
S685 IP	No	0	No
N300 IP	No	0	No
N300A IP	No	0	No
N510 IP PRO	No	0	No

1.2.8 Jitsi

Model	Tested ¹	Fkeys ²	XiVO HA ³
Jitsi	Yes	—	No

1.2.9 Mitel

The Mitel 6700 Series and 6800 Series. See the [Aastra](#) section.

1.2.10 Panasonic

Panasonic KX-HTXXX series:

Model	Tested ¹	Fkeys ²	XiVO HA ³
KX-HT113	No	—	No
KX-HT123	No	—	No
KX-HT133	No	—	No
KX-HT136	No	—	No

Note: This phone is for testing for the moment

1.2.11 Patton

FXS Gateways

Analog VoIP gateways:

	SN4112	SN4114	SN4116	SN4118	SN4316	SN4324	SN4332
Provisioning	Y	Y	Y	Y	Y	Y	Y
H-A	Y	Y	Y	Y	Y	Y	Y

If you have a gateway on which you would like to configure the FXO ports, you'll need to write the FXO ports configuration manually by creating a [custom template](#) for your gateway.

It's only possible to enter a provisioning code on the first FXS port of a gateway. For example, if you have a gateway with 8 FXS ports, the first port can be configured by dialing a provisioning code from it, but ports 2 to 7

can only be configured via the XiVO web interface. Also, if you dial the “reset to autoprov” extension from any port, the configuration of all the ports will be reset, not just the port on which the extension was dialed. These limitations might go away in the future.

BRI Gateway

BRI VoIP gateways:

	SN4120
Provisioning	Y
H-A	Y

To use the gateway you must, after having provisionned the gateway, configure a SIP trunk on the XiVO.

In *Trunk management -> SIP Protocol*, add a new SIP trunk with:

- Tab *General*:
 - *Name*: smartnode4120
 - *Authentication username*: smartnode4120
- Tab *Register*:
 - *Register*: yes
 - *Name*: smartnode4120
 - *Authentication username*: smartnode4120
 - *Password*: password
 - *Remote server*: the patton gateway IP address
- Tab *Signalling*:
 - *Monitoring*: yes

General notes

These gateways are configured with a few regional parameters (France by default). These parameters are easy to change by writing a [custom template](#).

Telnet access and web access are enabled by default. You should change the default password by setting an administrator password via a XiVO “template device”.

By downloading and installing the Patton firmwares, you agree to the [Patton Electronics Company conditions](#).

To provision a gateway that was previously configured manually, use the following commands on your gateway (configure mode), replacing XIVO_IP by the IP address of your XiVO server:

```
profile provisioning PF_PROVISIONING_CONFIG
  destination configuration
  location 1 http://XIVO_IP:8667/$(system.mac).cfg
  activation reload graceful
  exit

provisioning execute PF_PROVISIONING_CONFIG
```

1.2.12 Plantronics

Important: Only available for Freya LTS and above

These headphones can work with our [plantronics device action service](#), which allows you to answer, hangup or unhold calls with their associated button.

	Tested
Plantronics Blackwire 7225	N
Plantronics Voyager 5200 UC	N
Plantronics Voyager B6200 UC	N
Plantronics Voyager 4210 UC	N
Plantronics Voyager Focus UC BT600	Y

1.2.13 Polycom

Model	Tested ¹	Fkeys ²	XiVO HA ³
SPIP320	No	0	No
SPIP321	No	0	No
SPIP330	No	0	No
SPIP331	Yes	N	No
SPIP335	Yes	0	Yes
SPIP430	No	0	No
SPIP450	Yes	2	No
SPIP501	Yes	0	No
SPIP550	Yes	3	Yes
SPIP560	Yes	3	No
SPIP600	No	0	No
SPIP650	Yes	47	No
SPIP601	No	0	No
SPIP670	No	47	No

SoundStation IP:

Model	Tested ¹	Fkeys ²	XiVO HA ³
SPIP4000	No	0	No
SPIP5000	Yes	0	No
SPIP6000	Yes	0	No
SPIP7000	Yes	0	No

Others:

Model	Tested ¹	Fkeys ²	XiVO HA ³
VVX101	Yes	0	Yes
VVX201	Yes	0	Yes
VVX300	Yes	6	Yes
VVX310	Yes	6	Yes
VVX400	Yes	12	Yes
VVX410	Yes	12	Yes
VVX500	Yes	12	Yes
VVX600	Yes	0	No
VVX1500	No	0	No

Particularities:

- The latest Polycom firmwares can take a lot of time to download and install due to their size (~650 MiB). For this reason, these files are explicitly excluded from the XiVO backups.
- For directed call pickup to work via the BLF function keys, you need to make sure that the option *Set caller-id in dialog-info+xml notify* is enabled on your XiVO. This option is located on the *Services* → *IPBX* → *General settings* → *SIP Protocol* page, in the *Signaling* tab.

Also, directed call pickup via a BLF function key will not work if the extension number of the supervised user is different from its caller ID number.

- Default password is **9486** (i.e. the word “xivo” on a telephone keypad).
- On the VVX101 and VVX201, to have the two line keys mapped to the same SIP line, create a [custom template](#) with the following content:

```
{% extends 'base.tpl' -%}

{% block remote_phonebook -%}
{% endblock -%}

{% block model_specific_parameters -%}
reg.1.lineKeys="2"
{% endblock -%}
```

This is especially useful on the VVX101 since it supports a maximum of 1 SIP line and does not support function keys.

Note: (XiVO HA cluster) BLF function key saved on the master node are not available.

1.2.14 Snom

Model	Tested ¹	Fkeys ²	XiVO HA ³
300	No	6	Yes
320	Yes	12	Yes
360	No	—	Yes
370	Yes	12	Yes
820	Yes	4	Yes
821	Yes	12	Yes
870	Yes	15	Yes
MP	No	—	Yes
PA1	No	0	Yes

Note: For some models, function keys are shared with line keys

Warning: If you are using Snom phones with HA, you should not assign multiple lines to the same device.

There’s a known issue with the provisioning of Snom phones in XiVO:

- After a factory reset of a phone, if no language and timezone are set for the “default config device” in *XiVO* → *Configuration* → *Provisioning* → *Template device*, you will be forced to select a default language and timezone on the phone UI.

1.2.15 Technicolor

Previously known as Thomson:

Model	Tested ¹	Fkeys ²	XiVO HA ³
ST2022	No	—	—
ST2030	Yes	10	Yes

Note: Function keys are shared with line keys

1.2.16 Yealink

Model	Tested ¹	Fkeys ²	XiVO HA ³	Plugin
CP860	No	0	—	xivo-yealink-v72
T19P	Yes	0	Yes	xivo-yealink-v84
T20P	Yes	2	Yes	xivo-yealink-v73
T21P	Yes	2	Yes	xivo-yealink-v72
T22P	Yes	3	Yes	xivo-yealink-v73
T26P	Yes	13	Yes	xivo-yealink-v73
T28P	Yes	16	Yes	xivo-yealink-v73
T32G	Yes	3	No	xivo-yealink-v70
T38G	Yes	16	No	xivo-yealink-v70
T23P	No	3	—	xivo-yealink-v80
T27P	Yes	21	Yes	xivo-yealink-v80
T29G	No	27	—	xivo-yealink-v80
T41P	Yes	15	Yes	xivo-yealink-v81
T42G	Yes	15	Yes	xivo-yealink-v81
T46G	Yes	27	Yes	xivo-yealink-v81
T48G	Yes	27	Yes	xivo-yealink-v81
T49G	Yes	29	Yes	xivo-yealink-v80

Note: Some function keys are shared with line keys.

Warning: Those phones are not produced by Yealink since Q1 2021.

1.2.17 Zenitel

Model	Tested ¹	Fkeys ²	XiVO HA ³
IP station	Yes	1	No

The officially supported devices will be supported across upgrades and phone features are guaranteed to be supported on the latest version.

The community supported devices are only supported by the community. In other words, maintenance, bug, corrections and features are developed by members of the XiVO community. XiVO does not officially endorse support for these devices.

See the [documentation](#) to install the devices `xivo-provd` plugins.

The next topics lists the officially and community supported devices. For each vendor, a table shows the various features supported by XiVO. Here's an example:

	Model X	Model Y	Model Z
Provisioning	Y	Y	Y
H-A	Y	Y	Y
Directory XiVO	N	Y	Y
Funckeys	0	2	8
	Supported programmable keys		
User with supervision function	Y	Y	Y

The rows have the following meaning:

Provisioning Is the device supported by the [auto-provisioning](#) system ?

H-A Is the device supported by the [high availability](#) system ?

Directory XiVO Is the device supported by the [remote directory](#) ? In other word, is it possible to consult the XiVO's remote directory from the device ?

Funckeys How many function keys can be configured on the device from the XiVO web interface ?

The number of function keys that can be configured on a device is not necessarily the same as the number of physical function keys the device has. For example, an Aastra 6757i has 12 physical keys but you can configure 30 function keys because of the page system.

Inside a table, the following legend is used:

- Y = Yes / Supported
- N = No / Not supported
- NT = Not tested
- NYT = Not yet tested

Each table also contains a section about the supported function keys. In that section, the following legend can also be used:

- FK = Funckey
- SK = SoftKey
- HK = HardKey
- MN = Menu

Function keys work using the extensions in *Services* → *Extensions*. It is important to enable the function keys you want to use. Also, the enable transfer option in the user configuration services tab must be enabled to use transfer function keys.

1.3 Plugins release notes

1.3.1 xivo-aastra-3.3.1-SP4-HF9

Note: Replaces xivo-aastra-3.3.1-SP4 plugin

v1.9.2 Download links for firmwares update for Aastra/Mitel phones.

v1.8 Download links for firmwares update for Aastra/Mitel phones.

- v1.7** Firmware update for Aastra/Mitel phones. Particularly these new firmwares support forwarding of Multiple Spanning Tree Protocol (MSTP) messages from the LAN port to the PC port. This ensures issues regarding network loops are not created.

1.3.2 xivo-aastra-4.3.0

Note: Replaces xivo-aastra-4.1.0 plugin

- v1.9.2** Download links for firmwares update for Aastra/Mitel phones.
- v1.8** Download links for firmwares update for Aastra/Mitel phones.
- v1.7** Firmware update for Aastra/Mitel phones. Particularly these new firmwares support forwarding of Multiple Spanning Tree Protocol (MSTP) messages from the LAN port to the PC port. This ensures issues regarding network loops are not created.

1.3.3 xivo-cisco-spa8000-6.1.11

:v1.1.1 : Fix download of firmware with procedure *Cisco SPA8000 download firmware*.

1.3.4 xivo-cisco-spa100-1.4.1-SR5

Note: Replaces xivo-cisco-spa100-1.3.5p plugin

:v1.2.1 : Plugin added with the required procedure to download the firmware manually : *Cisco SPA100 1.4.1 SR5 download firmware*.

1.3.5 xivo-patton-6.10

- v1.1** Plugin added which provision FXS patton gateways (SN411X and SN43XX)

1.3.6 xivo-patton-SN4120-6.10

- v1.2** Fix plugin installation (install rule for SN4120 firmware was wrong)
- v1.1** Plugin added which provision BRI patton gateway (SN4120)

1.3.7 xivo-polycom-4.0.11

Note: Replaces xivo-polycom-4.0.9 plugin: *this plugin is required* for Polycom devices with MAC address in the range 64167F (instead of 0004F2)

- v2.2** fix URL for Updater file download
- v2.1** DND feature disabled
- v1.9** integrate XiVOCC required template configuration

1.3.8 xivo-polycom-5.4.3

- v2.1 DND feature disabled
- v1.8 integrate XiVOCC required template configuration

1.3.9 xivo-snom-8.7.5.35

- v2.4 Internal changes.
- v2.3 Change provisioning of [Login and Pause management using function keys](#) keys to support Wrapup indication.
- v2.2 Add support to SIP Auto-Answer Header (needed for CTI Transfer in Polaris)
- v2.1 DND feature disabled
- v1.9 update to use the new language pack
- v1.8 correction for provisioning if there is no DST

1.3.10 xivo-snom-8.9.3.80

Note: Replaces xivo-snom-8.9.3.60 plugin

- v2.7 Provide default values for TOS SIP (AF31) & TOS AUDIO (EF).
- v2.6 Support for fw 8.9.3.80 and use check-sync NOTIFY event with reboot=false.
- v2.5 Change parameter to fix Switchboard answer
- v2.4 Change provisioning of [Login and Pause management using function keys](#) keys to support Wrapup indication.
- v2.3 Add support for D712 and upgrade firmware for 7XX serie.
- v2.2 Add support to SIP Auto-Answer Header (needed for CTI Transfer in Polaris)
- v2.1 DND feature disabled
- v1.8 correction for provisioning if there is no DST

1.3.11 xivo-snom-10.1.46.16

Note: Replaces xivo-snom-10.1.39.11 plugin

- v3.0.4 Provide default values for TOS SIP (AF31) & TOS AUDIO (EF).
- v3.0.3 Change parameter to keep active audio device (e.g. headset ...) when starting a transfer with UC application
- v3.0.2 Plugin creation

1.3.12 xivo-yealink-v70

- v2.1.2 Replace broken firmware link
- v2.1 DND feature disabled

1.3.13 xivo-yealink-v72

v2.1 DND feature disabled

1.3.14 xivo-yealink-v73

v2.1 DND feature disabled

1.3.15 xivo-yealink-v81

Note: Replaces xivo-yealink-v80 plugin

v2.6 Update fw links and remove devices that are also supported in v84 plugin

Warning: The following models are no longer supported in this plugin:

- T19P E2 / T21P E2
- T23P/G
- T27G
- T40P
- T41S/42S/46S/48S

For these models please upgrade to the v84 plugin.

v2.5.0 add XiVO logo for T46G/S and T48G/S

v2.4.3 fix firmware downloading

v2.4.2 add provisioning of T27G in firmware v81

v2.4.1 add provisioning of W52P in firmware v81

v2.3 switch to default Yealink french translation to fix duplicate label for T48X

Note: It leads to several small differences in the labels, for example:

- *Attente* is changed to *Mtr Att*
 - *Journal* is changed to *Historique*
 - *Annuaire* is changed to *Répertoires*
-

v2.2 add support to expansion module EXP40 for T46/T48 S

v2.1 new version of Yealink plugin with support for T4XS family and T23G

Warning: To install firmware for T4XS family, the 'unrar' executable must be present on the host system. If it is not, you'll have a runtime error while trying to install any firmware.

Starting from Five.08 and 2017.08 unrar-free and unar will be installed as a dependency of xivo-fetchfw package.

Otherwise you need to install them manually :

```
apt-get update
apt-get install unrar-free unar
```

Some older versions of unrar-free fail to decompress the firmware package. In that case you will need to [enable non-free packages](#) in debian and install unrar-nonfree :

```
apt-get update
apt-get install unrar
```

1.3.16 xivo-yealink-v84

Note: Replaces xivo-yealink-v81 plugin for Yealink T4XS models (and others, see plugin info)

- v1.5.1** Update T23P/G fw to v84.0.140 (instead of v84.0.125)
- v1.5.0** Plugin update with fw v84.0.125 (instead of v84.0.15)
- v1.4.2** fix adding funckeys to T40G
- v1.4.1** Add support to expansion module exp20 for T27G
- v1.4.0** Support T54W
- v1.3.1** Support T40G model (Replaces T40P)
- v1.2** fix answering of second call from UC Assistant or CC Agent
- v1.1** first version of the plugin for fw v84

Note: What's new from v81 plugin: * Small differences for some french labels, for example:

- *Mtr Att* is changed to *Attente*
 - *Historique* is changed to *Récents*
 - *Répertoires* is changed to *Annuaire*
 - New *Station name* with first line display name and number
 - XiVO logo for T46S and T48S
 - Admin default password was changed
-

1.3.17 xivo-yealink-v85

Note: Adds support of new models T31P, T33G, T53, T54W, T57W and W70P

- v1.5.1** add support of french virtual keyboard for T57W
- v1.4** add support for W70P(W70B+W73H) in version v85.0.20/v85.0.15
- v1.3** add support for T57W in version v85.0.5
- v1.1** firmware update for T31P, T33G to version v85.0.40
- v1.0** first version of the plugin for fw v85.0.15

CHAPTER 2

Indices and tables

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