AT&T Collaborate certified equipment list

Certified equipment list – available to purchase with AT&T
Certified equipment list – bring your own device
Certified equipment datasheet
Cisco IP phone 8800 key expansion module
OneAccess
Exchange or return equipment purchased with AT&T

Certified equipment list – available to purchase with AT&T

You can purchase AT&T equipment and also use it for bring your own device, except where noted. Phones not provided by AT&T aren’t supported by AT&T and will require their own maintenance. For approval and to place your order, contact your business company administrator.

IP phones

Polycom VVX phones:

- VVX 201 – 2 line
- VVX 300 – 6 line
- VVX 301/311 – 6 line
- VVX 401/411 – 12 line
- VVX 501 (optional video camera) – 12 line
- VVX 600 (optional video camera) – 16 line
- VVX 601 (optional video camera) – 16 line
- VVX Color expansion unit

Polycom VVX phone

Polycom IP phones:

- SoundStation IP 6000

Polycom VVX phone

Polycom IP phones:

- SoundStation IP 6000
Cisco IP phones: (Must be purchased through AT&T)
- 7821
- 7841
- 8811
- 8861

Yealink:
- T40P
- T42S
- T46S
- T58V
- Cordless W56H (This is only an extra handset must purchase base.)
- Cordless base and 1 handset W56P
- Expansion unit EXP40

1 Phone is not embedded with special feature for Busy Lamp Field monitoring.

Adapter/Voice prioritization/Switches

Analog Terminal Adaptor: (For analog lines such as fax, elevator, ATM and so on.)
- OBi302-ATT must purchase from AT&T
- OBi508

Voice prioritization device:
- EdgeMarc 3700 (Only available for purchase from AT&T.)

Optional switches: (Not required for AT&T CollaborateSM.)
- ADTRAN NetVanta 1234 – not Power over Ethernet (PoE)
- ADTRAN NetVanta 1238P – Power over Ethernet (PoE)

(ADTRAN user guide, contact ADTRAN for support.)
Certified equipment list – bring your own device

**IP Phones**

**Polycom:** Only devices manufactured after January 2010
- Polycom SoundPoint IP 321
- Polycom SoundPoint IP 331
- Polycom SoundPoint IP 335
- Polycom SoundPoint IP 450 - 3 line
- Polycom SoundPoint IP 550 - 4 line
- Polycom SoundPoint IP 560 - 4 line
- Polycom SoundPoint IP 650 - 6 line
- Polycom SoundPoint IP 670 - 6 line
- Polycom VVX 310, VVX400, VVX410, VVX 500
- Polycom Trio8800
- Polycom Trio8500
- VVX Color expansion unit
- VVX Non-color expansion unit

(AT&T cannot support firmware versions older than V.4)

**Polycom IP phones:**
- SoundStation IP 7000

**Polycom video camera:**
- VVX Camera (Replaced with Eagle Eye Mini)

1 Phone is not embedded with special feature for Busy Lamp Field Monitoring.

**Expansion/Voice Prioritization/Switches**

**Cisco IP phone expansion module:**
- IP phone 8800 key expansion module

**Voice prioritization device:**
- OneAccess WX8140 (can be purchased on sparco)

**Optional switches:** (Not required for Collaborate.)
- Ethernet switches aren’t required for Collaborate, we don’t certify them as part of Collaborate work. Customers are free to use Ethernet switches of their choice.
Certified equipment datasheet

Cisco:
- Cisco7821
- Cisco7841
- Cisco8811
- Cisco8861

Polycom:
- Polycom VVX 201
- Polycom VVX 300/301/310/311
- Polycom VVX 400/401/410/411
- Polycom VVX 500/501 (optional video camera)
- Polycom VVX 600/601 (optional video camera)
- Polycom SoundStationIP 6000
- Polycom SoundStationIP 7000
- Polycom Trio 8500
- Polycom Trio 8800
- Polycom WX Camera
- Polycom VVX Color Expansion Module

Yealink:
- Yealink T46G
- Yealink T40P
- Yealink W56H
- Yealink W56P
- Yealink SIP EXP40
- Yealink T42S
- Yealink T46S
- Yealink T58V

Adtran/EdgeMarc/Obihai:
- ADTRAN NetVanta 1234
- ADTRAN NetVanta 1238P
- EdgeMarc 3700
- OBi302
- OBi508

Note: EdgeMarc 250IAD is no longer available for sale through AT&T. Existing devices purchased from AT&T will be supported.
EdgeMarc 3700 datasheet
Cisco IP phone 8800 key expansion module

Bring your own device—you can only purchase directly from a vendor.

Important information

1. The expansion module only supports Busy Lamp Field (BLF) and speed dial keys; it doesn’t support regular call appearances. The 8861 as supported in Collaborate supports 5 call appearances and they have to be on the phone. The 5 keys on the left (except key 1, which must be a line) can be used for line appearances, BLF, or speed dial. The 5 keys on the right can be used for BLF and speed dial. On the 8861, key 10 can also be used to connect to a mobile phone using Bluetooth.

2. By default, BLF keys are only available on the expansion module. However, with Use line keys for BLF, administrators can specify whether or not the BLF keys start on the phone. If this option is set to Yes, the BLF keys start on the phone and then continue on the expansion module. If this option is set to No, all the BLF keys are on the expansion module. If the administrator set the BLF keys to start on the phone and the user has enabled Bluetooth for key 10 of the 8861 phone, the BLF keys will skip key 10 and continue on the expansion module.

3. Requires power cord.

4. Speed dial keys aren’t defined in the directory. You need to configure speed dial for individual keys on the phone or the expansion module or both.

To program speed dial on Cisco® phones:

1. Press and hold a line key for 2 seconds.
2. In the Name field, enter a name for the speed dial number.
3. In the Number field, enter the phone number. Include all the digits required to complete the call.
4. To save the speed dial number, select Apply.

View the datasheet.
OneAccess

Voice Prioritization Device

**STEP 1 - Organize your Network**

Make sure all LAN devices and WiFi access points are behind a switch or router.

- All the LAN devices must reach the Internet through a single cable connected to the service provider router or modem.
- DHCP server must be enabled on your Service Provider router and must provide at least 2 IP addresses.

**STEP 2 - Install the WX8140**

1. Unplug the cable from the service provider router or modem and connect it to LAN 0/0.
2. Connect the yellow LAN cable provided between WAN 1/0 and service provider router.

**NOTE:** When no power is applied to the unit the LAN and WAN ports are connected to each other and traffic will flow between them.

Organize your network and install the WX8140
STEP 3 - Start up

Power up the WX8140. During the startup phase while the WX8140 loads its operating system, the unit will be placed into Bypass mode and traffic will be flowing freely between the LAN and WAN ports.

Status of LEDs:
- Status: Flashing
- WAN 1/o: OFF
- LAN 1/o: OFF
- Bypass: ON

When the WX8140 finishes loading its operating system there will be a 30 second interruption to the traffic flow.

Status of LEDs:
- Status: ON
- WAN 1/o: Flashing
- LAN 1/o: Flashing
- Bypass: OFF

The WX8140 will then check the network for any updates. If there are any present it will download the updates, which will take less than 5 minutes after which will reboot causing a 20 second interruption to service.

STEP 4 - Upstream Bandwidth Assessment

The Upstream Bandwidth Assessment test is run 2 minutes after the WAN link is established. While it is running the LAN port is disabled to prevent user traffic from interfering with the bandwidth calculation, the test takes approximately 2 minutes to run. During the test the LEDs status will be:
- Status: Flashing (3 sec ON - 3 sec OFF)
- Bypass : OFF
- WAN 1/o: Flashing
- LAN 1/o: OFF

If the Upstream Bandwidth Assessment fails to execute correctly then instead of returning the LED display to the Normal operation, the LED status will be:
- Status: Flashing (3 sec ON - 3 sec OFF)
- Bypass: OFF
- WAN 1/o: Flashing
- LAN 1/o: Flashing

If this situation occurs it is recommended to power cycle the device.

Power up the WX8140 and assess upstream bandwidth

Note: You can only purchase directly from vendor.
Exchange or return equipment purchased with AT&T

Exchange and return policy

Exchange policy

Collaborate Customer Premise Equipment (CPE) carries a 1-year warranty from the date of shipment. AT&T will replace a defective device that’s within this warranty period. You can contact AT&T at 877.246.0847 and AT&T will provide you with a Return Material Authorization (RMA) number. AT&T will charge your account when the new device is shipped. You’ll be credited upon receipt of the defective equipment.

Return policy

If you cancel Collaborate service or decide you no longer want the device within 30 days, you can return the device for credit. The device must be returned within 30 days of the date the device was shipped. Additionally, the device must be in the original manufacturer packaging, be in pristine condition, and include all accessories. Failure to meet this criteria will result in equipment charges being sustained and the damaged device will be returned to you.

Contact AT&T at 877.246.0847 or process the return through AT&T Business Center.