Harvard Phone

Third Party (Non-Cisco IP Phone) Device Support

All Non-CISCO devices that are being supported on the Harvard Phone Service are considered third party devices and therefore have service limitations that should be understood before implementing them in your department or school.

Third Party or “non-Cisco” IP Phone Models:

We recognize the appeal of moving Centrex services to VOIP; however, we encourage you to evaluate the support model and consider the business and technical impact of using non-Cisco devices on the UCCaaS platform including:

- Possible feature limitations
- IP Phone hardware and software support
- Business continuity planning
- Non-Standard provisioning

Third Party devices currently being supported by HUIT CCS on the Harvard Phone platform are:

1. Wireless Conference Devices (Konftel 300WX only)
2. VOIP Biamp DSPs. *(Analog Biamps are also supported on VOIP via Analog Telephone Adaptors (ATAs), see ATA Service bundle)*

Third Party Device Service Limitations:

- Automatic failover between the VOIP Primary and secondary Data Centers is not supported. If Harvard is failed over to our secondary data center the devices will not work.
  - Harvard is active at the Primary Data Center and typically will only failover to the Secondary Data center during maintenance events. Most maintenance events which require HUIT CCS to pro-actively failover would typically occur after business hours and/or on weekends.
- Features are dependent on the devices. Features and services available through Harvard Phone VOIP services may not all work in all third party devices (e.g. Transfer, Park, ...).
- HUIT has limited ability to troubleshoot service affecting issues with third party devices. Only the call connection itself is supported through Harvard Phone platform with our vendors. Customers are responsible for engaging the equipment vendor for further troubleshooting, investigation, configuration and support. HUIT will collaborate with the individual school’s Media services group and its vendor in the event it is required to resolve issues.
- Hardware support is direct through Konftel or other media services vendors.

Konftel Device Limitations:

- Konftel base stations are jack dependent and can’t be moved like traditional VOIP phones. If the base station is moved, it will not work without Network configuration changes to the jack port.