HANDSETS · BYO DEVICES · 2026

Bring Your Own Handsets: What Actually Works

It is one of the quietest reasons Australian businesses stay with a provider they have stopped liking. The hardware feels like a hostage.

Your handsets are almost certainly portable. SIP is a published open standard, not a proprietary system, so current Yealink, Fanvil, Grandstream, Snom, Poly, Cisco multiplatform, Htek, Gigaset, AudioCodes and Sangoma devices register and carry calls on VOCPhone. **The qualification that matters: the standard covers calling, not features.** Busy lamp keys, shared lines, call park and directory lookups are vendor implementations, so they are a per-model check rather than an assumption, about ten minutes each. **The one thing that can genuinely stall you is a provisioning lock.** Handsets bought through your current provider may be pinned to their redirection account, and a factory reset does not clear it. Ask for release in writing early, while everyone is still friendly.

The short version

Brand	Models we see constantly	Worth knowing
Yealink	T31G and T31P at the entry level, T33G, then T43U, T46U and T48U through the middle, and T53W, T54W, T57W, T58W Pro and T87W at the top. EXP43 and EXP50 expansion modules	The most common brand in the country by a distance. Clean standards behaviour, mature provisioning, easy to work with
Fanvil	X3U, X4U, X5U, X6U, X7A and X7C on the desk. X210 and X210i for reception and paging consoles. V62, V64, V66 and V66 Pro. Android touch models A320, A32i and A330	Unbeatable on price per programmable key. The X210 carries 106 and the V66 up to 116, which matters if one person watches the whole building
Grandstream	GRP2601, GRP2612 and GRP2612W, GRP2613, GRP2614, GRP2615, GRP2616, GRP2624, GRP2634, GRP2636, GRP2650 and GRP2670	The default fleet phone for a lot of Australian managed service providers, so it turns up in inherited estates constantly
Snom	D717, D735, D785, D812, D815, D862 and D865	Less common here than in Europe. Standards-clean and generally trouble-free when it does appear
Poly (Polycom)	VVX 150, 250, 350 and 450. Edge E100, E220, E320, E350, E450 and E550	Usually inherited from an earlier enterprise rollout. Check the firmware generation before assuming anything
Cisco	6821, 6841, 6851 and 6861. 7811, 7821, 7841 and 7861. 8811, 8841, 8851, 8861 and 8865	**Only on multiplatform (MPP) firmware.** On the enterprise call manager load they will not work with any cloud platform.
Htek, Gigaset, AudioCodes, Sangoma	Htek UC902, UC912, UC924 and UC926. Gigaset Maxwell. AudioCodes 400HD. Sangoma P310, P320, P325, P330 and P370	All standards-based and all fine. The Sangoma P-series in particular is better hardware than its market share suggests

Also worth knowing

What you lose	Why	What to do about it
Programmed key layouts	Every DSS, BLF and speed dial key comes from the old provisioning template	Rebuilt on the new platform. On auto-provisioned models that is one template, not forty phones
Handset phonebooks	Contacts saved locally live on the device in a proprietary format	Export what you can, then move to a shared cloud directory every device reads, which is where they should have been
Vendor screen apps	XML browser applications and widgets were written against the old platform	Note them, then almost certainly do not miss them. Occasionally someone does, so ask first
Call recordings and voicemail	They live on the old platform, not on the handset	**Export before the account closes.** This is the most common regret in a switch and it is unrecoverable
Branded firmware behaviour	A Teams-branded or provider-branded load makes the phone that product, not a generic SIP phone	Usually re-flashable to a standard load. Test one handset before assuming the fleet follows

What the answer means in practice

For a typical Australian business with a few dozen handsets bought in the last five years, the realistic outcome is that **nearly everything on the desks is reused, a handful of oddities are replaced, and the analogue things on the walls get their own short conversation.** Not a skip bin. Not a full refresh quote.

Questions the full guide answers

- [ ] Can I keep my existing IP handsets if I move to VOCPhone?
- [ ] What is a provisioning lock, and how do I get my handsets released?
- [ ] Will my fax machine, EFTPOS terminal, alarm panel or lift phone still work?
- [ ] How do I decide whether to keep or replace an old desk phone?
- [ ] What will I lose when I move my handsets to a new phone platform?
- [ ] Do cordless DECT, conference phones, door intercoms and paging speakers work too?
- [ ] Do I actually need a desk phone for every employee?

This is the summary. The guide has the detail.

Every point above is worked through in full on our site, with the Australian context, the numbers and the exceptions. If you would rather talk it through, call **1300 663 222** or visit **vocphone.com/about/contact-us.**