



## Phones Not Purchased from Ironton Global

### FAQ – Can I use my own phones?

When you purchase phones from Ironton Global, each individual phone is unboxed, tested, prepared for our service and pre-configured thoroughly for plug and play. We take considerable time in configuring and testing each and every phone prior to shipping it to you so as to minimize on your installation time. This is the best possible experience you could have and is well worth the price of the brand new phones. Furthermore, phones that come from Ironton Global are brand new and carry typically a 1 year manufacturer's warranty against any defect.

The phones that are sold by Ironton Global and that are in our quoting tool (price list) have been CERTIFIED and THOROUGHLY tested with our services and our trunks (including ALL features we disclose). Note that even the firmware of the phone has been tested thoroughly. Anything outside of what is sold by Ironton Global has NOT been tested nor certified nor is it recommended.

Using your own phones or client's phones is acceptable. We would be limited to giving you the credentials as well as the IP address to authenticate with our SIP servers. No technical support, instructions, help or configuration tools or manuals or PDFs will be given from Ironton Global. In essence, you are on your own.

You may also note that if you are re-purposing a phone – you will MORE THAN LIKELY encounter the fact that the phone was flashed to a proprietary firmware. Some carriers will download a specific image to their phones and LOCK them and change the passwords, making the phone nearly impossible to reprogram and useless. We cannot assist in that step. You will need to contact and work with the previous carrier and/or the manufacturer of the phone to restore to its default setting. Even then, no guarantees or assumptions can be made. Also know that NOT all phones are SIP. Some use different protocols. Even versions of phones' firmware may be troublesome or do not work with specific features or even come up at all.

In summary, only phones that have been sold by Ironton Global will receive a warranty and full technical support and configuration help as well as pre-configuration. All others will not. We strongly suggest you staying away from existing phones as this can prove to be a miserable experience for you and the client and the time and effort put forth is not worth it, not to mention that the client would not be getting a new phone or receive any warranty or any technical support.

### Ironton Global

4242 Mauch Chunk Road  
Coplay, PA 18037-9608

**P:** 1-855-226-0530

**E:** sales@irontonglobal.com

www.irontonglobal.com

**FOLLOW US**

