



## Connecting a VoIP Handset

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# Connecting Your Handset or Softphone

Understanding Devices and Provisioning

When referring to your account, a "device" can be either a physical handset or a software-based softphone. There are a few key rules to keep in mind:

- **One Device per Number:** Each phone number can be associated with only one device.
- **IP Telephony Compatibility:** Any physical handset must be capable of IP telephony to work with our service.
- **VoIP Domain Connection:** Your device connects to a VoIP domain (proxy) that handles your calls. You can find this address in your account settings.
- **Provisioning:** The process of connecting your device to our network is called "provisioning."

### Provisioning Your Device

We support automatic device provisioning for Yealink and Polycom handsets. If you're using a different brand, you may need to obtain a configuration file from your service provider.

### Steps for Provisioning Yealink and Polycom Handsets:

1. **Log In to Your Account:** Access your account dashboard.
2. **Navigate to Device Provisioning:** Go to the "Tools" section and select "Device Provisioning."
3. **Add a Device:** Click the "Add Device" button.
4. **Select Number:** Choose the phone number you want to associate with the device.
5. **Provide Device Information:** Enter the following details:
  1. **MAC Address:** The unique identifier of your device.
  2. **Device Name:** A descriptive name for the device.
  3. **Time Zone:** Your device's time zone.

4. **Save Settings:** Click "Save" to apply the changes.

### **Connecting Your Handset**

Once you've saved the settings, connect or restart your handset. The provisioning process will begin, and you should be able to make and receive calls shortly.

### ***Need Assistance?***

If you encounter any issues or have questions about provisioning your device, please don't hesitate to contact our support team.

Tags

Device

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