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.

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