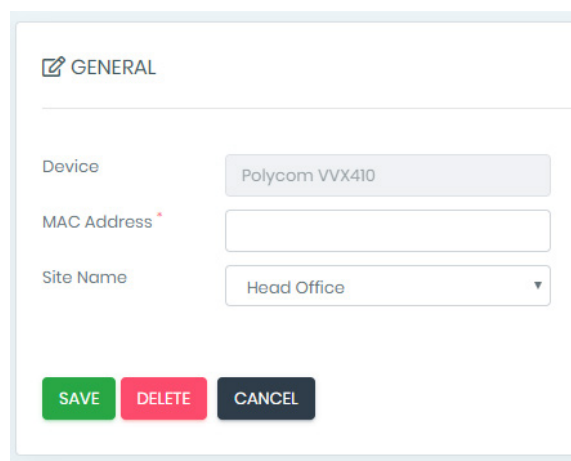
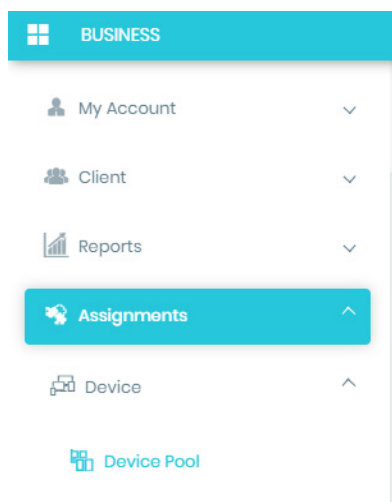


# Configuring a Yealink, Polycom or HTEK IP Handset

When configuring a phone purchased from RedSky it is important you follow these instructions in the order they are listed below.

## DO NOT PLUG THE PHONES IN TO THE NETWORK BEFORE YOU COMPLETE THESE INSTRUCTIONS

- Login to Uboss and place the order for the required phones under the business site you are going to add the new users to (see Ordering Hardware Guide).
- Build the new user(s) and allocate one of the new phones. (See Adding a New User Guide).
- When you receive the phones, go into the Device Pool at Business Site level (top menu – 'Assignments' -> 'Device' -> 'Device Pool'), select the model of phone you are allocating and add the MAC addresses saving each one as you enter them.



- Select the business user and then select the '**Devices**' tab at the top of the user screen.
- In the '**Primary Device**' section select the relevant MAC address from the drop down box. Now press "**Configure existing device**".
- At the bottom of the next page press the Configure Device button.
- You can now plug the phone into the network, and after the initial boot the phone will configure.

### NOTE:

**This will only work for phones purchased from RedSky. If you have purchased the phones from anywhere else, you will need to manually configure each one.**



## TROUBLE SHOOTING - YEALINK

If you have plugged the phone(s) in before following the above instructions you will need to carry out a Factory Reset.

- To do this press and hold in the OK button for approx 8 secs. This will reset the device and you will then be able to configure the phone as per above instructions.

If you have logged into the user interface on the device and tried to configure the account you will need to carry out a Factory Reset.

- To do this press and hold in the OK button for approx 8 secs. This will reset the device and you will then be able to configure the phone as per above instructions.

## TROUBLE SHOOTING - POLYCOM

If you have plugged the phone(s) in before following the above instructions you will need to carry out a Factory Reset.

- To do this **Press Menu (Home Icon) > Settings > Advanced > Password > Administration > Reset > Reset to Factory Default** This will reset the device and you will then be able to configure the phone as per above instructions

## TROUBLE SHOOTING - HTEK

If you have plugged the phone(s) in before following the above instructions you will need to carry out a Factory Reset.

- To do this **Hold down 'X' > Press the 'Factory' soft key when it appears > Press 'OK'** This will reset the device and you will then be able to configure the phone as per above instructions
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