Devices

Telecoms → VoIP → Edit VoIP Account → Devices

Add Device

From the *Devices* page select the *Add Device* button.

You will be presented with 2 options:

- Desk Phone
- Soft Phone

For all physical phones, select Desk Phone, and for software based phones for desktops and mobile devices select Soft Phone.

Desk Phone

Manufacturer	We provide support for a number of manufacturers. Simply select the manufacturer for your desk phone to proceed. **Other Manufacturer** If your manufacturer isn't listed, select *Other*. Selecting the Other option will simply take you through a wizard of data collection. You will be presented with the authentication details you'll need to apply to your device. Other devices can't be auto-provisioned, and the number of in-life controls will be limited.
Model	Upon selection of a manufacturer, you can now see a list of supported models. If your device is listed, select to proceed. **Other Model** Should your model not be listed, you can still proceed to add it, however, we can't provide auto-provisioning control, and the number of in-life device controls will be restricted. Proceeding to add an 'Other' model you'll be taken through a wizard to collect details about the device, as well as present you with the user credentials you'll need to apply manually to the configuration.

Device Details	**Friendly Name** This is a mandatory field to allow you to make better sense of who will be utilising this phone. **MAC Address** Located on the underside of your desk phone, it is a unique reference for your device. **Public IP** If you intend to connect your device to the same network you are using to access the control panel, select 'Use Current IP'. This is important as we restrict what IP the phone can pull its config from.
VoIP User	You choose to assign the device to an existing user, create a user, or simply add un-assigned.
Location	By selecting a location you can make greater sense of where this device resides. If the device is set to be mobile, you may prefer to select the generic Planet Earth option.
Completion	Upon adding your device to the panel, you are ready to connect your device. The provisioning window will be open for the supplied IP address. The phone will contact the manufacturer, the manufacturer should direct the phone to our servers (based on the fact we have already sent them your MAC address), and your phone should download automatically our configuration. Within minutes your phone will be ready for use.

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