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Scope:

Users in the system may own one or more SIP devices. These devices can be configured to ring together or separately according to the User's Answering Rules. In order to link a SIP device to a User's extension, you must add a SIP Phone to that User's profile.

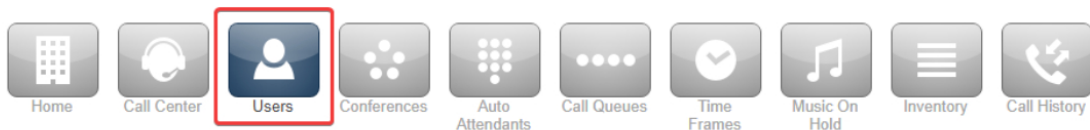**Requirements:**

- Office Manager Access to Manager Portal

- Make and model of SIP phone (Optional)
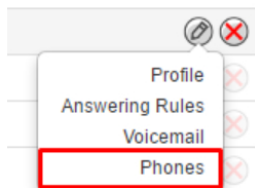
- MAC address of SIP phone (Optional)

NOTE: There is a maximum of **5** devices per user

Add a Device

1. Using any browser log into the manager portal
2. Click on **Users**

3. On the line with the user's name click on the **Edit** icon at the right and then click on Phones

4. Click **Add Phone**
5. If you are adding an additional device, you will need to enter a suffix. Simply select any letter in the alphabet that is not already in use.

   Note that the following suffixes are reserved for system use: m, t, tm

   Add a Phone

Phone Suffix | 3900 | a

Note: This cannot be changed. Enter a unique suffix representing this device. i.e. "m" for mobile

6. For softphones & manually registered devices, just click **Add**, leaving all fields blank
   For provisioned devices:
   - **Model:** Select the Make & Model of your device
   - **MAC Address:** Enter the MAC Address of your device
     NOTE: This can typically be found on a sticker on the back of the phone.
   - **Line Number:** 1

Add a Phone   ✕

Phone Suffix | 3900 | a

Note: This cannot be changed. Enter a unique suffix representing this device. i.e. "m" for mobile

Record Calls | No ▾

911 Caller ID | Callerid Number for 911 calls | Leave blank to use default

Model | Yealink SIP-T54W ▾

MAC Address | 000300040005

Line Number | 1 ▾

The line number on which this phone will reside.

Cancel   **Add**

7. To view the registration information for a softphone or manually registered phone, edit the newly created device and note the **Domain/Proxy, Outbound Proxy, Username**, and **Password**

Edit Phone   ✕

Phone | 3900a

Note: Phone Name cannot be changed

Record Calls | No ▾

911 Caller ID | | Leave blank to use default

Model | Manual or Softphone ▾

Settings |
```
Domain/Proxy:
Outbound Proxy: sbc.ucaasnetwork.com:5060
Username: 3900a
Password:
```

Cancel   Save

calling device   sip phone

Cancel   Save