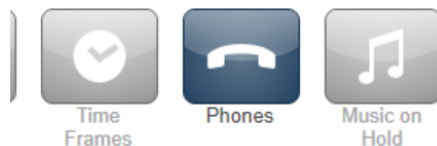**Table of Contents**

Scope:

The following article will show you how to manually register a Polycom phone.
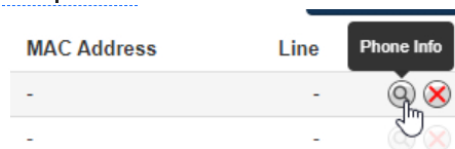
Items Needed:

- Polycom Phone

- Access to Web GUI

Obtaining Registration Information

1. Log into Manager Portal
2. Navigate to **Phones**
   NOTE: Office Managers can navigate to Users > select the user > Phones

3. Select **Phone Info** for the phone you wish to register.
   NOTE: You will only see the information if the phone model is set to Manual or Softphone

4. Take note of the listed information.

Phone Info   ✕

Phone   3900a

Note: Phone Name cannot be changed

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

5. Click **Cancel** when you are finished

Find IP Address

1. Click the **Home** key
2. Scroll and select **Settings**
3. Scroll and select **Status**
4. Scroll and select **Network**
5. Scroll and select **TCP/IP Parameters**
6. There you will find the IP address of the phone

Configuring the Phone

1. Using any web browser navigate to the IP address of the phone
2. Log in. The default credentials are **admin / 546**
   - If these do not work, contact your current service provider or the vendor the phones were purchased from
3. Once logged in, navigate to **Settings > SIP**
4. Click on the plus next to **Outbound Proxy**
5. Under **Address** enter the **Outbound Proxy** from the portal

Outbound Proxy	
Address	sbc.ucaasnetwork.com
Port	5060
Transport	UDPOnly

6. Under **Server 1** fill out the **Address** field with the **Domain,** we retrieved from the portal

Server 1	
Special Interop	Standard
Address	
Port	0
Transport	UDPOnly
Expires (s)	3600
Subscription Expires (s)	3600
Register	● Yes ○ No
Retry Timeout (ms)	0
Retry Maximum Count	3
Line Seize Timeout (s)	30

7. Click on **Save** located at the bottom of the page

Cancel	Reset to Default	View Modifications	Save

8. In the Web GUI, hover over **Settings** and click on **Lines**
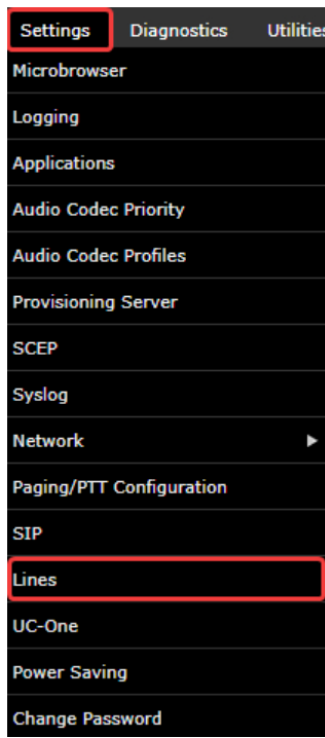
9. Under the **Lines** page, click on the plus next to **Authentication** to reveal the drop-down
10. Fill out the following fields:
    a. **Display Name:** Name of the User at the Extension
    b. **Address:** Username from the Manager Portal
    c. **Label:** Name of the User at the extension
    d. **User ID**: Username from the Manager Portal
    e. **Password:** Password from the Manager Portal
11. Once click on **Save** at the bottom of the page

12. Once done the phone should appear as registered on the manager portal

configuration   polycom