Assisted Provisioning for Cisco/Linksys IP Phones
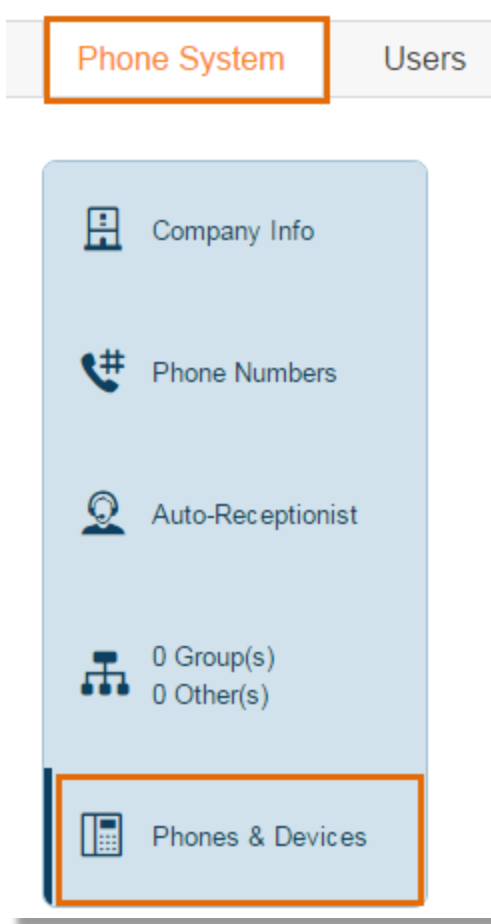# Article #5741

How do I use the Assisted Provisioning feature for my Cisco IP phone?

Assisted Provisioning is one of the features that you can use to setup your phones in your Office@Hand online account. This will guide you in provisioning your Cisco or Linksys IP phones.

IMPORTANT: Make sure to reset the phone to defaults prior from provisioning to remove any unnecessary settings that may cause failure of provisioning. You may refer to your manual on how to reset the phone to defaults.

Note: You need to be an account administrator to perform the following procedure.

1. Log in to your Office@Hand online account.
2. Under **Phone System**, click **Phones & Devices**.

3. Select the device that needs to be provisioned.
4. Click **Setup and Provision**.

5. Choose the correct model of the device that you need to provision then click **Next**.

<u>Note</u>: In this example, Cisco SPA-514G is used.

6.   Follow the steps in the next window. Click **Next** once you're done.

IMPORTANT: Ensure that the Cisco IP Phone is connected to the wireless network before clicking the **Next** button.

Assisted Cisco / Linksys IP Device Provisioning - Step 2

In order to automatically provision your Linksys ATA or IP Phone, we need your device's IP address.

To get this information from your IP Phone, please follow these instructions:

1. Press the **Menu** button on the face of your phone.
2. Press **9** to access the Network screen.
3. Press **2** to see your **Current IP** address.

To get this information from your ATA adapter or IP Phone without display, please follow these instructions:

1. Plug in both the Power and Ethernet cables.
2. Plug in your telephone using standard phone cable.
3. Press the **Menu** button if present or pick up the handset (you will not hear a dial tone) and dial ********.
4. At the configuration menu, dial **110#**.
5. Your device's **Current IP** address will be read to you.

Otherwise see information in your IP Device's User Guide.

Using your web browser, open IP address read to you. IP phone web page will be displayed.
Click on "**Admin**" and then on "**Advanced**" links.
Open "Provisioning" tab and make sure that "**Provision Enable**" was set to "**Yes**" (if set to "No", switch it to "Yes" and click "Submit All Changes")
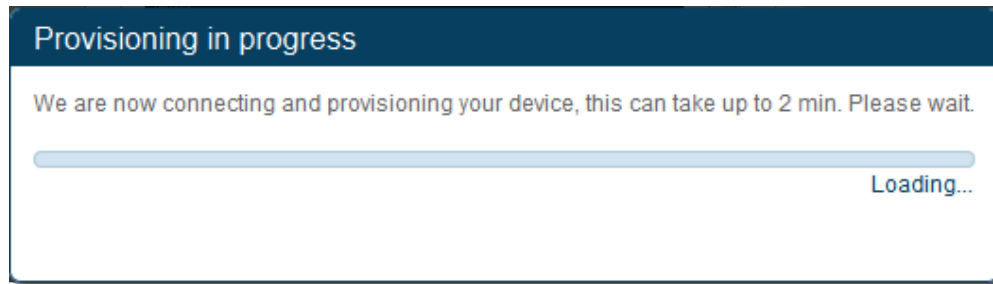
Please enter the address as it is read to you:

[   ] . [   ] . [   ] . [   ]

Note: this computer and the IP device must be on the same network for the initial provisioning process.

Click **Next** to provision your phone. Your phone may reset during this process.

⟨ Back   Next ⟩

Note: Notice a pop-up window showing the progress bar as it locates and provisions your device.

Once it's done a confirmation will display that your device has been provisioned successfully.

See Also:
Office@Hand: Assisted Provisioning for Polycom IP Phones

Keywords: Assisted, Provisioning, Cisco, Linksys, IP Phones, ip phone, provision, assist