



# Assisted Provisioning for Yealink T-21 or Yealink W52P Phones

## Article #8682

How do I provision my Yealink T-21 phone for my Office@Hand account?

This article demonstrates how Account Administrators can provision their Yealink T21P or Yealink W52P Phone on their RingCentral Office@Hand from AT&T Online account.

Yealink W52P	Yealink T21P
	
<p>You can purchase a pre-configured, fully provisioned Yealink W52P from RingCentral Office@Hand from AT&amp;T. When you get a pre-configured phone from AT&amp;T Office@Hand, you just need to plug the phone in to a high-speed internet connection to get started. Since your system is in the cloud, updates and new features appear automatically.</p> <p>To purchase an AT&amp;T Office@Hand pre-configured device, go to Office@Hand: Adding Desktop IP Phones to your account.</p>	<p>A Yealink T21P phone can be purchased from 3rd party vendors. You can set up a Yealink T21P phone via Assisted Provisioning on your RingCentral Office@Hand from AT&amp;T Online account. Once provisioned, updates and new features will appear automatically.</p>
<p>If you purchased your device from a 3rd party vendor, follow the steps below:</p> <ol style="list-style-type: none"><li>1. Add an Existing phone for your Yealink T21P or W52P</li><li>2. Provision your Yealink T21P or W52P Phone</li></ol>	

## How to add an existing phone for your Yealink T21P or Yealink W52P



1. Log in as an Administrator to your Office@Hand online account.
2. Under Admin Portal, select **Phone System**, and then click **Phones & Devices**.

The screenshot shows the RingCentral Office@Hand Admin Portal. At the top right, there is an orange button labeled "Admin Portal" with a circled "1" next to it. Below this is a navigation bar with "Phone System" highlighted in orange and circled with a "2". Other items in the navigation bar include "Users", "Reports", "Call Log", "Billing", and "Tools". On the left side, there is a sidebar menu with "Phones & Devices" highlighted in orange and circled with a "3". The main content area shows a table of "User Phones" with columns for "Status", "Device", and "Assigned". The table contains four rows: three for "Cisco SPA-303 Desk Phone" assigned to "John Smith", "Jenna Watson", and "Jolly Good", and one for an "Existing phone" assigned to "Jenna Watson".

3. Click **Add Device**.

This screenshot shows a close-up of the "Add Device" button in the RingCentral Admin Portal. The button is located in the bottom right corner of the "User Phones" section and is highlighted with an orange border. It contains a plus sign and the text "+ Add Device".

4. Select **User Phone**, then click **Next**.



**Select Device Type** [X]

What device would you like to add?

- User Phone**  
*An activated IP phone assigned to a user.*
- Unassigned Phone  
*An IP phone in your account that is not yet activated or assigned to a user.*
- Paging Device  
*A wall-mounted speaker or amplifier that enables overhead paging.*
- Common Phone  
*A shared phone in which users can log-in with their credentials to start using it.*

**Cancel** **Next** >

5. Select the extension where the Desk phone will be assigned, and then click **Save**.

**Select User** [X]

Assign to: Ext. 101 - John Smith **1**

**Cancel** **Next** >

**Select User** [X]

Select the user that you would like to assign to this phone.

- Ext. 102 - Jenna Watson
- Ext. 101 - John Smith
- Ext. 104 - Johnny Best
- Ext. 103 - Jolly Good **2**

**Cancel** **Save** **3**

6. Click **Next**.

**Select User** [X]

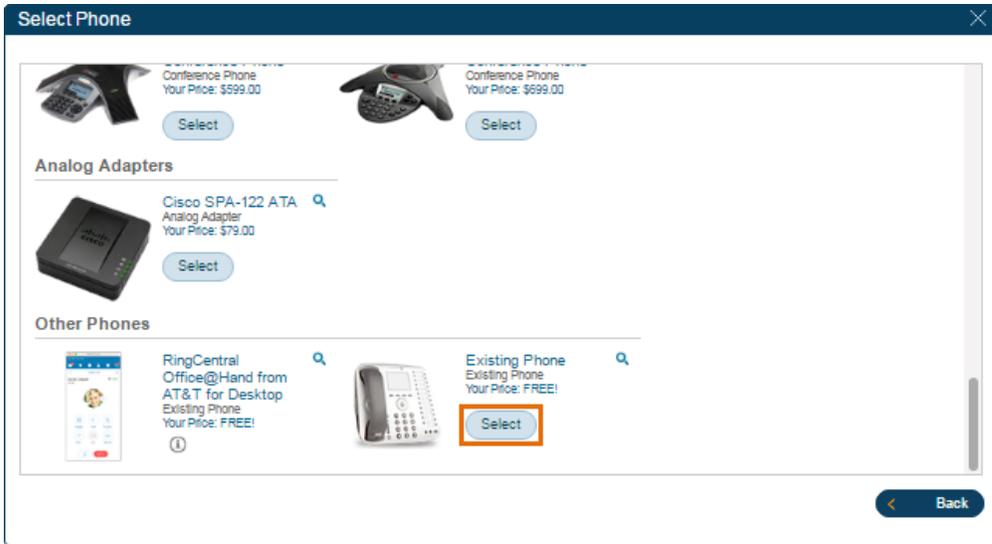
Assign to: Ext. 103 - Jolly Good >

**Cancel** **Next** >

7. Scroll down and select **Existing Phone**.



**Note:** Notice that the Price says FREE. It is free because you are not buying a new phone.



- 8. Specify a Phone Nickname for the Office@Hand Desk phone, and then click **Next**. The Phone Nickname will allow you to recognize the Desk phone when managing the system.



- 9. Fill out the Emergency Calling Address form. Make sure you read the terms and conditions, then click the checkbox to Accept the Terms. Click **I Accept**.  
**Note:** Use the address where the Office@Hand Desk phone is located. DO NOT include special characters in the Customer Name field.  
**IMPORTANT:** This is the address that will be used in the event of an emergency call (911 in the United States and Canada) from this Office@Hand Desk phone. Be sure to update this address anytime you change the location where you use this Office@Hand Desk phone.



### Emergency Address

#### E911 Registered Location

Enter the physical location where you will be using this phone. 911 dispatchers will send emergency first responders to this exact location.  
**Important:** Be sure to update this address every time you move your phone to a different location to make sure you can be found during an emergency.

Customer Name:

Street Address:

Apartment / Suite #:

City:

State/Province:

Zip Code:

Country:

911 service for RINGCENTRAL OFFICE@HAND FROM AT&T SERVICE operates differently than traditional 911 service. We are required by the FCC to advise you of the circumstances under which 911 may not be available or may be in some way limited by comparison to traditional 911 service. Such circumstances include:

(1) **Internet Connection Failure.** If the connection to the wired broadband Internet over which your RINGCENTRAL OFFICE@HAND FROM AT&T SERVICE is provided is interrupted, you will not have access to RINGCENTRAL OFFICE@HAND FROM AT&T SERVICE during that interruption and therefore will not have access to 911 service during that interruption.

(2) **Number Flexibility & Service Portability.** Traditional 911 service automatically sends your 911 call to the appropriate local emergency responder, or Public Safety Answering Point ("PSAP"), based on your wireline telephone number. Enhanced 911 service (also known as E911) automatically sends your 911 call to the appropriate PSAP along with your registered address and telephone number. Because RINGCENTRAL OFFICE@HAND FROM AT&T SERVICE permits you to obtain a telephone number that does not correspond to your geographic location (for example, you may obtain a RINGCENTRAL OFFICE@HAND FROM AT&T SERVICE phone number with a California area code even if you do not have a California address) and allows you to use RINGCENTRAL OFFICE@HAND FROM AT&T SERVICE anywhere you have wired broadband Internet, 911 service for RINGCENTRAL OFFICE@HAND FROM AT&T SERVICE functions differently than traditional 911 and E911

**BY SELECTING THIS CHECKBOX AND CLICKING "I ACCEPT" BELOW, YOU CONFIRM THAT YOU HAVE READ, AGREE TO AND UNDERSTAND HOW 911 SERVICE FOR RINGCENTRAL OFFICE@HAND FROM AT&T SERVICE DIFFERS FROM TRADITIONAL 911 SERVICE.**

**Important!** This is the address that will be used in the event of a 911 call. Be sure to update this address anytime you change the location where you use this RingCentral RingCentral Office@Hand from AT&T. If you plan to use your DigitalLine equipment outside of the United States, please click [here](#)

10. You will be asked if you would like to add more phones for the selected location. Click on your choice.



**Add more phones?**

Would you like to add more phones for the selected location now?

**Yes, add more phones**

**No, proceed to checkout**

11. Enter the Shipping Address, and then select your Shipping Option. Click **Next**.

**Shipping**

Ship attention to:  Please select your shipping option:

Select Address:   GROUND: \$12.00 (5-7 business days)

Shipping Address:   EXPEDITED: \$18.25 (3-4 business days)

Apartment / Suite #:

City:

State/Province:

Zip Code:

Country:

Save address ⓘ

**Back** **Next**

12. You will see the Order Confirmation page. Click **Confirm**.

**Confirm Order**

Review and confirm charges:

Cisco SPA-303 Desk Phone	\$119.00 (one time charge)
Shipping: Ground	\$12.00 (one time charge)

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One time charges total\*: \$131.00

*\* Does not include taxes and fees*

**Back** **Confirm**

## How to provision your Yealink T21P or Yealink W52P



1. [Log in as an Administrator to your Office@Hand online account.](#)
2. Under Admin Portal, click Phone System, and then **Phones & Devices**.

The screenshot shows the RingCentral Office@Hand Admin Portal interface. At the top right, there is an orange button labeled "Admin Portal" with a circled "1" next to it. Below this, a navigation bar contains "Phone System" (circled with a "2"), "Users", "Reports", "Call Log", "Billing", and "Tools". On the left side, a sidebar menu lists "Company Info", "Phone Numbers", "Auto-Receptionist", "4 Group(s) 1 Other(s)", and "Phones & Devices" (circled with a "3"). The main content area is titled "User Phones" and contains a search bar, a "Status" dropdown, and a "Device" dropdown. Below these is a table with columns for "Status", "Device", and "Assigned".

Status	Device	Assigned
+	Cisco SPA-303 Desk Phone	John Smith
+	Cisco SPA-303 Desk Phone	Jenna Watson
+	Cisco SPA-303 Desk Phone	Jolly Good
×	Existing phone	Jenna Watson

3. Under User Phones, click the Existing phone that you wish to configure for a user. You will see Setup and Provision when you point your cursor over it. Click **Setup and Provision**.



User Phones					Common Phones	Paging Devices	Shared Lines	Unassigned
Search User Phones		Q	Status	Device	+ Add Device			
Status	Device	Assigned	Serial No.					
+	Cisco SPA-303 Desk Phone	John Smith	N/A	Check Progress				
+	Cisco SPA-303 Desk Phone	Jenna Watson	N/A	Check Progress				
+	Cisco SPA-303 Desk Phone	Jolly Good	N/A	Check Progress				
x	Existing phone	Jenna Watson	N/A	Setup & Provision				
x	Existing phone	Jolly Good	N/A	<a href="#">Setup &amp; Provision</a>				
+	Polycorn VVX 201	John Smith	N/A	Check Progress				

4. Select Yealink IP Phone, and then click Select Phone Model to choose the model number of the Yealink phone that you will provision. On the drop-down list, you can choose 2 Yealink phone models.

Click on the links below to proceed.

- Yealink SIP-T21P Basic IP Phone
- Yealink W52P Cordless Phone

### Yealink SIP-T21P Basic IP Phone

5. Select Yealink IP Phone, choose Yealink SIP-T21P Basic IP Phone on the drop-down list, and then click **Next**.



**Assisted provisioning - Step 1**

In addition to the devices RingCentral sells pre-provisioned, RingCentral supports assisted provisioning for additional models. If your model is not available via assisted provisioning, RingCentral may have documented how to manually configure it. Please see the office devices page for more information.

Select your phone model to begin:

Cisco / Linksys IP Device:

Polycom IP Phone:

Yealink IP Phone:

Other Phone



6. You will see the instructions on how to reset the existing configuration on your phone. Click **Next** after resetting your phone.

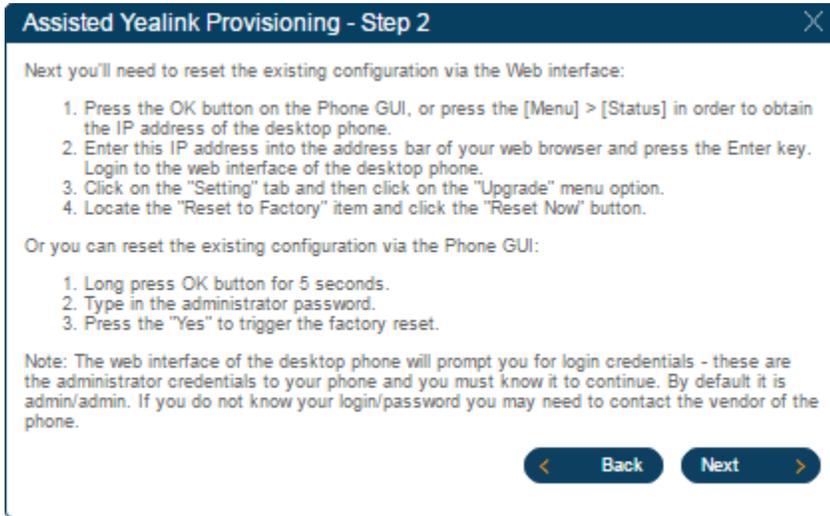
*You'll need to reset the existing configuration via the Web interface:*

1. Press the **OK** button on the Phone GUI, or press the **[Menu] > [Status]** in order to obtain the IP address of the desktop phone.
2. Enter this IP address into the address bar of your web browser and press the **Enter** key. Login to the web interface of the desktop phone.
3. Click on the **"Setting"** tab and then click on the **"Upgrade"** menu option.
4. Locate the **"Reset to Factory"** item and click the **"Reset Now"** button.

*Or you can reset the existing configuration via the Phone GUI:*

1. Long press **OK** button for 5 seconds.
2. Type in the administrator password.
3. Press the **"Yes"** to trigger the factory reset.

**Note:** The web interface of the desktop phone will prompt you for login credentials - these are the administrator credentials to your phone and you must know it to continue. By default it is admin/admin. If you do not know your login/password you may need to contact the vendor of the phone.



## Yealink W52P Cordless Phone

5. Select Yealink IP Phone, choose Yealink W52P Cordless Phone on the drop-down list, and then click Next.



6. You will see the instructions on how to reset the existing configuration on your phone. Click Next after resetting your phone.

*You'll need to reset the existing configuration:*

*1. On any handset paired to your cordless phone base station press [OK] > Status > System status in order to obtain the IP address of the cordless phone base station.*



2. Enter this IP address into the address bar of your web browser and press the Enter key. Login to the web interface of the cordless phone.
3. Click on the "Phone" tab and then click on the "Upgrade" menu option.
4. Locate the "Reset to Factory" item and click the "Reset Now" button.

*Note: The web interface of the cordless phone will prompt you for login credentials - these are the administrator credentials to your phone and you must know it to continue. By default it is admin/admin. If you do not know your login/password you may need to contact the vendor of the phone.*

*RingCentral only supports the following versions of this cordless phone.*

**Base Station:**

*Hardware version: 25.1.0.0.0.0 or higher*

*Software version: 25.50.0.20 or higher*

**Handsets:**

*Hardware version: 26.0.0.7 or higher*

*Software version: 26.50.0.20 or higher*

*Please refer to the manufacturer's documentation for instructions on how to identify the versions numbers*

*If your cordless phone handsets or base do not meet this requirement you may not be able to provision or use the devices.*

*Please note that only 4 paired handsets per base station are supported. Pairing a 5th handset may result in some users not being able to make phone calls.*



**Assisted Yealink Provisioning - Step 2**

Next you'll need to reset the existing configuration:

1. On any handset paired to your cordless phone base station press [OK] > Status > System status in order to obtain the IP address of the cordless phone base station.
2. Enter this IP address into the address bar of your web browser and press the Enter key. Login to the web interface of the cordless phone.
3. Click on the "Phone" tab and then click on the "Upgrade" menu option.
4. Locate the "Reset to Factory" item and click the "Reset Now" button.

Note: The web interface of the cordless phone will prompt you for login credentials - these are the administrator credentials to your phone and you must know it to continue. By default it is admin/admin. If you do not know your login/password you may need to contact the vendor of the phone.

RingCentral only supports the following versions of this cordless phone.

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Please note that only 4 paired handsets per base station are supported. Pairing a 5th handset may result in some users not being able to make phone calls.

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7. Enter the phone's MAC Address, and then click Next.

**Note:** A Media Access Control (MAC) Address is a code that uniquely identifies a hardware device in a network. It is usually found at the back of the phone or through the Phone status menu. It should have 12 characters and should consist of the numbers 0-9 and letters a-f.

**Assisted Yealink Provisioning - Step 3**

We'll need to know the MAC address of your cordless phone. To obtain this number, turn the base station over and look for the alphanumeric number labeled as MAC address and enter it below



MAC Address:

You can also obtain the MAC address through the display of the desktop phone GUI. On the desktop phone press OK or press the [Menu] > [Status].

[Back](#) [Next](#)



- 8. You will see additional instructions for provisioning your device, and then click **Next**.

**1. Access Web Interface**

Next you'll need to point your desktop phone to RingCentral for configuration information. Login via web interface of the desktop phone. You will be prompted for login/password credentials - this are the administrator credentials to your phone and you must know it to continue. By default these are admin/admin. If you do not know your login/password you may need to contact the vendor of the phone.

**2. Configure Provisioning Server**

In the desktop phone web interface, click the "Setting" tab, and then select "Auto Provision" menu option. Locate "Provisioning server" field and enter the provisioning link:

Yealink T21P Yealink W52P

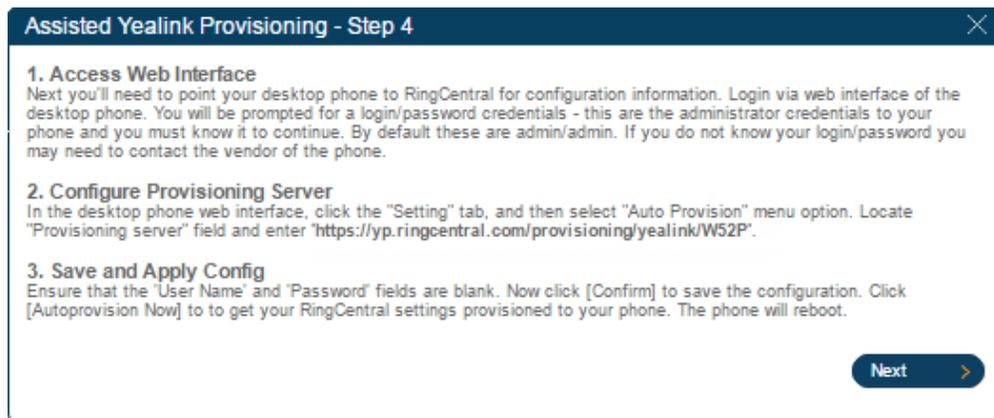
<https://yp.ringcentral.com/provisioning/yealink/T21P>

<https://yp.ringcentral.com/provisioning/yealink/W52P>

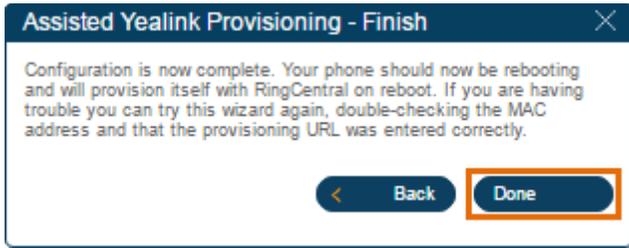
Yealink T21P	Yealink W52P
<a href="https://yp.ringcentral.com/provisioning/yealink/T21P">https://yp.ringcentral.com/provisioning/yealink/T21P</a> P	<a href="https://yp.ringcentral.com/provisioning/yealink/W52P">https://yp.ringcentral.com/provisioning/yealink/W52P</a> P

**3. Save and Apply Config**

Ensure that the 'User Name' and 'Password' fields are blank. Now click [Confirm] to save the configuration. Click [Autoprovision Now] to to get your RingCentral settings provisioned to your phone. The phone will reboot.



- 9. Your phone should reboot and provision itself. Click **Done** when finished.



**Note:** You will be redirected to the phone's details afterward. The status of the phone should show online once it is successfully provisioned to your account. You can also configure the following settings before clicking **Save**.

- **Name:** Give your phone a name to help you identify this device when configuring your Call Handling settings.
- **Data Usage:** To improve the quality of your calls, you can set how much network bandwidth to use for calls:
- **High Bandwidth** gives you better sound quality but calls can become choppy when it's not available.
- **Low Bandwidth** gives you lower sound quality but ensures no interruptions during your conversation.
- **HD Voice:** You can tick the box to enable HD Voice on this device if possible.



Click **Save**.

< Back Existing phone Change Phone Unassign Phone

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 Serial Number: 001565173994 Name  
Assigned Type: User Phone Julie Smith Yealink Phone  
Status: Online

---

Assigned To

User  
Ext. 214 - Julie Jones >

Phone Number (203) 000-0000 > Change Number Default Area Code 203

---

Bandwidth Settings ⓘ

Data Usage High HD Voice  Use if possible

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Emergency Address ⓘ

94404, 999 Baker Way, San Mateo, CA, United States >

Cancel Save

**See also:**  
Yealink W52P Handset Registration (Pairing)

**Keywords:** yealink, yealink t21, yealink t-21, t21, t-21, yealink provisioning, 8682