Device Provisioning

Mike Johnstone - 2026-03-08 - [Handsets and Device Provisioning](#)

Device Provisioning

If you are supplying your own Polycom VVX handsets as a first step you will need to apply our provisioning URI onto the phone. Yealink's 'zero touch' on the other hand removes the need to unpack the handsets prior to provisioning.

This knowledge base article describes using our Device Provisioning application for the following manufacturers: Polycom and Yealink.

1. Choose Add device

2. Select Device Type (Yealink, Polycom)

3. Paste the MAC address from notepad into the MAC address field (remove the : colons if any)

4. Set the Label

5. Select DID from the line number selection list

6. Select VLAN if the phone is using a Metro Voice VLAN configured router

7. Select 'SAVE' or 'Add another..' to add the phone and MAC address to our provisioning database

8. Restart the phone to force the configuration of the device

Note: Numbers can only be assigned to one device including handsets and softphones. You cannot share one number over multiple devices.

Yealink Device Provisioning

1. Purchased through us: If purchased through us, we upload the phone's MAC addresses onto our Yealink redirection site. Subject to completing steps 1 & 2 above, just power the phone on, and we take care of the rest.

2. BYO: For customers bringing their own Yealink, just provide us with the MAC address and we'll attempt to upload it onto our Yealink redirection site. Once again subject to completing steps 1 & 2 above, once we've uploaded the phone's MAC addresses, turn the phone to start the provisioning process.

3. Yealink Redirector: If you have your own Yealink redirector account apply the following URI within Add Servers function – http://yealink.l2access.com.au:/updateAESkey.cfg

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