

# Polycom Configuration Guide

**Important:** Before you install your Polycom phone, you must register the phone's MAC address. Please use our easy-to-follow instructions below.

1. Locate the phone's **MAC Address**.  
*The MAC Address is located on the back of the phone on a white sticker with a serial bar. It begins with "000".*
2. Log into your account at <http://betterworldtelecom.com/login.php>.
  - **Users:** Click *My Account* at the top of the page, and then click the *My Phones* tab.
  - **Admins:** Click on the user you would like to assign the phone to, and then click the *Edit Phones* button.
3. Click **Add a Phone**.
4. Type in the **MAC Address**.
5. For **Phone Type**, select **Polycom**.
6. Click **Add Phone**.

If you are assigning the phone to a **Phone Only** extension (e.g., lobby or conference room phone with limited use), click the **Other Extensions** tab and then click the **Edit Phones** button.

MAC Address:	<input type="text" value="0004F1234567"/>
Phone Type:	<input type="text" value="Polycom"/>

## Step 2

Connect your handset to the phone. If you also purchased a headset, connect it.

## Step 3

1. Unplug the Ethernet cable from your computer and plug it into the **LAN port** on the back of the phone.
2. Get the Ethernet cable provided with your phone. Plug one end into the **PC port** on the back of the phone. Plug the other end into the **Ethernet port** on your computer.
3. Connect the power supply to the wall and phone.
4. Pull the cables toward the top of the phone and attach the phone base to the phone.



**Powered on the phone before entering the MAC Address?** Unplug the phone for 10 seconds then plug it in again now.

## Step 4

Allow up to 15 minutes for the phone to register then make a test inbound and outbound phone call.

### Confirming Phone Registration

A dark or hollow filled phone icon will appear next to the Polycom phone lines. The dark filled icons indicate the phone is registered. Hollow icons mean the phone is not registered.

# Polycom Configuration Guide

**Yi-Tong Ma**



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