

Provisioning third-party desk phones for UC with RingCentral



More ways to use Unified Communications with RingCentral

When you choose Unified Communications (UC) with RingCentral, you get a simple solution that seamlessly combines messaging, videoconferencing, calls and collaboration with the expertise, nationwide network and managed services of Spectrum Enterprise®. You're one step closer to empowering your teams with reliable, customizable communications.

There are two methods for enabling desk phones for UC with RingCentral services:

Option 1: Purchase new [Cisco](#) or [Poly](#) preconfigured devices from Spectrum Enterprise that connect automatically upon installation. We provide service delivery, installation, support and on-demand user training.

Option 2: Bring your own devices (BYOD) from another provider. This option requires more time and effort, as you must follow a set of verification and provisioning procedures. Here's how:

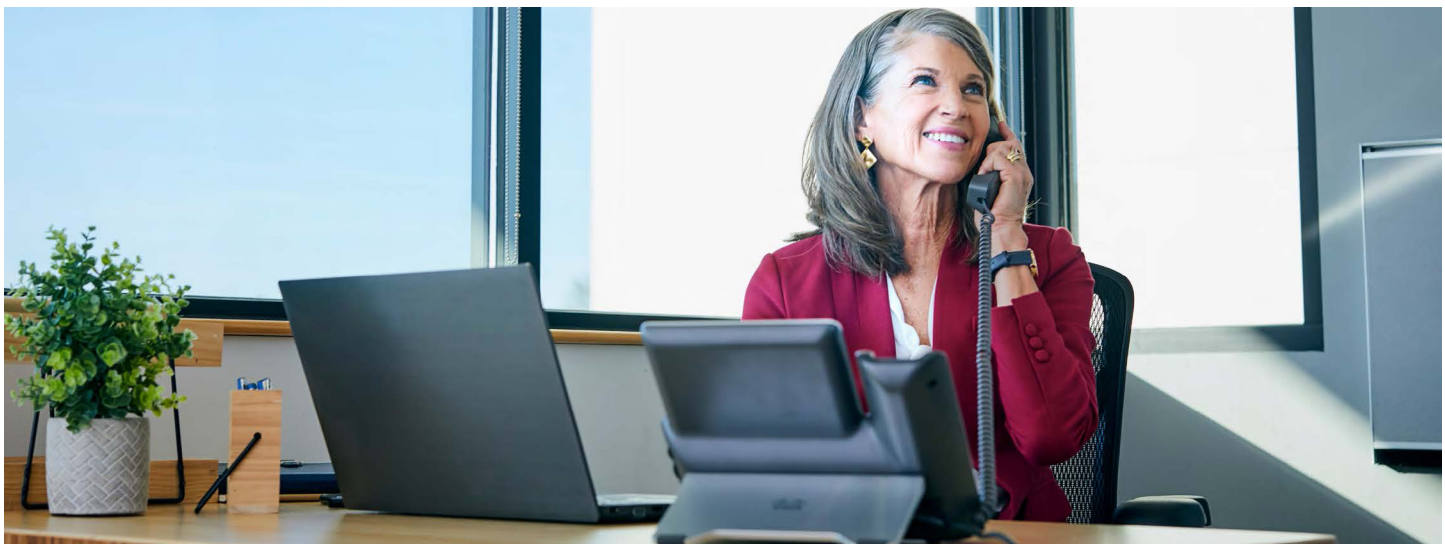
	Cisco	Yealink	Poly
1. Contact your previous service provider for the verification code to unlock the device(s).			
2. Verify RingCentral admin access by signing into the RingCentral admin portal .			
3. Confirm that your devices meet network requirements .			
4. Reset your devices to original factory defaults to remove any existing configurations.	Factory reset for Cisco	Factory reset for Yealink	Factory reset for Poly
5. Determine which type of provisioning your devices support.			
Assisted provisioning (Updates are downloaded automatically.)	Assisted provisioning for Cisco	Assisted provisioning for Yealink	Assisted provisioning for Poly
Manual provisioning (You manually configure the SIP settings for your device.)	Manual provisioning for Cisco	Manual provisioning for Yealink	Manual provisioning for Poly
Manually provisioned devices are unable to:			
<ul style="list-style-type: none"> Receive automatic updates from RingCentral servers. Download RingCentral security and firmware updates. Use the <i>Presence</i> feature. Have softkeys available for paging or intercom features. 			

(Continued)	Cisco	Yealink	Poly
Zero-touch provisioning	If your devices have previously used zero-touch provisioning with a different provider, the serial number or MAC address used for this setup may need to be cleared. Contact your previous service provider and request the serial/MAC address be deleted from their server.		For Poly phones, email ztpinfo@poly.com to request a MAC address transfer. This step can be bypassed by opting for the assisted provisioning process above.

The above manufacturers are compatible with UC with RingCentral. Verify your devices [here](#). (Note: UC with RingCentral does not support devices from ALE, Avaya, Mitel or Unity.)

Unified Communications with RingCentral provides a powerful platform for messaging, video conferencing, calling and more. It offers simplified deployment, management and reliability — especially when combined with connectivity solutions from Spectrum Enterprise. Adding new phones to your network from our lineup occurs automatically, offering quick and easy installation compared to BYOD methods.

Need more help? [Contact Spectrum Enterprise client support at 1-888-812-2591.](#)



About Spectrum Enterprise

Spectrum Enterprise, a part of Charter Communications, Inc., is a national provider of scalable, fiber technology solutions serving many of America's largest businesses and communications service providers. The broad Spectrum Enterprise portfolio includes [networking and managed services solutions](#): [Internet access](#), [Ethernet access and networks](#), [Voice](#) and [TV solutions](#). The Spectrum Enterprise team of experts works closely with clients to achieve greater business success by providing solutions designed to meet their evolving needs. For more information, visit enterprise.spectrum.com.

©2024 Charter Communications. All rights reserved. Spectrum Enterprise is a registered trademark of Charter Communications. All other logos, marks, designs, and otherwise are the trademarks and intellectual property of their respective third-party owners. Not all products, pricing and services are available in all areas. Pricing and actual speeds may vary. Restrictions may apply. Subject to change without notice.