

# Device Registration - Hosted VoIP

There are 2 ways to setup devices to use our platform:

## 1. Auto-Provision

The control panel supports the auto-provision for close to 100 devices across multiple manufacturers. If your model is supported, this method provides a very simple touch-free provisioning process.

Add the device into the control panel using the MAC code (supplied on or within the phone). Once added into our control panel, upon powering up the device for the first time, it will call home to the manufacturer. The manufacturer knows to direct the device to our provisioning server as a result of the MAC being supplied already to us (and in turn to the manufacturer). The device will now download the configuration, including user credentials and any device specific settings, making it usable within minutes.

Complications can arise when repurposing a phone which has previously been associated with another supplier's provisioning systems. The manufacturer may need to be manually informed to drop the MAC association with another party so that the phone is steered to the new provider.

## 2. Manual Configuration

We can't support provisioning for all manufacturers and models, it would be a never ending task to achieve this. Even if we could, some manufacturers (eg Grandstream) simply don't support the auto-provisioning process, so manual setup is needed.

Generally speaking, the number of settings you should need to enter into a device is limited, however, that assumes that the factory default settings are suitable in the first instance. Generally speaking they will be, but an element of caution needs to be applied. At a very general level the key settings you will need to have set include:

**Hostname** - The host name is not standard throughout the platform and is unique to your Hosted VoIP account. It will take the form of username.realm (eg siptrunk.intervoip.co.uk). This is not an A record and will not respond to ping. It is an SRV record, something which your PBX may ask as part of setting it up.

**User ID** - Device specific username picked when adding it to the control panel.

**Authentication ID** - Same as user ID.

**Password** - Device specific password.

**DNS Mode** - SRV

**Port** - This needs to be reflective of what you have set in the control panel.

**5060** (for TCP / UDP)

**7000** (for SIP ALG)

**5061** (for SIPS / TLS)

**7001** (for SIP ALG / TLS)

**Transport** - Ensure that it mirrors what you have set in the control panel for the device (eg UDP / TCP).