

Set up a Third Party SIP Phone

Summary How do I set up and provision my own device with my RingCentral service?

Details **Provisioning** is when you connect a phone with the RingCentral cloud platform for secure voice, audio conferencing, and online meetings.

You can get a preconfigured and fully provisioned phone that is ready to use when plugged in to a high-speed internet connection from RingCentral. You may also use the device that you already have, maybe from a previous or different provider, bought directly from the manufacturer/ distributor, or a phone that was passed on with RingCentral. As long as the device is one of which RingCentral recommends or that it is SIP Compatible.

Click on the links below to learn more.

Provisioning a third party SIP phone

- [Assisted Provisioning](#)
- [Manual Provisioning](#)

Adding a Phone number that will be assigned to your existing phone

Getting the SIP Settings for Manual Provisioning

Instructions for Manual Provisioning after getting the SIP Settings for your existing device

Provisioning a third party SIP phone

You can provision your device in 2 different ways:

1. Assisted Provisioning

Assisted Provisioning is available on some phone models. In **Assisted Provisioning**, the phone's Serial Number is entered on your RingCentral Online account, and RingCentral's Provisioning Server address is entered inside the phone's **Menu**. This allows the phone to automatically connect, download, and update the information. Since your system is in the cloud, updates and new features appear automatically.

IMPORTANT: Check if your device is included on the list of phones that can be configured via Assisted Provisioning. If your phone is on the list, you will see a link where you can view the instructions for assisted provisioning. If your phone is not on the list, then continue below for Manual Provisioning. To view the list, go to [List of Tested Phones with RingCentral](#).

2. Manual Provisioning

Manual Provisioning is performed when a device is not on the list of supported devices for Assisted Provisioning. For more information, see [List of Tested Phones](#).

In **Manual Provisioning**, **SIP Settings** are entered manually in the phone's menu or web interface. The Authorization information and SIP settings for the phone are entered manually in the phone's Menu or Web Interface, to be able to ONLY register with the RingCentral servers. Manual Provisioning will not maintain communication for updates to the phone, only the registration with the service.

- Manual Provisioning will not allow the phone updates from RingCentral's servers.
- Manual Provisioning will not pull the firmware required for RingCentral's features.
- Users with manually provisioned phones will not be able to use [Presence](#).
- Phones manually provisioned will not have softkeys for [Paging](#) and [Intercom](#).

To manually provision your phone, you must first, add a phone number that will be assigned to your existing device. Scroll down for instructions.

NOTE: If your device also has a phone number assigned to it, proceed to [How do I get the SIP Settings needed for Manual Provisioning](#).

Adding a Phone number that will be assigned to your existing phone

Step 1:

[Log in as an Administrator to your RingCentral Online Account](#).

Step 2:

Under **Admin Portal**, click Users. The **User list** will automatically load.
Under **Users With Extensions**, click the name of the User that you want to modify.

RingCentral Admin Portal

Phone System **Users** Reports Call Log Billing Tools

User list Roles User groups Templates

Users With Extensions Unassigned Extensions

Search Users Status Roles Department

Delete Enable Disable Resend Invite

Status	Name	Number	Ext.	Roles	Department
✓	Bob Smith		106	Standard (Interna...	
✓	Debbie Smith	(857) 000-0105	105	Super Admin	
✓	James Smith	(857) 000-0102	102	Standard (Interna...	
✓	Jane Anderson	(857) 000-0103	103	Standard (Interna...	

Step 3:

Click on **Phones & Numbers**, and then click **Add Phone**.

User Details **Phones & Numbers** Screening, Greeting & Hold Music Call Handling & Forwarding Messages & Notifications Outbound Caller ID Outbound Fax Settings

Phones & Numbers

Add Direct Number

Phone: Jane Andrsn Desktop ... (857) 000-0103

Add Phone

Presence Intercom

Conference Number: (267) 930-4000
Host Code: 000-000-000
Participants Code: 111-111-111

Invite with Email Done

Step 4:

Select the Location of your device, and then click **Next**.

X
Buy User Phone

1 Location
2 Buy Phones
3 Numbers
4 Emergency Address
5 Shipping Address
6 Confirmation

Select a Location

Domestic
 International

Cancel
Next

NOTE: For instructions on how to add a Desk phone that will be used in an International location, go to [Adding a RingCentral Global Office Number through the Online Account](#).

Step 5:

Select **Other Phones**, and then click on **Existing Phone**.

You will see a pop-up with a note: *Select this option if you have your own unlocked SIP compatible device you'd like to use.* Click **Add to Cart**.

X
Buy User Phone

✓ Location
2 Buy Phones
3 Numbers
4 Emergency Address
5 Shipping Address

Select a Device

Recently Bought
Desktop Phones
Other Phones 1

Existing Phone

Price: FREE

Use your own IP phone

Purchase \$0.00

Select this option if you have your own unlocked SIP compatible device you'd like to use.

Add to Cart 3

RingCentral for Desktop

Price: FREE

Order: 0 Devices (max 50)

QTD	Item
No selected	

Step 6:

Specify the number of Phone Number / Digital Line under **QTY**, and then click **Next**.

X
Buy User Phone

✓ Location
2 Buy Phones
3 Numbers
4 Emergency Address
5 Shipping Address

Order: 1 Device (max 50)

QTD	Item	Price
1	Existing Phone DigitalLine Included (x1)	\$0.00 \$0.00/yr

Phone Total: \$0.00

Annual Charges: \$0.00

Subtotal: \$0.00

*Excludes taxes, fees and/or shipping

Back
Next

Step 7:

You will be given 2 options for your Existing device's number.

a. Use an Existing Number from your account - You can select any non-Toll-Free number assigned to either your Company Auto-Receptionist, or Special Extensions on your account. A Special Extension can either be a Message-Only Extension or an Announcement-Only Extension.

Buy User Phone ×

✓ Location
 ✓ Buy Phones
 3 Numbers
 4 Emergency Address
 5 Shipping Address
 6 Confirmation

Please assign Existing or New numbers to selected devices.

Existing Number New Number 1

State: Massachusetts - 2 left Area Code: (857) - Jamaica Plain, West Roxb 6 Existing Numbers Left

2 Assign to Selected ▼

<input type="checkbox"/>	Device	Phone Number	Number Type
<input type="checkbox"/>	Existing Phone	Select Existing Number	New Unassign Number

Total: 1 < 1 > Back Next

b. Purchase a New Number for your account - You can purchase a Phone number to be assigned as a Digital Line to your Existing device.

Buy User Phone ×

✓ Location
 ✓ Buy Phones
 3 Numbers
 4 Emergency Address
 5 Shipping Address
 6 Confirmation

Please assign Existing or New numbers to selected devices.

Existing Number New Number 1

State: Massachusetts Area Code: (857) - Jamaica Plain, West Roxb 2

Assign to Selected ▼

<input type="checkbox"/>	Device	Phone Number	Number Type
<input type="checkbox"/>	Existing Phone		

Total: 1 < 1 > Back Next

Step 8:

Select the device where you want to assign the number by ticking the box next to it, and then click **Assign to Selected**.

Buy User Phone ✕

✓ Location
 ✓ Buy Phones
 3 Numbers
 4 Emergency Address
 5 Shipping Address
 6 Confirmation

Please assign Existing or New numbers to selected devices.

Existing Number New Number

State: Area Code: 2 Assign to Selected ▾

<input checked="" type="checkbox"/>	Device	Phone Number	Number Type
1	Existing Phone		

Total: 1 < 1 > Back Next

Step 9:

The Phone number assigned to the Existing phone is shown. Click **Next**.

Buy User Phone ✕

✓ Location
 ✓ Buy Phones
 3 Numbers
 4 Emergency Address
 5 Shipping Address
 6 Confirmation

Please assign Existing or New numbers to selected devices.

Existing Number New Number

State: Area Code: Assign to Selected ▾

<input type="checkbox"/>	Device	Phone Number	Number Type
<input type="checkbox"/>	Existing Phone	(209) 284-5324	New

Total: 1 < 1 > Back Next

Step 10:

Select the Emergency Address that will be assigned to the phone.

- If you have set an Emergency Address for a device before, you can select it from the drop-down menu.
- If the Emergency Address for this device you are adding is different from a previously set Emergency Address, click **New**.

Buy User Phone ✕

✓ Location
 ✓ Buy Phones
 ✓ Numbers
 4 Emergency Address
 5 Shipping Address
 6 Confirmation

Select Emergency Address

▾

Assign to Selected ▾

<input type="checkbox"/>	Device	Phone Number	Emergency Address
<input type="checkbox"/>	Existing Phone	(209) 284-5324	

Total: 1 < 1 > Back Next

When you select **New**, the page will redirect to a window where you can **Add new Emergency Address**. Fill out the Emergency Calling Address form. Make sure you read the terms and conditions, then tick the checkbox to Accept the Terms, and then click **I Accept**.

NOTE: Use the address where your 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, 999/112 in the United Kingdom, and such other Emergency Call Services as applicable in other countries) from this RingCentral Desk phone. Be sure to update this address anytime you change the location where you use this RingCentral Desk phone.

< Back
Add new Emergency Address

Emergency Calling – Registered Address

You must enter the address of the physical location where you will use the RingCentral service for this digital line. Where available, this address will be provided to first responders when you make an emergency call using your RingCentral service (911 in the United States and Canada; 999/112 in the United Kingdom and throughout the European Union; 999/995/993 in Singapore; and any other applicable Emergency Services number).

Customer Name <input type="text" value="e.g. John Doe"/>	Country <input type="text" value="United States"/>
Street Address <input type="text" value="e.g. 120 1st St SW"/>	Apartment / Suite # <input type="text" value="e.g. App. 25"/>
City <input type="text" value="e.g. Alabaster"/>	State/Province <input type="text" value="Alabama"/>
Zip Code <input type="text" value="e.g. 35007"/>	1

Important: You must update this address every time you move your RingCentral IP phone or Emergency Dialing-Enabled Softphone to a different location. You may update the Registered Address at any time through <http://service.ringcentral.com>. Please note that it may take several hours for any address update to take effect.

Emergency calling will not be available in the event of an Internet or power outage, or if your broadband, ISP, or RingCentral Office service is terminated. On your mobile device, emergency dialing is available exclusively using your mobile service. The RingCentral Mobile Application cannot send emergency calls over Wi-Fi access. It is possible that network congestion may delay or prevent completion of an emergency call. RingCentral emergency dialing service may not be available from some international numbers outside of the United States, Canada, United Kingdom, and Singapore. It is strongly recommended that you have an alternative means for placing emergency calls available at all times.

RingCentral Provides Access to Emergency Calling Services. RingCentral provides access to emergency calling services, allowing most RingCentral Office Users to access Emergency Services (911 in the United States and Canada, 999/112 in the United Kingdom and throughout the European Union, 999/995/993 in Singapore, and any other applicable Emergency Services number). Your access may differ depending on your location or the device you are using, and it works differently than you may have experienced using traditional wireline or wireless telephones. It is strongly recommended that you have an alternative means for placing emergency calls available at all times.

RingCentral Office users using IP Desk Phones or Emergency Services-Enabled Softphones can dial emergency numbers directly from their IP Desk Phones or Emergency Services-Enabled Softphone. **EMERGENCY CALLS CANNOT BE PLACED THROUGH SOFTPHONES THAT ARE NOT EMERGENCY SERVICES-ENABLED.**

Emergency calls placed through the RingCentral Office Mobile Application on a smartphone are automatically routed to the native dialer on

By clicking "I Accept" below you acknowledge and agree that you have read and understand that emergency calling service with your RingCentral services (1) may not work in the event of Internet or power outage or as otherwise described above; (2) is available on your mobile phone only through your underlying mobile service and will not work if you do not have mobile service available; and (3) you agree to immediately update your Registered Address based on the current address at which this digital line will be used.

Important! This is the address that will be used in the event of an emergency call (911 in the United States and Canada, 999/112 in the United Kingdom, and such other Emergency Call Services as applicable in other countries) from this undefined DigitalLine. Make sure that you update this address whenever you change the location where you use this undefined Digital Line.

3
I Accept

Step 11:

Select the device where the Emergency Address will be applied, and then click on **Assign to Selected**.

Buy User Phone

✓ Location ✓ Buy Phones ✓ Numbers **4 Emergency Address** 5 Shipping Address 6 Confirmation

Select Emergency Address

94002, 20 Davis Dr, Belmont, CA, United States New

2 Assign to Selected

<input checked="" type="checkbox"/>	Device	Phone Number	Emergency Address
1 <input checked="" type="checkbox"/>	Existing Phone	(209) 284-5324	

Total: 1 < 1 > Back Next

Step 12:

Click **Next**.

Buy User Phone

✓ Location ✓ Buy Phones ✓ Numbers 4 Emergency Address **5 Shipping Address** 6 Confirmation

Select Emergency Address

94002, 20 Davis Dr, Belmont, CA, United States New

Assign to Selected

<input type="checkbox"/>	Device	Phone Number	Emergency Address
<input type="checkbox"/>	Existing Phone	(209) 284-5324	94002, 20 Davis Dr, Belmont, CA, United States

Total: 1 < 1 > Back **Next**

Step 13:

Select the Shipping Address. There is no phone to be shipped since you already have an Existing phone for the Digital Line. We only need to do this as part of the needed steps.

You can select a Shipping Address from the drop-down list. You can also add a New Shipping Address by clicking on **New**.

Buy User Phone

✓ Location ✓ Buy Phones ✓ Numbers ✓ Emergency Address **5 Shipping Address** 6 Confirmation

Shipping Address

20 Davis Dr, Belmont, CA, 94002, United ... Edit New

Ship Attention To: Jane Anderson Shipping Option: Ground - \$0.00 Create Shipping Group

<input checked="" type="checkbox"/>	Device	Phone Number
<input checked="" type="checkbox"/>	Existing Phone	(209) 284-5324

Total: 1 < 1 >

If you click **New** to add a new Shipping Address, the page will redirect to a window where you can add a new Shipping Address. You can click **Save address** so you can use it in the future, and then click **Add**.

< Back
Add Shipping Address

Customer Name

Country

Street Address

Apartment / Suite #

City

State/Province

Zip Code

Save address

It is possible to store upto 7 additional shipping addresses for purchasing the devices for your account. You can also use in-country Emergency Address or RingCentral Billing address (if provided) for device shipping.

Add

Step 14:

Select the **Existing Device**, and then click **Create Shipping Group**.

Buy User Phone ×

✓ Location
✓ Buy Phones
✓ Numbers
✓ Emergency Address
5 Shipping Address
6 Confirmation

Shipping Address

Ship Attention To

Shipping Option

Create Shipping Group

Device

Phone Number

1	<input checked="" type="checkbox"/>	Existing Phone	(209) 284-5324
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Total: 1

< 1 >

Step 15:

Click **Next**.

Total: 0

< 1 >

Shipping Groups

Devices	Address	Ship Attention To	Shipping Option	Cost	
1	20 Davis Dr, Belmont, CA, 94002, United States	Jane Anderson	Ground	\$0.00	View Delete

Shipping Cost Total: \$0.00

Next

Step 16:

Tick the checkbox to acknowledge and accept the charges for the Phone number / Digital Line, and the click **Next**.

Buy User Phone x

✓ Location
✓ Buy Phones
✓ Numbers
✓ Emergency Address
✓ Shipping Address
6 Confirmation

Taxes, Charges and Fees

☑ State and local taxes and fees	\$5.12
e911 Service Fee	\$3.98
Compliance and Administrative Cost Recovery Fee	\$12.00
Federal Universal Service Fund	\$1.21
Taxes and Fees: \$22.29	
Total Charges: \$0.00	
Total Adjustments: \$0.00	
Total Taxes & Fees: \$22.29	
Sub-total: \$22.29	
Total deducted from account credit balance: \$0.00	
Total charged to credit card: \$22.29	

All charges will appear as "RingCentral, Inc" on your credit card statement and will be charged to the credit card on file for this account. Your credit card information is encrypted and processed on a secure server.

acknowledge that I have read this information and understand the itemized charges listed above. I authorize the total amount of \$22.29 to be charged to my credit card ending in [*1111].

Back
Next

NOTE: RingCentral has set limits for the protection of customers from fraudulent activities or over usage. You may get a message saying that you have exceeded the maximum allowed value that can be processed on your account in a single billing cycle. For security purposes, please contact [RingCentral Customer Service](#) to verify your Billing Information and request an account limit increase and proceed with your desired transaction.

Step 17:

Click **Done**.

QUICK TIP: The next step is to get the **SIP settings** for manual provisioning. Scroll down for instructions.

How do I get the SIP Settings needed for Manual Provisioning?

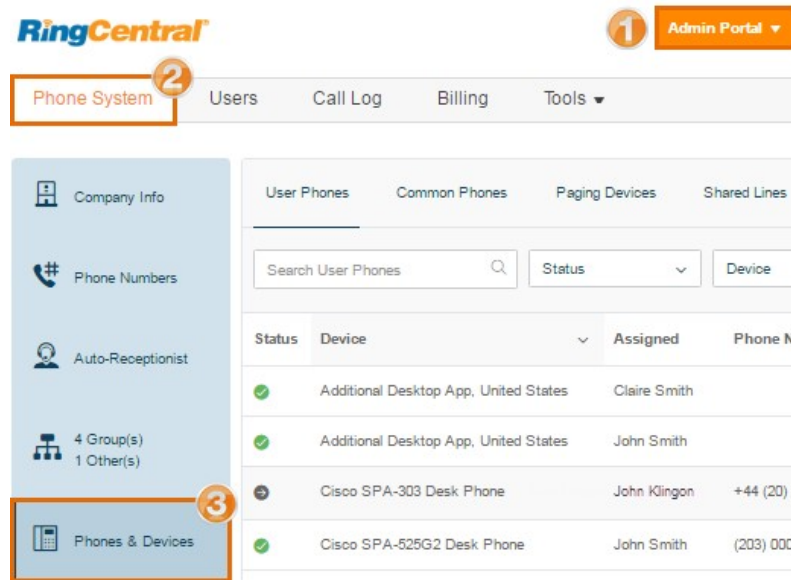
To manually provision your existing device, you first need to get the **SIP Settings** from your RingCentral Online account.

Step 1:

[Log in as an Administrator to your RingCentral Online Account.](#)

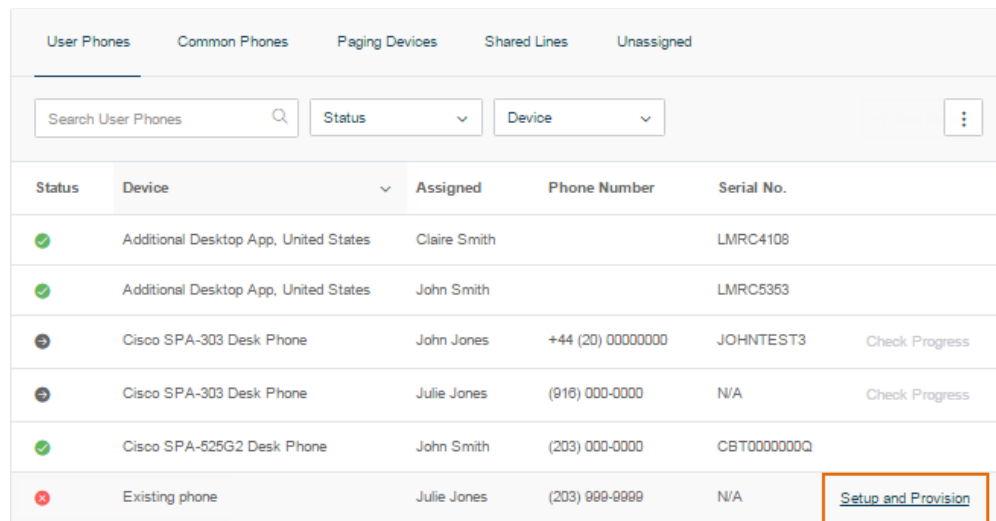
Step 2:

Under **Admin Portal**, click **Phone System**, and then **Phones & Devices**.



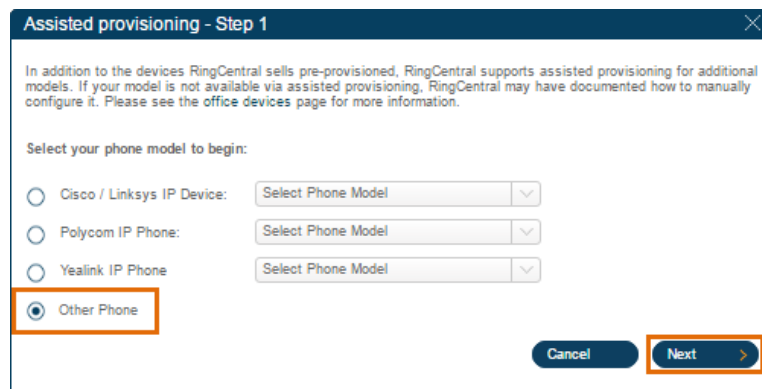
Step 3:

Under **User Phones**, look for the **Existing phone** that you wish to assign to your Cisco phone. You must select a number that is not yet tied with any device. If the number is not yet assigned to a device, you will see **Setup and Provision** when you point your cursor over it. Click **Setup and Provision**.



Step 4:

Select **Other Phone**, and then click **Next**.



Step 5:

To configure your device to connect to the RingCentral service, you will need to program it with the **SIP information**. Click **Done** when finished.

NOTE: The steps for programming will vary from device to device, so please check with your device's manufacturer for specific instructions.

Assisted Generic IP Phone / Adaptor Provisioning - Finish

To configure your device to connect to the RingCentral service, you will need to program it with the following information.
The steps for programming will vary from device to device, so please check with your device's manufacturer for specific instructions.

Field	Value
SIP Domain	sip.ringcentral.com:5060
Outbound Proxy	sip211.ringcentral.com:5060
User Name	10000000000
Password	AAAAAA
Authorization ID	1111111111

Done

Instructions for Manual Provisioning after getting the SIP Settings for your existing device

After [getting the SIP information](#), you are now ready to manually provision your existing device. The steps for programming will vary from device to device, so please check with your device's manufacturer for specific instructions.

- **Cisco Desk Phones and ATAs**

[Manual Provisioning for Cisco Phones and ATAs](#)

- **Polycom Desk and Conference Phones**

[Manual Provisioning for Polycom Phones](#)

- **Paging & Intercom**

[Provisioning your Cyberdata V3 Paging Device](#)

Although **RingCentral recommends and only provides full support for RingCentral-provided IP phones (phones purchased from RingCentral)**, we recognize that some customers may wish to use other devices. **Manual Provisioning** steps for these phones can be found at <https://www.ringcentral.com/office/voip-phone.html>. Select the **Other Phones** tab, and then click on the link provided for your device.

NOTE: RingCentral does not provide additional support for phones purchased from third party vendors. For product support on devices not purchased from RingCentral, please refer to the product's vendor for support.

See Also

[List of Tested Phones with RingCentral](#)

Ranking