



# How to configure Poly desk phones with your Zoho Voice account

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Zoho Voice now enables you to connect your Zoho Voice account with any type of IP-enabled Poly desk phones which are one of the prominent workstations in major call centers. This enables you to easily make and receive Zoho Voice calls using Poly SIP(Session Initiation Protocol) phone devices.

 Zoho Voice now supports all SIP phone models under the Poly brand.

## Configuring Poly SIP phones with your Zoho Voice account

Follow the steps below to connect a Poly desk phone with your agent's Zoho Voice account.

### 1. In your Zoho Voice account

1. Go to **Settings > Deskphone** and click **Config New Phone**.
2. On the **Add NewDeskphone** dialog box, select the agent to whom you want to configure the deskphone and select the Model as **Poly**.

Add NewDeskphone ✕

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AGENT\*

MODEL\*   
ⓘ Please refer this document for [Poly configuration](#)

MAC ADDRESS\*   
\* Use the following pattern "AA-BB-CC-DD-EE-FF"

OUTGOING NUMBER

**Note:** Please reach out to [support@zohovoice.com](mailto:support@zohovoice.com) if you use a different model deskphone.

3. Enter the MAC address of your hardphone device.

 You can find the MAC address of your desk phone at the back of your device. If not, please check with your admin.

4. Select the phone number which you need to display for outgoing calls made using the desk phone.
5. Once you click **Save**, Zoho Voice generates a config file (.cfg). Download it.

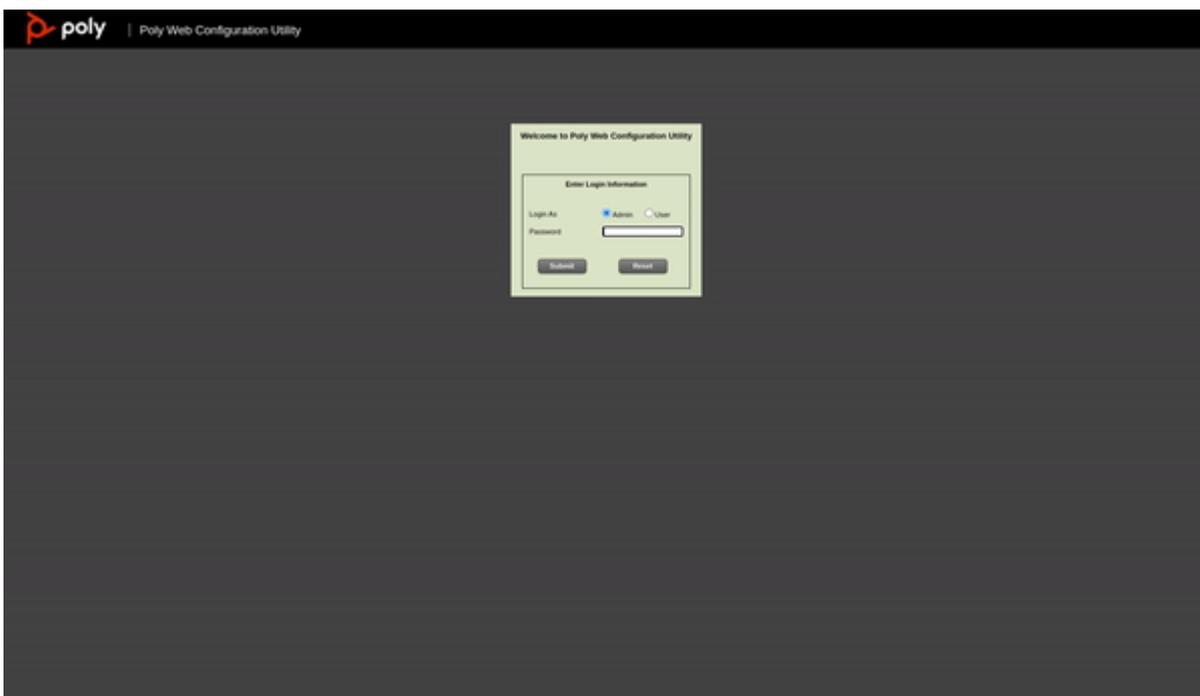
## 2. On your Poly desk phone

For successful configuration, you need to log in to the Poly device web User Interface. In order to access the web User Interface, you need to know the IP address of your Poly IP phone.

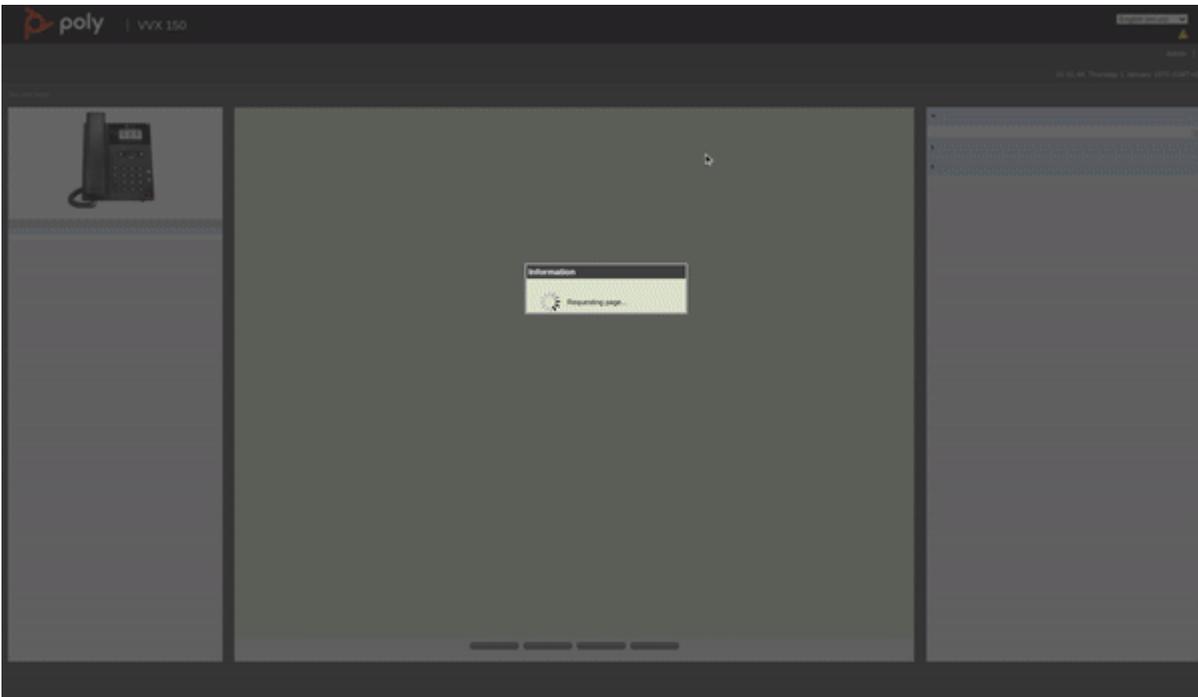
1. You can find the IP address of your device under the **Status** option.
2. The Status option can be accessed by pressing the Home button on your Poly desk phone and navigate to **Settings-> Status -> Platform -> Phone -> IPv4 Addr** option to locate the IP address of your device.
3. Once you have obtained the IP open your browser, Enter the IP address (e.g., <https://192.168.0.10> or 192.168.0.10) in the address bar of the web browser on your PC.
4. This will take you to your Poly desk phone's web User Interface.

### 3. On your Poly device's web UI

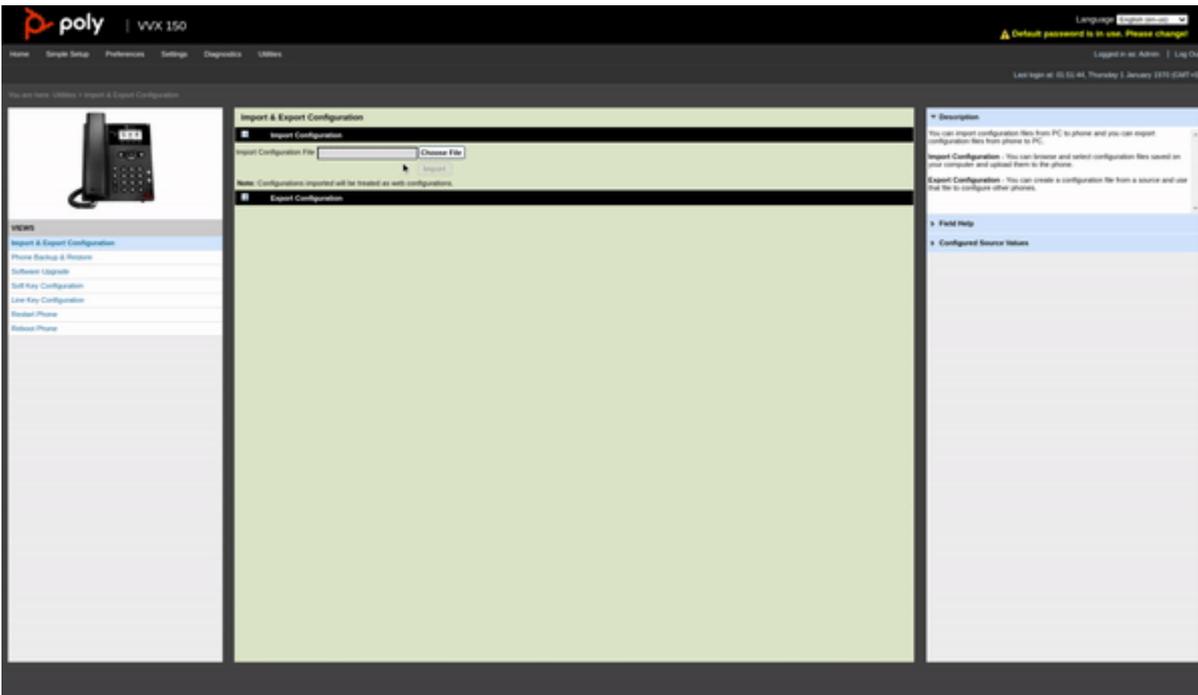
1. Login to your poly desk phone's web UI by entering your **username** and **password** based on your user type (Admin or User). Click the **Submit** button to proceed.



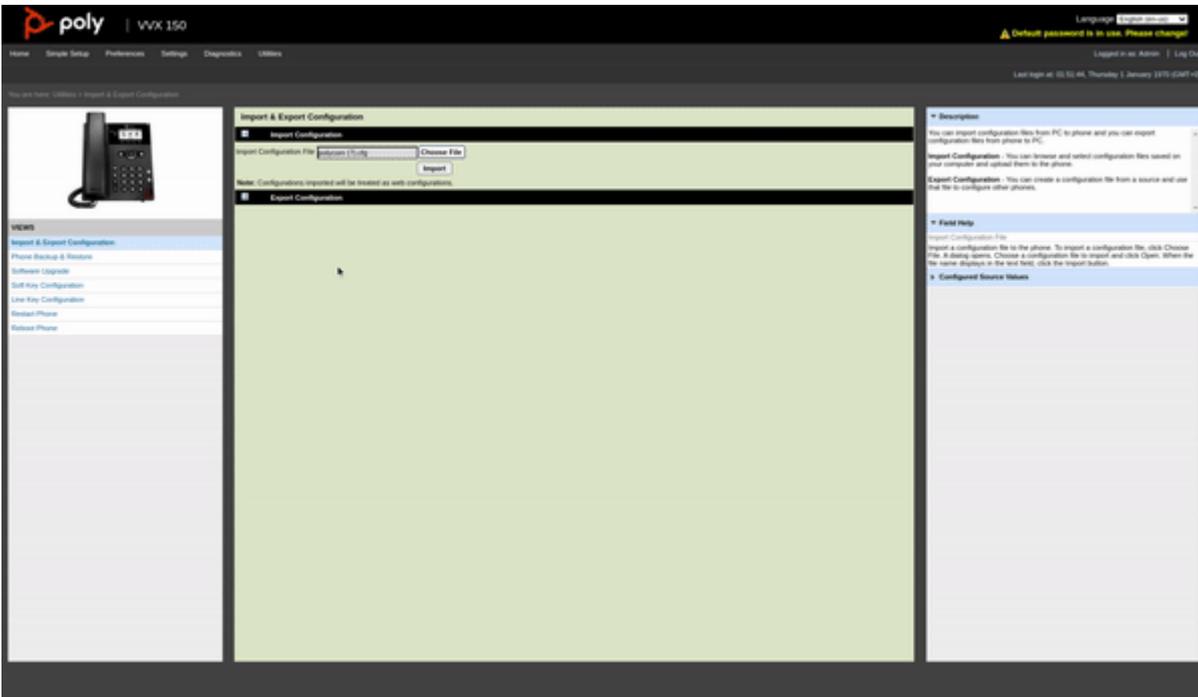
2. Now select **Utilities -> Import & Export Configuration** from the top menu bar.



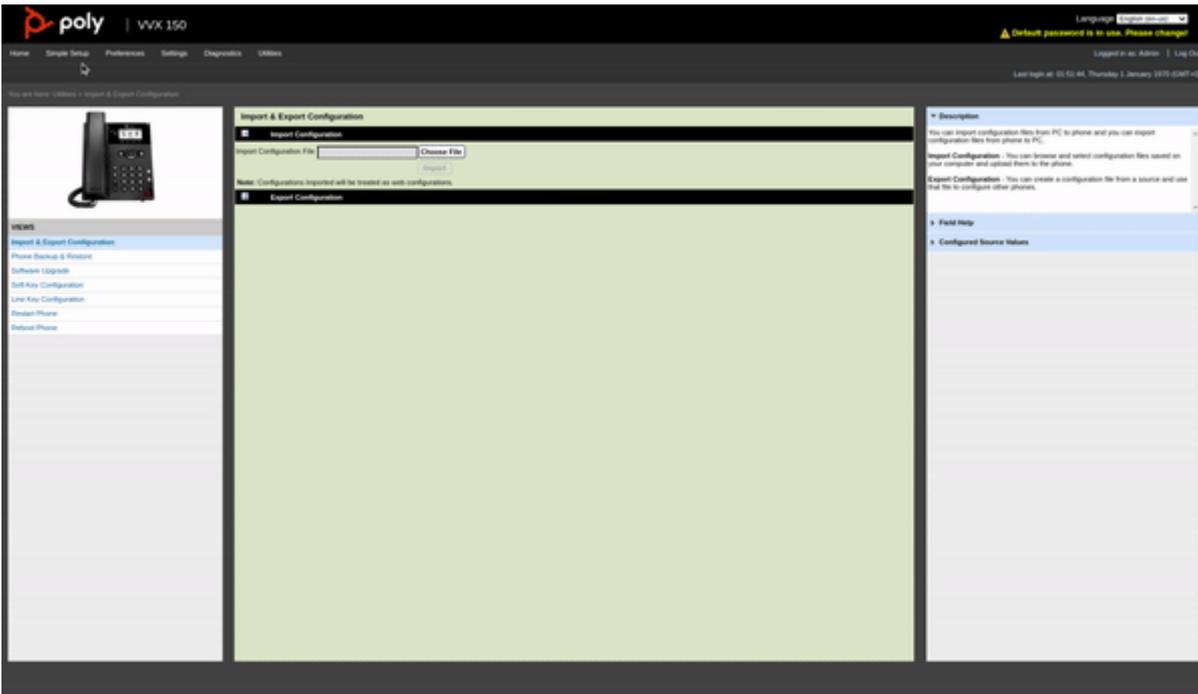
3. Under the **Import Configuration** section, for the **Import CFG Configuration File** option, browse and upload the previously downloaded config (.cfg) file you downloaded from Zoho Voice. [Refer 1. In your Zoho Voice account.](#)



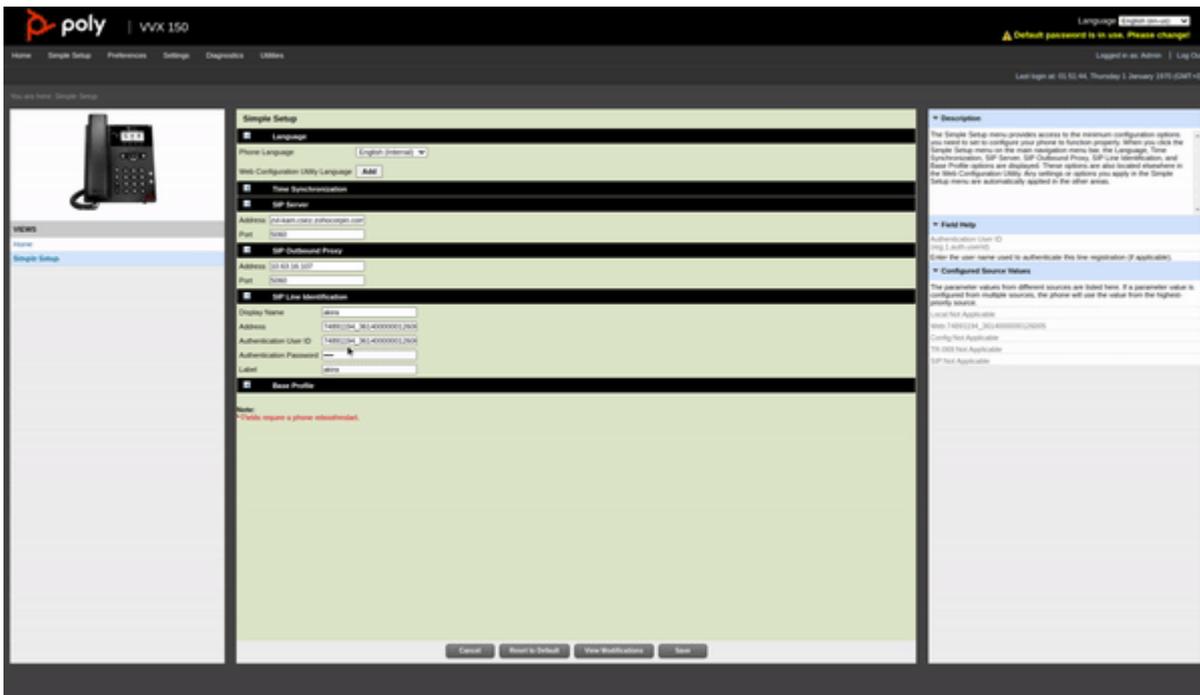
4. Click **Import** to successfully update the configuration.



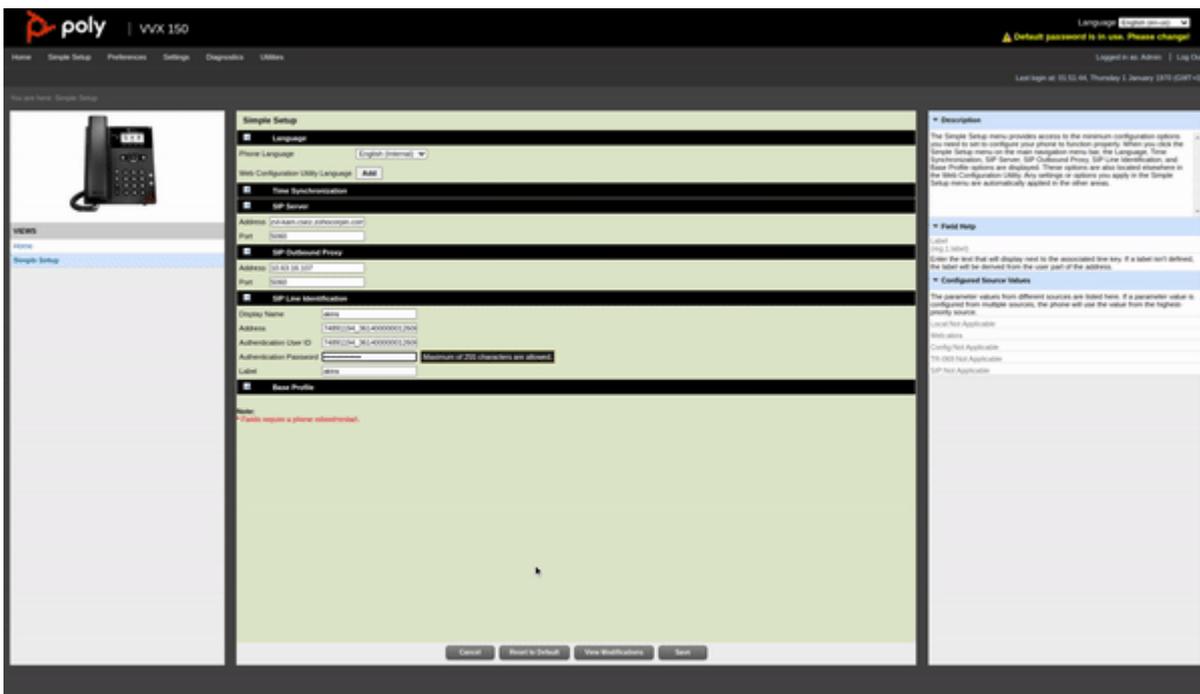
5. Now, select the **Simple Setup** menu from the top menu bar and navigate to the **SIP Line Identification** section.



6. Copy-paste the **SIP Authentication Password** sent via email into the **Authentication Password** field.



7. Click **Save** to save the configuration. Click **Yes** to confirm the configuration changes.



8. To confirm the registration status, press the **Menu** key on your Poly desk phone and navigate to **Settings-> Status-> Lines**. (This will display the line information for your username.)

9. Once the registration is successful, the username will show the status as **Registered**.

After completing the above steps, your Poly desk phone is fully configured to handle all Zoho Voice calls that are assigned for the specific agent.

- ① In the event of an unsuccessful registration, please make sure to factory reset your device and then retry the registration steps mentioned above

## Special Notes



- User extensions for Zoho Voice are **limited to 4-5 digits only**. Please ensure that all your current extensions fall within this range.
- Contacts are displayed from Zoho Voice Contacts module, only during incoming calls.
- When transferring calls via your Poly desk phone, the recipient cannot record or further transfer the call.

- ① If you face any issue while configuring Zoho Voice with any model under the Poly brand, please reach out to us at [support@zohovoice.com](mailto:support@zohovoice.com).