

Replacing a Polycom Device Associated with an Extension

Use the following guide to replace the physical Polycom device associated with a Polycom extension in an account.

Step-by-step guide

1. Log in to the NocTel control panel.
2. Click **Extensions** on the main left-side menu. On the new page search for or pick from the list the desired extension.
3. **Click** on the extension in the list to open its options page.
4. Locate the **Preference for Polycom Phone** widget on the page and click the **arrow** (>) to expand the section. If you do not see the widget click the **gear icon** on the top right of the page.

Preferences for Polycom Phone



5. At the bottom of the **Preference for Polycom Phone** widget click the **Disassociate** button to disconnect the physical device from the extension.



Important Note - Speed Dials

If the extension is using speed dials, the control panel will ask you to confirm the action as the speed dials will be removed once the physical device is disassociated. Speed dials are linked to the physical device and not the extension. If you are not using account-level speed dial setup located under *account preferences* you will need to reconfigure the speed dial for the extension in the control panel once the new device is connected.

Preferences for Polycom Phone

Device Type: Polycom Remove

Display Intensity: [Slider]

Idle Intensity: [Slider]

Line Keys: 2 for this Extension, 12 on Phone, No Expansion Module with 14 keys

Calls per Line Key: 1

Headset Type: Jabra

Hotline Destination: Extension or Number

Time Zone: America/New_York

Preferred Codec: Automatic

Outbound Mode: ☐ Disable Early Media

Enable Remote Debugging

MAC: [Redacted] Disassociate

6. Locate the MAC address of the new Polycom device you want to associate with the extension. *The MAC address is a 12 character alpha-numerical code, that is listed on the back of the Polycom phone near a barcode.*
7. Click the **arrow** (>) to expand the **Preference for Polycom Phone** widget again.
8. Enter the MAC address in the space provided with no space or delineation marks.

Preferences for Polycom Phone

Device Type: Polycom Remove

Preferred Codec: Automatic

Outbound Mode: ☐ Disable Early Media

☒ Enable Remote Debugging

MAC: Line 1 Associate

9. Click **Associate**.
10. Provisioning the new device using [NocTel's Polycom Provisioning guide](#). Once provisioned the device will connect to NocTel as the extension.

Related articles

- [Factory Resetting a Polycom VVX Phone](#)
- [Provisioning a Polycom Phone](#)
- [Twinning Polycom and Go Extensions](#)
- [Exporting a Extension List](#)
- [Ring Tones for Poly Desk Phones](#)