1. Assigning an Extension to a Physical Phone

1. Plug the Phone in and make sure it has power
2. The first Screen will says "Press Any Key" and there is a "Start Key"
3. Next screen select "New Server"
4. Next screen selection Option "2] Digium Configuration Server"
5. On the next screen you need to enter the **IP Address of the Server**
   1. IP Address can normally be found in this list: ███████████████████
   2. PBX tab of the IT Glue client
   3. Or by logging into their PBX by name and going to: Server > Networking > IP Configuration > External IP Address
6. On the next screen you will need the **Global Configruation Password**
   1. This can be found by logging into the PBX
   2. Setup > Phones > Sangoma Phones
   3. Click [Desk Phone Assignment Options]
   4. It's called "Assigment Code" in the system but "Global Config" on the device
      ████████████████████████
7. Find the Extenion you want to Assign to the phone and be 100% sure this is the extension you want to assing to the phone.
   If you do not see the Extension you want **DO NOT** pick a random extension.
   1. If you see the Extension you can arrow down and select it.
   2. If you do not see the Extension then the system sees at as assigned to another phone you have to   **Filter**
      1. Filter > Show All
         This gives you all the extensions in the PBX.
      2. If you still do not see the Extension you're looking for, it may not exist and will need to be created.
   3. **When you assign an extension to a phone:** If it was assigned to a previous phone that phone's configuration will be wiped.
      This is fine you're resetting a phone and just want to give it the extension it has before the reset. The PBX still sees it as assigned to the phone, but doesn't know the phone was reset.
      If you accidently assign something like "Paging" to the phone, you will knock out the Paging system for the office as the phone you just set up is now the only phone that will ring when someone tries to use the Paging System.
8. Now you wait. If you see the option "Press Any key to Configure" what you're saying it you want to go back to   **Step 1** of these instructions. Don't do it.
9. Pro Tip: The Extension follows the phone. It's easier for users to just take their phones when moving than to go through factory resetting phones then going through all these steps for each one, just to move the extensions between phones.

Factory Reset

Performing a Factory Rest will turn the phone all the way back to "new" and you will have to follow the steps above to set up the phone all over again. In this instance you will have to use "Filter > Show all" to find the extension. Again - make 100% you know what extension you're assigning. We don't need someone in Shipping to take an extension assigned to a VIP.
Until re-assigned the PBX doesn't know the phone was reset so it's thinking the Extension is being used for another device.
The key strokes for a **Factory Reset** are:
1. **More > More > Menu**
2. **5] Advanced**
3. **2] Reset to Factory Defaults**
4. **Yes**

If you're having a user do this remote make sure the users know NOT to "Press any key to configure" or you'll be setting the phone up over, and over, again. They never inform us they are pressing anything. They just quietly do 9 time out of 10.