

# Avaya: How to Connect a Physical IP Phone

[sccintranet.wordpress.com/avaya-how-to-connect-a-physical-ip-phone](https://sccintranet.wordpress.com/avaya-how-to-connect-a-physical-ip-phone)

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April 6, 2021



Below are the steps needed to connect your new Avaya physical IP phone.

## Step 1 – Identify your current physical phone.

Below are images of the two phones that Senior Connection Center provides to staff and volunteers.



**SCC Phone**



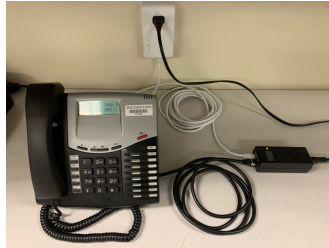
**Vonage Phone**

If your phone looks like the first image (SCC Phone), follow the instructions in Step 2A.

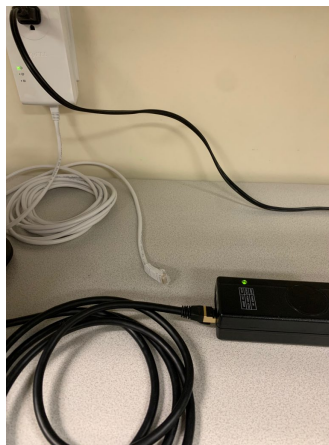
If your phone looks like the second image (Vonage Phone), follow the instructions in Step 2B.

## Step 2A – Disconnect the SCC Phone.

Your SCC Phone will have a cable coming from the bottom of the phone (color does not matter) and running to a small black rectangular power brick. The wire running from the brick to the wall (into a powerline adapter or directly into your Internet equipment) can be disconnected from the brick as show below.



**Typical phone setup with all the wires.**



**Remove the wire as shown from the power brick.**



**Phone, power brick, cable, and power cable can be set aside.**

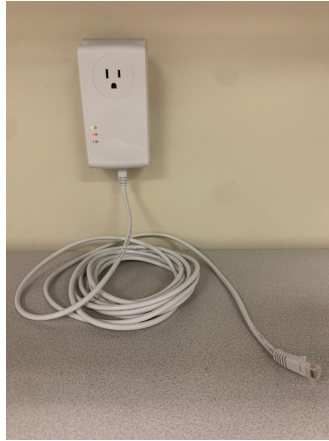
You should have only a cable (color does not matter) that is still connected to the powerline adapter or connected directly to your Internet service. Use the pictures for reference.

**You can skip to Step 3.**

## Step 2B – Disconnect the Vonage Phone.

Your Vonage Phone will have a cable coming from the bottom of the phone (color does not matter) and a thin wire that goes to the AC/DC power adapter. Disconnect both from the phone. Set the phone and the AC/DC power adapter (unplug from electrical) to the side.

You should have only a cable (color does not matter) that is still connected to the powerline adapter or connected directly to your Internet service.



**Phone, power brick, cable, and power cable can be set aside.**

Note: Internet Service provider equipment can vary but typical setups contain a TV Receiver (on the left) and two Internet related devices (newer installations, middle and right). Keep in mind that you are not disconnecting anything from the Internet boxes. We are only interested in the cable connection where your old phone was setup.



## Step 3 – Connecting your new phone.

Everything to connect your phone is in the box including, phone, AC/DC power adapter, handset, and base stand.



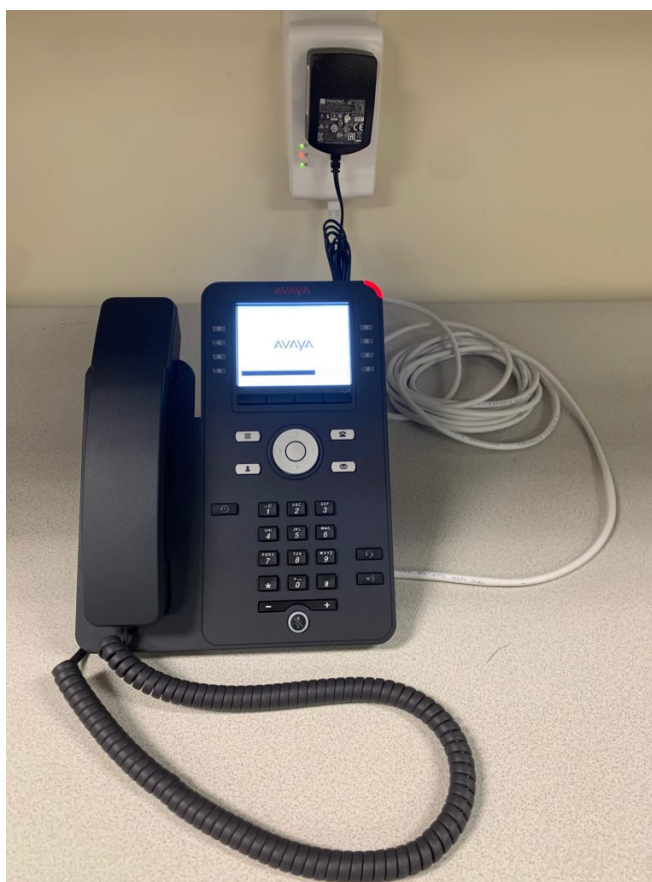
The base stand has two positions and simply inserts one way into each position. MIS recommends you insert the stand into the top position as show in the photo.



Lay the phone face down and connect the power cable (left most, round cable) from the included AC/DC power adapter and the cable coming from your powerline adapter or Internet equipment to the second jack from the left (it will only go one way) as show in the photo.

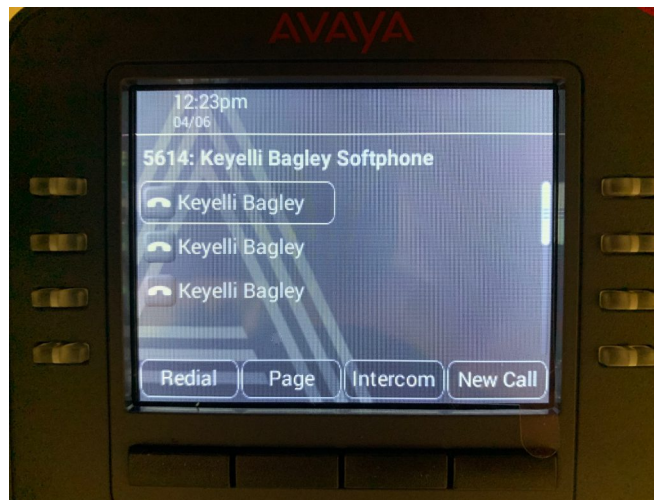


Flip the phone over and connect the AC/DC power adapter in to an electrical outlet. Should take about 1 minute for the phone to start and be ready for a phone call. Avaya will be displayed while it is starting along with other information. Eventually it will display the home screen that has your name listed.



That's it, your phone is ready to use.





**What to do with your old phone equipment?** You may dispose of the existing phone either by trash or recycle it if you have e-recycling that is local to you. Or, drop it off to Cari the next time you are at the office and we'll handle the recycling.