

HARDWARE · DEPLOYMENT · ZERO-TOUCH

Plug-and-Play Desk Phones: How Zero-Touch Works

Every provider says plug and play. Very few will tell you what the handset is doing in the ninety seconds after the cable goes in, what has to be true beforehand, or what to check when a phone comes up blank.

Zero-touch provisioning means nobody ever configures a handset. A phone is associated with an extension once, by MAC address, in the portal. From then on: it draws power over the Ethernet cable, gets an address by DHCP, discovers its provisioning server, via **SIP PnP, DHCP option 66, TR-069** or a **static URL** depending on what the network offers, downloads its configuration over HTTPS, applies the SIP account, key layout, time zone and directory, and registers. Roughly **ninety seconds**, no human involvement, no SIP password typed or stored anywhere. The commercial consequence is bigger than the technical one: a phone rollout stops being an **installation** requiring a technician, a booking and a site visit, and becomes a **delivery** requiring a courier. One desk takes under five minutes; ten desks under an hour; a remote worker takes exactly as long as the post.

■ The short version

Method	How it works	When it is the one that fires
SIP PnP Highest priority	The phone multicasts a SIP SUBSCRIBE on the local network; a provisioning service answers with a URL.	Networks where a provisioning service is present on the same LAN segment.
DHCP option 66 The common one	The DHCP server hands out the provisioning URL alongside the IP address. Option 43 and custom options work similarly.	Most managed office networks. This is usually the method that succeeds.
TR-069	A remote management protocol that lets a platform reach and configure a device across the internet.	Managed deployments, carrier-supplied equipment, remote sites.
Static provisioning URL Lowest priority	A URL pre-loaded into the handset, often at the factory or by the supplier before shipping.	Home offices and any network you do not control, which is why pre-configured handsets can be posted to a house and simply work.

■ Also worth knowing

Manual configuration	Zero-touch	
Who must attend	A technician with a laptop	✓ Whoever opens the box
Adding one desk	A booking, a callout, a minimum charge	✓ A courier
Branch office	Travel time, often a day	✓ Post it
Home worker	Genuinely awkward	✓ Post it to the house
Replacing a faulty phone	Reconfigure the replacement	✓ Swap it, plug it in
Staff change	Someone edits the handset	✓ Portal edit and reset
Where credentials live	A spreadsheet, and the handsets	✓ Nowhere a human touches

Note what is absent

At no point did a person enter a SIP username, a password, a server address or a port number. That matters beyond convenience: a **credential nobody types is a credential nobody can lose, share, email or leave written on a note under a keyboard**. Zero-touch provisioning is a security improvement that happens to also be a time saver.

■ Questions the full guide answers

- ☐ What does zero-touch provisioning actually do?
- ☐ How does a desk phone find its configuration?
- ☐ What do I need on my network for plug-and-play handsets to work?
- ☐ How long does it take to deploy business phones?
- ☐ Why is my new desk phone not working?
- ☐ Can I post a desk phone to someone working from home?
- ☐ How many desk phones does my business actually need?

This is the summary. The guide has the detail.

Every point above is worked through in full on our site, with the Australian context, the numbers and the exceptions. If you would rather talk it through, call **1300 663 222** or visit vocphone.com/about/contact-us.