

# Polycom Phone Replacement Quick Reference Guide

This shipment includes a replacement Polycom phone. Follow these instructions for installing this phone and sending the defective phone to ADP.

## Step 1: Determine Your Customer Number

- Contact your dealership's phone system coordinator to determine your customer number for your ADP Network Phone ASP system. Note that this is not the same customer number used for your DMS.

## Step 2: Note the Replacement Phone's MAC Address

- The MAC address for the replacement phone is located on the back of the phone (and on the shipping box's label as a serial number). ADP Support needs this 12-character address to configure the replacement phone on your system.



## Step 3: Call ADP Support

- Call ADP Support at 866-826-4218. Note that this number is specific for support on the Network Phone ASP system.

## Step 4: Work with ADP Support to Install the Replacement Phone

- ADP Support will re-associate the replacement phone with the appropriate extension and walk you through how to connect the phone to your network.

## Step 5: Send the Defective Phone to ADP

- Return the defective phone to ADP using the same packaging materials, which includes the necessary addressing information.