Add a Phone and MAC Address to Existing Customers

Last Modified on 05/08/2025 7:50 pm EDT

Add a phone and a MAC address to an existing customer

See the below for the steps to add a phone to a customer account for service or if the customer is adding a phone, you can use the Unshipped Device Allocate option in the Reseller Portal.

First, log into the Reseller Portal. Click on "Customers", "Modify Existing Customer", and then click on the line for the customer to add a phone to.

This opens up the options at the bottom of the screen. Click "Un-shipped Device Allocate" (blue button).

Next, scroll down to the middle of the screen. Click the "Enter Device" button, then use the drop-down to select the phone model to add. Enter the MAC address and click "Add".

Un-shipped Device Allocate					
Customer Company Name	C0000000150	Vertical Demo			
Order No. & Order Title *	502808	Vertical Demo Un-shipped Device Allocate			
Order Date	2023-08-17 09:22:17				
Allocate Date *	2023-08-17 📅				
Comment					

Assigned Device

Device Model	Assigned Qty.	Return Qty.	MAC	Serial No.	Add/Return
▢ x			▢ x	▢ x	▢ ⌄ x

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Available ○ Stock ⦿ Enter Device ○ Excel File

Device Model *	1010i ⌄
MAC *	ABC123ABC456
Serial No.	
Billing Account *	Vertical Demo ⌄ Add

Finally, click "Submit Order" at the bottom of the screen.

Cancel **Submit Order**

If you are in the customer manager for that account already, you may need to log out and back in to see that the MAC address is available to use.