Connect your business phone

Before you begin

Sign in at app.ddaivoice.com. Open Voice Studio, choose your customer workspace, then Phone Workspace. Select Set up phone beside your extension. An ordinary user sees only assigned extensions; contact your company administrator if none appear.

Check activation first

If the setup panel says Activation pending, stop. Your account has an extension but does not yet have an approved registration endpoint. Do not enter the dashboard website address, a private IP, or guessed SIP settings into your phone. Creating an account or extension does not activate calling.

Gather your details

You need the display name, username/authentication ID, SIP domain or realm, server/outbound proxy, transport and port. Use the exact values shown for your account. Download my setup details saves a text file without a password. This PDF is general guidance, not a credential file.

Protect your password

After registration is enabled, acknowledge the privacy notice and select Show phone password. The password is hidden again after 60 seconds or when the panel closes. Your phone password is different from your dashboard password. Do not email it, place it in a ticket, share a screenshot of it, or give it to another company.

Current availability

At the time of this guide, the new Phone Workspace is in a lab rollout. Public phone registration, carrier routing and emergency calling are not activated. Continue using your existing working telephone service until DDAI confirms acceptance.

Enter settings and test

1. Prepare the device

Use a supported SIP desk phone or softphone approved by your administrator. Connect a desk phone to its approved network and power source. Obtain permission before changing an existing working phone. Menus vary by manufacturer and model; ask support for model-specific guidance.

2. Add a SIP account

Open the phone or softphone account settings. Enter the display name and extension. Enter the username in the user/authentication ID field and the provided domain in the realm/domain field. Keep these separate if the device has separate fields. Enter the exact server/outbound proxy, transport and port shown by DDAI.

3. Save credentials securely

Enter the phone password from the protected setup panel. Save and enable the account. Do not reuse the dashboard password. Do not change router ports, disable certificate checking, or turn off firewalls as a troubleshooting shortcut.

4. Confirm registration

The device should report Registered or Online after the service is activated. If it fails, check the username, domain, server, transport and password. Repeated guesses can cause lockouts. Ask your administrator to verify activation and device compatibility.

5. Run an approved test

With your administrator, test another internal extension first, then approved inbound and outbound destinations only after carrier activation. Confirm audio in both directions, caller ID, hold/resume, transfer and the agreed fallback. Record time, extension, result and a short problem description. Never use emergency numbers as routine test calls.

Troubleshooting and support

No extension appears

Ask your company administrator to create an extension and assign your DDAI account. A vendor administrator must choose the correct customer workspace. A phone number, extension and AI agent are different resources.

Registered, but calls fail

Registration alone does not prove the number, carrier route, plan entitlement or outbound permission is active. Ask support to check the approved call path and account status. Do not purchase another number as a workaround.

One-way audio or dropped calls

Report the time, extension, network used, direction and destination to support. Network and media-path testing may be required. Do not send the phone password or full private recordings in an initial support request.

Changed phone or employee

Notify your administrator before moving a device to another person or location. Reassignment of a dashboard extension does not automatically erase credentials from an old physical device. Device deprovisioning and password rotation must be arranged with support.

Get help

Email support@ddaivoice.com or call +1 412 900 2128. Address: 2400 Ansys Dr, Suite 102, Canonsburg, PA 15317. Include your company name, account number, extension, device model, issue time and exact error. Never include a password.

Emergency and continuity

Emergency calling is not activated for this lab phone service. Maintain an alternate working service. Production location, emergency calling, number porting and continuity arrangements must be confirmed before replacing an existing telephone service.