


# Hosted Voice IP Phone Mobility Instructions for Cisco SPA5xx IP Phones

Hosted Voice subscribers using Cisco SPA5xx phones may move their phones from their office location to other locations as long as the other location has the proper network connectivity and a power supply for the phone.

## Mobility Procedure

- 1 Log in to the BG Administrator Portal interface: <https://lightpathhostedvoice.com/bg/>
- 2 Select the Line of the user who's phone will be moved out of the office:



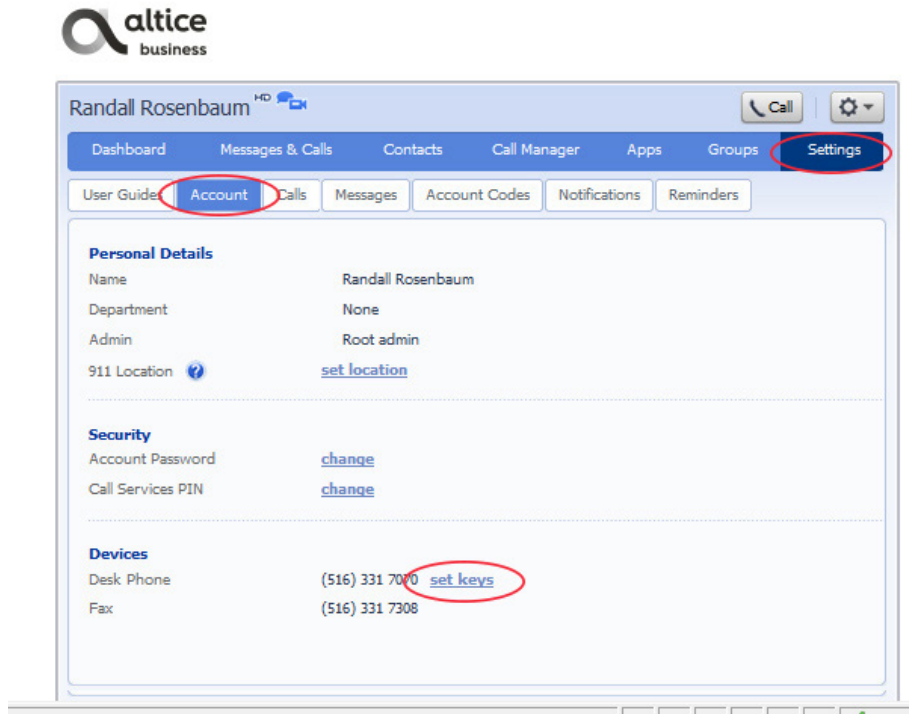
Lines in Department: Roy's Car Emporium

To view the settings for an individual line, MADN or MLHG pilot number, or view group (MADN or MLHG) settings, click on the corresponding icon in the rightmost column.

<input type="checkbox"/>	Telephone Number	Extension	Name	
<input type="checkbox"/>	(806) 322 5787	5787	Anna Axley	
<input type="checkbox"/>	(806) 322 5788	5788	Bernie Barklay	
<input type="checkbox"/>	(806) 322 5789	5789	Chris Carter	
<input type="checkbox"/>	(806) 322 5790	5790	Deano Dickenson	
<input type="checkbox"/>	(806) 322 5791	5791	MADN	
<input type="checkbox"/>	(806) 322 5792	5792	Fred Finlay	
<input type="checkbox"/>	(806) 322 5793	5793	Gail Girton	
<input type="checkbox"/>	(806) 322 5794	5794	Harry Henryson	
<input type="checkbox"/>	(806) 322 5795	5795	Ivan Ivanovich	
<input type="checkbox"/>	(806) 322 5796	5796	Jessica James	

Move selected to: --Select Department--

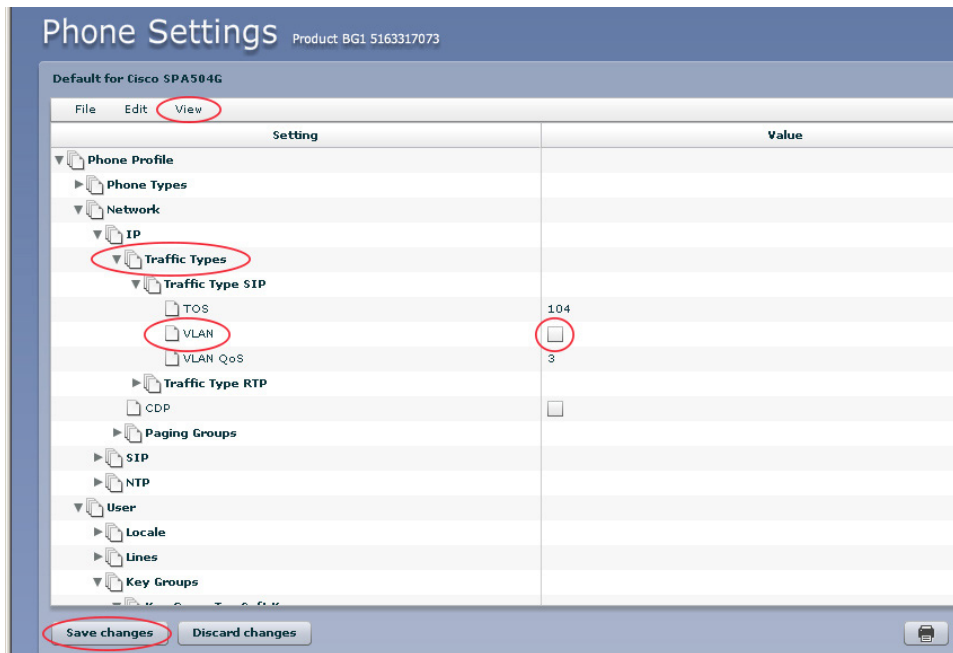
3 Navigate to Settings / Account / Set Keys:



4 Select Table View:



- 5 Select View / Network / IP / Traffic Types / Traffic Type SIP  
Uncheck VLAN only  
(DO NOT CHANGE THE VALUE underneath) Save changes



- 6 Change the VLAN settings on the phone itself  
For Cisco SPA 502/504/508
  - a) Press Settings button on phone
  - b) Select: 9 - Network
  - c) Select: 16 - Enable VLAN
  - d) Select: Edit
  - e) Select: No
  - f) Select: OK
  - g) Select: Save
  - h) Press Settings button

For Cisco SPA525

- a) Press Settings button on phone
- b) Select: 7 – Network Configuration
- c) Select: VLAN
- d) Check off
- e) Select: Set
- f) Select: Back
- g) Select: Exit

**7** Reboot the phone.

**NOTE:** If the phone is returned back to the office where it came from, repeat all of the steps above and CHECK the VLAN box, save changes and reboot the phone.

**E911 Emergency**

Whenever a phone is moved, the new location must be registered for proper E911 assignment.

This can be done by **either**:

- 1** Updating the phone's new physical address on the CommPortal via the Web:

Admin Portal: <https://lightpathhostedvoice.com/bg/>

User Portal: <https://lightpathhostedvoice.com>

Click: Settings / Account / set location tab).

**Or**

- 2** Calling Customer Care at 1-866-611-3434 and providing your current location.