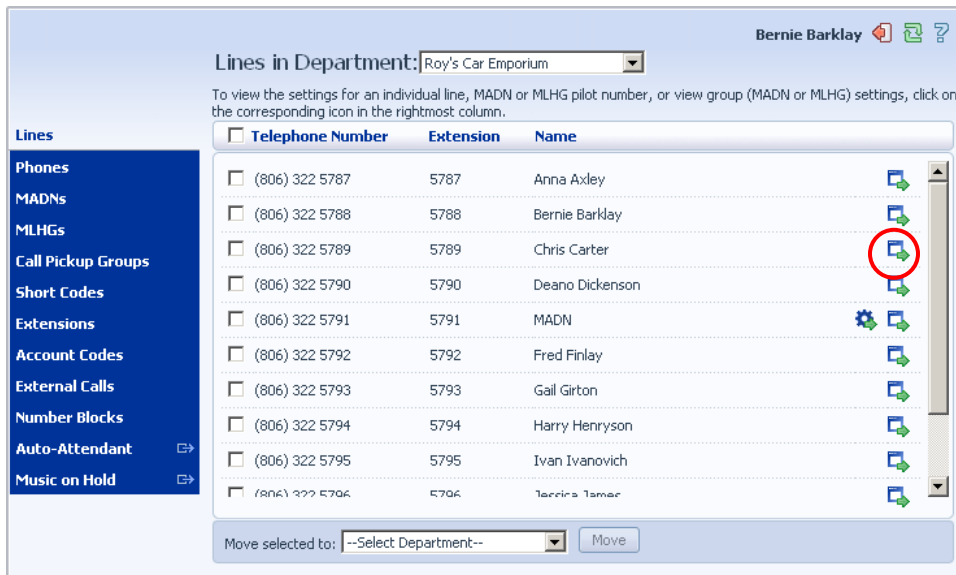


## Hosted Voice IP Phone Mobility Instructions for Cisco SPA5xx IP Phones

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

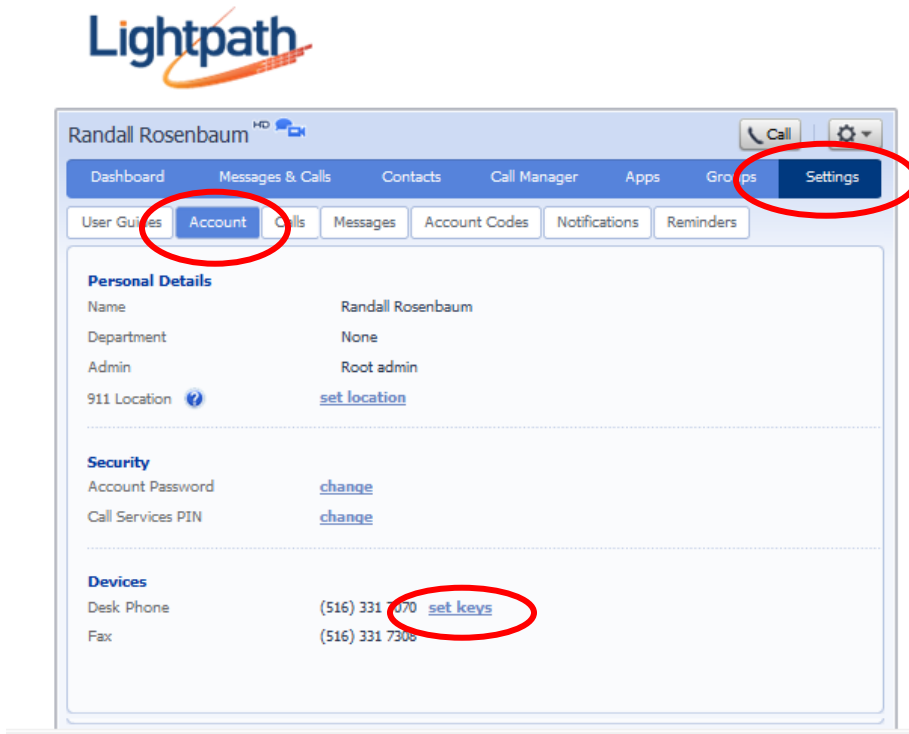
1. Log in to the BG Administrator Portal interface: <https://lightpathhostedvoice.com/bg/>
2. Select the Line of the user who's phone will be moved out of the office:



The screenshot shows the BG Administrator Portal interface. At the top, it says "Lines in Department: Roy's Car Emporium". Below this is a table with columns for Telephone Number, Extension, and Name. The table lists several lines, including one for Chris Carter with extension 5789. A red circle highlights the "Move" icon (a blue square with a green arrow) for the Chris Carter line. At the bottom of the table, there is a "Move selected to:" dropdown menu and a "Move" button.

Telephone Number	Extension	Name	Move Icon
(806) 322 5787	5787	Anna Axley	Move
(806) 322 5788	5788	Bernie Barklay	Move
(806) 322 5789	5789	Chris Carter	Move (circled)
(806) 322 5790	5790	Deano Dickenson	Move
(806) 322 5791	5791	MADN	Move
(806) 322 5792	5792	Fred Finlay	Move
(806) 322 5793	5793	Gail Girton	Move
(806) 322 5794	5794	Harry Henryson	Move
(806) 322 5795	5795	Ivan Ivanovich	Move
(806) 322 5796	5796	Terrisa Tamer	Move

3. Navigate to Settings / Account / Set Keys:



The screenshot shows the Lightpath user interface for Randall Rosenbaum. The top navigation bar includes "Dashboard", "Messages & Calls", "Contacts", "Call Manager", "Apps", "Groups", and "Settings". The "Settings" menu item is circled in red. Below the navigation bar, there are several sub-menus: "User Guides", "Account", "Calls", "Messages", "Account Codes", "Notifications", and "Reminders". The "Account" sub-menu is circled in red. The main content area is divided into sections: "Personal Details", "Security", and "Devices". In the "Devices" section, the "set keys" link for the Desk Phone is circled in red.

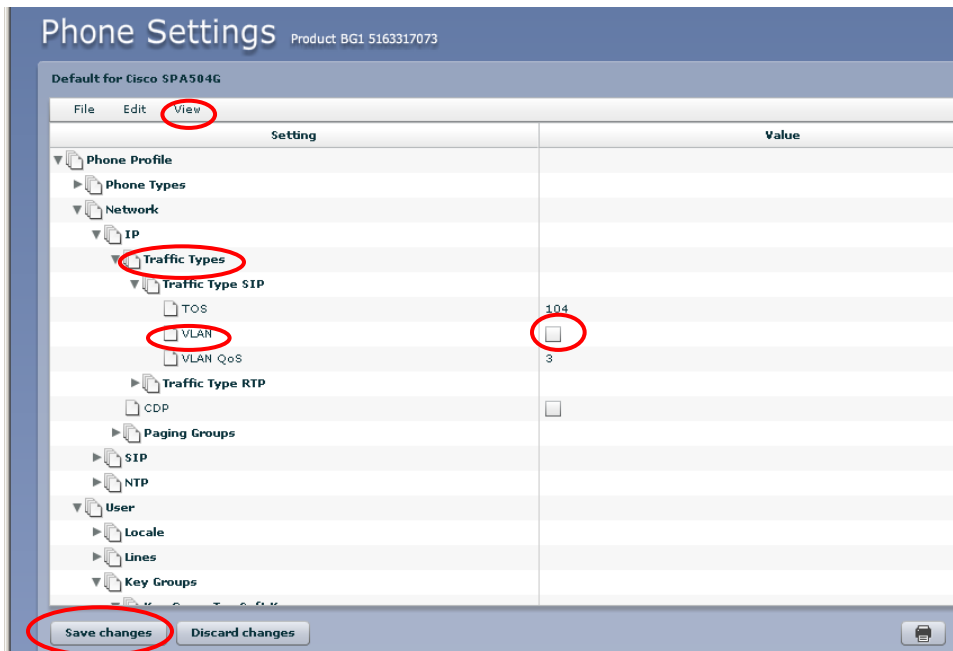
4. Select Table View:



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.