

Use this guide when considering moving a Cisco VoIP Phone System telephone to be used at an off-site location (other than the place of business where the VoIP Phone System was originally installed):

Part 1. Considerations:

Determine if physically moving your Cisco telephone off-site is the best course of action.

Part 2. Alternatives:

POPP offers several alternatives to moving your Cisco telephone off-site.

Part 3. Move your Cisco Telephone Off-site:

Steps to be completed by VoIP Phone System administrator or a POPP representative.

Part 4. Return your Cisco Telephone to the Place of Business:

Steps to be completed by VoIP Phone System administrator or a POPP representative.

Part 1. Considerations

Note: In order for a Cisco telephone to be used at an off-site location, the internet connection, LAN, and firewall at the off-site location must be capable of supporting VoIP. POPP does not provide support for telephones installed at locations other than the place of business and does not guarantee any degree of call quality on these calls. Calls are completed on a best-effort basis only.

The local area network that POPP installed at your place of business is optimized for the VoIP Phone System. This network has capabilities that most networks (especially home networks) do not; namely the ability to create virtual LANs (VLANs) and provide Power over Ethernet (PoE):

- VLANs allow various types of LAN traffic to be segregated and processed differently, even though they use the same physical cabling and Ethernet switches. At your place of business, POPP has created a separate VLAN for the VoIP Phone System so that we can provide the best possible call quality. The telephone adds something called a VLAN tag to the voice over IP (VoIP) packets so that the Ethernet switch and Quality of Service (QoS) appliance can recognize them as VoIP packets and give them priority over data packets. This VLAN tagging must be turned off before the telephone will work on a typical home network.
- The Ethernet switch that POPP installed at your place of business is PoE-enabled. This allows the telephone to receive its AC power via the data cable instead of using an external power supply. This reduces unsightly cabling and helps conserve power outlet space at workstations. Most Ethernet switches (especially those in home networks) do not support PoE. Therefore an external power supply will probably be needed if you take the telephone off-site. External power supplies are available for purchase from POPP.

Part 2. Alternatives

It is possible to physically move your telephone from your place of business to be used at an off-site location; however this process can be cumbersome. POPP offers several alternatives to physically moving your telephone if you need to make calls from your work phone number when working off-site:

- **Click to Dial.** Click to Dial is included at no additional charge on all Deskphone Users. With this feature, you can make calls (that present your work phone number on outbound caller ID) from any location with a telephone and an internet connection:
 - Log in to the User Portal at <https://portal.popp.com>
 - Click the [Call] button in the upper-right corner of the screen
 - Make a call to: Enter the [10-Digit Phone Number] you wish to call
 - Click [Change]
 - Enter the [10-Digit Phone Number] where you can be reached (cell, home, hotel, etc.)
 - Click [Dial] to initiate a call to the phone number where you can be reached. You must answer the call to initiate the call to the destination number.
 - The person you are calling will see your Cisco telephone number on their inbound Caller ID (not your cell, home, or hotel number)
 - You can forward your incoming calls to the same cell, home, or hotel number using Call Manager

- **MaX UC Mobile.** MaX UC Mobile allows you to make and receive calls via an app installed on your mobile device or tablet using your Cisco telephone number. MaX UC Mobile includes access to Call Manager to manage the routing of incoming calls and access to voice mail messages. MaX UC Mobile requires the MaX UC Mobility Package Add-on. Additional fees apply. Please contact POPP for additional information.



- **MaX UC Desktop.** MaX UC Desktop provides functionality similar to MaX UC Mobile, using an application installed on your Windows-based computer. MaX UC Desktop requires the MaX UC Mobility Package. Additional fees apply. Please contact POPP for additional information.

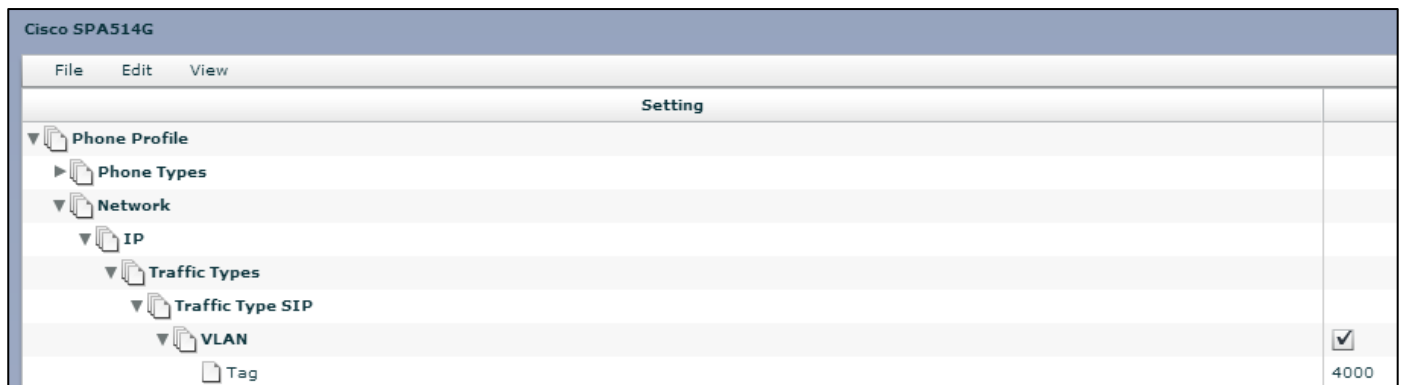
All of these features allow you to make and receive phone calls at an off-site location using your Cisco telephone number, (while protecting your personal cell or home phone number) without needing to physically move your Cisco telephone between locations.


Part 3. Move your Cisco Telephone Off-site

If you have reviewed the information above and still want to move your Cisco telephone to an off-site location, follow the process below. These steps must be completed by the VoIP Phone System administrator (or by a POPP representative).

STOP - Before a telephone can be installed at an off-site location, the initial configuration of the telephone must be complete and the telephone must have been successfully logged into a VoIP Phone System phone number at the place of business. This is because the firewall at the place of business provides the telephone with its initial configuration. Once this has been completed, the telephone can be moved off-site after following the process below:



- You will likely need an external power supply in order for the telephone to receive power once it is moved off-site. Contact POPP at 763-797-7900 to purchase an external power supply for your desk telephone.
- While the telephone is still plugged in and functional at the place of business, the administrator or POPP representative must complete the following steps to disable VLAN tagging:
 - Go to the Administrator Portal at <https://portal.popp.com/bg> and log in using the administrator's 10-digit phone number and password
 - Click on the [Phones] menu option
 - Click on the [Actions] drop-down menu and select [Configure phone] to open the telephone profile configuration screen for the telephone that you wish to use off-site
 - Click on the [Edit] button  below picture of the telephone
 - Click on the [Table View] button  in the lower right corner of the screen
 - At the top of the screen, click the [View] menu and select [Expand All]
 - Scroll down to the following setting in the tree:
Phone Profile → Network → IP → Traffic Types → Traffic Type SIP → VLAN
The [VLAN] check box should be checked and should show a VLAN Tag of "4000"

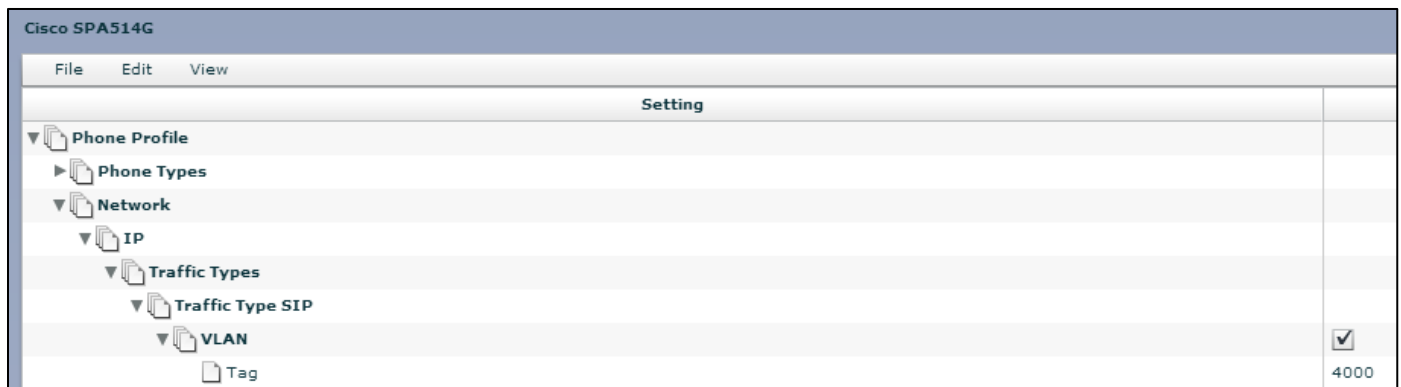



- Uncheck the [VLAN] check box. The VLAN Tag of "4000" will disappear.
- At the bottom of the page, click [Save Changes] 
- Reboot the telephone by unplugging the Ethernet base cord from the "SW" port on the back of the telephone and then plugging it back in
- Allow the telephone to fully reboot. Wait up to five minutes for the telephone to learn its new configuration. It is normal for the telephone to reboot two or three times and/or display "refreshing voice component" on the telephone display during this process.
- Once the telephone has fully rebooted with the new configuration, it can be unplugged and taken off-site

Part 4. Return your Cisco Telephone to the Place of Business

When you decide to return the telephone to the place of business, the administrator or POPP representative must complete the following steps to re-enable VLAN tagging:

- Go to the Administrator Portal at <https://portal.popp.com/bg> and log in using the administrator's 10-digit phone number and password
- Click on the [Phones] menu option
- Click on the [Actions] drop-down menu and select [Configure phone] to open the telephone profile
- Click on the [Edit] button  below picture of the telephone
- Click on the [Table View] button  in the lower right corner of the screen
- At the top of the screen, click the [View] menu and select [Expand All]
- Scroll down to the following setting in the tree:
Phone Profile → Network → IP → Traffic Types → Traffic Type SIP → VLAN
The [VLAN] check box should be unchecked



- Check the [VLAN] check box. The VLAN Tag of “4000” will appear.
- At the bottom of the page, click [Save Changes] 
- At the place of business, connect the Ethernet base cord into the “SW” port on the back of the telephone
- Allow the telephone to fully reboot. Wait up to five minutes for the telephone to learn its new configuration. It is normal for the telephone to reboot two or three times and/or display “refreshing voice component” on the telephone display during this process.
- Once the telephone has rebooted with the new configuration, it will re-join the Voice over IP VLAN for the place of business

For Additional Training and Support

- Visit www.popp.com or call POPP Communications at 763-797-7900