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

Part 1. Considerations:
Determine if physically moving your Poly telephone off-site is the best course of action.

Part 2. Alternatives:
POPP offers several alternatives to moving your Poly telephone off-site.

Part 3. Move your Poly Telephone Off-site:
Steps to be completed by a POPP representative.

Part 4. Return your Poly Telephone to the Place of Business:
Steps to be completed by a POPP representative.

Part 1. Considerations

Note: In order for a Poly 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 Internet 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 Internet 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 <u>at no additional charge</u> on all Enhanced 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:

  - o   Log in to the User Portal at https://portal.popp.com
  - o   Click the [Call] button in the upper-right corner of the screen
  - o   Make a call to: Enter the [10-Digit Phone Number] you wish to call
  - o   Click [Change]
  - o   Enter the [10-Digit Phone Number] where you can be reached (cell, home, hotel, etc.)
  - o   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.
  - o   The person you are calling will see your Poly telephone number on their inbound Caller ID (not your cell, home, or hotel number)
  - o   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 Poly 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 Poly telephone number, (while protecting your personal cell or home phone number) without needing to physically move your Poly telephone between locations.

Part 3. Move your Poly Telephone Off-site

If you have reviewed the information above and still want to move your Poly telephone to an off-site location, follow the process below. These steps must be completed by the Internet 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 an Internet Phone System phone number <u>at the place of business</u>. 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, a **POPP representative** must disable VLAN tagging. Contact POPP at 763-797-7900.

- Once VLAN tagging has been disabled: Reboot the telephone by unplugging the Ethernet base cord from the "LAN" 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.

- Once the telephone has fully rebooted with the new configuration, it can be unplugged and taken off-site

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

When you decide to return the telephone to the place of business, a **POPP representative** must re-enable VLAN tagging. Contact POPP at 763-797-7900**.**

- Once VLAN tagging has been re-enabled: At the place of business, connect the Ethernet base cord into the "LAN" 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.

- Once the telephone has rebooted with the new configuration, it will re-join the Voice over IP VLAN for the place of business

<u>**For additional training and support:**</u>
- Visit www.popp.com or call POPP Communications at 763-797-7900