Changing a device

November 2022







Changing a device

To change a device, navigate to the user and select the Devices menu

ADD D	VOIP ACCOUNT DETAILS	CREDIT LIMITS P.	ACKAGE & SERVICE DE	VICES BATCH						Assigned Device	os: 2/36	±-
	DEVICE NAME	DEVICE CATEGORY	DEVICE ID	UNE PORT	MAC ADDRESS/SIM NUMBER	LOCATION	EXPIRES	CONTACT	REFRESHED	FIRST SEEN	USER DEVICE	
•	Soft Client - Desktop	Primary	03300605918	03300605918@vol	No MacAddress		Mon Sep 26 17:09:15 BST 2022	sip:03300605918			bc-uc: teams (s.,	Change
•	Soft Client - UCONE Mobile	Secondary	443300605918_1	443300605918_1@_	No MacAddress							Delete
cure 1												

Changing a device can only be made to the primary device, should a secondary device require a change this should be removed by selecting the '*Delete*' button and re-provided through the '*Add Device*' button.

To change the Primary Device, Select the Change button

									Assigned Device	bs: 2/36
DEVICE NAME	DEVICE CATEGORY	DEVICE ID	UNE PORT	MAC ADDRESS/SIM NUMBER	LOCATION	EXPIRES	CONTACT	REFRESHED	FIRST SEEN	USER DEVICE
Soft Client - Desktop	Primary	03300505918	03300605918@vol.	No MacAddress		Mon Sep 26 1613:24 BST 2022	sip:03300605918			bc-uc: teams
Soft Client - UCONE Mobile	Secondary	443300605918_1	443300605918_1g	No MacAddress						-

This will present the change device screen

		CHANGE PRIMARY DEVI	CE		×			Assigned Devic	os: 2/36	±-
DEVICE NAME DEVIC	DEVICE CATEGORY	Primary Device	Soft Client - Desktop(Purchased)		~	CONTACT	REFRESHED	FIRST SEEN	USER	
		Line Port MAC Address/SIM	03300605918	@voice.uk.level3.com	~	8ST sip:03300605918			bc-uc:	
Soft Client - Desktop	Primary		No MacAddress		~				teams (s_	
Soft Client - UCONE	Secondary	Number								
MODIA		SAVE CANCEL								

If the device type is required to be changed, select the new device type from the Primary Device dropdown, as shown below

		REFRESH									
		_	CHANGE PRIMARY DEVICE		×				Assigned Devices: 2/36		E
	DEVICE NAME	DEVICE CATEGORY	Primary Device	Soft Client - Desktop(Purchased)	~	CONTAC	т	REFRESHED	FIRST SEEN	USER	
		_	Line Port	Polycom SoundStation IP5000 Conference Phone(Purchased)							
	Soft Client - Desiston	Briman		Polycom SoundStation IP7000 Conference Phone(Purchased)		BST sin:0220	005010			be-ue:	
	JOIL GHOIL - DOSKLOG	Phillip	MAC Address/SIM	Polycom Trio 8300(Purchased)		sip.0330				(s.,	
	Soft Client - UCONE		Number	Polycom Trio 8800 (Purchased)							
	Mobile	Secondary	aug	Polycom VVX101 Handset(Purchased)		-					
			SAVE CANCEL	Polycom VVX150 Handset(Purchased)							
				Polycom VVX201 Handset(Purchased)							
		_		Polycom VVX250 Handset(Purchased)							
1	RELETE CANCEL RES	END WELCOME NOTE		Polycom VVX300 Handset(Purchased)							
				Polycom VVX301 (Customer Provided)(Purchased)	- 18						
				Polycom VVX3U Handset(Purchased)							
				Polycom V/X400 Handset(Purchased)							
				Polycom VVX410 Handset(Purchased)							
				Polycom VVX450 Handset(Purchased)							
				Polycom VVX500 Handset(Purchased)	- 25						
				Polycom VVX600 Handset(Purchased)							
				Soft Client – Desktop(Added)							
				Soft Client - Daskton(Burshgood)							

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If only the MAC address is required to be changed then select the MAC address from the drop down or select '*New Instance*' and enter the required MAC address



DO NOT CHANGE THE LINE PORT INFORMATION!

Check the information is correct and select "Save".

The device should now be changed.