Moving a VOIP Phone

**Phone Only**

- Confirm that a network jack exists in the new location
- Unplug the phone cable from the wall jack in the original location
- Plug the phone cable into the wall jack in the new location
- The phone should turn on and register with your existing extension
- If you experience problems with the phone, please contact the Helpdesk (x83800) for assistance

**Phone and Computer**

**NOTE:** If your computer is connected through your phone, make sure to save all of your open computer programs before disconnection.

**Step 1 – disconnect from original location**

- There will be two cables involved
  - Cable from wall to phone
  - Cable from phone to computer
- Unplug the cable from the wall jack in the original location
- Unplug the cable from phone to computer **from the phone**
- You will now have a phone with one cable attached and a computer with one cable attached.

**Step 2 – connect phone to wall jack at new location**

- Plug the phone cable into the wall jack in the new location
- The phone should turn on and register with your existing extension

If this does not happen, call the ITS Helpdesk at x83800 for assistance, otherwise proceed to Step 3

**Step 3 – connect computer to phone at new location**

- Plug the cable from the computer into the back of the phone in the jack that is labeled "10/100 PC" or "10/100/1000 PC"
• Log in to the computer and check for network connectivity

If you are able to connect to the network, the installation is complete

Otherwise, call the ITS Helpdesk at x83800 for assistance.