

## Replacing an Existing Phone With a New Phone in the Centralized Voice Environment

Existing phones in centralized stores and clubs that have failed or need to be replaced can now be replaced by using our self-provisioning application. At this time, this application only works to replace an existing phone that was already built in the store. This will not currently work on new phones. New phones will need to be built by the helpdesk in VOSS before the phone replacement process will function.

To replace your existing phone follow the steps below to register it to the system.

- 1) Ensure the phone to be replaced is disconnected from the network
- 2) Plug the new phone in and let it register. Once it is connected to the network it should register and display a 7 digit extension number in the top right corner starting with the number "4" (ex: 4000004)



- 3) From the phone, dial "400" to be connected to the Self Service Menu.



- 4) Press “2” to replace an existing phone
- 5) The system will prompt you for the self service ID. This is the 5 digit store number (with leading 0s) followed by the 4 digit extension. For example: Extension 6151 at store 3164 would be 031646151. Press the “#” key after entering the ID number.
- 6) The system will read back the number you entered. Confirm it is your store number, and the phone extension you wish to replace. If it is correct, Press the “#” key to confirm.
- 7) The system will ask you for the pin number to proceed. This is the same number as the Self Service ID. In this example 031646151. Press “#” to confirm.
- 8) The system will inform you that the phone will restart once the migration has been completed and the call will hang up. Wait for the phone to restart. Once it restarts, it should have the extension on the phone and be properly configured

