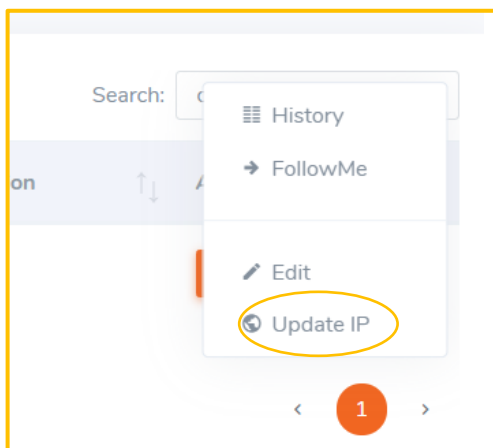
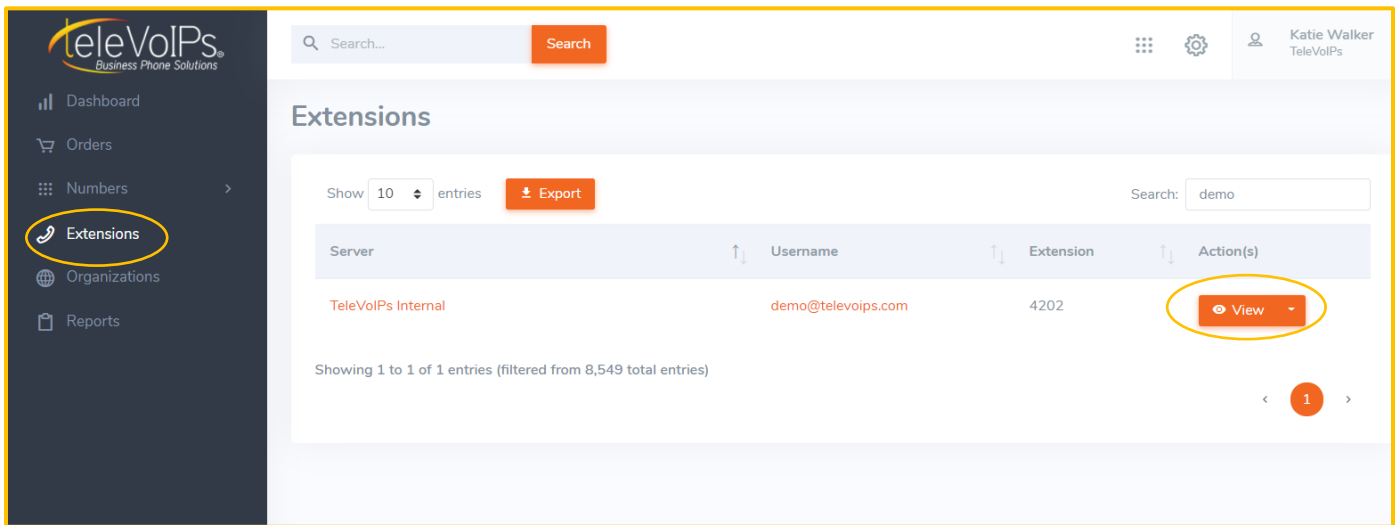


Home User Authorization Process

OPTION 1: Updating your IP from the TeleVoIPs Portal

1. If you have not already registered for the mobile app, please do so using the link below:
<https://portal.televoips.com/register>
2. On your local Home PC (not a remote desktop session) please log into portal.televoips.com
3. Click 'Extensions' in the left sidebar. Once selected, you should see your extension number - to the right is a View button with a dropdown arrow. Click the dropdown arrow.



4. Click on 'Update IP'. Please wait 5 minutes for the update to occur and then plug in your phone.
5. **After 5 minutes have passed please plug in your phone and test.**

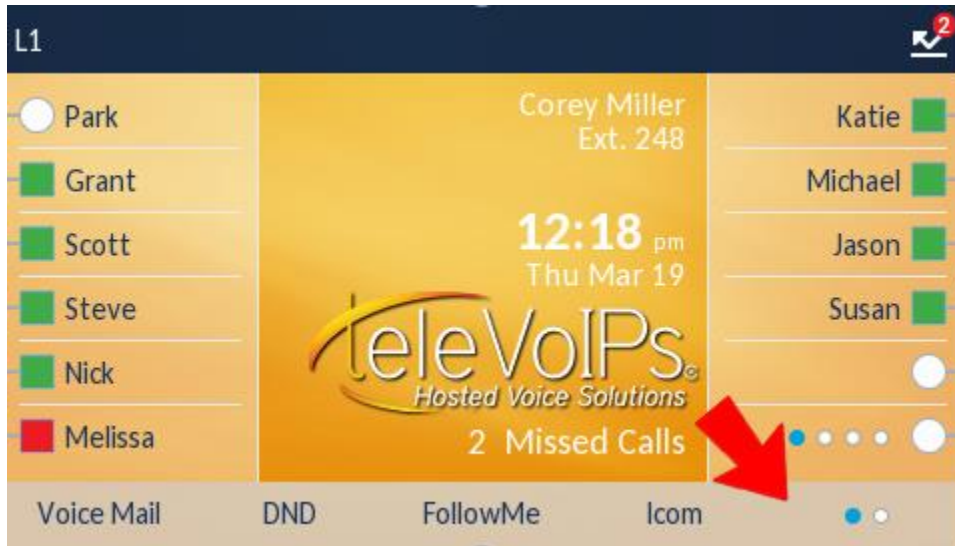
***PLEASE NOTE: If you are in a remote session, you must first minimize the session. Then you can properly follow the above instructions to update your IP Address in the TeleVoIPs Portal. If you are not sure if you're in a remote session, check the top of your screen. If you're currently in a session, you will likely see a blue bar like the image below. ***



OPTION 2: Updating your IP from a Mitel Phone

***PLEASE NOTE: This is not a default option on Mitel phones. The TeleVoIPs team must program this feature for your organization. ***

1. On the display, screen press the more button (see red arrow on screen below—button is to the righthand side).



2. Once you have located the Update IP button please select it (see below and hit button just to the lefthand side).



3. The screen will change on the display indicating that the request has been sent (see below). When the request is completed the screen will go back to the original display and your phone will be ready to make/receive calls.

Application

IP Address Updated

A request has been made to update your IP address with TeleVoIPs. This process could take several minutes.

Done