

Skills

Thinking outside of the box

Problem solving

Troubleshooting

Using initiative based off previous experience

Cost saving

Title:

Desktop phone support

Description:

Update phone via IP

Evidence:

* Short description	Deskphone Swapout on Customer First		
* Description	Deskphone Swapout on Customer First To update phone via IP To confirm ringing out works to swap on customer first		
Notes	Related Records	Closure Information	
Knowledge	<input type="checkbox"/>	Closed by	
* Close code	Solved (Permanently) ▼	Closed	
* Close notes	phone updated via IP Confirmed ringing out works Phone swap was not needed, caller just need to dial external numbers with +44 in order to ring out		

Write up

Through the polycom settings I discovered the ip address which I was then able to use to access the admin web portal this allowed me to update the phone which then solved the issue the fact I was able to see the web portal via the phones ip address meant that the phone was connected it just wasn't functioning correctly leading me to check for updates this saved the business money by not needing to replace a phone