Changing the VLAN on a new/default Polycom phone

Kevin Foster - 2024-11-13 - Comments (0) - Hosted Voice

Atlantech Online incorporates VLANs (Virtual Local Area Network) in order to segment traffic from the voice and data networks as well as to maintain control of the managed switches. You may be asked to change the VLAN on a phone in order for the phone to connect via Ethernet properly. To do this, please see the following:

-Press the Home key

-Select Settings

-Select Advanced

-Enter password: 456

-Select Admin Settings

-Select Network Settings

-Select Ethernet Menu

-Select VLAN Menu

-Set VLAN to desired value (default is 10 but if you're unsure, please contact our support team for confirmation)

-Press back until the save config screen appears

-Save Config

-Reboot phone (if not done automatically)

-The phone should now be discoverable on our network

Tags
VLAN