





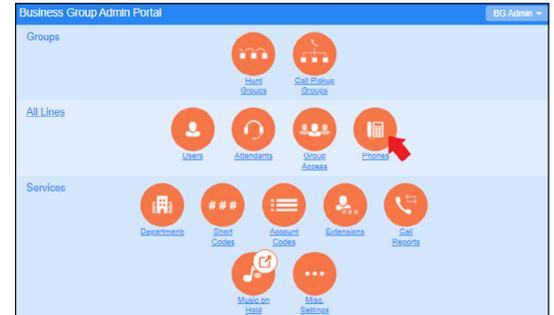
# REBOOTING A PHONE



## Reset MAC Address to Force a New Registration

Resetting the MAC address will force the phone to re-register with the BTC phone switch.

- Log into the BG Admin Portal.
- Click on **Phones**.
- Click on the **MAC address** of the phone that needs to re-register.
- Uncheck **“Assigned to Line”**.
- Check **“Assigned to Line”**.
- Click on **“Allow authentication for an hour from now”**.
- If you need more time, change the time or click on the **Calendar Icon** and click on a **New Date**.
- Click on **Apply**.
- Go to the physical phone and reboot the phone, follow the directions on the previous page.
- If you are still having trouble, contact the BTC Service Desk at **918-366-8000**, choose the option for Business Customer, then Business Technical Support.



Assign phones to lines using the table below or [manage your phone profiles](#).

<input type="checkbox"/>	Model	MAC Address	Description	Assigned to	Department
<input type="checkbox"/>		80-5E-0C-09-89-67	T33G	(918) 366 0907	None
<input type="checkbox"/>		80-5E-0C-13-591...	decl	(918) 366 0899	None

### Change Phone

Change the phone configuration and then click Apply.

MAC Address:

Description:

Phone Model:

Assigned to Line?  (918) 366 0907

Phone authenticated at:

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Change the phone configuration and then click Apply.

MAC Address:

Description:

Phone Model:

Assigned to Line?  (918) 366 0907

Phone Model:

Assigned to Line?  (918) 366 0907

Phone authenticated at:

Authenticate until:

[Allow authentication for an hour from now](#)

Phone Model:

Assigned to Line?  (918) 366 0907

Phone authenticated at:

Authenticate until:

[Allow authentication for an hour from now](#)

For additional assistance, please call:  
**(918) 366-8000**