



TDS[®] managedIP Hosted

Polycom[®] Phone – Software Upgrades

TDS is continually seeking opportunities to enhance your *managedIP* Hosted service and in some instances, it may be through a software upgrade on Polycom phones that will support new features and services. In the event this occurs, TDS has chosen to randomly upgrade by phone, rather than by on a business as a whole. The advantages of this method:

1. Preventing all phones from becoming unavailable at the same time
2. Reducing the amount of time associated with upgrading all phones at once

All software upgrades are performed during TDS' standard maintenance window, which occurs between **11:00p.m.** and **5:00a.m.** CST

Note: If your business operates 24 hours a day or is in a specific industry with hours of operation that overlap with our maintenance window and requires specific phone sets at your business to be available for use, TDS has provided alternative upgrade options for your business/service.

Alternative upgrade options for specific phone set(s):

Modify the maintenance window on the device

TDS has added two new User Tags allowing your *managedIP* Administrator to customize the maintenance window for when a specific phone can be upgraded and recommends a minimum 4 hour interval. *Please Note: The use of Military Time in the web portal.*

%POLLING_START_TIME_USE_CAUTION%	23:00
%POLLING_STOP_TIME_USE_CAUTION%	05:00

1. At the user profile, go down to the Device Section and Click **Modify Tags**
2. In the pop-up window, locate the Polling Tags and update the value (times)
3. Click **Save**
4. Click **Rebuild Device Config File**
5. Verify "Device config file successfully rebuilt" is displayed and Click "Reset Device"
6. A prompt will appear, "Resetting this device will disconnect any call(s) in progress. Do you wish to continue?"
7. Press **OK**

Perform manual reboot via the specific phone

1. Press the **Home** key
2. Touch the **Settings** soft key
3. Touch the **Basic** soft key
4. Touch the **Restart** Phone key, followed by the **Yes** key

Perform a manual reboot via the Web Portal

1. At the user profile, go down to the Device Section and Click **Rebuild Device Config File**
2. Verify "Device config file successfully rebuilt" is displayed and Click **Reset Device**
3. A prompt will appear, "Resetting this device will disconnect any call(s) in progress. Do you wish to continue?"
4. Press **OK**

Additional Support

- Contact the *managedIP* Administrator at your company or
- Visit support.tdsmanagedip.com/hosted for additional resources