Cisco MPP: FAQ's

How to set VLAN for Remote users

A: Cisco MPP Troubleshooting MOP

Applications (Gear Icon) -> Network Configuration -> Ethernet Configuration -> Vlan & Vlan Id -> Save (no reboot required)

Custom Line Labels/Time Zone Assignments/ACD Keys/BLF/SCA's/Open Seating
A: Managed in OSSmosis 5

Replacing handset process

A: Once troubleshooting is exhausted, go to the Cisco MPP landing page check that the phone model was leased or purchased from Evolve IP before delegating to Asset.

Client has one of the "Supported Handsets" and requests a replacement/new order
A: We do not supply the 6800 series and some 78/8800 series phones. Detail the models that are supplied by EIP. If requested for additional details, delegate the issue to their CTA.

Managed Network Setup (behind EW)
A: Cisco MPP are based off DMS configurations. The EW is set to point to the pconf server address. Ensure that the user seat and device profile is assigned for the handset to provision and register.

Classification for Billing notes
A: Follow support process (P4) with delegating ticket to Billing if a new seat is provisioned w/ a leased or purchased device

Third Party Headset Compatibility

A: Cisco MPP Troubleshooting MOP has the matrix on headset compatibility to each series of phones.

 Reference documents:

https://www.cisco.com/c/en/us/products/unified-communications/uc_endpoints_accessories.html

Headsets Compatibility.pdf

VENDOR (CISCO) FAQ:

 FAQs for 7800_8800 Cisco MPP phones.pdf