

# Changing The Extension On The Edge IP 9800 Series Phone Doesn't Work

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**Products Affected:** *Wave 5.0, Edge IP 9800 series Phones*

## Problem

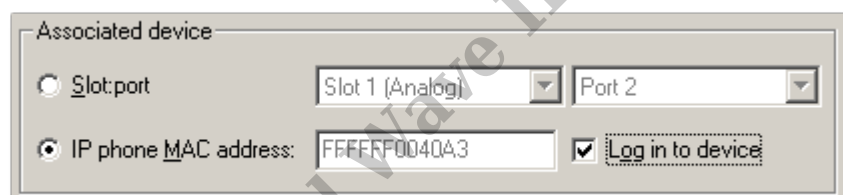
When trying to change the extension assigned to a physical phone, the phone continues to show up as the old extension.

## Cause

This should only occur when the extension is set to "Log In to Device" mode. The phone cannot identify the new extension and continues to use the stored credentials.

## Symptoms

Verify that this is the problem when the extension won't change by logging in to User/Group Management (see [Login to User/Group Management](#)) and open the User record. Check that Log in to Device is checked for the user.



Associated device

Slot:port      Slot 1 (Analog)      Port 2

IP phone MAC address: FFFFFFF0040A3       Log in to device

## Solution

Default the phone and reboot (see [Default a 9800 series phone](#)). Make sure that DHCP offers the Wave IP address as the configuration server or manually set the Wave IP VAM as the configuration server in the phone.

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