Hosted Voice Product Training Polycom VVX Phone Button Programming

Agenda

1. Logging In
2. CommPortal Access
3. Program Phone Keys
4. Program Line Keys
5. Program Bottom Keys

6. Key Descriptions
7. Programming Video Example
8. Change Ring Tone
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NHC Academy: 24x7 Online Training

Log In

Open up a web browser

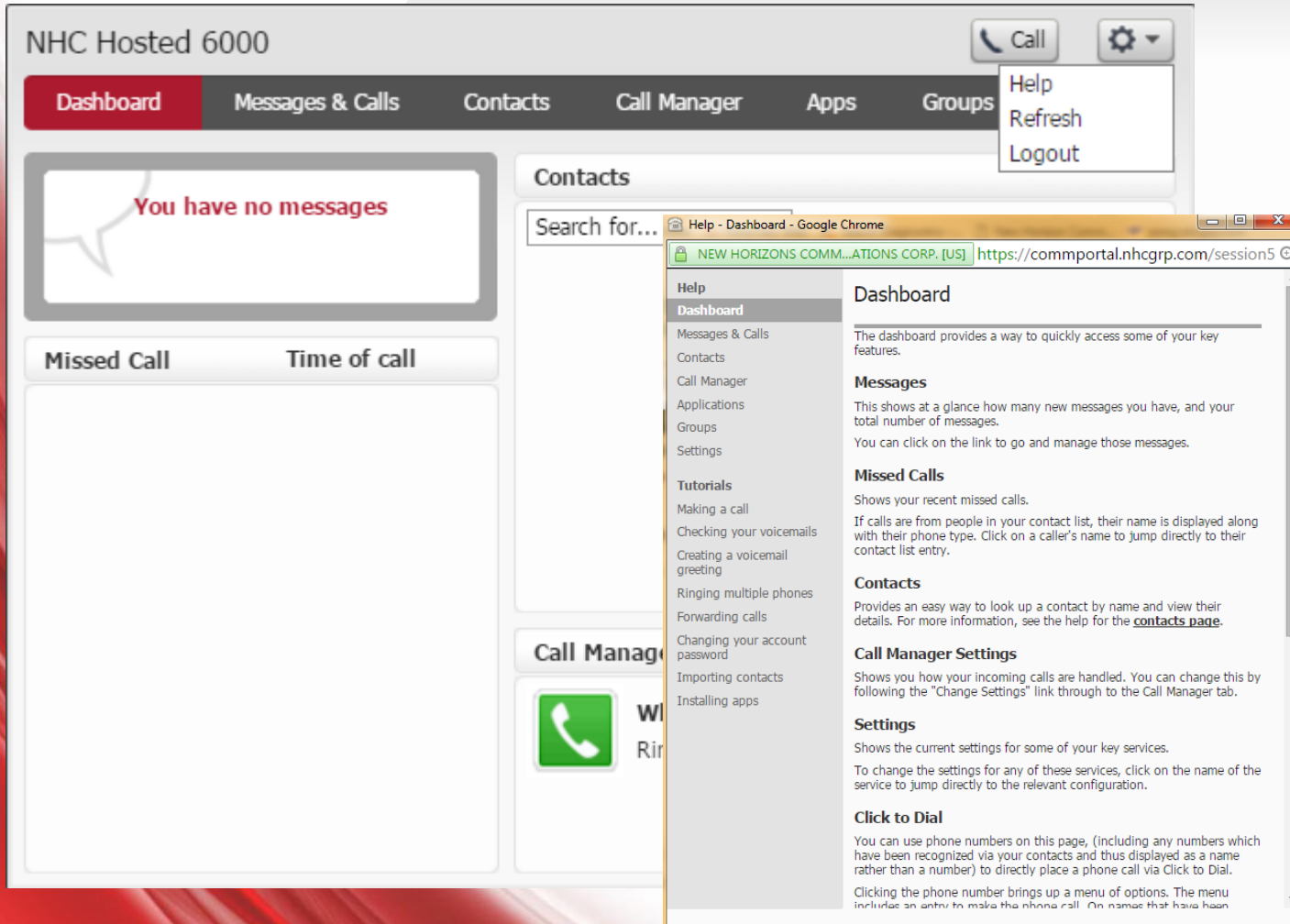Navigate to
https://commportal.nhcgrp.com

You will need to enter the following information.

Number – This is your 10 digit telephone number.

Password – This is your Commportal Password

CommPortal Help

For on demand help, click on the Settings ⚙▾ icon.
(located at the top right corner)

Select Help

Settings – Account Devices

The Devices link allows you to access the interface that you can use to configure You desk phone.

Clicking the link will open a separate interface allowing you to add and remove soft keys from your desk phone.

Note: Options for programming keys on your phone depend on the type of phone ordered.

Programming Phone Keys from the CommPortal

When the phone configuration screen pops up click on the edit button under the phone model you wish to configure.
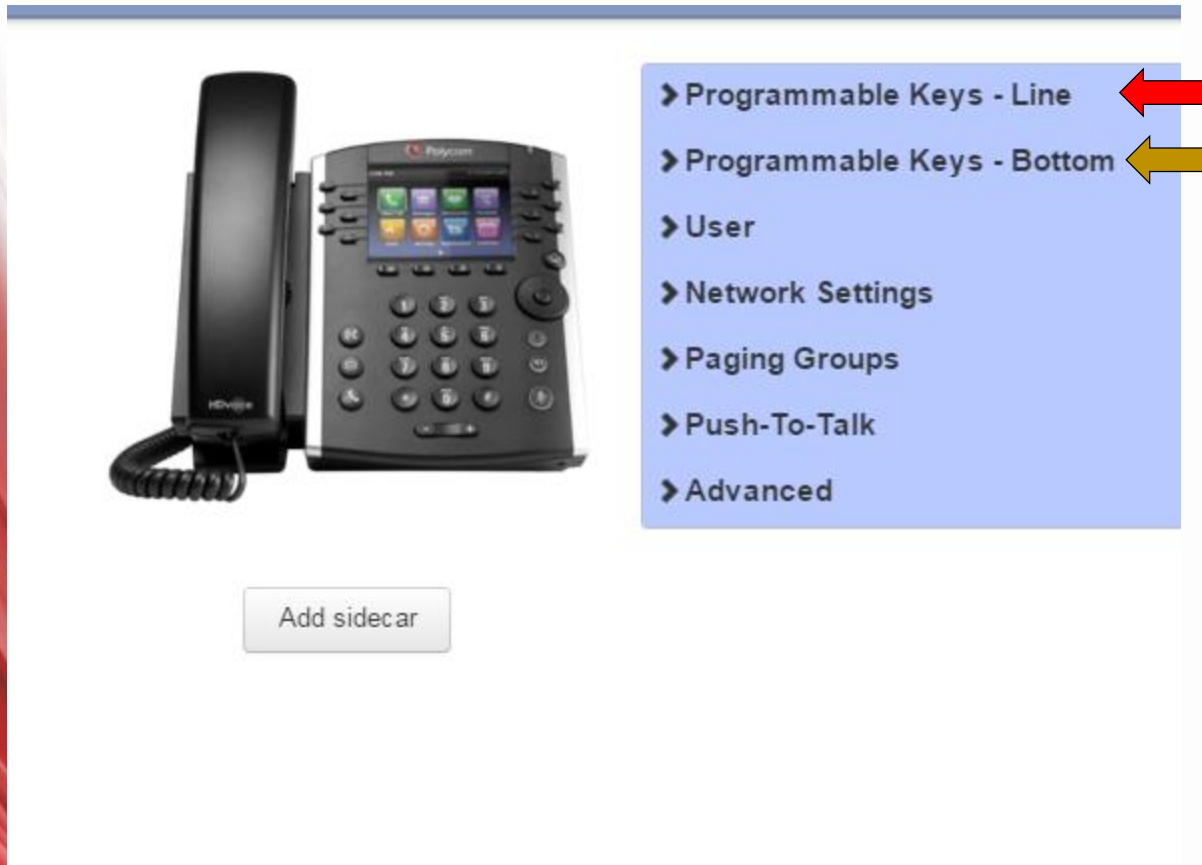
Note: It is possible there may be more than one phone model that pops up be sure to chose the correct one for your phone.

Programming Phone Keys from the CommPortal

> Programmable Keys - Line

> Programmable Keys - Bottom

> User

> Network Settings

> Paging Groups

> Push-To-Talk

> Advanced

Add sidecar

Click **Programmable Keys – Line**
or **Programmable Keys – Bottom** to begin

Programmable Keys - Line
> The keys to the left and right of the display are know as **line keys**.
>> *Keys on screen for VVX 500/600 model*

Programmable Keys - Bottom
> The keys under the display are know as the **bottom keys**.
>> *Keys on screen for VVX 500/600 model*

Programming Phone Keys from the CommPortal – Line Keys

To Program the Line keys

Select a **key** from the list.
- *Line 1 is reserved for the phone number*

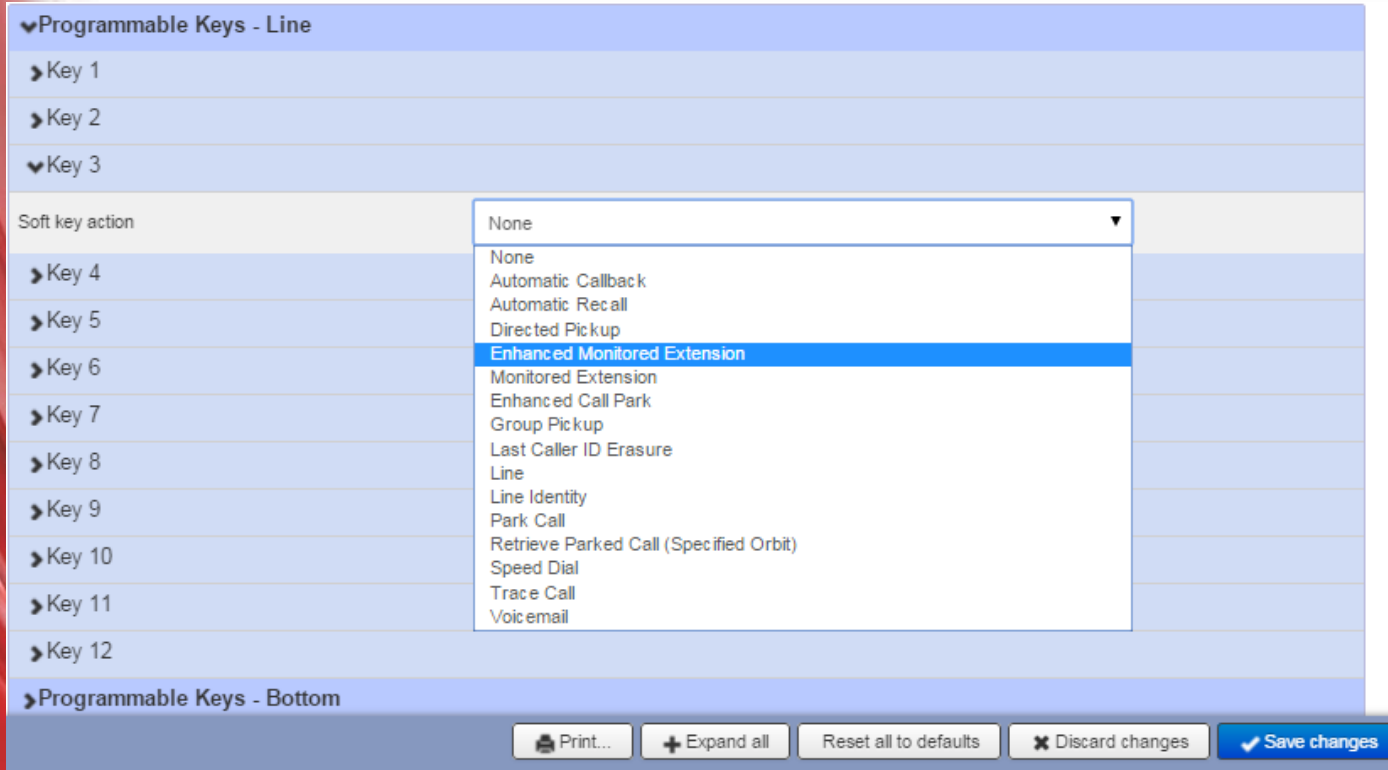There number of line keys depends on the model of the phone.

Polycom VVX 300/310 – 6 Keys
Polycom VVX 400/410 – 12 Keys (Pictured)
Polycom VVX 500 – 12 Keys (touch screen)
Polycom VVX 600 – 16 Keys (touch screen)

Programming Phone Keys from the CommPortal – Line Keys

There are numerous programmable options for **Line keys**.

Automatic Recall

Directed pickup

Enhanced Monitored Extension

Enhanced Call Park

Group Pickup

Last Caller ID Erasure

Line

Line Identity

Park Call

Retrieve Parked Call

Speed Dial

Trace Call

Voicemail

Programming Phone Keys from the CommPortal – Bottom Keys

To Program the Bottom keys

Select a **key** from the list.

There are 10 programmable keys to assign to the buttons at the bottom of the phone display. If you add more keys than you have buttons available a More key will appear on the last key allowing you to page though to the additional programmed buttons.

* NOTE : These keys will not be available while in a call. The Bottom keys switch to a in call set of options.   If you need the key to be available in call pace it on the line keys if possible

Programming Phone Keys from the CommPortal – Bottom Keys

There are numerous programmable options for **Bottom keys**.

- Automatic Recall
- Directed Pickup
- Do Not Disturb
- Intercom
- Intercom (Specific Number)
- Persistent Paging Key
- Persistent Push to Talk
- Park Call
- Speed Dial
- Other Services (XML Apps)
    - log out

- Call List
- Directory
- Group Pickup
- Last Caller Id Erasure
- Line Identity
- Push to Talk
- New Call
- Retrieve Parked Call
- Trace Call
- Voicemail

Programming Phone Keys from the CommPortal – Options Descriptions

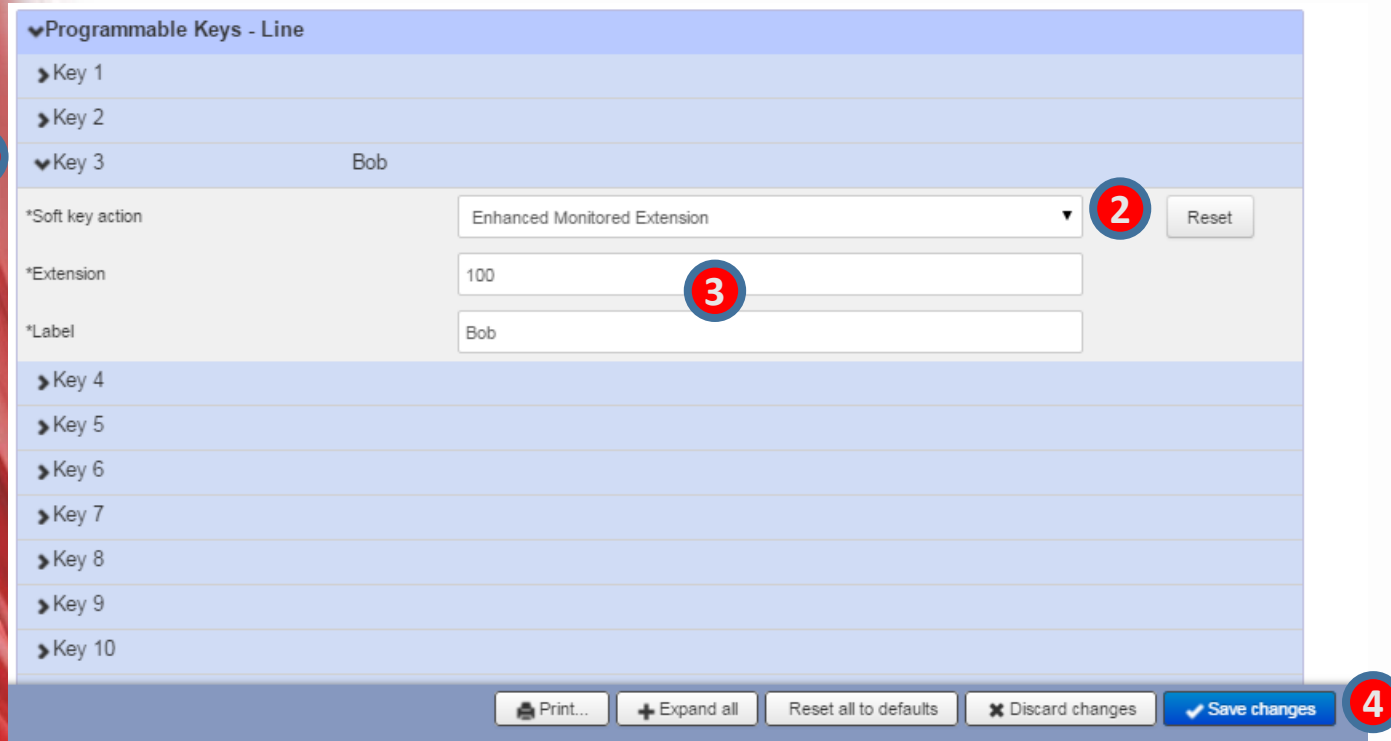| Here is a brief description on what the key functions do:	
Automatic Recall	Gives last caller info and time called. Gives option to return the call by pressing 1
Call List	Brings up a list of inbound & outbound calls
Directed Pickup	Picks up specified ringing extensions (will ask you to add extension to retrieve)
Do Not Disturb	Calls will not ring phone.
Enhanced Monitored Extensions	Adds Enhanced Monitored Extension (You will need to specify Extension)
Enhanced Call Park	Adds Enhanced Call Park. Call park orbits are shared throughout the business group. If you have multiple locations You will need to assign call park orbits to your specific location. For example Location 1 would use orbit 10 and location 2 would use orbit 11. This way location 1 could only pick up parked calls for location 1 and location 2 can only pick up calls for location 2. If orbit 11 is assigned to both locations a call parked at 1 location could be picked up at the other.
Group Pickup	If phone is in call pick up group, this will allow phone to pick up ringing call from extension in a specified group. The Business Group
	Administrator can set this up. Please reference the Administrator training for details.
Intercom	Activates 2 way intercom feature. Must dial extension after pressing Intercom
Intercom (Specific number)	Activates 2 way intercom to specified extension
Last Caller Id Erasure	Erases last record of recent calls you have made and received
Last Number Redial	Redials last number dialed
Line	Adds Additional lines when programmed (in NHC's system)
Persistent Paging Key	Bring up paging options (Paging key automatically added when paging enabled)
Push to Talk	Bring up Push to Talk options (PTT key automatically added when paging enabled)
Persistent Push to Talk	Bring up Push to Talk options (Paging key automatically added when paging enabled)
Other services (XML Apps)	•log out: Allows you to use Hot Desking
Park Call	Allows you to Park a Call on 1st available Park Orbit
Retrieve Parked Call	Retrieves parked call (asks for Orbit on phone screen)
Speed Dial	Adds speed dial (specify number)
Trace Call	Traces last call received
Voice Mail	Adds voice mail key

Programming Phone Keys from the CommPortal – Programming

To Assign a Key Under the Line Key Area:
1. Click on key you wish to assign

2. Click on drop down arrow and make a selection

3. Fill out any additional information needed *

4. Click **Save Changes** on lower right

5. The phones will refresh automatically overnight **or** you can reboot the phone to make the changes.

italic * For example the Enhanced Monitored Extension key will need a valid extension in your business group and a label like the persons name you are monitoring*

Programming Phone Keys from the CommPortal – Programming

To Assign a Key Under the Bottom Keys Area:
1. Click on key you wish to assign

2. Click on drop down arrow and make a selection

3. Fill out any additional information needed*

4. Click **Save Changes** on lower right.

5. The phones will refresh automatically overnight or you can reboot the phone to make the changes.

For example the Other service key will need you to choose a service and fill in a label describing that service

This video will show you how to add functionality to the programmable keys. Here, we are adding to the line keys the following functions:

Enhanced Monitored Extension (key 2 in example).

Speed Dial
(key 3 in example).

Enhanced Call Park
(key 4 in example).

Click on the video to get started

Changing Ring Tones from the CommPortal

To Change a Ring Tone:

1. Click on **User**.
2. Click Line number you wish to change ring tone on.
3. Click on drop down box for ring tone and select new ring tone.
4. Click on Save Changes

**For any questions or additional help, visit
http://www.nhcgrp.com/resources/
- or -
Contact our Customer Care Specialists @**

855-600-4NHC (4642)