

**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
9. Contact Us



CommPortal Web

Please log in below.

Number:

5552221234

Password:

.....

Remember me on this computer.

Login

If you have forgotten your password, please contact customer support.

Log In

Open up a web browser

Navigate to

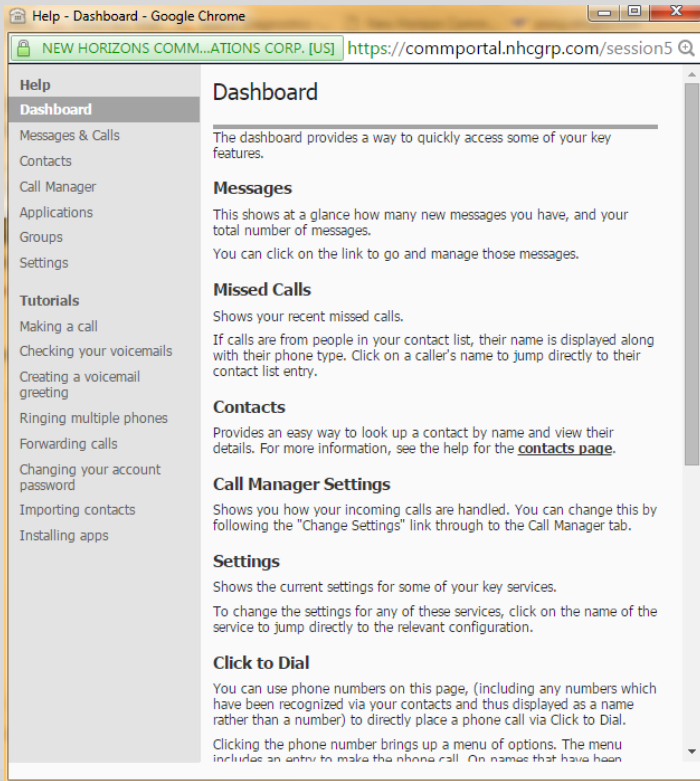
<https://commportal.nhcgrp.com>

You will need to enter the following information.

Number – This is your 10 digit telephone number.

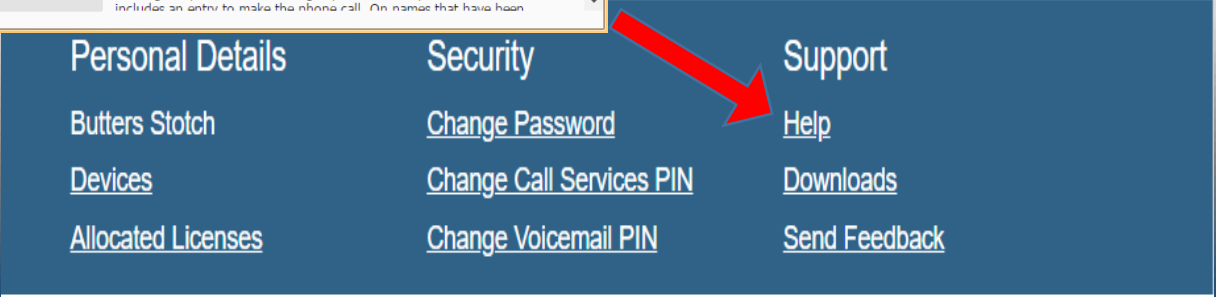
Password – This is your Commportal Password

CommPortal Help



For on demand help, scroll to the bottom of the screen, in the bottom right corner under the Support column you will find a link labeled “Help”

Double Click “Help” and a detailed user guide will appear.

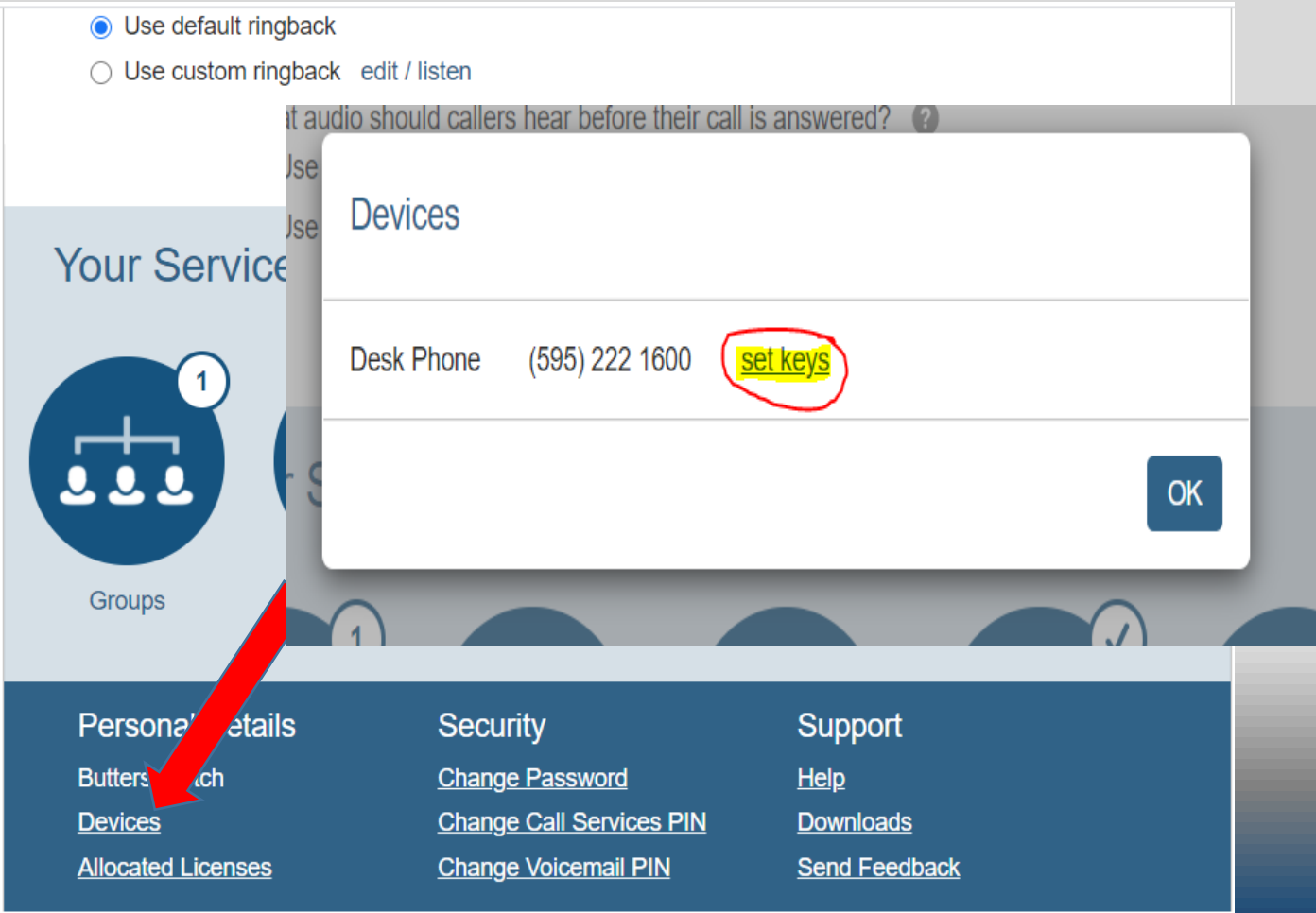


Settings – Account Devices

The devices link, located in the lower left corner of the home page, allows you to access the interface that you can use to configure your Desk Phone.

Once you have double clicked Devices a new window will appear, double click “set keys”

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



The screenshot shows the nhc account settings interface. In the bottom navigation bar, the 'Devices' link is highlighted with a red arrow. A modal window titled 'Devices' is open, displaying a table with one row for a 'Desk Phone' with the number '(595) 222 1600'. The 'set keys' link in the table is circled in red. An 'OK' button is visible in the bottom right corner of the modal window.

Devices		
Desk Phone	(595) 222 1600	set keys

Programming Phone Keys from the CommPortal



The screenshot shows a web interface for managing phones. At the top, a blue header bar contains a home icon and the text "Phone selection for Joe Test / 5952220900". Below this, the main content area is titled "Manage your phones". It features a large image of a black Polycom VVX 300 office phone. Underneath the image, the text "Polycom VVX 300" is displayed. A red rectangular box highlights a grey "Edit" button located below the phone model name. At the bottom of the interface, there is a blue bar with a white button labeled "Create new profile".

When the phone configuration screen pops up, click on the edit button under the phone model you wish to configure.

(if you do not see the model of phone you are looking to configure, double click on the “Create new Profile” located in the lower left corner of the screen that popped up) This will provide a list of all phones we offer for you to choose from, select the model phone 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



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

Programmable Keys - Line

The keys to the left and right of the display are known as **line keys**.

**Keys on screen for VVX 500/600 model*

Programmable Keys - Bottom

The keys under the display are known as the **bottom keys**.

**Keys on screen for VVX 500/600 model*

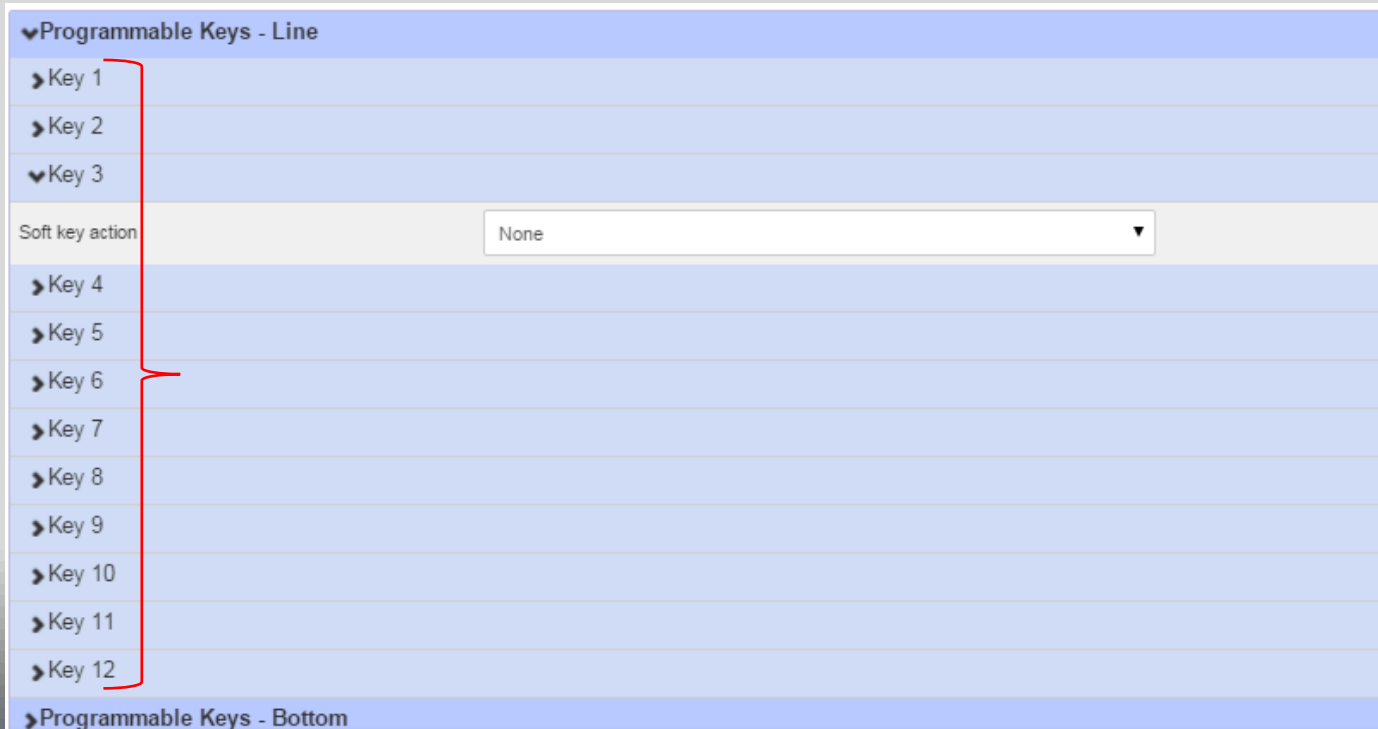
Programming Phone Keys from the CommPortal – Line Keys

To program the Line Keys:

Select a key from the list to program.

(Key 1 is reserved for the Phone Number and must remain the main phone number assigned to the device)

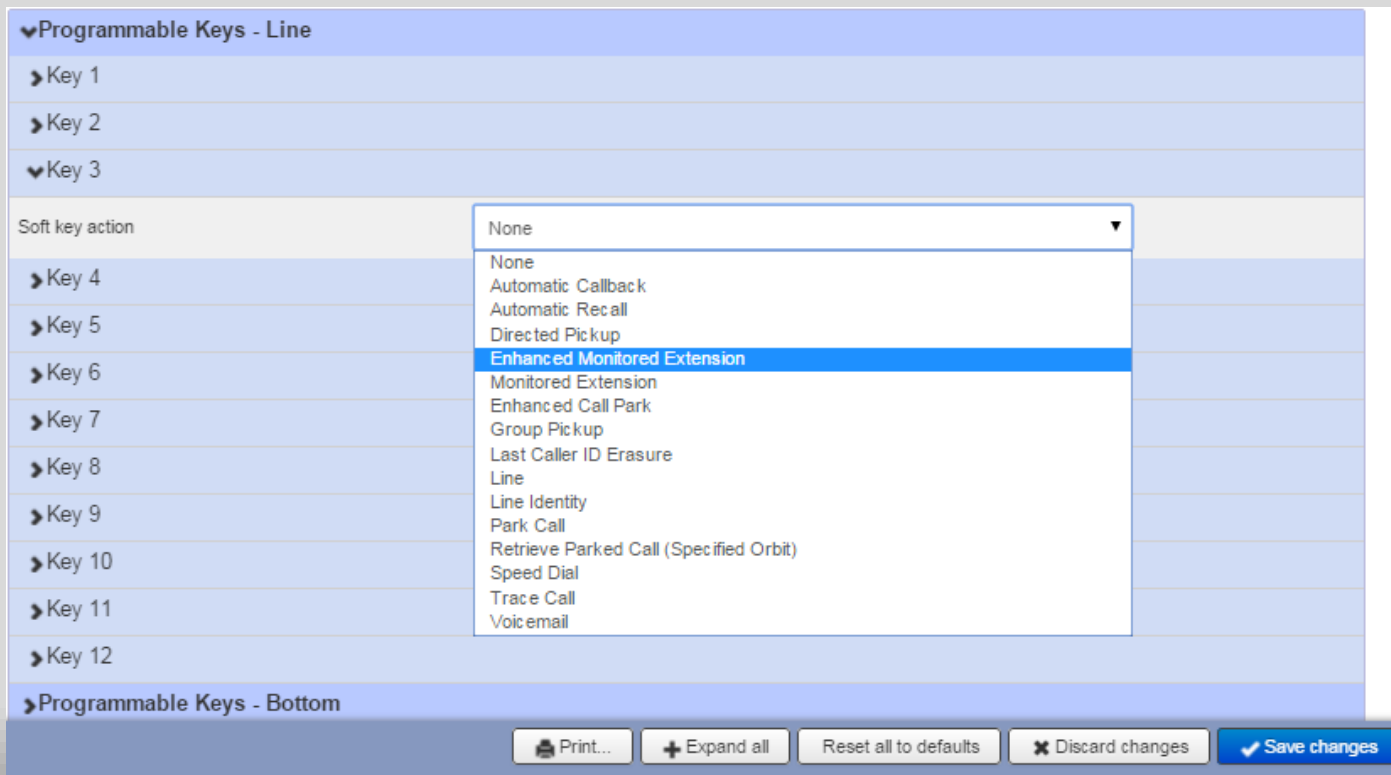
* The number of programmable line keys available varies based on the phone model you may have.



The screenshot shows a web interface for programming phone keys. The main heading is "Programmable Keys - Line". Below this, there is a list of keys from Key 1 to Key 12. Key 1 is highlighted with a red bracket, indicating it is reserved for the phone number. Key 3 is expanded, showing a "Soft key action" dropdown menu with "None" selected. The interface is blue and white.

▼Programmable Keys - Line	
▶Key 1	
▶Key 2	
▼Key 3	
Soft key action	None ▼
▶Key 4	
▶Key 5	
▶Key 6	
▶Key 7	
▶Key 8	
▶Key 9	
▶Key 10	
▶Key 11	
▶Key 12	
▶Programmable Keys - Bottom	

Programming Phone Keys from the CommPortal – Line Keys



▼ Programmable Keys - Line

- ▶ Key 1
- ▶ Key 2
- ▼ Key 3

Soft key action: None ▼

- ▶ Key 4
- ▶ Key 5
- ▶ Key 6
- ▶ Key 7
- ▶ Key 8
- ▶ Key 9
- ▶ Key 10
- ▶ Key 11
- ▶ Key 12

▶ Programmable Keys - Bottom

Print... Expand all Reset all to defaults Discard changes Save changes

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



Programmable Keys - Line

▼ Programmable Keys - Bottom

- ▶ Key 1
- ▶ Key 2
- ▶ Key 3
- ▶ Key 4
- ▶ Key 5
- ▶ Key 6
- ▶ Key 7
- ▶ Key 8
- ▶ Key 9
- ▶ Key 10

▶ User

Print... Expand all Reset all to defaults Discard changes Save changes

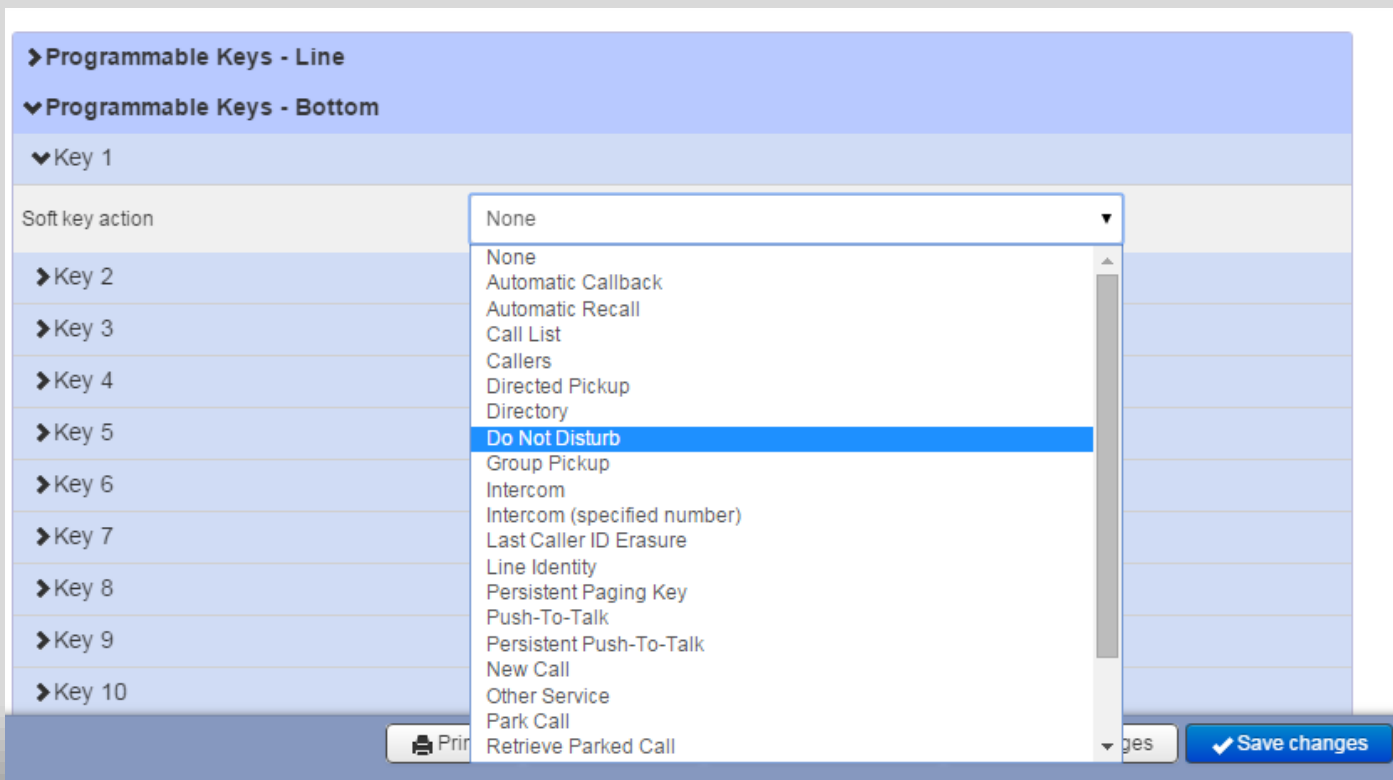
To Program the Bottom keys

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 place it on the line keys if possible.*

Programming Phone Keys from the CommPortal – Bottom Keys



► Programmable Keys - Line

▼ Programmable Keys - Bottom

▼ Key 1

Soft key action: None

- None
- Automatic Callback
- Automatic Recall
- Call List
- Callers
- Directed Pickup
- Directory
- Do Not Disturb**
- Group Pickup
- Intercom
- Intercom (specified number)
- Last Caller ID Erasure
- Line Identity
- Persistent Paging Key
- Push-To-Talk
- Persistent Push-To-Talk
- New Call
- Other Service
- Park Call
- Retrieve Parked Call

Print | Save changes

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

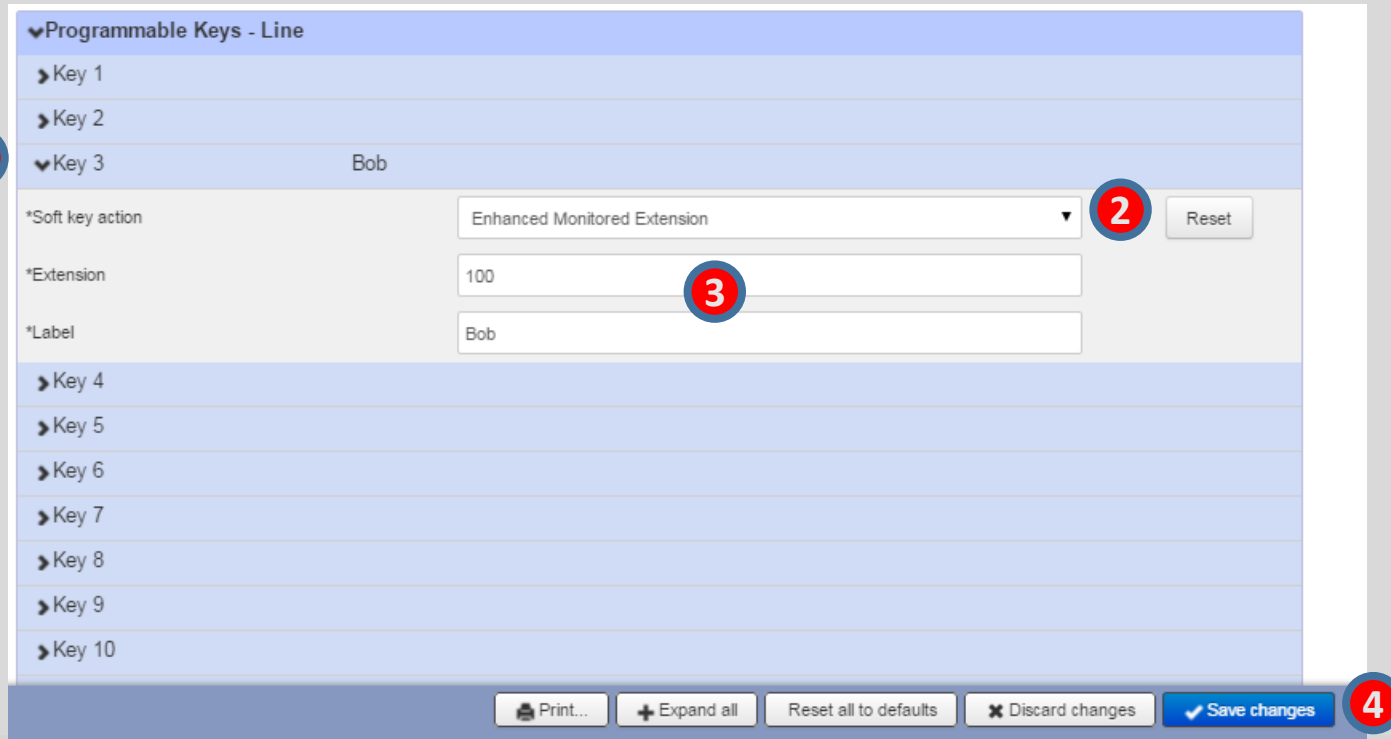
- Automatic Recall
- Directed Pickup
- Do Not Disturb
- Intercom
- Intercom (Specific Number)
- Persistent Paging Key
- Persistent Push to Talk
- Park Call
- Speed Dial
- Other Services (XML Apps)
 - log out
- Call List
- Directory
- Group Pickup
- Last Caller Id Erasure
- Line Identity
- Push to Talk
- 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	<p>Adds Enhanced Call Park. Call park orbits are shared throughout the business group.</p> <p>(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.)</p>
Group Pickup	<p>Phones in call pick up group, will allow phone to be picked up ringing call from extensions within a specified group.</p> <p>Administrator can set this up. Please reference the Administrator training for details.</p>
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)	<ul style="list-style-type: none"> 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



1

2

3

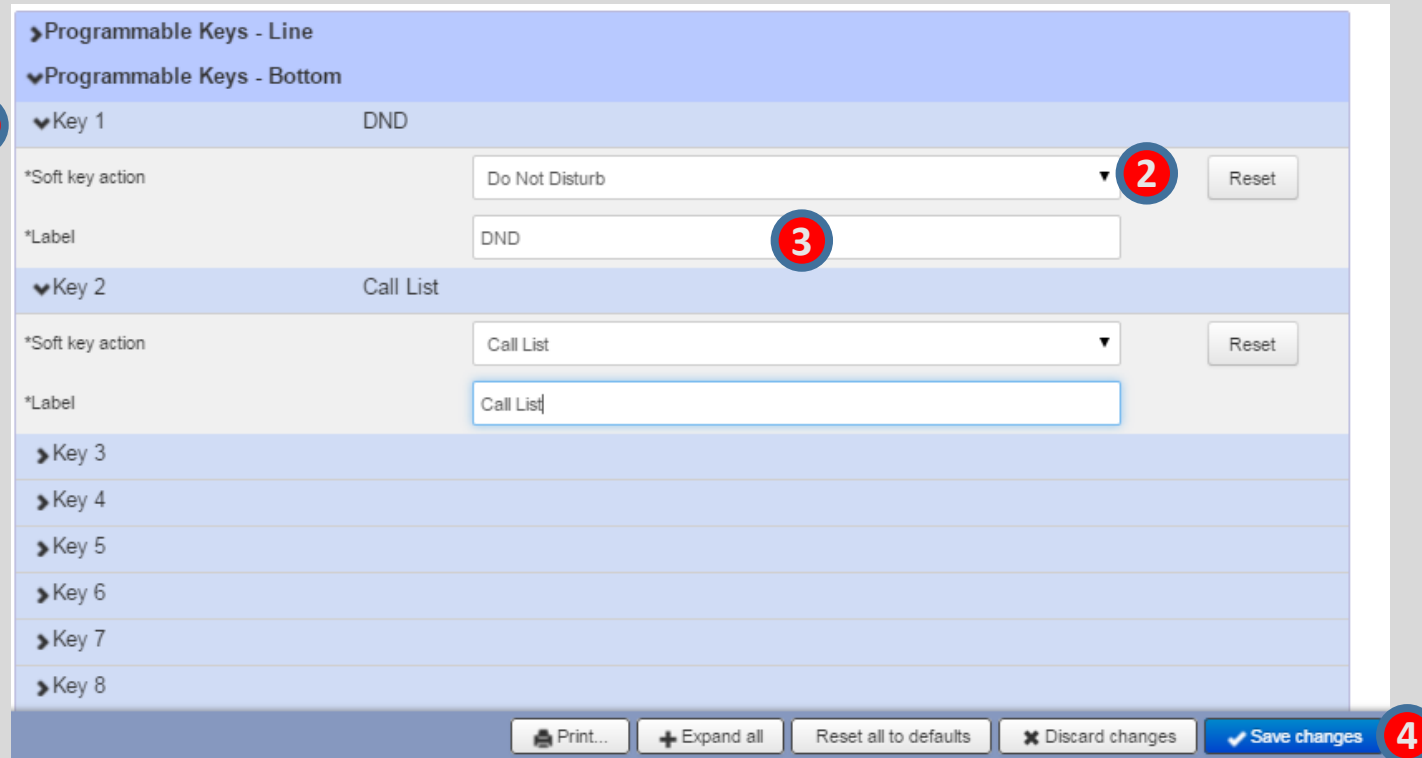
4

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.

** For the example of 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



1 Programmable Keys - Line

2 Programmable Keys - Bottom

1 Key 1 DND

*Soft key action Do Not Disturb 2 Reset

*Label DND 3

Key 2 Call List

*Soft key action Call List Reset

*Label Call List

Key 3

Key 4

Key 5

Key 6

Key 7

Key 8

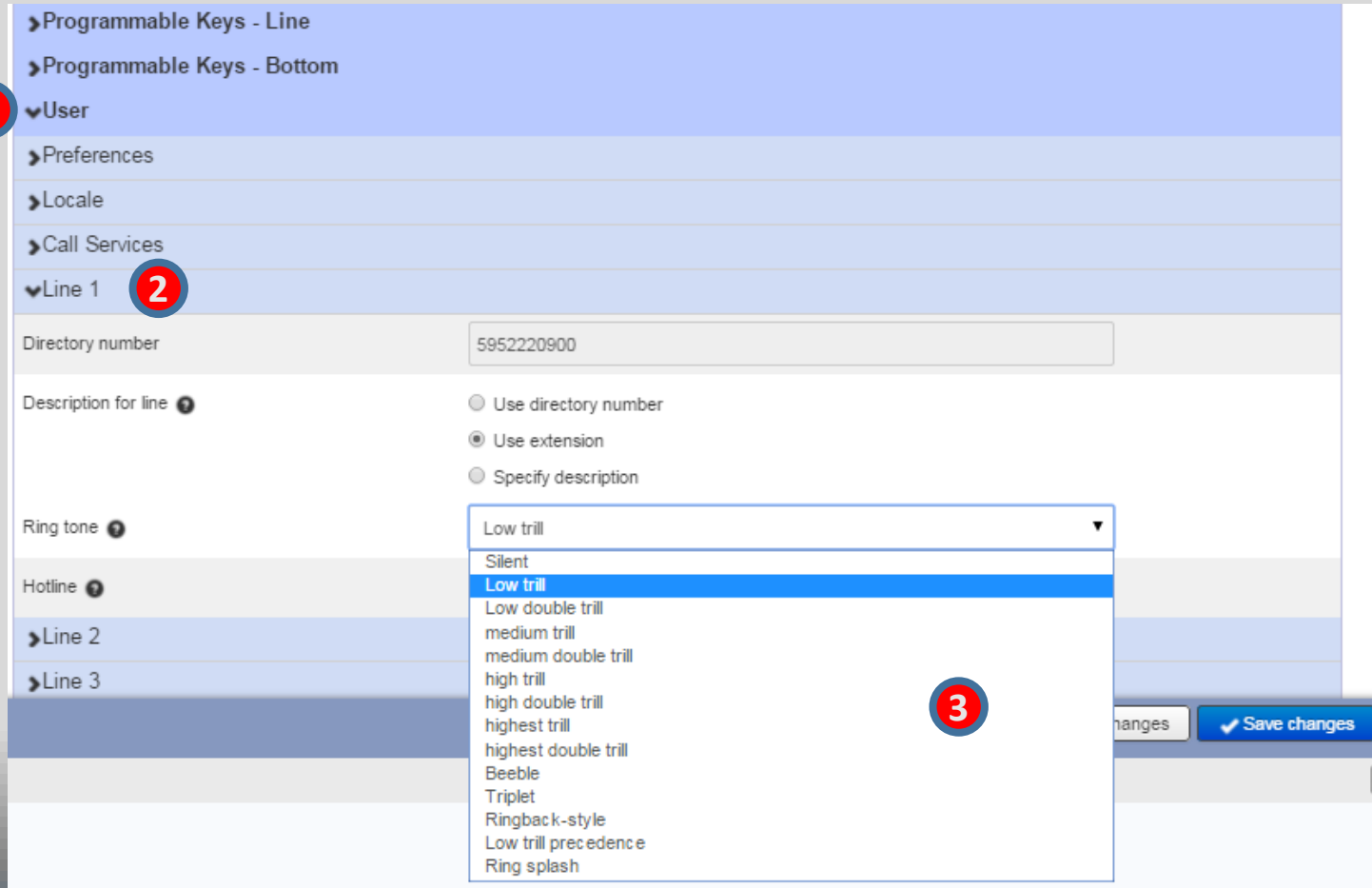
Print... Expand all Reset all to defaults Discard changes Save changes 4

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*

Changing Ring Tones from the CommPortal



1

2

3

4

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)