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

Log In

Open up a web browser
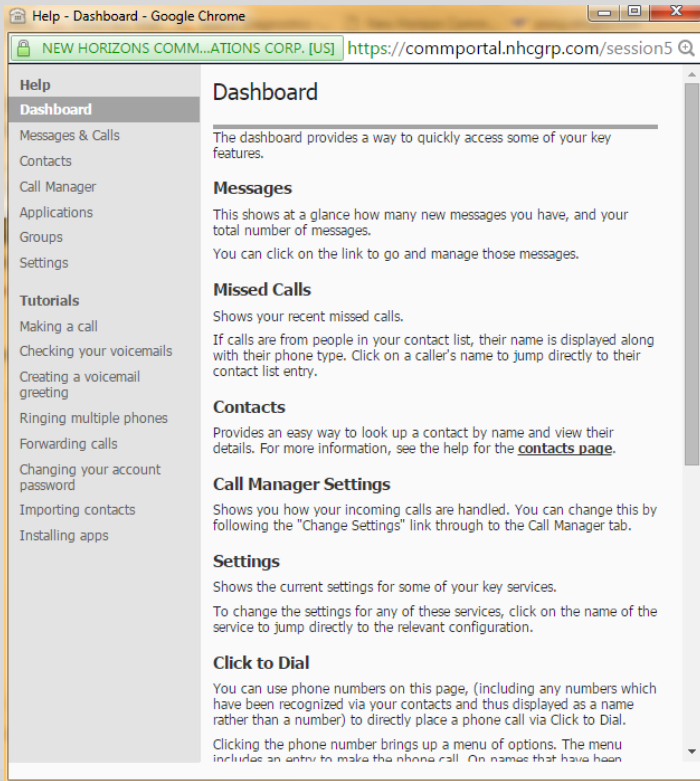
Navigate to
https://commportal.nhcgrp.com

You will need to enter the following information.
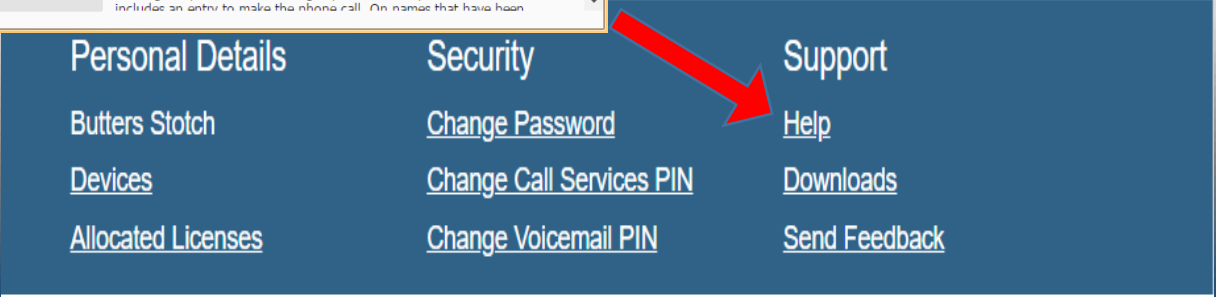
Number – This is your 10 digit telephone number.

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"

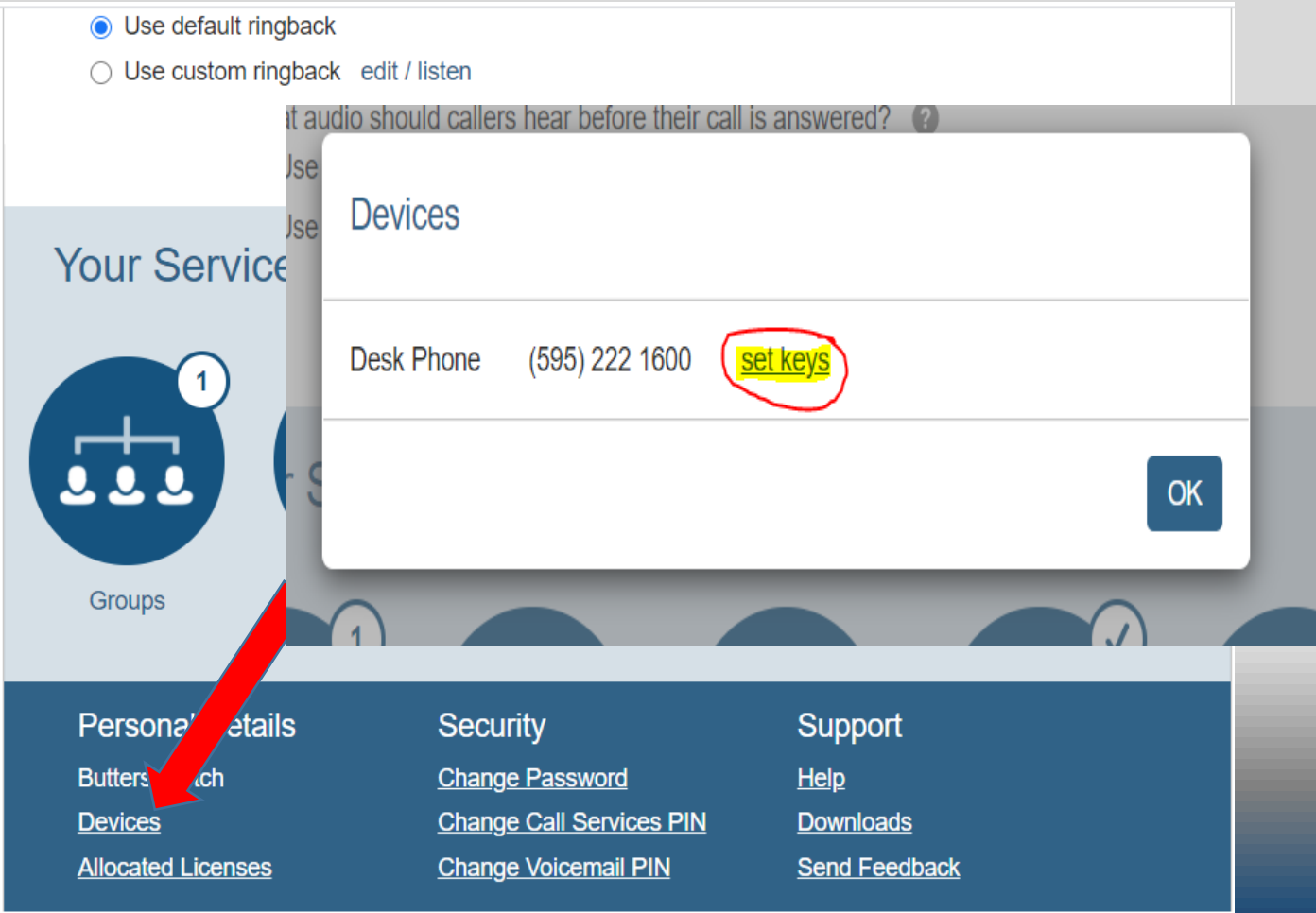Double Click "Help" and a detailed user guide will appear.

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.

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.

(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 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**.
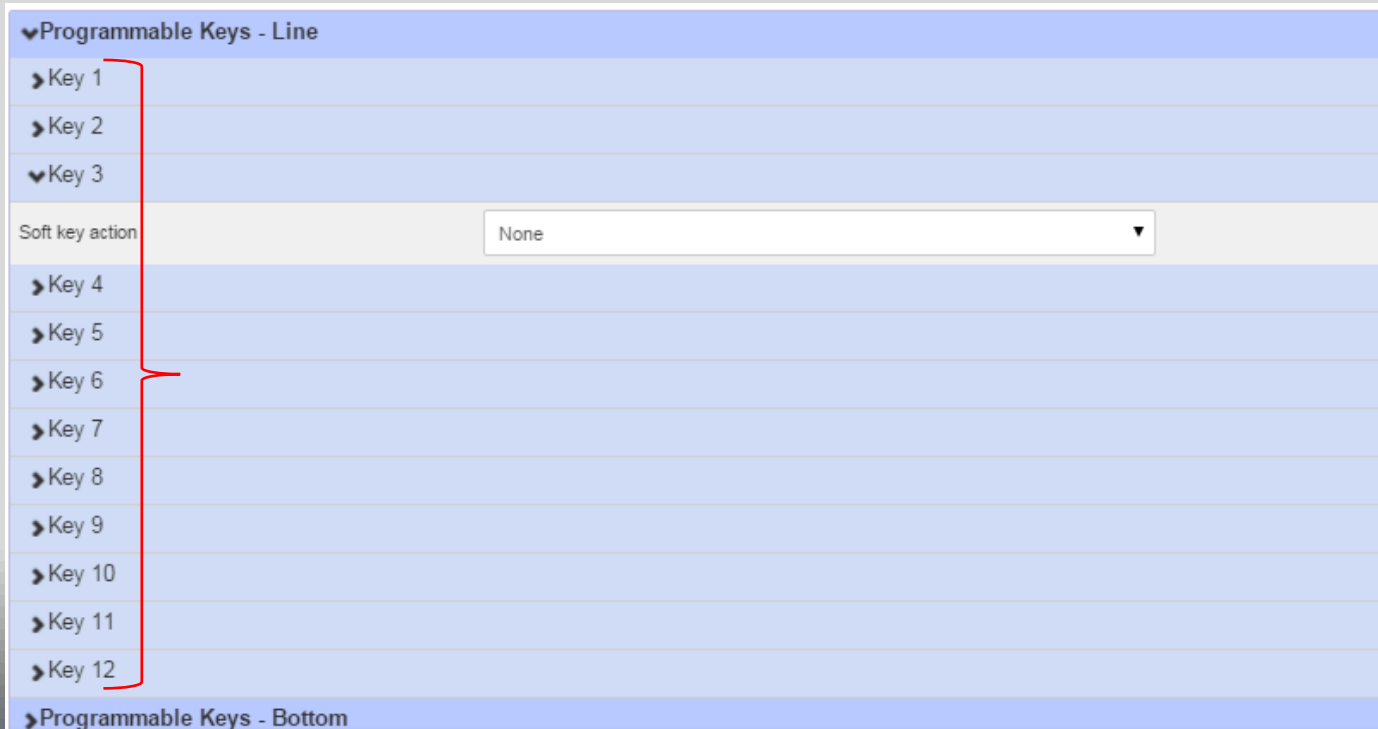>> *Keys on screen for VVX 500/600 model*

Programming Phone Keys from the CommPortal – Line Keys

To program the Line Keys:

Select a key from the list to program.

(Key 1 is reserved for the Phone Number and must remain the main phone number assigned to the device)
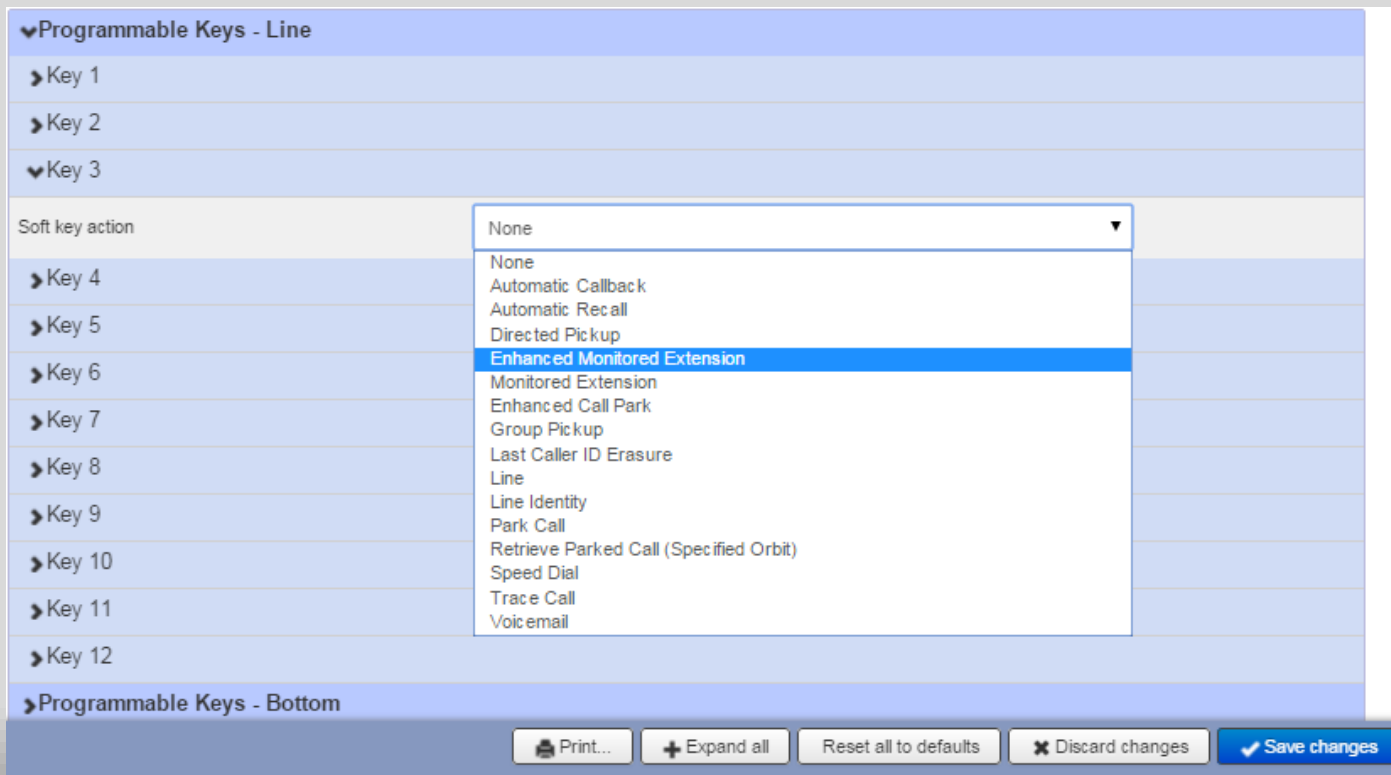
* The number of programmable line keys available varies based on the phone model you may have.

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 place 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   - Call List
- Directed Pickup   - Directory
- Do Not Disturb   - Group Pickup
- Intercom   - Last Caller Id Erasure
- Intercom (Specific Number)   - Line Identity
- Persistent Paging Key   - Push to Talk
- Persistent Push to Talk   - New Call
- Park Call   - Retrieve Parked Call
- Speed Dial   - Trace Call
- Other Services (XML Apps)   - Voicemail
     - log out

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	Phones in call pick up group, will allow phone to be picked up ringing call from extensions within a specified 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

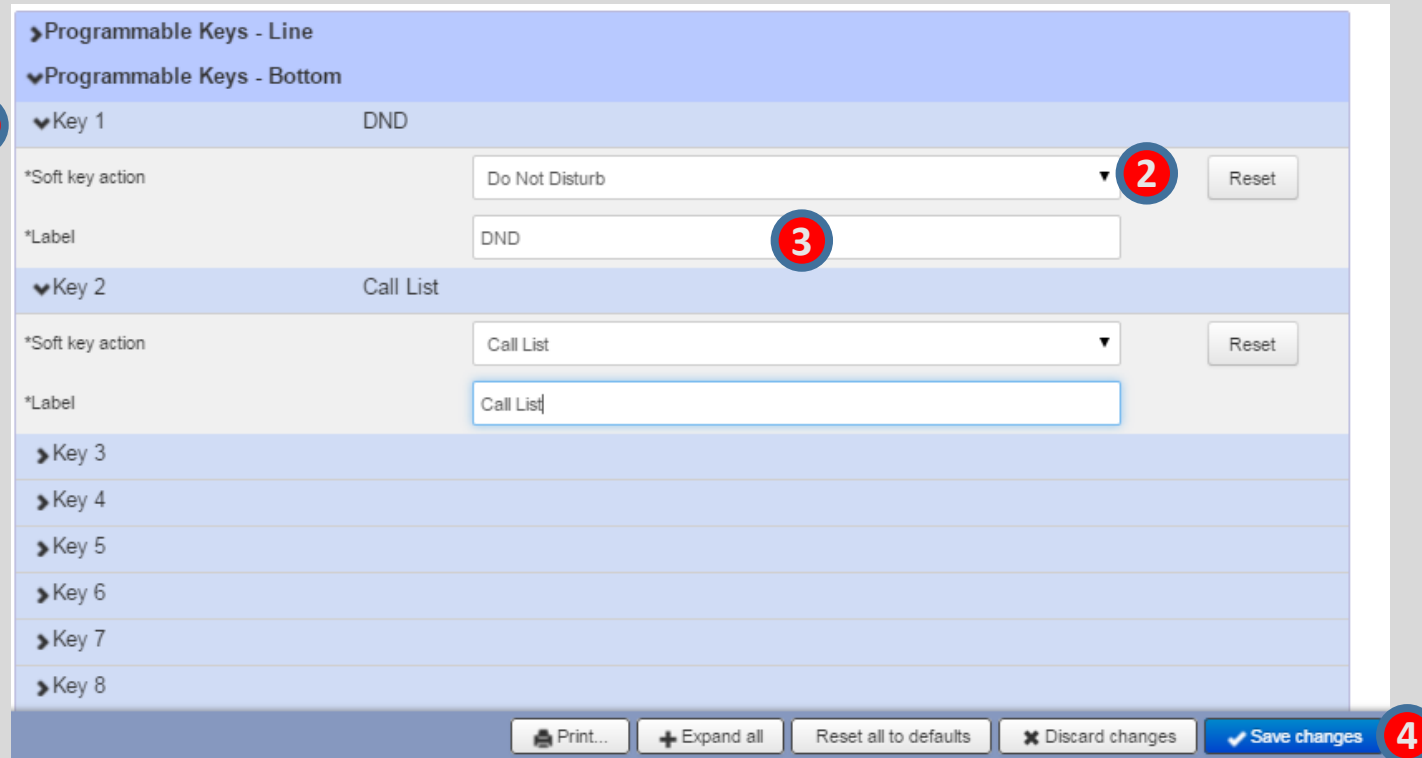# Programming Phone Keys from the CommPortal – Programming

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.

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
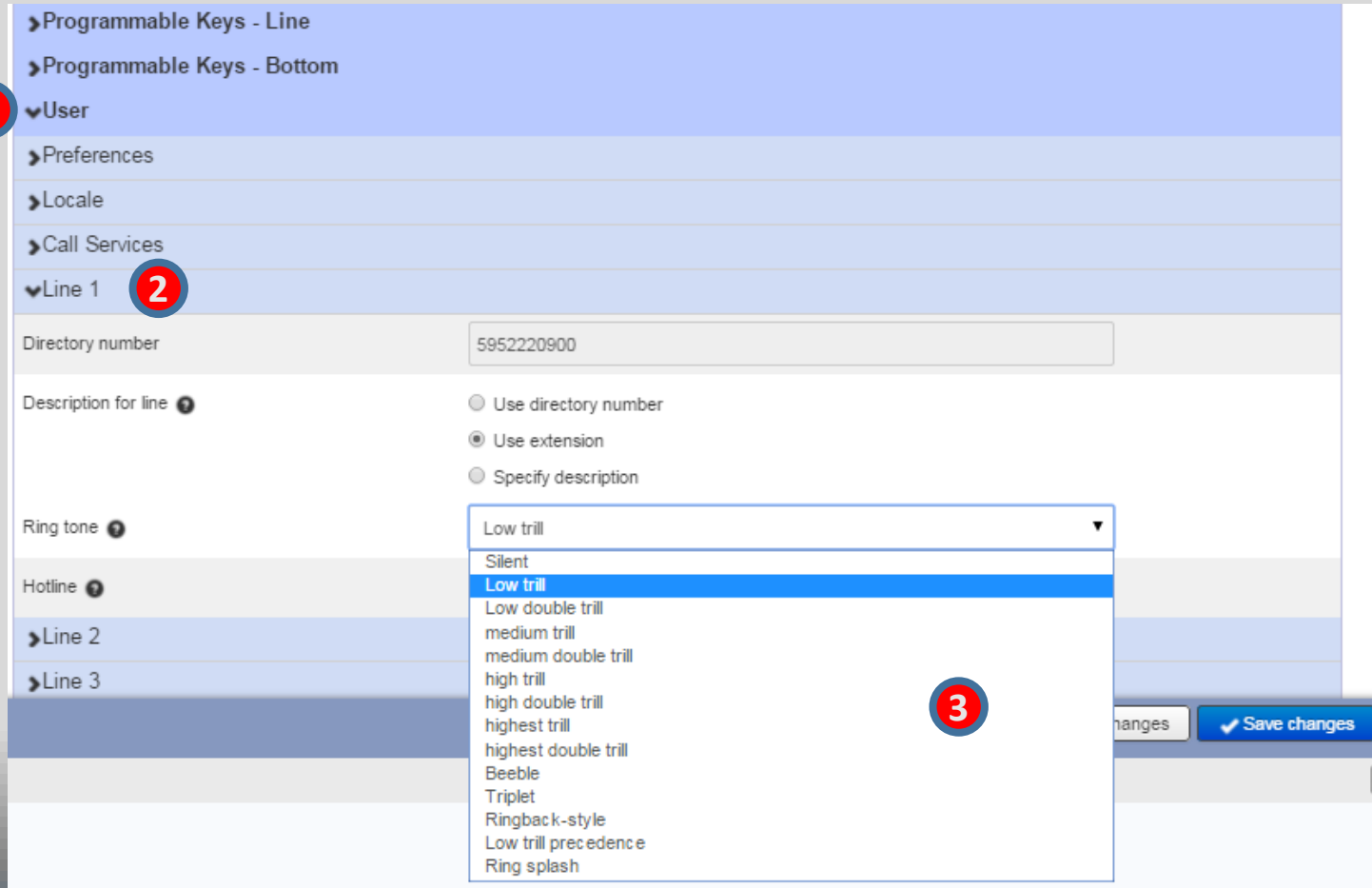
To Assign a Key Under the Bottom Keys Area:

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

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)