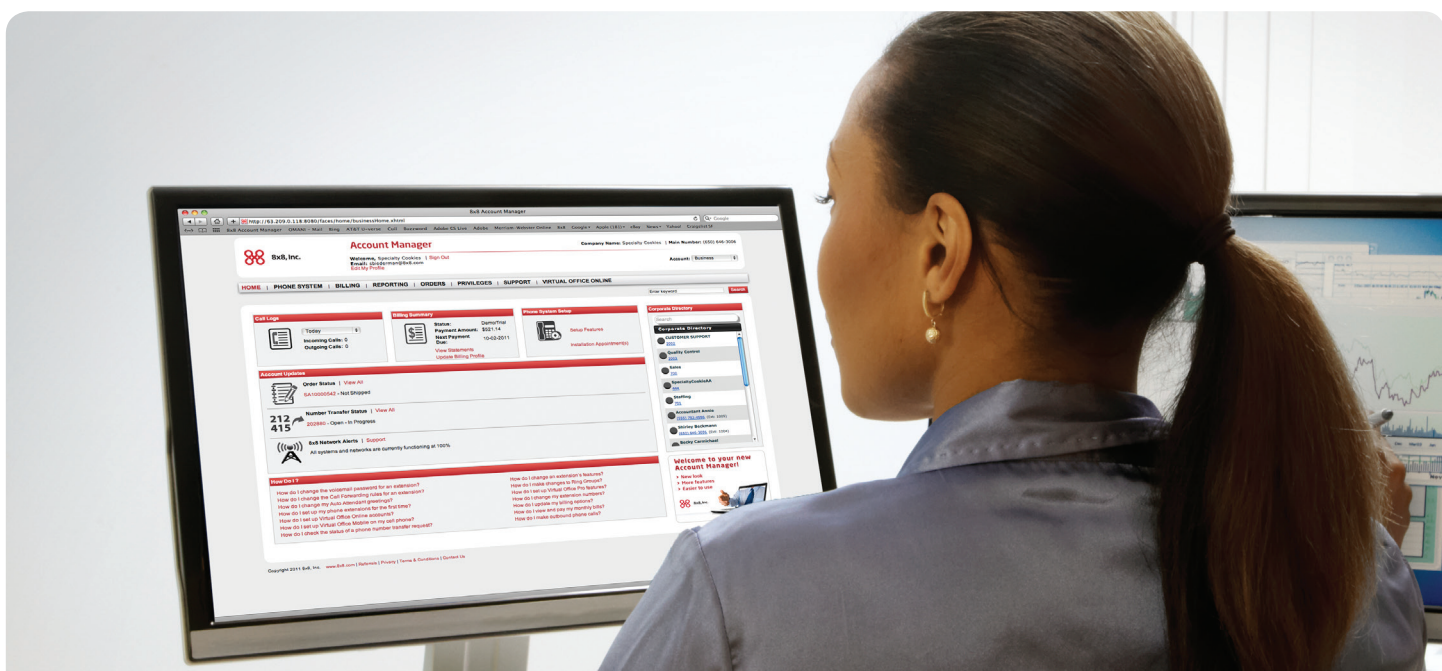**8x8, Inc.**

8x8 Virtual Office
Power Keys — User Guide

Version 1.13, November 2015

Effective May 10, 2013, the Privileges tab in the top navigation bar of the Account Manager was renamed My Account. Privileges and User Profiles can now be found in the My Account tab.

Contents

Power Keys (formerly known as Virtual Receptionist)

8x8 Power Keys is an add-on service that provides powerful call handling and work group monitoring abilities using any Polycom phone with four or more line keys, using your new VVX phones, or using your new VVX phones with SideCars attached. Using Power Keys service, a manager or a power user can handle multiple calls simultaneously and monitor availability of other extension users on the same PBX.

Benefits

With 8x8 Power Keys Service, you can:

- Turn your Polycom phone and phones with SideCars into a powerful call handling and work group monitoring tool.

- Handle multiple live calls from a single phone.

- Monitor the real-time call status (idle, busy, ringing) of other extensions. Track who is on the phone and who is available.

- Speed dial to an idle extension you are monitoring.

- Instantly transfer a live call to an idle extension you are monitoring.

- Pick up or intercept a ringing call on an extension you are monitoring.

- Take full advantage of the spare line keys on your Polycom phones and SideCars.

Requirements

8x8 Power Keys Service is supported on:

- Any Polycom phone with four or more line keys.

- Expansion modules also known as SideCar 28-key and SideCar 40-key. SideCars are supported on VVX phone sets except VVX 1500.

SideCars are used for additional line capability.

Power Keys Service Plans

8x8 offers several Power Keys (PWR) Plans to accommodate the varying calling needs of businesses. Refer to Appendix A for a quick look at the service plan offerings.

Configuring Line Keys

As a Virtual Office PBX administrator, you can set up the initial configuration of line keys in **Account Manager** and push these settings to the Power Keys enabled extension phone from **Account Manager**. You can assign:

- (LAK) Line Appearance Key—To receive and handle multiple live calls

- (BLF) Busy Lamp Field Key—To track the status of other extension users on the same PBX

- Speed Dial Key—To quickly dial out to most frequently used number

Steps

To configure line keys for a Power Keys enabled extension:

1. From the Home screen in **Account Manager**, navigate to **Phone System**.

2. Select **Line Key Configuration** from the menu.

   A list of extensions eligible for line key configuration shows.

3. From the list, select an extension and click **Configure Line Keys**.

   You are prompted to back up the contact directory or speed dials on the phone.

4. Perform the back-up process on your device. For details, refer to Appendix B.

5. After completing the back-up on the phone, click **Confirm** to continue in **Account Manager**.

6. The Line Key Configuration screen shows the device key map with assigned keys and unused spare keys on your phone.
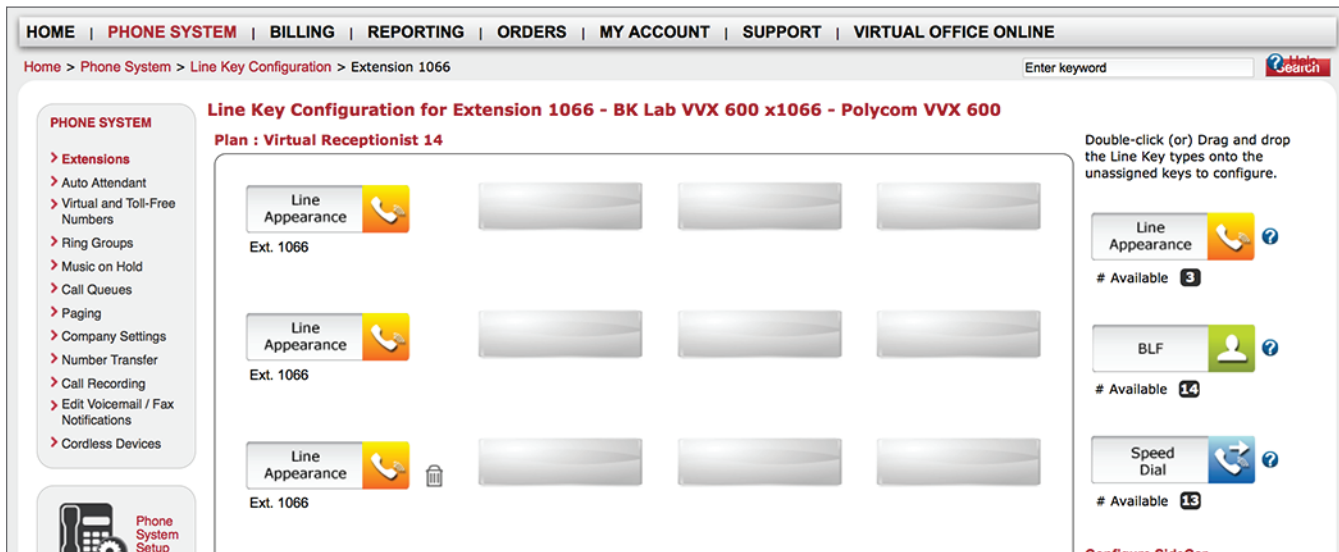
This key map corresponds to the keys on your phone.

7. On the right-hand side, you have the following assignment key types:

- (LAK) Line Appearance Key—To receive and handle multiple live calls
- (BLF) Busy Lamp Field Key—To track the status of other extension users on the same PBX
- Speed Dial Key—To quickly dial out to most frequently used number

   Note: The number of Line Appearance Keys and BLF keys allowed for the extension depends on the Power Keys plan in Appendix A it is associated with.

8. Refer to the table for details on the Power Keys Plan and corresponding LAKs and BLFs. There is no limit on the number of speed dials.

9. Drag and drop a desired key type to an unused key in the map.

   Note: Chrome does not support drag and drop functionality. Click on the key for the key type options.
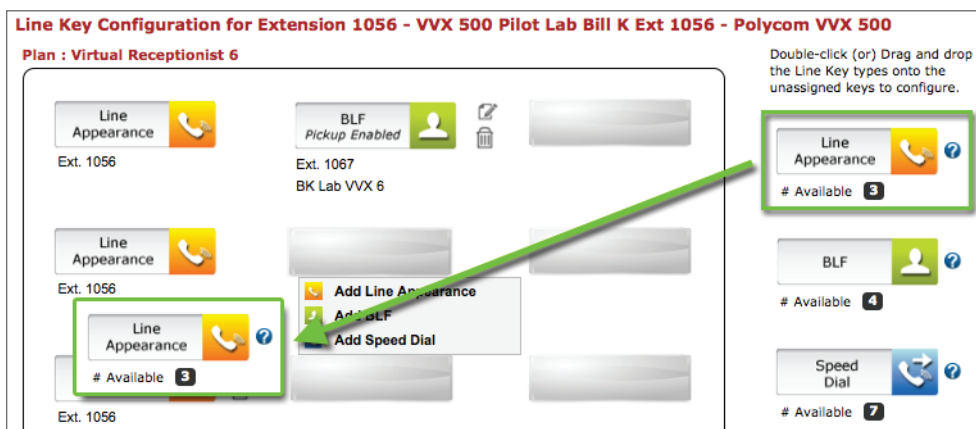
10. **Add Line Appearance Key:** Drag and drop Line Appearance Key on an unused key or click on a key for the key type option.
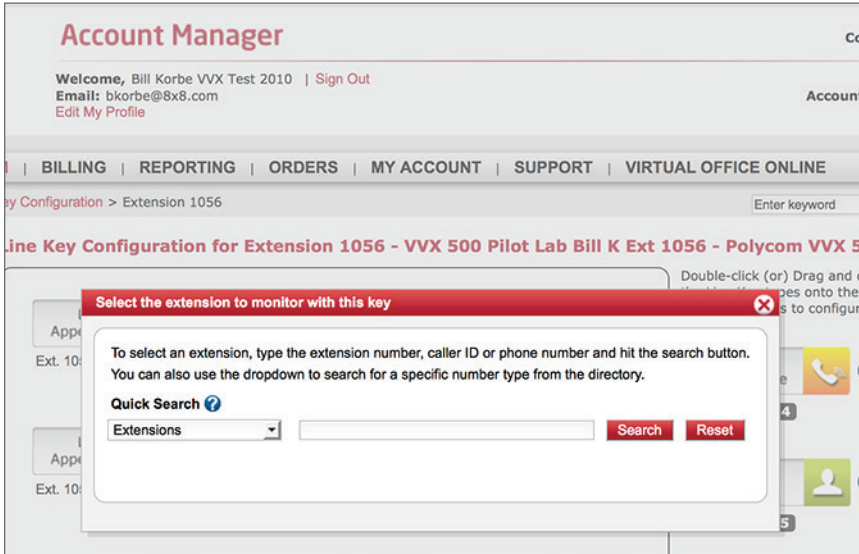
11. **Add BLF Key**:

    a. At the prompt, select an extension to monitor.

    b. Enter a desired extension number, or caller ID, or phone number or click **Search**.
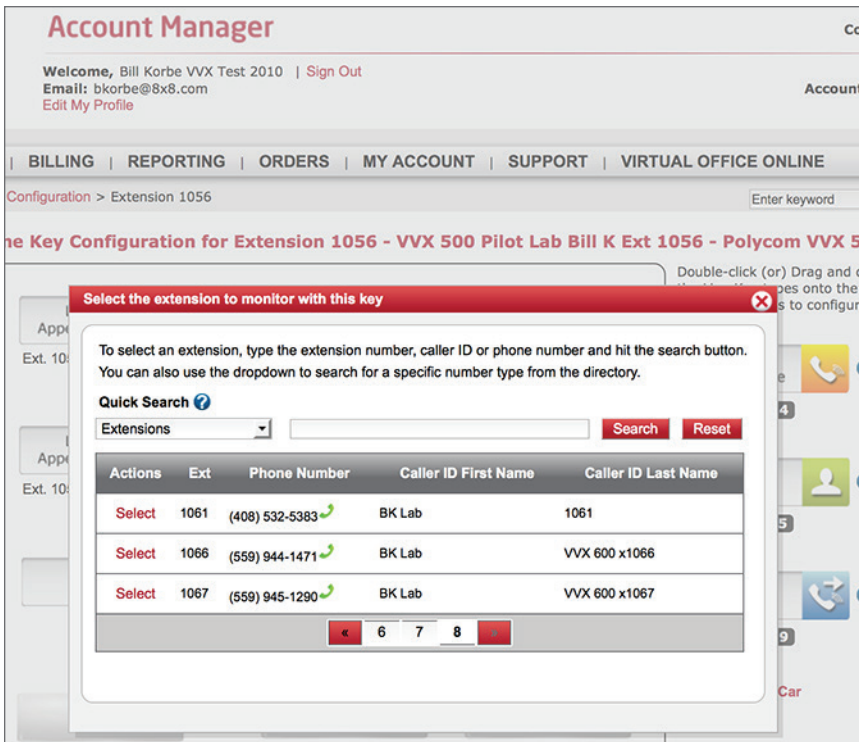
c. From the search result, select an extension.

d. Edit the label that shows on the phone.

e. Optionally, enable the user to answer calls for this monitored extension.

12. **Add Speed Dial key**:

a. Drag and drop the Speed Dial Key or click on a key for key type option.

b. At the prompt, select an extension from the contact directory or enter a new number.

c. To add a new contact, add additional details as desired.

13. Click **Save** or continue to configure SideCars.

Appendix A

What are the different Power Keys (PWR) Plans? What are the numbers of LAK and BLF keys that come with it?

Polycom Phone	# of Physical Line Keys	Virtual Receptionist Plans	Maximum Key Configuration
		Up to 4 Line Appearance Keys Up to 4 BLF Keys*	
IP 550, IP 560	4	VR4 Plan	Up to 4 Line Appearance Keys and/or up to 2 BLF Keys*
VVX 300, VVX 310, IP 670	6	VR4 Plan	Up to 4 Line Appearance Keys and/or up to 4 BLF Keys*
VVX 300, VVX 310, IP 670	6	VR6 Plan	Up to 6 Line Appearance Keys and/or up to 4 BLF Keys*
VVX 400, VVX 410, VVX 500	12	VR4 Plan	Up to 4 Line Appearance Keys and/or up to 4 BLF Keys*
VVX 400, VVX 410, VVX 500	12	VR6 Plan	Up to 6 Line Appearance Keys and/or up to 6 BLF Keys*
VVX 400, VVX 410, VVX 500	12	VR14 Plan	Up to 6 Line Appearance Keys and/or up to 10 BLF Keys*
VVX 600	16	VR4 Plan	Up to 4 Line Appearance Keys and/or up to 4 BLF Keys*
VVX 600	16	VR6 Plan	Up to 6 Line Appearance Keys and/or up to 6BLF Keys*
VVX 600	16	VR14 Plan	Up to 6 Line Appearance Keys and/or up to 14 BLF Keys*

*Limited by the number of spare Line Keys available on your phone

Polycom Phone	Sidecar Model	#of Physical Keys	Virtual Receptionist Plans	Maximum Key Configuration
VVX 300, VVX 310, VVX 400, VVX 410, VVX 500, or VVX 600	VVX Sidecar 28 Key - Color	28 (3 pages of 28)**	VR28 Plan	Up to 10 LAK, and/or up to 28 BLF
VVX 300, VVX 310, VVX 400, VVX 410, VVX 500, or VVX 600	VVX Sidecar 40 Key - Paper Label	40	VR40 Plan	Up to 10 LAK, and/or up to 40 BLF

Appendix B

Backing up the contact directory on the phone device is essential before editing any keys on **Account Manager** the first time. It is done automatically once the back-up server launches. Configuring line keys in **Account Manager** allows central editing after the local directory is saved once to prevent accidental loss of locally-saved contact data on the phone. You can add a dummy new entry on the phone and save it for a quick back-up.

To back up contact directory from your phone device:

1. Press 🏠 to display **Home** view on the phone.

2. From the menu, tap **Directories > Contact Directory**.

3. Select a contact to edit or use "**+**" to create a new contact.

4. To edit a contact:

    a. Select a contact and tap **Edit** icon. Scroll down the list of options and hit **Favorite Index**, if you wish to make the contact into a Speed Dial.

    b. Assign an index according to where you want the contact to display on phone or SideCar.

5. Press the **Save** soft key to save the contact and backup the contact directory.

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