8x8, Inc.

8x8 Virtual Office
Using Polycom® VVX® Expansion Modules (SideCars)

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The Champion
For Business
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Using Polycom® VVX® Expansion Modules (SideCars)

Polycom® VVX 500 and VVX 600 Business Media Phones for Use with 8x8 Virtual Office

The Polycom® VVX® Expansion Modules (SideCars) are consoles which connect to Polycom® VVX® Business Media phones and add additional lines to VVX phones. VVX SideCars enable you to handle large call volumes on a daily basis and expand the functions of your phone.

Polycom VVX SideCars are initially supported on Polycom VVX 500 and VVX 600 business media phones running U C software 4.1.6. You can accept, screen, dispatch, and monitor calls with VVX SideCars and reduce the number of missed customer calls, shorten transaction times, and increase productivity.

You can use VVX Color SideCars or VVX Paper Label SideCars with your VVX phone.

- VVX Color 28-Key Expansion Modules (SideCars): VVX Color SideCars feature an easy-to-navigate 480x272 LCD display. Each VVX Color SideCar provides you with 28 lines keys and three display pages, supporting a total of 84 lines that you can set up as Line Appearance Keys, favorites (Speed Dials) , or Busy Lamp Field (BLF) contacts. You can connect up to 3 VVX Color SideCars to your phone to support an additional 252 line keys per phone.
- VVX 40-Key (Paper Label) Expansion Modules (SideCars): VVX SideCars provide you with 40 line keys that you can set up as Line Appearance Keys, favorites (Speed Dials), or BLF contacts. You can connect up to three VVX SideCars to your phone to support an additional 120 line keys per phone.

  Note: You cannot connect VVX 28-Key Color SideCars and VVX-40 Key Paper Label SideCars to the same VVX phone at the same time.

Set Up VVX SideCars

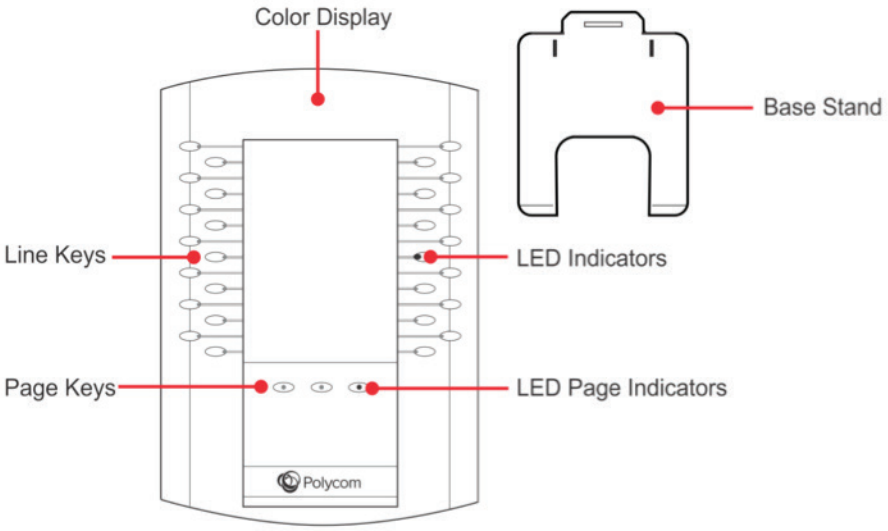
VVX SideCars require minimal set-up. VVX phones automatically configure VVX SideCars and provide the SideCar with power. To use VVX SideCars, plug the SideCars into your phone and wait for them to power up. VVX Color SideCars power up in approximately 20 seconds. VVX SideCars power up in approximately 30 seconds. To add BLF Keys or add additional Line Appearance Keys, an optional add-on service called "Power Keys (formerly known as Virtual Receptionist)" for the phone extension is required.

Use VVX SideCars

This section walks you through how to use VVX SideCars with your VVX phone.

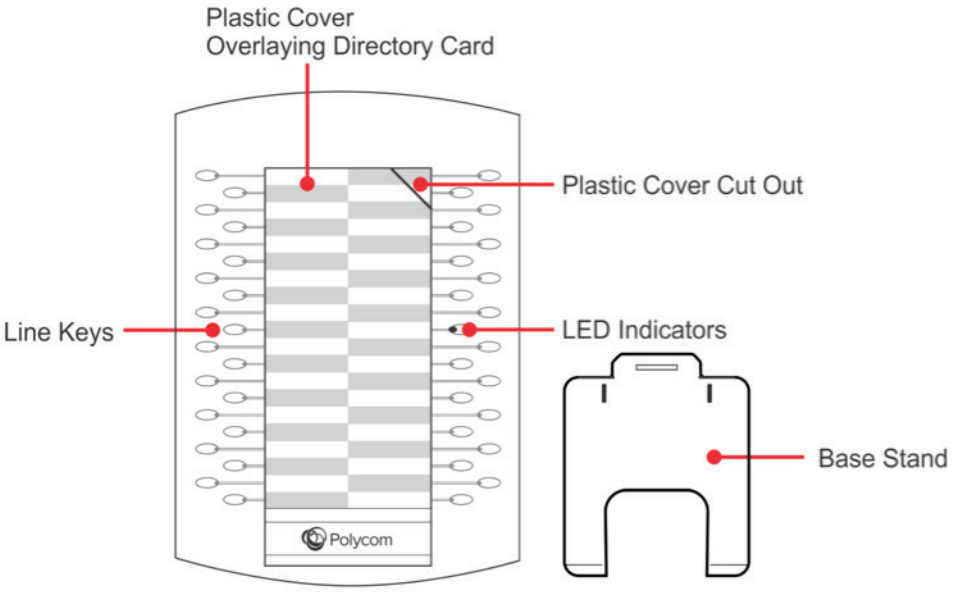
The following figures illustrate VVX Color 28-Key SideCar and VVX 40-Key Paper Label SideCar features, components, and keys. The descriptions following the illustrations explain how to use the features, components, and keys.

VVX Color SideCar Features



- **Color Display**—Displays Line Appearance Keys, Busy Lamp Field (BLF) Keys, and favorites (Speed Dials)
- **Line Keys**—Press keys to select an available line to place a call or to call to a BLF Monitored Extension Speed Dial favorite.
- **LED Indicators**—Indicates line or BLF contact's status by lighting up.
  - **Solid Green**—Indicates an active call in progress.
  - **Fast-flashing Green**—Indicates an incoming call.
  - **Solid Red**—Indicates the phone of the BLF contact you are monitoring is off-hook (busy or making a call). The BLF contact you are monitoring is probably placing a call or in a call.
  - **Flashing Red**—Indicates a held call.
  - **Flashing Green and Solid Red**—Indicates an incoming call on the phone of the BLF contact that you are monitoring.
- **Page Keys**—Press these keys to navigate to a different page on the SideCar display or to view additional lines. The 28-Key Color SideCar can display three pages of 28 keys
  (84 line keys total)
- **Page Keys LED Indicators**—Indicates page status by lighting up.
  - **Fast-flashing Green**—Indicates an incoming call on a page not currently displayed. When you press the page key with the fast-flashing green LED indicator, the LED indicator stops flashing.
  - **Slow-flashing Green**—Indicates a BLF contact you are monitoring on a page not currently displayed is receiving an incoming call.
  - **Solid Red**—Indicates the current page displayed.
- **Base Stand**—Hooks into one of three slots on the back of the SideCars to stand up the display.

VVX Paper Label SideCar Features



- Plastic Cover Overlying Directory Card—Protects the directory card. On the directory card, you can write line appearance phone numbers, BLF contact numbers, Speed Dial numbers and/or any other information such as names that you want to include to identify the keys. There is a Polycom utility (for advanced users) to print line key labels (refer to Generate Paper Labels Section).
- Plastic Cover Cut Out—Use this slit to insert or remove the plastic cover.
- Line Keys—Press these keys to select an available line to place a call or to call a Speed Dial.
- LED Indicators—Indicates line or BLF contact's status by lighting up.
  - Solid Green—Indicates an active call in progress.
  - Fast-flashing Green—Indicates an incoming call.
  - Flashing Green—Indicates the remote party placed the call on hold.
  - Solid Red—Indicates the phone of the BLF contact you are monitoring is off-hook. The BLF contact you are monitoring is probably placing a call or in a call.
  - Flashing Red—Indicates a held call.
- Base Stand—Hooks into one of three slots on the back of the SideCars to stand up the display.

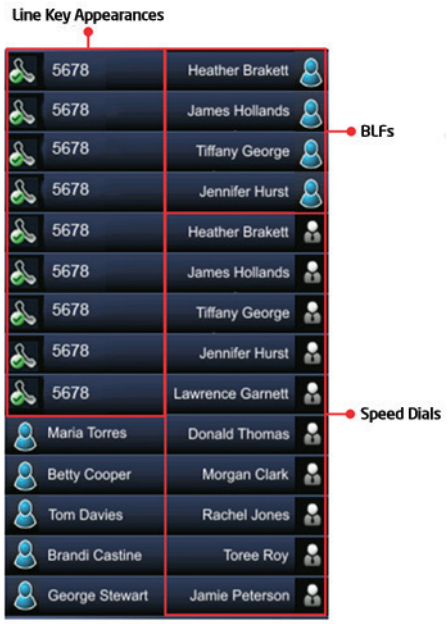
Assigning Favorites to Lines

You can assign favorites (Speed Dials) to lines on your phone and to your SideCar(s). System administrators also can assign Line Appearance Keys and Busy Lamp Field (BLF) contacts to lines on your phone and your SideCar(s) and can also assign Speed Dials.

Phones and SideCars support one function per line key. System administrators can determine the position of the Line Appearance Keys and Busy Lamp Field contacts and Speed Dials. You can also determine the positions of your Speed Dials or move them by assigning them a favorite index.

The following figure displays function assignments on a VVX Color SideCar:

VVX Color SideCar Function Assignments



You can assign favorites (Speed Dials) to line keys on VVX SideCars so that when you press a line key you automatically call a contact. You create favorites from the Contact Directory on your VVX phone. Line keys not assigned by your system administrator to be either Line Appearance Keys or BLFs are available for you to display additional favorites as Speed Dial keys.

Favorites display as Speed Dial keys according to their index number. Based on the index number, favorites may display as Speed Dials. On the phone, the index number corresponds to the line key number on the phone. For example, if there are four keys available for Speed Dial keys on a 16-line key phone like the VVX 600, the contact directory items with the indexes 13, 14, 15, 16 will be displayed at those positions. On a SideCar, the indexes are all three-digit numbers, where the first digit indicates the SideCar and/or page of the SideCar and the last two digits indicate the position on the SideCar page.

To assign a favorite and an index on your VVX 500 and 600 phone:

End users can assign and edit speed dials from the phone user interface using indexes for the key positions and assign to contact directory entries.

1. Identify and catalog current key locations (LAK's, BLF's and Speed Dial Keys) on your Polycom VVX 500 and/or VVX 600 telephone set(s) and/or sidecars.
2. Determine your new desired key locations for both phone set and sidecar. See charts below.

> IMPORTANT: When assigning any key to an index, insure the index is not already pointed to an existing LAK, BLF or Speed Dial key.

- You can connect up to three VVX Color SideCars, each with three pages for a total of nine pages with 28 keys each:
- You can connect up to three VVX SideCars, each with one page for a total of three pages with 40 keys each:

Note: If you assign a favorite to an index of a line key that is already occupied by a Line Appearance Key or a BLF key, that favorite (Speed Dial) will not be displayed.

VVX 500		
Index 1	Index 5	Index 9
Index 2	Index 6	Index 10
Index 3	Index 7	Index 11
Index 4	Index 8	Index 12

VVX 600			
Index 1	Index 5	Index 9	Index 13
Index 2	Index 6	Index 10	Index 14
Index 3	Index 7	Index 11	Index 15
Index 4	Index 8	Index 12	Index 16

Sidecar 28	
Index 101	Index 115
Index 102	Index 116
Index 103	Index 117
Index 104	Index 118
Index 105	Index 119
Index 106	Index 120
Index 107	Index 121
Index 108	Index 122
Index 109	Index 123
Index 110	Index 124
Index 111	Index 125
Index 112	Index 125
Index 113	Index 127
Index 114	Index 128

Sidecar 28	
Index 201	Index 215
Index 202	Index 216
Index 203	Index 217
Index 204	Index 218
Index 205	Index 219
Index 206	Index 220
Index 207	Index 221
Index 208	Index 222
Index 209	Index 223
Index 210	Index 224
Index 211	Index 225
Index 212	Index 225
Index 213	Index 227
Index 214	Index 228

Sidecar 28	
Index 301	Index 315
Index 302	Index 316
Index 303	Index 317
Index 304	Index 318
Index 305	Index 319
Index 306	Index 320
Index 307	Index 321
Index 308	Index 322
Index 309	Index 323
Index 310	Index 324
Index 311	Index 325
Index 312	Index 325
Index 313	Index 327
Index 314	Index 328

Sidecar 40 - #1	
Index 101	Index 121
Index 102	Index 122
Index 103	Index 123
Index 104	Index 124
Index 105	Index 125
Index 106	Index 125
Index 107	Index 127
Index 108	Index 128
Index 109	Index 129
Index 110	Index 130
Index 111	Index 131
Index 112	Index 132
Index 113	Index 133
Index 114	Index 134
Index 115	Index 135
Index 116	Index 136
Index 117	Index 137
Index 118	Index 138
Index 119	Index 139
Index 120	Index 140

Sidecar 40 - #2	
Index 201	Index 221
Index 202	Index 222
Index 203	Index 223
Index 204	Index 224
Index 205	Index 225
Index 206	Index 225
Index 207	Index 227
Index 208	Index 228
Index 209	Index 229
Index 210	Index 230
Index 211	Index 231
Index 212	Index 232
Index 213	Index 233
Index 214	Index 234
Index 215	Index 235
Index 216	Index 236
Index 217	Index 237
Index 218	Index 238
Index 219	Index 239
Index 220	Index 240

Sidecar 40 - #3	
Index 301	Index 321
Index 302	Index 322
Index 303	Index 323
Index 304	Index 324
Index 305	Index 325
Index 306	Index 325
Index 307	Index 327
Index 308	Index 328
Index 309	Index 329
Index 310	Index 330
Index 311	Index 331
Index 312	Index 332
Index 313	Index 333
Index 314	Index 334
Index 315	Index 335
Index 316	Index 336
Index 317	Index 337
Index 318	Index 338
Index 319	Index 339
Index 320	Index 340

3. From your Contact Directory, tap the contact. From the contact's information screen, tap **Add to Favorites**.

   OR

From your Recent Calls list, tap i next to a call record. From the call details screen, tap **Add to Favorites**.

4. Select **Edit Index**.
5. Assign an index according to where you want the contact to display.

A green star displays next to the contact's name in the Contact Directory. The favorite displays in Lines View on your phone or on your SideCar.

6. To relocate or move any key, re-assign it's favorite index to point to a line key position that is currently available. (See assignment charts on the next page)

   Note: Only PBX Administrators can reassign locations of your LAK's, and BLF's.

To assign a favorite on your 400, 410, 300, and 310 phone:

1. From your Contact Directory, select a contact and select **Info** > **Edit**.
2. In the Favorite Index field, assign an index according to where you want the contact to display and select Save.

A star, or , displays next to the contact's name in the Contact Directory. The favorite displays in Lines View on your phone or on your SideCar.

Identify Line Key Assignments

With your phone in front of you, you can identify what Line Appearance Keys, BLF contacts, and favorites are assigned to any line key on your SideCar from your VVX phone.

To identify line key assignments:

1. Press to display Home view.
2. Tap or select **Settings** > **Status** > **Line Key Information**
3. Press a line key. The assignment and line number for the line key you pressed displays on your phone screen.
4. Press the line key twice to return to the previous menu, or tap or select **Back**.

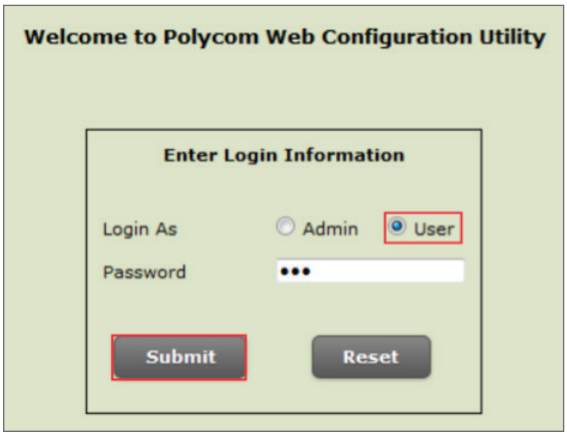
Generate Paper Labels

(For Paper Label Sidecars Only, For Advanced Users Only)

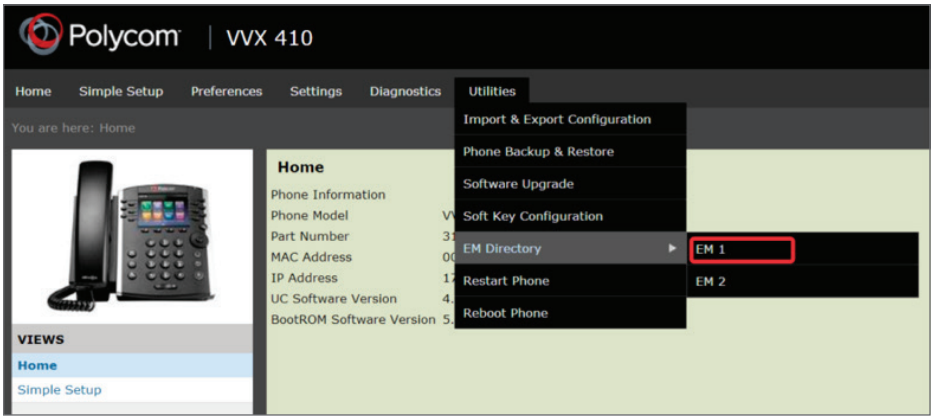
Using the Polycom Web Configuration Utility you can generate and download a PDF file with the configured line key information for each Polycom VVX SideCar. The generated PDF enables you to print line key information for line keys on your SideCars and insert the PDF as a directory card on your SideCar.

To generate and download the line key information PDF using the Web Configuration Utility:

1. In your Internet browser, enter your phone's IP address into your browser's address bar.
2. Log in as a user with the default password 123 and select Submit, as displayed next.



3. Select Utilities > EM Directory.
4. Select the SideCar you want to generate a PDF for. For example, EM1 is chosen in the following figure.



5. In the confirmation dialog, select **Yes** to download the PDF for the configured lines for your SideCar.
6. Select **Save** > **Open**.

   The PDF with the configured line key information for your SideCar displays.

After you download the PDF with configured line key information for your SideCar, you can print the PDF and insert the PDF as the directory card template for the SideCar.

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