Polycom® VVX® Expansion Modules with Polycom® VVX Business Media Phones

Feature Profile 78960

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

Polycom VVX Expansion Modules are available for all Polycom VVX business media phones running U C software 4.1.6. You can accept, screen, dispatch, and monitor calls with VVX Expansion Modules and reduce the number of lost customer calls, shorten transaction times, and increase the accuracy of call routing.

You can use VVX Color Expansion Modules or VVX Expansion Modules with your VVX phone.

- **VVX Color Expansion Modules**   VVX Color Expansion Modules feature an easy-to-navigate 480x272 LCD display. Each VVX Color Expansion Module provides you with 28 lines keys and 3 display pages, supporting a total of 84 lines that you can set up as registrations, favorites, busy lamp field contacts, or Microsoft® Lync™ presence contacts. You can connect up to 3 VVX Color Expansion Modules to your phone to support a maximum of 252 line keys per phone.

- **VVX Expansion Modules**   VVX Expansion Modules provide you with 40 line keys that you can set up as registrations, favorites, or busy lamp field contacts. You can connect up to 3 VVX Expansion Modules to your phone to support a maximum of 120 line keys per phone.

Certain Polycom VVX Expansion Module features must be enabled by a system administrator. System administrators can enable the Flexible Line Key Assignment feature, so that users can assign a line key function to a line key anywhere on their phone or expansion module. Line key functions include registrations, favorites, busy lamp field contacts, and Microsoft Lync presence contacts. To enable the Flexible Line Key Assignment feature see Assign Flexible Line Key Functions in the Polycom VVX Expansion Module Administrator's Guide Addendum.

System administrators can also enable the Busy Lamp Field feature, so that users can monitor the status of lines on remote phones, view remote contact information, and answer incoming calls to remote phones on phones or expansion modules. To enable the Busy Lamp Field Assignment feature see Assign Flexible Line Key Functions in the Polycom VVX Expansion Module Administrator's Guide Addendum.

The following table summarizes supported phone models, software, and supporting documentation:

Feature Profile Table at a Glance

Released:	October, 2013	**Interoperability Issues:**	You cannot connect VVX Color Expansion Modules and VVX Expansion Modules to VVX phones at the same time
Applies to models:	VVX 600, 500, 400, 410, 300, and 310	**Supporting Documentation:**	Polycom UC Software 4.1.6 Administrator's Guide Addendum and Quick Start Guide for Polycom VVX Expansion Modules
Software version:	UC Software 4.1.6	**Limitations:**	None
Main business size:	Medium to Large businesses	**Maintenance:**	One-time set up
Primary audience:	VVX phone users	**Dependencies:**	A registered VVX phone
Licenses Required:	Feature license required when registering phones with Lync Server	**Resources Required:**	None
Supported server versions:	SIP Server and Microsoft Lync	**Security:**	None

This feature profile explains how to set up and use Polycom VVX Expansion Modules with your VVX phones. The following topics are included:

- Assign Functions
- Identify Line Key Assignments
- Generate Configured Line Key Information
- Place a Call
- Answer a Call
- Assign Favorites
- Assign Microsoft Lync Presence Contacts
- Change the Backlight

Set Up VVX Expansion Modules

VVX Expansion Modules require minimal set-up. VVX phones automatically configure VVX Expansion Modules and provide expansion module with power. To use VVX Expansion Modules, plug the expansion modules into your phone and wait for them to power up. VVX Color Expansion Modules power up in approximately 20 seconds. VVX Expansion Modules power up in approximately 3 seconds.

> **Web Info: Setting up Expansion Modules**
>
> For more information on setting up VVX Expansion Modules see the Quick Start Guide for Polycom VVX Expansion Modules.

Use VVX Expansion Modules

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

The following figures illustrate VVX Color Expansion Module and VVX Expansion Module features, components, and keys. The descriptions following the illustrations explain how to use the features, components, and keys.

VVX Color Expansion Module Features
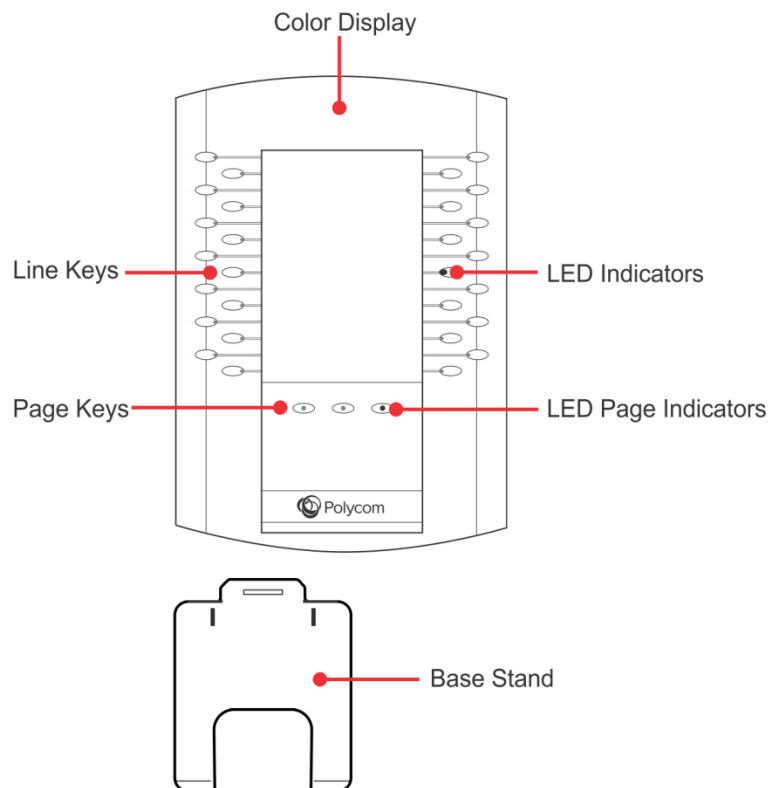
Color Display   Displays line numbers, busy lamp field contacts, Microsoft Lync presence contacts and favorites.

- **Line Keys**   Press these keys to select an available line to place a call or to call to a favorite.
- **LED Indicators**   Indicates line or busy lamp field 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 busy lamp field contact you are monitoring is off-hook. The busy lamp field contact you are monitoring is probably placing a call or in a call.
  - ➤ **Flashing Red**   Indicates a held call.
  - ➤ **Flashing Green and Red**   Indicates an incoming call on the phone of the busy lamp field contact you are monitoring.
- **Page Keys**   Press these keys to navigate to a different page on the expansion module display or to view additional lines.
- **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 busy lamp field 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 Expansion Modules to stand up the display.

VVX Expansion Module Features
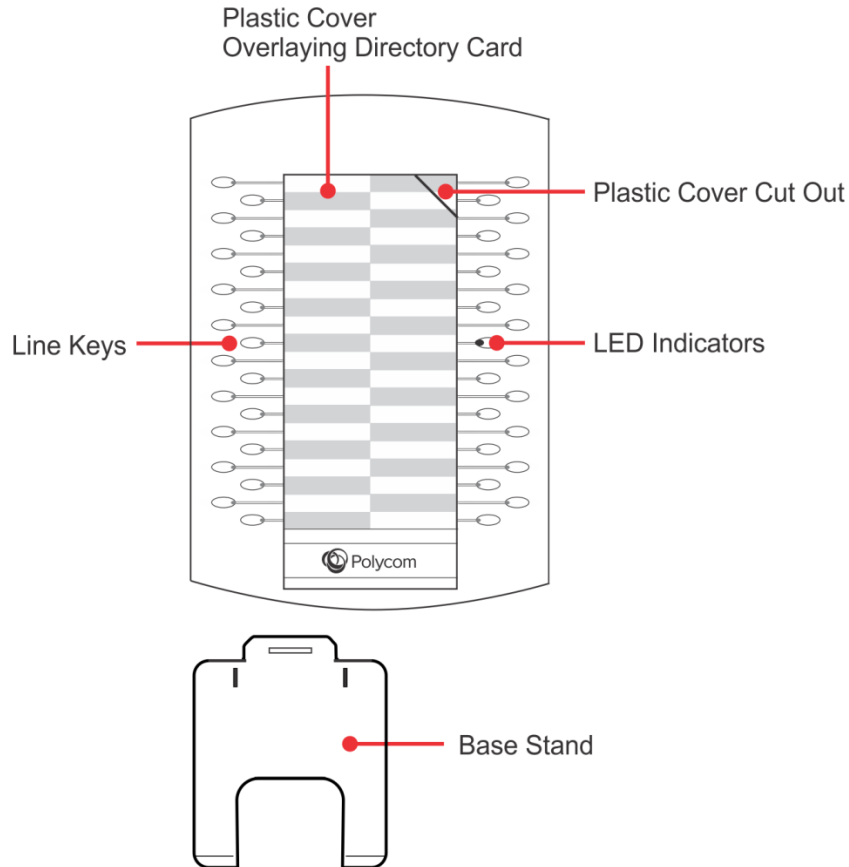
- **Plastic Cover Overlying Directory Card**   Protects the directory card. On the directory card, you can write line numbers, busy lamp field contacts, favorites and any other information you want to include.

- **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 favorite.

- **LED Indicators**   Indicates line or busy lamp field 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 busy lamp field contact you are monitoring is off-hook. The busy lamp field 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 Expansion Modules to stand up the display.

Assign Functions to Lines

You can assign functions, including registrations and favorites to lines on your expansion module. On VVX Color Expansion Modules you can assign Microsoft Lync presence contacts to lines. System administrators can assign busy lamp field contacts to lines on your expansion module.

Expansion modules support one function per line. Expansion modules assign registrations to the first available line followed by busy lamp field contacts or Microsoft Lync presence contacts, when supported, and favorites.

The following figure displays function assignments on a VVX Color Expansion Module:

VVX Color Expansion Module Function Assignments

VVX phones with three connected VVX Expansion Modules support a maximum number of registrations, busy lamp field contacts, Microsoft Lync presence contacts and favorites. VVX phones with three connected VVX Expansion Modules also support a maximum number of unique line number registrations. You can assign registrations with the same line number to more than one line on your expansion module. Refer to the following table for the maximum number of functions VVX phones connected to three VVX Expansion Modules support.

Maximum Number of Supported Functions on VVX Phones Connected to Three VVX Expansion Modules

Function Type	Maximum Number Supported
Registrations	48
Busy Lamp Field contacts	50
Microsoft Lync Presence contacts	200
Favorites	500
Unique Line Number Registrations	34

Assign Registrations

VVX phones support a maximum number of registrations. When you have reached the maximum number of registrations your phone supports, the next registration you add is assigned to the first line on your expansion module. Refer to the following table for the maximum number of registrations your phone supports.

Maximum Number of Supported Registrations on VVX Phones

VVX Phone Model	Maximum Number of Supported Registrations
VVX 500	12
VVX 600	16
VVX 400/410	12
VVX 300/310	6

When you system administrator enables the Flexible Line Key feature you can assign registrations to any line on your expansion module. To learn more about the Flexible Line Key feature contact your system administrator.

Note: Line Numbers are Always Sequential

Line numbers on VVX phones and expansion modules are always sequential. The line numbering on your expansion module depends on how many lines your phone supports. For example, a VVX 600 phone supports 16 lines, numbered 1-16. The first line on an expansion module connected to a VVX 600 phone is line 17.

Assign Busy Lamp Field Contacts, Microsoft Lync Contacts, and Favorites

The default view on your phone screen, which is called Lines View, displays registrations, busy lamp field contacts, Microsoft Lync presence contacts and favorites. Each function occupies a display in a space in Lines View. VVX phones support a maximum number of display spaces. When you have reached the maximum number of display spaces your phone supports, the next function you add is assigned to the first available line on your expansion module. Refer to the following table for the maximum number of display spaces your phone supports.

Maximum Number of Display Spaces on VVX Phones

VVX Phone Model	Maximum Display Spaces Supported
VVX 500	12
VVX 600	16
VVX 400/410	12
VVX 300/310	6

When you system administrator enables the Flexible Line Key feature you can assign functions to any line on your expansion module. To learn more about the Flexible Line Key feature contact your system administrator.

> **Note: Additional Favorites and Microsoft Lync Presence Contacts Display in Your Contact Directory**
>
> After you fill all the display spaces in Lines View on your phone and assign functions to all the lines on your expansion module, additional favorites or Microsoft Lync presence contacts display in your Contact Directory.

Identify Line Key Assignments

With your phone in front of you, you can identify what registrations, busy lamp field contacts, Microsoft Lync presence contacts, and favorites are assigned to each line key on your expansion module from your VVX phone.
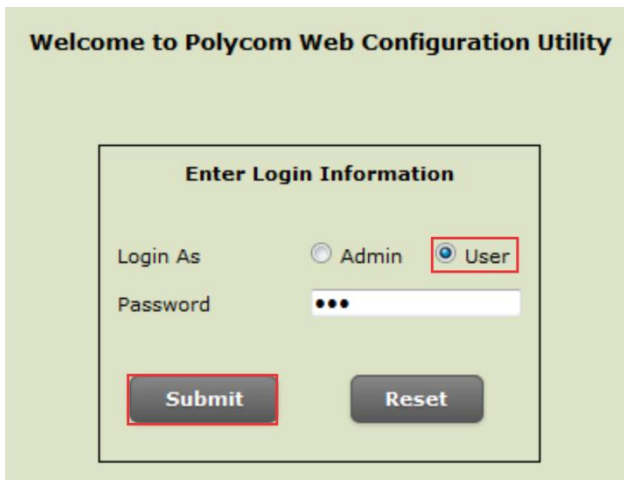
To identify line key assignments:

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 Configured Line Key Information

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

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 Expansion Module you want to generate a PDF for. For example, EM1 is chosen in the following figure.
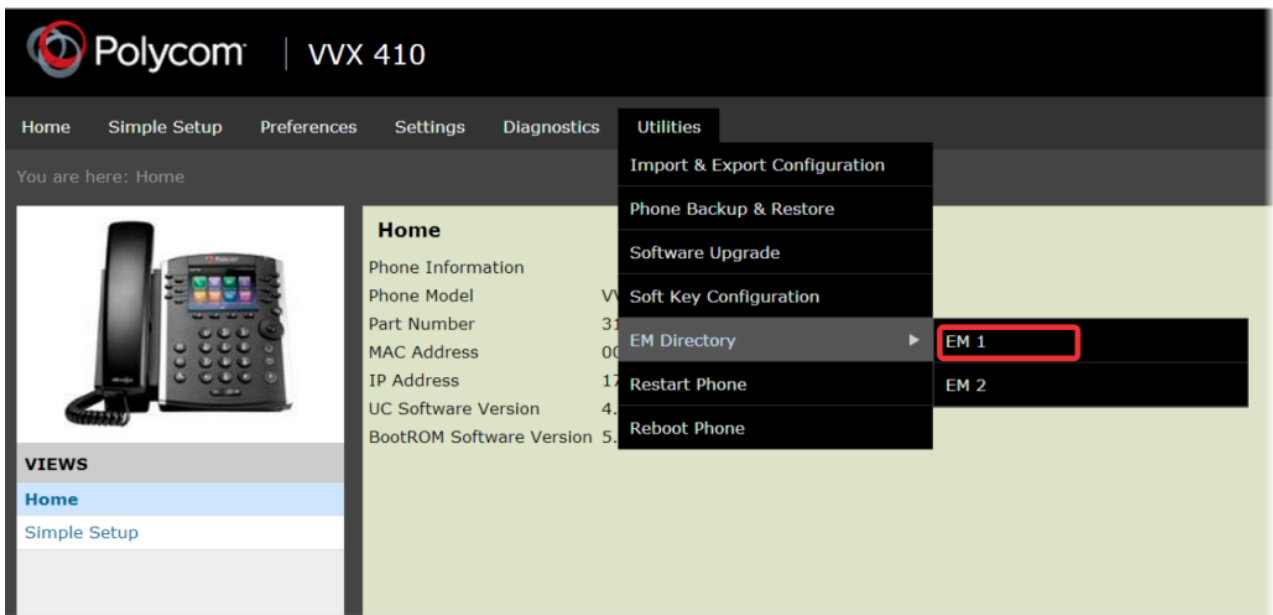
5   In the confirmation dialog, select **Yes** to download the PDF for the configured lines for your expansion module.

6   Select **Save > Open**.

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

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

Place a Call

You can place a call from your VVX Expansion Module. Line Keys on VVX Expansion Modules activate available lines.

To place a call:

Do one of the following:

1   Press a line key corresponding to an available line and dial the number.

2   Press line key of the favorite you want to call.

Answer a Call

You can answer a call from your VVX Expansion Module or from your VVX phone.

To answer a call:

Do one of the following:

• Press the expansion module line key with the flashing green LED indicator.

• Tap or select **Answer** on your phone.

Activate a Held Call

You can activate a held call on your VVX Expansion Module.

To activate a held call:

»   Press the line key corresponding to line with the held call you want to activate.

Assign Favorites

You can assign favorites to line keys on VVX expansion modules so that when you press a line key you automatically call a contact. You create favorites from the Contact Directory on your VVX phone. To make a contact a favorite, assign a contact a favorite index number from the Contact Directory. Normally favorites display consecutively according to their index number, with the contact with the lowest number displaying first. However, expansion modules automatically assign favorites to the next available line key regardless of their index number. You can reorder your favorites once they are created by changing the value of their index number. To learn more about how expansion modules assign favorites, see Assigning Busy Lamp Field Contacts, Microsoft Lync Contacts, and Favorites.

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

Do one of the following:

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

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

    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 expansion module.

> **Power Tip: Manually Assign a Favorite Index Number When You Make a Favorite**
>
> After you tap **Add to Favorites**, a dialog displays asking if you want to automatically accept the next available index number, or manually enter your own. Tap **Yes** to automatically accept an index number, or tap **Edit Index** to enter a unique index number. You can enter a number up to 9999.

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, Enter a unique index number up to 9999 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 expansion module.

> **Timesaver: Press and Hold an Available Expansion Module Line Key to Assign a Favorite**
>
> You can press and hold an available line key on your expansion module to quickly assign a favorite. When you do this, the add contact screen displays on your phone. Enter the contact's information, including a unique favorite index number up to 9999 in the Favorite Index field and tap or select **Save**. On a VVX 500 and 600 you can leave the favorite index number your phone automatically assigns. Note the favorite is assigned to the next available line on your expansion module, not necessarily the line corresponding to line key you pressed to assign the favorite.

Assign Microsoft Lync Presence Contacts

When your phone is registered with a Microsoft Lync server, you can assign Microsoft Lync presence contacts to line keys on your VVX Color Expansion Module, so that when you press a line key you automatically call a contact. You can also monitor your Lync contacts' status – or *presence* - from your expansion module. For more information on Using Microsoft Lync with Polycom VVX Phones see the following documentation:

*   For users: Using Polycom Phones in a Microsoft Lync 2010 Environment

*   For administrators: Deploying Polycom UC Software for Use with Microsoft Lync Server 2010

Note: Assigning Microsoft Lync Presence Contacts is not supported on VVX Expansion Modules

Assigning Microsoft Lync Presence contacts is not supported on VVX Expansion Modules. This feature is only supported on VVX Color Expansion Modules.

VVX Color Expansion Modules automatically assign Microsoft Lync presence contacts to the first available line key. To learn more about how expansion modules assign Microsoft Lync presence contacts, see Assigning Busy Lamp Field Contacts, Microsoft Lync Presence Contacts, and Favorites.

To assign a Microsoft Lync presence contact on your VVX phone:

1   Press 🏠 to display Home view.

2   Tap or select **Settings** > **Features** > **Presence** > **Contacts** > **Add**.

3   From the Add Contact screen, enter the contact's name and tap or select **Submit**.

     The Microsoft Lync presence contact displays and you can monitor the contact's presence.

The following table displays presence icons that display on your VVX phone and expansion module.

Presence Icons on VVX phones and Expansion Modules

Icons	Description
🟢	Available
🔴	Busy, In a Call
🟡	Away, Be Right Back, Inactive
⛔	Do Not Disturb
🟤	Offline
⚪	Unknown

Change the Backlight Intensity

When you change the backlight intensity settings on your VVX phone, the VVX Color Expansion Module display connected to your phone automatically changes to match the new settings.

Note: You Can't Change Backlight Intensity Settings for VVX Expansion Modules

You can't change the backlight intensity settings for VVX Expansion Modules, since the display is a directory card.

You can change the backlight intensity, the brightness of your screen display, to a comfortable viewing level. Backlight intensity has three settings:

* **Backlight On**   The brightness of the screen when there is phone activity.

* **Backlight Idle**   The brightness of the screen when there is no phone activity.

- **Maximum Intensity**   The brightness scale that applies to both Backlight On and Backlight Idle intensity levels.

You can change the Backlight On intensity and the Backlight Idle intensity separately. You can choose a high, medium, or low intensity, or turn off the backlight entirely.

When you change the Maximum Intensity, you modify the entire backlight intensity scale. For example, if you decrease the Maximum Intensity, the low, medium, and high levels for both Backlight On and Backlight Idle intensities decrease.

To change the backlight intensity on VVX Color Expansion Modules connected to VVX phones:

1 Press ⌂ to display Home view.

2 Tap or select **Settings** > **Basic** > **Backlight Intensity**.

3 Tap or select one of the following options:

- ➢ **Backlight On Intensity**.

  - ◆ Tap or select **High**, **Medium**, or **Low** to select the desired intensity. The default setting is High.

    The checkbox next to High, Medium, or Low is checked and the backlight intensity of your screen display immediately changes.

- ➢ **Backlight Idle Intensity**

  - ◆ Tap or select **High**, **Medium**, or **Low** to select the desired intensity. The default setting is Low.

    The checkbox next to High, Medium, or Low is checked and the backlight intensity of your screen display changes the next time your phone is idle.

- ➢ **Maximum Intensity**

  - ◆ Tap or select **Up** or **Down** to increase or decrease the maximum intensity the screen displays. When you have a VVX 500 or 600 phone, you can also drag your finger along the slider to increase or decrease the maximum intensity the screen displays.

4 To navigate back to Home view press ⌂. On a VVX 500 or 600 phone, to navigate back to Lines view press ⌂ again. On a VVX 400, 410, 300, or 310 phone, to navigate back to Lines view press ⌂ two times. You can also tap or select **Back** to navigate back through previous phone menus.

Get Help

This section provides a list of Polycom documents referred to in this guide as well as partner resources you can use. If you are looking for help or technical support for your phones, the following types of documents are available on the Polycom Voice Support site:

- Quick Start Guides, which describe how to assemble phones.
- Quick User Guides, which describe basic phone features.
- User Guides, which describe both basic and advanced phone features.
- Administrators' Guide, which provides instructions for installing, provisioning, and administering Polycom phones.

Polycom and Partner Resources

For more information about installing, configuring, and administering Polycom products, refer to Documents and Downloads at Polycom Support.

The Polycom Community

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6001 America Center Drive
San Jose, CA 95002
USA

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