

Polycom® VVX® SERIES

Expansion Module Administrator Guide



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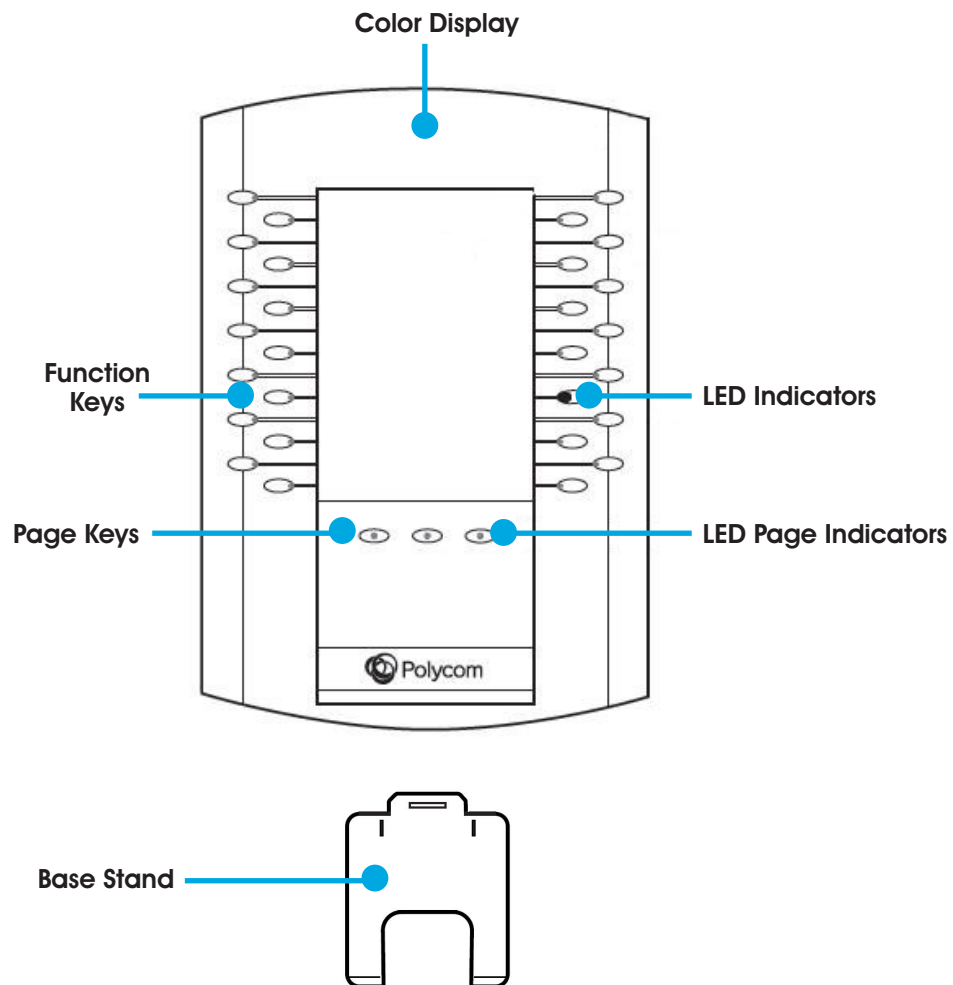
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VVX (Color) Expansion Modules

The VVX Expansion Module (EM) enables configuration of additional keys on the VVX Business Media Phones. Although the EM is optimized for use with the VVX400 Series, it may also be used with the WX500 Series and VVX600 touch screen phones.

Each EM has 28 keys with LED Indicators and 3 Page Keys under the display, allowing you to add up to 84 additional Function keys to your phone ($3 \times 28 = 84$). By combining up to 3 EM's per phone, you can add up to 252 additional keys to your VVX Business Media Phone. Please refer to the diagram below.



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Color Display—Displays Status Connect Monitored Users and local Speed Dial Favorites.

Function Keys—Press these keys to select an available feature or function. These LED Indicators light up to indicate line or busy lamp field contact's status:

- **Fast-Flashing Green**—Incoming call to Status Connect monitored user.
- **Solid Red**—The phone of the Status Connect monitored user is off-hook busy, has a held call, or is placing a call.
- **Red & Green Alternate Flashing**—Status Connect monitored user is on a call while another call is waiting on their station.

Page Keys—Press these keys to navigate to a different page on the display and to view additional lines. These LED Indicators light up to indicate page status:

- **Fast-Flashing Green**—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.
- **Solid Red**—Current page displayed.

Base Stand—Inserts into one of three slots on the back of the EM to stand up the display.

The maximum keys that can be supported by each VVX phone with an expansion module is outlined in the table below:

VVX Model	Line Keys	1 EM	2 EM's	3 EM's	Maximum Programmable Keys*
400 Series	12	84	168	252	264
500 Series	12	84	168	252	264
600 Series	16	84	168	252	268

*Maximum Programmable keys equals the line keys plus three Expansion Modules. Programmable keys can be a combination of line keys (phone dependent), Status Connect Monitored Users (limit 50), and Speed Dial Favorites.

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Depending on the user's role and use of the EM's, the following configurations are available:

Standard Configuration


The standard configuration will automatically assign keys to your phone and EM(s) in the following order:

- Line Keys (includes Primary line, Shared Call Appearances (SCAs), & Secondary Directory Numbers (SDNs))
- Status Connect (SC) Monitored Users
- Speed Dial/Favorites (Directory)

 **NOTE:** Please visit the managedIP Hosted support site at <http://support.tdsmanagedip.com> to learn more about monitoring users via the Status Connect feature.

For example, if you have 4 line keys on your VVX500 Series phone, 35 Status Connect Monitored Users, and 50 Speed Dial entries, the following configuration will appear on your phone and EM:

Line keys 1 – 4	VVX500 Series, keys 1 – 4
SC Monitored Users 1 – 8	VVX500 Series, keys 5 – 12
SC Monitored Users 9 – 35	EM (1), page 1, keys 1 – 27
Speed Dial (1)	EM (1), page 1, key 28
Speed Dial (2 – 29)	EM (1), page 2, keys 1 – 28
Speed Dial (30 – 50)	EM (1), page 3, keys 1 – 21

 **NOTE:** With the standard configuration, all functions are assigned to consecutive keys. Unassigned keys always appear at the end of your key configuration. The standard configuration is the default, which means no web portal changes are required.

Custom Configuration 1 – Mini-console with 1 EM

This configuration is ideal for an answering position (“mini-console”) with only one EM that uses Status Connect to monitor other users.

With this custom configuration, only line keys will appear on the VVX phone. Status Connect keys (up to 50) will appear on pages 1-2 of the EM, with Speed Dial Favorites appearing on additional keys. Although this configuration is primarily targeted for a single EM, additional EM's may be used to provide access to more Speed Dial Favorites. See the Appendix - **Custom Configuration 1**, for specific key assignments.

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To enable Custom Configuration 1:

1. Log in to the managedIP Administrator web portal and navigate to the user with the expansion module(s).
2. Enable Expansion Module Templates by using the “Modify Tags” function. Change the value of **%EXP_MOD_TEMPLATES_ENABLED%** to “1” (on) to activate.
3. Rebuild the device.
4. Reset the device.

 **NOTE:** Please refer to the managedIP Administrator User Guide for more detailed instructions on the “Modify Tags” function.


Custom Configuration 2 – Mini-console with 2 or 3 EMs

This configuration is ideal for an answering position (“mini-console”) with two or more EM’s that uses Status Connect to monitor other users. With this configuration, Status Connect keys appear on page 1 of both the first and second EM’s.

This eliminates the need for a busy answering position monitoring more than 28 Status Connect users to toggle between pages one and two of the first EM. By selecting page 1 of both EM 1 and EM 2, all Status Connect users are visible with a single glance, providing greater efficiency for the user. See the Appendix - **Custom Configuration 2**, for specific key assignment.

To enable Custom Configuration 2:

1. Log in to the managedIP Administrator web portal and navigate to the user with the expansion module(s).
2. Using the “Modify Tags” function:
 - a. Enable Expansion Module Templates by changing the value of **%EXP_MOD_TEMPLATES_ENABLED%** to “1” (on).
 - b. Enable the Status Connect View by changing the value of **%EXP_MOD_STATUS_CONNECT_VIEW%** to “Unassigned”.
3. Rebuild the device.
4. Reset the device.

 **NOTE:** With the EM custom configurations, specify the exact key a Speed Dial Favorite should appear on by setting the Favorite Index to the value noted on the template. Please refer to the Polycom Detailed Guide, “Managing Favorites” for further detail on programming Favorites and changing indices.


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Power Requirements for VVX Expansion Modules

Due to the additional power required for Expansion Module(s), the Power over Ethernet (PoE) that powers your phone may not be sufficient to power multiple expansion modules and the USB port(s) on the phone (VVX400 Series/VVX500 Series/VVX600 Series). Please refer to the table below to determine whether you need an additional 48V power supply unit to accommodate your configuration.

VVX Expansion Modules – Power Requirements		
Model	PoE Only	Additional Power Supply Required
VVX400 Series	Up to 3 Expansion Modules and 1 USB Port (VVX411 Only)	N/A
VVX500 Series	Up to 2 EM's and 1 USB Port	3 EM's
VVX600	2 EM's and top USB port OR 1 EM and rear USB port	3 EM's OR 2 EM with rear USB port

 **NOTE:** The USB port on the rear of the VVX411, VVX500 Series and VVX600 phones is used for local call recording with a USB thumb drive.

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APPENDIX – Custom Configuration 1

SC = Status Connect Fav = Favorites Index

Expansion Module 1 - Page 1	Key	Key Function	Key	Key Function	Expansion Module 1 - Page 2	Key	Key Function	Key	Key Function	Expansion Module 1 - Page 3	Key	Key Function	Key	Key Function	
	1	SC - 1	15	SC - 15		29	SC - 29	43	SC - 43		57	Fav - 1	71	Fav - 15	2
2	SC - 2	16	SC - 16	30	SC - 30	44	SC - 44	58	Fav - 2	72	Fav - 16	3	SC - 3	17	SC - 17
3	SC - 3	17	SC - 17	31	SC - 31	45	SC - 45	59	Fav - 3	73	Fav - 17	4	SC - 4	18	SC - 18
4	SC - 4	18	SC - 18	32	SC - 32	46	SC - 46	60	Fav - 4	74	Fav - 18	5	SC - 5	19	SC - 19
5	SC - 5	19	SC - 19	33	SC - 33	47	SC - 47	61	Fav - 5	75	Fav - 19	6	SC - 6	20	SC - 20
6	SC - 6	20	SC - 20	34	SC - 34	48	SC - 48	62	Fav - 6	76	Fav - 20	7	SC - 7	21	SC - 21
7	SC - 7	21	SC - 21	35	SC - 35	49	SC - 49	63	Fav - 7	77	Fav - 21	8	SC - 8	22	SC - 22
8	SC - 8	22	SC - 22	36	SC - 36	50	SC - 50	64	Fav - 8	78	Fav - 22	9	SC - 9	23	SC - 23
9	SC - 9	23	SC - 23	37	SC - 27	51	Fav - 300	65	Fav - 9	79	Fav - 23	10	SC - 10	24	SC - 24
10	SC - 10	24	SC - 24	38	SC - 38	52	Fav - 301	66	Fav - 10	80	Fav - 24	11	SC - 11	25	SC - 25
11	SC - 11	25	SC - 25	39	SC - 39	53	Fav - 302	67	Fav - 11	81	Fav - 25	12	SC - 12	26	SC - 26
12	SC - 12	26	SC - 26	40	SC - 40	54	Fav - 303	68	Fav - 12	82	Fav - 26	13	SC - 13	27	SC - 27
13	SC - 13	27	SC - 27	41	SC - 41	55	Fav - 304	69	Fav - 13	83	Fav - 27	14	SC - 14	28	SC - 28
14	SC - 14	28	SC - 28	42	SC - 42	56	Fav - 305	70	Fav - 14	84	Fav - 28				

Expansion Module 2 - Page 1	Key	Key Function	Key	Key Function	Expansion Module 2 - Page 2	Key	Key Function	Key	Key Function	Expansion Module 2 - Page 3	Key	Key Function	Key	Key Function	
	85	Unassigned	99	Unassigned		113	Fav - 29	127	Fav - 43		141	Fav - 57	155	Fav - 71	86
86	Unassigned	100	Unassigned	114	Fav - 30	128	Fav - 44	142	Fav - 58	156	Fav - 72	87	Unassigned	101	Unassigned
87	Unassigned	101	Unassigned	115	Fav - 31	129	Fav - 45	143	Fav - 59	157	Fav - 73	88	Unassigned	102	Unassigned
88	Unassigned	102	Unassigned	116	Fav - 32	130	Fav - 46	144	Fav - 60	158	Fav - 74	89	Unassigned	103	Unassigned
89	Unassigned	103	Unassigned	117	Fav - 33	131	Fav - 47	145	Fav - 61	159	Fav - 75	90	Unassigned	104	Unassigned
90	Unassigned	104	Unassigned	118	Fav - 34	132	Fav - 48	146	Fav - 62	160	Fav - 76	91	Unassigned	105	Unassigned
91	Unassigned	105	Unassigned	119	Fav - 35	133	Fav - 49	147	Fav - 63	161	Fav - 77	92	Unassigned	106	Unassigned
92	Unassigned	106	Unassigned	120	Fav - 36	134	Fav - 50	148	Fav - 64	162	Fav - 78	93	Unassigned	107	Fav - 400
93	Unassigned	107	Fav - 400	121	Fav - 37	135	Fav - 51	149	Fav - 65	163	Fav - 79	94	Unassigned	108	Fav - 401
94	Unassigned	108	Fav - 401	122	Fav - 38	136	Fav - 52	150	Fav - 66	164	Fav - 80	95	Unassigned	109	Fav - 402
95	Unassigned	109	Fav - 402	123	Fav - 40	137	Fav - 53	151	Fav - 67	165	Fav - 81	96	Unassigned	110	Fav - 403
96	Unassigned	110	Fav - 403	124	Fav - 41	138	Fav - 54	152	Fav - 68	166	Fav - 82	97	Unassigned	111	Fav - 404
97	Unassigned	111	Fav - 404	125	Fav - 42	139	Fav - 55	153	Fav - 69	167	Fav - 83	98	Unassigned	112	Fav - 405
98	Unassigned	112	Fav - 405	126	Fav - 42	140	Fav - 56	154	Fav - 70	168	Fav - 84				

Expansion Module 3 - Page 1	Key	Key Function	Key	Key Function	Expansion Module 3 - Page 2	Key	Key Function	Key	Key Function	Expansion Module 3 - Page 3	Key	Key Function	Key	Key Function	
	169	Fav - 85	183	Fav - 99		197	Fav - 113	211	Fav - 127		225	Fav - 141	239	Fav - 155	170
170	Fav - 86	184	Fav - 100	198	Fav - 114	212	Fav - 128	226	Fav - 142	240	Fav - 156	171	Fav - 87	185	Fav - 101
171	Fav - 87	185	Fav - 101	199	Fav - 115	213	Fav - 129	227	Fav - 143	241	Fav - 157	172	Fav - 88	186	Fav - 102
172	Fav - 88	186	Fav - 102	200	Fav - 116	214	Fav - 130	228	Fav - 144	242	Fav - 158	173	Fav - 89	187	Fav - 103
173	Fav - 89	187	Fav - 103	201	Fav - 117	215	Fav - 131	229	Fav - 145	243	Fav - 159	174	Fav - 90	188	Fav - 104
174	Fav - 90	188	Fav - 104	202	Fav - 118	216	Fav - 132	230	Fav - 146	244	Fav - 160	175	Fav - 91	189	Fav - 105
175	Fav - 91	189	Fav - 105	203	Fav - 119	217	Fav - 133	231	Fav - 147	245	Fav - 161	176	Fav - 92	190	Fav - 106
176	Fav - 92	190	Fav - 106	204	Fav - 120	218	Fav - 134	232	Fav - 148	246	Fav - 162	177	Fav - 93	191	Fav - 107
177	Fav - 93	191	Fav - 107	205	Fav - 121	219	Fav - 135	233	Fav - 149	247	Fav - 163	178	Fav - 94	192	Fav - 108
178	Fav - 94	192	Fav - 108	206	Fav - 122	220	Fav - 136	234	Fav - 150	248	Fav - 164	179	Fav - 95	193	Fav - 109
179	Fav - 95	193	Fav - 109	207	Fav - 123	221	Fav - 137	235	Fav - 151	249	Fav - 165	180	Fav - 96	194	Fav - 110
180	Fav - 96	194	Fav - 110	208	Fav - 124	222	Fav - 138	236	Fav - 152	250	Fav - 166	181	Fav - 97	195	Fav - 111
181	Fav - 97	195	Fav - 111	209	Fav - 125	223	Fav - 139	237	Fav - 153	251	Fav - 167	182	Fav - 98	196	Fav - 112
182	Fav - 98	196	Fav - 112	210	Fav - 126	224	Fav - 140	238	Fav - 154	252	Fav - 168				



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APPENDIX – Custom Configuration 2

SC = Status Connect Fav = Favorites Index

Expansion Module 1 - Page 1	Key	Key Function	Key	Key Function	Expansion Module 1 - Page 2	Key	Key Function	Key	Key Function	Expansion Module 1 - Page 3	Key	Key Function	Key	Key Function																																																																																																																																																									
	1	SC - 1	15	SC - 15		29	Unassigned	43	Unassigned		57	Fav - 1	71	Fav - 15	2	SC - 2	16	SC - 16	30	Unassigned	44	Unassigned	58	Fav - 2	72	Fav - 16	3	SC - 3	17	SC - 17	31	Unassigned	45	Unassigned	59	Fav - 3	73	Fav - 17	4	SC - 4	18	SC - 18	32	Unassigned	46	Unassigned	60	Fav - 4	74	Fav - 18	5	SC - 5	19	SC - 19	33	Unassigned	47	Unassigned	61	Fav - 5	75	Fav - 19	6	SC - 6	20	SC - 20	34	Unassigned	48	Unassigned	62	Fav - 6	76	Fav - 20	7	SC - 7	21	SC - 21	35	Unassigned	49	Unassigned	63	Fav - 7	77	Fav - 21	8	SC - 8	22	SC - 22	36	Unassigned	50	Unassigned	64	Fav - 8	78	Fav - 22	9	SC - 9	23	SC - 23	37	Unassigned	51	Fav - 300	65	Fav - 9	79	Fav - 23	10	SC - 10	24	SC - 24	38	Unassigned	52	Fav - 301	66	Fav - 10	80	Fav - 24	11	SC - 11	25	SC - 25	39	Unassigned	53	Fav - 302	67	Fav - 11	81	Fav - 25	12	SC - 12	26	SC - 26	40	Unassigned	54	Fav - 303	68	Fav - 12	82	Fav - 26	13	SC - 13	27	SC - 27	41	Unassigned	55	Fav - 304	69	Fav - 13	83	Fav - 27	14	SC - 14	28	SC - 28	42	Unassigned	56	Fav - 305	70
Expansion Module 2 - Page 1	Key	Key Function	Key	Key Function	Expansion Module 2 - Page 2	Key	Key Function	Key	Key Function	Expansion Module 2 - Page 3	Key	Key Function	Key	Key Function																																																																																																																																																									
	85	SC - 29	99	SC - 43		113	Fav - 29	127	Fav - 43		141	Fav - 57	155	Fav - 71	86	SC - 30	100	SC - 44	114	Fav - 30	128	Fav - 44	142	Fav - 58	156	Fav - 72	87	SC - 31	101	SC - 45	115	Fav - 31	129	Fav - 45	143	Fav - 59	157	Fav - 73	88	SC - 32	102	SC - 46	116	Fav - 32	130	Fav - 46	144	Fav - 60	158	Fav - 74	89	SC - 33	103	SC - 47	117	Fav - 33	131	Fav - 47	145	Fav - 61	159	Fav - 75	90	SC - 34	104	SC - 48	118	Fav - 34	132	Fav - 48	146	Fav - 62	160	Fav - 76	91	SC - 35	105	SC - 49	119	Fav - 35	133	Fav - 49	147	Fav - 63	161	Fav - 77	92	SC - 36	106	SC - 50	120	Fav - 36	134	Fav - 50	148	Fav - 64	162	Fav - 78	93	SC - 27	107	Fav - 400	121	Fav - 37	135	Fav - 51	149	Fav - 65	163	Fav - 79	94	SC - 38	108	Fav - 401	122	Fav - 38	136	Fav - 52	150	Fav - 66	164	Fav - 80	95	SC - 39	109	Fav - 402	123	Fav - 40	137	Fav - 53	151	Fav - 67	165	Fav - 81	96	SC - 40	110	Fav - 403	124	Fav - 41	138	Fav - 54	152	Fav - 68	166	Fav - 82	97	SC - 41	111	Fav - 404	125	Fav - 42	139	Fav - 55	153	Fav - 69	167	Fav - 83	98	SC - 42	112	Fav - 405	126	Fav - 42	140	Fav - 56	154
Expansion Module 3 - Page 1	Key	Key Function	Key	Key Function	Expansion Module 3 - Page 2	Key	Key Function	Key	Key Function	Expansion Module 3 - Page 3	Key	Key Function	Key	Key Function																																																																																																																																																									
	169	Fav - 85	183	Fav - 99		197	Fav - 113	211	Fav - 127		225	Fav - 141	239	Fav - 155	170	Fav - 86	184	Fav - 100	198	Fav - 114	212	Fav - 128	226	Fav - 142	240	Fav - 156	171	Fav - 87	185	Fav - 101	199	Fav - 115	213	Fav - 129	227	Fav - 143	241	Fav - 157	172	Fav - 88	186	Fav - 102	200	Fav - 116	214	Fav - 130	228	Fav - 144	242	Fav - 158	173	Fav - 89	187	Fav - 103	201	Fav - 117	215	Fav - 131	229	Fav - 145	243	Fav - 159	174	Fav - 90	188	Fav - 104	202	Fav - 118	216	Fav - 132	230	Fav - 146	244	Fav - 160	175	Fav - 91	189	Fav - 105	203	Fav - 119	217	Fav - 133	231	Fav - 147	245	Fav - 161	176	Fav - 92	190	Fav - 106	204	Fav - 120	218	Fav - 134	232	Fav - 148	246	Fav - 162	177	Fav - 93	191	Fav - 107	205	Fav - 121	219	Fav - 135	233	Fav - 149	247	Fav - 163	178	Fav - 94	192	Fav - 108	206	Fav - 122	220	Fav - 136	234	Fav - 150	248	Fav - 164	179	Fav - 95	193	Fav - 109	207	Fav - 123	221	Fav - 137	235	Fav - 151	249	Fav - 165	180	Fav - 96	194	Fav - 110	208	Fav - 124	222	Fav - 138	236	Fav - 152	250	Fav - 166	181	Fav - 97	195	Fav - 111	209	Fav - 125	223	Fav - 139	237	Fav - 153	251	Fav - 167	182	Fav - 98	196	Fav - 112	210	Fav - 126	224	Fav - 140	238

Additional Support

Contact Technical Support at 1-888-850-5915 or visit support.tdsmanagedip.com/hosted for additional resources.

