Utility Telecom
Enhanced Monitored Extensions

This guide is intended to help you understand the Enhanced Monitored Extensions ("EME") on your hosted phone. If you have any questions, call us at 877-965-7800 or email service@uyt.co.

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Digital Business Communications

Enhanced Monitored Extensions

Enhanced Monitored Extensions ("EME") are buttons on your hosted phone that have multiple functions. EME allow you to call other extensions with the push of one button, or you can easily view an extension's status.

- You can dial a person directly by pressing the button associated with their extension. The buttons are labeled on your phone's screen.
- If a button is lit up solid it means that extension is on a phone call currently.
- If a button is flashing it means that extension is receiving a phone call. You can answer that extension's call by pressing the button while the light is blinking.
    - o You won't get the caller ID of that call until it is answered.

You are able to program extensions on your hosted phone, using our Online web portal CommPortal. Each phone can be programmed individually and can be unique, or Business Group Administrators can program buttons for everyone in an organization, using a template.

This guide will walk you through programming buttons on your own phone. To program buttons on your phone you will need access to an Internet connection, a web browser, and your phone's login information.

In this example, the extension labeled Kelly Stewart is lit up solid red, meaning Kelly is on the phone. The other extensions are not lit, meaning these people are not currently on the phone.
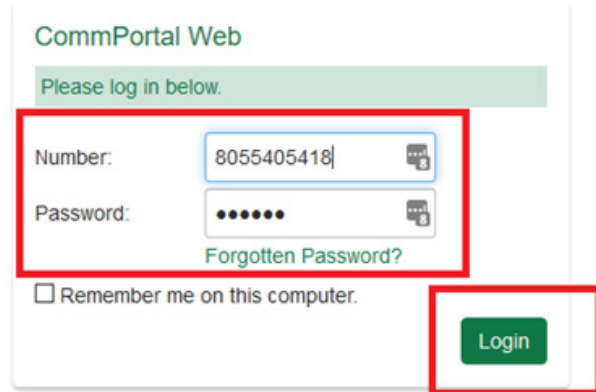
If someone was receiving a phone call you would see their button flashing the same red color.

Log into CommPortal with a web browser:

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1. Open the web page https://cp2.telcox.net.
2. Enter your voicemail box's phone number with area code in the number field.
3. Enter your phone's voicemail password in the password field.
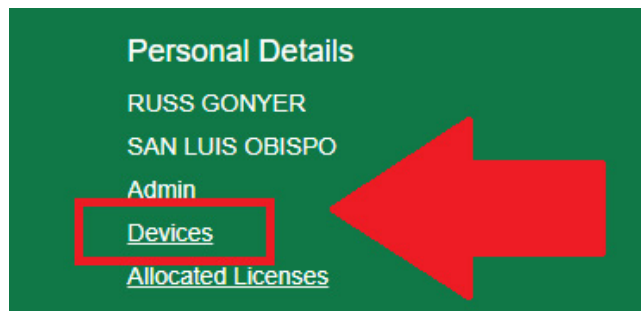4. Press the Login button

CommPortal Web

Please log in below.

Number:	8055405418
Password:	●●●●●●

Forgotten Password?

☐ Remember me on this computer.

Login

Personal Details

RUSS GONYER

SAN LUIS OBISPO

Admin

Devices

Allocated Licenses
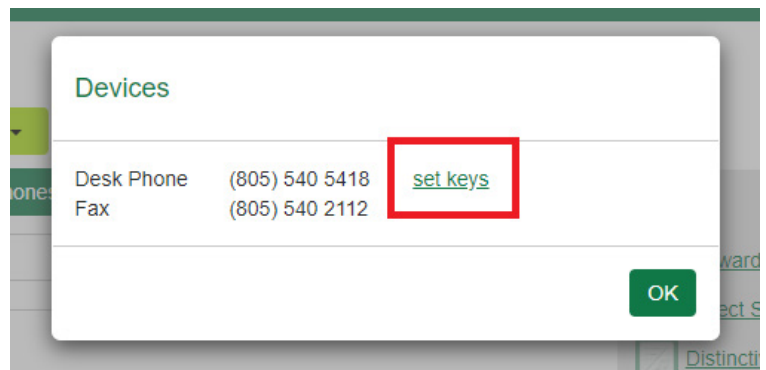
5. Press the **Devices** link at the bottom of the page in the lower left corer. You will find this under the Personal Details section.

6. There will be a pop-up menu, showing the numbers associated with this account. Find the desk phone that you want to program and press the **set keys** link to its right.

Devices

Desk Phone	(805) 540 5418	set keys
Fax	(805) 540 2112	

OK

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Manage your phones

Polycom VVX 400

Edit

7. This will bring up a window that will show all of the phones associated with your line. Click the **Edit** button.

This will bring up a phone that allows you edit the make and model of the phone you've chosen. If you have multiple phones of the same make and model then your change will affect all of your phones.

8. You will be taken to a list of options, and you will want to **expand Programmable Keys – Line** section. This will show you a list of keys, corresponding to the number of keys your phone supports. In this example I am using a phone that supports 12 keys, so that is how many are displayed.

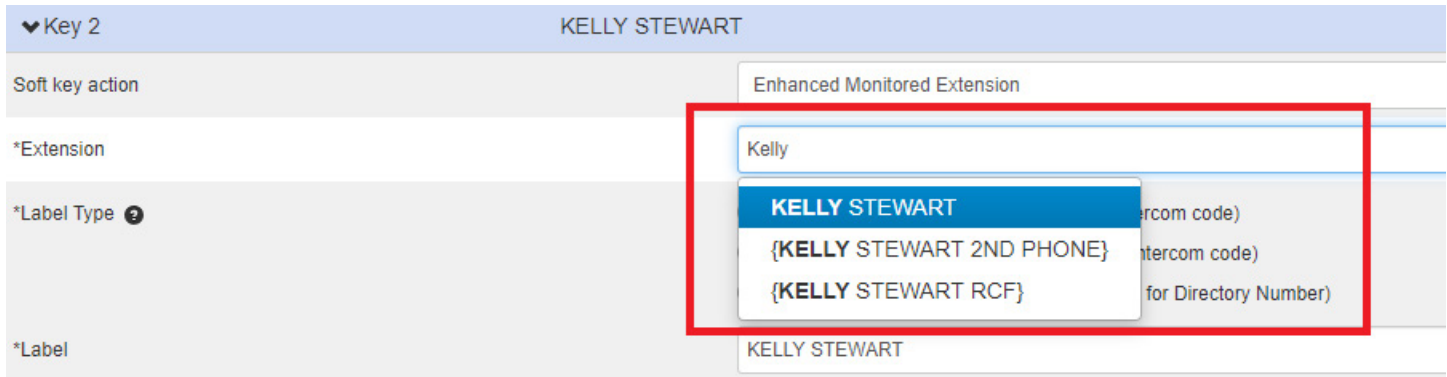| Programmable Keys - Line	
Key 1	
Key 2	KELLY STEWART
Key 3	BEN CAZARES
Key 4	JOSE IGARTA
Key 5	ERICH STICK
Key 6	JIM SOHN
Key 7	PARK 1
Key 8	PARK 2
Key 9	PARK 3
Key 10	PARK 4
Key 11	PARK 5
Key 12	PARK 6

9. **Expand the key you want to programming**, corresponding to the button on your phone. Expanding Key 2 displays the information on your phone's button.

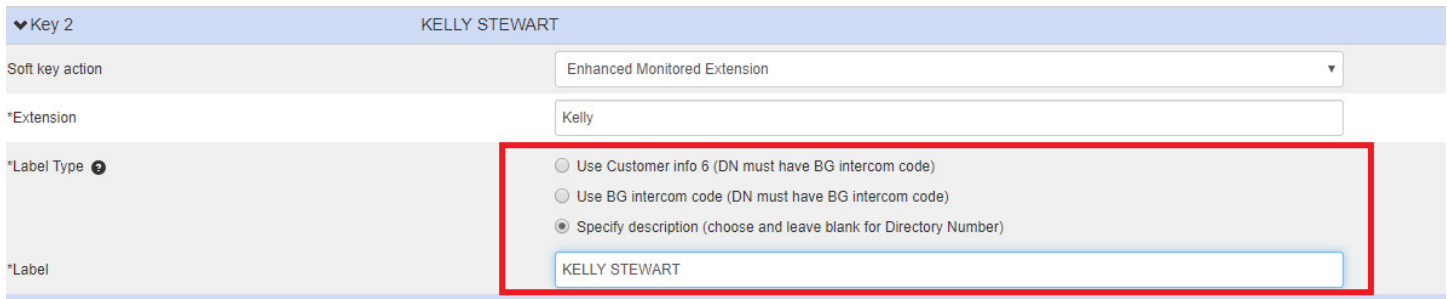|	
❯ Key 1	
❯ **Key 2**	KELLY STEWART
Soft key action	Enhanced Monitored Extension
*Extension	4016
*Label Type ❓	⚪ Use Customer info 6 (DN must have BG intercom code)
	⚪ Use BG intercom code (DN must have BG intercom code)
	⦿ Specify description (choose and leave blank for Directory Number)
*Label	KELLY STEWART

10. To program an extension, choose the **Soft key action of Enhanced Monitored Extension.**

Soft key action	Enhanced Monitored Extension
*Extension	None
	Automatic Callback
	Automatic Recall
*Label Type ❓	Directed Pickup
	Enhanced Monitored Extension
	Enhanced Call Park
	Group Pickup
	Last Caller ID Erasure
	Line
	Line Identity
*Label	Intercom
	Trace Call
❯ Key 3 BEN CAZARES	Voicemail
❯ Key 4 JOSE IGARTA	Quiet

11. In the Extension field, type the name of the person you'd like to add, and you will be presented with a list of extensions in your business group. Select the correct name from that list that is associated with the extension you'd like to monitor. Remember if someone has more than one phone you will have to choose the phone you'd like to monitor.
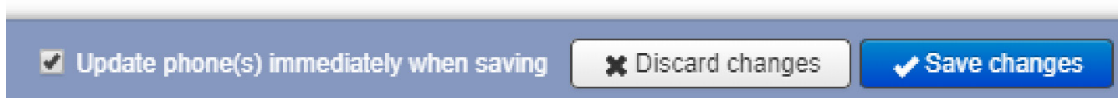

12. Then choose the option to **Specify description** in the Label Type section. You can then give a description to your

13. **Repeat** for the remaining Keys you'd like to program.

14. **Press the Save Changes** button in the lower right to save your changes. If you'd like to have your phone update immediately then make sure the check box to the left labeled. **Update phone(s) immediately when saving is checked.**

If you don't choose to make your changes immediately you can wait for your phone to update itself overnight.

15. **That's it!**

We're Here To Help

If you don't find what you need, please contact our friendly Customer Care staff. They are ready to assist you, 24/7. For any network or technical issues with your service, please contact us at 877.965.7800 or info@uyt.co

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