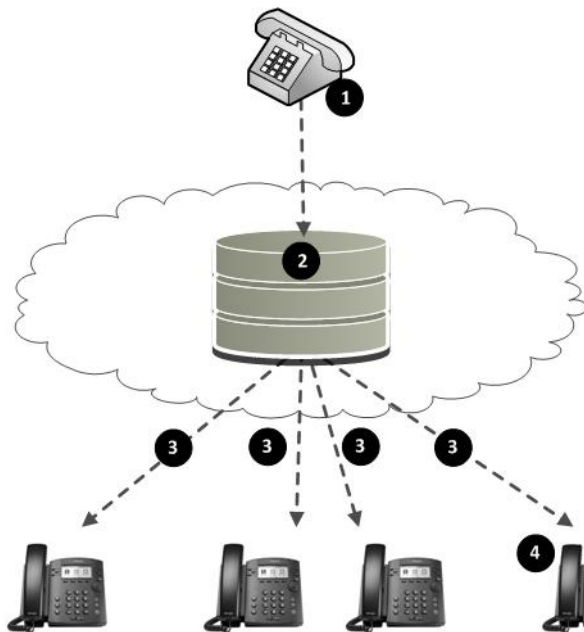


Feature Overview

Hosted Square Key System (also referred to as “Hosted Key” or “Retail Line”) is a feature rich Key System replacement solution for the retail environment. A single Hosted Square Key System station can be assigned to multiple individual lines on a single device or multiple devices simulating a traditional squared key system: a single telephone number available in 2, 4, 8, or 12 call paths. Support for number of line appearances will depend on package and phone selection.

Retail Line Example



1. A caller calls into Hosted Key System phone number,
2. The Hosted Key System service sets up a simultaneous calls to all of the assigned phones,
3. Each of the target phones ring. The next available line key on each phone will flash green,
4. The first phone to answer connects the call. The corresponding line key turns red on all other phones.

- Only one phone can access an active line appearance at a time.
- A line appearance is consumed by an incoming or outgoing call.
- Activating Do Not Disturb on a phone will remove that phone from receiving calls to the Hosted Key System number.
- No calling between phones assigned to the Hosted Key System.

Retail Prerequisites

- Extension numbers 0911,1911,0311,1311 are not allowed.
- Supported Cisco Devices: SPA502G, SPA504G, SPA508G, SPA509G
- Supported Polycom Devices: VVX 300/310 and VVX 400/410
- Phone must have available line appearances to be added to the Hosted Key station.

Retail Line Setup

To use this service, log into My Account and access the My Site dashboard.

Step 1. Select the Line Phone Assignments

Select the Line to add Hosted Key System.

Phone Assignment | Device Managem... | Site Services | User Features | Call History | Notes

Edit | Station Inventory | Bulk Assignments | Export | Instructions

Search

Phone Number	Station	Extension	Model	MAC Address	Port	First Name	Last Name
8505551230	Office Line	1230	Polycom335	1234AB012345	1	Flower	POTS
8505551231					0	.	8505551231
8505551232					0	.	8505551232
8505551233					0	.	8505551233
8505551234			00	B12312313712	1	Pepper	POTS
8505558101	Call Center D...	8101			0	.	8505558101
8505559126					0	.	8505559126
8505559127					0	.	8505559127
8505559128					0	.	8505559128
8505559129	Executive Station	9129			0	.	8505559129
8505559131	Executive Station	9131	Polycom300	B12312313712	1	cbanner	8505559131
8505559132	Executive Station	9132	LinksysSPA2102	FFBD00000654	1	.	8505559132
8505559133					0	.	8505559133
8505559134	Executive Station	9134	Polycom300	765837631445	1	U134	8505559134
8505559135	Executive Station	9135	Polycom300	266168082897	1	David	Lee
8505559136					0	.	8505559136
8505559137					0	.	8505559137
8505559138	Executive Station	9138	Polycom300	266168082897	1	BB	Bill
8505559139	Executive Station	9139			0	.	8505559139
8505559142	Executive Station	9142	Polycom400	0004F2123456	1	Valerie	Bertanelli
8505559143	Common Plus...	9143			0	.	8505559143
8505559144	Analog Station	9144	CiscoSPA122	FFBD00000657	1	.	8505559144

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Step 2. Assign the Station

Station, Device And User Assignment

Show/hide panel by clicking triangular button

Showing Assignment settings for

Phone Number: 8505559127

Device:

Full Name: .8505559127

Station:

Station: Phone And Model Assignment | User Info

Station Assignment

Select a station: Hosted Square Key 4 Lines

This station is a fax line

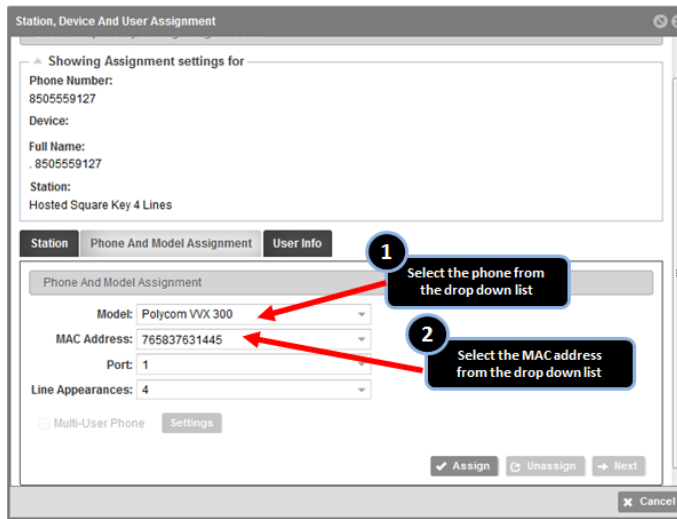
Assign | Unassign | Next

Cancel

Select the Hosted Square Key station type.

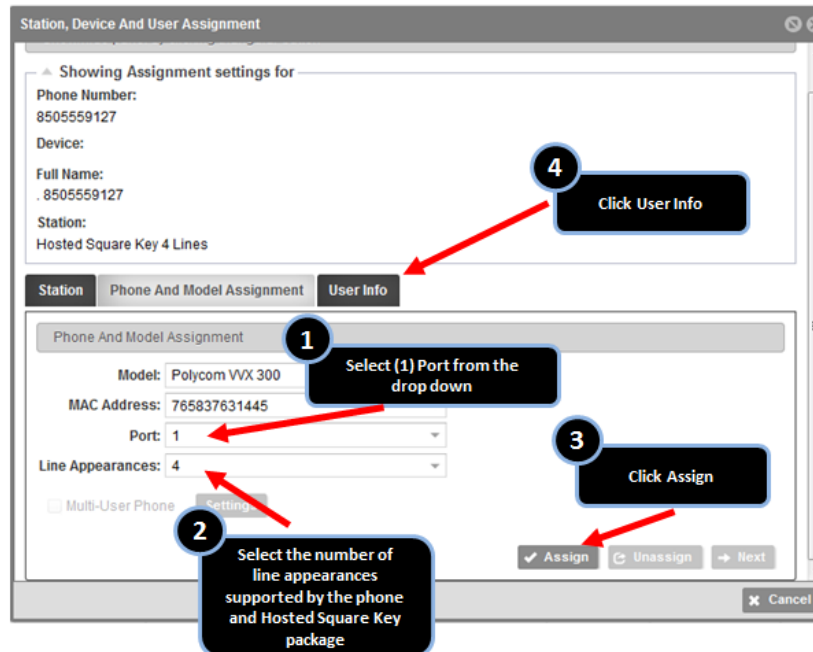
Step 3. Assign phone

Select the phone model supporting Hosted Square Key



Step 4. Specify Line appearances

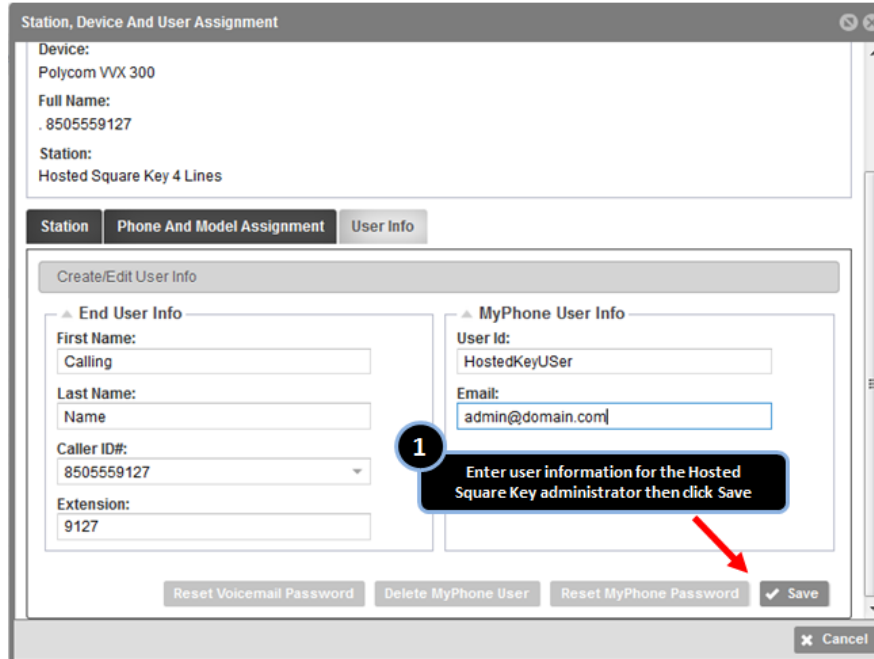
Configure the phone as usual, assigning the number of line appearances to display.



Note: the number of line appearances may be less than but not to exceed the number of lines for the Hosted Square Key station assigned.

Step 5. Assign User

Add the primary user associated with the Retail Line service. This may be the site administrator.



Station, Device And User Assignment

Device:
Polycom VVX 300

Full Name:
. 8505559127

Station:
Hosted Square Key 4 Lines

Station Phone And Model Assignment User Info

Create/Edit User Info

End User Info

First Name:
Calling

Last Name:
Name

Caller ID#:
8505559127

Extension:
9127

MyPhone User Info

User Id:
HostedKeyUser

Email:
admin@domain.com

1 Enter user information for the Hosted Square Key administrator then click Save

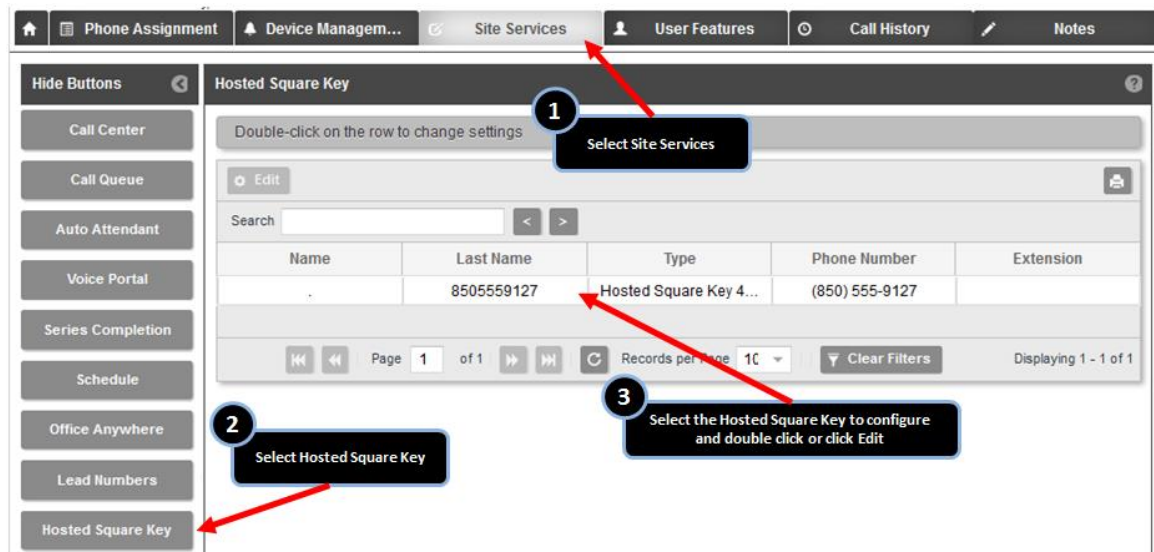
Reset Voicemail Password Delete MyPhone User Reset MyPhone Password Save

Cancel

This user will have My Phone access to set My Rules and manage My Features such as Call Forwarding.

Step 6. Share Additional Phones

From the Site Services tab in My Site, select the line to which you wish to assign/share additional phones.



Phone Assignment Device Managem... Site Services User Features Call History Notes

Hosted Square Key

1 Select Site Services

2 Select Hosted Square Key

3 Select the Hosted Square Key to configure and double click or click Edit

Double-click on the row to change settings

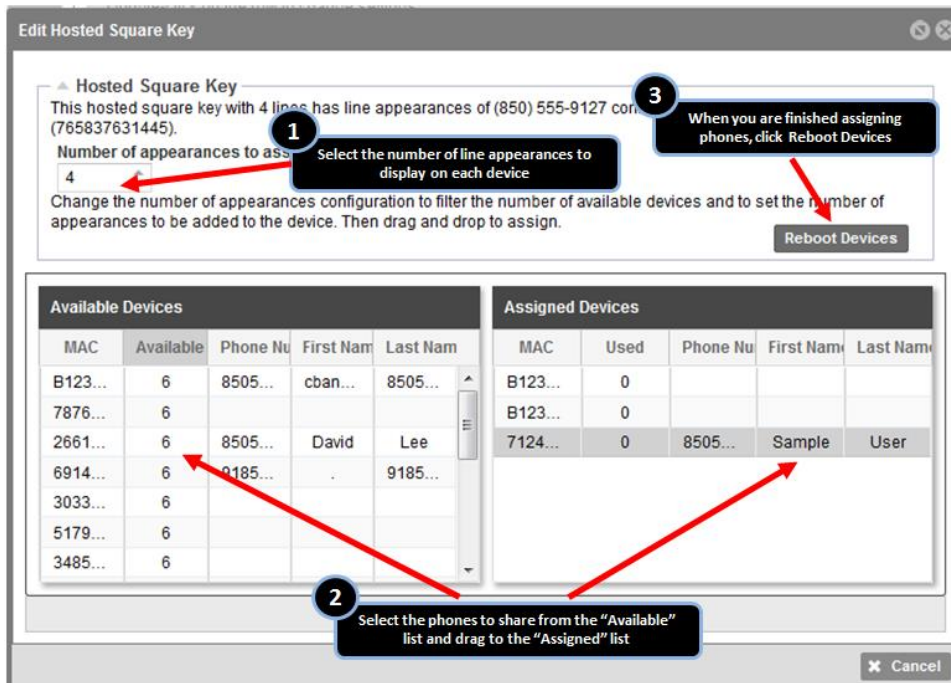
Edit

Search

Name	Last Name	Type	Phone Number	Extension
	8505559127	Hosted Square Key 4...	(850) 555-9127	

Page 1 of 1 Records per page 10 Clear Filters Displaying 1 - 1 of 1

The following configuration screen appears with phones represented by their MAC address. Note only phones with available line appearances will appear in the list.



Step 7. Device Management

Phones will appear in the Device Management tab, displaying Primary and Shared assignments.

