



Using Expansion Modules (Sidecars) for Polycom[®] VVX and Cisco[®] Phones

With 8x8 Virtual Office

Table of Contents

- Using Polycom® and Cisco® Expansion Modules (Sidecars) 3
 - Sidecars Supported by 8x8 3
- Set up Sidecars 3
- Use Sidecars 4
 - Polycom VVX EM50 Sidecar Features 4
 - Polycom VVX (Color) Sidecar 28 Features 5
 - Polycom VVX (Paper Label) Sidecar 40 Features 6
 - Cisco IP Phone 8800 Sidecar Features 7
- Assigning Favorites to Lines 8
 - Before you assign a favorite and index: 8
 - To assign an index on Polycom VVX 300, 310, 400, 410, or 450: 11
 - To assign an index on Polycom VVX 500 or 600: 11
 - To assign an index on Cisco IP 8851 or 8861: 11
- Identify Line Key Assignments 12
 - To identify line key assignments on LED-display sidecar: 12
 - To identify line key assignments on Polycom Paper Label Sidecar 40: 12
- Generate Paper Labels 12
 - To generate and download line key information: 12

Using Polycom® and Cisco® Expansion Modules (Sidecars)

The Polycom and Cisco Expansion Modules (also known as sidecars) are consoles which connect to Polycom VVX and Cisco business media phones and add additional lines to supported phones; these lines can be configured as Line Appearance Keys, favorites (Speed Dials), or Busy Lamp Field (BLF) contacts. Sidecars enable you to handle large call volumes on a daily basis and expand the functions of your phone. You can accept, screen, dispatch, and monitor calls with sidecars and reduce the number of missed customer calls, shorten transaction times, and increase productivity.

Note: You cannot connect different models of sidecar to the same phone at the same time.

Sidecars Supported by 8x8

Sidecar	Display	Line Keys	Supported Phones
Polycom VVX EM50 Sidecar	Multi-page LCD display	Three display pages of 30 line keys each; 90 lines per sidecar	Use with Polycom VVX 450 phones that run version 5.8.2 or higher of the Polycom UC software. Connect up to two sidecars to your phone for an additional 180 line keys per phone.
Polycom VVX (Color) Sidecar 28	Multi-page LCD display	Three display pages of 28 line keys each; 84 lines per sidecar	Use with Polycom VVX 300/310, 400/410, 500, and 600 phones that run versions 5.1.0 or higher (if using 5.x) or 4.1.6 or higher (if using 4.1.x) of the Polycom UC software. Connect up to three sidecars to your phone for an additional 252 line keys per phone.
Polycom VVX (Paper Label) Sidecar 40	Single paper-label page	40 line keys per sidecar	Use with Polycom VVX 300/310, 400/410, 500, and 600 phones that run versions 5.1.0 or higher (if using 5.x) or 4.1.6 or higher (if using 4.1.x) of the Polycom UC software. Connect up to three sidecars to your phone for an additional 120 line keys per phone.
Cisco IP Phone 8800 Sidecar	Multi-page LCD display	Two display pages of 18 line keys each; 36 lines per sidecar	Use with Cisco IP 8851, 8861, and 8865 IP phones of version 10.2(2) or higher of Cisco IP Phone 8800 firmware. Connect up to three sidecars to your 8861 phone for an additional 108 line keys per phone, or up to two sidecars to your 8851 phone for an additional 72 line keys per phone.

Set up Sidecars

Polycom VVX and Cisco sidecars require setup by an administrator in Virtual Office Configuration Manager; for details on setup, refer to how you can [set up sidecars in Configuration Manager](#) as an admin.

To use sidecars once they are set up, plug the sidecars into your phone and wait for them to power up. The time it takes for a sidecar to power up varies between models. To add BLF Keys or additional Line Appearance Keys, an optional add-on service called Power Keys is required for the phone extension.

USER GUIDE

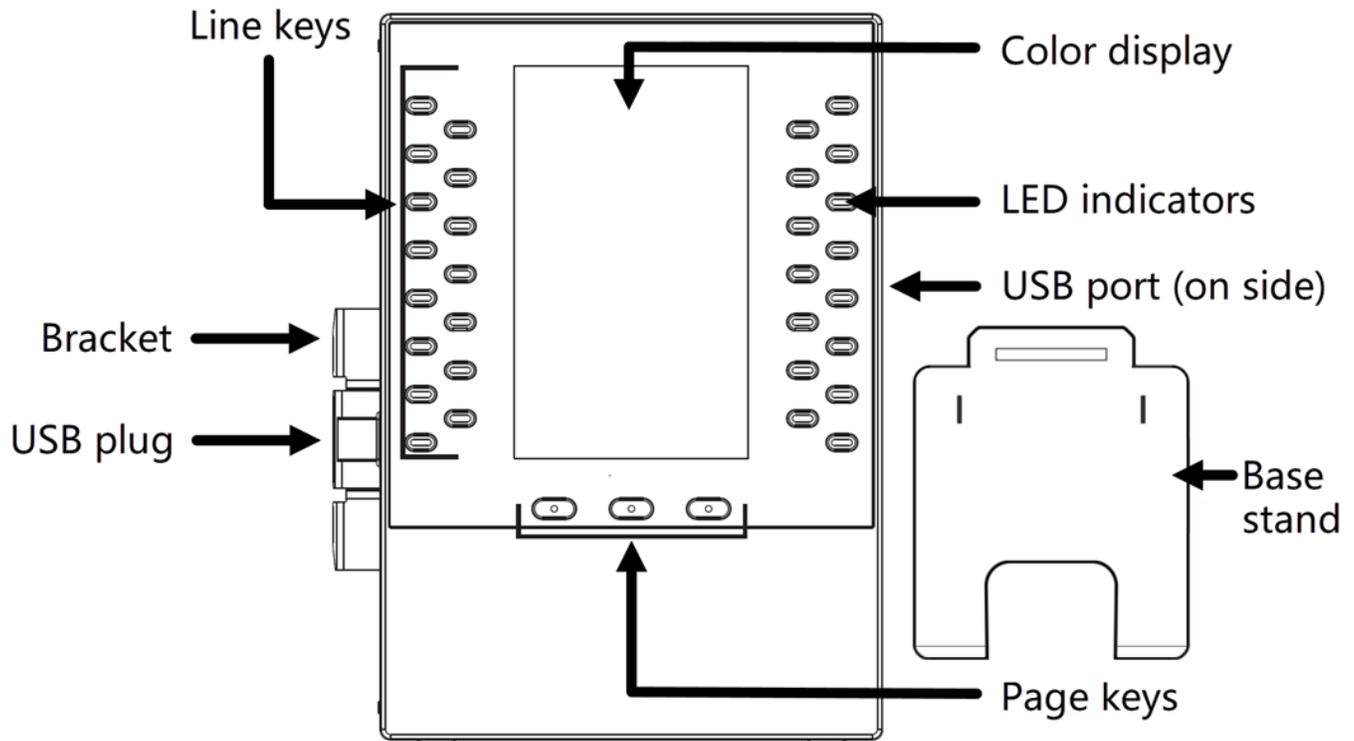
Using Expansion Modules for Polycom VVX and Cisco Business Media Phones

Use Sidecars

This section walks you through how to use Polycom VVX and Cisco IP sidecars with your phone.

The following figures illustrate sidecar features, components, and keys. The descriptions following the illustrations explain how to use the features, components, and keys.

Polycom VVX EM50 Sidecar Features

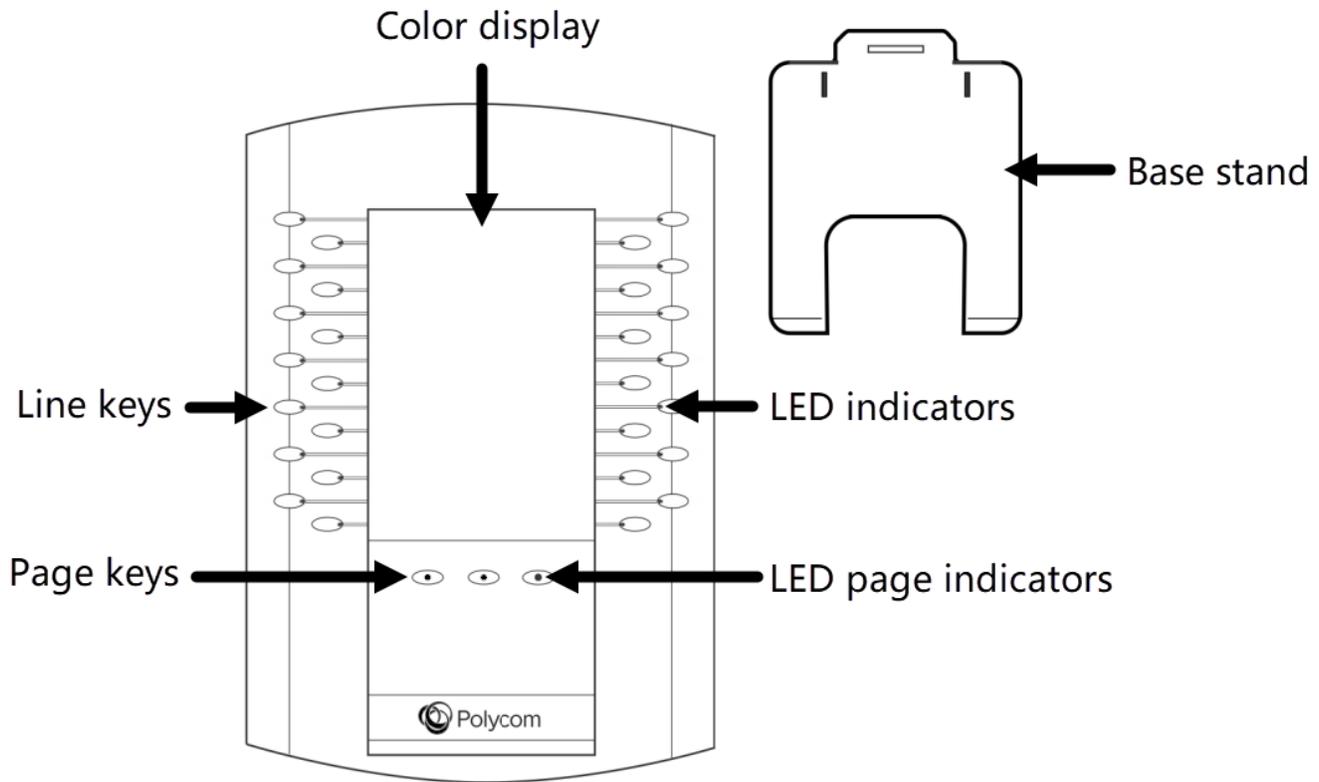


- **Color display:** Displays Line Appearance Keys, Busy Lamp Field (BLF) Keys, and favorites (Speed Dials).
- **Line keys:** Press keys to select an available line to place a call to a BLF Monitored Extension Speed Dial favorite.
- **LED indicators:** Indicates line or BLF contact status by lighting up.
 - **Flashing green:** Indicates an incoming call.
 - **Solid red:** Indicates an active call.
- **Page keys:** Press these keys to navigate to a different page on the sidecar display or to view additional lines. The VVX EM50 Sidecar can display three pages of 30 keys (90 line keys total).
- **LED page indicators:** Indicates page status by lighting up.
 - **Flashing green:** Indicates an incoming call on a page not currently displayed. When you press the page key with the flashing green LED indicator, the LED indicator stops flashing.
 - **Solid red:** Indicates the current page displayed.
- **Base stand:** Hooks into the back of the sidecar to stand up the display.

USER GUIDE

Using Expansion Modules for Polycom VVX and Cisco Business Media Phones

Polycom VVX (Color) Sidecar 28 Features

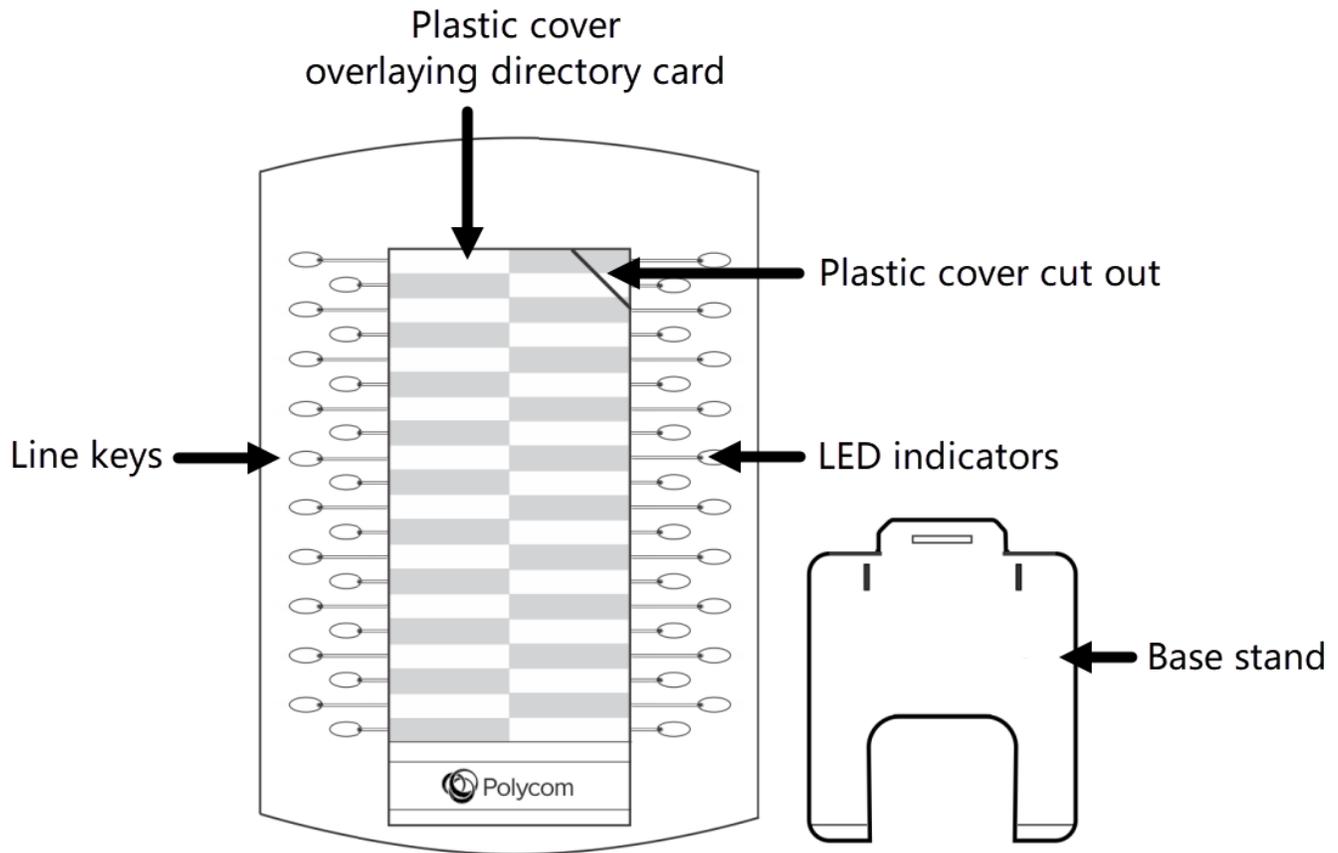


- **Color display:** Displays Line Appearance Keys, Busy Lamp Field (BLF) Keys, and favorites (Speed Dials).
- **Line keys:** Press keys to select an available line to place a call to a BLF Monitored Extension Speed Dial favorite.
- **LED indicators:** Indicates line or BLF contact status by lighting up.
 - **Solid green:** Indicates an active call.
 - **Fast-flashing green:** Indicates an incoming call.
 - **Solid red:** Indicates that 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 is 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 Polycom VVX Color Sidecar 28 can display three pages of 28 keys (84 line keys total).
- **LED page 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 the back of the sidecar to stand up the display.

USER GUIDE

Using Expansion Modules for Polycom VVX and Cisco Business Media Phones

Polycom VVX (Paper Label) Sidecar 40 Features

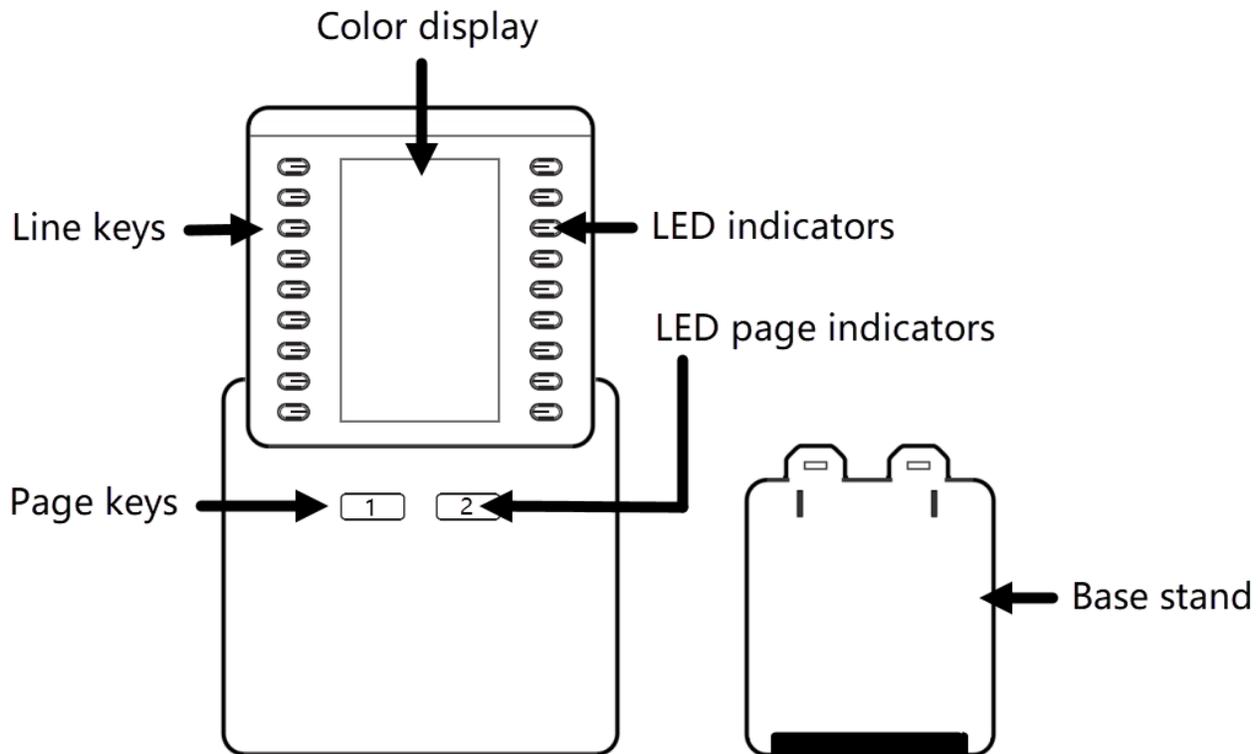


- **Plastic cover overlaying directory card:** Protects the directory card. On the directory card, you can write line appearance phone numbers, BLF contact numbers, Speed Dial numbers and/or any other information, such as names that you want to include to identify the keys. There is a Polycom utility (for advanced users) to print line key labels (refer to the [Generate Paper Labels](#) section of this guide).
- **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 status by lighting up.
 - **Solid green:** Indicates an active call.
 - **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 is in a call.
 - **Flashing red:** Indicates a held call.
- **Base stand:** Hooks into the back of the sidecar to stand up the display.

USER GUIDE

Using Expansion Modules for Polycom VVX and Cisco Business Media Phones

Cisco IP Phone 8800 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 to a BLF Monitored Extension Speed Dial favorite.
- **LED indicators:** Indicates line or BLF contact status by lighting up.
 - **Solid green:** Indicates an active or held call.
 - **Flashing green:** Indicates a held call (enhanced-line mode only).
 - **Solid red:** Indicates that the phone of the BLF contact you are monitoring is off-hook. The BLF contact you are monitoring is probably placing a call or is in a call.
 - **Solid amber:** Indicates an incoming call.
 - **Flashing amber:** Indicates an incoming call (enhanced-line mode only).
- **Page keys:** Press these keys to navigate to a different page on the sidecar display or to view additional lines. The Cisco IP Phone 8800 Sidecar can display two pages of 18 keys (36 line keys total).
- **LED page indicators:** Indicates page status by lighting up.
 - **Solid green:** Indicates the current page.
 - **Solid amber:** Indicates an incoming call on a page not currently displayed. When you press the page key with the amber LED indicator, the LED indicator turns green.
- **Base stand:** Hooks into the back of the sidecar to stand up the display.

USER GUIDE

Using Expansion Modules for Polycom VVX and Cisco Business Media Phones

Assigning Favorites to Lines

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

For example, the following figure displays function assignments on a Polycom VVX Color Sidecar 28:

Line Key Appearances

5678	Heather Brakett	
5678	James Hollands	
5678	Tiffany George	
5678	Jennifer Hurst	
5678	Heather Brakett	
5678	James Hollands	
5678	Tiffany George	
5678	Jennifer Hurst	
5678	Lawrence Garnett	
Maria Torres	Donald Thomas	
Betty Cooper	Morgan Clark	
Tom Davies	Rachel Jones	
Brandi Castine	Toree Roy	
George Stewart	Jamie Peterson	

You can assign favorites (Speed Dials) to line keys on sidecars so that when you press a line key you automatically call a contact. You create favorites from the contact directory on the attached 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 (such as 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; the first digit indicates the sidecar and/or page of the sidecar, and the last two digits indicate the position on the sidecar page.

Before you assign a favorite and index:

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 (LAKs, BLFs, and Speed Dial Keys) on your desk phone and/or sidecars.
2. Determine your new desired key locations for both your desk phone and sidecar; refer to the following charts.

Important: When assigning any key to an index, ensure that the index is not already assigned to an existing LAK, BLF, or Speed Dial key.

USER GUIDE

Using Expansion Modules for Polycom VVX and Cisco Business Media Phones

- VVX EM50 Sidecar: Connect up to two, each with three pages for a total of six pages with 30 keys each.
- VVX Color Sidecar 28: Connect up to three, each with three pages for a total of nine pages with 28 keys each.
- VVX Paper Label Sidecar 40: Connect up to three, each with one page for a total of three pages with 40 keys each.
- Cisco IP 8800 Sidecar:
 - With Cisco 8851: Connect up to two, each with two pages for a total of four pages with 16 keys each.
 - With Cisco 8861: Connect up to three, each with two pages for a total of six pages with 16 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.

Polycom VVX 300/310

Index 1	Index 4
Index 2	Index 5
Index 3	Index 6

Polycom VVX 400/410, 450, and 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

Polycom 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

Cisco IP 8851, 8861, and 8865

Index 1	Index 4
Index 2	Index 5
Index 3	

VVX EM50 Sidecar - 1

Index 101	Index 116
Index 102	Index 117
Index 103	Index 118
Index 104	Index 119
Index 105	Index 120
Index 106	Index 121
Index 107	Index 122
Index 108	Index 123
Index 109	Index 124
Index 110	Index 125
Index 111	Index 126
Index 112	Index 127
Index 113	Index 128
Index 114	Index 129
Index 115	Index 130

VVX EM50 Sidecar - 2

Index 201	Index 216
Index 202	Index 217
Index 203	Index 218
Index 204	Index 219
Index 205	Index 220
Index 206	Index 221
Index 207	Index 222
Index 208	Index 223
Index 209	Index 224
Index 210	Index 225
Index 211	Index 226
Index 212	Index 227
Index 213	Index 228
Index 214	Index 229
Index 215	Index 230

VVX EM50 Sidecar - 3

Index 301	Index 316
Index 302	Index 317
Index 303	Index 318
Index 304	Index 319
Index 305	Index 320
Index 306	Index 321
Index 307	Index 322
Index 308	Index 323
Index 309	Index 324
Index 310	Index 325
Index 311	Index 326
Index 312	Index 327
Index 313	Index 328
Index 314	Index 329
Index 315	Index 330



USER GUIDE

Using Expansion Modules for Polycom VVX and Cisco Business Media Phones

VVX Color Sidecar 28 - 1

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 126
Index 113	Index 127
Index 114	Index 128



VVX Color Sidecar 28 - 2

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 226
Index 213	Index 227
Index 214	Index 228



VVX Color Sidecar 28 - 3

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 326
Index 313	Index 327
Index 314	Index 328



VVX Paper Label 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 126
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

VVX Paper Label 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 226
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

VVX Paper Label 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 326
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

USER GUIDE

Using Expansion Modules for Polycom VVX and Cisco Business Media Phones

Cisco IP 8800 Sidecar - 1		Cisco IP 8800 Sidecar - 2	
Index 101	Index 110	Index 201	Index 210
Index 102	Index 111	Index 202	Index 211
Index 103	Index 112	Index 203	Index 212
Index 104	Index 113	Index 204	Index 213
Index 105	Index 114	Index 205	Index 214
Index 106	Index 115	Index 206	Index 215
Index 107	Index 116	Index 207	Index 216
Index 108	Index 117	Index 208	Index 217
Index 109	Index 118	Index 209	Index 218



To assign a favorite and index on your Polycom VVX 300, 310, 400, 410, or 450 phone:

1. From your Contact Directory, select a contact and go to **Info > Edit**.
2. In the **Favorite Index** field, assign an index according to where you want the contact to display, and save. A **favorite**  icon displays next to the contact's name in the Contact Directory. The favorite displays in the Lines view on your phone or on your sidecar.

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

1. From your Contact Directory, tap the contact. From the contact's information screen, tap **Add to Favorites**.
- OR**
- From your Recent Calls list, tap the **info**  icon next to a call record. From the call details screen, tap **Add to Favorites**.
2. Select **Edit Index**.
 3. Assign an index according to where you want the contact to display. A **favorite**  icon displays next to the contact's name in the Contact Directory. The favorite displays in the Lines View on your phone or on your sidecar.
 4. To relocate or move any key, reassign its favorite index to point to a line key position that is currently available.

Note: Only your phone system administrator can reassign the locations of your LAKs and BLFs.

To assign a personal contact and index on your Cisco IP 8851 or 8861 phone:

5. On your phone or a sidecar, hold down on the desired line key to bring up a contact information prompt on your phone screen.
6. When prompted, enter the name and number of the contact you want to assign to the line key.

Note: Any line keys you assign from your Cisco phone are only saved locally, and do not carry over to your extension data stored by 8x8; if your administrator enters a different contact on a line key you have previously assigned, your conflicting line keys are overwritten with your administrator's assignments.

USER GUIDE

Using Expansion Modules for Polycom VVX and Cisco Business Media Phones

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 desk phone.

To identify line key assignments on your LED-display sidecar:

If you are using a Polycom phone with a Polycom EM50 or Color Sidecar 28, or a Cisco phone with a Cisco IP 8800 Sidecar, you have access to a multi-page LED display that reflects your latest line key assignments. To see which line keys are assigned to which contact, simply go to the desired page of the desired sidecar to review your current line key assignments.

To identify line key assignments on your Polycom Paper Label Sidecar 40:

1. Press the **Home**  button to display the Home view.
2. Go to **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**.
5. If you need to update the paper label on your sidecar, generate a new paper label with the latest line key assignments.

Generate Paper Labels

(For advanced users of Paper Label Sidecar 40 only)

Using the Polycom Web Configuration Utility you can generate and download a PDF file with the configured line key information for each Polycom Paper Label Sidecar 40. 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 Polycom 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. Go to **Utilities > EM Directory**.
4. Select the sidecar you want to generate a PDF for. For example, EM1 is chosen in the following figure.

USER GUIDE

Using Expansion Modules for Polycom VVX and Cisco Business Media Phones



In the confirmation dialog, select **Yes** to download the PDF for the configured lines for your sidecar.

5. Go to **Save > Open**. The PDF with the configured line key information for your sidecar displays.
6. 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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