

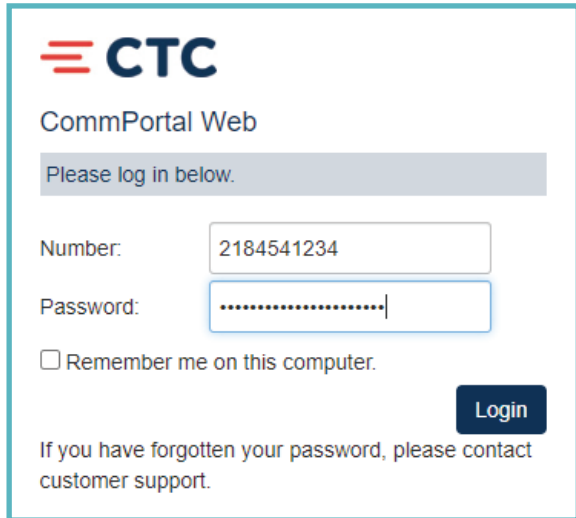
Polycom Sidecar
PROGRAMMING
INSTRUCTIONS



POLYCOM SIDECAR PROGRAMMING

HOW TO PROGRAM YOUR POLYCOM SIDECAR:

- Log in to portal.brainerd.net with your CTC phone number and password.
- Use your 10 digit number, no spaces or dashes.



CTC
CommPortal Web

Please log in below.

Number:

Password:

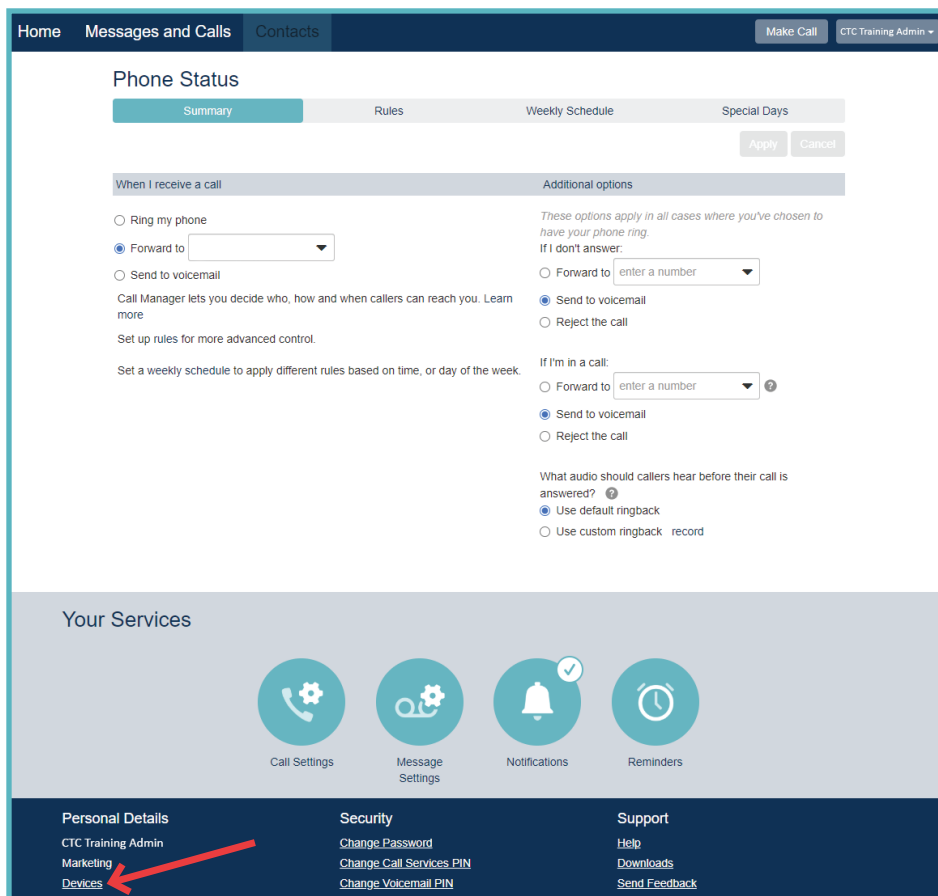
Remember me on this computer.

Login

If you have forgotten your password, please contact customer support.

AFTER LOGIN:

- A number of options will appear, click on “Devices” in the bottom left.



Home Messages and Calls Contacts Make Call CTC Training Admin

Phone Status

Summary Rules Weekly Schedule Special Days

Apply Cancel

When I receive a call

Additional options

These options apply in all cases where you've chosen to have your phone ring.

If I don't answer:

Ring my phone

Forward to

Send to voicemail

Call Manager lets you decide who, how and when callers can reach you. Learn more

Set up rules for more advanced control.

Set a weekly schedule to apply different rules based on time, or day of the week.

If I'm in a call:

Forward to

Send to voicemail

Reject the call

What audio should callers hear before their call is answered?

Use default ringback

Use custom ringback record

Your Services

Call Settings Message Settings Notifications Reminders

Personal Details Security Support

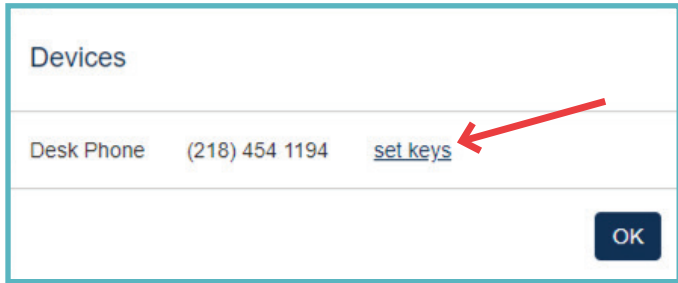
CTC Training Admin
Marketing
Devices

Change Password
Change Call Services PIN
Change Voicemail PIN

Help
Downloads
Send Feedback

SET KEYS:

- This will populate a pop-up window asking you to select which device (if you have multiples). Select “Set Keys”



PHONE IMAGE WINDOW:

- A new window will populate with an image of your phone. Click anywhere on the phone or select the edit button.



CONFIGURATION SCREEN:

- This will bring you into the configuration screen. If you have a side car, that will appear below your phone.



PROGRAMMABLE KEYS:

- Select the “Programmable Keys - Line” or “Programmable Keys - bottom”
- Select the key you wish to program

▼ Programmable Keys - Line
▶ Key 1
▶ Key 2
▶ Key 3
▶ Key 4
▶ Key 5
▶ Key 6
▶ Key 7
▶ Key 8
▶ Key 9
▶ Key 10
▶ Key 11
▶ Key 12

DROP DOWN MENU:

- Select the drop down menu that appears either:
 - For extensions within your business, select “Monitored Extension”
 - All other numbers, you will use “Speed Dial”

▼ Key 6	
Soft key action	None ▼
▶ Key 7	None
▶ Key 8	Automatic Callback
▶ Key 9	Automatic Recall
▶ Key 10	Directed Pickup
▶ Key 11	Enhanced Monitored Extension
▶ Key 12	Monitored Extension
▼ Programmable Keys - Bottom	Enhanced Call Park
▶ Key 1 Redial	Group Pickup
▶ Key 2	Last Caller ID Erasure
	Line
	Line Identity
	Park Call
	Retrieve Parked Call (Specified Orbit)
	Speed Dial
	One Touch Transfer
	Trace Call
	Voicemail
	Macro Soft Key

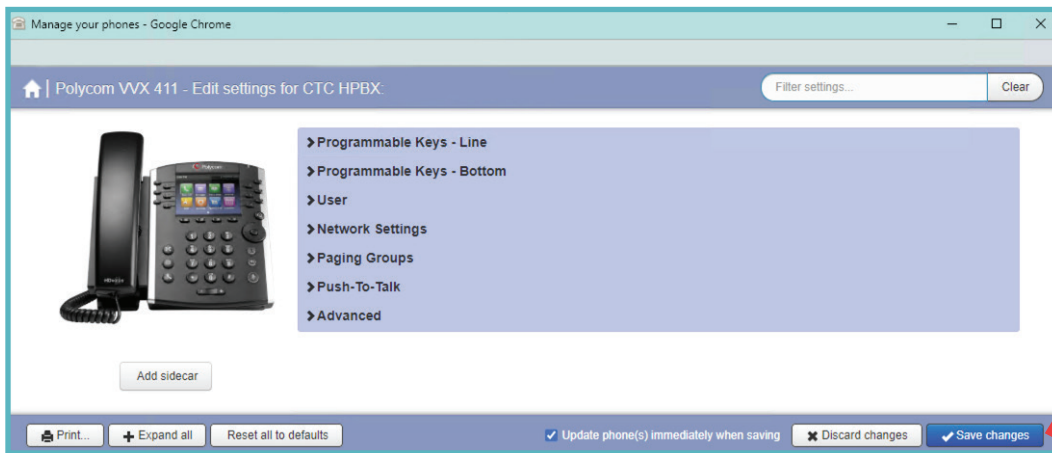
LABELING A NUMBER:

- Fill in the telephone number, no dashes or spaces, and label it to be descriptive to you.
- If you must dial the number with 1 and area code, you will need to enter that here.

▼Key 6	
*Soft key action	Speed Dial
*Number ?	4541234
Label	Main Line

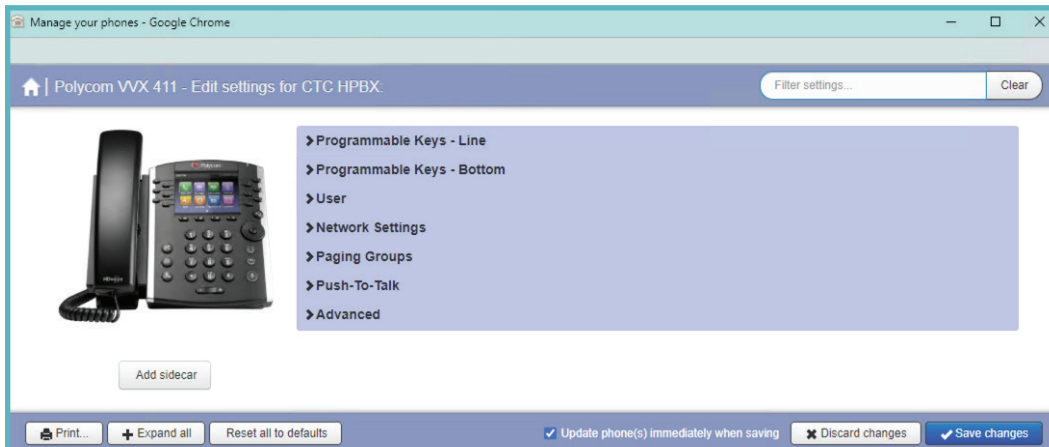
SAVE CHANGES:

- After you are done making all of the changes you want, select “Save Changes” at the bottom
- Note: If the check mark in the bottom right indicates “update phone(s) immediately when saving,” the phone may or may not take the update automatically. If it does not, you may need to manually update the phone.



CLOSING AND LOGGING OFF:

- Close out of the pop up window.
- Log out from the upper right of the screen.



UPDATE AND CONFIGURATION ON YOUR PHONE

POLYCOM 311

1. Press the Home button
2. Use the directional keypad to highlight settings
3. Press the select key (in the center of the directional keypad)
4. Press the select key on “Basic”
5. Use the arrow down key to “6 Update Configuration”
6. When asked if you are sure, select “Yes”

POLYCOM 601 (TOUGH SCREEN)

1. Press the home button
2. Select the settings option
3. Select Basic
4. Using your finger, scroll to options “9 Update Configuration”
5. When asked if you are sure, select “Yes”