

Device Customisation

Device Customisation allows you to set up the line keys and soft keys of your Horizon hardware. Device Customisation is available on the following handsets.

Cisco	Polycom	Yealink
SPA504G	VVX250	T46U
SPA525G	VVX410	
MPP 8841	VVX450	
MPP 8851	VVX500	
MPP 8861	VVX600	
	VVX601	

*Please note the VVX150, Trio 8500 and 8800's do not support Device Customisation.

The options you have with Device Customisation are:

Option	Meaning
Speed Dial	A key that quickly dials a number. This could be a number that is on the Horizon company or a different number
Busy Lamp Field	Sets up a Busy Lamp Field key so you can monitor a user's line
Call Park	Allows you to park a call against your own extension or to another defined extension
Call Retrieve	Allows you to retrieve a parked call from either your own extension or another defined extension
Group Call Park	Allows you to park a call again the call park group that you are in. Other users within the group will be able to pick up a call parked by using Group Call Pickup
Call Pickup	Allows you to pick up a call that has been parked against this extension or another defined extension

Option	Meaning
Group Call Pickup	Allows you to pick up a call that has been parked in the Call Park Group that you are in.
Page Group	This allows you to call the Page Group that the user is a member of. The user must be a Page Group sender.
Call Pull	This feature gives the opportunity to the user to retrieve a call that has been answered from a desktop client.
Empty	This will leave an empty line key.
Last Call Redial	This will allow you will be able to redial the last call you have made.
Call Return	This will allow you to call the last received or missed call.
Voicemail	This will allow you to dial out to your voice portal using the mailbox number and voice pin you supply

If your user is using the Receptionist Console, Speed Dials set up within Device Customisation won't show in the Receptionist Console.

Give a user access to set up Device Customisation

A company Administrator can give a user permission to do their own device customisation.

Step 1

Log into the Gamma Portal and go to Provisioning and Service Management, Hosted, Horizon and Horizon Manage Company.

Step 2

Select your account and login to the company that you want by using the "Actions" button to select "Login to Horizon".

Step 3

Click the “Users” option and then select “List Users” so you can search for the user that you want to give device customisation permissions to.

Locate the user and click the “Edit” button.

Step 4

Click the “Permissions” tab and enable “This User can customise their soft keys” and “This User can customise their line keys”

The screenshot displays a user configuration interface with a top navigation bar containing tabs: Profile, Personal Details, DDI, Services, Call Setup, Permissions (selected), Phone, Barring, and Call Centre. Below the navigation bar is the 'Access and Permissions' section, which includes five toggle switches, all of which are currently turned 'on': 'This User can enable Call Forwarding', 'This User can use Advanced Call Setup', 'This User can use CLI presentation', 'This User can use Profiles', and 'This User can use Remote Office'. The 'WH?T' logo is visible in the bottom right corner of this section. Below this is the 'Device Customisation Permissions' section, which contains two toggle switches, both of which are currently turned 'off': 'This User can customise their soft keys' and 'This User can customise their linekeys'. A red rectangular box highlights these two 'off' toggle switches. At the bottom right of the interface is a 'Save' button with a checkmark icon.

Device Customisation as a Company Admin

Step 1

Log into the Gamma Portal and go to Provisioning and Service Management, Hosted, Horizon and Horizon Manage Company.

Step 2

Select your account and login to the company that you want by using the “Actions” button and selecting “Login to Horizon”.

Step 3

Click the “Users” option and then select “List Users” so you can search for the user that you want to give device customisation permissions to.

Locate the user and click the “Edit” button.

Step 4

Click the “Phone” tab and then select “Device Configuration”.

Now refer to the Configure My Device sections for [Cisco](#), [Polycom VVX](#) or [Polycom Soundpoint](#)

Dashboard

Users

Site Management

Call Groups

Device Management

Administration

Recorded Calls

Statistics

Dashboard / User Management / Edit User

Edit Bernice Test

Profile

Personal Details

DDI

Services

Call Setup

Permissions

Phone

Barring

Call Centre

H?W

Desk Device Details

Vendor: Polycom
Model: VVX411
Codec: G711
Mac Address: 64:16:7F:26:2B:92
Profile Type: Polycom VVX411

WH?T

Device Customisation

Manage Soft Clients

Change Codec

Change Device

Unassign Device

Configure my Cisco Device

For full user guides of Cisco devices, please see the [Knowledge Base](#).

Assigning Soft Keys

Soft Keys are the buttons that go horizontally across your phone.

Step 1

When on the Device Customisation page for your Cisco device, select the "Soft Keys" option.



- Dashboard
- Users
- Site Management
- Call Groups
- Device Management
- Administration
- Recorded Calls
- Statistics

Dashboard / User Management / Edit User

Edit Bernice Test

- Profile
- Personal Details
- DDI
- Services
- Call Setup
- Permissions
- Phone
- Barring
- Call Centre



Cisco SPA504G - Device Customisation



Soft keys

Customise your devices soft keys

[Soft Keys](#)

Line Keys

Customise your devices line keys

[Line Keys](#)

Restart Device

Send a request to remotely restart this device

[Restart Device](#)

Step 2

Select a Soft Key that you want to configure

Edit Bernice Test

Profile | Personal Details | DDI | Services | Call Setup | Permissions | **Phone** | Barring | Call Centre

HOW

Cisco SPA504G - Soft Keys

Line Keys

Device State: Softkeys that display when the phone is idle



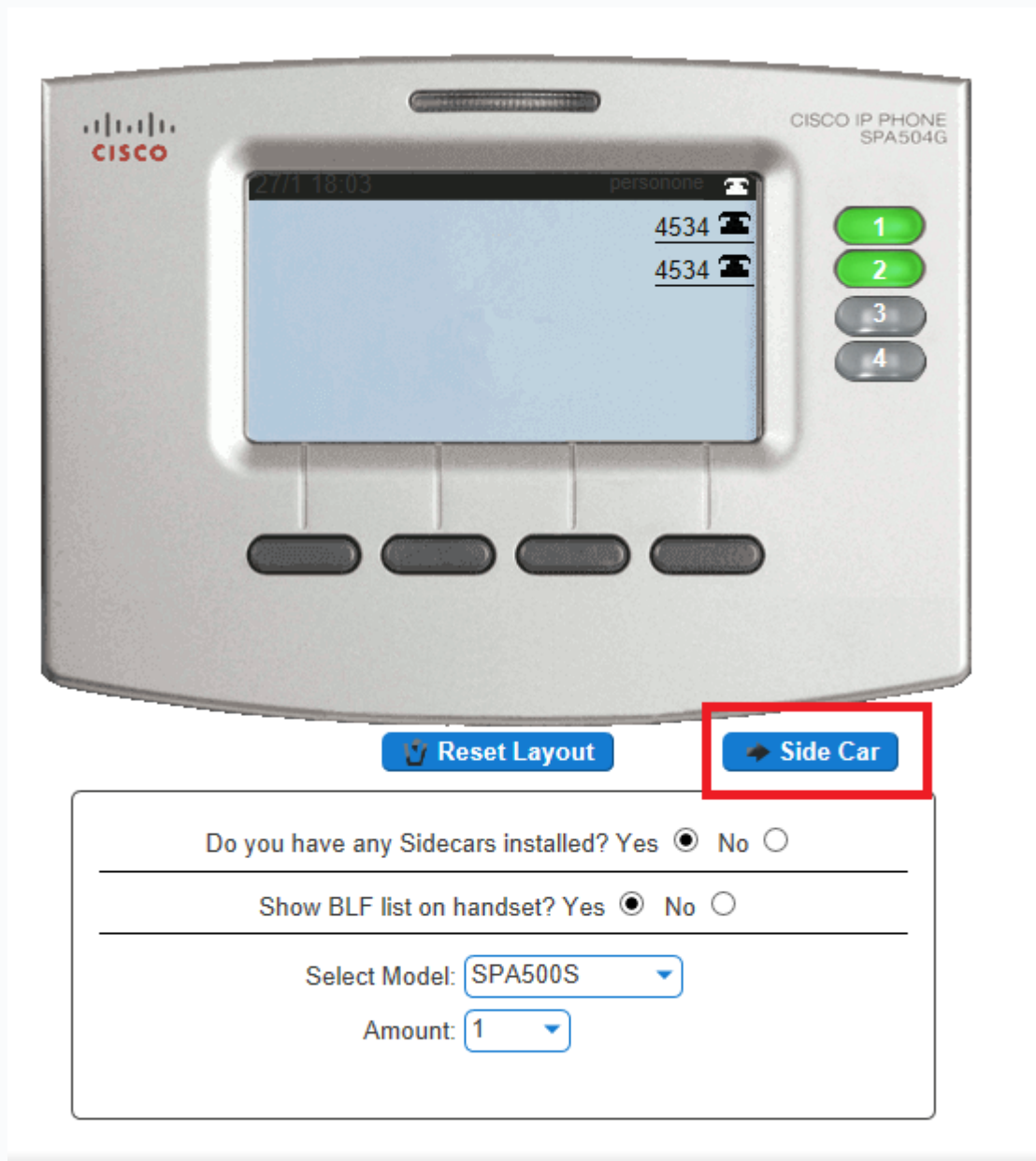
WH?T

Back

Save

Remember to select the Device State that you want to configure (Idle or In Call).

If you have a Side Car set up and would like to configure the line keys on the Side Car, click "Side Car" to load up the buttons of the sidecar.



Step 3

Now select what you want that key to do. Please see the table in the [Device Customisation](#) section of this guide.

Clicking "Save" will restart the device(s) that you've configured to download the latest configuration file with your new handset setup.

Please note for newer Cisco models such as the MPP 8851 and MPP 8861 the device customisation screen is as follows:

Dashboard / User Management / Edit User

Edit Kings Cross

Profile | DDI | Services | Call Setup | Permissions | **Phone** | Barring | Call Centre

Polycom VVX250 - Device Customisation

Device Customisation
Customise your device

[Customisation](#)

Reset Layout
Reset your devices customisation to the default.

[Reset Layout](#)

Restart Device
Send a request to remotely restart this device

[Restart Device](#)

Step 4

Select a type of Soft Key that you want to configure, either "Idle" or "Connected"

Line Keys | **Soft Keys (Idle)** | Soft Keys (Connected)

1	Forward	2	Redial	3	DND	4	Directories
5	Redial Last Call	6	Call Return	7	Group Pickup	8	Pickup
9	Parked Call Retrieve	10	None	11	None	12	None

Line Keys | Soft Keys (Idle) | **Soft Keys (Connected)**

1	Hold	2	End Call	3	Conference	4	Transfer
5	Blind Transfer	6	Park Call	7	Group Park	8	None
9	None	10	None	11	None	12	None

Assigning Line Keys

Line Keys are the buttons that go horizontally across your phone.

Step 1


When on the Device Customisation page for your Cisco device, select the “Line Keys” option.

Edit Bernice Test

Profile | Personal Details | DDI | Services | Call Setup | Permissions | **Phone** | Barring | Call Centre

HOW

Cisco SPA504G - Device Customisation



Soft keys
Customise your devices soft keys
[Soft Keys](#)

Line Keys
Customise your devices line keys
[Line Keys](#)

Restart Device
Send a request to remotely restart this device
[Restart Device](#)

Step 2

Select a Line Key that you want to configure



If you have a Sidecar set up and would like to configure the line keys on the Sidecar, click “Side Car” to load up the buttons of the sidecar.

Step 3

Now select what you want that key to do. Please see the table in the [Device Customisation](#) section of this guide.

Clicking “Save” will restart the device(s) that you’ve configured to download the latest configuration file with your new handset setup.

Please note for newer Cisco models such as the MPP 8851 and MPP 8861 the device customisation screen is as follows:

Device Customisation

Customise your device

 Customisation

Reset Layout

Reset your devices customisation to the default.

 Reset Layout

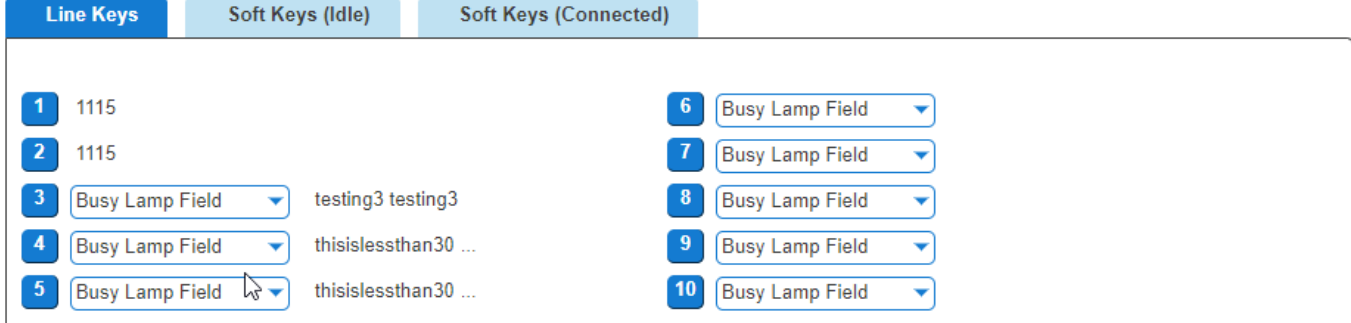
Restart Device

Send a request to remotely restart this device

 Restart Device

Step 1

When on the Device Customisation page for your Cisco device, select the “Line Keys” option.



Line Keys	Soft Keys (Idle)	Soft Keys (Connected)
1 1115		6 Busy Lamp Field
2 1115		7 Busy Lamp Field
3 Busy Lamp Field testing3 testing3		8 Busy Lamp Field
4 Busy Lamp Field thisislessthan30 ...		9 Busy Lamp Field
5 Busy Lamp Field thisislessthan30 ...		10 Busy Lamp Field

Step 2

Select a Line Key that you want to configure

For full user guides of Polycom VVX devices, please see the [Knowledge Base](#).

Configure my Polycom VVX Device

For full user guides of Polycom VVX devices, please see the [Knowledge Base](#).

Assigning Soft Keys

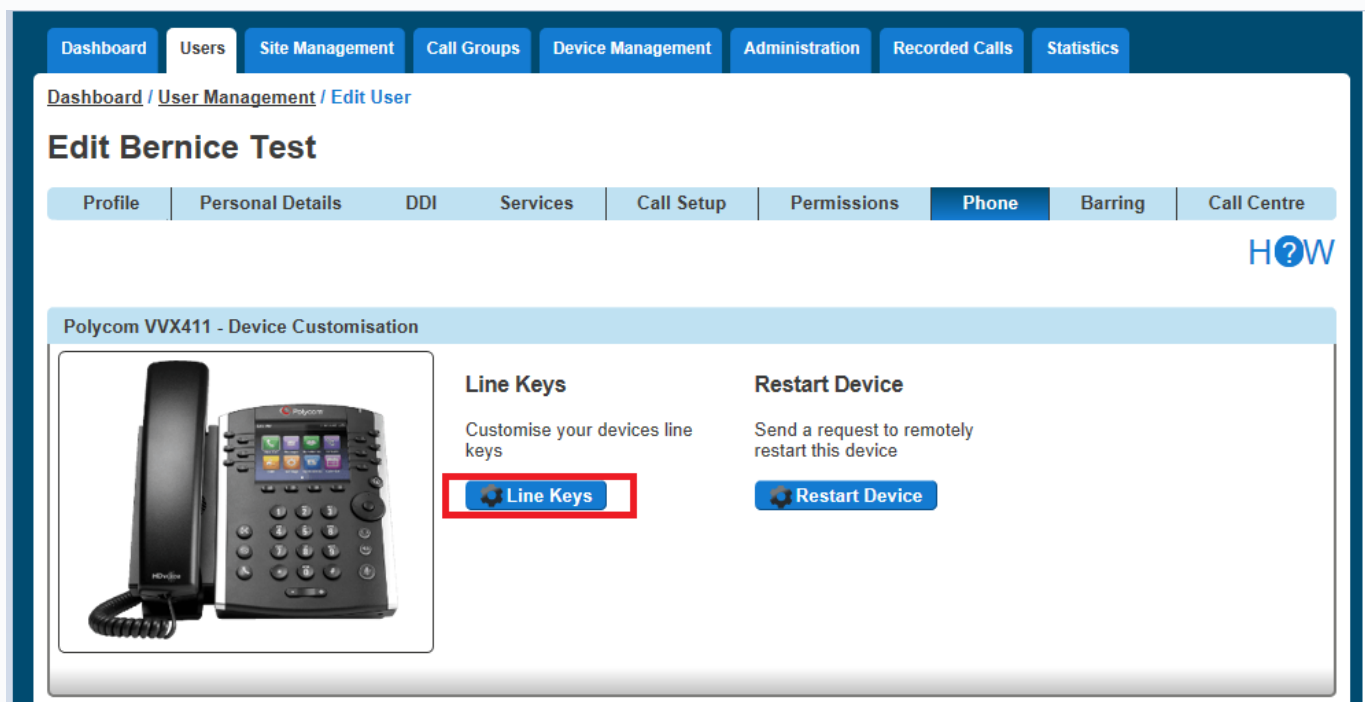
Soft Keys are the buttons that go horizontally across your phone. These are pre-set and you cannot currently change these options.

Assigning Line Keys

Line Keys are the buttons that go horizontally across your phone.

Step 1

When on the Device Customisation page for your Polycom VVX device, select the “Line Keys” option.



The screenshot shows the 'Edit Bernice Test' page in the Polycom management interface. The 'Phone' tab is selected in the top navigation bar. Under the 'Polycom VVX411 - Device Customisation' section, there are two main options: 'Line Keys' and 'Restart Device'. The 'Line Keys' option is highlighted with a red box, indicating it is the selected action. The 'Line Keys' option includes the text 'Customise your devices line keys' and a blue button with a gear icon and the text 'Line Keys'. The 'Restart Device' option includes the text 'Send a request to remotely restart this device' and a blue button with a gear icon and the text 'Restart Device'. A 'HOW' logo is visible in the top right corner of the page.

Please note for newer Polycom models such as the VVX250 and VVX450 the device customisation screen is as follows:

Dashboard / User Management / Edit User

Edit Kings Cross

Profile | DDI | Services | Call Setup | Permissions | **Phone** | Barring | Call Centre

HOW

Polycom VVX250 - Device Customisation

Device Customisation Customise your device Customisation	Reset Layout Reset your devices customisation to the default. Reset Layout	Restart Device Send a request to remotely restart this device Restart Device
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Step 2

Select a Line Key that you want to configure

Dashboard | Users | Site Management | Call Groups | Device Management | Administration | Recorded Calls | Statistics


Dashboard / User Management / Edit User

Edit Bernice Test

Profile | Personal Details | DDI | Services | Call Setup | Permissions | Phone | Barring | Call Centre

HOW

Polycom VVX411 - Line Keys



20:43 Sunday, 20 January

1 4534 7

2 4534 8

3 9

4 10

5 11

6 12

Reset Layout

Do you have any Sidecars installed? Yes No

WH?T

Back Save

Please note for newer Polycom models such as the VVX250 and VVX450 the device customisation screen is as follows:

Dashboard | Users | Site Management | Call Groups | Device Management | Administration | Recorded Calls | Statistics

Dashboard / User Management / Edit User

Edit Kings Cross

Profile | DDI | Services | Call Setup | Permissions | Phone | Barring | Call Centre

HOW

Polycom VVX250 - Key Assignment

Line Keys

1 3 Busy Lamp Field

2 4 Busy Lamp Field

Back Save


Step 3

Now select what you want that particular key to do. Please see the table in the [Device Customisation](#) section of this guide.

Clicking “Save” will restart the device(s) that you’ve configured to download the latest configuration file with your new handset setup.

If you have a Sidecar set up and would like to configure the line keys on the Sidecar, click “Side Car” to load up the buttons of the sidecar.

Polycom VVX411 - Line Keys



The image shows a Polycom VVX411 phone with a screen displaying the time 20:44 and the date Sunday, 20 January. The screen shows two line keys, both labeled 4534. Below the screen, there are 12 line keys numbered 1 through 12, and a home button. Below the phone image, there are two buttons: "Reset Layout" and "Side Car". The "Side Car" button is highlighted with a red box. Below these buttons, there is a form with a question: "Do you have any Sidecars installed? Yes No ". Below the question, there is a dropdown menu labeled "Select Model:" with the selected option "VVX Color Expansion Module". The entire form area is highlighted with a red box.

Reset Layout Side Car

Do you have any Sidecars installed? Yes No

Select Model: VVX Color Expansion Module

Configure my Polycom SoundPoint Device

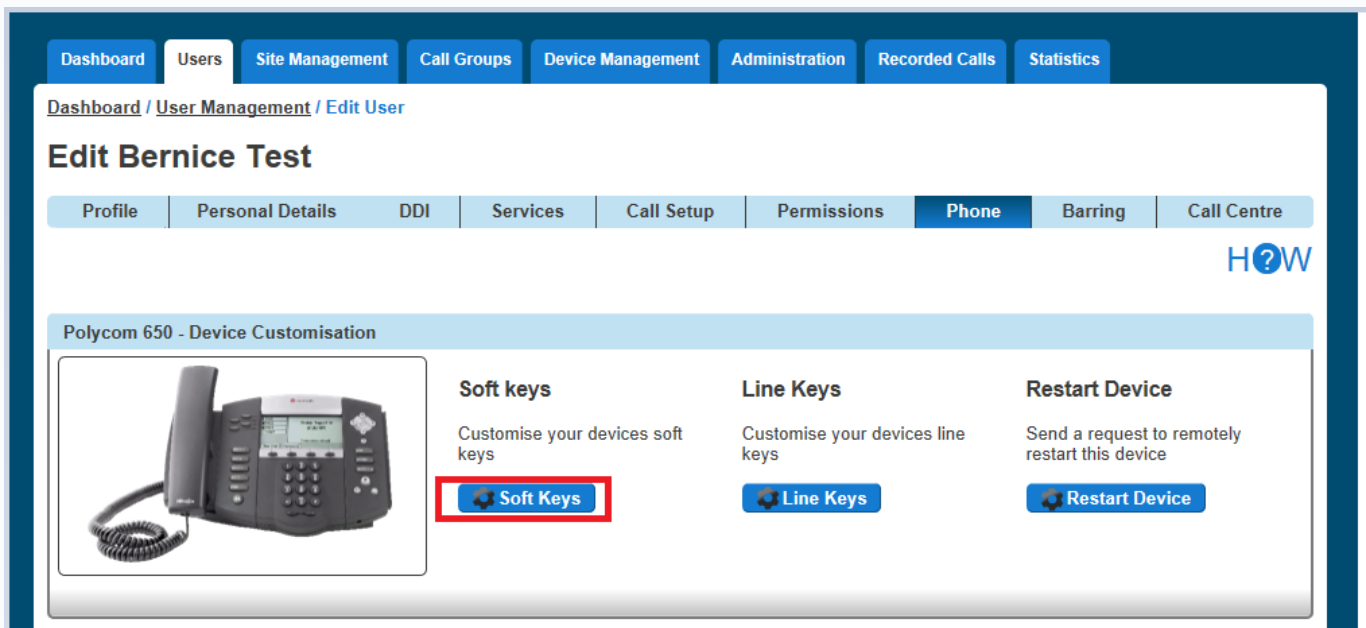
For full user guides of Polycom SoundPoint devices, please see the [Knowledge Base](#).

Assigning Soft Keys

Soft Keys are the buttons that go horizontally across your phone.

Step 1

When on the Device Customisation page for your Polycom SoundPoint device, select the “Soft Keys” option.



The screenshot shows the Polycom 650 Device Customisation page. The navigation bar at the top includes: Dashboard, Users, Site Management, Call Groups, Device Management, Administration, Recorded Calls, and Statistics. The breadcrumb trail is: Dashboard / User Management / Edit User. The main heading is "Edit Bernice Test". Below this is a sub-navigation bar with tabs: Profile, Personal Details, DDI, Services, Call Setup, Permissions, Phone, Barring, and Call Centre. The "Phone" tab is selected. On the right side, there is a "HOW" icon. The main content area is titled "Polycom 650 - Device Customisation" and contains three columns: "Soft keys" (Customise your devices soft keys), "Line Keys" (Customise your devices line keys), and "Restart Device" (Send a request to remotely restart this device). Each column has a corresponding button: "Soft Keys", "Line Keys", and "Restart Device". The "Soft Keys" button is highlighted with a red border.

Step 2

Select a Soft Key that you want to configure

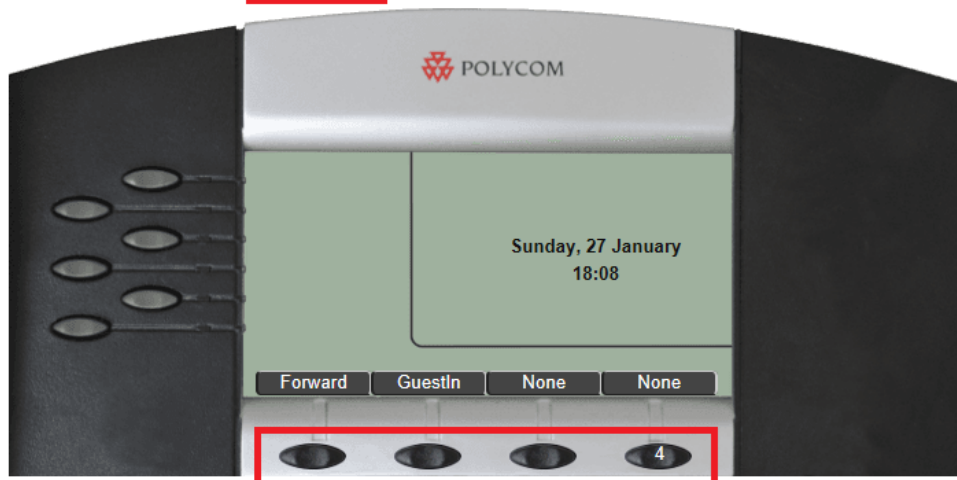
Edit Bernice Test



Polycom 650 - Soft Keys

Line Keys

Device State **Idle** Softkeys that display when the phone is idle



Reset Idle layout

More keys

WH?T

Back

Save

Remember to select the Device State that you want to configure (Idle or In Call).

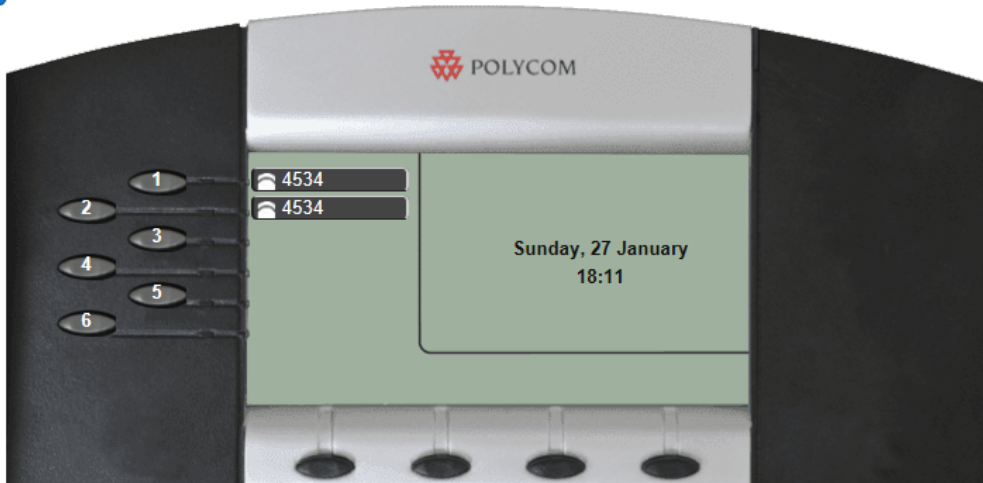
If you have a Sidecar set up and would like to configure the line keys on the Sidecar, click "Side Car" to load up the buttons of the Sidecar.

Edit Bernice Test



Polycom 650 - Line Keys

Soft Keys



Reset Layout

Side Car

Do you have any Sidecars installed? Yes No

Select Model: SoundpointIP

Amount: 1

WH?T

Back

Save

Step 3

Now select what you want that particular key to do. Please see the table in the [Device Customisation](#) section of this guide.

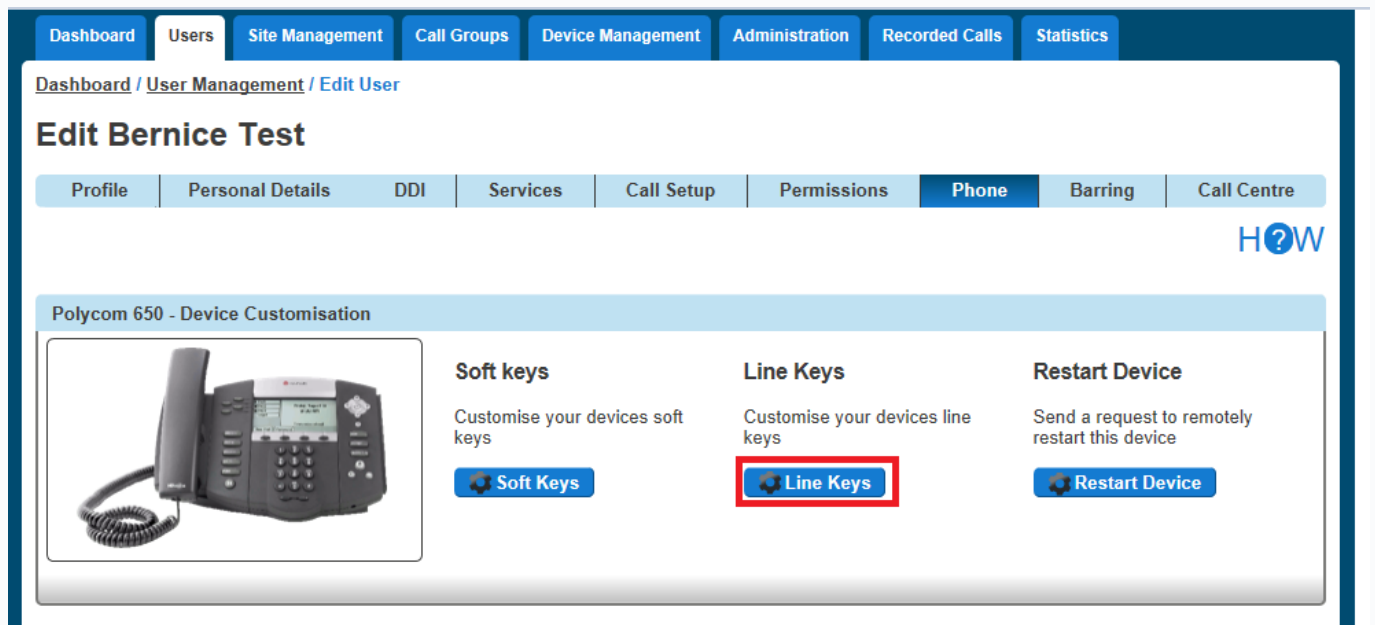
Clicking “Save” will restart the device(s) that you’ve configured to download the latest configuration file with your new handset setup.

Assigning Line Keys

Line Keys are the buttons that go horizontally across your phone.

Step 1

When on the Device Customisation page for your Polycom SoundPoint device, select the “Line Keys” option.



The screenshot shows the Polycom 650 Device Customisation page. The top navigation bar includes: Dashboard, Users, Site Management, Call Groups, Device Management, Administration, Recorded Calls, and Statistics. Below this, the breadcrumb trail is: Dashboard / User Management / Edit User. The main heading is "Edit Bernice Test". A secondary navigation bar includes: Profile, Personal Details, DDI, Services, Call Setup, Permissions, Phone, Barring, and Call Centre. The "Phone" tab is selected. On the right side, there is an "H?W" help icon. The main content area is titled "Polycom 650 - Device Customisation" and features an image of a Polycom 650 phone on the left. To the right of the image are three columns of options:

- Soft keys**: Customise your devices soft keys. Below this is a blue button labeled "Soft Keys".
- Line Keys**: Customise your devices line keys. Below this is a blue button labeled "Line Keys", which is highlighted with a red rectangular border.
- Restart Device**: Send a request to remotely restart this device. Below this is a blue button labeled "Restart Device".

Step 2

Select a Line Key that you want to configure

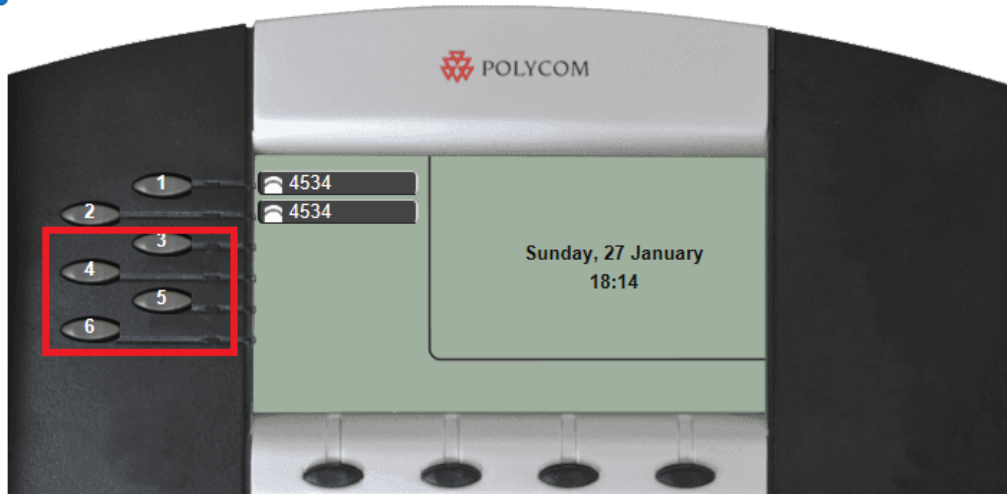
Edit Bernice Test

- Profile
- Personal Details
- DDI
- Services
- Call Setup
- Permissions
- Phone**
- Barring
- Call Centre



Polycom 650 - Line Keys

Soft Keys



Reset Layout

Side Car

Do you have any Sidecars installed? Yes No

Select Model:

Amount:



Back

Save

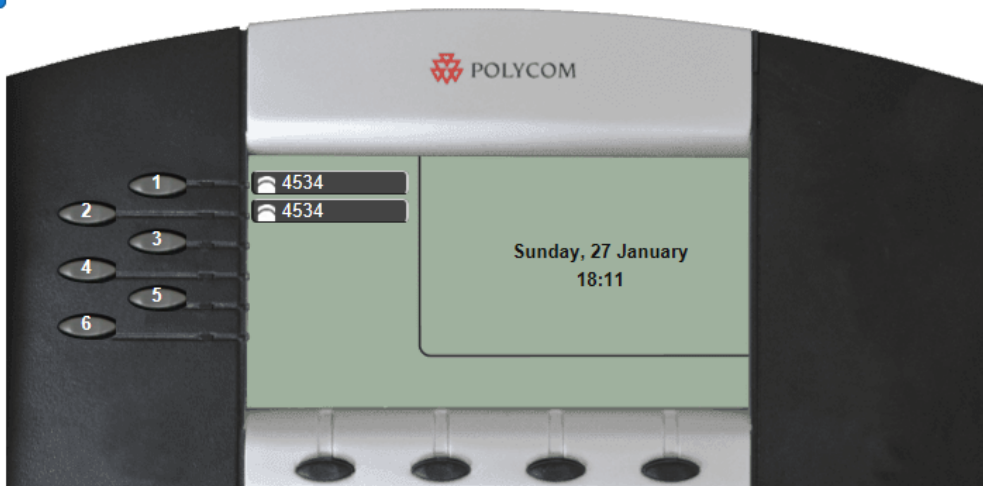
If you have a Sidecar set up and would like to configure the line keys on the Sidecar, click "Side Car" to load up the buttons of the Sidecar.

Edit Bernice Test



Polycom 650 - Line Keys

← Soft Keys



Reset Layout

→ Side Car

Do you have any Sidecars installed? Yes No

Select Model:

Amount:



← Back

✓ Save

Step 3

Now select what you want that particular key to do. Please see the table in the guide.

Clicking "Save" will restart the device(s) that you've configured to download the latest configuration file with your new handset setup.