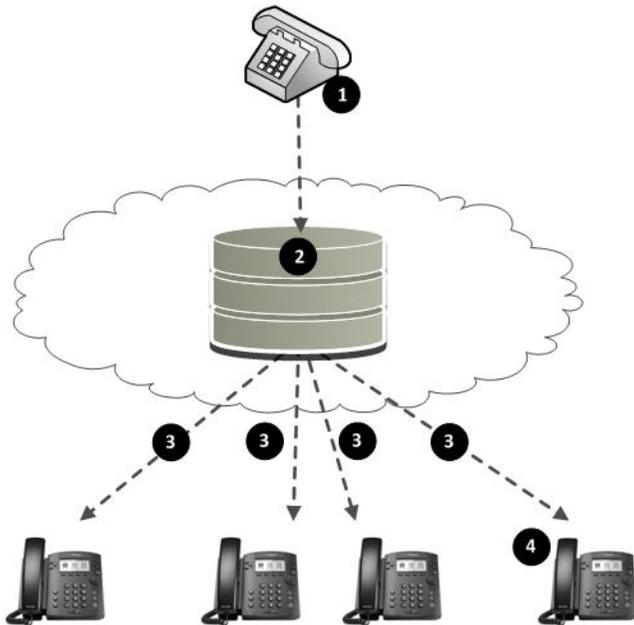


## Feature Overview

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.

My Site Adaption Technologies  
Welcome Adaption Technologies! [Help](#) | [Logout](#)

Adaption Demo (Hosted) (12637)

Adaption Demo (Hosted) Release N - 9.2.9, Build 11.28.2011\_12:15

Phone Assignment | Device Management | Site Services | User Features | Call History | Notes

Site Main Number: Two-Way List Export

Phone Number	Station	Extension	Model	MAC	Port	First Name	Last Name
(710) 330-1045		1945					2103391945
	Executive	5001	Polycom SoundPoint IP 650	0004F21C5AFE	1	Demo	1
	Executive	5002	Polycom SoundPoint IP 500	0004F204CE6E	1	Demo	2
	Executive	5003	Polycom SoundPoint IP 500	0004F204CE6E	1	Demo	3
		5004					2815555004
		1235					2815555005
		5006					2815555006
							2815555007
							2815555009
		0168					3038010168
		6045					5129426045
		5100					7134015100
		5102					7134015102
		5103					7134015103
		5104					7134015104
		5105					7134015105
		5106					7134015106
		5107					7134015107
		5108					7134015108
		5109					7134015109
		9984					7134015121
		5100					7134015100

*Note: A red arrow points to the 'Phone Number' column with a callout box: "Click on the phone number (DID) you want to assign".*

## Step 2. Assign the Station

Select the Hosted Square Key station type.

Station/Device/User Assignment

Phone Number: (760) 555-3608 Station: Device: Full Name: .

Station | Phone/Model | User Info

Choose or Unassign Station and then click Apply Step 1 of 3

Station

Select Station

- Executive
- Hosted Square Key 2 Lines

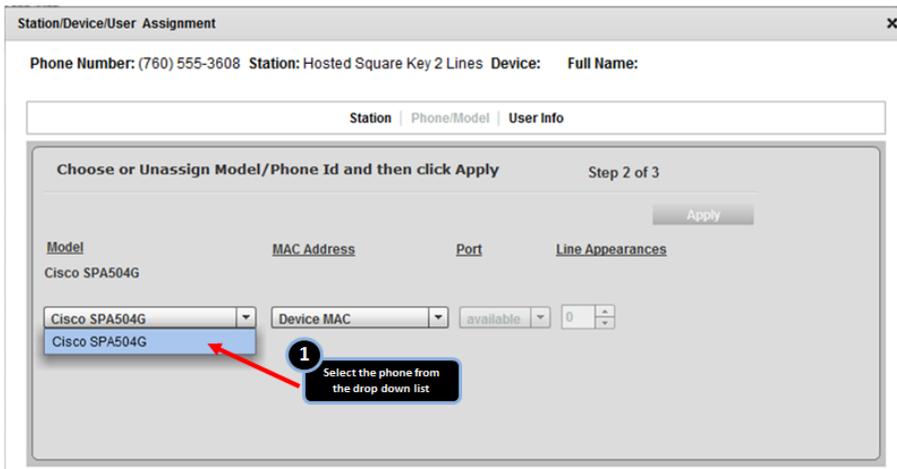
Apply

*Callouts:*

- 1: Select the station from the drop down
- 2: Click Apply
- 3: Click Phone/Model

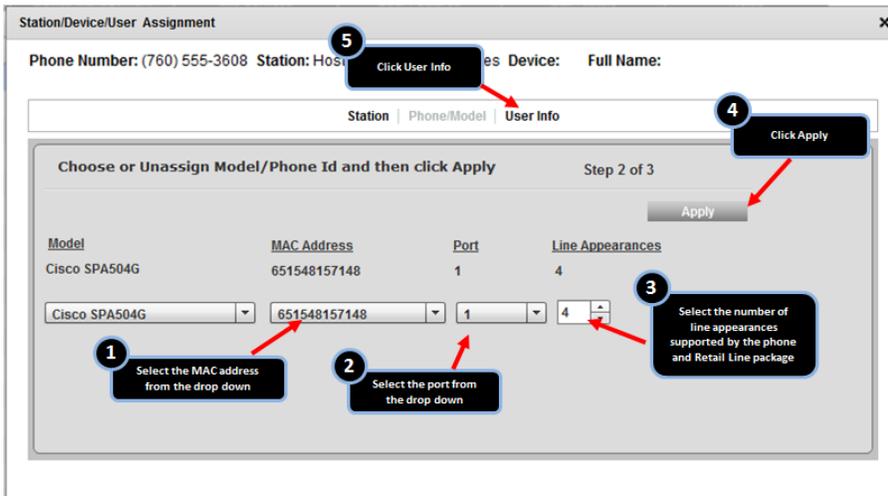
**Step 3. Assign phone**

Select the phone model supporting multiple Line Appearances



**Step 4. Specify Line appearances**

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



**Step 5. Assign User**

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

Station/Device/User Assignment

Phone Number: (760) 555-3608 Station: Hosted Square Key 2 Lines Device: Polycom VX 300 Full Name: HostedKey 7605553608

Station | Phone/Model | User Info

Create or Edit User Information and then click Apply Step 3 of 3

First Name: Chris Apply

Last Name: User

Caller Id Number: (760) 555-3608 Two-Way List

Extension: 3608

User Id: sample

Email Address: user@domain

Remove User

1 Enter user information then click Apply

## 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 Management | Site Services | User Features | Call History

Call Center

Voice Portal

Anywhere

Lead Numbers

Hosted Key

Outbound Calling

Instant Group Call

1 Click Hosted Key

Select a number to configure the devices.

First Name	Last Name	Type	Phone Number
Chris	User	Hosted Square Key 2	(760) 555-3608

2 Select the Line/User to share additional phones

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

This Hosted Square Key 2 Lines station has 2 line appearances of (760) 555-3608 configured on the primary device (B12312312877).

Number of appearances to assign to device: 2

Change the number of appearances configuration to filter the number of available devices assigned to the device. Then drag and drop to assign.

2 When you are finished assigning phones, click Reboot Devices

Reboot Devices

Available Devices					Assigned Devices				
MAC	First Name	Last Name	Number	Avail	MAC	First Name	Last Name	Number	Used
B12312312875				6	B12312312881	User2	7605553606	(760) 555-3606	2
B12312312874				6	B12312312878		7605553612	(760) 555-3612	2
B12312312870				6	B12312312872	User1	7605553602	(760) 555-3602	2
B12312312879				6					
B12312312871				6					
B12312312873				6					
B12312312876	User31613	7605553613	(760) 555-3613	5					
B12312312880	CC Supv1	7605553604	(760) 555-3604	4					

1 Select the phones to share from the "Available" list and drag to the "Assigned" list

## Step 7. Device Management

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

Vandalay Main  
 (405) 555-2256  
 7335 S Lewis Ave Tulsa, OK 74136 USA QA build - Release

Phone Assignment | **Device Management** | Site Services | User Features | Call History | Notes

Expand All | Collapse All | Select All | Export | Add Ported Device | Filter by:  Phone Number  MAC

Devices	Phone Number	Type	Detail
▼ Cisco SPA504G			
▼ 651548157148	(405)555-2256 - (4) <input type="checkbox"/>	PRIMARY	<a href="#">detail</a>
▼ 510410225958	(405)555-2256 - (4) <input type="checkbox"/>	SHARED	<a href="#">detail</a>
▼ 620706277301	(405)555-2256 - (4) <input type="checkbox"/>	SHARED	<a href="#">detail</a>
▼ 899539166652	(405)555-2256 - (4) <input type="checkbox"/>	SHARED	<a href="#">detail</a>

Select device lines and click "Device Status" button to get registration status: [Device Status](#)