Office Manager

- Updating Phone Buttons (Speed Dials & BLF)
- Listening to Call Recordings

Updating Phone Buttons (Speed Dials & BLF)

Introduction

This short guide helps you customize the keys for your desk phone, things like **Speed Dials** and **Busy Lamp Field (BLF)** lights, using the self-service user portal.

What you can do with this guide:

- Add or change **Speed Dial** buttons for extensions or external numbers
- Add **BLF** keys for user to see coworker status (idle/ringing/on a call) and optionally pick up their ringing calls
- Reorder keys and manage **sidecar/expansion modules**

Time required: About **3–5 minutes per phone** once you have the portal link and login. If your company locks button editing, you may see read-only screens, use the request template at the end and IT can apply the changes for you.

Before you start

- **What you'll need:**
  - Your **portal URL** (e.g., `https://pbx.precision-computer.com`)
  - Your **username** and **password** *(Username will generally be your ext@companyname)*
  - **Office Manager Permissions** *(Contact Support if needed)*
- **What these do:**
  - **Speed Dial**: Press to instantly call a number or to transfer a call to that number.
  - **BLF**: A light that shows a coworker's line status (idle/ringing/on a call) and lets you pick up or speed dial them or transfer calls to them.

> Tip: Button names vary slightly by brand (Poly, Yealink, Cisco, Grandstream) and by portal skin. Look for **Buttons**, **Line Keys**, **Programmable Keys**, or **Phone Settings**.

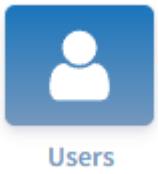
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1. Log in and locate phone

There are 2 main ways you may update a specific device

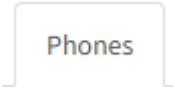
Option A: Users Tab

1. **Open the portal**: Go to https://pbx.precision-computer.com and **Sign In**.
2. Go to Users Tab

3. Click on The name or Pencil Icon to select user to edit

   
4. Select Phones tab

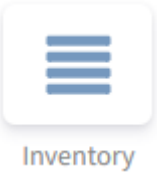
5. Select Gear Icon next to the phone you would like to edit

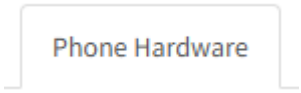
   Cordless phones usually do not have layouts that can be edited and will not show the gear icon
6. Now it will load into Button Builder where you can edit the phone layout

Option B: Inventory Tab

1. **Open the portal**: Go to https://pbx.precision-computer.com and **Sign In**.
2. Go to Inventory Tab



3. Select **Phone Hardware** tab, in Inventory page.



4. Select Gear Icon next to the phone you would like to edit



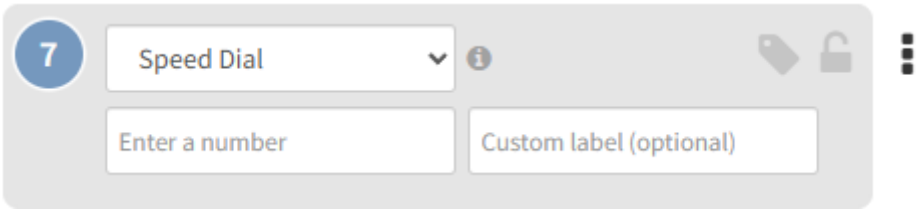
Cordless phones usually do not have layouts that can be edited and will not show the gear icon

5. Now it will load into Button Builder where you can edit the phone layout

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Part B: Add a Speed Dial button

1. Click **on** an empty **Key** slot.
2. **Type** or select **Speed Dial** (sometimes called **BLF/Speed Dial** or **Favorite**).



3. **Number/Value/Target**: Enter the **extension** (e.g., `203`) or **full phone number** (e.g., `15555551234`).
4. **Label**: Type the button name you want to see on the phone (e.g., HR, Chris, Support).
5. (Optional) **Account/Line**: If asked, leave as **Line 1** unless you use multiple lines.
6. Click **Save** (or **Apply**).

> Quick check: If your phone screen shows pages (1/2/3), pick a **Page**, **Row**, or **Key number** if the portal asks for it.

Part C: Add a BLF (Busy Lamp Field) button

1. Click **on** an empty **Key** slot.
2. **Type/Function**: choose **BLF** or **User BLF**.
3. **Extension/Monitored User/Value: Enter the coworker's extension (e.g., 203).**
4. **Label**: (Optional) Enter the coworker's name (e.g., *Chris B*), if left blank system will use name assigned to extension.
5. Click **Save** (or **Apply**).

> The light will show: **Green** = idle, **Blinking Red** = ringing, **Solid Red** = on a call, **Gray/off** = no status or error (exact behavior varies by phone brand).

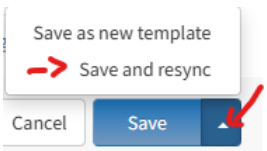
Part D: Reorder or move buttons

- **Drag and drop** by dragging the **Key number** to place a button in a specific spot.
- If you have a **sidecar/expansion module**, be sure you are editing the correct **Module (1, 2, …)** and **Page**.

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2. Send changes to the phone

1. Click **Save** in the portal first. Or **Save and Resync**.
2. Push the update to your phone using any one of these (depends on your portal/phone):
   - **Save and Resync** button, *which is visible when clicking arrow next to the Save button.*



   - **Reboot** the phone from the portal.
   - **Manual reboot**: Unplug power (or network if PoE), wait 5 seconds, plug back in. Or pressing reboot menu option on the phone itself.
3. Wait ~1–2 minutes for the phone to pull the new config. The new labels should appear.

Common examples

- **Speed Dial to external number**:
  - *Type*: Speed Dial
  - *Label*: *Help Desk*
  - *Number*: `16608271500`
- **BLF for coworker at extension 214**:
  - *Type*: BLF (or BLF/Speed Dial)
  - *Label*: *Alicia*
  - *Extension/Monitored*: `214`

Troubleshooting

- **My new button didn’t show up**
  - Make sure you clicked **Save/Apply** in the portal.
  - **Resync/Reboot** the phone.
  - Confirm you edited the **correct device/sidecar**.
- **BLF light doesn’t change**
  - Verify the **extension** is correct.
  - Confirm the monitored user is in your **same domain/tenant**.
  - Ask IT to check **BLF permissions** for your user (some systems restrict who can monitor whom).
  - Reboot your phone after changes.
- **I can’t edit buttons**
  - Your company may lock this feature. Ask IT to temporarily enable **self-service button editing** or to make the change for you.
- **I don’t see the same menu names**
  - Look for similar terms: **Buttons**, **Line Keys**, **Key Layout**, **Programmable Keys**, or **Phone Settings**. The path differs by phone brand and portal theme.

Quick Reference (Cheat Sheet)

- **Portal path**: *Devices/Phones → Buttons/Keys*
- **Speed Dial**: Label + Number (ext or E.164)

- **BLF**: Label + Extension (enable Pickup if desired)
- **Push to phone**: Save → Resync/Reboot → Wait ~1–2 min
- **Sidecar**: Pick Module + Page before placing keys

Optional: Popular phone brand notes

- **Poly/Polycom**: BLF is **Busy Lamp Field**; pickup often called **Directed Pickup**. Keys may be under **Line Key** vs **Soft Key** tabs.
- **Yealink**: Look for **DSS Keys**; BLF is **BLF** or **BLF List**; pages 1–3 map to screen pages and sidecars.
- **Cisco/Grandstream**: Similar wording; ensure you're placing keys on **Line Keys** (not Soft Keys) for persistent buttons.

Need IT to do it for you? (Template to send)

> **Please add/modify my phone buttons:**
> Device: <which extension and phone>
> Sidecar: *<yes/no & which>*
>
> 1. *Key 1: BLF – Alicia (214), Pickup enabled*
> 2. *Key 2: Speed Dial – Help Desk (+1 660 827 1500)*
>
> Please resync my phone when done. Thanks!

Send to Support@Precision-Computer.com

You're done! Your new Speed Dial/BLF keys should now appear on the phone. If something looks off, use the Troubleshooting section above or contact IT.

Listening to Call Recordings

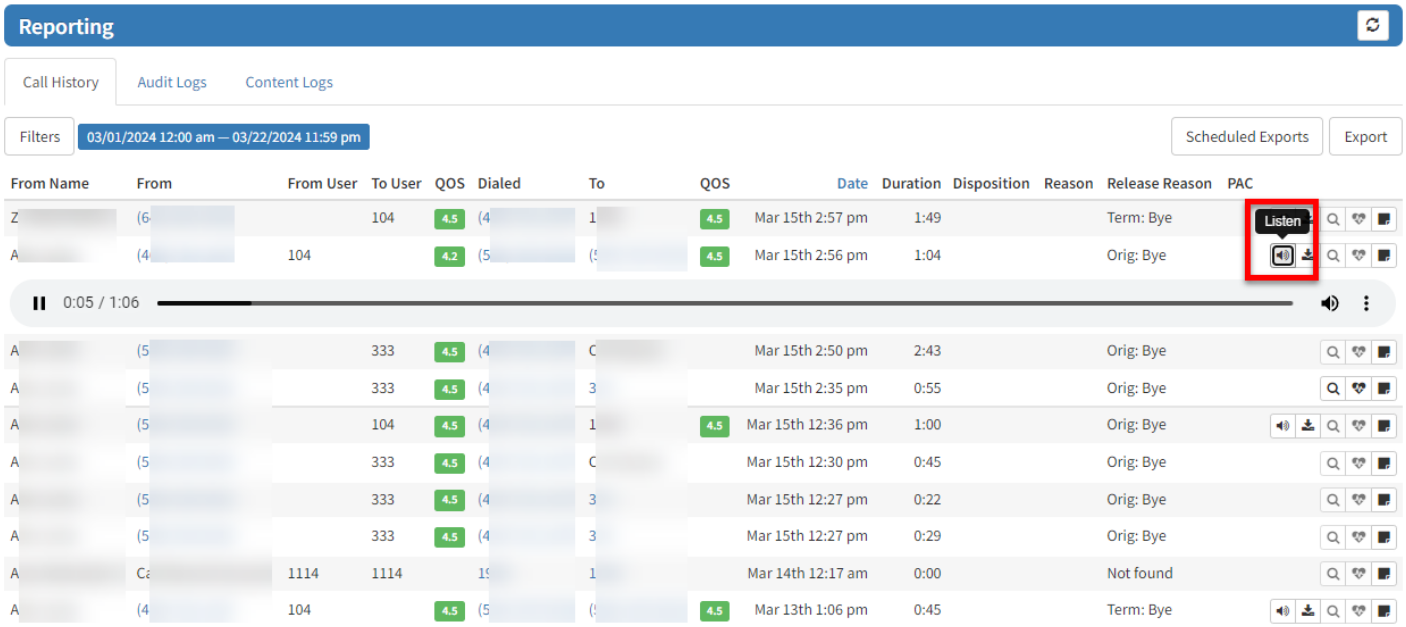
All call recordings will be stored in the user's Call History/Reporting Tab within the User Portal and can be played back on the fly or downloaded. You will need to have Office Manager role to see all the recordings.

1. Login: https://pbx.precision-computer.com as Office Manager

2. Click on Reporting Tab (If you do not see it, then you don't have proper permissions)



3. Just find the call you want to playback and click Listen, see below:



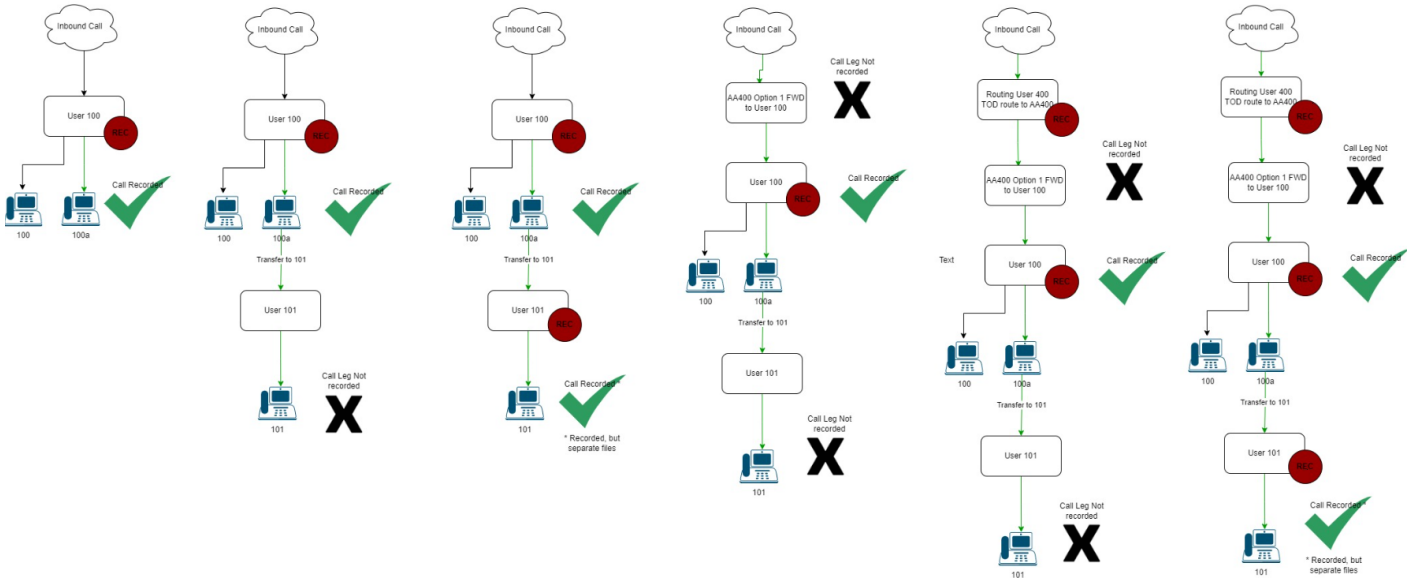
Important Call Recording Conditions

There are 2 ways you can call any user on the system:

1. Call their USER which will then follow the answering rules of that user (the default routing is to the user's DEVICE)
2. Call the user's DEVICE directly - which will ignore the User's answering rules, and only ring the specific device.

> Note: Routing to a User in a Ring Group (a.k.a Hunt Group) or Call Queue goes directly to the User's DEVICE and not to the USER.

Call Recording CONDITIONS depend on HOW the call is routed to the user.



CONDITION 1: Call Recording is activated on the user's USER **and** DEVICE (this is done in 2 separate screens in the portal), then these conditions will result:
--- Call to DID: Yes
--- Call to Auto Attendant: Yes
--- Call transferred to extension: Yes
--- Call Parked and picked up by another extension: Yes
--- Call into Ring Group: Yes
--- Call into Call Queue: Yes

CONDITION 2: Call Recording is activated on the user's USER and **not** the DEVICE, then:
--- Call to DID: Yes if the DID is routed to the USER
--- Call to Auto Attendant: Yes if the AA is routed to the USER.
--- Call transferred to extension: Yes
--- Call Parked and picked up by another extension: Yes
--- Call into Ring Group: No
--- Call into Call Queue: No

CONDITION 3: Call Recording is activated on the user's DEVICE and **not** the USER, then:
--- Call to DID: Yes, but only if the answering rules for USER are routed to the DEVICE.
--- Call to Auto Attendant: Yes, but only if the answering rules for USER are routed to the DEVICE.
--- Call transferred to extension: Yes, but only if the answering rules for USER are routed to the DEVICE.
--- Call Parked and picked up by another extension: Yes, but only if the answering rules for USER are routed to the DEVICE.
--- Call into Ring Group: Yes
--- Call into Call Queue: Yes

If you are missing a recording, you may contact support to request recording. There is a limited window to recover a missing recording.