



**USER GUIDE**

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# **Polycom<sup>®</sup> VVX<sup>®</sup> Business Media Phones with Better Together over Ethernet**

**Applies to Polycom VVX 201, 300 Series, 400 Series,  
500 Series, and 600 Series Business Media Phones**



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# Before You Begin

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This *Polycom VVX Business Media Phones with Better Together over Ethernet User Guide* contains overview information on using Polycom VVX Business Media Phones in a Microsoft environment with Better Together over Ethernet.

## Audience, Purpose, and Required Skills

This guide is intended for beginning users, as well as intermediate and advanced users who want to learn more about their phone's features.

## Related Documentation

For additional information about the Polycom VVX Business Media Phones and the VVX Expansion Modules, view the following support pages:

- [Polycom VVX 201](#)
- [Polycom VVX 300 and 310](#)
- [Polycom VVX 301 and 311](#)
- [Polycom VVX 400 and 410](#)
- [Polycom VVX 401 and 411](#)
- [Polycom VVX 500](#)
- [Polycom VVX 501](#)
- [Polycom VVX 600](#)
- [Polycom VVX 601](#)
- [Polycom VVX Expansion Modules](#)

You can view the following types of documents on each product page:

- *Quick Tips*—A quick reference on how to use the phone's most basic features.
- *Quick Start Guide*—This guide describes the contents of your package, how to assemble the phone or accessory, and how to connect the phone to the network. The quick start guide is included in your phone package.
- *Wallmount Instructions*—This document provides detailed instructions for mounting your phone on the wall. To install your phone on the wall, you need the optional wallmount package, which includes the wallmount instructions.
- *Administrator Guide*—This guide provides detailed information about setting up your network and configuring phone features.

- *Regulatory Notice*—This guide provides information for all regulatory and safety guidance.

You can also view **Feature Descriptions** and **Technical Notifications** on the [Polycom Voice Support](#) page. These documents describe workarounds to existing issues and provide expanded descriptions and examples for phone settings and features. You can find these documents on the [Polycom Profiled UC Software\\_Features](#) and [Polycom Engineering Advisories\\_and\\_Technical\\_Notifications](#) support pages.

# Logging Into and Locking Your Phone

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VVX business media phones enable you to sign into the phone with your Skype™ for Business credentials, or lock your phone.

If your system administrator has set up user credentials for your phone, you can view your personal settings from any phone that is part of your organization. You can log in to a phone by entering your user ID and password, and access your contact directory, speed dials, and settings. Contact your system administrator for your user credentials.

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**Note:** Some of the features described in this section require access to the Basic settings menu on the phone. If your phone requires a password to access the Basic settings menu, contact your system administrator for assistance customizing your phone.

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## Sign Into Skype for Business on Your Computer using BToE

When your phone is connected to your computer and paired using Better Together over Ethernet (BToE), you can sign into the phone using the Skype for Business client on your computer.

### TASK

- 1 Select the **Sign In** soft key, or select **Settings > Features > Skype > Sign In**.
- 2 Select **Via PC** or **Paired Lync Client**.
- 3 In the Skype for Business client on your computer, enter your login credentials.

A confirmation message is displayed when your phone successfully signs into Skype for Business.

## Sign Out of Skype for Business

If you are signed into Skype for Business on a public phone, make sure you sign out of your account after you finish using the phone.

After you sign out of Skype for Business, you cannot call or view your Skype for Business contacts. However, you can still use other phone features.

- » Press the **Sign Out** soft key or select **Settings > Features > Skype > Sign Out**.

## Set the Time and Date Format

After you sign into your phone with your Skype for Business credentials, you have the option to set the time zone and select a time and date format. If you do not choose to set up your phone when you first sign in, you can set the time and date formats later.

### TASK

- 1 After you sign into Skype for Business on your phone, select **Next**.
- 2 On the Customize Time Zone screen, select your time zone and press **Next**.
- 3 On the Customize Time Format, choose a time format and press **Next**.
- 4 On the Customize Date Format screen, choose a date format and press **Next**.

## Locking Your Phone

Consider locking your phone if you want to:

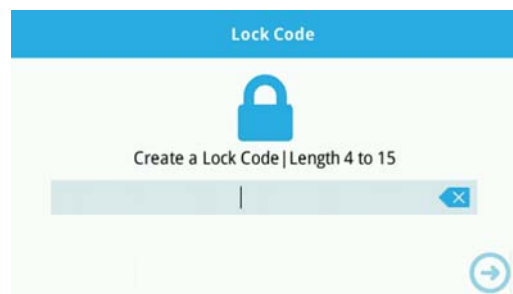
- Prevent unauthorized outgoing calls.
- Prevent people from viewing or modifying phone information, such as your directory, call lists, or favorites.

When your phone is locked, you can:

- Place outgoing calls to a contact, unless your system administrator restricts your phone to placing calls to emergency and authorized numbers only.
- Answer incoming calls.

## Set a Lock Code for Your Phone

When you sign into your Skype for Business account on your phone, you are prompted to set a lock code that includes 4 to 15 numbers, as shown next. After you set a lock code, you can use the code to unlock your phone.



**Figure 1:** Create a Lock Code screen

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**Note:** You cannot dismiss the prompt to create a lock, however, the prompt will disappear if you do not create a lock code in a set amount of time. If you do not create a lock code when prompted, you will be automatically signed out of your phone, and you must create a lock code when you sign into your phone again.

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## TASK

- 1 Enter at least a four digit number for your lock code.
- 2 Confirm your lock code.

Your lock code is set, and you can use your lock code to unlock your phone.

## Lock Your Phone


After you create a lock code, you can lock your phone anytime you leave your desk. Your phone also automatically locks after your phone is idle for a set amount of time, which is set by your system administrator.

- » Do one of the following:
  - Select the **Lock** soft key.
  - From the Home screen, select **Lock**.
  - Navigate to **Settings > Basic > Device Lock**, then select **Lock Now**.

## Unlock Your Phone

You can unlock your phone using your lock code.

## TASK

- 1 Select **Unlock** or tap .
- 2 Enter your lock code, and select **Enter**.  
The phone unlocks.

## Change Your Lock Code

You can change your lock code at any time from your phone.



## TASK

- 1 Navigate to **Settings > Basic > Device Lock > Change Lock Code**.
- 2 Enter your current lock code, a new lock code, and confirm your new lock code.
- 3 Select **Submit**.

## Reset Your Lock Code

If you forget your lock code, you can reset the code from your phone using your login password.

## TASK

- 1 On the Lock screen, select **Unlock** or tap .
- 2 Select **Forgot** or tap .
- 3 On the Forgot Lock Code screen, enter your login password or PIN for your Skype for Business account.

- 4 Enter and confirm your new lock code.

# Connecting to Skype for Business on Your Phone using Better Together over Ethernet

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Better Together over Ethernet (BToE) with Skype for Business on VVX phones enables you to control Skype for Business audio and video call activity from your VVX phone and your computer using your Skype for Business client. You can also use BToE to sign in to your phone using your Skype for Business credentials. In order to use BToE, you need to download and install the Polycom BToE Connector application.

## Installing the Polycom Better Together over Ethernet Connector

The Polycom BToE Connector enables you to use the BToE feature on your VVX phone when it's connected to a Microsoft® Windows® computer. You must download, install, and start the Polycom BToE Connector application before enabling and pairing BToE on your phone and computer.

You can install the Polycom BToE Connector application on the following operating systems:

- Windows 7
- Windows 8
- Windows 8.1
- Windows 10

## Download the Polycom BToE Connector

Before you can start using BToE, you need to download the BToE Connector application, version 3.4.0 or later, from [Polycom Voice Support](#).


### TASK

- 1 On the support site, click **Polycom Better Together over Ethernet Connector Application**, version 3.4.0 or later.  
A screen with Polycom's user terms and conditions display.
- 2 Agree to Polycom's user terms and conditions, and click **Submit**.

## Install the Polycom BToE Connector

After you have downloaded the Polycom BToE Connector installer, you can install the application on your computer.

#### TASK

- 1 Unzip the downloaded file and click the **Polycom BToE Connector.msi** file.  
The setup dialog box is displayed.
- 2 Click **Agree and Install** to continue.
- 3 Choose an installation folder and click **Install**.  
By default, the Polycom BToE Connector application installs in the C:\Program Files (x86)\Polycom\Polycom BToE Connector\ folder.  
A User Account Control dialog box is displayed.
- 4 Ensure that the dialog box lists **Polycom Inc.** as the verified publisher and click **Yes**.  
If Polycom Inc. is not listed as the publisher, click **No** and download the application again from the [Polycom Voice Support](#) site.  
A Windows Security dialog box is displayed.
- 5 Ensure that the dialog box lists **Polycom Inc.** as the publisher and click **Install**.
- 6 Select the **Always trust software from Polycom Inc.** check box if you want your computer to automatically allow future software downloads from Polycom.  
A dialog box showing the Polycom BToE Connector installation's progress is displayed.
- 7 After the software has finished installing, click **Finish**.  
The **View Readme file** and **Launch Polycom BToE Connector** options are selected. You can choose to uncheck these options before clicking **Finish**.  
If you do not uncheck the **Launch Polycom BToE Connector** option, the Polycom BToE Connector application starts on your computer and the icon  is displayed in the notification area of your system tray, as shown next. If you uncheck the option, the desktop icon is displayed on your desktop, and the application does not start.



## Start the Polycom BToE Connector

If you do not choose to open the Polycom BToE Connector Application during the installation process, you must start the application before connecting your phone to your computer.

- » Click the Polycom BToE Connector desktop icon  on your computer, or click **Start > All Programs > Polycom > Polycom BToE Connector**.

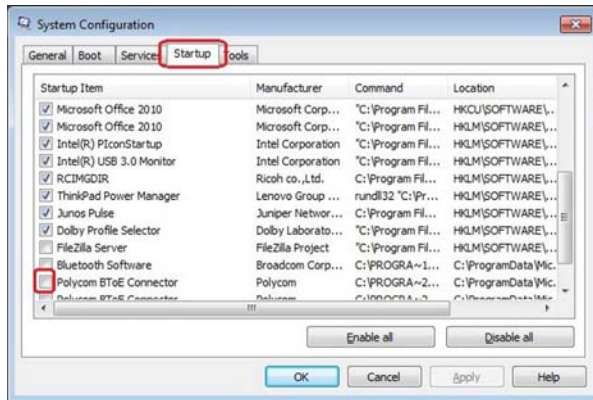
## Disable Auto-Start for the Polycom BToE Connector

After you start the application the first time, the Polycom BToE Connector automatically launches when you start your computer. If you do not want the application to automatically start on your computer, you can disable the auto-start feature.

#### TASK

- 1 On your computer, open the **Start** menu and type **Run** in the search field.

- 2 Click **Run**, type `msconfig` in the text field, and click **OK**.
- 3 In the **System Configuration** dialog box, click the **Startup** tab.
- 4 Find **Polycom BToE Connector**, and uncheck the check box, as shown next.



- 5 Click **OK** > Exit without restart.


## Pairing Your Phone with Your Computer

By default, BToE is enabled on your phone when you sign into the phone with your Skype for Business user credentials. When BToE is enabled, the BToE icon  is displayed in the status bar on your phone.

Before you can begin using BToE, you must pair your Polycom phone and your computer. By default, your phone is set to pair with your computer automatically when Better Together over Ethernet is enabled and you connect your phone to your computer over Ethernet. You can choose to manually pair your phone with your computer using the BToE Connector application and a pairing code generated by your phone.

## Automatically Pair Your Phone with Your Computer using BToE



By default, your phone is set to automatically pair with your computer when you connect your phone to your computer over Ethernet.

When your phone is paired with the Skype for Business client on your computer, the message "Successfully paired" is displayed on your phone, and the BToE Mode icon  displays in the system tray on your computer.

### TASK

- 1 On your phone, navigate to **Settings > Features > BToE PC Pairing**.
- 2 Select **Pairing Mode**, then select **Auto**.
- 3 Connect an Ethernet cable from your computer to the PC port on your phone.  
The message "Successfully Paired" is displayed on the phone, and, if you are not signed into Skype for Business on your phone, a dialog box is displayed on your computer asking for your Skype for Business login credentials.
- 4 If the dialog box does not display on your computer, select **Sign In** on your phone, and choose **User Credentials** or **Paired Client**.

- 5 Enter your login credentials in the dialog box.

The message “Better Together Activated” is displayed on your phone, the BToE icon  is displayed on the status bar, and the Paired BToE icon  is displayed in the system tray on your computer.

Polycom VVX Phone is displayed in your list of audio devices in your Skype for Business client. When the same user account is signed into the phone and the Skype for Business client, your computer and phone are paired, and BToE is activated. However, when the phone and Skype for Business client are signed into with different user accounts (for example, when you connect your computer to a shared phone), the computer and phone are paired, but BToE is not activated.

## Manually Pair Your Phone with Your Computer using BToE



You can use a pairing code generated by your phone to manually pair your computer with any Skype for Business-enabled phone on your company's network. When you set your phone to manually pair with your computer, your phone generates a six-digit pairing code, and you must enter that code into the Polycom BToE Connector application.

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**Note:** You must have the Polycom BToE Connector application, version 3.4.0 or later, to use manual pairing.

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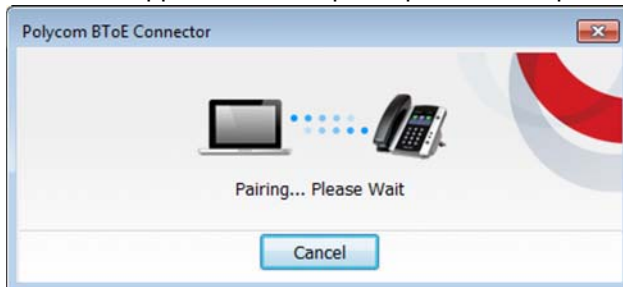
### TASK

- 1 On your phone, navigate to **Settings > Features > BToE PC Pairing**.
- 2 Select **Pairing Mode**, then select **Manual**.
- 3 Connect an Ethernet cable from your computer to the PC port on your phone.  
A six-digit pairing code displays. For example,  
459368.
- 4 On your computer, click the Polycom BToE Connector desktop icon  to start the application.
- 5 Right-click the application icon , then click **Pair with Phone**.

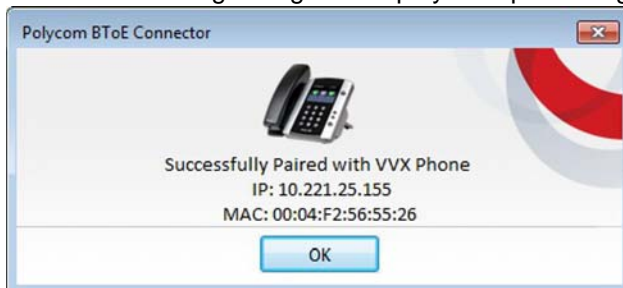
- 6 Enter the six-digit pairing code shown on the phone into the notification on your computer, as shown, then click **Pair**.




The application attempts to pair with the phone, and the following dialog displays.




If the pair code was entered correctly, a dialog box indicating that the computer is successfully paired with the phone displays on your computer, as shown next. If the phone is registered before pairing, the following dialog box displays the phone registration instead of the IP and MAC addresses.




- 7 If the phone is not registered, enter your login credentials into the dialog displayed on your computer.

The message “Better Together Activated” is displayed on your phone and the BToE icon  is displayed on the status bar.

When your phone is paired with the Skype for Business client on your computer, the message “Successfully paired” is displayed on your phone, and the BToE Mode icon  displays in the system tray on your computer.

## Set Your Phone as Your Primary Audio Device

Before you begin using the BToE feature, you need to ensure that your Polycom VVX phone is set as your primary audio device in your Skype for Business client on your computer.

- » In your Skype for Business client, click the audio device icon  and select **Polycom VVX Phone** as your primary device, as shown next.

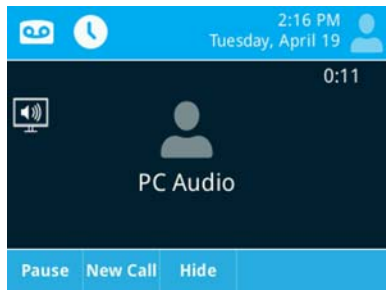
## Use Your Phone as Your Primary Audio Device for Your Computer

In addition to the audio from Skype for Business calls playing on your phone, you can also have the audio from media, such as music or web videos, play on your VVX phone by setting your phone as your primary audio device for your computer.

### TASK


- 1 On your computer, click **Start > Control Panel**.
- 2 In the **Control Panel**, click **Hardware and Sound > Sound**.
- 3 Click **Polycom VVX Phone**, and click **Set Default**.
- 4 Click **OK**.

Any audio from music or videos plays on your VVX phone, and the PC Audio screen is displayed, as shown next.



## Use BToE to Open the Web Configuration Utility

When your phone is paired with your computer, you can launch the Web Configuration Utility from the Polycom BToE Connector application. You can use the Web Configuration Utility to update or change user features for your phone.

- » On your computer, right-click the BToE application icon  in the system tray, then click **Launch VVX Web UI**.

## Using BToE to Lock and Unlock Your Phone

When your phone is paired with your computer, you can lock and unlock your phone automatically when you lock or unlock your computer. After you lock your computer, your phone locks within 10 seconds after your computer, if your phone is not in use. When you unlock your computer, your phone unlocks immediately after your computer.

## Using BToE to Manage Calls on Your Phone and Skype for Business client

After your VVX phone is paired with your computer, you can answer and place audio and video calls with your Skype for Business contacts on your phone and in the Skype for Business client on your computer. You can hold and resume audio calls and pause and resume video calls on your VVX phone. BToE enables you



to communicate with Skype for Business contacts using your Skype for Business client while providing you with quality audio through your VVX phone.

You can use any registered VVX phone as your primary audio device for all Skype for Business calls even if you are not signed into your Skype for Business account on the phone. When you connect a VVX phone that is registered to another user to your computer, the phone acts as a speakerphone for all audio and video calls initiated in the Skype for Business client on your computer.

You can only have a video call between you and one other person. Calls with three or more people are audio-only.

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**Note:** If you want to route audio from media that uses the computer's speakers, such as from web videos or media players, you must manually change the computer's default audio speaker device to use Polycom VVX Phone.

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## Answer BToE Calls

When you are signed into the Skype for Business client and the connected phone with the same account, the way you answer calls is different than if the Skype for Business client and the connected phone are signed in with different accounts.

- » Do one of the following:
  - If signed in with the same user accounts, press the **Answer** soft key on your phone or click **Answer** in the Skype for Business client.
  - If signed in with different user accounts and the incoming call is for the account signed into Skype for Business, click **Answer** in the Skype for Business client.

The call is displayed on the VVX phone and Skype for Business client. On the phone, the PC audio icon  is displayed next to the Skype for Business call, and the audio for the call is played through the phone's speakerphone.
  - If signed in with different user accounts and the incoming call is for the account signed into the phone, press the **Answer** soft key on the phone.

The call is displayed on the phone only.

## Place BToE Calls

You can place calls to Skype for Business contacts in the Skype for Business client and on your phone.

- » Choose a contact and select **Call**.

## Pause and Resume BToE Calls

You can pause active audio and video Skype for Business calls on your phone when you are signed into different user accounts on your phone and the Skype for Business client. You can also pause video calls when you are signed into the same user account on the phone and in the client. However, when you pause an audio or video call on your phone, the call remains active in the Skype for Business client on your computer.

TASK

- 1 Select **Pause** on your phone.


The audio or video call is paused on your phone, but not in the Skype for Business client on your computer.

- 2 Press **Resume** on your phone.

## Move Call Audio between Your Phone and Computer

During an active Skype for Business call, you can move the call audio from your phone to your computer or from your computer to your phone.

TASK

- 1 During an active call in the Skype for Business client, click .
- 2 Click **Devices** and do one of the following:
  - Click **Handset** to move the call audio from your computer to your phone.
  - Click **PC Mic and Speakers** to move the call audio from your phone to your computer.

## Disable BToE on Your Phone


You can disable the BToE feature on your phone and unpair your phone from the computer. When you disable BToE, you can no longer use the feature on your VVX phone and Skype for Business client on your computer.

- » Do one of the following:
  - Disconnect the Ethernet cable from the PC port on your phone.
  - Navigate to **Settings > Advanced > Administration Settings > BToE PC Pairing** and press **Disabled**.

BToE is disabled on your phone, and you can no longer use the BToE feature.

## Stop BToE on Your Computer

You can stop the Polycom BToE Connector at any time. When you stop the application, you can no longer use the BToE functions on your Polycom phone and computer.

- » Right-click  in the system tray and select **Exit**.

The Polycom BToE Connector is no longer active on your computer and you cannot use the BToE feature.

## Uninstall the Polycom BToE Connector

You can uninstall the Polycom BToE Connector at any time. Note that after you uninstall the Polycom BToE Connector, you can no longer use BToE. If you decide to start using the BToE feature again, you must

reinstall the Polycom BToE Connector and repeat the steps for enabling and pairing your Polycom phone and computer.

Before uninstalling the Polycom BToE Connector, you need to disable BToE and unpair your phone and computer.

TASK

- 1 In the **Start** menu, select **All Programs > Polycom > Polycom BToE Connector > Uninstall Polycom BToE Connector**.

A dialog box asking if you're sure you want to uninstall this product is displayed.

- 2 Choose **Yes** to uninstall the Polycom BToE Connector.

A dialog box showing the progress of the application uninstall is displayed.

# Troubleshooting

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This section lists potential issues, problems, and common difficulties and possible solutions to guide you towards resolving those issues.

## Better Together over Ethernet

Use the following solutions as a guide to resolving issues, problems, or common difficulties while installing the Polycom BToE Connector or pairing your devices.

### Troubleshoot Polycom BToE Connector Installation

If the Polycom BToE Connector fails to install, download and reinstall the application from [Polycom Voice Support](#) on your computer.

If the application installation continues to fail, find the log file for the installation error and call [Polycom Technical Support](#). The technical support representative needs the log file to understand why the installation failed.

If you cannot access the log files, contact your system administrator for assistance.

#### TASK

- 1 Open the **Start** menu and select your user name.
- 2 Select the folders `AppData > Local > Temp > MSI*.LOG`.

### Troubleshoot Polycom BToE Connector Start Issues

If the Polycom BToE Connector successfully installs, but the application fails to start or you experience other application-related failures, uninstall the Polycom BToE Connector and reinstall the application.

If the application still does not start or you experience other related issues, find the log file showing the failed to start error and call [Polycom Technical Support](#). The technical support representative needs the log file to understand why the application failed to start.

If you cannot access the log files, contact your system administrator for assistance.

#### TASK

- 1 Open the **Start** menu and select your user name
- 2 Select the folders `AppData > Local > Polycom > Polycom BToE Connector`.
- 3 Click the file **polycom\_BTOE\_log.txt**.

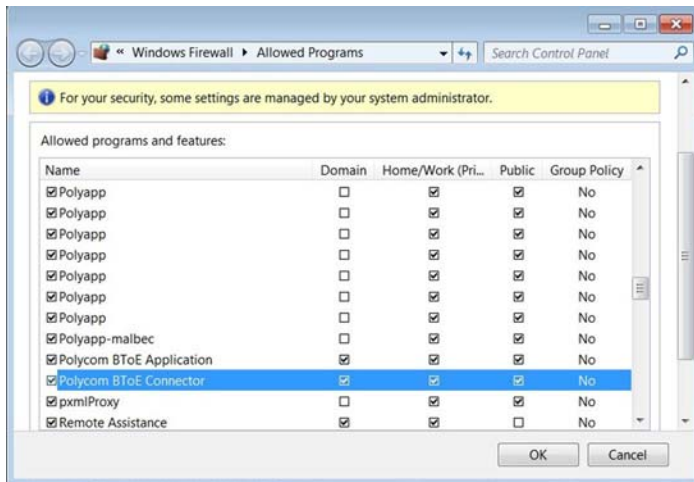
## Troubleshoot Pairing

Make sure that the Ethernet cable is plugged into the PC port on the phone.

If the warning message states that the phone was unable to pair, you need to ensure that Polycom BToE Connector is an allowed program in your system's firewall on your computer.

### TASK

- 1 Navigate to **Start > Control Panel > System and Security > Windows Firewall > Allow a program through Windows Firewall.**
- 2 Click **Change Settings.**
- 3 Search for **Polycom BToE Connector** in the list of applications and click the check boxes for **Domain, Home/Work,** and **Public** networks.



- 4 Click **OK.**