USER GUIDE

6.0.0 | April 2019 | 3725-48814-003A

# Polycom® VVX® Business IP Phones with Better Together over Ethernet



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# Before You Begin

**Topics:**


- Audience, Purpose, and Required Skills
- Related Documentation
- Getting Help


This *Polycom VVX Business IP Phones with Better Togheter over Ethernet - User Guide* contains overview information for navigating and performing tasks on Polycom® VVX® Business IP Phones.

This user guide contains information for the following Polycom® VVX® products and accessories:

- VVX 250 business IP phones
- VVX 350 business IP phones
- VVX 450 business IP phones
- VVX EM50 expansion module

## 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 the features available with VVX business IP phones.

## Related Documentation

You can view the following types of documents on each product support page on Polycom Voice Support:

- Quick Tips—A quick reference on how to use the phone's most basic features.
- Setup Sheet—This guide describes the contents of your package, how to assemble the phone or accessory, and how to connect the phone to the network. This 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 features.
- Regulatory Notice—This guide provides information for all regulatory and safety guidance.

You can also view Feature Descriptions and Technical Notifications that 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.

# Getting Help

For more information about installing, configuring, and administering Polycom products, refer to **Documents & Software** at Polycom Support.

## Polycom Partner and Solution Resources

To find all Polycom partner solutions, see Strategic Global Partner Solutions.

Polycom Implementation and Maintenance services provide support for Polycom solution components only. Additional services for supported third-party Unified Communications (UC) environments integrated with Polycom solutions are available from Polycom Global Services and its certified Partners. These additional services help customers successfully design, deploy, optimize and manage Polycom visual communications within their UC environments.

Professional Services for Microsoft Integration is mandatory for Microsoft Office Communications Server, Microsoft Lync Server 2013, Skype for Business Server 2015, or Office 365 integrations. For additional information and details, refer to http://www.polycom.com/services/professional_services/index.html or contact your local Polycom representative.

## The Polycom Community

The Polycom Community gives you access to the latest developer and support information, and the community enables you to participate in discussion forums to share ideas and solve problems with your colleagues. To register with the Polycom Community, simply create a Polycom online account. When logged in, you can access Polycom support personnel and participate in developer and support forums to find the latest information on hardware, software, and partner solutions topics.

# Getting Started with Polycom® VVX® Business IP Phones

**Topics:**


- Overview of Phone Hardware and Keys
- Accessing Screens on VVX Business IP Phones
- Icons and Status Indicators on VVX Business IP Phones
- Entering Information in Data Fields


Before you use your phone, take a few moments to familiarize yourself with its features and user interface.

The terms “the phone” and “your phone” refer to any of the VVX business IP phones. Unless specifically noted in this guide, especially with regard to phone graphics, all phone models operate in similar ways.

**Note:** As you read this guide, keep in mind that certain features are configurable by your system administrator or determined by your network environment. As a result, some features may not be enabled or may operate differently on your device. Additionally, the examples and graphics in this guide may not directly reflect what is displayed or is available on your device screen.

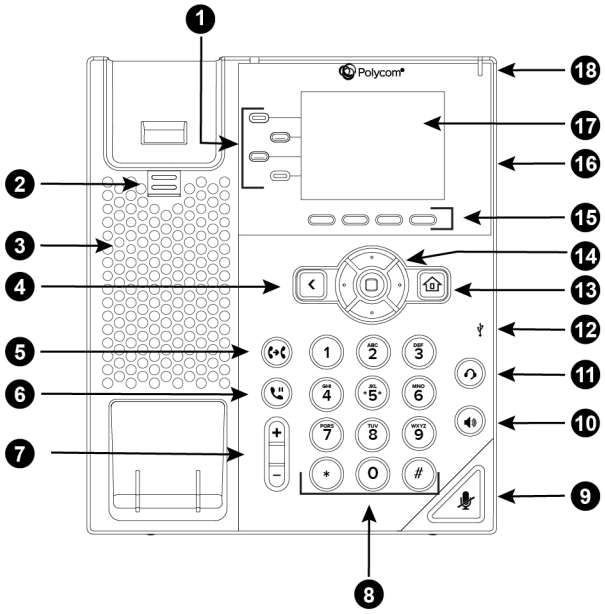
## Overview of Phone Hardware and Keys

Use the following figures and tables to understand hardware features available on VVX business IP phones. For more information about attaching phone hardware, including how to connect your phone to the network, see the Setup Sheet for your phone available on your phone's support page on Polycom Voice Support.

### VVX 250 Hardware

The following figure displays the hardware features on VVX 250 business IP phones. The table lists each feature numbered in the figure.

**Figure 1: VVX 250 hardware features**




**VVX 250 Hardware Features**

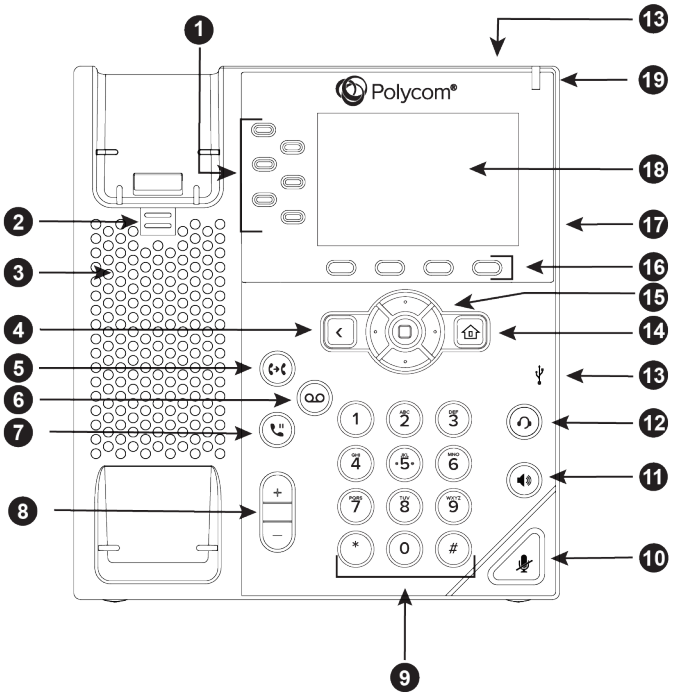
| Reference Number | Feature | Feature Description |
|---|---|---|
| 1 | Line keys | Enable you to select a phone line, view calls on a line, or quickly call a favorite contact. |
| 2 | Reversible tab | Secures the handset in the cradle when your phone stand is positioned at a high angle. To secure the handset, remove the tab, reverse it so the protrusion points up, and re-insert it. Position the handset so the protrusion on the tab fits into the slot on the handset. |
| 3 | Speaker | Provides ringer and speakerphone audio output. |
| 4 | Back key | Enables you to return to the previous screen. |
| 5 | Transfer key | Transfers an active call to a contact. |
| 6 | Hold key | Holds an active call or resumes a held call. |
| 7 | Volume keys | Adjust the volume of the handset, headset, speaker, and ringer. |
| 8 | Dial pad | Enables you to enter numbers, letters, and special characters. You can also use the dial pad keys to select menu items that have index numbers. |
| 9 | Mute key | Mutes local audio during calls and conferences. |

| Reference Number | Feature | Feature Description |
|---|---|---|
| 10 | Speakerphone key | Enables you to place and receive calls using the speakerphone. |
| 11 | Headset key | Enables you to place and receive calls through a headset. |
| 12 | USB Port | Enables you to attach a USB flash drive or USB headset. |
| 13 | Home key | Displays the Home screen from other screens and displays the Lines and Calls screen from the Home screen. |
| 14 | Navigation keys / Select key | Scrolls through information or options displayed on the phone's screen. Selects a field of displayed data. |
| 15 | Soft keys | Enable you to select context sensitive keys that display along the bottom of the screen. |
| 16 | Security slot (on back) | Enables you to attach a universal security cable lock to your phone so you can secure it to a desktop. |
| 17 | Screen | Shows a 7.1 cm (2.8 in) color display that enables you to view menu options and data. |
| 18 | Message Waiting Indicator | Flashes red to indicate when you have new messages. |

## VVX 350 Hardware

The following figure displays the hardware features on VVX 350 business IP phones. The table lists each feature numbered in the figure.

**Figure 2: VVX 350 hardware features**




**VVX 350 Hardware Feature Descriptions**

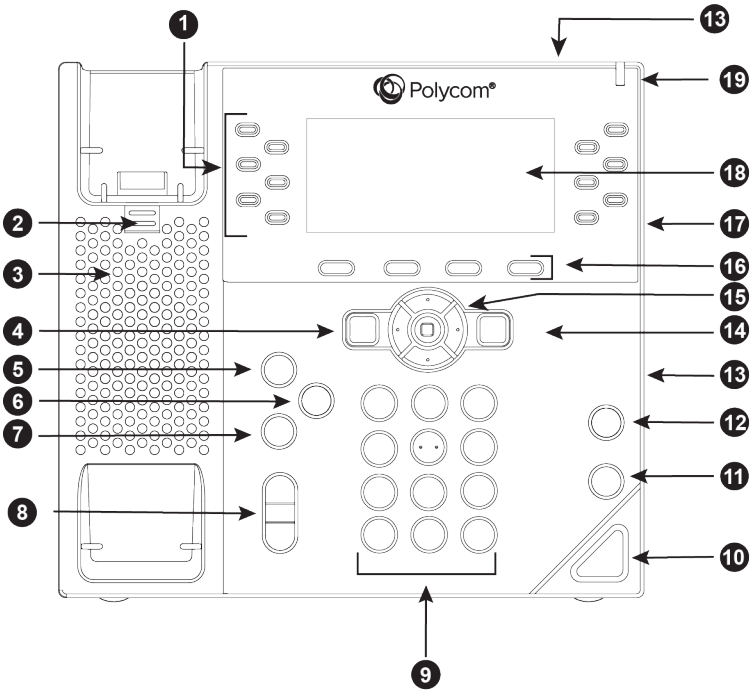
| Reference Number | Feature | Feature Description |
|---|---|---|
| 1 | Line keys | Enable you to select a phone line, view calls on a line, or quickly call a favorite contact. |
| 2 | Reversible tab | Secures the handset in the cradle when your phone stand is positioned at a high angle. To secure the handset, remove the tab, reverse it so the protrusion points up, and re-insert it. Position the handset so the protrusion on the tab fits into the slot on the handset. |
| 3 | Speaker | Provides ringer and speakerphone audio output. |
| 4 | Back key | Enables you to return to the previous screen. |
| 5 | Transfer key | Transfers an active call to a contact. |
| 6 | Messages key | Enables you to access and manage instant and voice messages. |
| 7 | Hold key | Holds an active call or resumes a held call. |
| 8 | Volume keys | Adjust the volume of the handset, headset, speaker, and ringer. |

| Reference Number | Feature | Feature Description |
|---|---|---|
| 9 | Dial pad | Enables you to enter numbers, letters, and special characters. You can also use the dial pad keys to select menu items that have index numbers. |
| 10 | Mute key | Mutes local audio during calls and conferences. |
| 11 | Speakerphone key | Enables you to place and receive calls using the speakerphone. |
| 12 | Headset key | Enables you to place and receive calls through a headset. |
| 13 | USB Port | Enables you to attach a USB flash drive or USB headset. |
| 14 | Home key | Displays the Home screen from other screens and displays the Lines and Calls screen from the Home screen. |
| 15 | Navigation keys / Select key | Scrolls through information or options displayed on the phone's screen. Selects a field of displayed data. |
| 16 | Soft keys | Enable you to select context sensitive keys that display along the bottom of the screen. |
| 17 | Security slot (on back) | Enables you to attach a universal security cable lock to your phone so you can secure it to a desktop. |
| 18 | Screen | Shows a 8.89 cm (3.5 in) color screen with a backlight that enables you to view menu options and data. |
| 19 | Message Waiting Indicator | Flashes red to indicate when you have new messages. |

## VVX 450 Hardware

The following figure displays the hardware features on VVX 450 business IP phones. The table lists each feature numbered in the figure.

**Figure 3: VVX 450 hardware features**




**VVX 450 Hardware Feature Descriptions**

| Reference Number | Feature | Feature Description |
|---|---|---|
| 1 | Line keys | Enable you to select a phone line, view calls on a line, or quickly call a favorite contact. |
| 2 | Reversible tab | Secures the handset in the cradle when your phone stand is positioned at a high angle. To secure the handset, remove the tab, reverse it so the protrusion points up, and re-insert it. Position the handset so the protrusion on the tab fits into the slot on the handset. |
| 3 | Speaker | Provides ringer and speakerphone audio output. |
| 4 | Back key | Enables you to return to the previous screen. |
| 5 | Transfer key | Transfers an active call to a contact. |
| 6 | Messages key | Enables you to access and manage instant and voice messages. |
| 7 | Hold key | Holds an active call or resumes a held call. |
| 8 | Volume keys | Adjust the volume of the handset, headset, speaker, and ringer. |

| Reference Number | Feature | Feature Description |
|---|---|---|
| 9 | Dial pad | Enables you to enter numbers, letters, and special characters. You can also use the dial pad keys to select menu items that have index numbers. |
| 10 | Mute key | Mutes local audio during calls and conferences. |
| 11 | Speakerphone key | Enables you to place and receive calls using the speakerphone. |
| 12 | Headset key | Enables you to place and receive calls through a headset. |
| 13 | USB Port | Enables you to attach a USB flash drive or USB headset. |
| 14 | Home key | Displays the Home screen from other screens and displays the Lines and Calls screen from the Home screen. |
| 15 | Navigation keys / Select key | Scrolls through information or options displayed on the phone's screen. Selects a field of displayed data. |
| 16 | Soft keys | Enable you to select context sensitive keys that display along the bottom of the screen. |
| 17 | Security slot (on back) | Enables you to attach a universal security cable lock to your phone so you can secure it to a desktop. |
| 18 | Screen | Shows a 10.9 cm (4.3 in) color display with a backlight that enables you to view menu options and data. |
| 19 | Message Waiting Indicator | Flashes red to indicate when you have new messages. |

### Securing Your Phone with the Security Slot

By fastening one end of a universal security cable to a desk or table and the other end to the security slot available on VVX business IP phones, you can prevent your phone from being removed.

See the hardware figure for your phone for the location of the security slot . Refer to the universal security documentation for more information on securing your phone.

# Accessing Screens on VVX Business IP Phones

You can access the following screens on your phone:

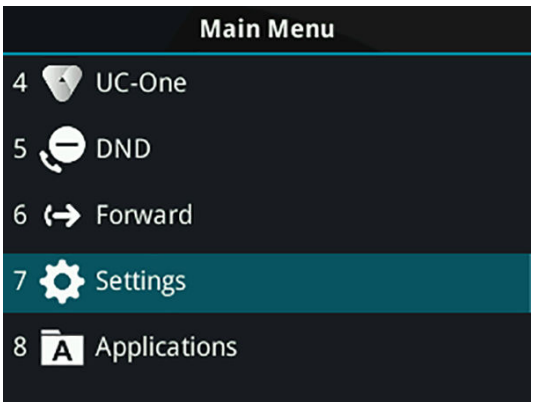
- Main Menu—Displays menu options for settings and device information.
- Calls Screen—Displays all active and held calls on your line.

- Lines Screen—Displays your phone lines, favorites, and conditional soft keys.

## Access the Main Menu

On VVX business IP phones, you can access phone features and settings from the Main Menu screen.

**Figure 4: Main Menu on VVX 250 Phones**



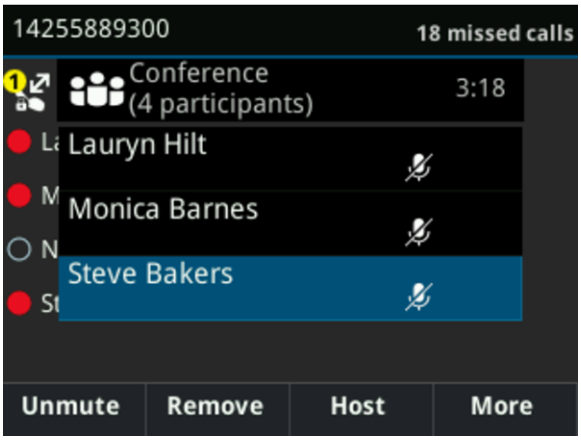

» Press the Home key .

## Access the Calls Screen

You can access the Calls screen when you have one held call or an active and held call in progress on your phone.

The Calls screen is automatically displayed when you have an active call and one or more held calls on your phone. The total number of calls is displayed on your line. If you have multiple lines on your phone, the calls display under the associated line, as shown next.

**Figure 5: Call Screen on VVX 250**




» During a call, do one of the following:

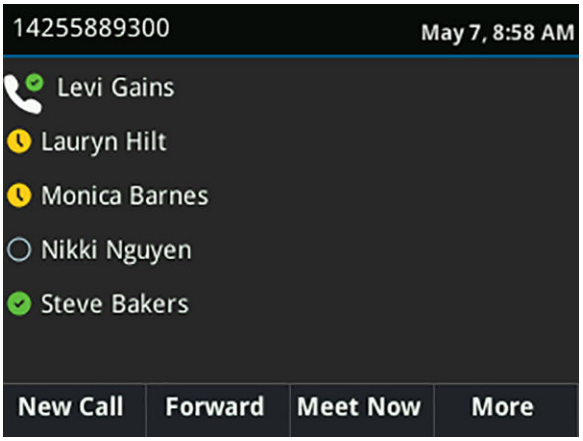
- Press the Home key .
- From the Lines screen, press the **Calls** soft key.

## Access the Lines Screen

The Lines screen is the default screen that displays when VVX business IP phones are not in use.

When you have multiple calls on your phone, the number of calls is displayed next to the line number. You can view your phone lines, favorites, and soft keys on the Lines screen, as shown next.

**Figure 6: Phone line, favorites, and soft keys on the Lines screen**




When you are signed into your Skype for Business account, your registered line number also displays in the status bar on the Lines screen.

» Do one of the following:

- Press the Home key .
- During a call, select the **Lines** soft key.

## Switch Among Phone Screens

You can see any phone screen by pressing the Home key . Although you can access any phone screen from whatever screen you are on, certain screens are only accessible if your phone is idle or has one or more calls in progress.

You can access these screens in the following scenarios:

- If your phone is not in use, you can access the Main Menu and Lines screens.
- If your phone has an active call, you can access all screens.
- If your phone has one active call only, you can access the Main Menu, Lines, and Call screens.
- If your phone has multiple calls, or one held call, you can access the Main Menu, Lines, and Calls screens.
- If your phone is off-hook but not in a call, you can access Main Menu and Lines screens.

» Do one of the following:

- From the **Main Menu** screen, press the Home key to display either the Lines or Call screen.

  The Calls screen displays only when an active or held call is in progress on your phone.
- Press the Home key to display the Main Menu screen from the Lines or Call screen.
- Press the **Lines** soft key to access the Lines screen from the Calls or New Call screen.
- Press the **Calls** soft key to access the Calls screen from the Lines screen.

- When off-hook, press the **New Call** soft key to access the Lines screen.

# Icons and Status Indicators on VVX Business IP Phones

have various icons and status indicators that display the status of the phone whether you are in a call or the phone is idle and not in use.

**Icons and Status Indicators**

| Icon | Description | Icon | Description |
|---|---|---|---|
| | Registered line | | Phone warning |
| | Unregistered line | | Login credentials invalid |
| | Outgoing call | | Shared line |
| | Active call using Polycom HD Voice | | USB flash drive attached |
| | Held call | | Call forwarding enabled |
| | Incoming call | | Presence status (Available) |
| | Active conference | | Presence status (Busy or In a Call) |
| | Do Not Disturb enabled | | Presence status (Away) |
| | Favorite | | Presence status (Do Not Disturb) |
| | Placed call | | Presence status (Offline) |
| | Received call | | Presence status (Offline) |
| | Missed call | | New message |
| | Wireless network | | |

# Entering Information in Data Fields

You can enter information and edit fields using the dial pad keys on the phone console.

Before you enter information into fields, you can choose how to enter the information using the following soft keys:

- Mode—Enables you to enter just numbers or text in title case, lowercase, or uppercase characters.

- Encoding—Enables you to enter alphanumeric and special characters as well as characters in special languages.

The following table lists the Mode and Encoding options for the dial pad and the onscreen keyboard.

**Mode and Encoding Options**

| Mode Options | Encoding Options |
|---|---|
| Abc (to capitalize the first letter only and use lowercase for the remaining letters) | Abc |
| ABC (to enter uppercase only) | ABC |
| abc (to enter lowercase only) | abc |
| 123 (to enter numbers only) | 123 |
| | ASCII (for regular text) |
| | Latin (to enter accented characters) |
| | Katakana (for Japanese characters) |
| | Unicode (to store characters as double bytes) |
| | Cyrillic (for Russian characters) |

## Entering Information Using the Dial Pad

You can use the dial pad keys on VVX business IP phones to edit or update field information.

The following table describes how to enter different types of data on your phone using the dial pad.

**Using the Dial Pad Keys to Enter Information**

| Task | Action |
|---|---|
| Enter numbers or characters in uppercase, lowercase, or title case mode | Select **Encoding** or **Mode**, and select **ABC,abc,** or **Abc**. |
| Enter only numbers | Select **Encoding** or **Mode**, and select **123**. |
| Enter text in another language | Select **Encoding**, and select one of the language options. |
| Enter a character | Press a dial pad key repeatedly to view the character options and stop when the character you want to enter is displayed in the field. Wait one second, and enter the next character. |
| Enter a number | Select **Encoding** or **Mode**, and select **123**, or press a dial pad key repeatedly to enter the number that displays on that key. |

| Task | Action |
|---|---|
| Enter a special character | Select **Encoding**, and select **Abc**, **ABC**, or **abc**. Press either the **1**, **0**, **asterisk**, *****, or **pound #** key one or more times to enter one of the following special characters:<br>• **1** key: ! \| ‘ ^ \ @ : 1<br>• ***** key: * - & % + ; ( )<br>• **0** key: / , _ $ ~ = ? 0<br>• **#** key: # > < { } [ ] “ ‘<br>You cannot access special characters when you are in numerical (123) mode. |
| Enter a space | Select **Encoding**, and select one of the alphabetic **Abc**, **ABC**, or **abc**. Press the **0** key.<br>You cannot enter a space when you are in numerical (123) mode. |
| Delete one or more characters | Use the arrow keys to position the cursor to the right of the character, or drag your finger across the characters until the cursor is positioned to the right of the character(s) you want to delete. Press the **Delete** key or press the **<<** soft key. |

## Entering Chinese Characters with PinYin

The PinYin text input feature on VVX business IP phones uses Nuance XT9® Smart Input to enable you to enter Chinese characters into text fields using the phone's dial pad keys.

You can use the PinYin input widget to enter Chinese characters in the contact directory, corporate directory, and browser using the the dial pad keys on VVX phones. When you select a data field to edit, the PinYin input widget is automatically displayed when Simplified or Traditional Chinese is set as the displayed language on your phone.

**Note:** For more information on the PinYin text input method, see the Nuance’s XT9 Smart Input website.

### Enter Chinese Characters with the Dial Pad Keys

You can use the dial pad keys and the PinYin input widget to enter Chinese characters on VVX business IP phones.

The PinYin input widget disappears if you press the Pound key or no keys are pressed for 5 seconds.

1. Enter the PinYin text that corresponds with the digits on the phone's dial pad.

   For example, press *7464*.

   The possible PinYin matches display in the text field with the first match highlighted.
2. Press the Star key to toggle between selections.

   The recommendation area shows the possible character matches. A navigation indicator is displayed if more matches are available.
3. Use the left and right arrow keys or swipe the recommendation area on the touch screen to change the selected character.

4. Press the **Select** key to select the character from the recommendation area.
5. After the character is selected, it is displayed in the input field at the cursor location.

# Logging in to and Locking Your Phone

**Topics:**


- Sign in to Skype for Business on Your Computer Using BToE
- Sign Into Skype for Business as a Guest Using BToE on Your Computer
- Sign Out of Skype for Business
- Set the Time and Date Format
- Locking Your Phone


VVX business IP phones enable you to sign in to the phone with your Skype for Business credentials or lock your phone.

## Sign in to 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 in to the phone using the Skype for Business client on your computer.

1. Select **Sign In**, or navigate to **Settings** > **Features** > **Skype for Business** > **Sign In**.
2. Select **Via PC** or **Paired with Client**.
3. In the Skype for Business client on your computer, enter your login credentials.

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

## Sign Into Skype for Business as a Guest Using BToE on Your Computer

When your phone is connected to your computer and paired using Better Together over Ethernet, you can sign in to a phone as a guest user using the Skype for Business client on your computer.

1. On the phone, select the **Guest** soft key.
2. Select **Yes** to sign out the host user.
3. Select **Via PC** or **Paired with Client**.
4. In the Skype for Business client on your computer, enter your login credentials.

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

## Sign Out of Skype for Business

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

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

» Select **Sign Out** or navigate to **Settings** > **Features** > **Skype for Business** > **Sign Out**.

# Set the Time and Date Format

After you sign in to 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 choose to not set up your phone when you first sign in, you can set the time and date formats later.

1. After you sign in to 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

Your system administrator provides you with a user password that you can use to unlock .

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, unless your administrator has set your phone to require a password to answer calls.

**Related Concepts**

Using BToE to Lock and Unlock Your Phone on page 28

When your phone is paired with your computer, you can lock and unlock your phone automatically when you lock or unlock your computer.

## Set a Lock Code

When you sign in to your Skype for Business account, you are prompted to set a lock code. After you set a lock code, you can use the code to unlock your phone.

---

**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 the phone and must create a lock code the next time you sign in.

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1. Create and enter a numerical lock code.
2. Confirm your lock code.

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

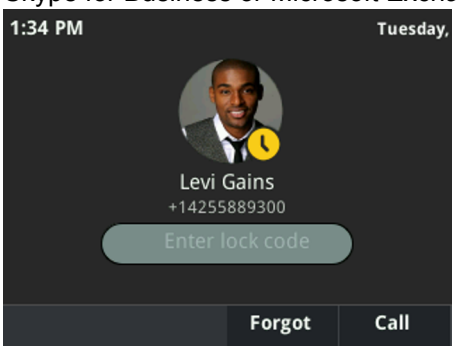
## Lock Your Phone

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

» Do one of the following:

- Select the **Lock** soft key.
- On the Main Menu screen, select **Lock**.
- Navigate to **Settings** > **Advanced** > **Administration Settings** > **Device Lock** and select **Lock Now**.

The Lock screen displays with your username, phone number, and profile photo, if set for your Skype for Business or Microsoft Exchange account, as shown next on the VVX 450.




## Unlock the Phone

You can use your lock code to unlock VVX business IP phones.

» Enter your lock code and select **Unlock**.

## Change Your Lock Code

You can change your lock code at any time while signed in to your Skype for Business account.

1. Navigate to **Settings** > **Advanced** > **Administration Settings** > **Device Lock**.
2. Select **Change Lock Code** and enter your current lock code.
3. Enter a new lock code and confirm your new lock code.
4. Select **Submit**.

## Reset Your Lock Code

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

1. On the Lock screen, select **Forgot**.
2. On the Forgot Lock Code screen, enter your login password or PIN for your Skype for Business account.
3. Enter and confirm your new lock code.

## Disable Device Lock

Device Lock is enabled by default. However, if you do not want to lock your phone, you can disable Device Lock.

1. Navigate to **Settings** > **Advanced** > **Administration Settings** > **Device Lock**.
2. Select **Device Lock: Enabled**, and select **Disabled**.

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

**Topics:**


- Installing the Polycom Better Together over Ethernet Connector
- Pairing Your Phone with Your Computer
- Set Your Phone as Your Primary Audio Device
- Use Your Phone as Your Primary Audio Device for Your Computer
- Use BToE to Open the Web Configuration Utility
- Using BToE to Lock and Unlock Your Phone


Better Together over Ethernet (BToE) with Skype for Business on VVX phones 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.

BToE also 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.

When BToE is enabled and the video-enabled phone is paired to the Skype for Business client on your computer, the preference for transmitting and receiving video streams is given to Skype for Business client. The preference is given to VVX phones only when the phone unpairs with the Skype for Business client. You can place all Skype for Business related-calls from VVX phones as audio-only irrespective of the call mode selected on the phone. However, users can choose to enable video from the paired Skype for Business client.

In order to use BToE, you need to download and install the Polycom BToE Connector application.

## Installing the Polycom Better Together over Ethernet Connector

You must download, install, and start the Polycom BToE Connector application on a Microsoft® Windows® computer before enabling BToE and pairing your phone with a computer.

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

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

## Download and Install the Polycom BToE Connector

Before you can start using BToE, you need to download and install the BToE Connector application, version 3.8.0 or later, from Polycom Voice Support.

1. On the support site, click **Polycom Better Together over Ethernet Connector Application**, version 3.8.0 or later.

   A screen with Polycom's user terms and conditions display.
2. Agree to Polycom's user terms and conditions, and click **Submit**.
3. Unzip the downloaded file and click the **Polycom BToE Connector**.msi file.

   The setup dialog box is displayed.
4. Click **Agree and Install** to continue.
5. Follow the steps in the installation wizard to complete the installation.

   When the installation is complete, the Polycom BToE Connector application starts on your computer and the icon is displayed in the notification area of your system tray.

## Start the Polycom BToE Connector

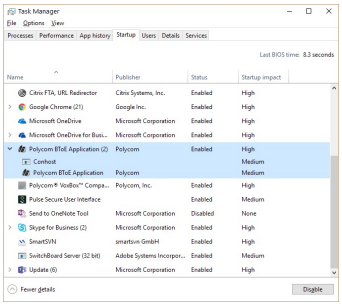
If you do not choose to open the Polycom BToE Connector Application during the installation process, you must start the application before connecting your phone to your computer.

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

1. On your computer, press the keys **Ctrl + Alt + Delete** and select **Task Manager**.
2. In the **Task Manager** dialog, click the **Startup** tab and find **Polycom BToE Connector**, as shown next.




3. Select **Polycom BToE Connector** and click **Disable**.

# Pairing Your Phone with Your Computer

By default, BToE is enabled on your phone when you sign in to 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. If enabled by your system administrator, the **BToE** menu option displays on the Home screen, and you can access BToE feature settings and pair your phone from the menu.

Before you can begin using BToE, you must pair your Polycom phone with 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 and when the Pair mode on the phone and application is set to **Auto**. When your phone is paired with the Skype for Business client on your computer, a confirmation message displays on your phone and the BToE Mode icon is displayed in the system tray on your computer.

1. Do one of the following:
   - On your phone's Home screen, select **BToE**.
   - On your phone, navigate to **Settings** > **Features** > **BToE PC Pairing**.
   - On your phone, select **Sign In** or navigate to **Settings** > **Features** > **Skype for Business** > **Sign In** and select **via PC**.
2. Select **Pairing Mode** and select **Auto**.
3. If you are switching to **Auto** after using Manual pairing, right-click the application icon on your computer, select **Pair with Phone**, select the **Auto** check box, and click **Pair**.
4. Connect an Ethernet cable from your computer to the PC port on your phone.

   The message that the phone is paired displays on the phone, and if you are not signed in to Skype for Business on your phone, a dialog box is displayed on your computer asking for your Skype for Business login credentials.
5. If the dialog box does not display on your computer, select **Sign In** on your phone and choose **User Credentials** or **Paired Client**.
6. Enter your login credentials in the dialog box.

   A message that BToE is activated displays 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 in to 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 in to 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.

**Related Tasks**

Manually Pair Your Phone with Your Computer using BToE on page 26

You can use a pairing code generated by your phone to manually pair your computer with any Skype for Business-enabled VVX phone on your network.

## 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 VVX phone on your network.

When you set your phone to manually pair with your computer, which is connected to a wired or wireless network, your phone generates a pairing code that you must enter into the Polycom BToE Connector application. You do not need to connect your phone to your computer with an Ethernet cable when using Manual Pairing.

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**Note:** You must have the Polycom BToE Connector application, version 3.8.0 or later, to use manual pairing.

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1. Do one of the following:
   - On your phone's Home screen, select **BToE**.
   - On your phone, navigate to **Settings** > **Features** > **BToE PC Pairing**.
   - On your phone, select **Sign In** or navigate to **Settings** > **Features** > **Skype for Business** > **Sign In** and select **via PC**.
2. Select **Pairing Mode** then select **Manual**.

   A pairing code displays. For example, *gNCYoV19*.
3. On your computer, click the Polycom BToE Connector desktop icon to start the application.
4. Right-click the application icon and click **Pair with Phone**.
5. Enter the pairing code shown on the phone into the notification on your computer then click **Pair**.

   The application attempts to pair with the phone.

   If the pairing code was entered correctly, a dialog box indicating that the computer has successfully paired with the phone displays on your computer.
6. If the phone is not registered, enter your login credentials into the dialog displayed on your computer.

   A confirmation message displays 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, a confirmation message is displayed on your phone, and the BToE Mode icon is displayed in the system tray on your computer.

**Related Tasks**

Automatically Pair Your Phone with Your Computer using BToE on page 25

Regenerate a Pairing Code for Manual BToE Pairing on page 46

If you cannot clearly read the pairing code for manually pairing your phone with your computer using Better Together over Ethernet, you can regenerate a code that is easier to read.

# 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.

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

With BToE, you can use your VVX phone to play audio from media, such as music or web videos, by setting your phone as your default communication device for your computer.

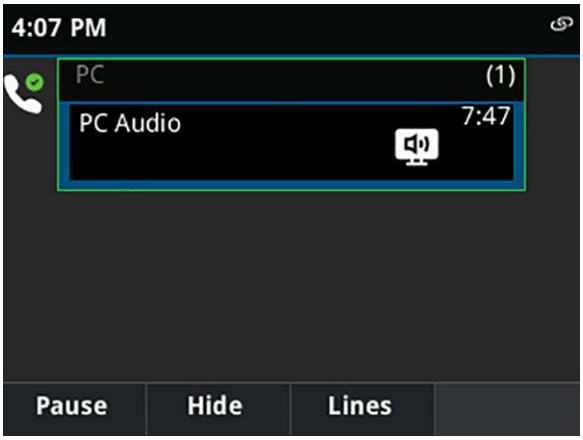
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**Note:** You can also set a USB audio device ( 48 kHz or 16 kHz sampling frequency) or system audio device as your primary device for streaming audio on your computer while you use the VVX phone as your microphone and speaker for calls placed in the Skype for Business client.

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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 the drop-down arrow for **Set Default**.
4. Select **Default Communication Device** and 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 and 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.

With the BToE Connector (version 3.8.0 or later), your phone locks within 10 seconds after you lock your computer or at a designated time set by your administrator, when the phone is not in use. Your phone unlocks immediately after you unlock your computer.

**Related Concepts**

Locking Your Phone on page 20

Your system administrator provides you with a user password that you can use to unlock .

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

**Topics:**


- Answer BToE Calls
- Place BToE Calls
- Pause and Resume BToE Calls
- Move Call Audio between Your Phone and Computer


After your VVX phone is paired with your computer, you can manage audio and video calls with your Skype for Business contacts on your phone and in the Skype for Business client on your computer.

Using any registered VVX phone as your primary audio device, you can place and answer audio and video calls, hold and resume audio calls, and pause and resume video calls on your VVX phone. You can use BToE with any VVX phone for all Skype for Business calls even if you are not signed in to 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 when BToE is enabled. Calls with three or more people are audio-only.

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

## Answer BToE Calls

When you are signed in to 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 were signed in with different accounts.

» Do one of the following:

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

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.

1. During an active call in the Skype for Business client, click **Audio Device Settings** .
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.

# Disabling BToE and Uninstalling the BToE Connector Application

**Topics:**


- Disable BToE on Your Phone
- Stop BToE on Your Computer
- Uninstall the Polycom BToE Connector


If you want to temporarily stop using BToE, you can disable BToE on your phone or stop the Polycom BToE Connector application on your computer. You can also uninstall the BToE Connector application if you no longer want to use the feature.

## Disable BToE on Your Phone

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.

## Stop BToE on Your Computer

When you stop the application, you can no longer use the BToE functions on your Polycom phone and computer.

» Right-click **BToE Connector icon** 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

After you uninstall the Polycom BToE Connector, you can no longer use BToE.

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

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.

1. In the **Start** menu, select **Polycom** > **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.

# Polycom® VVX® Business IP Phones Settings

**Topics:**


- Password Required to Access Basic Settings
- Set the Language
- Time and Date Display
- Backlight Intensity and Timeout
- Changing Your Background
- Customizing Line Keys
- Screen Savers
- Use Your Phone as a Digital Picture Frame
- Power-Saving Mode
- Changing Audio Settings
- Update Your Skype for Business Presence
- Adding a Profile Photo to Display on the Lock Screen
- Disable Hot Desking
- Clear Call Logs and Contacts
- Restrict Call Log and Contact Uploads


You can make some basic customizations on the phone, which includes changing the time and date format, setting a language, and adjusting the screen brightness.

## Password Required to Access Basic Settings

Many of the features available on VVX business IP phones can be enabled or customized from the Basic settings menu. However, if your system administrator has set up the phone to require a password to access the Basic settings menu, you cannot change settings without the permission of your system administrator. Contact your system administrator for assistance enabling or customizing features.

## Set the Language

Polycom phones support several languages that you can choose to display on the phone.

Check with your system administrator to find out exactly which languages are supported on your phone.

1. Navigate to **Settings** > **Basic** > **Preferences**.
2. Select **Language** and select a language.

   The language on the phone updates immediately.

# Time and Date Display

The time and date display in the status bar on VVX business IP phones. When the phone cannot obtain a time and date, the time and date display flashes. If this happens, or if the time and date are incorrect, contact your system administrator.

## Change the Time and Date Format

You can customize the time and date by choosing between a variety of time and date formats, including options to display the day, month, or year.

1. Navigate to **Settings** > **Basic** > **Preferences**.
2. Select **Time & Date** and select one of the following:
   - Select **Clock Date** to change the date format.
   - Select **Clock Time** to change the time format.
   - Select **Clock Order** to change the order of the time and date display.
3. From the **Clock Date**, **Clock Time**, or **Clock Order** screen, select the format you want.

## Disable the Time and Date Display

You can turn off the time and date display so that they do not display at all.

1. Navigate to **Settings** > **Basic** > **Preferences**.
2. Select **Time & Date** and select **Disable**.

# Backlight Intensity and Timeout

You can change settings for the following backlight components:

- Backlight Intensity—The brightness of the screen during phone activity and inactivity.
- Backlight Timeout—The number of seconds the phone is inactive before the backlight dims to its Backlight Idle intensity. The backlight timeout period begins after your last activity, such as an incoming call.

Backlight Intensity includes the following settings you can choose from:

- Backlight On—The brightness of the screen when there is activity.
- Backlight Idle—The brightness of the screen when there is no activity.
- Maximum Intensity—The brightness scale that applies to both Backlight On and Backlight Idle intensities.

## Set the Backlight Intensity

You can change the Backlight On intensity and the Backlight Idle intensity separately. You can also choose a high, medium, or low intensity, or turn off the backlight entirely. When you change the Maximum Intensity, you modify the entire backlight intensity scale. For example, if you decrease the Maximum Intensity, the low, medium, and high levels for both Backlight On and Backlight Idle intensities decrease.

1. Navigate to **Settings** > **Basic**.
2. Select **Backlight Intensity** > **Backlight On Intensity**.

3. Select the intensity you want, and select **Back**.
4. From the **Backlight Intensity** screen, select **Backlight Idle Intensity**.
5. Select the intensity you want, and select **Back**.
6. From the **Backlight Intensity** screen, select **Maximum Intensity**.
7. Select **Up** or **Down**, or drag your finger along the slider to increase or decrease the maximum intensity.

### Set the Backlight Timeout

The backlight automatically turns on with any phone activity. By setting the Backlight Timeout, you can determine how long the phone should be idle before the backlight dims to its Backlight Idle intensity. By default, the backlight dims after the phone is idle for 40 seconds.

1. Navigate to **Settings** > **Basic**.
2. Select **Backlight Timeout**.
3. Select the number of seconds the phone is idle before the backlight dims.

## Changing Your Background

You can change the background picture that is displayed on your phone to any image set up by your system administrator.

By default, your screen displays a blue background named Default. If no background images are set up, only the Default is available.

You can also add personal photos on your phone using the Web Configuration Utility or a USB flash drive.

Check with your system administrator to find out if this feature is available on your phone.

### Change the Background Picture

If your system administrator has pre-loaded your phone with background pictures or you have added personal photos onto the phone, you can choose to display a background other than the default.

1. Navigate to **Settings** > **Basic** > **Preferences**.
2. Select **Background** and select a background image.

   Depending how your system is set up, you might have to select **Background** > **Select Background**. The **Select Background** screen is displayed.

### Adding Personal Photos as Your Background

You can upload a personal photo to use as your background using the Web Configuration Utility or using a USB flash drive. When you set one of your photos as the background picture, the picture is displayed as **Local File** in the Backgrounds list.

Keep in mind the following when you use a personal photo as the background image:

- Progressive or multiscan JPEG images are not supported.
- The phone screen sizes vary by phone:
  - VVX 250 phone screens are 320 x 240 pixels.
  - VVX 350 phone screens are 320 x 240 pixels.
  - VVX 450 phone screens are 480 x 272 pixels.

- Smaller images are centered and surrounded with black space.
- Larger images are scaled proportionally to fit the screen.
- Horizontal or vertical black bars are added to preserve the original aspect ratio.

## Add a Background Using the Web Configuration Utility

You can add one or multiple images for your phone background using the Web Configuration Utility.

**Note:** On Polycom phones registered with Skype for Business Server, access to the Web Configuration Utility is disabled by default as a security precaution. Contact your system administrator for help enabling the Web Configuration Utility.

1. Find you phone's IP address by navigating to **Settings** > **Status** > **Platform** > **Phone**.
2. Enter your phone's IP address into the web browser on your computer.
3. Select **User** and enter your assigned password or the default (**123**) password.
4. From the menu bar, select **Preferences** > **Background**.
5. Click **+ Add a new background image**.
6. Click **Select a file from PC/Desktop**, and click **Choose File for Phone Image**.
7. Choose your picture file and click **Open**.
8. Click **Save**.

   The file is added to the list of available backgrounds.
9. Navigate to **Settings** > **Basic** > **Preferences**.
10. Select **Background** and select a background image.

    The image is displayed as your background.

## Use a USB Flash Drive to Add a Background

You can add personal photos as your background using a USB flash drive on VVX 250, 350, and 450 phones.

Before you can set a photo on your USB flash drive as the background picture, make sure the photo is on a USB flash drive and is not in a folder on the drive.

**Note:** If your phone does not detect the USB device when you insert it into the USB port, the USB port on your phone may be disabled. Contact your system administrator for assistance using the USB port.

1. Attach a USB flash drive to the USB port on your phone.
2. Navigate to **Settings** > **Features** > **Removable Storage Media** > **Picture Frame**.

   Your pictures display one-by-one.
3. Use the arrow keys to find your picture and then select the **Set Background** icon .

   The picture you selected is displayed on the Home and Lines screens.

   **Note:** If your pictures on the flash drive are in a subfolder and not in the root directory, the phone displays a message stating that there are no available photos. Make sure the picture you want to display on your phone is not in a subfolder on the flash drive.

## Reset Your Background

You can reset your background to display the default image.

1. Navigate to **Settings** > **Basic** > **Preferences**.
2. Select **Background** > **Default**.

# Customizing Line Keys

On VVX 250, 350, 450 business IP phones, you can customize the line keys that display on the Lines screen in the following ways:

- Assign a contact to a line on the phone for up to 50 contacts
- Display only your line registration on the Lines screen
- Insert an empty line between line keys
- Clear a contact from a line key or delete a line key
- Reset all custom line keys

Check with your system administrator to find out if this feature is available on your phone.

## Show Only Your Line Registration

By default, your line registration and any Skype for Business contacts or favorites you add on the phone display on the Lines screen. You can choose to set your phone to only display your line registration on the Lines screen.

1. Navigate to **Settings** > **Basic** > **Preferences**.
2. Select **Idle Screen SettingsShow only registration** and select **Enabled**.

## Enable Line Key Customization

When you are signed in to Skype for Business on your VVX phone, you can enable the Line Key Customization feature and choose which contacts are assigned to which line keys on the phone.

1. Navigate to **Settings** > **Features** > **Line Key Customization**.
2. Select **Customize Line Keys: Disabled** and select **Enabled**.

## Insert an Empty Line Key

By default, the phone inserts new or empty lines below previously added lines. If you want to place space between line keys, you can insert an empty line key above or below other line keys on the phone.

When you insert an empty line, all following line keys are moved down a line and the last contact is removed from the Lines screen.

1. Navigate to **Settings** > **Features** > **Line Key Customization**.
2. Select **Phone Line Keys**.
3. Select a line and select **Insert**.

   By default, the new line is inserted above the selected line.
4. Select **Below** to move the line below the selected line.

## Clear a Line Key

You can clear a contact from a line to make the line blank. Clearing a contact does not change the position of other contacts.

1. Navigate to **Settings** > **Features** > **Line Key Customization**.
2. Select **Phone Line Keys**.
3. Select a line and press **Clear**.

## Delete a Line Key

Instead of clearing a line key, you can delete a contact and the assigned line key. When you delete a line key, all line keys below move up one line.

When you delete a contact from the Skype for Business client on your computer, the contact is removed from the line key but the line key is not deleted from the phone.

1. Navigate to **Settings** > **Features** > **Line Key Customization**.
2. Select **Phone Line Keys**.
3. Select a line and press **Delete**.

## Reset Customized Line Keys

If you need to remove all of the customized line keys you set, you can reset the line keys on your phone.

1. Navigate to **Settings** > **Features** > **Line Key Customization**.
2. Select **Phone Line Keys**.
3. Select **Reset Customization**.

# Screen Savers

Another way to personalize your phone is to enable a screen saver that can either show default pictures stored on your phone, the idle browser, or pictures stored on a USB flash drive.

For VVX 450 phones with connected VVX EM50 expansion modules, the screen saver settings you apply to the phone also apply to the connected expansion modules. Ask your system administrator if this feature is available on your phone.

## Enable Screen Savers

When you enable the screen saver, you can choose to have your phone either display default photos stored on the phone or the idle browser.

The screen saver automatically starts each time your phone is idle for a certain amount of time.

You can stop the screen saver at any time by pressing any key or touching the screen. When your phone is idle again for a specified period of time, the screen saver starts again.

1. Navigate to **Settings** > **Basic** > **Preferences**.
2. Select **Screen Saver** > **Screen Saver** screen and select **Enabled**.
3. Select **Wait Time**, and enter the number of minutes the phone should wait after no activity before displaying the screen saver.

   You can enter any time between one minute and of 9999 minutes. The default is 15 minutes.
4. Select **Type** and select either **Default** or **Idle Browser**.

5. Select **Save**.

## Use Personal Photos as Screen Savers

On VVX 250, 350, and 450 phones, you can enable your phone to display your personal photos on a USB flash drive as a screen saver.

To set up a screen saver of your photos, you must set up certain screen saver settings, place your photos on a USB flash drive, and attach the USB flash drive to the phone.

The photos you use must have the following file type and size properties:

- File type: BMP, JPEG, or PNG
- Maximum size: 9999 x 9999 pixels

The phone can only display the photos as your screen saver when the USB flash drive is attached to the phone. You can set up your phone to use a single photo to display or have all photos display in slide-show style. This is an alternative to setting up a screen saver, and it automatically starts each time your phone is idle a certain amount of time.

For VVX 450 phones with connected expansion modules, you can connect a USB drive to the side USB port on the expansion module to display a slideshow for the screen saver. However, the VVX EM50 expansion module doesn't support the slideshow feature. The expansion module will display the default screen saver images while the phone displays the slideshow images.

1. Place one or more photos onto a USB flash drive, either in the root directory or in a folder.
2. Attach the USB flash drive to your phone.

   The USB icon is displayed on the status bar.
3. Navigate to **Settings** > **Basic** > **Preferences**.
4. Select **Picture Frame** > **Folder**, and enter the name of the folder you placed your photos in on the USB flash drive.

   If you placed the photos in the root directory of your USB flash drive instead of a folder, do not enter a folder name.
5. Select **Time Per Image**, and enter the number of seconds you want each photo to display.

   You can enter a minimum of 3 seconds and a maximum of 300 seconds. The default is 5 seconds.
6. Select **Save**.

   If the message “No pictures found” displays after you select **Save**, there are no photos in the folder you specified or in the root directory. Go back and make sure the information you entered is correct.
7. Navigate to **Settings** > **Basic** > **Preferences**.
8. Select **Screen Saver** > **Screen Saver** screen and select **Enabled**.
9. Select **Wait Time**, and enter the number of minutes the phone should wait after no activity before displaying the screen saver.

   You can enter any time between one minute and of 9999 minutes. The default is 15 minutes.
10. Select **Save**.

    Your phone displays the screen saver after the number of minutes you specified in the Wait Time field.

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**Note:** If your phone does not detect the USB device when you insert it into the USB port, the USB port on your phone may be disabled. Contact your system administrator for assistance using the USB port.

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## Disable the Screen Saver

You can stop a screen saver at any time by touching the screen. After your phone is idle for the specified period of time, the screen saver starts again.

You can disable a screen saver—prevent it from starting, even if your phone has been idle for the specified period of time—by doing the following:

- Disabling the Screen Saver setting. When you disable the setting, the screen saver does not display, even though the USB flash drive is still attached.
- Removing the USB flash drive. The screen saver does not display until you attach the USB flash drive again and your phone is idle for the period of time you specified.

1. Navigate to **Settings** > **Basic** > **Preferences**.
2. Select **Screen Saver** > **Screen Saver** then select **Disabled**.
3. Select **Save**.

# Use Your Phone as a Digital Picture Frame

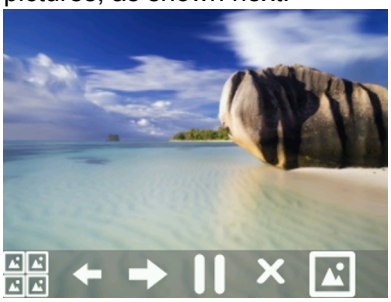
On VVX 250, 350, and 450 phones, you can use the Picture Frame feature to view pictures stored on your USB flash drive at any time without setting up a screen saver.You can display your pictures as thumbnails, as a slide show, or a single picture.

Before you can display your pictures, confirm that your pictures are on the USB flash drive and that the USB flash drive is attached to your phone.

**Note:** If your phone does not detect the USB flash drive when you attach it to your phone, the USB port on your phone may be disabled. Contact your system administrator.

» Select **Settings** > **Features** > **Removable Storage Media** > **Picture Frame**.

Your pictures display one-by-one, like a slide show, and navigation icons display beneath your pictures, as shown next.



## Picture Frame Icons

Use the icons in the following table to perform actions in the Picture Frame.

**Picture Frame Icons**

| Icon | Label | Action |
|---|---|---|
| | Thumbnail | View thumbnails of your pictures. |

| | | |
|---|---|---|
| ← | Back | View the previous picture. |
| → | Forward | View the next picture. |
| ⏸ | Pause | Pause and display the current picture only. |
| ▶ | Start | Starts the display of pictures one-by-one again. |
| × | Stop | Stop displaying the pictures. The pictures do not display again until you access the Picture Frame feature (unless you have a screen saver enabled). |
| | Background Image | Set the picture that currently displays as the background picture for your phone. |

# Power-Saving Mode

By default, Polycom phones are set to enter power-saving mode and turn off the screen after being idle for a certain period of time to conserve energy.

You can determine the period of time that the phone is idle before the screen turns off, and you can set different idle timeouts for office hours and off hours, such as evenings and weekends. When power-saving mode is activated, the phone exits power-saving mode if an event occurs—for example, if there is an incoming call or message. If a screen saver is enabled, power-saving mode still occurs.

You can update the following power-saving settings:

- **Office Hours**—When you start work and how long you're in the office each day.
- **Timeouts**—The period of time the phone should be idle before the screen turns off.

## Change Your Office Hours for Power-Saving Mode

When you update your office hours, you specify when you start and how long you work each day. After your work hours, the phone is idle and goes into power-saving mode.

1. Navigate to **Settings** > **Basic**.
2. Select **Power Saving** > **Office Hours** and select **Start Hour**.
3. Select a day of the week, and using the 24-hour clock, enter a start time from 0 to 23.
4. Select **Save**.
5. From the **Office Hours** screen, select **Duration**.
6. Select a day of the week and enter a duration of 0 to 12 hours per day.
7. Select **Save**.

## Change Idle Timeouts for Power-Saving Mode

You can update the period of time the phone is idle before the screen turns off.

You can specify different timeouts for office hours (Office Hours Idle Timeout) and non-office hours (Off Hours Idle Timeout). By default, the Office Hours Idle Timeout is much longer than the Off Hours Idle Timeout.

You can also specify a separate timeout period that applies after you press a key or tap the screen (on touchscreen models). This is called the User Input Idle Timeout. You can choose to set a higher User Input Idle Timeout than the Office Hours and Off Hours Idle Timeouts so that when you're actively using the phone, power-saving mode doesn't initiate as often.

**Tip:** If you press a key or tap the screen (on touchscreen models), the idle timeout period that applies (User Input Idle Timeout or Office Hours/Off Hours Idle Timeout) is the timeout with the highest value.

1. Navigate to **Settings** > **Basic**.
2. Select **Power Saving** > **Timeouts**.
3. Select **Office Hours Idle Timeout** and enter the number of minutes (1 to 600 minutes) the phone should wait during office hours before starting power-saving mode.
4. Select **Off Hours Idle Timeout** and enter the number of minutes (1 to 10 minutes) the phone should wait during off-hours before starting power-saving mode.
5. Select **User Input Idle Timeout** and enter the number of minutes (1 to 10 minutes) the phone should wait after a key press or screen select before starting power-saving mode.
6. Select **Save**.

# Changing Audio Settings

You control certain audio settings on your phone, including the ringtone for incoming calls from all contacts or a specific contact, where call notifications play, and the volume of the ringtone or call audio.

## Change Incoming Call Notifications

You can choose whether you hear sound effects—all phone sounds except call audio—from the handset, headset, speaker, or the active audio device you set.

For example, you can configure your phone to ring on your headset instead of the speaker. By default, you hear all sound effects from the speaker.

1. Navigate to **Settings** > **Basic** > **Preferences**.
2. Select **Audible Ringer** and select a location to hear sound effects.

## Set a Ringtone for Incoming Calls

A simple way to personalize your phone is to change the ringtone. You can pick unique ringtones for the different lines on the phone. The default ringtone is Low Trill.

1. Navigate to **Settings** > **Basic** > **Preferences**.
2. Select **Ring Type**.
3. If there are multiple lines on your phone, select a line.
4. From the **Ring Type** screen, select a ringtone.
5. Select **Play** to hear the ringtone.

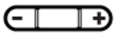
## Set a Ringtone for Individual Contacts

You can select unique ringtones for various contacts in your directory, which helps you quickly identify callers as your phone rings.

1. Navigate to **Directories** > **Contact Directory**.
2. From the **Contact Directory**, select a contact.
3. From the **Contact Information** screen, select **Edit**.
4. From the **Edit Contact** screen, select **Ring Type** and select a ringtone.
5. Select **Play** to hear the ringtone.
6. Select **Save**.

## Change the Volume

You can increase the volume of your ringtone and the audio during a call.

- » Press one of the Volume keys  to increase or decrease the audio.

## Enable Acoustic Fence

Acoustic Fence suppresses background noise while you are on a call, which enhances call audio quality for call participants.

The Acoustic Fence setting does not display on the phone by default, so if your system administrator has enabled the feature option to display on your phone, you can enable or disable Acoustic Fence.

Acoustic Fence works with handsets or headsets. However, only headsets connected to the RJ-9 port on the phone support Acoustic Fence. Acoustic Fence is enabled by default on the handset, disabled by default for a connected headset, and not supported with USB or Bluetooth headsets.

1. Navigate to **Settings** > **Basic** > **Preferences**.
2. Select **Acoustic Fence** and select **Enable**.

# Update Your Skype for Business Presence

You can update your Skype for Business presence status and presence information on the phone. When you change your presence on any device, the information is automatically updated in the Skype for Business client.

1. Press the **MyStatus** soft key or navigate to **Settings** > **Features** > **Presence** > **My Status**.
2. Choose your desired presence status.

   You can change your status to Available from any other status by pressing **Reset Status**.

# Adding a Profile Photo to Display on the Lock Screen

If you do not have a profile photo set for your Skype for Business or Microsoft Exchange accounts, an avatar displays on the Lock screen when you lock your phone. You can add a profile photo in the Skype for Business client, and the photo will display on the phone.

For help with setting a profile photo, refer to the Set My Picture options in Skype for Business topic on https://support.office.com/en-us/skype-for-business.

# Disable Hot Desking

You can disable the Hot Desking feature that enables you to sign in as a guest on a VVX phone using your Skype for Business credentials.

The Hot Desking feature is enabled by default.

1. Navigate to **Settings** > **Features** > **Hot Desking**.
2. Select **Disable**.

# Clear Call Logs and Contacts

By default, your call logs and contacts you save are stored on the phone and a server. You can clear your personal history of stored call logs and contacts from the phone.

1. On the phone, go to **Settings** > **Basic** > **Clear Personal Information**.
2. Select **Yes**.

# Restrict Call Log and Contact Uploads

By default, your call logs and contacts you save are stored on the phone and uploaded to a server. You can restrict the phone from uploading your call logs and contacts to the server.

1. On the phone, go to **Settings** > **Basic** > **Preferences** > **Restrict Personal Data Upload**.
2. Select **Enable**.

# Troubleshooting

**Topics:**


- Better Together over Ethernet
- Using an Approved Power Source


If you are having issues with your Polycom phone, you can try the troubleshooting options and solutions in the following topics to resolve certain issues.

## Better Together over Ethernet

Use the following solutions as a guide to resolve certain issues that might arise 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.

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.

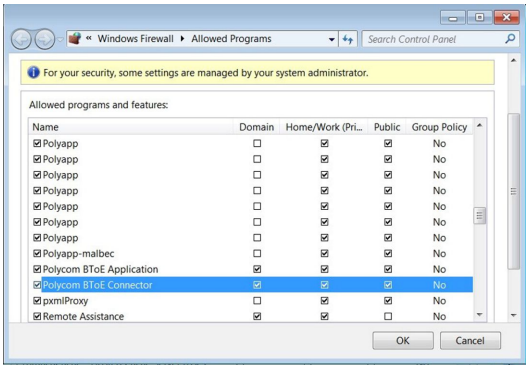
1. Open the **Start** menu and select your user name
2. Select the folders `AppData > Local > Polycom > Polycom BToE Connector`.
3. Click the file **polycom_BTOE_log.txt**.

## Troubleshoot Pairing Your Phone with Your Computer

If you are having trouble pairing your VVX phone with your computer, make sure the Ethernet cable is plugged into the PC port on the phone.

If the Ethernet cable is connected properly and a warning message that the phone was unable to pair continues to display, ensure that Polycom BToE Connector is an allowed program in your system's firewall on your computer.

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**.

## Troubleshoot Polycom BToE Connector with a USB Audio Device

If the BToE Connector application fails to recognize a compatible USB audio device connected to a computer paired with a VVX phone, restart the application. Also check that the USB device has a 48 kHz or 16 kHz sampling frequency.

1. Close all active media applications.
2. Right-click the BToE Connector application icon in the system tray and select **Exit**.
3. Click the Polycom BToE Connector application desktop icon to start the application.

## Regenerate a Pairing Code for Manual BToE Pairing

If you cannot clearly read the pairing code for manually pairing your phone with your computer using Better Together over Ethernet, you can regenerate a code that is easier to read.

1. On the **BToE PC Pairing** screen, select **Pairing Mode**.
2. Select **Auto** then select **Manual**.

   A new pairing code is generated.

**Related Tasks**

Manually Pair Your Phone with Your Computer using BToE on page 26

You can use a pairing code generated by your phone to manually pair your computer with any Skype for Business-enabled VVX phone on your network.

# Using an Approved Power Source

**Symptom:**

If your phone is having the following issues, check your power supply:

- The phone cannot connect to the network.
- The phone does not start up properly or continues to restart.

**Problem:**

If you connect the wrong power supply to your phone, such as the power supply for a different or older Polycom phone, it could damage the phone, the phone will not function as expected, and it can void your warranty.

**Workaround:**

Only use the power supply designed for your phone or check with your system administrator about using Power over Ethernet.