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Polycom® VVX® Business IP Phones with Better Together over Ethernet - Quick Tips

Better Together over Ethernet (BToE) enables you to sign into your Skype for Business account on a Polycom® VVX® business IP phone. You can use the phone to handle calls on your phone and in the Skype for Business client.

This document applies to VVX 250, 350, and 450 business IP phones with Skype for Business.

The *Polycom VVX Business IP Phones with Better Together over Ethernet User Guide* on Polycom Support includes more information on available features.

Download and Install Polycom BToE Connector Application

Download and install the Polycom BToE Connector application on your Windows computer to use BToE on your phone.

To download and install the BToE Connector application:

1 Download the application from your VVX Business IP phone's support page on Polycom Support.

2 Agree to the user terms and conditions, and click **Submit**.

3 Unzip the downloaded file and click the **Polycom BToE Connector.msi** file.

4 Follow the installation prompts.

Pair the Phone with BToE Automatically

You can set your phone to automatically pair with your computer when the phone is connected to computer over ethernet.

To pair automatically:

1 Do one of the following on your phone:
   ➢ Navigate to **Settings > Features > BToE PC Pairing**.
   ➢ Tap **BToE** widget.
   ➢ Navigate to **Settings > Features > Skype for Business > Sign In > Via PC**.

2 Select **Pairing Mode**, then select **Auto**.

3 Connect an Ethernet cable from your computer to the PC port on your phone.

4 Launch the BToE application on the PC if it is not running already.

Pair the Phone with BToE Manually

You must have the Polycom BToE Connector application, version 3.7.10 or later, to use manual pairing. However, the manual pairing feature no longer requires you to connect the Ethernet cable from your computer to the PC port on your phone.

To pair manually:

1 On your phone, navigate to **Settings > Features > BToE PC Pairing**.

2 Select **Pairing Mode**, then select **Manual**.

3 On your computer, click the Polycom BToE Connector desktop icon to start the application.

4 Right-click the application icon, then click **Pair with Phone**.

5 Enter the eight-character pairing code shown on the phone into the dialog box on your computer and then click **Pair**.

Sign in using Skype for Business

When your phone is connected to your computer and paired using BToE, you can sign into the phone using the Skype for Business client on your computer.

To sign in to Skype for Business:

1 On the phone, press the **Sign In** soft key or navigate to **Settings > Features > Skype**.

2 Select **Via PC**.

3 On your computer, enter your login credentials in the Skype for Business prompt.

To sign out of Skype for Business:

» Press the **Sign Out** soft key.

Create a Lock Code

After you sign in, create a lock code that you can use to unlock your phone.

To create a lock code:

» When prompted, enter your lock code and confirm.

Lock the Phone

Use your computer to lock your phone.

To lock the phone:

» Lock the computer.

Unlock the Phone

Use your computer to unlock your phone.

To unlock the phone:

» Unlock the computer.

Set the Phone as the Audio Device

Ensure that your VVX Business IP phone is set as your primary audio device in the Skype for Business client.

To set your phone as your primary audio device:

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

Answer an Incoming Call

Depending on which user accounts are signed into on the phone and the client, incoming and active calls can display on your phone, in the Skype for Business client, or on the phone and in the client.

When signed into different accounts, the PC audio icon 🔊 displays on your phone for calls answered in the client.

To answer an incoming call:

» Do one of the following:

➤ If signed in with the same account on the phone and client, press **Answer** on your phone or click **Answer** in the client.

➤ If signed in to different user accounts, press **Answer** on your phone if the call is for the account signed into the phone, or click **Answer** in the client if the call is for the account signed into the client.

Place a Call

Calls placed in the Skype for Business client are also placed on the phone.

To place a call from the Skype for Business client:

» Right-click a contact and click **Call**.

Pause and Resume a Call

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.

To pause and resume an audio or video call:

1 Press **Pause** on your phone.

2 Press **Resume** on your phone.

Move Call Audio between the Computer and Phone

You can move the audio between your phone and your computer.

To move call audio between the computer and phone:

1 In the Skype for Business client, click 🎤.

2 Click **Devices** and do one of the following:

➤ Click **Handset** to move audio to your phone.

➤ Click **PC Mic and Speakers** to move audio to your computer.

Unpair BToE from the Phone and Computer

You can unpair the BToE from the phone and the computer using the following method:

➤ Right-click the application icon, place VVX Business IP paired icon and then click **Unpair with Phone**.

Disable BToE on the Phone

You can disable the BToE feature on your phone.

To disable BToE on your phone:

1 On your phone, navigate to **Settings > Advanced > Administration Settings > BToE PC Pairing**.

2 Select **Disable**.

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