Quick Tips for Using Polycom® VVX® Business Media Phones with Better Together over Ethernet

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

These Quick Tips apply to VVX 201, 300, 301, 310, 311, 400, 401, 410, 411, 500, 501, 600, and 601 business media phones with Skype for Business.

The *Polycom VVX Business Media 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, install, and start 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 phone's support page on Polycom Support.

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.

4 Follow the installation prompts.

Pair Your Phone with BToE Automatically

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

To pair automatically:

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.

4 On your computer, enter your login credentials, if not signed into Skype for Business on the phone.

Pair Your Phone with BToE Manually

You can use a pairing code generated by your phone to manually pair your computer with a VVX phone.

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

To pair manually:

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.

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, then click **Pair**.

7 On your computer, enter your login credentials, if not signed into Skype for Business on the phone.

Sign into 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 into Skype for Business:

1 Connect an Ethernet cable from your phone to your computer.

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

3 Select **Via PC** or **Paired Lync Client**.

4 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 a 4 to 15 digit number, then confirm your lock code.

Unlock Your Phone

Use your lock code to unlock your phone.

To unlock your phone:

1 Select **Unlock** or tap 🔓.

2 Enter your lock code and select **Enter**.

Set Your Phone as Your Audio Device

Ensure that your VVX 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 into 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 call 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 call audio to your phone.

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

Disable BToE on Your Phone

You can disable the BToE feature on your phone and unpair your phone and computer.

To disable BToE on your phone:

» Disconnect the Ethernet cable from the PC port on your phone.

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