USER GUIDE

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Polycom® VVX® Business Media Phones with Better Together over Ethernet

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Before You Begin

Topics:

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

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

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

- VVX 201 business media phones
- VVX 300, 301, 310, and 311 business media phones
- VVX 400, 401, 410, and 411 business media phones
- VVX 500 and 501 business media phones
- VVX 600 and 601 business media phones
- VVX Expansion Modules

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 on a VVX Business Media Phone.

Related Documentation

For additional information about Polycom VVX products, 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 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.

Get Help

For more information about installing, configuring, and administering Polycom products, refer to **Documents and Downloads** 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 a VVX Business Media Phone

Topics:

- Overview of Phone Hardware and Keys
- Navigating VVX Business Media Phone
- Entering Information in Data Fields

Before you use the 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 business media phones. Unless specifically noted in this guide, especially with regard to phone graphics, all VVX business media phones 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.

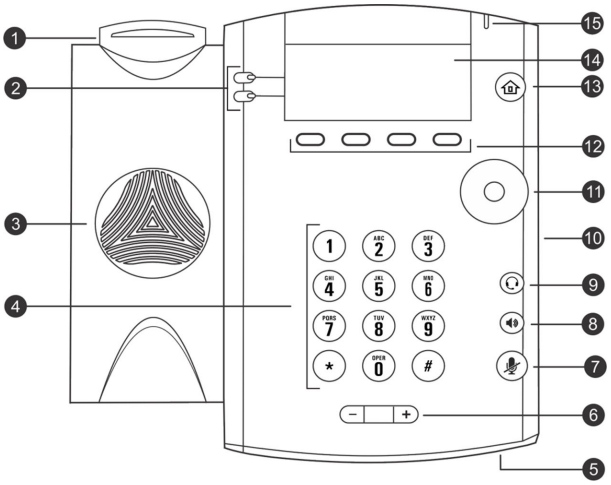
Overview of Phone Hardware and Keys

Use the following figures and tables to understand your VVX phone's hardware features. For more information about attaching phone hardware, including how to connect your phone to the network, see the *Quick Start Guide* for your phone available on your phone's support page on Polycom Voice Support.

VVX 201 Hardware

The following figure displays the hardware features on the VVX 201 business media phones. The table lists each feature numbered in the figure.

VVX 201 hardware features



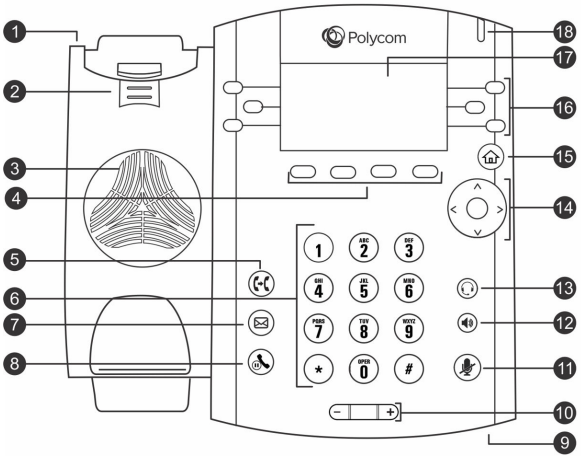
VVX 201 Hardware Feature Descriptions

Reference Number	Feature	Feature Description
1	Hookswitch	Holds the handset and end calls.
2	Line keys	Enable you to select a phone line, view calls on a line, or quickly call a favorite contact.
3	Speaker	Provides ringer and speakerphone audio output.
4	Dialpad keys	Enable you to enter numbers, letters, and special characters. You can also use the dialpad keys to select menu items that have index numbers.
5	Microphone	Transmits audio to other phones.
6	Volume keys	Adjust the volume of the handset, headset, speaker, and ringer.
7	Mute key	Mutes local audio during calls and conferences.
8	Speakerphone key	Enables you to place and receive calls using the speakerphone.
9	Headset key	Enables you to place and receive calls through a headset.
10	Security slot (on side)	Enables you to attach a universal security cable lock to your phone so you can secure it to a desktop.
11	Navigation keys / Select key	Scrolls through information or options displayed on the phone's screen. Selects a field of displayed data.
12	Soft keys	Enable you to select context sensitive keys that display along the bottom of the screen.
13	Home key	Displays the Home screen from other screens, and displays the Lines and Calls screen from the Home screen.
14	Screen	Shows a 2.5-inch (6.35 cm) diagonal screen with a backlight that enables you to view menus and data.
15	Message Waiting Indicator	Flashes red to indicate when you have new messages.

VVX 300 Series Hardware

The following figure displays the hardware features on the VVX 300, 301, 310, and 311 business media phones. The table lists each feature numbered in the figure.

VVX 300 series hardware features



VVX 300 Series Hardware Feature Descriptions

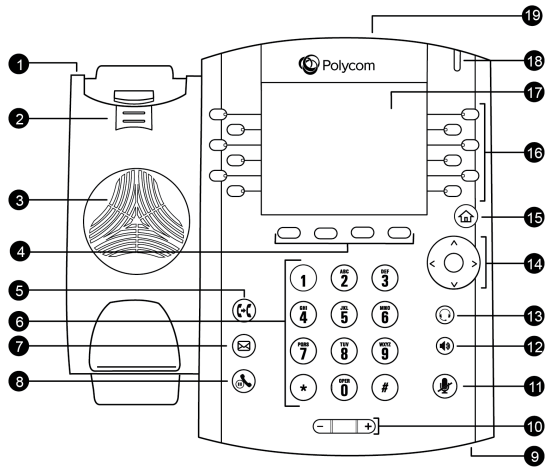
Reference Number	Feature	Feature Description
1	Security slot (on top)	Enables you to attach a universal security cable lock to your phone so you can secure it to a desktop.
2	Reversible tab	Secures the handset in the cradle when your phone stand is positioned at a high angle. To secure the handset, remove 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	Soft keys	Enable you to select context sensitive keys that display along the bottom of the screen.
5	Transfer key	Transfers an active call to a contact.
6	Dialpad keys	Enable you to enter numbers, letters, and special characters. You can also use the dialpad keys to select menu items that have index numbers.
7	Messages key	Enables you to access and manage instant and voice messages.
8	Hold key	Holds an active call or resumes a held call.
9	Microphone	Transmits audio to other phones.
10	Volume keys	Adjust the volume of the handset, headset, speaker, and ringer.
11	Mute key	Mutes local audio during calls and conferences. The key glows red when activated.

12	Speakerphone key	Enables you to place and receive calls using the speakerphone. The key glows green when activated.
13	Headset key	Enables you to place and receive calls through a headset. The key glows green when an analog headset is activated, and blue when a USB or Bluetooth headset is activated.
14	Navigation key/ Select key	Scrolls through information or options displayed on the phone's screen. Selects a field of displayed data.
15	Home key	Displays the Home screen from other screens, and displays the Lines and Calls screen from the Home screen.
16	Line keys	Enable you to select a phone line, view calls on a line, or quickly call a favorite contact.
17	Screen	Shows a 3.2-inch (8.3 cm) diagonal screen with a backlight that enables you to view menus and data.
18	Message Waiting Indicator	Flashes red to indicate when you have new messages.

VVX 400 Series Hardware

The following figure displays the hardware features on the VVX 400, 401, 410, and 411 business media phones. The table lists each feature numbered in the figure.

VVX 400 series hardware features



VVX 400 Series Hardware Feature Descriptions

Reference Number	Feature	Feature Description

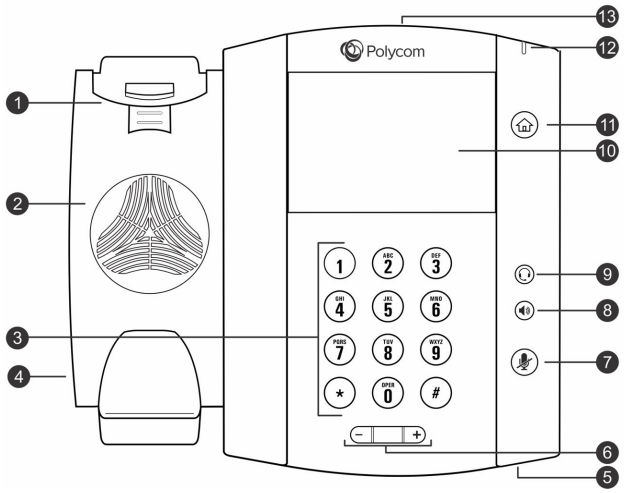
1	Security slot (on top)	Enables you to attach a universal security cable lock to your phone so you can secure it to a desktop.
2	Reversible tab	Secures the handset in the cradle when your phone stand is positioned at a high angle. To secure the handset, remove the tab, reverse it so the protrusion points 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	Soft keys	Enable you to select context sensitive keys that display along the bottom of the screen.
5	Transfer key	Transfers an active call to a contact.
6	Dialpad keys	Enable you to enter numbers, letters, and special characters. You can also use the dialpad keys to select menu items that have index numbers.
7	Messages key	Enables you to access and manage instant and voice messages.
8	Hold key	Holds an active call or resumes a held call.
9	Microphone	Transmits audio to other phones.
10	Volume keys	Adjust the volume of the handset, headset, speaker, and ringer.
11	Mute key	Mutes local audio during calls and conferences. The key glows red when activated.
12	Speakerphone key	Enables you to place and receive calls using the speakerphone. The key glows green when activated.
13	Headset key	Enables you to place and receive calls through a headset. The key glows green when an analog headset is activated, and blue when a USB or Bluetooth headset is activated.
14	Navigation key/ Select key	Scrolls through information or options displayed on the phone's screen. Selects a field of displayed data.
15	Home key	Displays the Home screen from other screens, and displays the Lines and Calls screens from the Home screen.
16	Line keys	Enable you to select a phone line, view calls on a line, or quickly call a favorite contact.
17	Screen	Shows a 3.5-inch (8.89 cm) diagonal screen with a backlight that enables you to view menus and data.
18	Message Waiting Indicator	Flashes red to indicate when you have new messages.

19	USB Port	Enables you to attach a USB flash drive or USB headset (VVX 411 only).

VVX 500 Series and VVX 600 Series Hardware

The following figure displays the hardware features on the VVX 500, 501, 600, and 601 business media phones. The table lists each feature numbered in the figure.

VVX 500 series and VVX 600 series hardware features



VVX 500 Series and 600 Series Hardware Feature Descriptions

Reference Number	Feature	Feature Description
1	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.
2	Speaker	Provides ringer and speakerphone audio output.
3	Dialpad keys	Enable you to enter numbers, letters, and special characters. You can also use the dialpad keys to select menu items that have index numbers.
4	Security slot (on side)	Enables you to attach a universal security cable lock to your phone so you can secure it to a desktop.
5	Microphone	Transmits audio to other phones.
6	Volume keys	Adjust the volume of the handset, headset, speaker, and ringer.
7	Mute key	Mutes local audio during calls and conferences. The key glows red when activated.

8	Speakerphone key	Enables you to place and receive calls using the speakerphone. The key glows green when activated.
9	Headset key	Enables you to place and receive calls through a headset. The key glows green when an analog headset is activated, and blue when a USB or Bluetooth headset is activated.
10	Touchscreen	Enables you to select items and navigate menus on the touch-sensitive screen. Tap the screen to select and highlight screen items. To scroll, touch the screen, and swipe your finger up, down, right, or left.
11	Home key	Displays the Home screen from other screens, and displays the Lines and Calls screens from the Home screen.
12	Message Waiting Indicator	Flashes red to indicate when you have new messages.
13	USB port	Enables you to attach a USB flash drive or a USB headset.

Securing Your Phone with the Security Slot

The security slot is located on the top, left, or right side of the phone and is indicated by a padlock symbol. See the hardware figure for your phone for the location of the security slot.

By fastening one end of a universal security cable to a stationary object such as a desk or table, and the other end to the security slot available on Polycom VVX phones, you can prevent your phone from being stolen or otherwise removed. Refer to the universal security documentation for more information on securing your phone.

Navigating VVX Business Media Phone

The phone has icons, status indicators, and user screens to help you navigate and understand important information on the state of your phone.

Accessing Screens on VVX Business Media Phone

You can access the following screens on the phone:

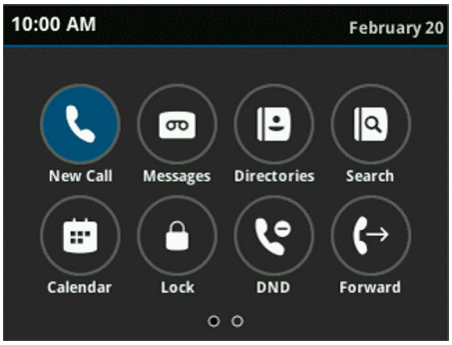
- Home Screen—Displays your messages, settings, and information.
- Calls Screen—Displays all active and held calls on your line.
- Lines Screen—Displays your phone lines, favorites, and conditional soft keys.
- Active Call Screen—Displays the active call currently in progress.

Access the Home Screen

On VVX phones, the phone lines and icons you can select to access phone features, settings, and information display on the Home screen.

The following figure shows the Home screen on VVX 500 phones.

Home screen on VVX 500 phones



Procedure

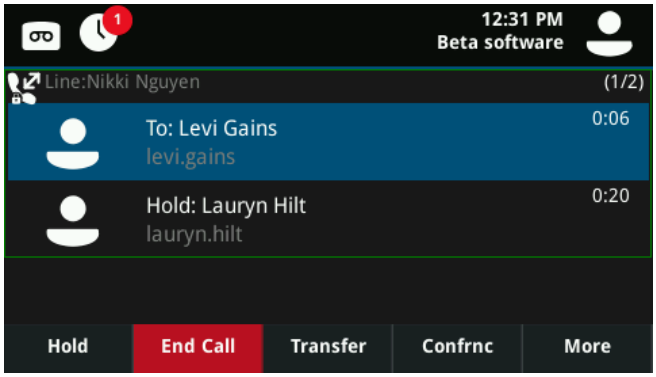
1. Press .

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, and if you have multiple lines on your phone, calls display under the associated line, as shown next.

Calls screen on VVX 500 and 600 series phones



Procedure

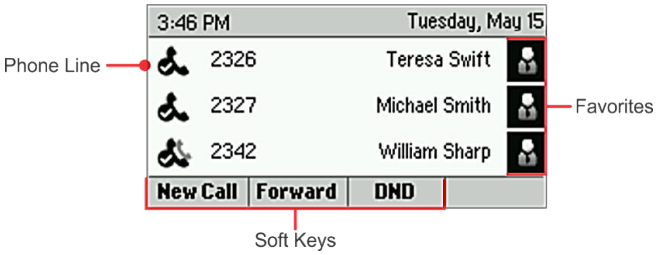
1. During a call, do one of the following:
   - Press the Home key .
   - On VVX 201 phones, press the **L** > **C** soft key.
   - On VVX 500/501 and 600/601 phones, tap **Return to Calls** in the status bar.
   - On VVX 500/501 and 600/601 phones, swipe the screen right to left.

Access the Lines Screen

The Lines screen is the default screen when your phone is not in use. When you have multiple calls on your phone, the number of calls you have is displayed next to the line number.

You can view your phone lines, favorites, and soft keys on the Lines screen, as shown next.

Phone line, favorites, and soft keys on the Lines screen on the VVX 300 series



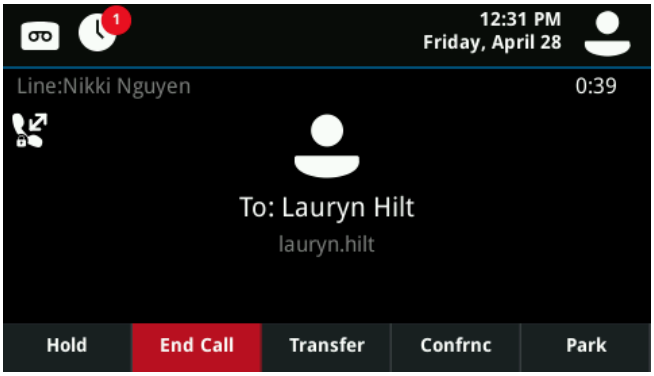
Procedure

1. Press the Home key .

Access the Active Call Screen

The Active Call screen is supported on VVX 500/501, and 600/601 phones, and the screen is displayed when you place a call and have an active call in progress. When you have an active call in progress, the name and number of the contact you are talking with and the duration of the call is displayed. In the Active Call screen, you can hold, end, and transfer the call, or set up a conference call.

Active Call screen on VVX 500 series phones



Procedure

1. Do one of the following:
   - Place a call.
   - Press the Home key during an active call.
   - Tap **Return to Calls** in the status bar.
   - Swipe the screen from right to left.

Switch among Phone Screens

You can see any phone screen on your phone from other screens by pressing the Home key , or by swiping your finger from right to left on the touchscreen. Although you can access any phone screen from other screens, you can access certain screens only if your phone is idle or has one or more calls in progress.

You can access certain screens in the following scenarios:

- If your phone is not in use, you can access the Home and Lines screen.
- If your phone has an active call, you can access all screens.

- If your phone has one active call only, you can access the Home, Lines, and Active Call screens.
- If your phone has multiple calls, or one held call, you can access the Home, Lines, and Calls screen.

Procedure

1. Do one of the following:
   - From the **Home** screen, press to display either the Lines, Calls, or Active Call screen.
   - The Calls and Active Call screen display only when an active or held call is in progress on your phone.
   - Press the Home key to display the Home screen from the Lines, Calls, or Active Call screen.
   - On VVX 201 phones, press the **C** > **L** soft key to display the Lines screen from the Calls screen.
   - On VVX 201 phones, press the **L** > **C** soft key to display the Calls screen from the Lines screen.
   - On VVX 500/501 and 600/601 phones, swipe the screen to the right or left to switch between the Lines, Calls, or Active Call screen.

Icons and Status Indicators

The following tables display phone icons and status indicators that display on the VVX business media phones.

Icons on VVX 201 Phones

Icon	Description	Icon	Description
	Registered line		Phone warning
	Unregistered line		Login credentials invalid
	Placing a call		Shared line
	Active call using Polycom HD Voice		Shared line with a held call
	Held call		Call forwarding is enabled

Icon	Description	Icon	Description
	Incoming call		New message
	Active conference		Presence status (Available)
	Placed call		Presence status (Busy or In a Call)
	Received call		Presence status (Away)
	Missed call		Presence status (Do Not Disturb)
	Favorite		Presence status (Offline)
	Do Not Disturb enabled		Presence status (Unknown)

Icons on VVX 300 Series Phones

Icon	Description	Icon	Description
	Registered line		Phone warning
	Unregistered line		Login credentials invalid
	Placing a call		Shared line

	Active call using Polycom HD Voice		Shared line with a held call
	Held call		Call forwarding is enabled
	Incoming call		New message
	Active conference		Presence status (Available)
	Placed call		Presence status (Busy or In a Call)
	Received call		Presence status (Away)
	Missed call		Presence status (Do Not Disturb)
	Favorite		Presence status (Offline)
	Do Not Disturb enabled		Presence status (Unknown)

Icons on VVX 400 Series Phones

Icon	Description	Icon	Description
	Registered line		Phone warning
	Unregistered line		Login credentials invalid

	Placing a call		Shared line
	Active call using Polycom HD Voice		Shared line with a held call
	Held call		Call forwarding is enabled
	Incoming call		New message
	Active conference		Presence status (Available)
	Placed call		Presence status (Busy or In a Call)
	Received call		Presence status (Away)
	Missed call		Presence status (Do Not Disturb)
	Favorite		Presence status (Offline)
	Do Not Disturb enabled		Presence status (Unknown)
	USB flash drive attached (VVX 401/411 only)		Recording paused (VVX 401/411 only)
	Recording in progress or paused (VVX 401/411 only)		Recording in progress (VVX 401/411 only)

Icons and Status Indicators on VVX 500 Series and 600 Series Phones

Icon	Description	Icon	Description
	Registered line		Status indicators in Lines screen. A flashing red bar indicates held calls. A green bar indicates an active call.
	Unregistered line		Do Not Disturb enabled
	Placing a call		Phone warning
	Active call using Polycom HD Voice		Login credentials invalid
	Held call		Shared line
	Incoming call		Call forwarding is enabled
	Active conference		Recent calls
	USB flash drive attached		USB flash drive in use
	Placed call		Presence status (Available)
	Received call		Presence status (Busy)
	Missed call		Presence status (Away)

Icon	Description	Icon	Description
	Bluetooth available (VVX 600/601 only)		Presence status (Do Not Disturb)
	Bluetooth disconnected (VVX 600/601 only)		Presence status (Offline)

Entering Information in Data Fields

You can enter information and edit fields using the dial pad keys on the phone console or using the onscreen keyboard on VVX 500/501, and 600/601 phones.

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)

When the onscreen keyboard is displayed, the Encoding and Mode soft keys are not available.

Entering Information Using the Dial Pad

You can use the dial pad keys on your phone console 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

Data Type	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.
Enter a special character	Select **Encoding**, and select **Abc**, **ABC**, or **abc**. Press the **1**, **0**, **asterisk**, *****, or **pound #** key one or more times to enter one of the following special characters: • **1** key: ! | ‘ ^ \ @ : 1 • ***** key: * - & % + ; ( ) • **0** key: / , _ $ ~ = ? 0 • **#** key: # > < { } [ ] “ ‘ 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. 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, press the **<<** soft key, or tap ⌫.

Enter Information Using the Onscreen Keyboard

The onscreen keyboard available on VVX 500 and 600 phones enables you to enter information into text fields using the touchscreen.

The onscreen keyboard displays on screen automatically when a text field is shown. When a text field requires only numbers, the onscreen keyboard displays only numbers.

Procedure

1. Tap .
2. Tap and select **Abc**, **ABC**, **abc**, **123**, or one of the special character options.
3. Press your finger on each character you want to enter.
4. When you finish, tap ✓.

The following table describes how to enter information using the onscreen keyboard.

Using the Onscreen Keyboard to Enter Information

Task	Action
Select an Encoding option (title case, uppercase, lowercase, numbers-only, ASCII, Latin, Katakana, Unicode, Cyrillic)	Tap and select the Encoding options you want.
Enter text	Tap **Abc** and select the characters you want.
Enter uppercase characters	Tap **ABC** and select the characters you want.
Enter lowercase characters	Tap **abc** and select the characters you want.
Enter numbers	Tap **123** and select the numbers you want.
Enter special characters	Tap **ASCII** and select the characters you want.
Exit the onscreen keyboard, enter the information, and update the next field	Tap ✓.
Delete one or more characters	Drag your finger across the characters to highlight them in yellow then tap .
Replace characters	Highlight the characters you want to replace then enter the new characters.

Entering Chinese Characters with PinYin

PinYin is a commonly used method for inputting Chinese characters. The PinYin text input feature on VVX business media phones uses Nuance XT9® Smart Input to enable you to enter Chinese characters into text fields using the phone's dial pad keys or onscreen keyboard.

Note: For more information on the PinYin text input method, see the Nuance's XT9 Smart Input web site.

Using the PinYin Input Widget

You can enter Chinese characters in the contact directory, corporate directory, and browser using the PinYin input widget and the dial pad keys or onscreen keyboard. 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.

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 your phone.

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

Procedure

1. Enter the PinYin text that corresponds with the letters 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.

6. Repeat preceding steps until entry is complete.

Enter Chinese Characters with the Onscreen Keyboard

You can use the onscreen keyboard and the PinYin input widget to enter Chinese characters on your phone.

Procedure

1. Tap .

2. Tap to verify that PinYin is the default input mode.

   A list of language options display.

3. Ensure that **XT9 PinYin** is selected.

4. Enter the PinYin text using the onscreen keyboard.

5. Tap ✓ on the onscreen keyboard to select the character from the recommendation area.

6. Repeat preceding steps until entry is complete.

Logging Into and Locking Your Phone

Topics:

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

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

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.

Procedure

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 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 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.

Procedure

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

Procedure

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

Your system administrator provides you with a user password that you can use to unlock the 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, unless your administrator has set your phone to require a password to answer calls.

Related Links

Using BToE to Lock and Unlock Your Phone on page 34

Set a Lock Code

When you sign into 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 you must create a lock code when you sign in again.

Procedure

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.

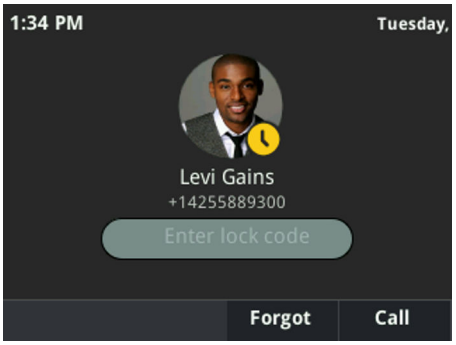
Lock Your Phone

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.

Procedure

1. 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**.

   On VVX 400, 500, and 600 series phones, the Lock screen displays with your user name, phone number, and profile photo, if set for your Skype for Business or Microsoft Exchange account, as shown next on VVX 400.



Related Links

Adding a Profile Photo to Display on the Lock Screen on page 52

Unlock the Phone

You can unlock your phone using your lock code.

Procedure

1. Enter your lock code and select **Unlock** or tap ⊖.

Change Your Lock Code

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

Procedure

1. Navigate to **Settings** > **Basic** > **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.

Procedure

1. On the Lock screen, select **Forgot** or tap .
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.

Procedure

1. Navigate to **Settings** > **Basic** > **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.

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 3.5.0 or later, from Polycom Voice Support.

Procedure

1. On the support site, click **Polycom Better Together over Ethernet Connector Application**, version 3.5.0 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.

Procedure

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**.

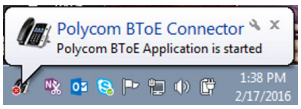
6. Select the **Always trust software from Polycom Inc.** check box if you want your computer to automatically allow future software downloads from Polycom.

   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.

Procedure

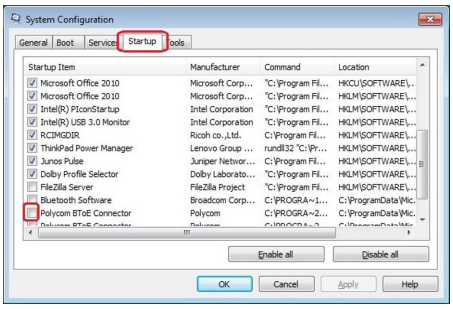
1. Click the Polycom BToE Connector desktop icon on your computer, or click **Start** > **All Programs** > **Polycom** > **Polycom BToE Connector**.

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.

Procedure

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 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.

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.

Procedure

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.

Related Links

Manually Pair Your Phone with Your Computer using BToE on page 31

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.

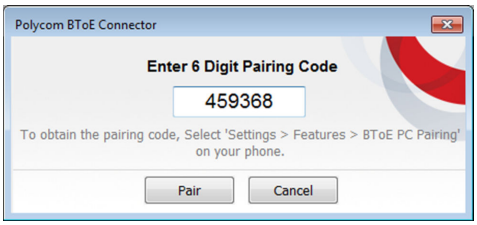
Note: You must have the Polycom BToE Connector application, version 3.4.0 or later, to use manual pairing.

Procedure

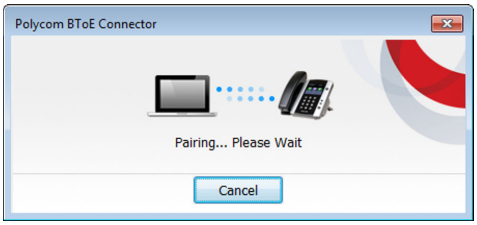
1. On your phone, navigate to **Settings** > **Features** > **BToE PC Pairing**.
2. Select **Pairing Mode** then select **Manual**.
3. Connect an Ethernet cable from your computer to the PC port on your phone.

   A six-digit pairing code displays. For example,*459368*.

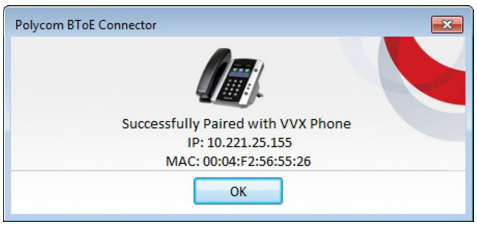
4. On your computer, click the Polycom BToE Connector desktop icon to start the application.
5. Right-click the application icon then click **Pair with Phone**.
6. Enter the six-digit pairing code shown on the phone into the notification on your computer, as shown, then click **Pair**.



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.

Related Links

Automatically Pair Your Phone with Your Computer using BToE on page 31

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.

Procedure

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

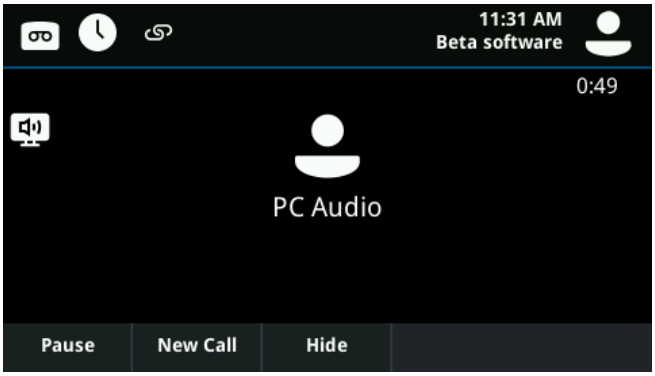
Use Your Phone as Your Primary Audio Device for Your Computer

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.

Procedure

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.

Procedure

1. 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.

With the BToE Connector, version 3.5.0 or later, when you lock your computer, your phone locks within 10 seconds after your computer, or a designated time set by your administrator, if your phone is not in use. When you unlock your computer, your phone unlocks immediately after your computer.

Related Links

Locking Your Phone on page 25

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 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 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 from 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 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.

Procedure

1. 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.

Procedure

1. 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 a video call on your phone, the call remains active in the Skype for Business client on your computer.

Procedure

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.

Procedure

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.

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.

Procedure

1. 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

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

Procedure

1. 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

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.

Procedure

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.

VVX Business Media Phone Settings

Topics:

- Password Required to Access Basic Settings
- Set the Language
- Change the Time and Date Format
- 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

This section explains how to make some basic customizations, 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 on the phone 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

The phone supports several languages that you can choose to display. Check with your system administrator to find out exactly which languages are supported.

Procedure

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

   The language on the phone updates automatically.

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.

Procedure

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 (not available on VVX 201 phones).
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.

Procedure

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.

This feature is not available on VVX 101 phones. Check with your system administrator to find out if this feature is available on your phone.

Set the Backlight Intensity

You can change the Backlight On intensity and the Backlight Idle intensity separately, and you can 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.

Procedure

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.

Procedure

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

By default, your screen displays a blue background named Default. You can change the background picture that is displayed on your phone to any image set up by your system administrator. 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.

This feature is not available on VVX 201 phones. 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.

Procedure

1. Navigate to **Settings >Basic > Preferences > Background**.

   Depending how your system is set up, you might have to navigate to **Settings > Basic > Preferences > Background > Select Background**. The **Select Background** screen is displayed instead.
2. Select a background image, if available.

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 pictures 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 300 series and 400 series phone screens are 220 x 108 pixels
  - VVX 500 series phone screens are 320 x 240 pixels
  - VVX 600 series 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 with UC Software 5.1.1 or later and 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.

Procedure

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. On your phone, navigate to **Settings > Basic > Preferences > Background**.
10. Select your 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 401/411, 500/501, and 600/601 phones.

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

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.

Procedure

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. Tap the arrow keys to find your picture, and then tap .

   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.

Procedure

1. Navigate to **Settings** > **Basic** > **Preferences** > **Background**.
2. From the **Background** screen, select **Default**.

Customizing Line Keys

On VVX 300, 400, 500 and 600 series business media phones, you can customize the line keys that display on the Lines screen in the following ways:

- Set a transparent background to show for line keys
- Choose the number of columns that display
- Assign a contact to a line on the phone or an expansion module for up to 100 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

This feature is not available on VVX 201 phones. Check with your system administrator to find out if this feature is supported on your phone.

Customize the Columns on the Lines Screen

When you add contacts or favorites to line keys on the Lines screen, the contacts display in columns. On VVX 500/501 and 600/601 phones, you can control how many columns of line keys display on the Lines screen. By default, the phone displays the maximum number of columns and line keys. The following are the maximum line keys and columns that display on each phone:

- VVX 500/501: 3 columns with 12 line keys
- VVX 600/601: 4 columns with 16 line keys

Procedure

1. Navigate to **Settings** > **Basic** > **Preferences** > **Idle Screen Settings**.
2. Select **Columns**, enter the number of columns you want to display.

   For VVX 500/501, enter a number between 1-3; For VVX 600/601, enter a number between 1-4.
3. Press **Save**.

Enable Transparent Line Keys

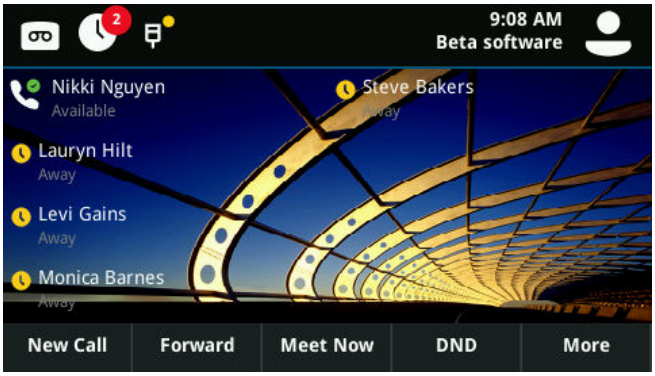
By default, your phone displays line keys with a background. If you have a background picture set on your VVX phone, the background is partially or fully covered depending on the number of line keys you have.

On VVX 500/501 and 600/601 phones, you can change line keys to have a transparent background that enables you to fully see the background you set for your phone.

Procedure

1. Navigate to **Settings** > **Basic** > **Preferences** > **Idle Screen Settings**.
2. On the **Idle Screen Settings** screen, select **Transparent Lines**, and select **Enabled**.

   The line keys are displayed without a background, as shown next.



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.

If you have a VVX Expansion Module connected to your phone, your contacts and favorites are moved onto the expansion module.

Procedure

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

Enable Line Key Customization

When you are signed into 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 or VVX Expansion Module.

Procedure

1. Navigate to **Settings** > **Basic** > **Line Key Customization**.
2. Select **Customize Line Keys: Disabled** then 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 or expansion module.

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.

Procedure

1. Navigate to **Settings** > **Basic** > **Line Key Customization**.
2. Choose one of the following:
   - **Phone Line Keys**.
   - **Expansion Module Line Keys**.
3. Select a line then 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 so that the line is blank. Clearing a contact does not change the position of other contacts.

Procedure

1. Navigate to **Settings** > **Basic** > **Line Key Customization**.
2. Choose one of the following:
   - **Phone Line Keys**
   - **Expansion Module 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.

Procedure

1. Navigate to **Settings** > **Basic** > **Line Key Customization**.
2. Choose one of the following:
   - **Phone Line Keys**.
   - **Expansion Module Line Keys**.
3. Select a line and press **Delete**.

Reset Customized Line Keys

If for some reason you need to remove all of the customized line keys you set, you can reset the line keys on your phone and expansion module.

Procedure

1. Navigate to **Settings** > **Basic** > **Line Key Customization**.
2. Choose one of the following:
   - **Phone Line Keys**.
   - **Expansion Module 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. Ask your system administrator if this feature is available on your phone.

Enable Screen Savers

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

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.

Procedure

1. Navigate to **Settings >Basic > Preferences > Screen Saver**.
2. From the **Screen Saver** screen, select **Screen Saver** and select **Enabled**.

3. Select **Wait Time** and enter the number of minutes the phone can wait after no activity before displaying the screen saver.

   You can enter any time between one and 9999 minutes. The default time is 15 minutes.

4. Select **Type** and select either **Default** or **Idle Browser**.

5. Press **Save**.

Use Personal Photos as Screen Savers

On VVX 401/411, 500/501, and 600/601 phones, you can enable your phone to display your personal photos as a screen saver. To set up a screen saver of your pictures, you need to set up certain screen saver settings, place your pictures on a USB flash drive, and attach the USB flash drive to the phone.

The pictures 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 picture to display or have all pictures 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.

Procedure

1. Place one or more pictures on 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 > Picture Frame**.

4. From the **Picture Frame** screen, select **Folder**, and enter the name of the folder you placed your images in on the USB flash drive.

   If you did not place the pictures in a folder, but placed them in the root directory instead, do not enter a folder name.

5. Select **Time Per Image**, and enter the number of seconds you want each picture 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 pictures 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 > Screen Saver**.

8. From the **Screen Saver** screen, select **Screen Saver**, 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.

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.

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:

- 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.
- 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.

Procedure

1. Navigate to **Settings >Basic > Preferences > Screen Saver**.
2. From the **Screen Saver** screen, select **Screen Saver**, and select **Disabled**.
3. Select **Save**.

Use Your Phone as a Digital Picture Frame

On VVX 401/411, 500/501, and 600/601 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, one-by-one as a slide show, or display just one 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.

Procedure

1. 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

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

Power-Saving Mode

By default, the phone is 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

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.

Procedure

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 Timeouts

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. 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, the idle timeout period that applies (User Input Idle Timeout or Office Hours/Off Hours Idle Timeout) is the timeout with the highest value.

Procedure

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 or 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.

Procedure

1. Navigate to **Settings >Basic > Preferences > Audible Ringer**.
2. From the **Audible Ringer** screen, select a location to hear sound effects.

Set a Ringtone for Incoming Calls

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

Procedure

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.

Procedure

1. From your **Contact Directory**, select a contact.
2. From the **Contact Information** screen, select **Edit** or tap .
3. From the **Edit Contact** screen, select **Ring Type** and select a ringtone.
4. Select **Play** to hear the ringtone.
5. From the **Edit Contact** screen, select **Save**.

Change the Volume

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

Procedure

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

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.

Procedure

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.

Profile photos do not display on VVX 201 or VVX 300 series business media phones.

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.

Related Links

Lock Your Phone on page 25

Troubleshooting

Topics:

- Better Together over Ethernet

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.

Procedure

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.

Procedure

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**.

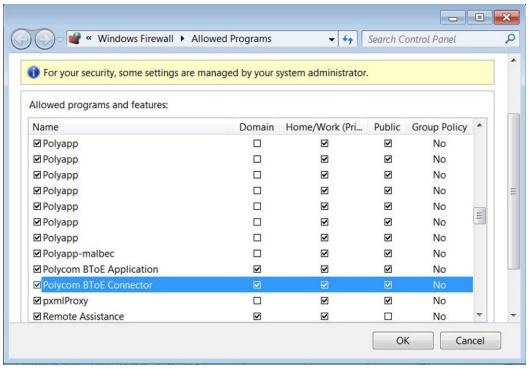
Troubleshoot Pairing

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.

Procedure

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**.