Poly CCX Business Media Phones with Better Together over Ethernet (BToE)

Getting Help

For more information about installing, configuring, and administering Poly/Polycom products or services, go to Polycom Support.

Contents

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

Disabling BToE and Uninstalling the BToE Connector Application

Troubleshooting

Before You Begin

Topics:

- [Audience, Purpose, and Required Skills](#)
- [Related Poly and Partner Resources](#)

This Poly CCX Business Media Phones with Better Together over Ethernet - User Guide contains overview information for performing tasks on Poly CCX business media phones.

This user guide supports the Poly CCX 500 business media phones with Skype for Business enabled.

Audience, Purpose, and Required Skills

This guide is intended for Poly phone users running Skype for Business. Administrators and users can refer to this guide to configure Poly settings available on the phone's local interface.

Related Poly and Partner Resources

See the following sites for information related to this product.

- The [Polycom Support Site](#) is the entry point to online product, service, and solution support information including **Licensing & Product Registration**, **Self-Service**, **Account Management**, **Product-Related Legal Notices**, and **Documents & Software** downloads.

- The [Polycom Document Library](#) provides support documentation for active products, services, and solutions. The documentation displays in responsive HTML5 format so that you can easily access and view installation, configuration, or administration content from any online device.

- The [Polycom Community](#) provides access to the latest developer and support information. Create an account to access Poly support personnel and participate in developer and support forums. You can find the latest information on hardware, software, and partner solutions topics, share ideas, and solve problems with your colleagues.

- The [Polycom Partner Network](#) are industry leaders who natively integrate the Poly standards-based RealPresence Platform with their customers' current UC infrastructures, making it easy for you to communicate face-to-face with the applications and devices you use every day.

- The [Polycom Collaboration Services](#) help your business succeed and get the most out of your investment through the benefits of collaboration.

Product Overview of Poly CCX Business Media Phones

Topics:

- [CCX Phone Hardware Overview](#)
- [Navigating Poly CCX Business Media Phone](#)
- [Accessibility Features](#)

Poly CCX Business Media Phones with Skype for Business support audio-only conference calls.

The following features are available on CCX series phones with Skype for Business:

- Placing, answering, and managing audio calls
- Initiating, joining, and managing audio conference calls
- Recording audio calls with USB flash drives
- Viewing and joining scheduled calendar meetings
- Managing contacts, call lists, and directories
- Adjusting call and phone settings
- Pairing with Bluetooth-enabled devices
- Checking voicemail messages
- Connecting to a computer over USB

CCX Phone Hardware Overview

The following topics describe the hardware features for Poly CCX Business Media Phones.

Poly CCX 500 Business Media Phone Hardware

The following figure displays the hardware features on Poly CCX 500 Business Media Phones. The table lists each feature numbered in the figure.

Figure 1: Poly CCX 500 phone hardware features
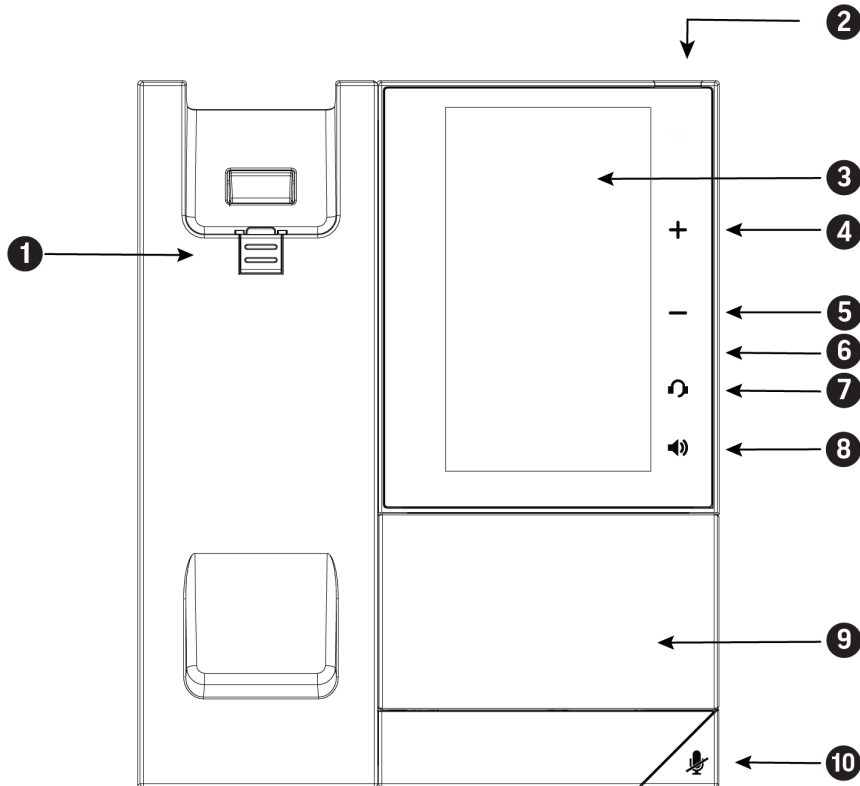
Poly CCX 500 Phone Hardware Feature Descriptions

Reference Number	Feature	Feature Description
1	Reversible tab	Secures the handset in the cradle when you position your phone stand at a high angle. To secure the handset, remove the tab, reverse it so the protrusion points up, and reinsert it. Position the handset so the protrusion on the tab fits into the slot on the handset.
2	Message waiting indicator	Flashes to indicate you have an incoming call. Flashes red to indicate when you have new messages.
3	Touchscreen	Enables you to select items and navigate menus on the touch-sensitive screen.

Reference Number	Feature	Feature Description
4,5	Volume keys	Adjusts the volume of the handset, headset, speaker, and ringer.
6	USB port(s)	Enables you to attach a USB flash drive or USB headset. Poly CCX 500 phones include one USB-A port and one USB-C port.
7	Headset indicator	Displays when the phone is powered on. The icon glows green or blue when a headset is connected and activated.
8	Speakerphone indicator	Displays when the phone is powered on. The icon glows green when activated.
9	Speaker	Provides ringer and speakerphone audio output.
10	Mute key	Mutes local audio during calls and conferences.

LED Indicators on CCX Series Phones

CCX series phone LEDs indicate phone and accessory states.

CCX Series Phones LED Descriptions

LED	Color State and Description
Speakerphone	Off – Phone is in sleep mode. White – Speakerphone is off, but the phone is active. Green – Speakerphone is on.
Headset	Off - Phone is in sleep mode. White – No headset is active. Green – An electronic hookswitch (EHS) headset is connected and activated. Blue – A USB or Bluetooth headset is connected and activated.
Mute	Off – No call is active. Red – The phone microphone is muted.
Message Waiting Indicator (MWI)	Off – No new messages are available. Blinking Red – New or unread voicemails are available, incoming call and missed call.

Navigating Poly CCX 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.

CCX Phone Screens

You can access various phone screens from the **Home** screen or from the **Menu** ≡ in the upper-left corner of the display.

Access the Home Screen

The **Home** screen on CCX series phones with Skype for Business display the icons you can select to access features, settings, and other information; additional registered lines; and favorites you can save to quickly call contacts.

Procedure

» Do one of the following:

- Select **Home** ⌂.
- Select **Menu** ≡ > **Home** ⌂.

Access the Dial a Number Screen

From the **Dial a Number** screen, you can also access the dialpad, **Directories**, **Recent Calls**, and **Meetings**.

Your system administrator can also configure your phone to display the **Dial a Number** screen when the phone is idle.

Procedure

» Do one of the following:

- On the **Home** screen, select **Dial a Number**.
- Select **Menu** ≡ > **Dial a Number**.

Accessing the Calls Screen

The **Calls** screen on CCX phones automatically displays when you place a call and you 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 displays on the **Calls** screen.

You can also view active and held calls in progress on the phone. If the phone has multiple lines, active and held calls display under the associated line.

Icons and Status Indicators

The following table displays the icons and status indicators that display on your phone.

Icons and Status Indicators

Icon	Description	Icon	Description
☎	Registered Line	⊖	Do Not Disturb enabled
☎	Unregistered Line	↪	Call Forwarding enabled
☎	Active Call	📶	Wireless status
⯊	USB device attached	🔗	Paired Device
☎	Missed Call	✳	Bluetooth
☎	Placed Call	☎	Received Call

Accessibility Features

Poly products include a number of features to accommodate hearing-, vision-, mobility-, or cognitively-impaired users.

Features for Hearing-Impaired Users

Your phone includes many features that enable users with hearing impairments to use various features on the phone.

The following table lists the accessibility features for hearing-impaired users.

Accessibility Features for Hearing-Impaired Users

Accessibility Feature	Description
Visual message indicators	An indicator light on the phone indicates that new messages are waiting. Icons on the screen also indicate that the phone has new messages.
Adjustable ring tone and volume	You can choose from a variety of ring tones for the phone. You can also change the volume of the ringer to suit your needs and choose different ring tones for contacts.
Adjustable call volume	While in a call, you can raise or lower the volume of the device.
Visual notifications	Status and icon indicators let you know when you have incoming, outgoing, active, or held calls. Indicators also alert you of the device's status and when features are enabled.

Accessibility Feature	Description
Headset memory mode	If you use a headset, you can set up your phone to use your headset for all calls
TTY support	The phones supports commercial TTY devices such as Ultratec Superprint. Additionally, the phones provide acoustic coupled TTY support.

Features for Mobility-Impaired Users

Your phone includes features that enable users with mobility impairments to perform various functions on the phone.

The following table lists the accessibility features for mobility-impaired users.

Accessibility Features for Mobility-Impaired Users

Accessibility Feature	Description
Auto-answering	You can enable the phone to auto-answer calls.
Touchscreen	The large touchscreen enables you to select, swipe, and press the screen to perform functions and activate features.
Built-in speakerphone	A built-in speakerphone allows you to hear audio on the device without having to use headset.

Features for Vision-Impaired and Blind Users

Poly phones include various features that enable users with visual impairments to use many of the features on the phone.

The following table lists the accessibility features for visually-impaired and blind users.

Accessibility Features for Vision-Impaired and Blind Users

Accessibility Feature	Description
Adjustable backlight settings	You can change the brightness of the screen by adjusting backlight intensity settings.
Auto-answering	You can enable the phone to auto-answer calls.
Illuminated feature keys	Many feature keys illuminate when activated to alert you when a feature is enabled.

Logging in to and Locking Your Phone

Topics:

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

Sign in to Skype for Business on Your Computer Using BToE

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

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

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

Procedure

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

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

Sign Out of Skype for Business

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

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

Procedure

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

Set the Time and Date Format

After you sign in to your phone with your Skype for Business credentials, you have the option to set the time zone and select a time and date format.

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

Procedure

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

Locking Your Phone

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

Consider locking your phone if you want to:

- Prevent unauthorized outgoing calls.
- Allow only authorized people to answer 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 emergency and authorized numbers only.
- Place outgoing calls to a contact, unless your system administrator restricts your phone to placing calls to emergency and authorized numbers only.
- Enter a password to answer incoming calls.
- Answer incoming calls, unless your administrator has set your phone to require a password to answer calls.

When your phone is locked, a message displays on the status bar informing you that the phone is locked and that only authorized calls are allowed. Any messages that displayed before the phone was locked do not display.

Set a Lock Code

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

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

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 automatically locks after being idle for a set amount of time, which is set by your system administrator.

Procedure

» Do one of the following:
   • Select **Lock**.

Unlock the Phone

You can use your lock code to unlock your phone.

Procedure

» Select **Unlock**.

Change Your Lock Code

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

Procedure

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

Reset Your Lock Code

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

Procedure

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

2. On the Forgot Lock Code screen, enter your login password or PIN for your Skype for Business account.

3. Enter and confirm your new lock code.

Disable Device Lock

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

Procedure

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

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

Topics:

Better Together over Ethernet (BToE) with Skype for Business enables you to communicate with Skype for Business contacts using your Skype for Business client while providing you with quality audio from your phone.

BToE also enables you to control Skype for Business audio and video call activity from your phone and your computer using your Skype for Business client. You can also use BToE to sign in to your phone using your Skype for Business credentials.

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

To use BToE, you need to download and install the BToE Connector application.

Installing the Better Together over Ethernet Connector

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

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

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

Download and Install the BToE Connector

Before you can start using BToE, you need to download and install the BToE Connector application, version 4.3.0 or later, from [Polycom Voice Support](#).

Procedure

1. On the support site, click **Polycom Better Together over Ethernet Connector Application**, version 4.3.0 or later.
2. Agree to the user terms and conditions, and click **Submit**.
3. Unzip the downloaded file and click the **Polycom BToE Connector**.msi file.

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

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

Start the BToE Connector

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

Procedure

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

Disable Auto-Start for the BToE Connector

After you start the application the first time, the 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, press the keys **Ctrl + Alt + Delete** and select **Task Manager**.
2. In the **Task Manager** dialog, click the **Startup** tab and find **Polycom BToE Connector**, as shown next.
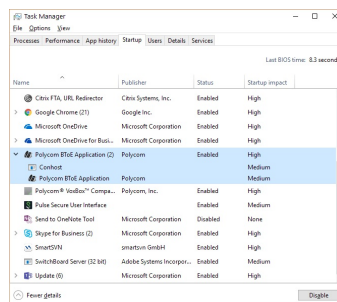
3. Select **Polycom BToE Connector** and click **Disable**.

Pairing Your Phone with Your Computer

By default, BToE is enabled on your phone when you sign in to the phone with your Skype for Business user credentials.

When BToE is enabled, the BToE icon is displayed in the status bar on your phone. If enabled by your system administrator, the **BToE** menu option displays on the Home screen, and you can access BToE feature settings and pair your phone from the menu.

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

Automatically Pair Your Phone with Your Computer using BToE

By default, your phone is set to automatically pair with your computer when you connect your phone to your computer over Ethernet and when the Pair mode on the phone and application is set to **Auto**. When your phone is paired with the Skype for Business client on your computer, a confirmation message displays on your phone and the BToE Mode icon is displayed in the system tray on your computer.

Procedure

1. Do one of the following:

    -   On your phone's Home screen, select **BToE**.

    -   On your phone, go to **Settings** > **Features** > **BToE PC Pairing**.

    -   On your phone, select **Sign In** or go to **Settings** > **Features** > **Skype for Business** > **Sign In** and select **via PC**.

2. Select **Pairing Mode** and select **Auto**.

3. If you are switching to **Auto** after using Manual pairing, right-click the application icon on your computer, select **Pair with Phone**, select the **Auto** check box, and click **Pair**.

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

    The message that the phone is paired displays on the phone, and if you are not signed in to Skype for Business on your phone, a dialog box is displayed on your computer asking for your Skype for Business login credentials.

5. If the dialog box does not display on your computer, select **Sign In** on your phone and choose **User Credentials** or **Paired Client**.

6. Enter your login credentials in the dialog box.

    A message that BToE is activated displays on your phone, the BToE icon is displayed on the status bar, and the Paired BToE icon is displayed in the system tray on your computer. Poly CCX Phone displays in your list of audio devices in your Skype for Business client.

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

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 network.

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

Procedure

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

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

   The application attempts to pair with the phone.

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

   A confirmation message displays on your phone and the BToE icon displays on the status bar.

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

Set Your Phone as Your Primary Audio Device

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

Procedure

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

Use Your Phone as Your Primary Audio Device for Your Computer

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

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

Procedure

1. On your computer, click **Start** > **Control Panel**.
2. In the **Control Panel**, click **Hardware and Sound** > **Sound**.
3. Click **Poly CCX Phone** and click the drop-down arrow for **Set Default**.
4. Select **Default Communication Device** and click **OK**.

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 BToE Connector application.

You can use the Web Configuration Utility to update or change user features for your phone.

Procedure

» On your computer, right-click the BToE application icon in the system tray and click **Launch CCX 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 application, your phone locks within 10 seconds after you lock your computer or at a designated time set by your administrator, when the phone is not in use. Your phone unlocks immediately after you unlock your computer.

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 you pair your phone 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 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. You can use BToE with your phone for all Skype for Business calls even if you are not signed in to your Skype for Business account on the phone. When you connect a 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 have only video call between you and one other person when BToE is enabled. Calls with three or more people are audio-only.

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

Answer BToE Calls

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

Procedure

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

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

  The call is displayed on the phone only.

Place BToE Calls

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

Procedure

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

Pause and Resume BToE Calls

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

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 **Audio Device Settings** 🎤.
2. Click **Devices** and do one of the following:
   - Click **Handset** to move the call audio from your computer to your phone.
   - Click **PC Mic and Speakers** to move the call audio from your phone to your computer.

Disabling BToE and Uninstalling the BToE Connector Application

Topics:

If you want to temporarily stop using BToE, you can disable BToE on your phone or stop the 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 phone and Skype for Business client on your computer.

Procedure

» Do one of the following:

- Disconnect the ethernet cable from the PC port on your phone.
- Navigate to **Settings** > **Advanced** > **Administration Settings** > **BToE PC Pairing** and press **Disabled**.

BToE is disabled on your phone.

Stop BToE on Your Computer

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

Procedure

» Right-click **BToE Connector icon** 📱 in the system tray and select **Exit**.

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

Uninstall the BToE Connector

Before uninstalling the 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 BToE Connector and repeat the steps for enabling and pairing your phone and computer.

Procedure

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

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

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

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

Troubleshooting

Topics:

- [Better Together over Ethernet

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

Better Together over Ethernet

Use the following solutions as a guide to resolve certain issues that might arise while installing the BToE Connector or pairing your devices.

Troubleshoot the BToE Connector Installation

If the 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 BToE Connector Start Issues

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

23

Troubleshoot Pairing Your Phone with Your Computer

If you are having trouble pairing your 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 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.
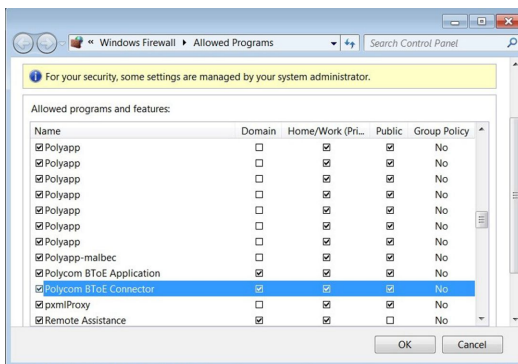
4. Click **OK**.

Regenerate a Pairing Code for Manual BToE Pairing

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

Procedure

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

    A new pairing code is generated.