



RELEASE NOTES

Software 2.3.0 | July 2014 | 3725-69895-230

## Polycom<sup>®</sup> Better Together over Ethernet Connector 2.3.0

Applies to Polycom<sup>®</sup> VVX<sup>®</sup> 300/310, VVX<sup>®</sup> 400/410, VVX<sup>®</sup> 500, VVX<sup>®</sup> 600 and VVX<sup>®</sup> 1500 Business Media Phones running UC Software 5.0.1 and above



# General

---

Polycom® Better Together over Ethernet (BToE) Connector application software 2.3.0 is a general release for customers using Microsoft® Lync® Server 2010 and Microsoft® Lync® Server 2013 who have installed UC software 5.0.1 or higher on their Polycom® devices.

The BToE Connector application software 2.3.0 can be used in conjunction with the following Polycom endpoints:

- Polycom® VVX® 300/310 business media phone
- Polycom® VVX® 400/410 business media phone
- Polycom® VVX® 500 business media phone
- Polycom® VVX® 600 business media phone
- Polycom® VVX® 1500 business media phone

These release notes provide important information on software updates, application features, feature licenses, known issues, and previous BToE software versions.

## Understand BToE Licenses

The Polycom BToE Connector application does not require a separate license to operate. However, as this application only works in Lync deployments, a Lync license is required for each phone that uses this feature.

## Downloading the ZIP File

The Polycom Better Together over Ethernet (BToE) Connector application is available for download on the [Polycom Support Site](#). For instructions on how to install the application, see [Connecting Polycom VVX Business Media Phones with Better Together over Ethernet](#).

# What's New in Polycom Better Together over Ethernet Connector 2.3.0 Version?

---

Polycom® Better Together over Ethernet (BToE) Connector application software 2.3.0 is a general release for customers using Microsoft® Lync® Server 2010 and Microsoft® Lync® Server 2013 with UC software 5.0.1 or later on Polycom® VVX business media phones. This application is installed on the user's computer to enable the Better Together over Ethernet feature.

Polycom BToE Connector 2.3.0 is supported on the following operating Systems:

- Microsoft® Windows 8.1
- Microsoft® Windows 8
- Microsoft® Windows 7
- Microsoft® Windows Vista



#### **Note: Default BToE settings**

Better Together over Ethernet is disabled by default on VVX business media phones with UC software 5.0.1 or later.



#### **Note: Backward software compatibility**

Better Together over Ethernet Connector version 2.3.0 is compatible with all previous UC software versions except UC software 5.0.0.

## New or Enhanced Features

There are no new enhancements for this release.

## Enhanced Capabilities

The following table lists the enhanced capabilities available for this release.

---

**Enhanced Capabilities for Better Together over Ethernet Connector 2.3.0**

<i>Category</i>	<i>Found in Release</i>	<i>Description</i>	<i>Issue No.</i>
User Interface	5.1.1	Signing into BToE on your computer now works without any issue when the password and username contains special characters back to back.	<b>VOIP-92935</b>

---

## Configuration File Enhancements

There are no configuration file changes.

# Known Issues and Suggested Workarounds

---

The following issues are known to be present in the current release. These issues will be reviewed for possible fixes in future releases if no reasonable workaround is available.

**VOIP-86478/88053** In a BToE scenario, placing or receiving video calls from or to the Lync 2013 client from the phone is not supported.

*Workaround:* No workaround is currently available.

**VOIP-86901** In a BToE scenario, the call control window is not available when there is an active call in the Lync client and you try to pair the phone with your computer.

*Workaround:* No workaround is currently available.

**VOIP-87129** You have to manually set the base profile of the phone to Lync before establishing a BToE connection.

*Workaround:* No workaround is currently available.

**VOIP-87292** In a BToE Scenario, the phone is not updating the manually configured location information set in the Lync client when the location information is removed from the server.

*Workaround:* Set the location information manually on the phone.

**VOIP-87335** In a BToE scenario, audio quality issues occur when the default audio is set to USB-IP (Polycom BToE virtual USB device).

*Workaround:* Remove the Polycom Device as the default audio device for your computer.

**VOIP-87338** In a BToE scenario, when installing the Polycom BToE Connector application, your computer may restart twice.

*Workaround:* No workaround is currently available.

**VOIP-87552** In a BToE scenario, a Lync client restarts when the paired phone does not have the correct timestamp in the absence of NTP server.

*Workaround:* Ensure that the phone displays the correct date and time before connecting the Ethernet cable to your computer.

**VOIP-87785** In a BToE scenario, some issues occur when you answer a call on the phone while sharing content in the Lync client.

*Workaround:* No workaround is currently available.

**VOIP-87843** The BToE Connector application only supports devices that have 48 kHz or 16 kHz sampling frequency capability.

*Workaround:* No workaround is currently available.

**VOIP-87908** The Polycom BToE Connector application does not work if your computer is running on IPv6 mode.

*Workaround:* No workaround is currently available.

**VOIP-88034** The Polycom BToE Connector application is not supported on Windows XP platform.

*Workaround:* No workaround is currently available.

**VOIP-88062** In a BToE Scenario, the phone is not fetching the call when BToE pairing is initiated during an active call on Lync client.

*Workaround:* No workaround is currently available.

**VOIP-88139** In a BToE scenario, the phone rings for a couple of seconds before going to the active state when you answer an incoming call in the Lync client while in active call.

*Workaround:* No workaround is currently available.

**VOIP-88233** The Polycom BToE Connector application decreases the volume of the media played on YouTube in the web browser when running.

*Workaround:* On your computer, in the **Start** menu, select **Control Panel > Hardware and Sound > Sound > Communications**, and select **Do Nothing**.

**VOIP-88252** Launching the Polycom BToE Connector application on your computer while a media file is playing in Windows Media Player pauses the media player.

*Workaround:* On your computer, in the **Start** menu, select **Control Panel > Hardware and Sound > Sound > Communications**, and select **Do Nothing**.

**VOIP-88254** In a Lync BToE scenario, auto sign-in of the Lync client on the phone is not currently available when the phone is registered with a different Lync user.

*Workaround:* No workaround is currently available.

**VOIP-88313** In a Lync BToE and call park deployment, the phone displays “Call Park Service” instead of the name of the parked caller when a call is established from a CX300 or Lync client to a BToE connected phone, and the Lync client answers and parks the call.

*Workaround:* No workaround is currently available.

**VOIP-88749/89308** You need administrator privileges to install the Polycom BToE Connector application.

*Workaround:* No workaround is currently available.

**VOIP-89004** In a BToE mode, establishing a local conference is not available when the phone is paired with your computer.

*Workaround:* You can make conference calls from the Lync client, or you can disable BToE on your phone by pressing the **BToE** soft key and selecting **Disable** before making a conference call on your phone.

**VOIP-89543** In a BToE scenario, the phone displays the message “Successfully Paired” and remains unusable when it is already signed-in and connected to the Lync client of a different user.

*Workaround:* No workaround is currently available.

**VOIP-89791** In a BToE scenario, the phone is currently not displaying the message “BToE Successfully unpaired” when you disable BToE on the phone.

*Workaround:* No workaround is currently available.

**VOIP-89962** The Polycom BToE application does not start automatically when a user without administrator privileges runs the application and switches to another user with administrator privileges.

*Workaround:* No workaround is currently available.

---

**VOIP-90053** On a computer with Windows Vista, closing the Polycom BToE connector application from the system tray while the application is launching after a reboot can crash the BToE plug-in.

*Workaround:* Try closing the application once the PC/laptop comes to idle and Lync PC client is up.

**VOIP-90268** The Polycom BToE Connector displays an exception error message when you try to log off from your user account on a computer with Windows Vista..

*Workaround:* Manually exit the application before logging out of the user account.

**VOIP-90650** Multiple BToE icons display on the computer's system tray when the administrator tries to upgrade the Polycom BToE Connector from the version 2.0.0 when the Polycom BToE connector is running.

*Workaround:* Manually exit the application before installing the Polycom BToE Connector 2.1.0

**VOIP-93308** In a BToE connector scenario, the phone is not getting updated with the Away status for ten minutes after the computer is locked.

*Workaround:* No workaround is currently available.

# Updates to Previous Software Releases

---

This section lists new, enhanced and discontinued software features in previous software releases.

## Understanding Updates to BToE Connector 2.2.0

Polycom® Better Together over Ethernet (BToE) Connector application software 2.2.0 is a general release for customers using Microsoft® Lync® Server 2010 and Microsoft® Lync® Server 2013 who have installed UC software 5.0.1 or later on Polycom® VVX business media phones. This application is installed on the user's computer to enable the Better Together over Ethernet feature.

Polycom BToE Connector 2.2.0 is supported on the following Operating Systems:

- Microsoft Windows 8.1
- Microsoft Windows 8
- Microsoft Windows 7
- Microsoft Windows Vista

## New or Enhanced Features

**90685** Added support to different log levels based on the value set in the registry.

## Enhanced Capabilities

**91236** In a BToE scenario, limitations in regards the allowed characters that can be used for a password is removed (Umlaute ö ü ä, Ampersand & or even Eszett ß)

**87815** Device Software installation window is no longer shown while installing the Polycom BToE Connector application.

## Configuration File Enhancements

There are no configuration file enhancements for this release.



# Understanding Updates to BToE Connector 2.1.0

Polycom® Better Together over Ethernet (BToE) Connector application software 2.1.0 is a general release for customers using Microsoft® Lync® Server 2010 and Microsoft® Lync® Server 2013 who have installed UC software 5.0.1 or later on Polycom® VVX business media phones. This application is installed on the user's computer to enable the Better Together over Ethernet feature.

Polycom BToE Connector 2.1.0 is supported on the following Operating Systems:

- Microsoft Windows 8
- Microsoft Windows 7
- Microsoft Windows Vista

**Note: Windows 8.1 Support**

Polycom BToE Connector 2.1.0 currently does not support Windows 8.1. Support for this windows version will be added in the future.

## New or Enhanced Features

**90556** Added support for enabling or disabling the notifications of the Polycom BToE Connector application using configuration parameters

**90621** Rebooting the PC or Laptop after an installation/ uninstallation/ upgrade is no longer required starting from Polycom BToE Connector 2.1.0

**90816** Added support for enabling/disabling the capability to launch the application and launch the readme file from the exit window after installation

## Enhanced Capabilities

**89992/89993/87338** Rebooting or toggling between the user and admin accounts of the PC is for a successful installation is not required.

# Configuration File Enhancements



## Note: Configuration Parameter settings for the Polycom BToE Connector

Polycom BToE Connector 2.1.0 has the privilege to setup the configuration parameters on your PC or Laptop. Here are the steps how you can do this.

After installing PBC App version 2.1.0

- 1 Open "Run"
- 2 Type "regedit"
- 3 Go to
  - » For 64bit: HKEY\_LOCAL\_MACHINE\SOFTWARE\Wow6432Node\Polycom\Polycom BToE Connector
  - » For 32bit: HKEY\_LOCAL\_MACHINE\SOFTWARE\Polycom\Polycom BToE Connector

Any changes in the configuration parameters will take effect only after application re-launch

<i>Parameter</i>	<i>Permitted Value</i>	<i>Default</i>	<i>Description</i>
NOTIFY_MSG_EN	0 or 1	1	Enable/Disable notifications on the system tray
ERR_MSGBOX_EN	0 or 1	1	Enable/Disable error messages on the PC/Laptop. In case of any error application may get terminated without the knowledge of the user. Polycom recommends not disabling this parameter.
WRN_MSGBOX_EN	0 or 1	1	enable/disable information or warning message popups on your PC or Laptop
SHOW_EXIT	0 or 1	1	Exiting the app can be enabled or disabled
NOTIFY_ICON_EN	0 or 1	1	By disabling this parameter removes the "Notify icon" in system tray. However BToE Application runs in background.
LOG_FLUSH_LIMIT_IN_MB	0 or max limit	20	This Parameter provides the size of the application log file. Value is in order of MB. Once the log file size reaches to value specified in this flag, file content would be flushed on next application run.
RUNBTOE	0 or 1	1	Enable/Disable Launch BToE APP on exit window after installation

<i>Parameter</i>	<i>Permitted Value</i>	<i>Default</i>	<i>Description</i>
VIEWRN	0 or 1	1	Enable/Disable View ReadMe on exit window after the installation

**Note: Configuration Parameter settings during installation**

To achieve your configurations as part of installation, you can invoke the installer from the command-line and pass the parameters names as a command-line argument.

Ex: To disable *Notify messages*, *Show exit* features and *not to run BToE App after installation* the command would be,

```
C:>\ msexec.exe /i "PathToMSI\Polycom BToE Connector_xxbit_2.1.0.msi" NOTIFY_MSG_EN=0  
SHOW_EXIT=0 RUNBTOE=0
```

Not specified parameter value would remain same (By default enable).

## Understanding Updates to BToE Connector 2.0.0

Polycom® Better Together over Ethernet (BToE) Connector application software 2.0.0 is a general release for customers using Microsoft® Lync® Server 2010 and Microsoft® Lync® Server 2013 who have installed UC software 5.0.1 or later on Polycom® VVX business media phones. This application is installed on the user's computer to enable the Better Together over Ethernet feature.

Polycom BToE Connector 2.0.0 is supported on the following Operating Systems:

- Microsoft Windows 8
- Microsoft Windows 7
- Microsoft Windows Vista

## New or Enhanced Features

**88943** User is now able to run the Polycom BToE connector application without any admin privileges.

## Enhanced Capabilities

**89402** Installation process is now optimized when the user tries to install the new Polycom BToE Connector by repairing the existing application.

**89011** Polycom BToE Connector application now supports audio peripheral devices (Speaker/Mic) with 16 KHz in addition to existing 48 KHz support.

**89393** BToE application now starts automatically after a successful upgrade.

## Configuration File Enhancements

No configuration parameters are required for the Polycom® BToE Connector application.

## Understanding Updates to BToE Connector 1.1.0

Polycom® Better Together over Ethernet (BToE) Connector application software 1.1.0 is a general release for customers using Microsoft® Lync® Server 2010 and Microsoft® Lync® Server 2013 who have installed UC software 5.0.1 or later on Polycom® VVX business media phones. This application is installed on the user's computer to enable the Better Together over Ethernet feature.

Polycom BToE Connector 1.1.0 is supported on the following Operating Systems:

- Microsoft Windows 8
- Microsoft Windows 7
- Microsoft Windows Vista

## New or Enhanced Features

**87086** Added support for BToE auto-pairing.

## Enhanced Capabilities

**88528** In a BToE Scenario, the phone now generates the corresponding DTMF when a bridge number is copied and pasted on the Lync client.

**87782** In a BToE scenario, "Presenter muted the audience" message now displays on the phone's screen and turns the mute key red when the Lync client mutes a conference call.

## Configuration File Enhancements

No configuration parameters are required for the Polycom® BToE Connector application.

## Understanding Updates to BToE Connector 1.0.0

Polycom® Better Together over Ethernet (BToE) Connector application software 1.0.0 is a general release for customers using Microsoft® Lync® Server 2010 and Microsoft® Lync® Server 2013 who have installed UC software 5.0.0 or later on Polycom® VVX business media phones. This application can be installed on the user's computer to enable the Better Together over Ethernet feature.

Polycom BToE Connector 1.0.0 is supported on the following Operating Systems:

- Microsoft Windows 8
- Microsoft Windows 7
- Microsoft Windows Vista

---

## New or Enhanced Features

**75133** Added support for Lync Better Together over Ethernet (BToE) feature.

## Enhanced Capabilities

There are no enhanced capabilities for this release.

## Configuration File Enhancements

No configuration parameters are required for the Polycom BToE Connector application

# Reference Documents

---

This section lists all documents referred to in these release notes as well as other relevant documents.

For information and support for all Polycom voice products and software, and for access to supporting documentation, see [Polycom UC Software Support Center](#).

## Polycom UC Software Administrators' Guide

- [Polycom UC Software 5.0.0 Administrators' Guide](#)
- [Polycom UC Software 5.0.1 Administrators' Guide](#)

## Polycom Lync Documentation

- [Lync 2010 Provisioning Guide](#)
- [Connecting Polycom VVX Business Media Phones with Better Together over Ethernet](#)

## Technical Bulletins, Quick Tips, White Papers, and Engineering Advisories

- [Feature Profile 84393: Using the Polycom BroadSoft UC-One Application on Polycom VVX Business Media Phones](#)
- [White Paper: Configuration File Management on Polycom® SoundPoint® IP, SoundStation® IP, and VVX® Phones](#)
- [Technical Bulletin 35311: Maintaining Older Polycom® Phones Beyond Their Last Supported Software Release](#)
- [Technical Bulletin 39358: Using Custom Ringtones on Polycom® SoundPoint® IP, SoundStation® IP, and Polycom VVX® 1500 Phones](#)
- [Technical Bulletin 52609: Mutual Transport Layer Security Provisioning Using Microsoft® Internet Information Services 6.0](#)
- [Technical Bulletin 56449: Polycom® SoundPoint® IP /SoundStation® IP /VVX® Software Changes in the Next Release](#)
- [Quick Tip 57215: Phone Lock Feature on Polycom® Phones Running Polycom UC Software](#)
- [Technical Bulletin 60519: Simplified Configuration Enhancements in Polycom® UC Software 3.3.0](#)
- [Engineering Advisory 64731: Polycom® UC Software 4.0.x: Upgrade and Downgrade Methods](#)
- [Technical Bulletin 66743: Security Advisory Relating to Denial of Service Vulnerability on Polycom® SoundPoint® IP and SoundStation® IP Phones](#)
- [Feature Profile 72430: Using Polycom Phones with Microsoft Lync Server 2010](#)

## User Guides

- [VVX Business Media Phones](#)

## Miscellaneous

- [UC Software Downloads Matrix for VVX phones](#)

Copyright ©2014, Polycom, Inc. All rights reserved. No part of this document may be reproduced, translated into another language or format, or transmitted in any form or by any means, electronic or mechanical, for any purpose, without the express written permission of Polycom, Inc.

6001 America Center Drive

San Jose, CA 95002

USA



Polycom®, the Polycom logo and the names and marks associated with Polycom products are trademarks and/or service marks of Polycom, Inc. and are registered and/or common law marks in the United States and various other countries. All other trademarks are property of their respective owners. No portion hereof may be reproduced or transmitted in any form or by any means, for any purpose other than the recipient's personal use, without the express written permission of Polycom.



Java is a registered trademark of Oracle America, Inc., and/or its affiliates.

**End User License Agreement** By installing, copying, or otherwise using this product, you acknowledge that you have read, understand and agree to be bound by the terms and conditions of the [End User License Agreement](#) for this product.

**Patent Information** The accompanying product may be protected by one or more U.S. and foreign patents and/or pending patent applications held by Polycom, Inc.

**Open Source Software Used in this Product** This product may contain open source software. You may receive the open source software from Polycom up to three (3) years after the distribution date of the applicable product or software at a charge not greater than the cost to Polycom of shipping or distributing the software to you. To receive software information, as well as the open source software code used in this product, contact Polycom by email at [OpenSourceVideo@polycom.com](mailto:OpenSourceVideo@polycom.com).

**Disclaimer** While Polycom uses reasonable efforts to include accurate and up-to-date information in this document, Polycom makes no warranties or representations as to its accuracy. Polycom assumes no liability or responsibility for any typographical or other errors or omissions in the content of this document.

**Limitation of Liability** Polycom and/or its respective suppliers make no representations about the suitability of the information contained in this document for any purpose. Information is provided "as is" without warranty of any kind and is subject to change without notice. The entire risk arising out of its use remains with the recipient. In no event shall Polycom and/or its respective suppliers be liable for any direct, consequential, incidental, special, punitive or other damages whatsoever (including without limitation, damages for loss of business profits, business interruption, or loss of business information), even if Polycom has been advised of the possibility of such damages.

**Customer Feedback** We are striving to improve our documentation quality and we appreciate your feedback. Email your opinions and comments to [DocumentationFeedback@polycom.com](mailto:DocumentationFeedback@polycom.com).



Visit the [Polycom Support Center](#) for End User License Agreements, software downloads, product documents, product licenses, troubleshooting tips, service requests, and more.