Polycom® Better Together over Ethernet Connector 3.3.0

Applies to Polycom® VVX® 201, 3XX, 4XX, 5XX, and 6XX Business Media Phones running UC Software 5.4.0 or later

Contents

What's New in Polycom Better Together over Ethernet Connector 3.3.0?

Polycom Better Together over Ethernet (BToE) Connector application software 3.3.0 is a general release for customers using Microsoft® Lync® Server 2010, Microsoft® Lync® Server 2013 and Microsoft Skype for Business Server with UC software 5.4.0 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.

The BToE Connector application software 3.3.0 is compatible with the following Polycom endpoints:

- VVX 201 business media phone
- VVX 3XXbusiness media phone
- VVX 4XXbusiness media phone
- VVX 5XX business media phone
- VVX 6XX business media phone

Polycom BToE Connector 3.3.0 is supported on the following operating systems:

- Microsoft® Windows 10
- Microsoft® Windows 8.1
- Microsoft® Windows 8
- Microsoft® Windows 7
- Microsoft® Windows Vista

> **Note: Default BToE settings and compatibility**
>
> Better Together over Ethernet is enabled by default on supported VVX business media phones with UC Software 5.4.0 or later and is compatible with all previous UC software versions except UC Software 5.0.0.

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

New Features

The following table lists the latest feature enhancement in this release.

Feature Enhancement for BToE Connector 3.3.0

Category	Found in Release	Description	Issue No.
BToE	3.3.0	Added support for Windows 10 OS.	VOIP-105831

Fixed Issues

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

Enhanced Capabilities for Better Together over Ethernet Connector 3.3.0

Category	Found in Release	Description	Issue No.
BToE	3.3.0	Can control DUTs volume from PC when DUT is selected as default audio device.	VOIP-96115

Configuration File Enhancements

There are no configuration file changes.

New Ports Required

No extra ports are required.

Required 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 Server 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.

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.

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.

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

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-87552 In a BToE scenario, a Lync client restarts when the paired phone does not have the correct time stamp in the absence of the 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.

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

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

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

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

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

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.

VOIP-89791 In a BToE scenario, the phone is currently not displaying the message "BToE successfully unpaired" when you disable BToE on the phone.

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.

VOIP-93308 In a BToE connector scenario, the phone does not update the presence status to Away after the connected computer has been locked for 10 minutes.

Updates to Previous Software Releases

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

Understanding Updates to BToE Connector 3.2.0?

Polycom Better Together over Ethernet (BToE) Connector application software 3.2.0 is a general release for customers using Microsoft® Lync® Server 2010, Microsoft® Lync® Server 2013 and Microsoft Skype for Business Server 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.

The BToE Connector application software 3.2.0 is compatible with the following Polycom endpoints:

● VVX 201 business media phone

● VVX 300/310 business media phone

● VVX 400/410 business media phone

● VVX 500 business media phone

● VVX 600 business media phone

Polycom BToE Connector 3.2.0 is supported on the following operating systems:

● Microsoft® Windows 8.1

● Microsoft® Windows 8

● Microsoft® Windows 7

● Microsoft® Windows Vista

> **Note: Default BToE settings and compatibility**
>
> Better Together over Ethernet is enabled by default on supported VVX business media phones with UC Software 5.4.0 or later and is compatible with all previous UC software versions except UC Software 5.0.0.

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

New or Enhanced Features

The following table lists the latest feature enhancement in this release.

Feature Enhancement for BToE Connector 3.1.0

Category	Found in Release	Description	Issue No.
BToE	3.2.0	Users can launch the phone's web UI from BToE popup menu when it is paired with phone .	VOIP-104519

Enhanced Capabilities

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

Enhanced Capabilities for Better Together over Ethernet Connector 3.1.0

Category	Found in Release	Description	Issue No.
BToE	3.2.0	Fixed signin issues with BToE when password starts with special character.	VOIP-104392
BToE	3.2.0	When in paired, Signin popup on LC would be removed automatically if user tries to signin from phone's web UI	VOIP-104388

Configuration File Enhancements

There are no configuration file changes.

New Ports Required

No extra ports are required.

Understanding Updates to BToE Connector 3.1.0

Polycom Better Together over Ethernet (BToE) Connector application software 3.1.0 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.

The BToE Connector application software 3.1.0 is compatible with the following Polycom endpoints:

- VVX 201 business media phone
- VVX 300/310 business media phone
- VVX 400/410 business media phone
- VVX 500 business media phone

- VVX 600 business media phone

olycom BToE Connector 3.1.0 is supported on the following operating systems:

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

> **Note: Default BToE settings and compatibility**
>
> Better Together over Ethernet is enabled by default on supported VVX business media phones with UC Software 5.3.0 or later and is compatible with all previous UC software versions except UC Software 5.0.0.

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

New or Enhanced Features

The following table lists the latest feature enhancement in this release.

Feature Enhancement for BToE Connector 3.1.0

Category	Found in Release	Description	Issue No.
BToE	3.1.0	The software is now delivered as a single Microsoft Installer (MSI) software package for both 32-bit and 64-bit computers.	VOIP-100341

Enhanced Capabilities

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

Enhanced Capabilities for Better Together over Ethernet Connector 3.1.0

Category	Found in Release	Description	Issue No.
BToE	3.1.0	BToE certificates are no longer maintained in the Trusted Certificate Authority list.	VOIP-99534

Configuration File Enhancements

There are no configuration file changes.

New Ports Required

No extra ports are required.

Understanding Updates to BToE Connector 3.0.0

Polycom® Better Together over Ethernet (BToE) Connector application software 3.0.0 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 3.0.0 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 enabled by default on VVX business media phones with UC software 5.3.0 or later.

> **Note: Backward software compatibility**
>
> Better Together over Ethernet Connector version 3.0.0 is compatible with all previous UC software versions except UC software 5.0.0.

New or Enhanced Features

The following table lists the latest feature enhancement in this release.

Feature Enhancement for BToE Connector 3.0.0

Category	Found in Release	Description	Issue No.
Core	5.3.0	Added support for Audio playback feature.	**VOIP-84530**

Resolved Issues

The following table lists the issues resolved in this release.

Resolved Issues for Better Together over Ethernet Connector 3.0.0

Category	Found in Release	Description	Issue No.
Core	5.3.0	BToE TCP Control channel transmission is now secured and all the control transfers between phone and computer application are now transferred through SSH client application.	**VOIP-94591**
BToE	1.0.0	In a BToE scenario, audio quality issues are addressed when the default audio is set to USB-IP (Polycom BToE virtual USB device).	**VOIP-87335**
BToE	1.0.0	Installing the Polycom BToE Connector application will prompt to restart your computer only once.	**VOIP-87338**
BToE	1.0.0	In a BToE scenario, the phone now immediately goes to the active state when you answer an incoming call in the Lync client while in active call.	**VOIP-88139**
BToE	1.0.0	The Polycom BToE Connector application no longer causes any effect on the volume of the media played on YouTube in the web browser when running.	**VOIP-88233**
BToE	1.0.0	Launching the Polycom BToE Connector application on your computer while a media file is playing in Windows Media Player no longer pauses the media player.	**VOIP-88252**
BToE	1.0.0	In a Lync BToE and call park deployment, the phone now displays 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.	**VOIP-88313**
BToE	2.0.0	In a BToE mode, establishing a local conference is now available when the phone is paired with your computer.	**VOIP-89004**
BToE	2.0.0	On a computer with Windows Vista, closing the Polycom BToE connector application from the system tray while the application is launching after a reboot no longer causes any BToE plug-in crash.	**VOIP-90053**

Category	Found in Release	Description	Issue No.
BToE	2.0.0	The Polycom BToE Connector no longer displays any exception error message when you try to log off from your user account on a computer with Windows Vista.	**VOIP-90268**
BToE	2.3.0	Multiple BToE icons are no longer displayed 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.	**VOIP-90650**

Configuration File Enhancements

The following table includes the configuration parameters added in this release.

Configuration Enhancements for BToE Connector 3.0.0

Parameter	Permitted Value	Default	Description
PLAYBACK_MODE_EN	0 or 1	1	Enable or disable Playback feature.

New Ports Required

The following table includes the ports that were added in this release.

Ports for BToE Connector 3.0.0

Port Number	Type	Description
24802	UDP	For audio streaming.
6000	TCP	For SSH client connection (plink.exe). **Used inside computer. (BToE application to Plink.exe)**
Dynamic	TCP	Plink.exe uses a dynamic port for connecting to VVX.
22 (On VVX)	TCP	VVX Uses this port to get connected with computer application. (Secure connection)

Existing Required Ports

Port Number	Type	Description
2081	UDP	Discovery packet broadcast is done on this port by VVX.
24801	TCP	VVX and computer App will communicate each other using this port (non-secure connection).

> **Note: BToE Ports to be enabled on BToE Connector application version 3.0.0**
>
> For more information on configuring the ports required for BToE Connector application version 3.0.0 on a computer, see Connecting Polycom VVX Business Media Phones with Better Together over Ethernet.

Understanding Updates to BToE Connector 2.3.0

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

Category	Found in Release	Description	Issue No.
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.	**VOIP-92935**

Configuration File Enhancements

There are no configuration parameters required for this release.

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 to allowed characters that can be used for a password is removed (Umlauted 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 computer 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 computer for a successful installation is not required.

Configuration File Enhancements

Polycom BToE Connector 2.1.0 includes the configuration parameters listed in the following table. You can modify these configuration parameters on your computer.

To modify the BToE Conncetor application configuration parameters:

1 After installing the application on your computer, open the **Run** application.

2 Type **regedit**.

3 Do one of the following:

> ➤ For 64bit, navigate to **HKEY_LOCAL_MACHINE > SOFTWARE > Wow6432Node > Polycom > Polycom BToE Connector**.

> ➤ For 32bit, navigate **to HKEY_LOCAL_MACHINE > SOFTWARE > Polycom > Polycom BToE Connector**.

4 Modify the parameters you want to enable or disable.

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

Configuration File Enhancements in the BToE Connector 2.1.0

Parameter	Permitted Value	Default	Description
NOTIFY_MSG_EN	0 or 1	1	Enable or disable notifications on the system tray.
ERR_MSGBOX_EN	0 or 1	1	Enable or disable error messages on the computer. 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 or disable information or warning message popups on your computer.
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 or disable Launch BToE application on exit window after installation.
VIEWRN	0 or 1	1	Enable or 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:>\ msiexec.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

There are no configuration parameters 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

There are no configuration parameters 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

There are no configuration parameters required for the Polycom BToE Connector application.

Get Help

For additional information about the Polycom VVX Business Media Phones, the VVX Camera, and the VVX Expansion Modules, view the following support pages:

- Polycom VVX 201

- Polycom VVX 300 and 310

- Polycom VVX 400 and 410

- Polycom VVX 500

- Polycom VVX 600

- Polycom VVX 1500

- Polycom VVX Camera

- Polycom VVX Expansion Modules

You can view the following types of documents on each product page:

- **User Documents**:

  - ➢ *Quick User Guide*   A quick reference on how to use the phone's most basic features.

- **Setup and Maintenance Documents**:

  - ➢ *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's Guide*   This guide provides detailed information about setting up your network and configuring phone features.

- **Feature Descriptions and Technical Notifications**   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.