



RELEASE NOTES

Software 2.3.0 | July 2014 | 3725-69895-230

Polycom[®] Better Together over Ethernet Connector 2.3.0

Applies to Polycom[®] VVX[®] 300/310, VVX[®] 400/410, VVX[®] 500, VVX[®] 600 and VVX[®] 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.	VOIP-92935

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\SOFTWAREWow6432Node\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:>\ msiexec.exe /i "PathToMSIPolycom 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](#)

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