

Extend Your PC to Your Phone with the *Polycom Desktop Connector™*

The Polycom Desktop Connector™ (PDC) extends your PC to include your phone's display screen, enabling you to use your PC mouse and keyboard to navigate and enter information on your phone. The PDC is compatible with Polycom® VVX® series phones that use UC Software 4.0.1 or later.

The PDC enables you to work more productively by giving you convenient access to your phone's display screen using your mouse. You can conveniently navigate menus, select options, or enter and paste text from your PC to your phone. This feature is especially useful when you are working with built-in applications such as the web browser. The PDC is compatible with any language which both your phone and PC support, including most Asian and Central European character sets.

To enable the PDC, your phone will need your PC access credentials. You can provide this information to your phone using one of two methods: Direct and Indirect. The method you use depends on how your phone and PC are set up.

- **Direct** If your phone and PC are connected using an Ethernet cable, use the Direct method to enable the PDC. Using this method, your phone will automatically detect your PC access credentials.
- **Indirect** If your phone and PC are connected through a switch, use the Indirect method to enable the PDC. This method requires you to find your PC's IP address or Fully Qualified Domain Name (FQDN) and manually enter your PC access credentials.

Before you can use the PDC, you need to download the PDC program from the [Polycom Voice Applications](#) Web site, install it on your PC, and activate it on your phone. You will need to ensure that both voice and data traffic from your phone and PC use the same VLAN. Otherwise, you won't be able to connect and use the PDC. See your system administrator to verify this information.

See the following table for a summary of the compatible phones and operating systems, limitations, and available documentation for the PDC.

Polycom Desktop Connector at a Glance

Released:	December 2011	Interoperability Issues:	PC firewall, PC anti-virus
Applies to models:	Polycom® VVX® Business Media Phones	Operating Systems:	Windows XP, Vista or 7

Applicable Polycom UC Software version(s):	UC Software 4.0.1 and later	Limitations:	PC taskbar may block you from moving your mouse to your phone; your phone and PC must be on the same VLAN
Main business size:	All businesses	Maintenance:	One time setup
Primary users:	End users and administrators	Available Documentation:	<ul style="list-style-type: none"> • Polycom UC Software Administrators' Guide • Phone-specific User Guides found in Business Media Phones Support • Latest UC Software Release
Licenses Required:	None	Resources Required:	<ul style="list-style-type: none"> • Installation software • Latest UC Software Release
Security:	SSH tunnel between your phone and PC		

This profile covers the following subjects:

- How to set up, enable, and disable the Polycom Desktop Connector.
- How to use the Polycom Desktop Connector, including keyboard shortcuts and alternate languages.
- General troubleshooting, including solutions to common issues.

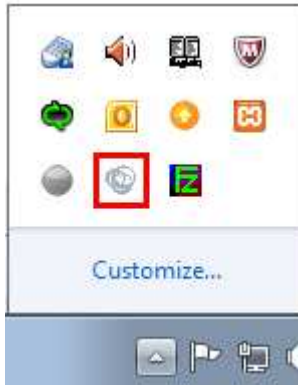
How to Set Up, Enable, and Disable the Polycom Desktop Connector

Before you begin setting up the PDC, you'll need to download the installation software from the [Polycom Voice Applications](#) Web site. The PDC is compatible with Microsoft® Windows XP®, Windows Vista® and Windows® 7. After installing the software, you'll need to make changes to your phone to establish the connection to your PC and you may also need to provide an exception to your firewall or anti-virus software to unblock the PDC program.

To connect using the Direct method:

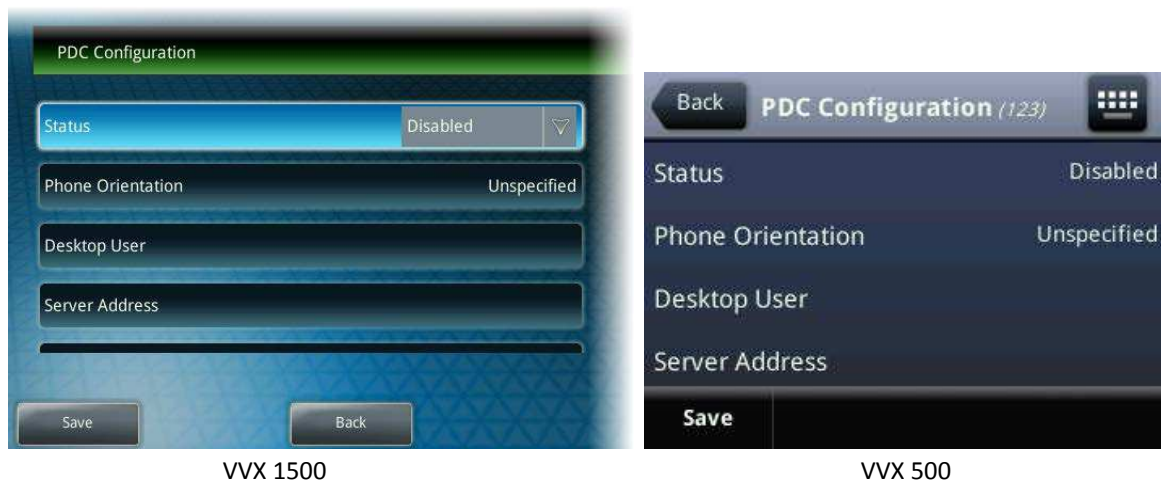
- 1 Run the PDC program on your PC by clicking **Start > Programs > Polycom > Polycom Desktop Connector**.

The PDC icon displays as an active program on your taskbar, as shown next.



- 2 Navigate to the PDC Configuration screen on your phone:
 - For VVX 1500 phones, press the **Menu** key and tap **Settings > Basic > PDC Configuration**.
 - For VVX 500 phones, tap **Settings** from Home view, and tap **Basic > PDC Configuration**.

The PDC Configuration screen displays on your phone screen, as shown next.



VVX 1500

VVX 500



Note: VVX 600 screenshots

VVX 600 users should use the VVX 500 screenshots as a guide.

- 3 From the PDS Configuration screen, set the *Status* field to **Enabled** and tap **Save**. Your settings are saved and the Basic screen displays.
- 4 Navigate to the PDC Configuration screen again and tap **Reconnect**.

- 5 A dialog displays on your phone screen asking if you wish to share your PC keyboard and mouse, as shown next. Tap **Yes**.

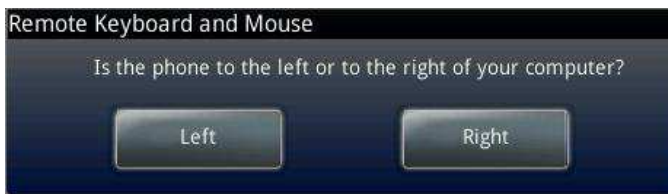


VVX 1500



VVX 500

- 6 A dialog displays asking you to specify your phone's position, as shown next. Specify whether your phone is to the left or right of your PC monitor.



VVX 1500



VVX 500



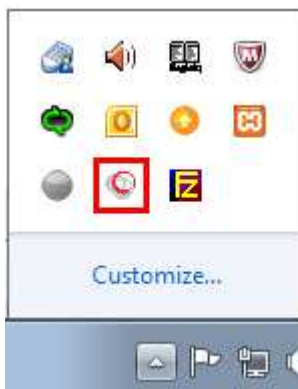
Troubleshooting: How Come I Can't Access the Phone's Display Screen?

If your PC taskbar is on the same side as your phone, the taskbar will block your cursor from accessing your phone. Move your PC taskbar elsewhere to allow your cursor to access the phone.

- 7 If this is your first time enabling the PDC program, a dialog displays on your PC, asking to allow remote control of your phone (as shown next). Click **OK** to complete the setup process.



The PDC icon turns red (as shown next), indicating that you have successfully enabled the PDC program.



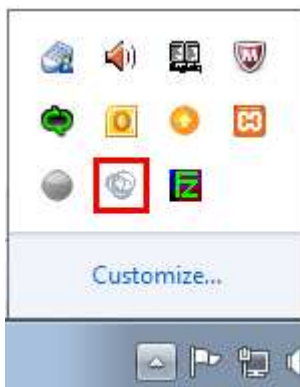
User Tip: Polycom Desktop Connector Color Status Indication

When you enable the PDC program, the PDC icon turns red. When you disable the PDC program, the PDC icon turns grey.

To connect using the Indirect method:

- 1 Run the PDC program on your PC by clicking **Start > Programs > Polycom > Polycom Desktop Connector**.

The PDC icon will display as an active program on your taskbar as shown next.



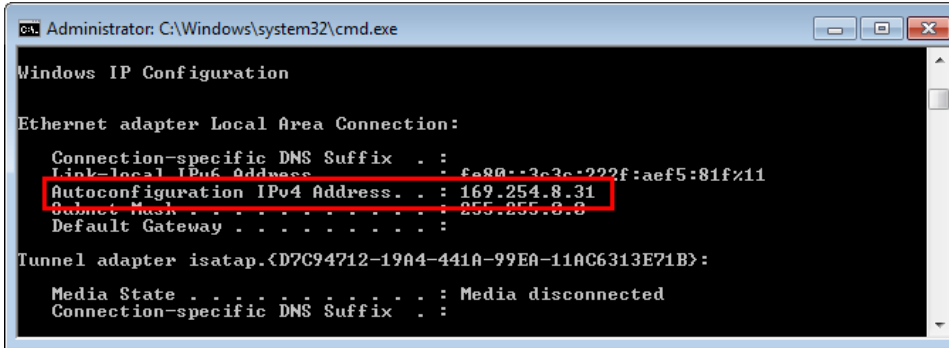
- 3 Navigate to the PDC Configuration screen on your phone:
- For VVX 1500 phones, press the **Menu** key and tap **Settings > Basic > PDC Configuration**.
 - For VVX 500 phones, tap **Settings** from Home view, and tap **Basic > PDC Configuration**.

The PDC Configuration screen will display, as shown next.



- 2 From the PDC Configuration screen, do the following:
- a Set the *Status* field to **Enabled**.
 - b In the *Phone Orientation* field, specify whether your phone is to the left or right of your PC monitor.
 - c In the *Desktop User* field, enter your Windows login name.
 - d In the *Server Address* field, enter your PC's IP address or FQDN. The IP address will enable your phone to locate and identify your PC on the network.
To find your IP address:
 - » From your PC, click **Start > Run** on your PC.

- » From the Run dialog, type **cmd** and click **OK**.
- » Type **ipconfig** and press **Enter**.
- » Note your server address on the *IP Address* line, as shown next.



```
Administrator: C:\Windows\system32\cmd.exe
Windows IP Configuration

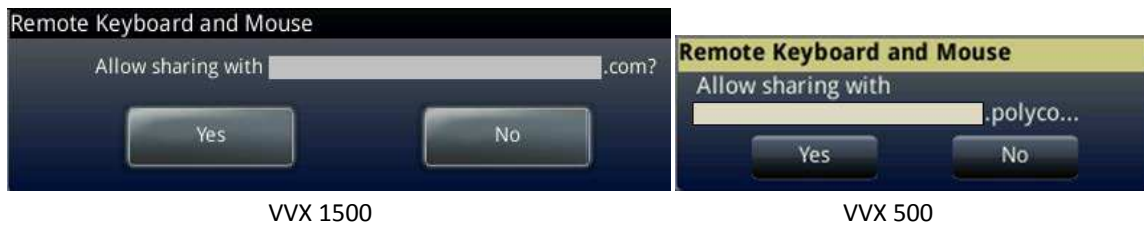
Ethernet adapter Local Area Connection:

    Connection-specific DNS Suffix  . : 
    Link-local IPv6 Address . . . . . : fe80::3c3c-222f:aef5:81f2%11
    Autoconfiguration IPv4 Address . . : 169.254.8.31
    Subnet Mask . . . . . : 255.255.0.0
    Default Gateway . . . . . : 

Tunnel adapter isatap.{D7C94712-19A4-441A-99EA-11AC6313E71B}:

    Media State . . . . . : Media disconnected
    Connection-specific DNS Suffix  . :
```

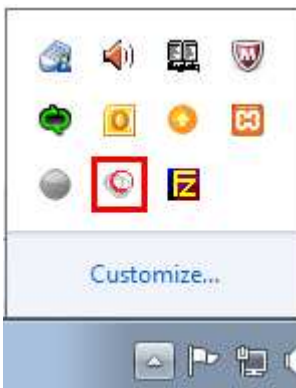
- 3 Tap **Save**. Your settings are saved and the Basic screen displays.
- 4 A message displays asking you to allow sharing with your PC, as shown next. Tap **Yes**.



- 5 If this is your first time enabling the PDC program, a dialog displays on your PC, asking if you wish to allow remote control of your phone, as shown next. Click **OK** to complete the setup process.



The PDC icon turns red (as shown next), indicating that you have successfully enabled the PDC program.



Disabling the Polycom Desktop Connector

If the PDC is enabled and you wish to disable it, you can use one of the following methods:

- Right-click the PDC icon on your taskbar and click Exit
- Navigate to the PDC Configuration menu and set the Status to Disabled

**User Tip: Polycom Desktop Connector Status**

When you enable the PDC program, the PDC icon turns red. When you disable the PDC program, the PDC icon turns grey.

Using the Polycom Desktop Connector

Once you've configured and enabled the PDC, you can use your PC mouse and keyboard to click menus and enter text in the editable fields—the fields with a flashing cursor—on your phone.

To access your phone's screen using your mouse, move your mouse pointer off the edge of your PC monitor in the direction—left or right—you indicated in the setup process. The pointer will leave your PC monitor and appear on the phone's screen.

The PDC extends your keyboard and mouse functionality onto your phone, enabling you to do the following:

- Cut, copy and paste text from your PC onto your phone using keyboard shortcuts to cut (Ctrl+X), copy (Ctrl+C), and paste (Ctrl+V). Or, right-click a field and select the **Cut**, **Copy**, or **Paste** icon. You cannot cut, copy, and paste text from your phone to your PC.
- Copy and paste information between fields on your phone screen by right-clicking the field and choosing a clipboard command (Ctrl+X, Ctrl+C, or Ctrl+V).
- Delete information on your phone by highlighting the information using your mouse and pressing the **Delete** or **Backspace** key.
- Use the **Home** and **End** keys on your keyboard to position your cursor at the beginning or the end of fields on your phone.
- Enter numeric information such as phone numbers using the number keys above the alphabetic keys.
- Use the Arrow keys to move within and between text fields.
- Use your mouse scroll wheel to navigate through menus.
- Hold **Alt + Up Arrow** key and **Alt + Down Arrow** key to adjust the volume level.

**Note: PDC Limitations**

When you use PDC, you can't:















- Enter information in phone fields that don't have a flashing cursor.
- Place calls using the **New Call** soft key.

For more information, see [General Troubleshooting](#).

In addition, your keyboard function keys are mapped to specific phone keys and soft keys, as outlined in the following tables. The key mappings vary by phone model.





The following table outlines the key mappings for the VVX 1500 phone. To use the Function and Alt key mappings, your cursor must be on the phone's display screen.

Function and Alt Key Mappings for VVX 1500 Phones

<i>Function Key</i>	<i>Phone Key</i>	<i>Alt Key</i>	<i>Phone Key</i>
F1	Left-most soft key	Alt + F1	
F2	Second soft key from the left	Alt + F2	
F3	Third soft key from the left	Alt + F3	
F4	Fourth soft key from the left	Alt + F4	
F5	Right-most soft key	Alt + F5	
F6	 or 	Alt + F6	
F7		Alt + F7	
F8		Alt + F8	New Call soft key
F9	Talk soft key (if PTT is enabled)	Alt + F9	End Call soft key
F10	N/A	Alt + F10	Settings <i>Note: This mapping is currently unavailable, and will be addressed in a future release.</i>
F11		Alt + F11	
F12		Alt + F12	N/A

The following table outlines the key mappings for the VVX 500 phone. To use the Function and Alt key mappings, your cursor must be on the phone's display screen.

Function and Alt Key Mappings for VVX 500 Phones

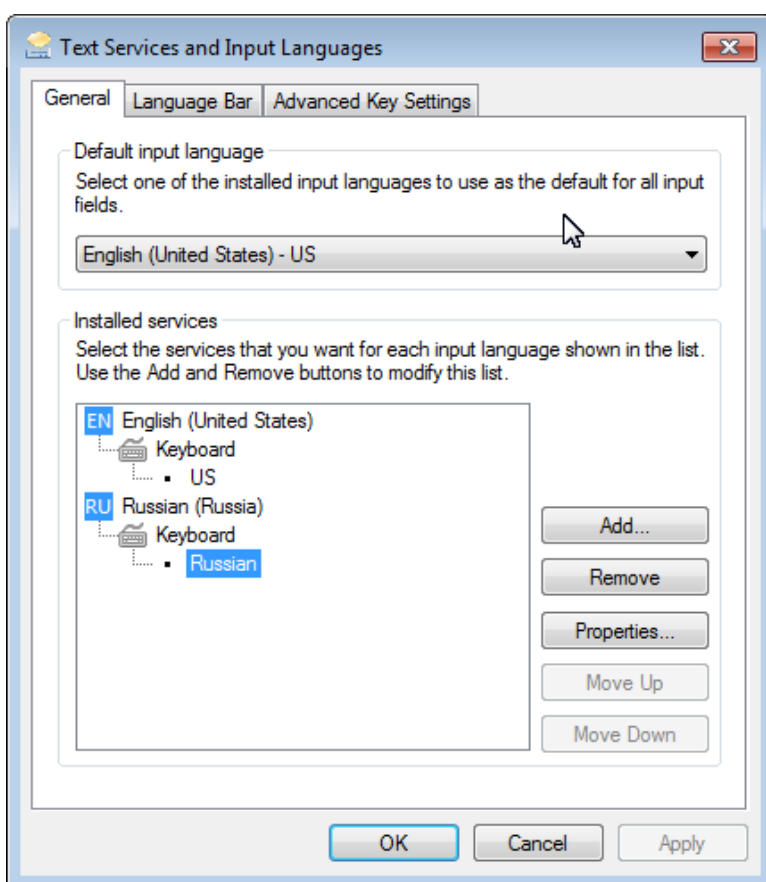
<i>Function Key</i>	<i>Phone Key</i>	<i>Alt Key</i>	<i>Phone Key</i>
F1	First soft key from the left on your phone's current screen	Alt+F1	N/A
F2	Second soft key from the left on your phone's current screen	Alt+F2	Redial
F3	Third soft key from the left on your phone's current screen	Alt+F3	Transfer
F4	Fourth soft key from the left on your phone's current screen	Alt+F4	Conference
F6		Alt+F6	Do Not Disturb
F7	Directories menu	Alt+F7	
F8	Messages menu	Alt+F8	New Call soft key
F9	Talk soft key (if PTT is enabled)	Alt+F9	End Call soft key
F10	ACD Sign In (if enabled)	Alt+F10	Settings <i>Note: This mapping is currently unavailable, and will be addressed in a future release.</i>
F11	Applications	Alt+F11	
F12		Alt+F12	ACD Sign Out (if enabled)

Entering Text in a Different Language

Once you've configured and enabled the PDC, you can use your PC mouse and keyboard to click menus and enter text in the editable fields—the fields with a flashing cursor—on your phone. You can also enter text in different languages onto your phone, using your keyboard.

To enter text in a different language:

- 1 Change your PC keyboard language to the language that you wish to enter text in. The keyboard languages settings are found in the Windows Control Panel, under *Change keyboards or other input methods > Change keyboards*. For example, set your PC keyboard language to *Russian*, as shown next.



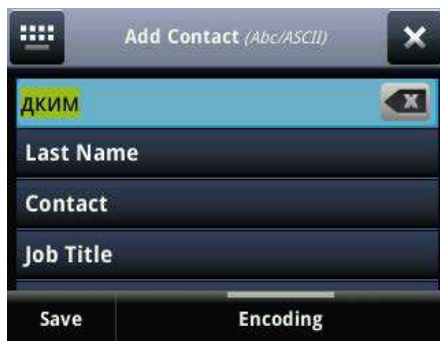
- 2 Move your cursor onto your phone's display screen.

The PDC program may cause your keyboard language to change when you move your cursor onto your phone's screen. In the following illustration, for example, the keyboard language changed from *Russian* to *Chinese*.



- 3 Change your keyboard language back to the original by pressing the keyboard shortcut Left **Alt** + Left **Shift** to toggle your keyboard language.
- 4 Enter text in your chosen language.

In the following graphic, Russian characters are entered on the VVX 500.



Note: You Can't Use the Pinyin Character Entry Method




The PDC will not enable you to type Chinese characters into fields on your phone using the Pinyin character entry method on your PC keyboard. Instead, copy and paste these Chinese characters from a PC document into the applicable phone fields using your Windows clipboard functions.

General Troubleshooting

If you encounter difficulties using the PDC application, see the following table, which may help to resolve common problems.

Common PDC Problems and Solutions

<i>Issue</i>	<i>Corrective Action</i>
The PC and phone cannot establish a connection.	Verify the Polycom Desktop Connector settings on your phone. You may need to reboot your phone or press the Reconnect soft key.
I can't enter information in a phone field using my computer keyboard.	Check to see if the phone field has a flashing cursor. You can only use PDC to enter information in a phone field if the field has a flashing cursor.

<i>Issue</i>	<i>Corrective Action</i>
I can't place a call.	<p>If you're using PDC, you can't place a call using the New Call soft key. Place a call in the following ways instead:</p> <ul style="list-style-type: none"> • To place a call from the VVX 1500, enter the phone number and select the Dial soft key. • To place a call from the VVX 500, select  from Home view, enter the phone number, and select . Or, just enter the phone number and select .
I want to change the phone that is connected to the Polycom Desktop Connector.	<p>Follow the instructions described in This profile covers the following subjects: How to set up, enable, and disable the Polycom Desktop Connector.</p> <ul style="list-style-type: none"> • How to use the Polycom Desktop Connector, including keyboard shortcuts and alternate languages. • General troubleshooting. <p>How to Set Up, Enable, and Disable .</p> <p>When the dialog 'You were controlling <MACaddress1> with your computer. Do you want to change to controlling <MACaddress2>?' displays, click OK.</p>

The PDC feature provides you with an efficient method of interfacing with your phone. In this profile, you've learned how the PDC feature works, how to install and enable it, and how to work with special character sets. For the most updated information, visit the [Polycom Voice Support Web site](#).

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