

# 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 to your phone. The PDC is compatible with the 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 will depend 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'll 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 [Table 1: Polycom Desktop Connector at a Glance](#) for a summary of the compatible phones and operating systems, limitations, and available documentation for the Polycom Desktop Connector.

**Table 1: Polycom Desktop Connector at a Glance**

Released:	<b>December 2011</b>	Interoperability Issues:	<b>PC firewall, PC anti-virus</b>
Applies to models:	<b>VVX 500/VVX 1500</b>	Operating Systems:	<b>Windows XP, Vista or 7</b>
Applicable Polycom UC Software version(s):	<b>UC Software 4.0.1 and later</b>	Limitations:	<b>PC taskbar may block you from moving your mouse to your phone; your phone and PC must be on the same VLAN</b>
Main business size:	<b>All businesses</b>	Maintenance:	<b>One time setup</b>



Primary users:	<b>End users and administrators</b>	Available Documentation:	<b>Polycom UC Software Administrators' Guide</b>
Licenses Required:	<b>None</b>	Resources Required:	<b>Installation software</b>
Security:	<b>SSH tunnel between your phone and PC</b>		

## How to Set Up and Enable this Feature

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.



### Troubleshooting: No Access To 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.

To use this feature, administrators must ensure the Polycom Desktop Connector is enabled in the configuration files through the parameter `apps.ucdesktop.adminEnabled`. This parameter is enabled by default.

Users can then enable the PDC through their phone using the instructions described in this document.



### Web Info: Enabling the Polycom Desktop Connector Using Configuration Files

Administrators can enable the PDC using configuration files, rather than having users enable it through their phones. For more information, see the [Polycom UC Software Administrators' Guide](#).

### To install the Polycom Desktop Connector:

- 1 Visit the [Polycom Voice Applications](#) Web site and download the installer.
- 2 Unzip and launch the Polycom Desktop Connector installer.
- 3 Follow the wizard instructions to install the program onto your PC.

### 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 will display as an active program on your taskbar as shown next.



- 2 Navigate to the PDC Configuration screen by pressing **Menu > Settings > Basic > PDC Configuration**.

The PDC Configuration screen will display on your phone screen, shown next on the VVX 1500 (left) and the VVX 500 (right).

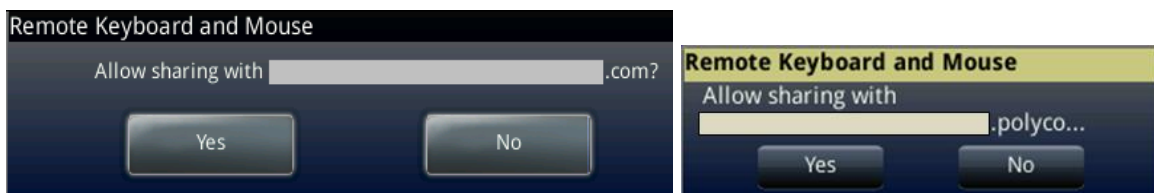


- 3 Set the *Status* field to **Enabled** and press **Save**.

Your settings are saved and the Basic screen will display.

- 4 Navigate to the PDC Configuration screen again and press **Reconnect**.

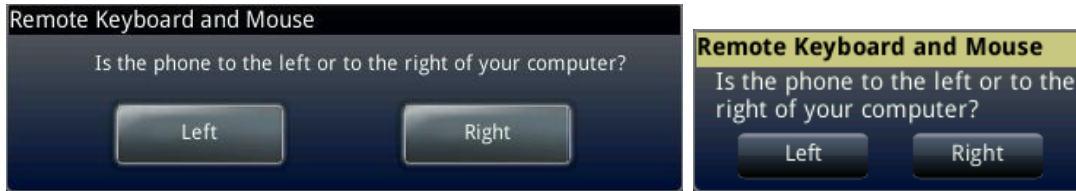
The following dialog will display on your phone screen asking if you wish to share your PC keyboard and mouse. The sharing dialog for the VVX 1500 (left) and the VVX 500 (right) are shown next.



- 5 Choose **Yes**.



A message will display asking you to specify your phone's position as shown next on the VVX 1500 (left) and the VVX 500 (right).



**6** Specify whether your phone is to the left or right of your PC monitor.

If this is your first time enabling the PDC program, a dialog will display on your PC, asking to allow remote control of your phone as shown next.



**a** Click **OK** to complete the setup process.

The PDC icon will turn red, indicating that you have successfully enabled the PDC program as shown next.



**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.



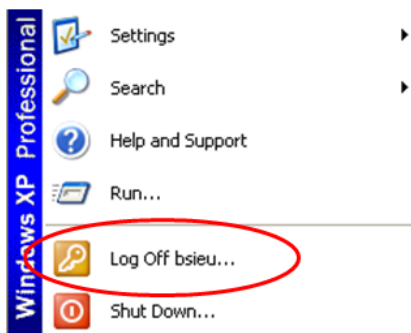
- 2 Navigate to the PDC Configuration screen by pressing **Menu > Settings > Basic > PDC Configuration**.

The PDC Configuration screen will display as shown next.



- 3 Set the *Status* field to **Enabled**.
- 4 In the *Phone Orientation* field, specify whether your phone is to the left or right of your PC monitor.
- 5 Enter your Windows login name into the *Desktop User* field.

You can find your Windows login name in the Start menu, as shown next.

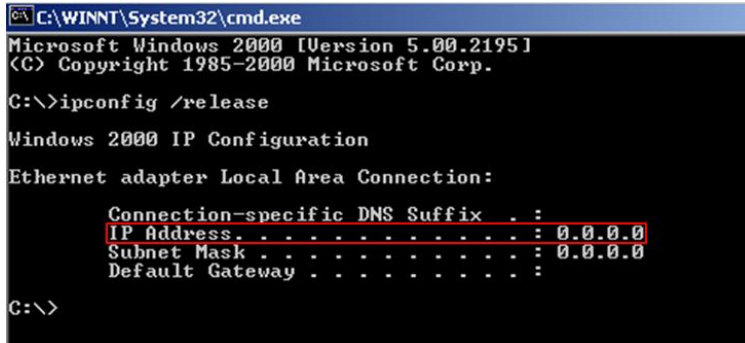


- 6 Enter your PC's IP address or FQDN in the *Server Address* field.

To find your IP address:

- a Click **Start > Run** on your PC to open the Run dialog.
- b Type **cmd** in the *Open* field and click **OK**.
- c Type **ipconfig** and press **Enter**.

- d Note your server address on the *IP Address* line.

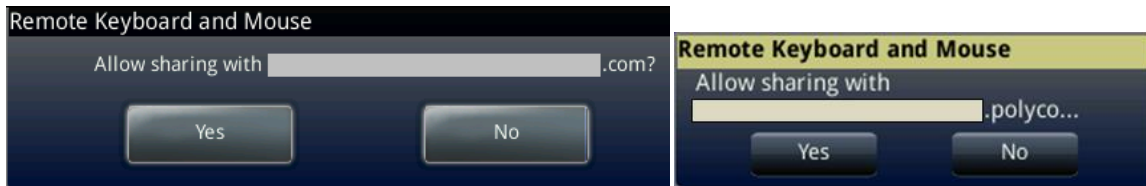


The IP address will enable your phone to locate and identify your PC on the network.

- 7 Press **Save**.

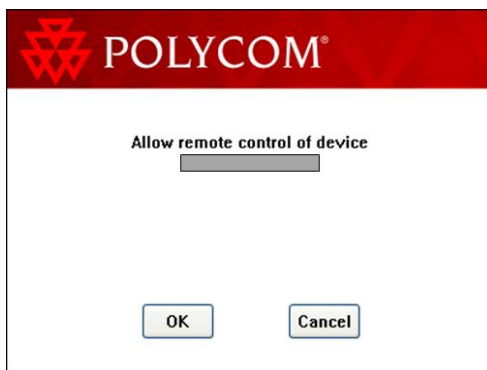
Your settings are saved and the Basic screen will display.

A message will display asking you to allow sharing with your PC.



- 8 Choose **Yes**.

If this is your first time enabling the PDC program, a dialog will display on your PC, asking if you wish to allow remote control of your phone, as shown next.



- a Click **OK** to complete the setup process.

The PDC icon will turn red, indicating that you have successfully enabled the PDC program as shown next.



#### 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.

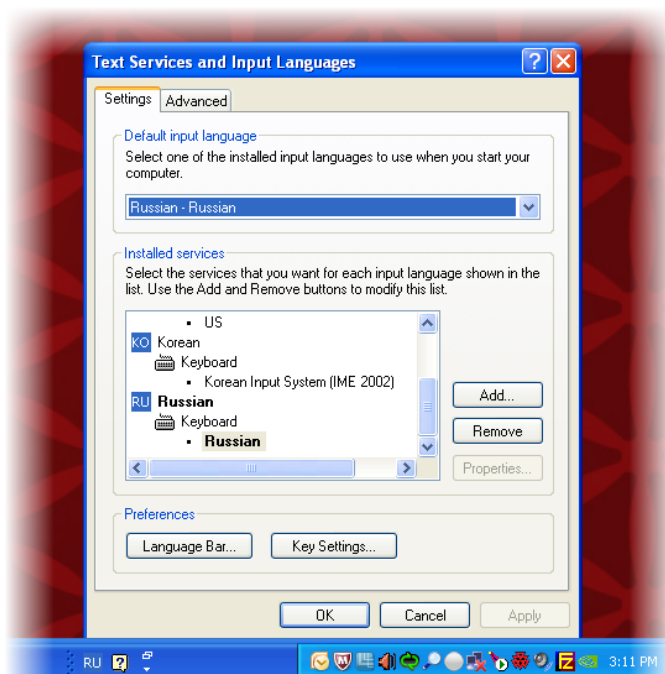
## Using the Polycom Desktop Connector

### Entering Text in a Different Language

Once you have configured and enabled the PDC, you can use your PC mouse and keyboard to click menus and enter text 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. For example, set your PC keyboard language to *Russian*, as shown next.



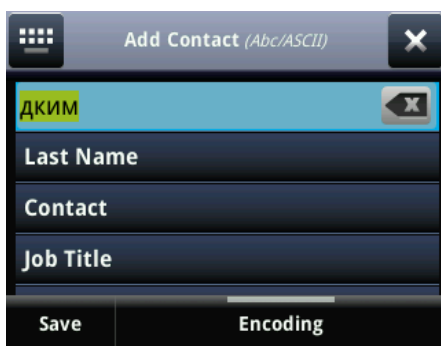
- 2 Move your cursor onto your phone's display screen.

The PDC program may cause your keyboard language to change when you move your cursor onto your phone's screen. In the following illustration, 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 Cannot 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.










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.
- Delete information on your phone by highlighting the information using your cursor 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 or using the numeric keypad.

- Use your mouse scroll wheel to navigate through menus.
- Hold **Alt + Up/Down** to adjust the volume level.

In addition, your keyboard function keys are mapped to specific phone keys and soft keys. The key mappings vary by phone model. For VVX 1500 phones, see [Table 2: Function and Alt Key Mappings for VVX 1500 Phones](#). To use the function or alt key mappings, your cursor must be on the phone’s display screen.





**Table 2: Function and Alt Key Mappings for VVX 1500 Phones**

Function Key	Phone Key	Alt Key	Phone Key
F1	First soft key from the left on your phone’s current screen	Alt + F1	
F2	Second soft key from the left on your phone’s current screen	Alt + F2	
F3	Third soft key from the left on your phone’s current screen	Alt + F3	
F4	Fourth soft key from the left on your phone’s current screen	Alt + F4	
F5	First soft key on the right on your phone’s current screen	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*
F11		Alt + F11	
F12		Alt + F12	N/A

An asterisk (\*) indicates that the mapping is currently unavailable and will be addressed in a future release.

For VVX 500 phones, see [Table 3: Function and Alt Key Mappings for VVX 500 Phones](#). To use the function or alt key mappings, your cursor must be on the phone's display screen.

**Table 3: 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>
<b>F1</b>	First soft key from the left on your phone's current screen	<b>Alt+F1</b>	N/A
<b>F2</b>	Second soft key from the left on your phone's current screen	<b>Alt+F2</b>	Redial
<b>F3</b>	Third soft key from the left on your phone's current screen	<b>Alt+F3</b>	Transfer
<b>F4</b>	Fourth soft key from the left on your phone's current screen	<b>Alt+F4</b>	Conference
<b>F5</b>	First soft key on the right on your phone's current screen	<b>Alt+F5</b>	Hold
<b>F6</b>		<b>Alt+F6</b>	Do Not Disturb
<b>F7</b>	Directories	<b>Alt+F7</b>	
<b>F8</b>	Messages	<b>Alt+F8</b>	New Call soft key
<b>F9</b>	Talk soft key (if PTT is enabled)	<b>Alt+F9</b>	End Call soft key
<b>F10</b>	ACD Sign In (if enabled)	<b>Alt+F10</b>	Settings*
<b>F11</b>	Applications	<b>Alt+F11</b>	
<b>F12</b>		<b>Alt+F12</b>	ACD Sign Out (if enabled)

An asterisk (\*) indicates that the mapping is currently unavailable and will be addressed in a future release.

## Disabling the Polycom Desktop Connector

If you have enabled the PDC then 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**

## General Troubleshooting

If you encounter difficulties using the Polycom Desktop Connector application, [Table 4: Common PDC Problems and Solutions](#) lists common corrective actions that may help to resolve common problems.

**Table 4: Common PDC Problems and Solutions**

<i>Problem</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 <b>Reconnect</b> soft key.
The user wants to change the phone that is connected to the Polycom Desktop Connector.	Follow the instructions in the <a href="#">How to Set Up and Enable this Feature</a> section.  When the dialog ‘You were controlling <MACAddress1> with your computer. Do you want to change to controlling <MACAddress2>?’ displays, press the <b>OK</b> button.

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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