

# Customizing the Display Background on Polycom® VVX® Business Media Phones

## Feature Profile 62470

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This feature profile provides users, system administrators, and service providers with step-by-step instructions on customizing the background on Polycom® VVX® business media phones.

This feature profile applies to the following Polycom phones:

- VVX® 1500 phones running UC Software 3.1.2B or later.
- VVX® 500 phones running UC Software 4.0.1B or later.
- VVX® 600 phones running UC Software 4.1.2 or later.
- VVX® 300, 310, 400, and 410 phones running UC Software 4.1.4 or later.

## Introduction

VVX business media phones enable you to add a custom background using a digital image or a dynamic Web page. Using a digital image enables you to display a company logo, product brand, or other images as the background on your phone. Adding content from a Web page enables you to display online-generated content such as a seasonal promotions or advertising campaigns.



### **Note: Customizing Display Backgrounds on Polycom® SoundPoint® IP Phones**

For information on adding server-based background images to Polycom SoundPoint IP phones, see [Technical Bulletin 62473 Customizing the Display Background on Your Polycom® SoundPoint® IP Phone](#).

This feature profile provides you with information on how to add digital images or dynamic Web pages as the background to a single phone, or across multiple phones on a network.

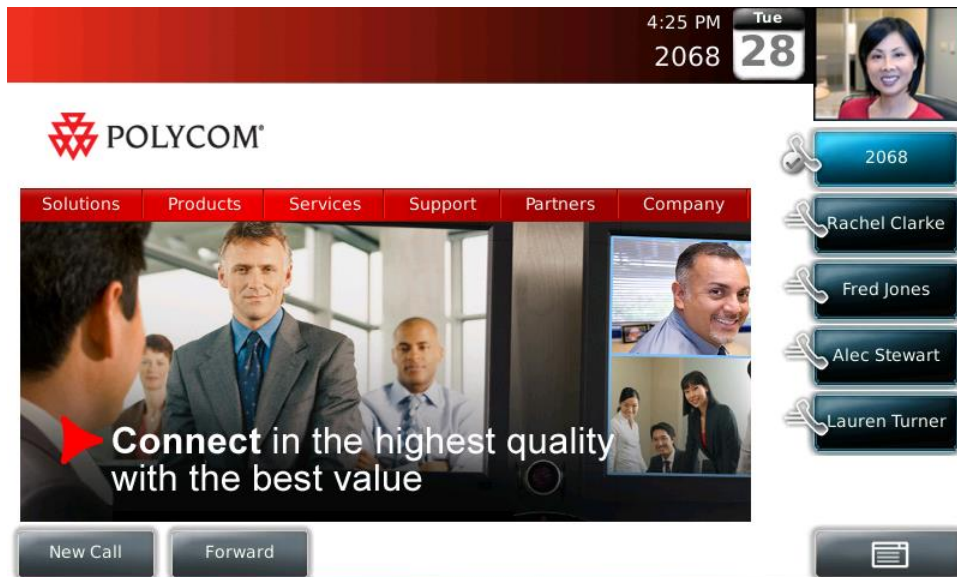
The following topics are included in this feature profile:

- [Use a Digital Image as Your Phone Background](#)
- [Use a Web Page as Your Phone Background](#)

The following figure is an example of a digital image background on a VVX 1500 phone:



The following figure is an example of a Web page background on a VVX 1500 phone:



**Note: Grayscale Images Only on VVX 300 and 310 Phones**

You must convert any images you want to display on the VVX 300 and 310 phones to grayscale before you upload the images to the provisioning server.

# Use a Digital Image as Your Phone Background

There are two methods you can use to set a digital PNG, JPEG, or BMP image as your phone's background.



## Note: Supported Images

Progressive or multiscan JPEG images are not supported on Polycom phones. Phones running SIP 3.2.x or earlier cannot display JPEG images with `.jpe` or `.jif` extensions. To use one of these images, change the extension to `.jpeg`.

Choose one of the following methods:

- **Digital Picture Frame**—For users or system administrators. Choose this method to copy your new background image from a USB flash drive directly onto a single phone. After the image is copied, use the Digital Picture Frame option to select and display the image.
- **Configuration File**—For system administrators. Choose this method to copy the image to the provisioning server to display on multiple phones on the network. After the image is copied, update the configuration file to select and display the image.



## Note: Maximum Image Size Supported

If you want to use an image larger than 600 KB, you need to use the Digital Picture Frame method.

The following table includes a list of optimal background image sizes, in pixels, by phone model.

### Optimal Background Image Sizes for VVX Phones

<i>Phone model</i>	<i>Optimal background image size (in pixels)</i>
VVX 300 and 310	208 x 104 pixels
VVX 400 and 410	320 x 240 pixels
VVX 500	320 x 240 pixels
VVX 600	480 x 272 pixels
VVX 1500	800 x 480 pixels



**Note: Displaying Images Different From Phone's Screen Size**

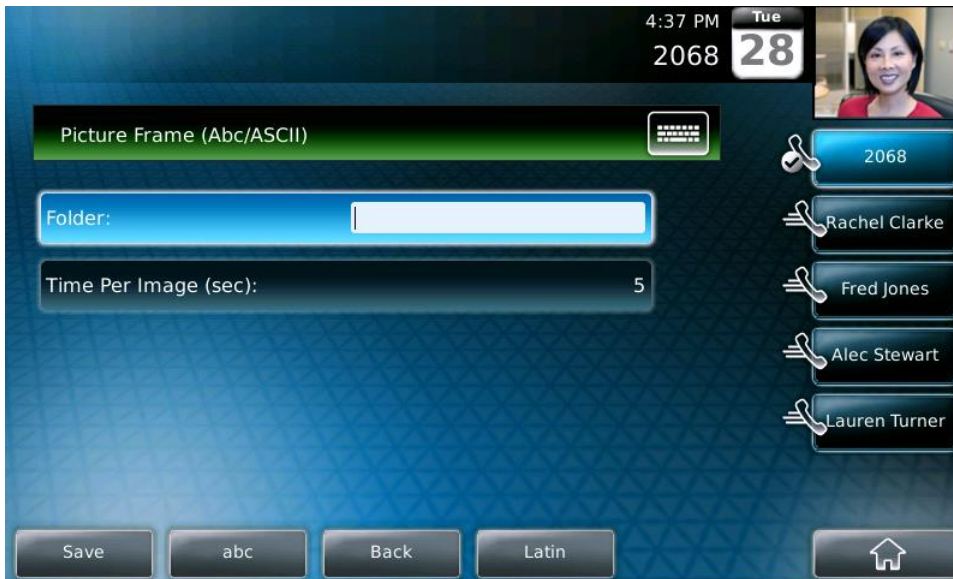
Images smaller than the phone's screen size are displayed centered and surrounded with black space. Images larger than the phone's screen size are scaled proportionally to fit the screen. Horizontal or vertical black bars are also added to preserve the original aspect ratio.

## Use the Digital Picture Frame

The Digital Picture Frame method enables you to copy a background image directly to a single phone using a USB flash drive. This method is supported on the VVX 500, 600, and 1500 phones. You can use any image you want, such as a logo or product brand, using any compatible JPEG, BMP, or PNG file.

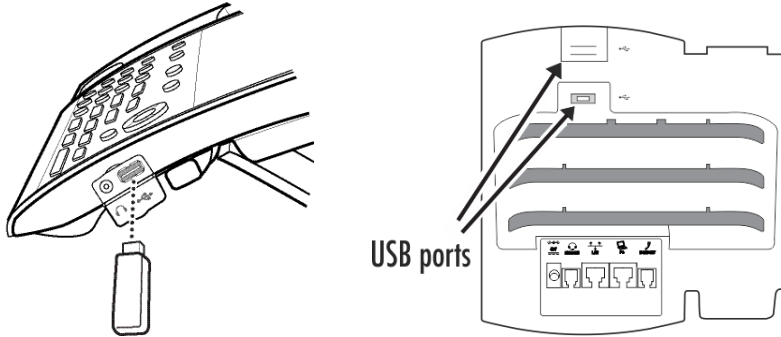
**To add a background image to a single phone using the Digital Picture Frame method:**

- 1 Copy one or more background images to a USB flash drive.
- 2 On your phone, select **Menu** or **Settings > Basic > Preferences > Picture Frame**.  
The Picture Frame options are displayed, as shown next.





- 3 If your background image(s) are stored in a folder on your USB drive, enter the folder's name in the **Folder** field. If your images are stored in the root directory, leave this field blank.

- 4 Insert the USB flash drive into your phone, as shown next on the VVX 1500 on the left and VVX 500 on the right:




The USB icon displays on the status bar.

- 5 Do one of the following:

- From the idle screen, select  > **Picture Frame** on the VVX 1500 or  > **Picture Frame** on the VVX 500 and 600.
- Select **Menu** or **Settings** > **Basic** > **Preferences** > **Picture Frame**.

Your image(s) display. If you copied multiple images, these are displayed in sequence.

- 6 To select a picture as your background, select an image and select  to make a selection.

The image you select is copied to the phone and set as the background. The image is also stored as a local file in the Background list, which you can access by selecting **Menu** or **Settings** > **Basic** > **Preferences** > **Background**.

## Use Centralized Provisioning with Configuration Files

You can configure a custom background display on your provisioning server using configuration files. The advantage of configuration files is that you can configure one image for multiple phones on your network or send different images to groups of phones. You can also use the configuration file to maintain a list of background images that you can keep on your provisioning directory, enable the background image feature, and choose which image you want to display on the phones. Administrators can use any compatible JPEG, BMP, or PNG images or captions and slogans added to an image.

The following table summarizes the methods for configuring custom backgrounds.

### Configuring a Custom Background

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**Central Provisioning Server**..... **template** > **parameter**

Specify a background to display for your phone type .....**features.cfg** > **bg.\***

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### Web Configuration Utility

Specify which background to display by navigating to **Preferences** > **Background**.

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### Local Phone User Interface

To select a background, on the phone, navigate to **Menu** or **Settings > Basic > Preferences > Background > Select Background**.

On the VVX 500, 600, and 1500, you can save one of the Picture Frame images as the background by selecting **Save as Background** on the touch screen (see [Configuring the Digital Picture Frame](#) in the [Polycom UC Software 4.1.0 Administrators' Guide](#)).

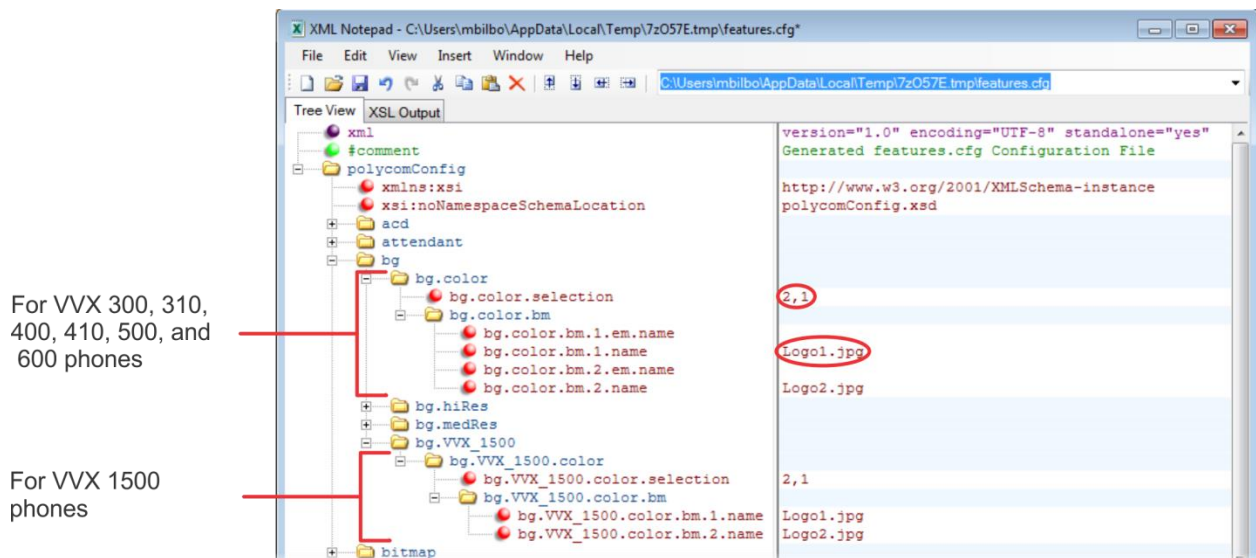
## Example Background Image Configuration

The example configuration below shows the `<bg>` parameters in the `features.cfg` file used to apply background images to Polycom VVX phones.

Before you configure a custom background display using the configuration file, you need to copy your background display images to your provisioning directory. You can list the image files you copied and stored in your provisioning directory in the configuration file. To list images in the configuration file, use the parameter `bg.color.bm.x.name` for VVX 300, 310, 400, 410, 500, and 600 phones and `bg.VVX_1500.color.bm.x.name` for VVX 1500 phones. Note that `x` refers to the number of images you want to make available in your configuration file (for example, `bg.color.bm.1.name`).

By default, the configuration file allows you to list two image files. To add more image files, copy the parameter and change the value of `x`. The value of these parameters must refer to the name and extension of the image in your provisioning directory. If the parameter is not in the same directory as the configuration file, enter the path name to the image.

To enable background images and select an image from your list, specify two values for the parameters `bg.color.selection` or `bg.VVX_1500.color.selection`. In this example, `bg.color.selection` is set to `2,1` where `2` enables background images and `1` selects the image you specified in `bg.color.bm.1.name`, in this case, `Logo1.jpg`. If you want to display `Logo2.jpg`, change the value of `bg.color.selection` to `2, 2`.



### To add an image to the server:

- 1 Copy the desired image to the provisioning server in the same directory folder as the `000000000000.cfg` or `<ethernet-address>.cfg` master configuration file.
- 2 Open the **Config** folder of your UC Software download package and open **features.cfg**
- 3 Navigate to the `<bg>` parameter folder.
- 4 Do one of the following:
  - For VVX 300, 310, 400, 410, 500 and 600 phones, navigate to **bg.color > bg.color.bm** and enter the file name of your image for `bg.color.bm.1.name`, as shown above. If you are adding another image, enter the file name for the image for `bg.color.bm.2.name`.
  - For VVX 1500 phones, enter the file name of your image for `bg.VVX_1500.color.bm.1.name`. If you have another image, enter the file name as `bg.VVX_1500.color.bm.2.name`.
- 5 Set `bg.VVX_1500.color.selection` for the VVX 1500 or `bg.color.selection` for the other VVX phones to **2,(x)**, where **x** selects the `bg.VVX_1500.color.bm.x.name` parameter for VVX 1500 or `bg.color.bm.x.name` for all other VVX phones..
- 6 Save the configuration file. You can save the file with the default name (`features.cfg`) or save the file with a different name.
- 7 Enter the file name of the configuration file you edited (**features.cfg** by default) as the `CONFIG_FILES` value in the `000000000000.cfg` master configuration file to apply your changes to all phones, or in the `<ethernet-address>.cfg` master configuration file to only apply your changes to the single phone associated with that Ethernet address.  
  
If your edited configuration file is in a folder on your provisioning server, write the path of the folder and file name. For example, `MyFolder/features.cfg`.
- 8 On your phone, select **Menu** or **Settings > Basic** and select **Update Configuration**.
- 9 Select **Yes** to confirm the update.  
  
The configuration is updated and the image displays as the background on your phone.

### To change the background to your phone:

- 1 Select **Menu** or **Settings > Basic > Preferences > Background**.  
A list of your images displays.
- 2 Select an image file to set as the background of your phone.



#### Note: Master Configuration File Usage

All phones on a network use the `000000000000.cfg` master configuration file unless the `<ethernet-address>.cfg` master configuration file associated with their Ethernet address exists on the network. If you want a phone to use the `000000000000.cfg` file, be sure to delete the associated `<ethernet-address>.cfg` file from the provisioning server.

## Use a Web Page as Your Phone Background

You can select an online Web page to display as a background using your VVX phone's built-in browser. This feature enables you to display virtually any existing or custom Web content, such as your company's seasonal promotions or advertising campaigns. As with digital images, you can configure a Web page background using one of the following two methods according to your needs:

- **Web Configuration Utility**—Choose this method to add a Web page as the background on a single phone. This method uses the phone's Web Configuration Utility to configure the Web page.
- **Configuration File**—Choose this method to configure multiple phones on your network to display a Web page background by making changes to the configuration files on your provisioning server.



### Note: Maximum Screen Space for Browser

The maximum space available on the browser on Polycom phones is 610 x 360 pixels. You can set phones using UC Software version 3.3.0 or later to display Web page backgrounds that exceed this size using page-scrolling functions.

## Use the Web Configuration Utility

This method enables you to add a Web page as the background on a single phone. The entire configuration is done through the phone's Web Configuration Utility.



### Web Info: Using the Web Configuration Utility

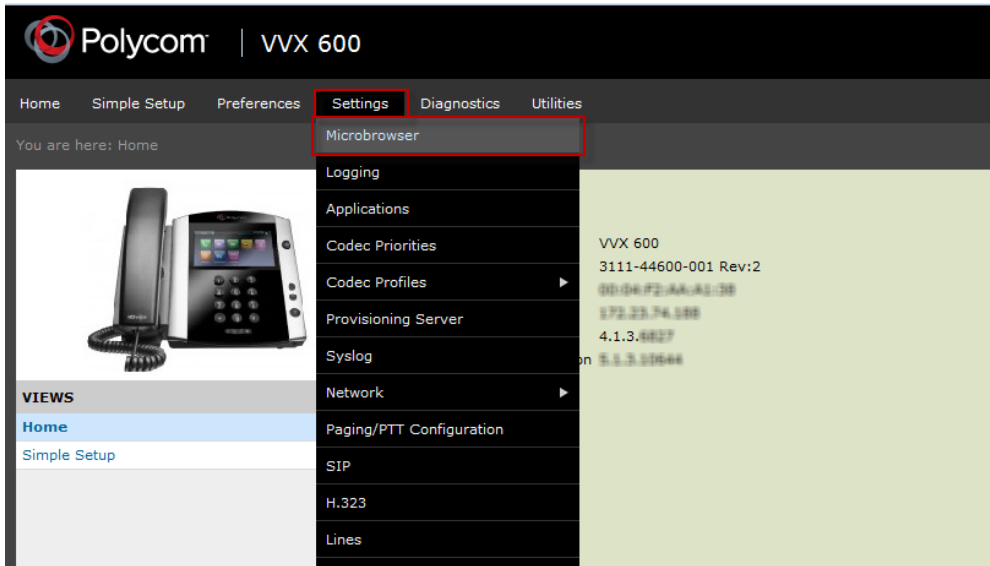
For information on using the Web Configuration Utility, see the [Polycom UC Software 4.0 Web Configuration Utility User Guide](#).

### To set a background Web page using the phone's Web Configuration Utility:

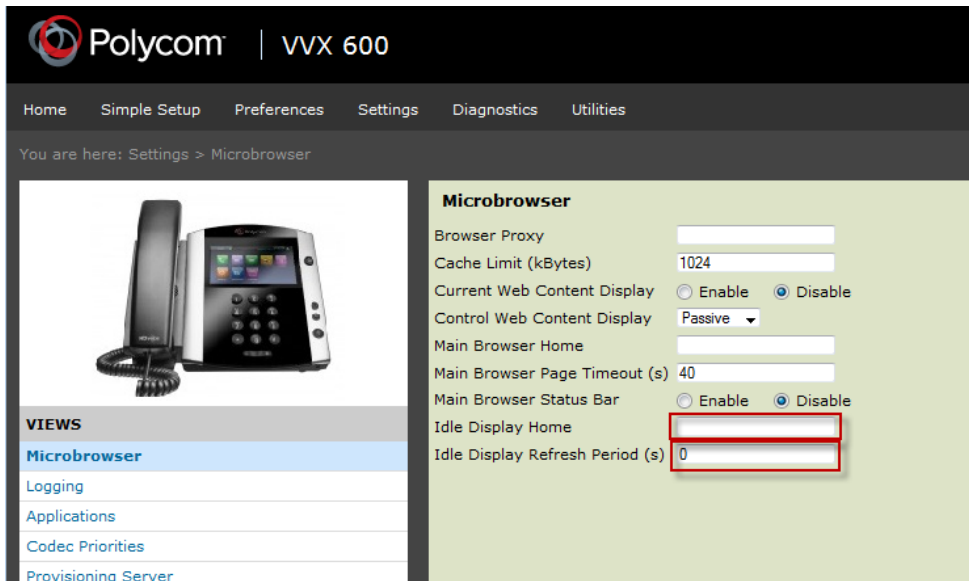
- 1 In your Internet browser on your computer, enter your phone's IP address in the address bar. The login screen displays.
- 2 Log in as an **Admin** and enter the default password **456**. You are logged in and the phone's Web interface is displayed.



- 3 Select **Settings > Microbrowser**, as shown next.



- 4 Enter the address of the desired Web page in the **Idle Display Home** field.



You can also configure the Idle Display Refresh Period as the refresh rate. The default of 0 means that the idle browser does not refresh.

- 5 Select **Save**.

The phone updates automatically. If your phone is running SIP software version 3.2.x or earlier, the phone restarts.

## Use Centralized Provisioning with Configuration Files

This method enables you to add a Web page as the background across multiple phones. The phone's parameters are changed using configuration files loaded from the provisioning server.

### To set a Web page background using configuration files on your provisioning server:

- 1 Depending on your phone's software version, open one of the following configuration files and navigate to the associated configuration parameter:
  - For UC Software version 3.3.0 or later: Open **applications.cfg** and navigate to `<mb>`  
`<mb.idleDisplay>`.  
The file is located in the Config folder of your UC Software download package. You can overwrite this file or save a copy with a different file name.
  - For SIP software version 3.2.x or earlier: Open **sip.cfg** and navigate to `<mb>`  
`<idleDisplay>`.
- 2 Enter the address of the desired Web page as the value of `mb.idleDisplay.home`.  
You can also configure the `mb.idleDisplay.refresh` parameter to set the desired refresh rate of the Web page, in seconds. A refresh rate of 0 (default) means the Web page does not refresh.
- 3 Write the file name of the configuration file you edited (**features.cfg** or **sip.cfg** by default) as the `CONFIG_FILES` value in the `000000000000.cfg` master configuration file to apply your changes to all phones, or in the `<ethernet-address>.cfg` master configuration file to only apply your changes to the single phone associated with that ethernet address.



#### Note: Master Configuration File Usage

All phones on a network use the `000000000000.cfg` master configuration file unless the `<ethernet-address>.cfg` master configuration file associated with their Ethernet address exists on the network. If you would like a phone to use the `000000000000.cfg` file, be sure to delete the associated `<ethernet-address>.cfg` file from the provisioning server.

If your edited configuration file is in a folder on your provisioning server, include both the path of the folder and the file name. For example, `MyFolder/features.cfg`.

- 4 On your phone, select **Menu** or **Settings > Basic** and select one of the following two options depending on your software version:
  - For UC Software version 3.3.0 or later, select **Update Configuration** and select **Yes** to confirm the update.  
The configuration updates.
  - For SIP Software 3.2.x or earlier, select **Restart Phone** and select **Yes** to confirm the restart.  
The phone restarts.

The idle browser now displays your Web page on the idle screen.

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