

## Feature Profile 52855

# 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 your phone and PC support, including most Asian and Central European character sets.

To enable the PDC, you need to enter your PC access credentials to the phone. You can provide this information to your phone using one of two methods: Direct or 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. 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. The PDC program uses UDP port 2080 and TCP port 24800 and system administrators should ensure that these ports are not blocked by Windows firewalls and domain policies. Blocked ports will not display any warning messages and you will not be able to resolve PDC issues without knowing this information. 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

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

<b>Software version:</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>	<ul style="list-style-type: none"> <li>• Polycom UC Software Administrators' Guide</li> </ul> Phone-specific User Guides found in <a href="#">Business Media Phones Support Latest UC Software Release</a>
<b>Licenses Required:</b>	None	<b>Resources Required:</b>	Installation software <a href="#">Latest UC Software Release</a>

This feature profile covers the following subjects:

- [Set up, enable, and disable the Polycom Desktop Connector](#)
- [Use the Polycom Desktop Connector, including keyboard shortcuts and alternate languages](#)
- [Troubleshoot](#)

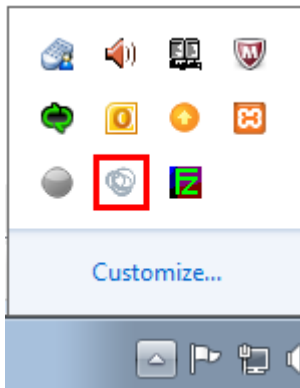
## Set Up, Enable, and Disable the Polycom Desktop Connector

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. You can set up the PDC using the direct or indirect method.

### To connect using the direct method:

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

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

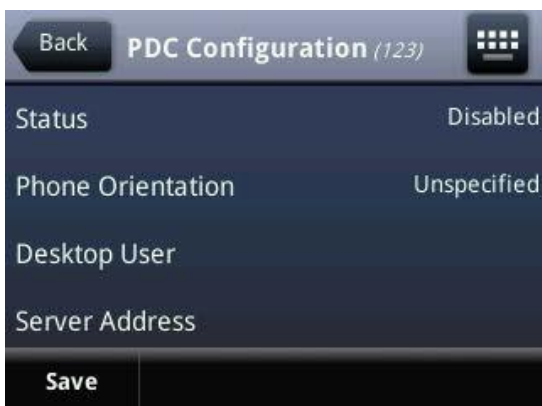


- 3 Navigate to the PDC Configuration screen on your phone:
  - For VVX 1500 phones, press the **Menu** key and tap **Settings > Basic >PDC Configuration**.
  - For VVX 500 phones, tap **Settings** from Home view, and tap **Basic >PDC Configuration**.
- 4 The PDC Configuration screen displays on your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

#### VVX 1500



#### VVX 500



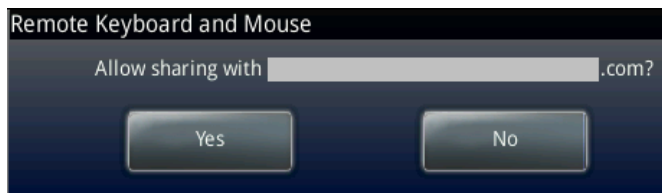


**Note: VVX 600 screenshots**

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

- 5 From the PDS Configuration screen, set the *Status* field to **Enabled** and tap **Save**. Your settings are saved and the Basic screen displays.
- 6 Navigate to the PDC Configuration screen again and tap **Reconnect**.
- 7 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**

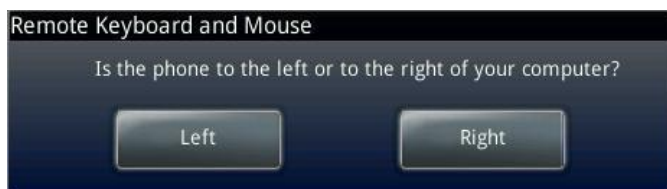


**VVX 500**



- 8 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**





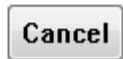
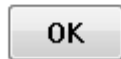
**Troubleshooting: Why Can't I Access the Phone's Display Screen?**

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.

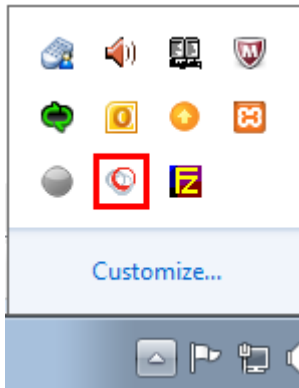
- 9 If this is your first time enabling the PDC program, a dialog displays on your PC, asking to allow remote control of your phone, as shown next. Click **OK** to complete the setup process.



**Allow remote control of device**  
00047700 0400 ?



- 10 The PDC icon turns red, shown next, indicating that you have successfully enabled the PDC program.



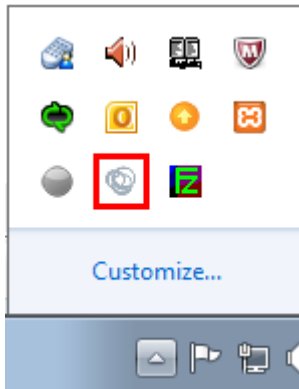
**User Tip: Understand the PDC Icon Colors**

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 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, as shown next.

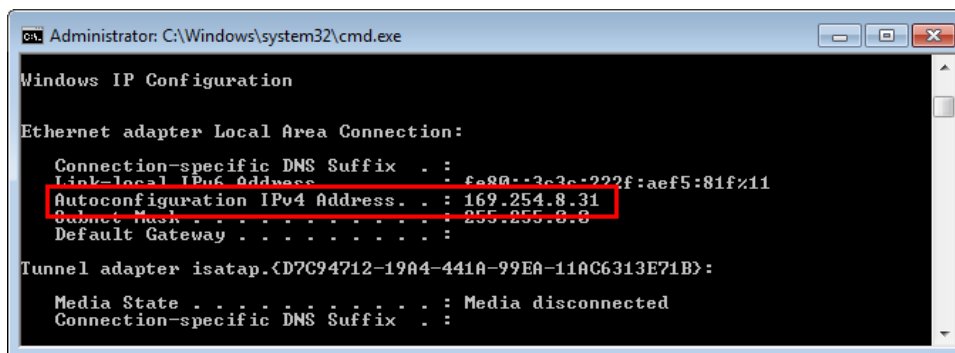
**VVX 1500**



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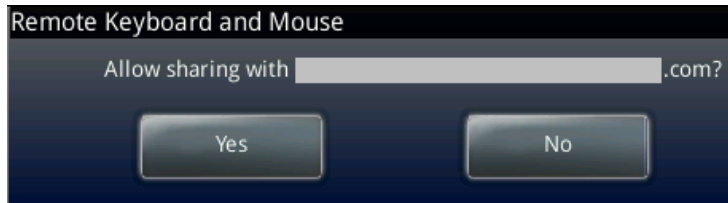
**VVX 500**

- 3 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:
      - i. From your PC, click **Start > Run** on your PC.
      - ii. From the Run dialog, type **cmd** and click **OK**.
      - iii. Type **ipconfig** and press **Enter**.
      - iv. Note your server address on the *IP Address* line, as shown next.



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

**VVX 1500**



**VVX 500**



- 6 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.



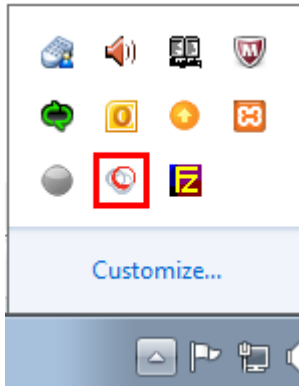
**Allow remote control of device**  
[redacted] ?

OK

Cancel



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



## Disable 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: Understand the PDF Icon Colors**

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

# Use 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 [Troubleshoot](#) section.













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>
F1	Left-most soft key
F2	Second soft key from the left





<i>Alt Key</i>	<i>Phone Key</i>
Alt + F1	
Alt + F2	

<i>Function Key</i>	<i>Phone Key</i>	<i>Alt Key</i>	<i>Phone Key</i>
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	NA	Alt + F10	Settings Note: This mapping is currently unavailable, and will be addressed in a future release.
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

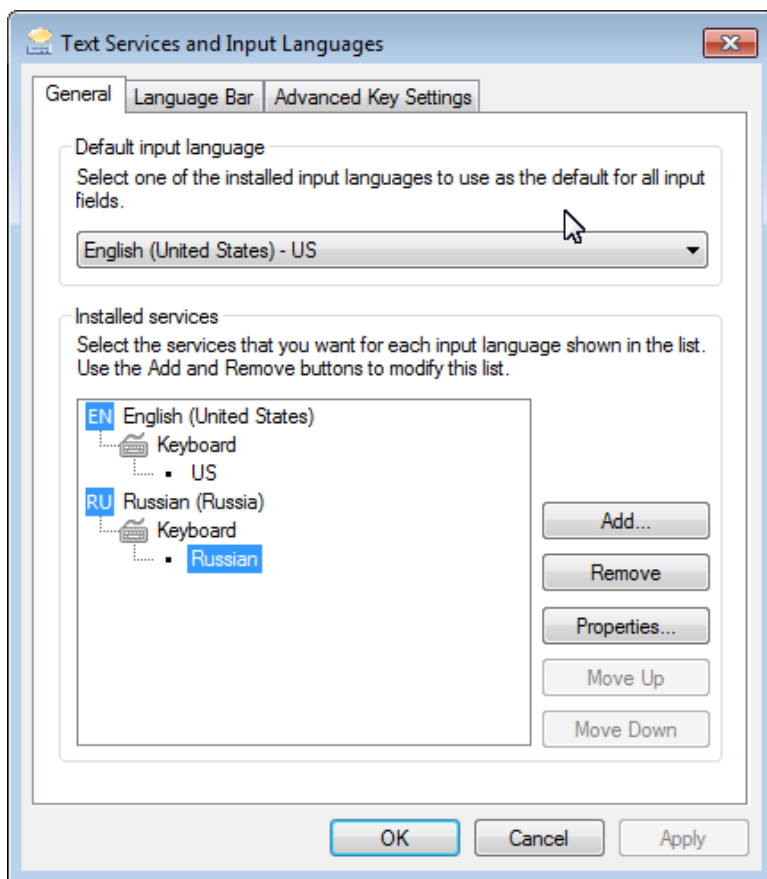
<i>Function Key</i>	<i>Phone Key</i>	<i>Alt Key</i>	<i>Phone Key</i>
F3	Third soft key from the left on your phone's current screen	Alt+F3	Transfer
F4	Fourth soft key from the left on your phone's current screen	Alt+F4	Conference
F6		Alt+F6	Do Not Disturb
F7	Directories menu	Alt+F7	
F8	Messages menu	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 Note: This mapping is currently unavailable, and will be addressed in a future release.
F11	Applications	Alt+F11	
F12		Alt+F12	ACD Sign Out (if enabled)

## Enter 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.



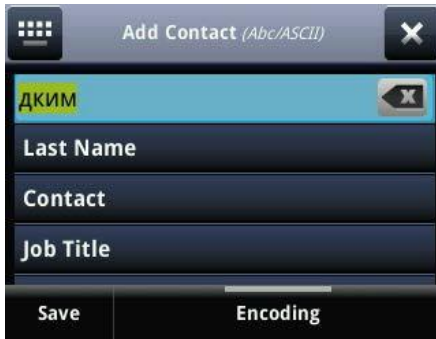
- 2 Move your cursor onto your phone's display screen.

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 does not allow 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.

# Troubleshoot

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 <b>Reconnect</b> 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 can't place a call.	<p>If you're using PDC, you can't place a call using the <b>New Call</b> soft key.</p> <p>Place a call in the following ways instead:</p> <ul style="list-style-type: none"> <li>• To place a call from the VVX 1500, enter the phone number and select the <b>Dial</b> soft key.</li> <li>• To place a call from the VVX 500, select  from <b>Home</b> view, enter the phone number, and select . Or, just enter the phone number and select .</li> </ul>
I want to change the phone that is connected to the Polycom Desktop Connector.	<p>Follow the instructions described in the section <a href="#">Disable the Polycom Desktop Connector</a> and disable the Polycom Desktop Connector which is already connected to your computer, and is in active state on your phone.</p> <p>Setup and enable the phone you want to connect to Polycom Desktop Connector. Once your computer receives an initial communication from the newly configured phone, it asks you to confirm the connection by displaying a dialog which says- 'You were controlling &lt;MACaddress1&gt; with your computer.Do you want to change to controlling &lt;MACaddress2&gt;?', click OK.</p>

The PDC feature provides you with an efficient method of interfacing with your phone. In this feature 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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