

Using the Polycom® BroadSoft UC-One Application on Polycom® VVX® Business Media Phones

Feature Profile 84393

The Polycom BroadSoft UC-One application integrates with the BroadSoft Enterprise Directory and BroadCloud services—a set of hosted services by BroadSoft—to provide three features on Polycom® VVX® 300, 310, 400, 410, 500, and 600 business media phones. The following are the BroadSoft UC-One features available on the VVX business phones:

- **BroadSoft Directory** Displays information for all users in the enterprise.
- **BroadCloud Presence** Enables users to share presence information with the BroadTouch Business Communicator (BTBC) client application.
- **BroadCloud Favorites** Enables users to mark contacts as favorites with the BroadTouch Business Communicator client application.

These features are available on Polycom VVX 500 and 600 business media phones running Polycom UC software 4.1.3G or later, and VVX 300, 310, 400, and 410 business media phones running Polycom UC software 5.0.0 or later. These features require support from the BroadSoft BroadWorks R18 SP1 platform with patches and the BroadSoft BroadCloud services.

This feature profile explains how to set up and use the Polycom's BroadSoft UC-One application. The feature profile also provides links to BroadSoft Support sites you can visit for additional information. The topics included in this feature profile:

- [Introducing the BroadSoft Directory and BroadCloud Presence and Favorites Features](#)
- [Setting up Polycom's BroadSoft UC-One Application](#)
- [Using the Polycom's BroadSoft UC-One Application](#)
- [BroadSoft References](#)
- [Getting Help](#)



Note: Screenshots Shown in this Feature Profile

Screenshots in this feature profile are from both VVX 500 and VVX 600 phones and are used to show the user interface for all VVX phones. The user interface on the VVX 300, 310, 400, and 410 phones are similar.

Introducing the BroadSoft Directory and BroadCloud Presence and Favorites Features

This section provides an introduction to the BroadSoft Directory, BroadCloud Presence and Favorite features, and shows how each relates to the BroadSoft UC-One application aspects of UC software 5.0.0. This section also describes the BTBC client application.

BroadSoft Directory

The BroadSoft Directory feature enables you to do the following:

- Access the BroadSoft Enterprise Directory and see details—such as work, extension, and mobile numbers—of contacts in the enterprise. You can select anyone in the enterprise directory to call. This directory is completely separate from the local contact directory and Corporate Directory (if enabled) on your phone.
- Save contacts from the BroadSoft Directory to the local contact directory on your phone.

BroadTouch Business Communicator Client Application

To view the BroadCloud Presence and Favorite features on supported VVX series phones, you must install the BroadTouch Business Communicator client application on your computers and select contacts to view and mark as favorites. For more information, read the BroadSoft documentation listed in [BroadSoft References](#).

Use the BTBC client application to add BroadSoft UC-One contacts, put contacts into groups, and mark contacts as favorites. You cannot add BroadSoft UC-One contacts or groups directly on your phone.

For example screen captures from the supported VVX series phones, see [Using the BroadSoft Directory](#).

BroadCloud Presence

Use the BroadCloud Presence feature to share presence information with your contacts. The feature uses Jabber Extensible Messaging and Presence Protocol [XMPP]. The phone does not report presence statuses to the BroadCloud Instant Message and Presence (IM&P) service and you cannot change your presence status on your phone.

For example screen captures from all supported VVX phones, see [Viewing the Presence Status of BroadSoft UC-One Contacts](#).

BroadCloud Favorites

Use the BroadCloud Favorites feature to view your favorites in your BroadSoft UC-One contact list, or in Lines and Home view. BroadCloud Favorites appear in Lines or Home view after BLF contacts, and before local Favorites—those marked as favorites in the local contact directory. BroadCloud Favorites are not integrated with local Favorites on the phone's Favorites List.

Favorites can also be non-XMPP contacts (without a Jabber Identity). Additionally, favorites are visible though a Favorite's filter where only favorites are shown as opposed to contacts that are online.

For example screen captures from supported VVX series phones, see [Viewing BroadSoft UC-One Favorites](#).

Setting Up the Polycom BroadSoft UC-One Application

When you set up the Polycom BroadSoft UC-One application, ensure that each supported VVX series phone has a registered line, the appropriate features configured on the BroadSoft BroadWorks platform, and that the BroadCloud service is enabled. In addition, enable the BroadSoft Directory and BroadCloud Presence and Favorites features for UC software 5.0.0 running on the supported VVX series phones.

To become familiar with the BroadSoft BroadWorks platform and BroadCloud service, read the BroadSoft documentation listed in [BroadSoft References](#).

Setting Up the BroadSoft BroadWorks Server and BroadCloud Service

This section provides you with information on setting up the BroadSoft Directory on the BroadWorks Server. Follow the instructions in the BroadWorks Server documentation listed in [BroadSoft References](#).

Enabling the BroadCloud Presence and Favorites Features

This section provides you with information on setting up the BroadCloud Instant Message and Presence service. To enable the BroadCloud IM&P service, follow the instructions in the BroadCloud service documentation listed in [BroadSoft References](#).

You need to install the BTBC client application on your computer. It is through the client application that you can create groups, move contacts to groups, and mark contacts as favorites. Read the BTBC documentation listed in [BroadSoft References](#).

Enabling the Polycom BroadSoft UC-One Application

System Administrators to update the BroadSoft BroadWorks Server and BroadCloud service and enable the Polycom BroadSoft UC-One application on each supported VVX series phone.

The configuration parameters needed to edit are in the **applications.cfg** and **features.cfg** template files, which are included in the UC software download. The following table describes all the configuration parameters for the UC-One application.

Table 1: Configuration Parameters for the BroadSoft UC-One Application

Central Provisioning Server	template > parameter
To turn QML application on or off	features.cfg > feature.qml.enabled
To turn BroadSoft Directory on or off	features.cfg > feature.broadsoftdir.enabled
To turn BroadSoft UC-One on or off	features.cfg > feature.broadsoftUcOne.enabled
To turn Presence on or off	features.cfg > feature.presence.enabled
To set the BroadSoft Directory XSP home address	applications.cfg > dir.broadsoft.xsp.address
To set the BroadSoft Directory XSP username	applications.cfg > dir.broadsoft.xsp.username
To set the BroadSoft Directory XSP password	applications.cfg > dir.broadsoft.xsp.password
To set the BroadSoft XMPP password	features.cfg > xmpp.1.auth.password
To set the BroadSoft XMPP dial method	features.cfg > xmpp.1.dialMethod
To turn BroadSoft XMPP presence on or off	features.cfg > xmpp.1.enable
To set the BroadSoft XMPP Jabber Identity used to register with presence server	features.cfg > xmpp.1.jid
To turn the BroadSoft XMPP inviter's subscription for presence	features.cfg > xmpp.1.roster.invite.accept
To set the BroadSoft XMPP presence server IP or FQDN	features.cfg > xmpp.1.server
To turn the verification of the TLS certificate provided by the BroadSoft XMPP presence server on or off	features.cfg > xmpp.1.verifyCert

**Admin Tip: Sample Configuration Files**

Polycom provides sample configuration files you can use to provision the supported VVX series phones for use with the BroadWorks Server and BroadCloud service. To view the configuration files attached to this feature profile, click the **Attachments** icon at the top left of the PDF viewing pane. After you have opened the Attachments pane, you can drag and drop the files to the appropriate directory on your provisioning server.

**Web Info: Polycom UC Software Configuration Parameters**

For a detailed description of these parameters, see the [Polycom UC Software 5.0.0 Administrators' Guide](#) on the Polycom Support web site.

Using the Polycom BroadSoft UC-One Application

The Polycom BroadSoft UC-One application enables you to do the following:

- Access the BroadSoft Directory.
- Search for contacts in the BroadSoft Directory.
- View BroadSoft UC-One contacts and groups.
- View the presence status of BroadSoft UC-One contacts.
- View and filter BroadSoft UC-One contacts.

- View BroadSoft UC-One contacts marked as favorites.



Note: Navigating the User Interface on the VVX 300, 310, 400, and 410 Phones

Since the VVX 300, 310, 400, and 410 phones do not have a touchscreen, you have to access the menus and contacts on the user interface by using the **Menu** key, the **Select** key, the **Select** soft key, as well as the navigation keys. For information on how to navigate the phone's menus, see the [Polycom VVX 300 and 310 Business Media Phones User Guide](#) and the [Polycom VVX 400 and 410 Business Media Phones User Guide](#).

Using the BroadSoft Directory

You can access the BroadSoft Directory by selecting **Directories** from the phone's home view. You can choose between a standard or advanced search for contacts.

To view the BroadSoft Directory:

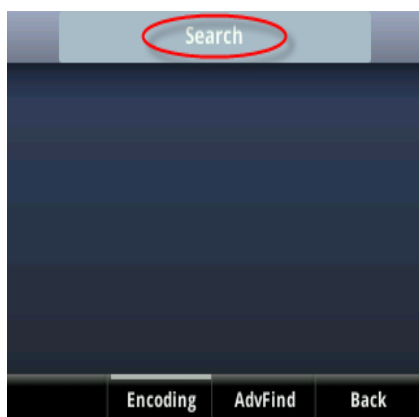
- 1 From Home view, select **Directories**, as shown next.



- 2 Select **BroadSoft Directory**, as shown next.



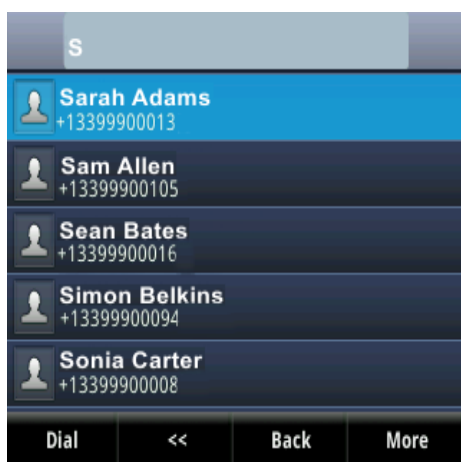
A search screen displays, as shown next.



To perform a standard search,

- » Enter your search criteria in the text entry box by using the virtual keyboard  or the keypad on your phone, and select **Submit**.

A contact list screen displays, as shown below. The number of records that match your search criteria displays for 1 second above the soft keys. A maximum of 50 contacts are available for viewing at one time.



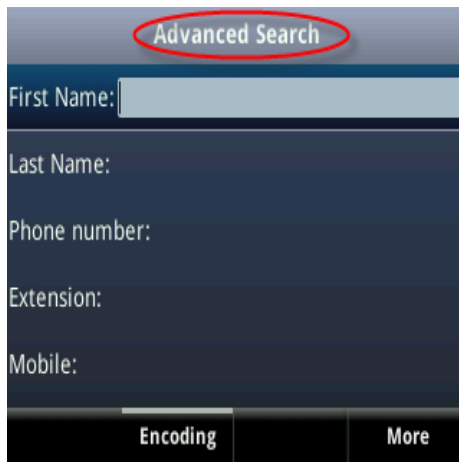
Troubleshooting: Errors When Accessing the BroadSoft Directory

If the BroadSoft Directory cannot be reached, the message 'Server Unavailable' displays, and you need to contact a BroadSoft administrator. If there are no matches to the search criteria, the message 'No Records' displays.

To perform an advanced search:

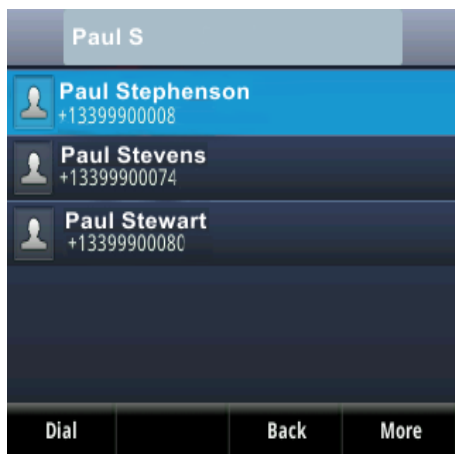
- 1 Select **Advanced Search** in the BroadSoft Directory Search.

An advanced search screen displays, as shown next.

The image shows the 'Advanced Search' screen of the BroadSoft Directory Search application. At the top, the title 'Advanced Search' is circled in red. Below the title are five text entry fields: 'First Name:', 'Last Name:', 'Phone number:', 'Extension:', and 'Mobile:'. At the bottom of the screen are two buttons: 'Encoding' and 'More'.

- 2 Enter your search criteria in the text entry boxes by using the virtual keyboard  or the keypad on your phone, and select **Submit**.

For example, when Paul is entered as the first name, an advanced search results screen displays, as shown next.

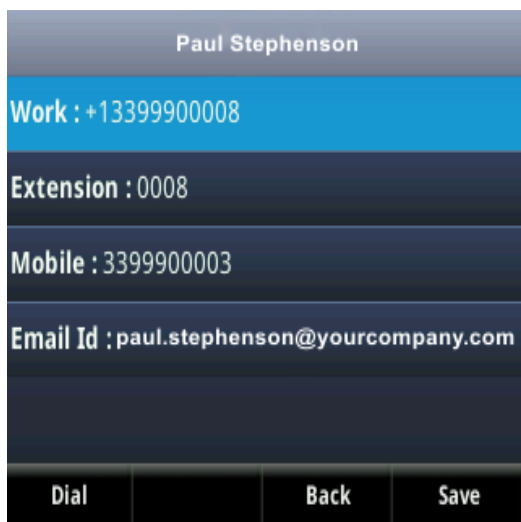
The image shows the 'Advanced search results' screen. At the top, there is a search filter bar with the text 'Paul S'. Below this bar, there is a list of three search results, each with a person icon, a name, and a phone number:

- Paul Stephenson +13399900008
- Paul Stevens +13399900074
- Paul Stewart +13399900080

At the bottom of the screen are four buttons: 'Dial', 'Back', and 'More'.

3 Choose your contact.

A contact details screen displays, as shown next.



To add a contact to the Local Directory

- » Select **Save** in the contact details screen to save a contact from the BroadSoft Directory to the phone's local contact directory.

To call a contact from the BroadSoft Directory

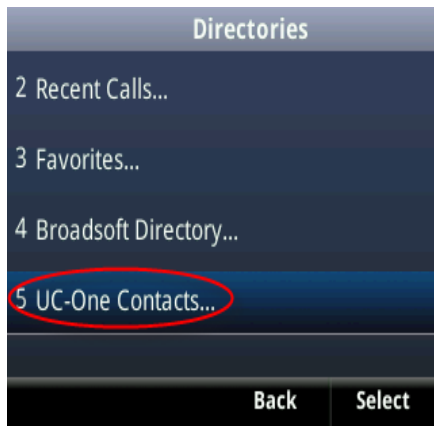
- » Select **Dial**.

Viewing BroadSoft UC-One Contacts and Groups

You can access your BroadSoft UC-One contacts and groups by choosing **Directories** from the phone's Home view. Note that you cannot add contacts, create new groups, delete existing groups, or move contacts from one group to another on your phone. You can only alter groups on the BTBC client on your computer. Added contacts and edited group information display on the phone in the UC-One Contacts list after one (1) minute.

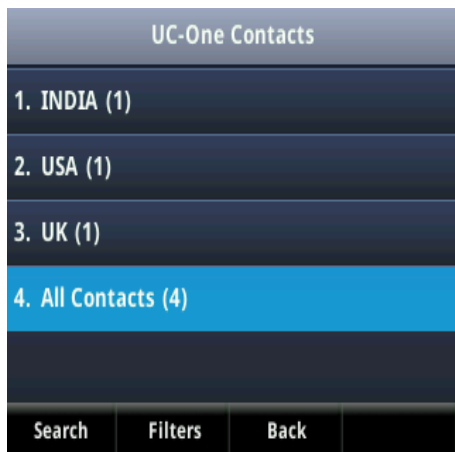
To view the BroadSoft UC-One contacts:

- 1 From Home view, select **Directories > UC-One Contacts**, as shown next.



Your UC-One contacts display by groups. Contacts display under the **All Contacts** group if there are no user-defined groups, as shown next.

- 2 Select a group to view contacts within that group.



Viewing the Presence Status of BroadSoft UC-One Contacts

You can see the presence status for your BroadSoft UC-One contacts on your Polycom phone. You can also display a personal message along with your presence status. For example, you can add 'Out to lunch' to your Away status. Note that you cannot change your presence status on the phone. You can only change your presence status in the BTBC client application on your computer.

The following table shows the BroadSoft UC-One presence icons.

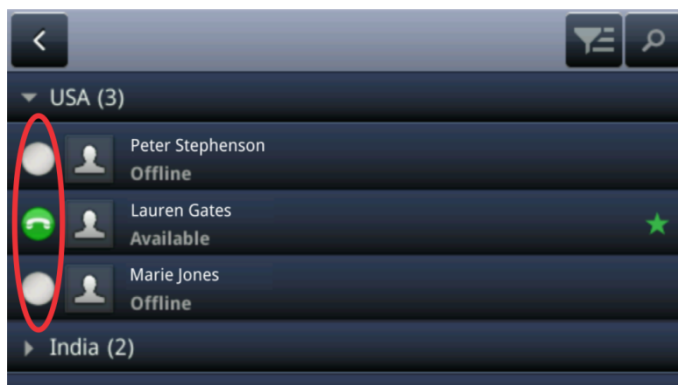
BroadSoft UC-One Presence Icons

Icon	Description
	Visible
	Away
	Do Not Disturb
	Invisible, Offline, Unknown

To view the presence status of BroadSoft UC-One contacts:

- 1 From Home view, choose **Directories**
- 2 Select **UC-One Contacts**.
- 3 Select a group name to expand the list of contacts in that group.

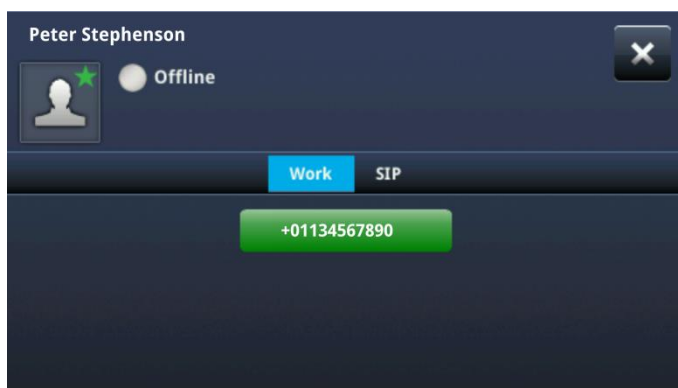
The group expands to show a list of contacts. In the following example, Peter and Marie are offline and unavailable, and Lauren is online and available.



To call a contact from the BroadSoft UC-One application:

- 1 Choose a UC-One contact.

The contact details screen displays, as shown next.



- 2 Select **Work** or **SIP** and select a number to call the contact.

Viewing BroadSoft Favorites

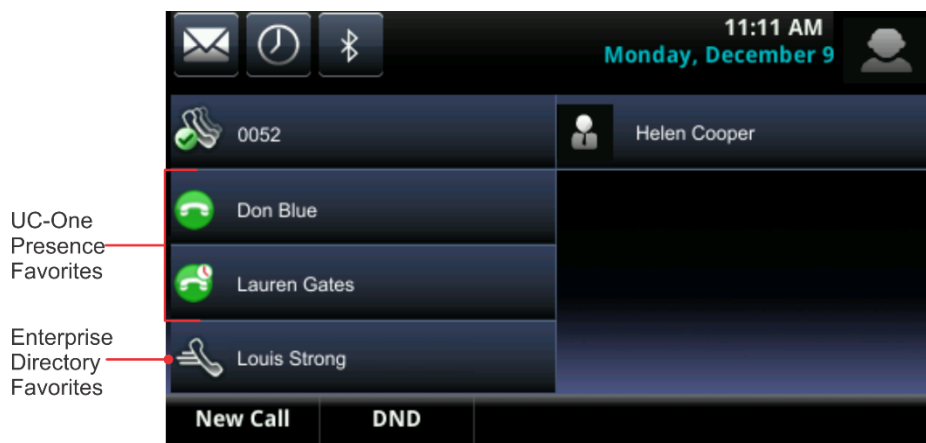
You can see your BroadSoft UC-One contacts marked as favorites in the UC-One Contacts list and in Lines view on your phone. UC-One contacts are Enterprise Directory contacts that have Instant Messaging and Presence enabled, and you can view their presence information on your phone.

In addition to viewing UC-One contacts with presence information, you can also view other Enterprise Directory contacts marked as favorites in Lines view. Enterprise Directory contacts who do not have IM&P enabled do not display presence information on your phone and display with a flying handset icon , as shown in the following figure.

Note that you cannot mark UC-One contacts and other Enterprise Directory contacts as favorites on your phone. You must mark contacts as favorites in the BTBC client on your computer. Contacts marked as favorites in the BTBC client display on your phone after one (1) minute.

To view BroadSoft UC-One and Enterprise Directory favorites from Lines View:

- » From Home, press the **Home** key to view Lines view, as shown in the following figure.



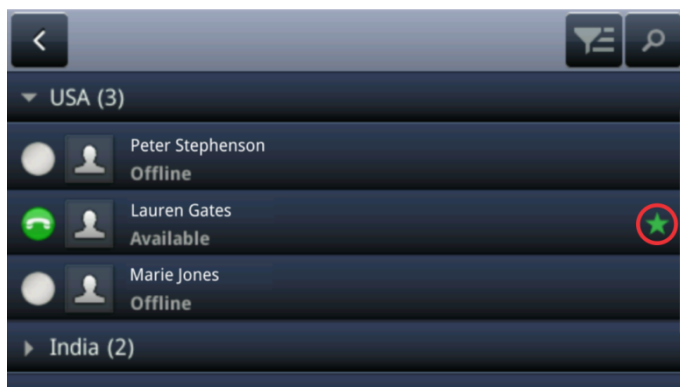
You can also call Broadsoft Favorites from Lines view by selecting a contact.

To view BroadSoft UC-One favorites from the UC-One Contacts List:

1 From Home view, choose **Directories**.

2 Select **UC-One Contacts**.

You can expand a group by selecting the group name. In the following example, the green star indicates that Lauren is a BroadSoft favorite.



To filter BroadSoft UC-One favorites:

1 From Home view, choose **Directories**.

2 Select **UC-One Contacts**.

3 Select the Filter icon, .

A filter selection screen displays, as shown next.



4 Choose a filter for your contacts.

If you select **Favorites**, only your BroadSoft UC-One Favorites display in Home view and in the UC Contacts list.

If you select **Online**, only your BroadSoft UC-One contacts that are online display in Home view and in the UC Contacts list.

BroadSoft References

Review the following BroadSoft documentation before making changes to your BroadSoft BroadWorks Server and BroadCloud Service:

- [BroadSoft UC-One](#)
- [BroadTouch Business Communicator](#)
- [BroadCloud Instant Messaging & Presence](#)

Getting Help

This section provides a list of Polycom documents referred to in this guide as well as partner resources you can use. If you are looking for help or technical support for your phones, the following types of documents are available on the [Polycom Voice Support](#) site:

- Quick Start Guides, which describe how to assemble phones.
- Quick User Guides, which describe basic phone features.
- User Guides, which describe both basic and advanced phone features.
- Administrators' Guide, which provides instructions for installing, provisioning, and administering Polycom phones.

Polycom and Partner Resources

For more information about installing, configuring, and administering Polycom products, refer to Documents and Downloads on [Polycom Support](#).

The Polycom Community

The [Polycom Community](#) gives you access to the latest developer and support information. Participate in discussion forums to share ideas and solve problems with your colleagues. To register with the Polycom Community, create a Polycom online account. When logged in, you can access Polycom support personnel and participate in developer and support forums to find the latest information on hardware, software, and partner solutions topics.



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Community Homepage

Hello and Welcome to the Polycom Community!
We've created this community site so you can connect and interact with your colleagues and industry experts to exchange ideas, post questions, answers and share information. Come join the discussions! Happy Posting!

Support Community

- Voice
- PSTN
- VoIP
- SpectraLink
- DECT

Audio / Video

- Video Endpoints
- Telepresence
- Integrated Audio
- RealPresence Mobile

Developer Community

Click on one of the Forum links below to sign in or register and accept our SDK Agreement.

- Polycom Infrastructure Forum
- Polycom End Points Forum

Top Kudoed Posts

Re: Updated 4000 - now can't access?	2
Re: Updated 4000 - now can't access?	2
Re: Telepresence M100 not working	2
[FAQ] VoIP frequently asked questions	2
Re: Browser Environment error for RMX	1

[View All](#)

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San Jose, CA 95002
USA

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