

Configuration Note

Microsoft® Lync™ Better Together over Ethernet on AudioCodes 400HD Series IP Phones

Document #: LTRT-11322



Microsoft Partner

Gold Communications



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Notice

This Configuration Note shows how to install, configure and use Microsoft Lync's 'Better Together over Ethernet' feature on AudioCodes' 400HD Series of IP Phones.

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Related Documentation

Document Name
400HD Series of IP Phones for Microsoft Lync BToE Release Notes
400HD Series IP Phone with Microsoft Lync Administrator's Manual
420HD IP Phone with Microsoft Lync User's Manual
430HD and 440HD IP Phone with Microsoft Lync User's Manual
420HD / 430HD / 440HD IP Phone with Microsoft Lync Quick Guides

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1 Introduction

This document shows how to install, configure and use the Microsoft Lync feature 'Better Together over Ethernet' on AudioCodes' 400HD Series of IP Phones.

BToE enables operations to be mirrored on both AudioCodes' IP phone and the Lync client on the PC, so that these operations can be controlled from either the IP phone or the PC, whichever is convenient to the user at the time, for enhanced unified communications and optimized enterprise efficiency.

After your IP phone is paired with your Lync client, you can control (from your phone or PC) operations such as answering incoming calls, making outgoing calls (click-to-dial), putting calls on hold and resuming them, and making conference calls (see Section 5).

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2 Installing BToE

This section shows how to install Better Together over Ethernet.

➤ **To install Better Together over Ethernet:**

1. After obtaining the installation file (the file name is *AudioCodes Better2Gether x.y.z.exe*, for example, *AudioCodes Better2Gether 1.0.0.exe*), save it to your PC and then double-click on it; the Prepare to Install screen opens showing preparation progress until the Welcome to the InstallShield Wizard screen opens:

Figure 2-1: InstallShield Wizard – Preparing to Install

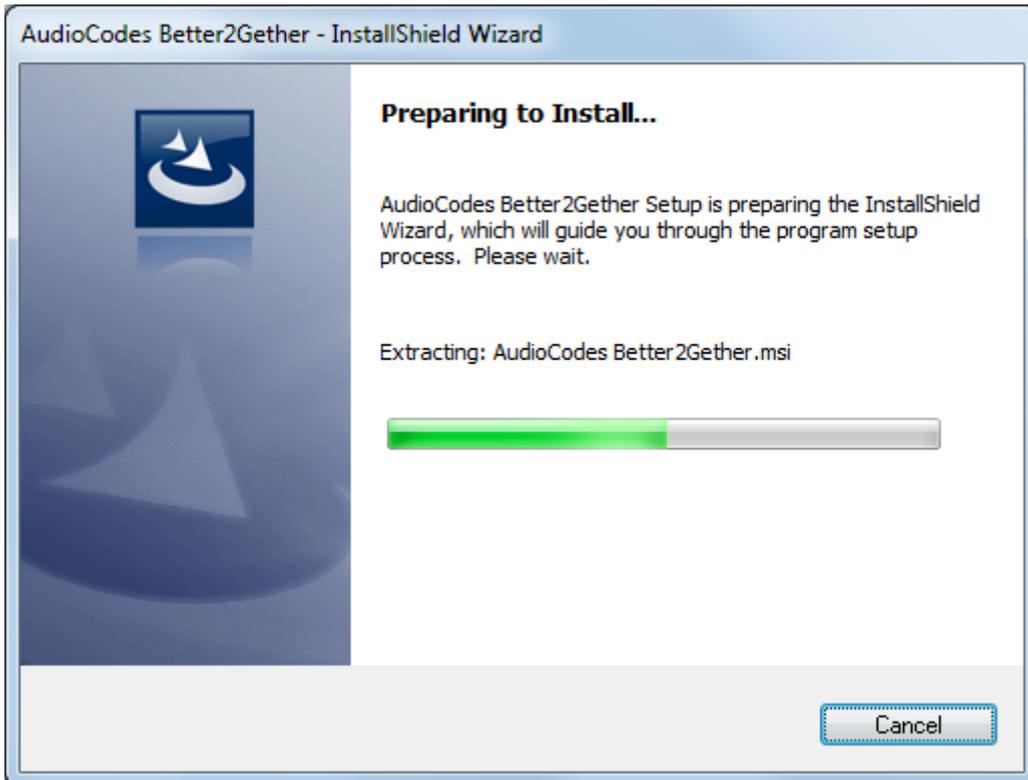
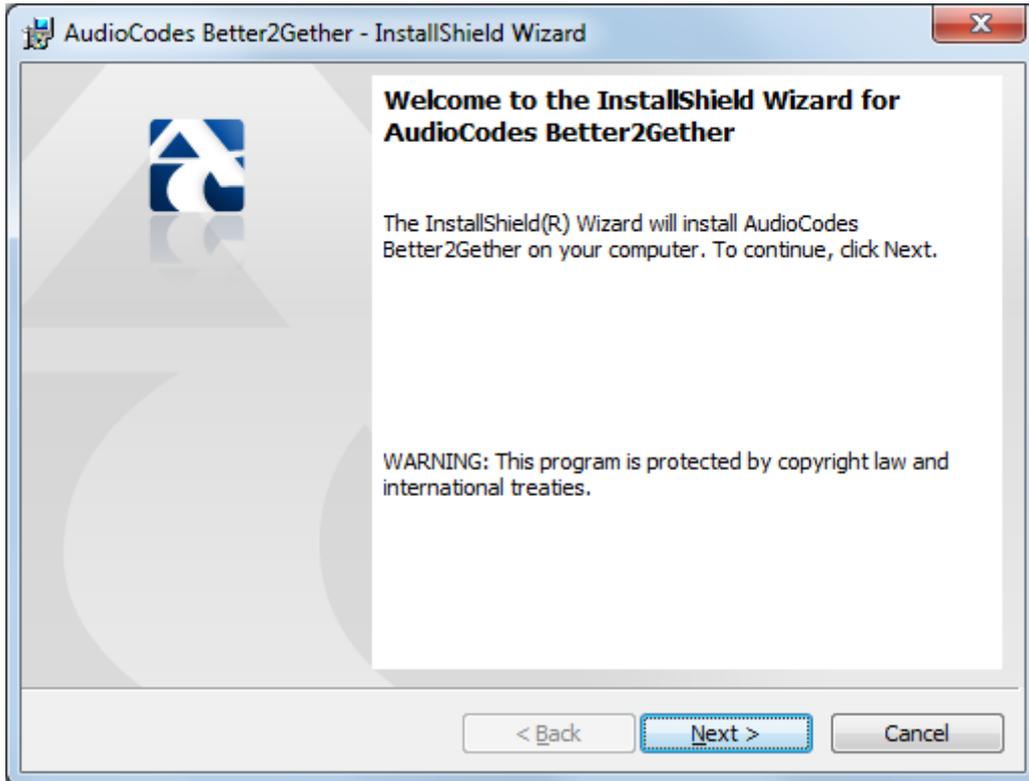
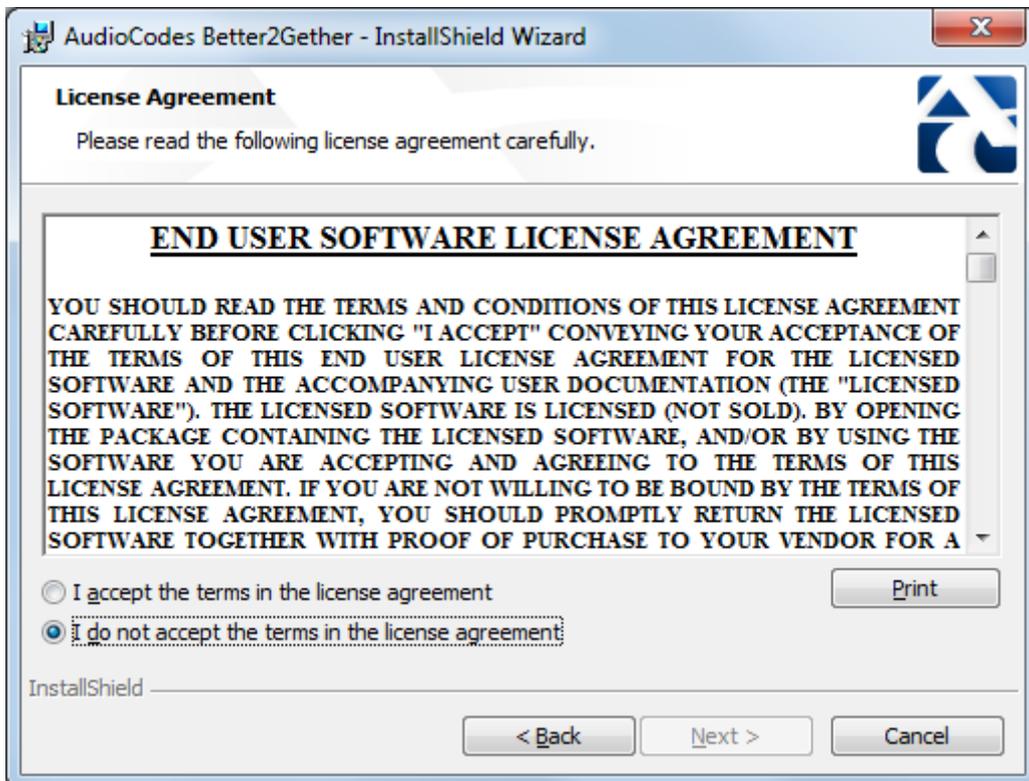


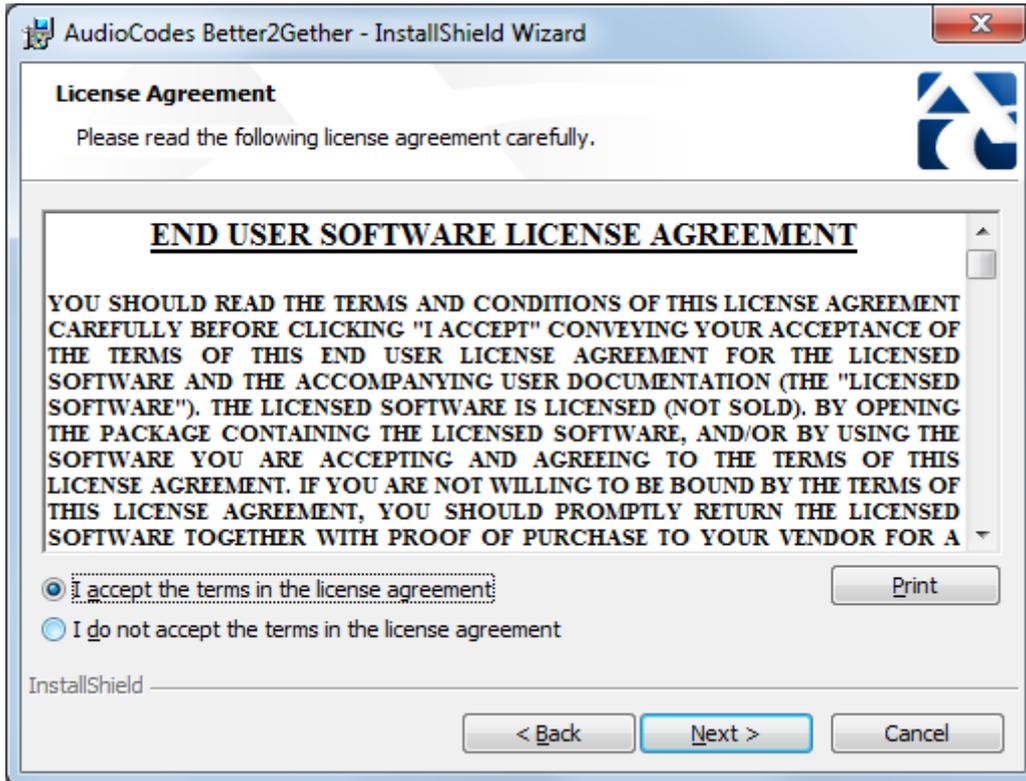
Figure 2-2: Welcome to the InstallShield Wizard


2. Click the **Next** button; the License Agreement screen opens.

Figure 2-3: License Agreement


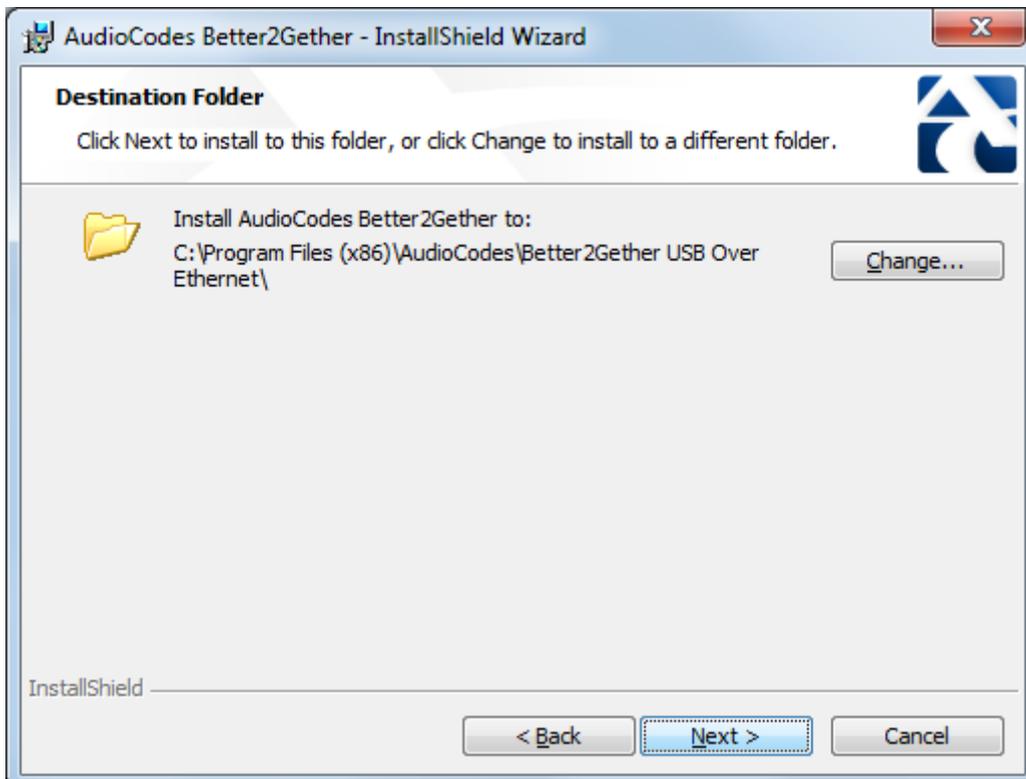
3. Select the **I accept...** option and click **Next**.

Figure 2-4: License Agreement



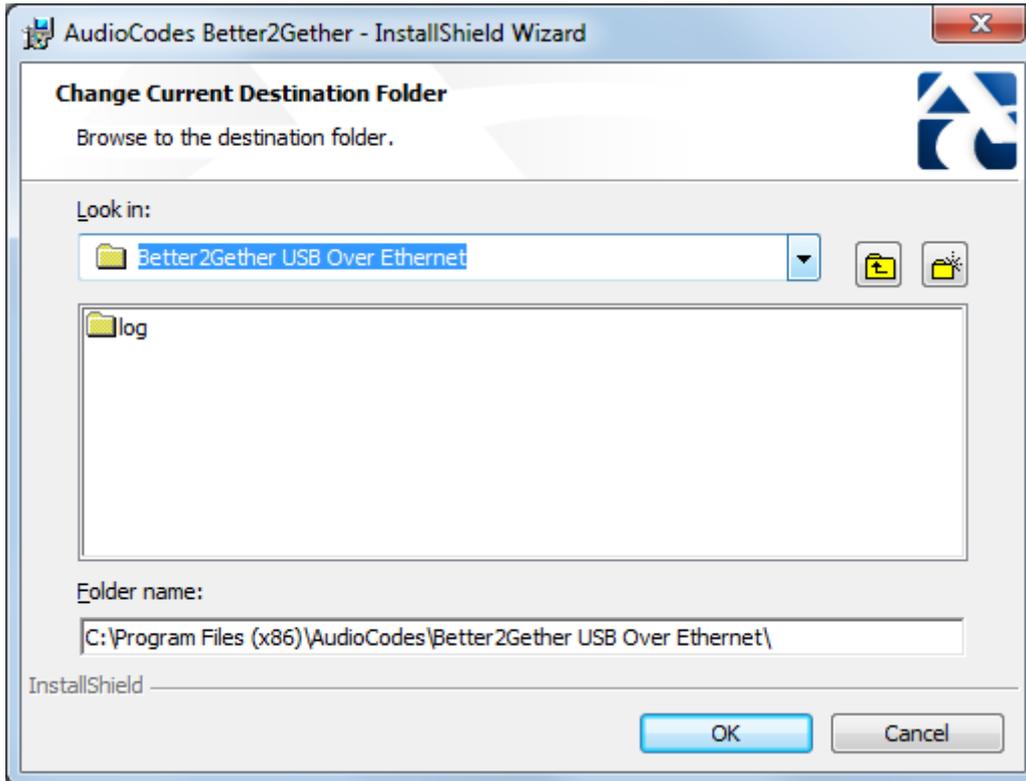
4. Click **Next**; the Destination Folder screen opens.

Figure 2-5: Destination Folder



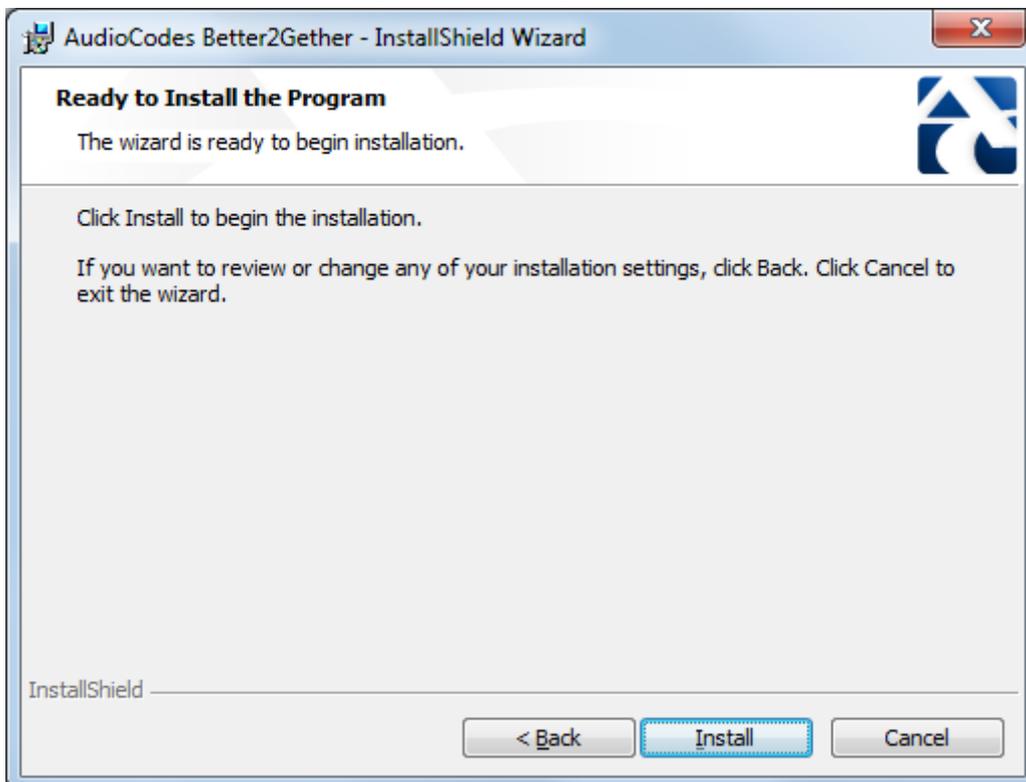
5. To change the default Destination Folder, click **Change** and proceed to step 6. To leave the Destination Folder at its default, click **Next** and proceed to step 7.

Figure 2-6: Change Current Destination Folder



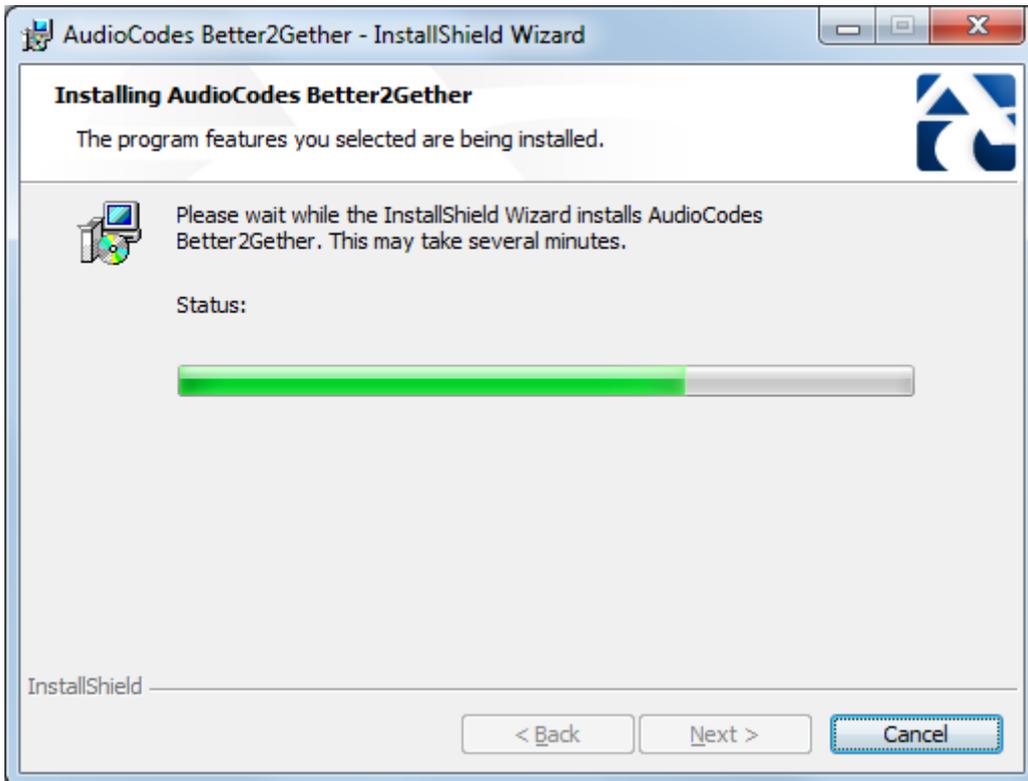
6. Click **OK**; you're returned to the Destination Folder screen.
7. Click **Next**; the Ready to Install screen opens.

Figure 2-7: Ready to Install



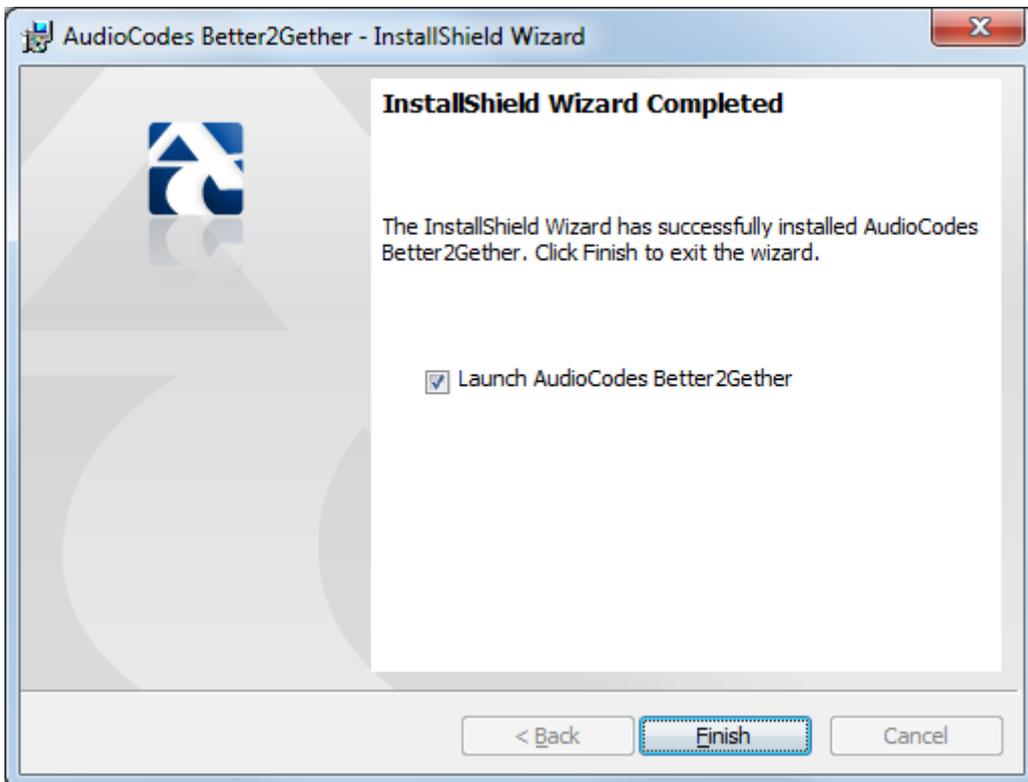
- Click the **Install** button; the Installing AudioCodes Better2Gether screen opens indicating installation progress status.

Figure 2-8: Installing AudioCodes Better2Gether



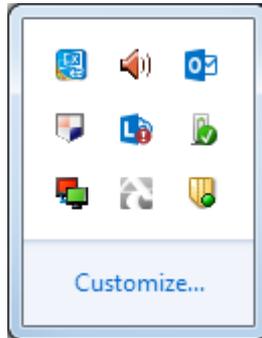
- Wait until the following screen is displayed:

Figure 2-9: InstallShield Wizard Completed



- Click the **Finish** button and then check your Windows taskbar and locate the newly displayed AudioCodes icon (AC) as shown below:

Figure 2-10: AudioCodes Icon in Taskbar

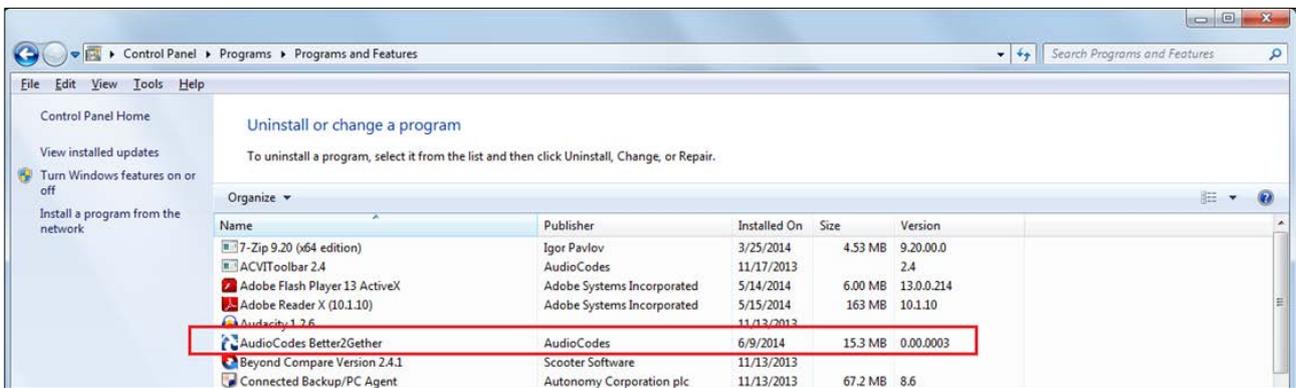


- Wait until the “Installing device driver software” process completes:



- Check your programs in the Control Panel > Programs. You should see:

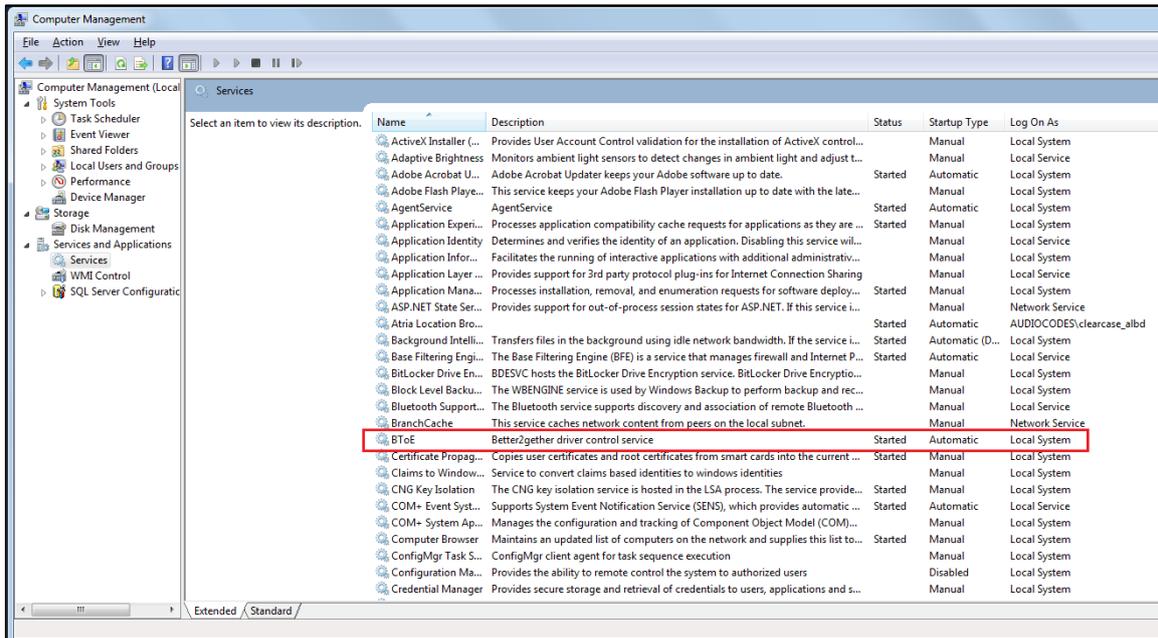
Figure 2-11: Control Panel>Programs>AudioCodes Better2Gether



Note: You can use this entry in the Control Panel > Programs to uninstall.

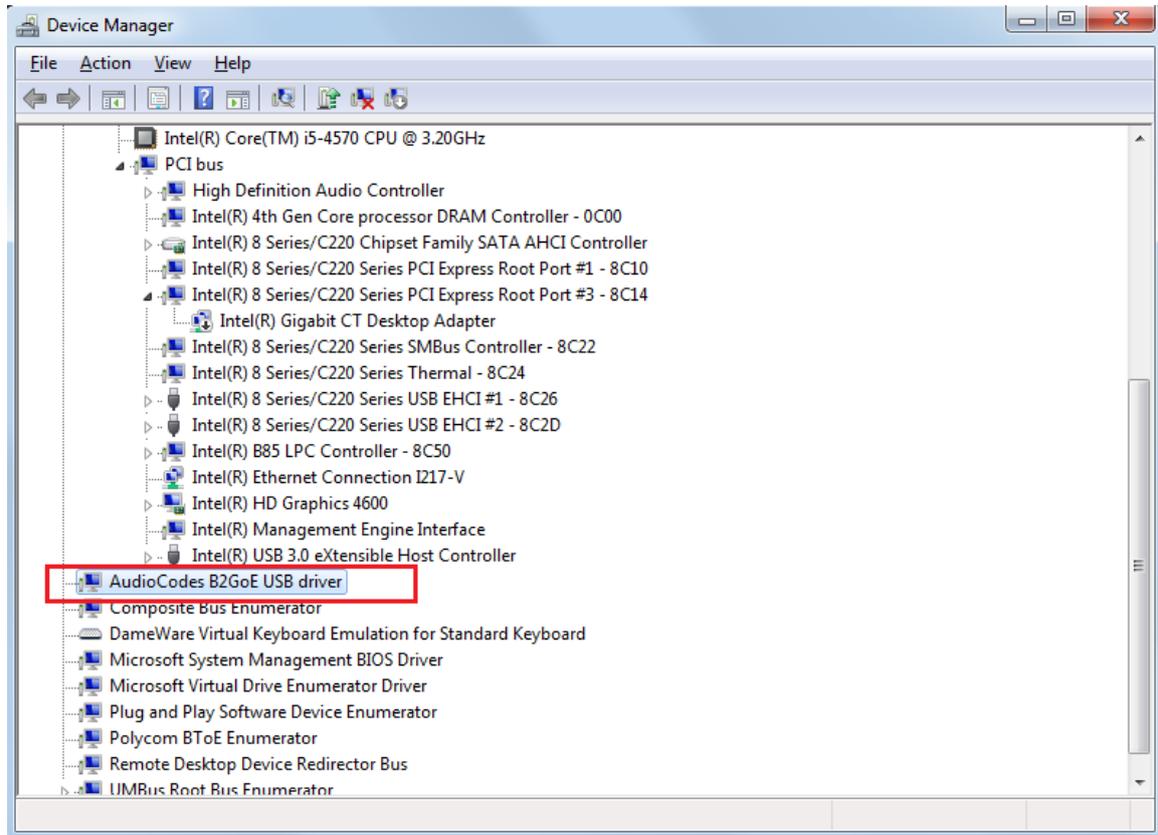
13. Access Computer Management > Services and Applications and locate BToE:

Figure 2-12: Computer Management > Services and Applications



14. Access the Device Manager and locate 'AudioCodes B2GoE USB driver'.

Figure 2-13: Device Manager > AudioCodes B2GoE USB Driver



You've successfully installed the program.

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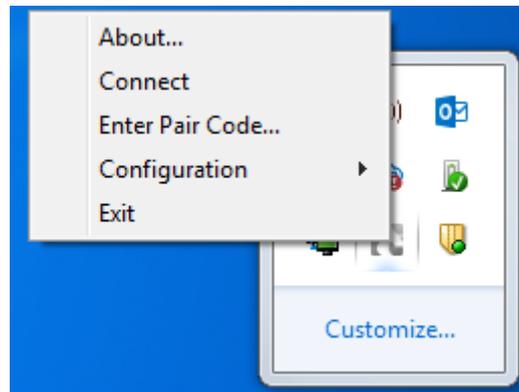
3 Making Sure BToE is Correctly Installed

This section shows how to make sure Better Together over Ethernet is correctly installed.

➤ **To make sure BToE is correctly installed:**

1. Right-click the **AC** (AudioCodes) taskbar icon; the following menu pops up:

Figure 3-1: Popup Menu



2. Select the **About...** menu option to verify the DLL and BToE version:

Figure 3-2: About AC BToE



3. Select the **Enter Pair Code...** menu option and enter the pair code. The **OK** button will be activated after 8 characters are entered:

Figure 3-3: Enter Pair Code...

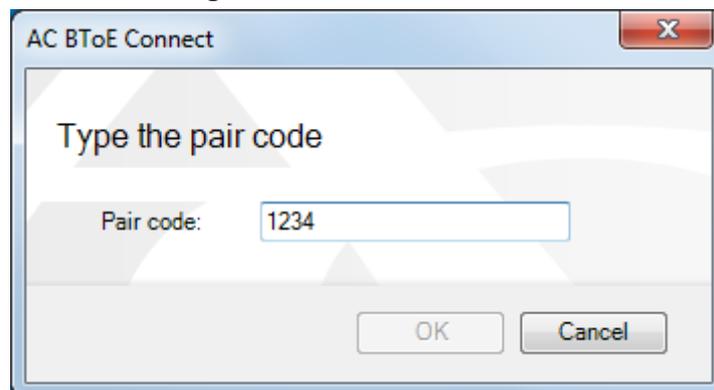
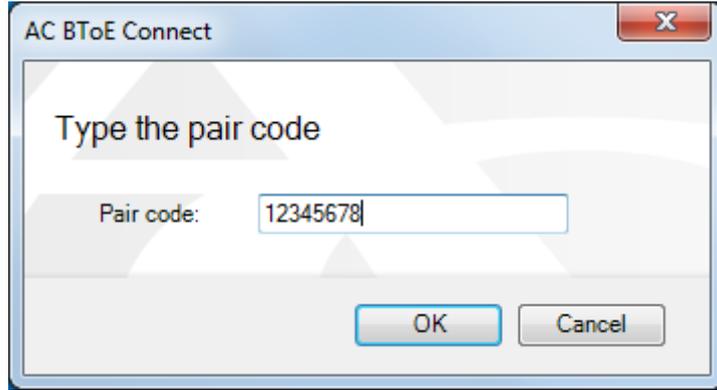
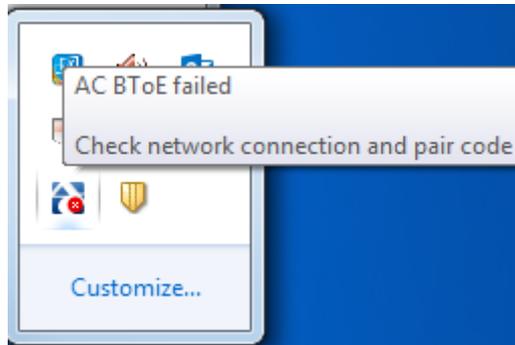


Figure 3-4: Figure 3-5: Enter Pair Code... OK Button Activated



4. Click the now-activated **OK** button; the application connects. If a communication error occurs or the wrong pair code was entered, the following icon indication appears:

Figure 3-6: AC BToE Failed



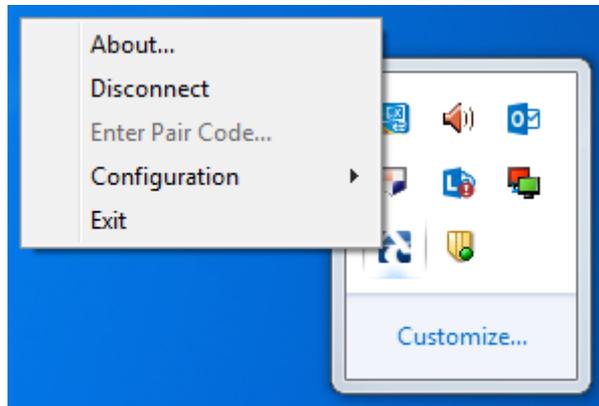
5. When BToE is successfully connected, view the following icon indication:

Figure 3-7: AC BToE is Connected Indication



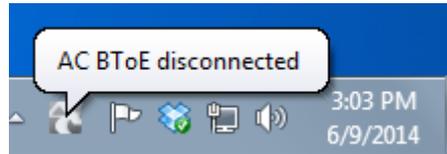
When BToE is in 'Connected' state, the right-click popup menu shows the **Disconnect** menu item and the **Enter Pair Code** menu item is deactivated.

Figure 3-8: Right-Click Popup Menu When BToE is Connected



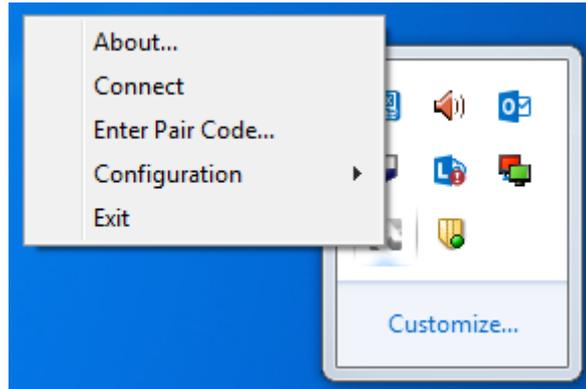
6. After selecting the **Disconnect** menu option, the 'AC BToE Disconnected' indication is displayed:

Figure 3-9: AC BToE Disconnected Indication



7. From the right-click popup menu you can verify that BTOE is disconnected.

Figure 3-10: Right-Click Popup Menu When BToE is Disconnected

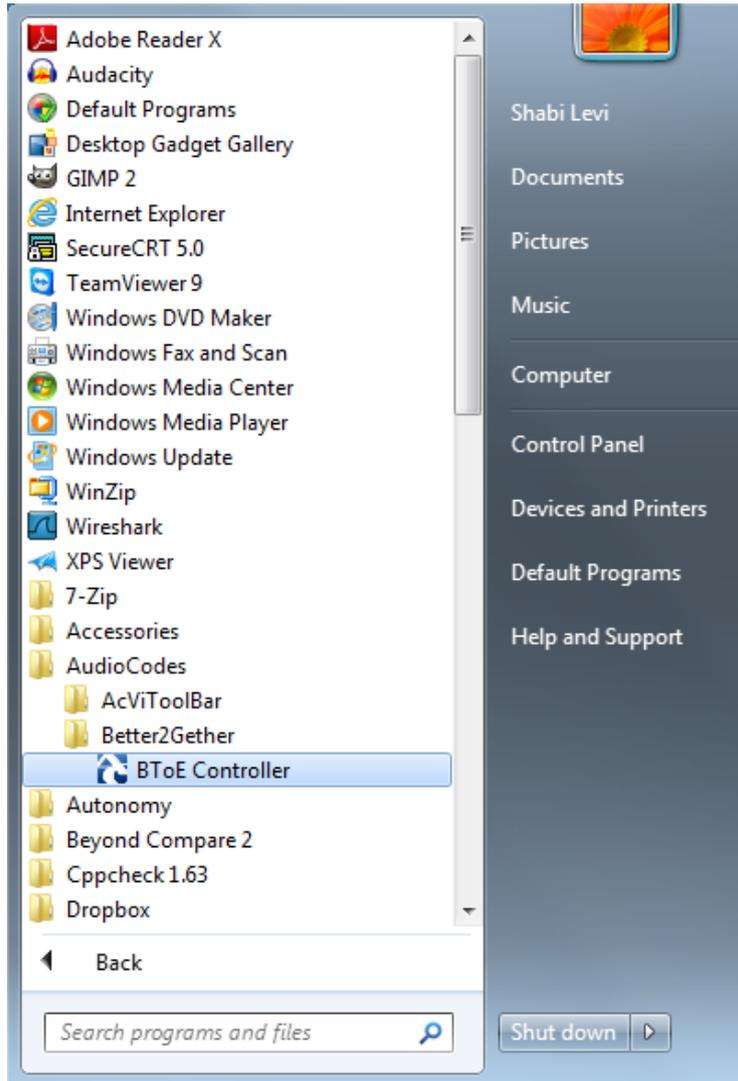


8. Use the table below as reference when determining BToE's connection state from the taskbar icon.

Taskbar Icon	BToE's connection state
	BToE is connected
	BToE is disconnected
	BToE is connected but a failure is preventing a correct connection. The failure can be a network problem or the wrong pair code was defined.

9. From the right-click popup menu, you can select the **Exit** option; the PC BToE application stops. You can activate the application again from the Start menu as shown in [Figure 3-11](#).

Figure 3-11: Start > Programs > AudioCodes > BToE Controller



4 Pairing

This section shows how to pair AudioCodes' PC BToE application and the IP phone (using a pair code), and the Microsoft Lync client and the IP phone (using the Lync login screen).

Perform pairing like this:

1. Generate a pair code (see Section 4.1)
2. Connect the IP phone and PC BToE application using the pair code (see Section 4.2)
3. Connect the Lync client and IP phone in the Lync login screen (see Section 4.3)
4. Enable pairing across different subnets (see Section 4.4)
5. Make sure IP phone / Lync client are paired (see Section 4.5)



Note:

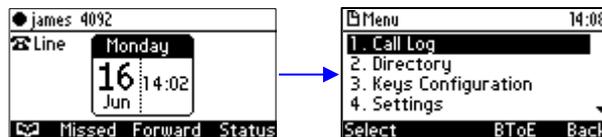
- Pairing is not possible if you signed in using PIN. See the Release Notes.
- If you know the last pair code you do not need to generate a new one. If you don't know it continue below.

4.1 Generating a Pair Code

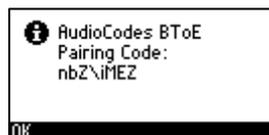
This section shows how to generate a pair code.

➤ To generate a pair code:

1. On the IP phone, press the **MENU** key; the LCD displays the Menu screen.



2. Press the **BToE** softkey; the BToE pair code is displayed:



This is the pair code that will be used by the PC BToE application. Make a note of it for reference when connecting the IP phone and the PC BToE application.

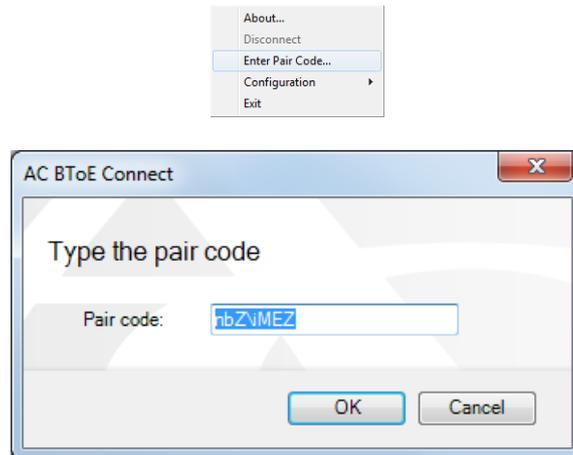
4.2 Connecting the IP Phone and the PC BToE Application

This section shows how to connect the IP phone and the PC BToE application.

➤ **To connect the two:**

1. Open the AudioCodes BToE Connect screen: right-click on the BToE client icon placed on your taskbar after installation, and then from the popup menu that opens select the **Enter Pair Code** option.

Figure 4-1: AudioCodes BToE Client



2. Enter the code (generated and obtained as shown in see Section 4.1), and then click **OK**.



Note: The phone may restart twice when upgrading to the BToE version. See the *Release Notes*.

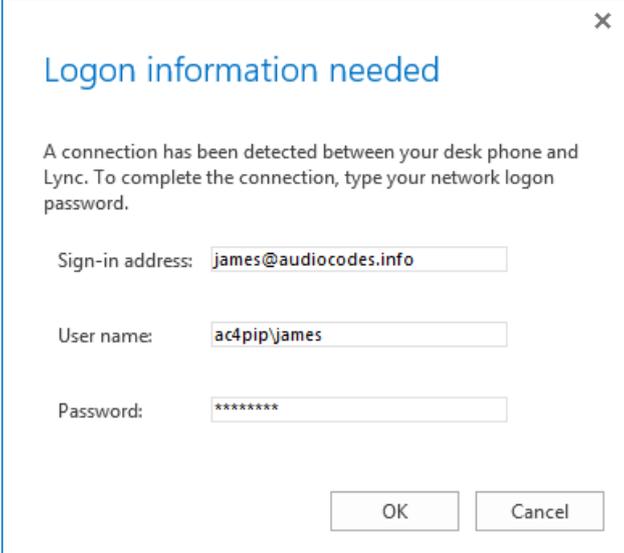
4.3 Connecting the Lync Client and the IP Phone

This section shows how to connect the Lync client and the IP phone.

➤ **To connect the two:**

- Enter your credentials in the Lync Sign-in request prompt, and click **OK**.

Figure 4-2: Lync Sign-in Request Prompt



The screenshot shows a dialog box titled "Logon information needed" with a close button (X) in the top right corner. The text inside reads: "A connection has been detected between your desk phone and Lync. To complete the connection, type your network logon password." Below this text are three input fields: "Sign-in address:" with the value "james@audiocodes.info", "User name:" with the value "ac4pip\james", and "Password:" with the value "*****". At the bottom right of the dialog are two buttons: "OK" and "Cancel".



Note: Primary Device cannot be changed in Lync PC client during a call. When the phone is in idle mode (not in a call), the PC application must be disconnected in order to change Primary Device. See the *Release Notes*.

4.4 Enabling Pairing Across Different Subnets

This section shows how to enable pairing across different subnets if for example your IP phone and PC are not in the same subnet (see the *Release Notes*).



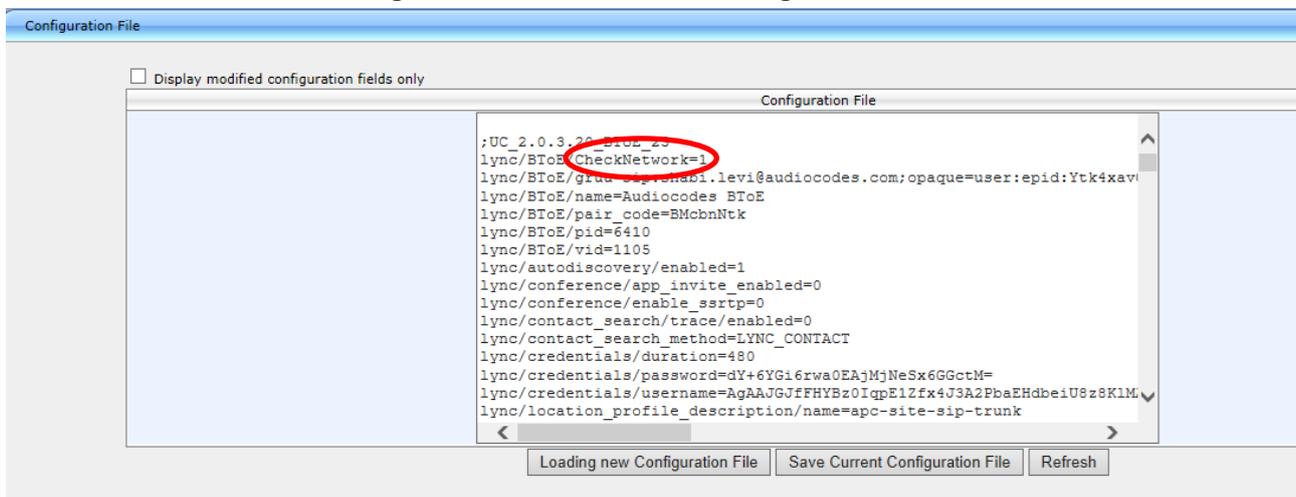
Note: Users using VPN should configure this capability.

The 'lync/BToE/CheckNetwork' field in the configuration file lets you configure pairing across different subnets capability.

➤ **To configure pairing across different subnets capability:**

1. In the Web interface, access the Configuration File page (**Management tab > Manual Update > Configuration File**).

Figure 4-3: Web Interface - Configuration File



2. Save the configuration file to a working directory: click the **Save Current Configuration File** button.
3. Open the file in an editor and edit it: set the 'lync/BToE/CheckNetwork' field to **0**.
0 = pairing across different subnets enabled
1 = pairing across different subnets disabled
4. Save and close the file.
5. Load the file to the IP phone from the working directory: click the **Loading new Configuration File** button.

4.5 Making Sure IP Phone/Lync Client are Paired

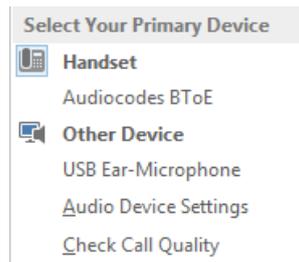
This section shows how to make sure you successfully paired your IP phone with the Lync client.

4.5.1 Making Sure Lync Client is Paired

You can make sure the Lync client is paired with the IP phone.

➤ **To make sure the Lync client is paired with the IP phone:**

1. In the Lync application, in the lowermost left corner of the screen, click the Select Primary Device icon ; the following popup menu opens:



2. Click the **Handset AudioCodes BtoE** option; the popup menu closes; the Lync client is paired with the AudioCodes IP phone.

Figure 4-4: Before You Paired your IP Phone

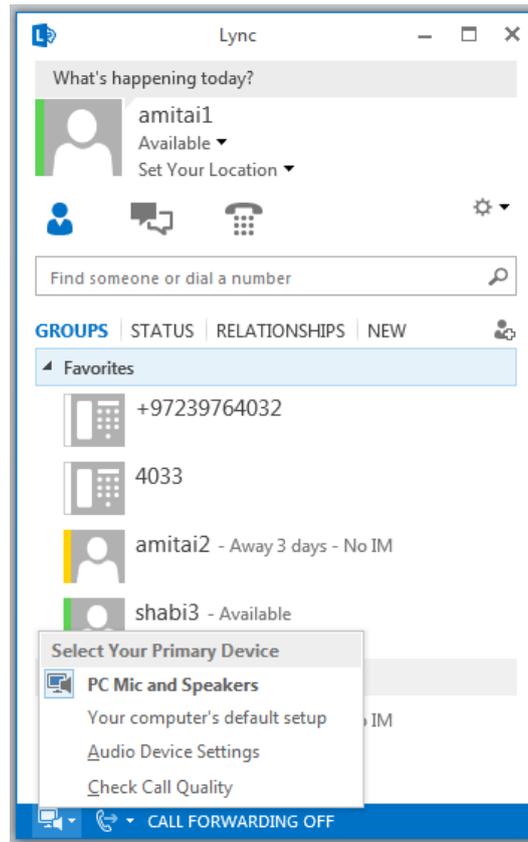
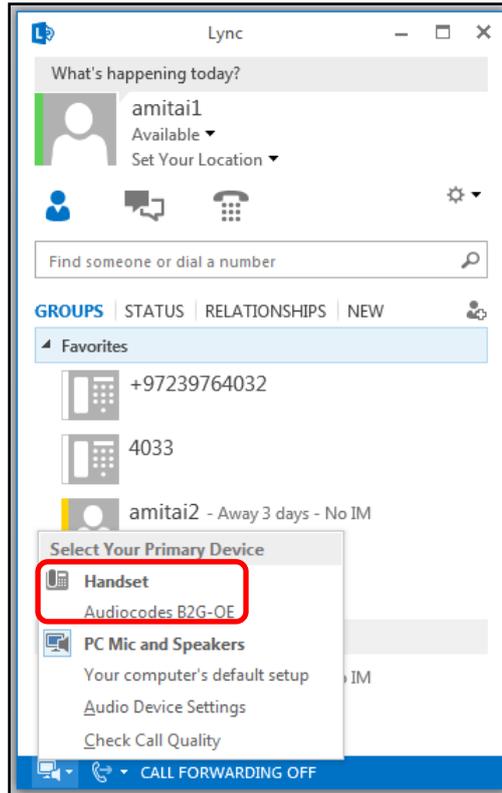


Figure 4-5: After You Paired your IP Phone



Note:

- Video calls cannot be made when the phone is paired to the Lync PC client.
- In pairing mode, the user (Lync PC client /phone) can perform up to two concurrent calls (incoming/outgoing). See the *Release Notes*.

4.5.2 Making Sure the IP Phone is Paired

You can determine from the IP phone's idle screen if the phone is paired with the Lync client. The idle screen below indicates the phone is not paired:



The two interlocked rings in the idle screen below indicates the phone is paired.



After connecting, 'BToE Activated' pops up; it then disappears; the two interlocked rings remain.



5 Using IP Phone and Lync Functions Together

This section shows how to use IP phone functions and Lync client functions together, for enhanced unified communications and optimized efficiency.

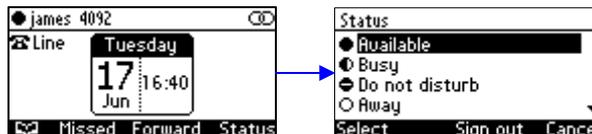
Before using these functions, make sure the 'Primary Device' is **Handset AudioCodes BToE**, as shown in the previous section.

5.1 Signing In

You can sign in to the IP phone from the Lync client.

➤ **To sign in to the phone from the Lync PC client:**

1. Sign out from the IP phone.
 - a. In the phone's idle screen, press the **Status** softkey:



- b. In the Status screen, press the **Sign out** softkey; the phone goes offline and the Lync client on the PC prompts you for Logon information:



Logon information needed

A connection has been detected between your desk phone and Lync. To complete the connection, type your network logon password.

Sign-in address:

User name:

Password:

2. In the Lync client Logon information prompt, enter the same Password you use to access your PC, and then click **OK**; the IP phone's user interface displays the registration process, the phone is signed in and after a few seconds the two interlocked rings are displayed indicating that the IP phone is paired with the PC BToE application.



Note that the phone's IP address may change during the registration process.

5.2 Making a Call (Click-to-Dial)

You can make a call from the PC Lync client or from the IP phone; in both cases, the one operation mirrors the other, providing an enhanced unified communications experience and optimizing enterprise efficiency.

➤ **To make a call:**

1. In the PC Lync client, click the digit keys of the person's number to call. Alternatively, you can call them from Outlook; the IP phone's user interface displays the CALLING screen (shown below) while the PC Lync client simultaneously displays the conversation screen.



2. When the called party answers, you can use either your IP phone or PC Lync client to talk, whichever is more convenient for you at the time. You can use the IP phone's speakerphone, handset or headphones.

5.3 Making a Conference Call

You can make a conference call from the PC Lync client which will be mirrored on the IP phone, enhancing unified communications and optimizing efficiency.

➤ **To make a conference call:**

1. In the PC Lync client, make a call to B and then invite another person C; the IP phone's user interface mirrors the PC Lync client:



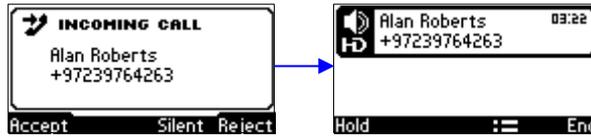
2. In the PC Lync client, you can add multiple participants to the call.
3. You can use the IP phone's speakerphone, handset or headphones to continue the conference.
4. You can end the call from the IP phone by pressing the **End** softkey.

5.4 Answering a Call

You can answer an incoming call on the Lync client or IP phone, whichever is more convenient for you at the time, providing an enhanced unified communications experience and optimizing enterprise efficiency.

➤ **To answer a call on the IP phone:**

1. When the INCOMING CALL screen is displayed in the IP phone's user interface, press the **Accept** softkey; the call is answered.



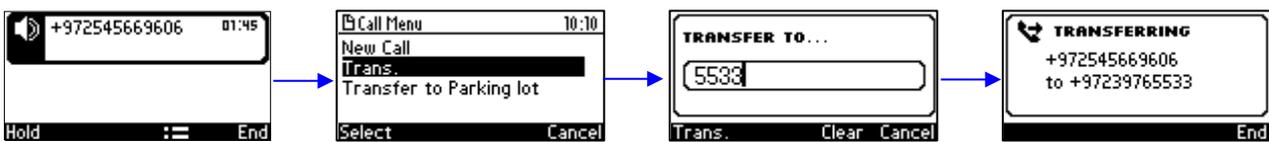
2. You can end the call by pressing the **End** softkey.

5.5 Transferring a Call

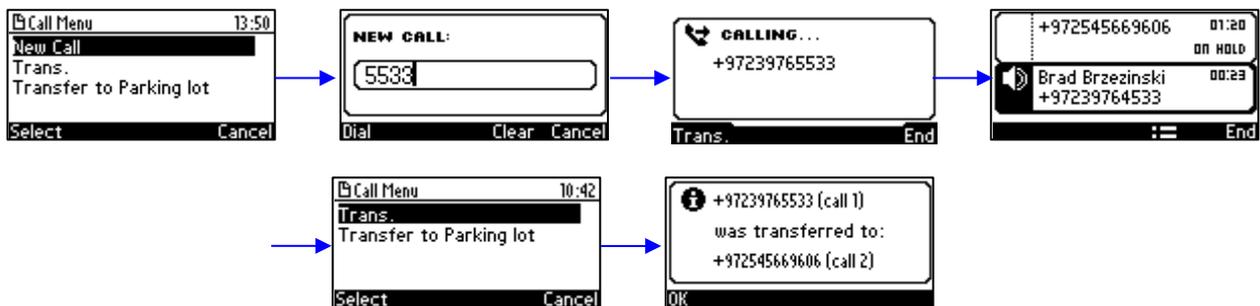
You can transfer a call to another party either from your PC Lync client or IP phone, whichever is more convenient for you at the time, for an enhanced unified communications experience.

➤ **To transfer a call:**

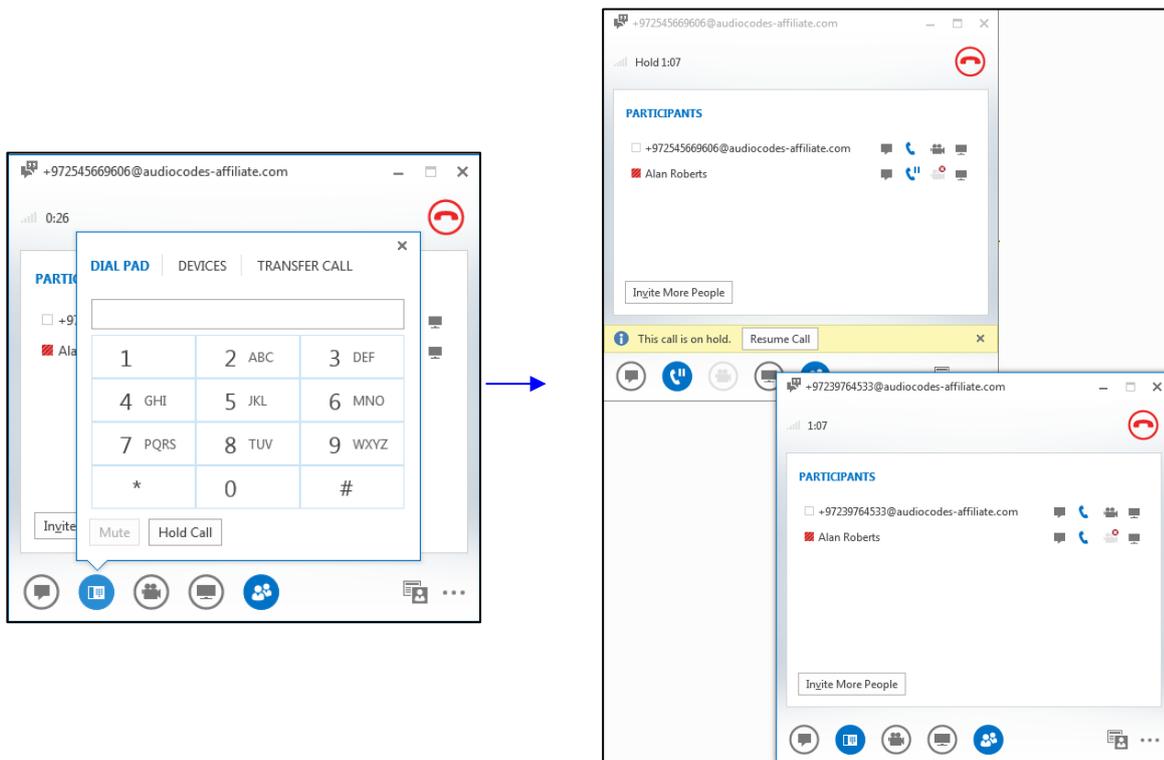
1. From your PC Lync client or IP phone, make a call; calling is indicated on both PC Lync client and IP phone.
2. When the called party answers, you can perform either a consultative transfer or non-consultative (blind) transfer.
 - From your IP phone user interface, press the **≡** softkey and perform a non-consultative transfer as follows:



-OR- perform a consultative transfer as follows:



- From your PC Lync client you can also perform a consultative transfer or non-consultative (blind) transfer. The operation is mirrored in your IP phone.



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Configuration Note

Microsoft Lync Better Together over Ethernet on AudioCodes' 400HD Series IP Phones



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