Polycom VoxBox - Frequently Asked Questions

Below is a list of frequently asked questions when using Polycom VoxBox:

- **How do I connect VoxBox to my computer using the USB cable?**
- **How should I position VoxBox in my workspace or group call environment?**
- **Am I able to use VoxBox to control calls on my softphone?**
- **Which softphone applications are supported with VoxBox?**
- **How do I pair VoxBox with my smartphone or other device?**
- **Why can't I pair my Bluetooth device with VoxBox?**
- **How many devices can I pair with VoxBox at one time?**
- **How do I connect VoxBox to my previously paired Bluetooth device (smartphone, tablet, or laptop)?**
- **How many devices can I connect to VoxBox at the same time?**
- **What should I do if I am still unable to connect my Bluetooth device to VoxBox?**
- **Can I link one VoxBox to another VoxBox?**
- **What is the Bluetooth operating range of VoxBox?**
- **How do I charge VoxBox?**
- **How long does it take to charge VoxBox?**
- **How do I check the battery level?**
- **How do I find the firmware version of the VoxBox?**
- **How do I update the firmware on VoxBox?**
- **Am I able to update VoxBox or the companion application during a call?**
- **Am I able to update the companion application during a call?**
- **What is the optimum room coverage area for VoxBox?**
- **Do I have to start the companion application every-time I restart my computer?**
- **How do I know if the companion application is running?**
- **How do I find the version of the companion application?**
- **How do I update the companion application?**
- **How do I enable logging?**
- **I encountered a problem, how do I send logs to support?**
- **Where can I get support on VoxBox?**

Out-of-Box

How do I connect VoxBox to my computer using the USB cable?

- Connect the Micro USB cable from the USB port on the speakerphone to the USB port on your computer.
- Set the speakerphone as your default audio device in your computer's system settings or in the client.
- Install the VoxBox companion application on your computer. This application is required for device firmware upgrade and call control integration with softphone applications running on your PC or MAC (a list of supported applications is provided under *Usage with Computer-Base Softphone Applications*).
  - ➢ Go to the VoxBox Support page on [Polycom Support](#).
  - ➢ Click on the companion application for your computer (Windows or Mac), and download the software.
  - ➢ You can always get the most current release of the companion application at the URL above.
- How do I connect VoxBox for the first time to any Bluetooth device (smartphone, tablet, or laptop)?
  - ➢ Turn the device on by pressing the Power button and press the Bluetooth button for one second.
  - ➢ VoxBox goes into pairing mode (accompanied with an audio tone and status light flashing blue).
  - ➢ On your Bluetooth device, select **Polycom VoxBox** from the list of available devices.

VoxBox Placement for Speakerphone Use

How should I position VoxBox in my workspace or group call environment?

- VoxBox should be placed flat on a hard surface such as a table or a desk with at least four inches of object-free clearance from the four microphones located near the corners of the VoxBox speakerphone unit.

Usage with Computer-Based Softphone Applications

Am I able to use VoxBox to control calls on my softphone?

- Yes, if you have the VoxBox companion application installed on your computer. The companion application helps to optimize the call control capabilities between VoxBox and the soft client.
- Call control on VoxBox will work seamlessly with softphone applications, such as Skype for Business and Polycom RealPresence Desktop, even without the VoxBox companion application.

Which softphone applications are supported with VoxBox?

- VoxBox currently supports the following applications:
  - ➢ Polycom® RealPresence® Desktop
  - ➢ Skype for Business
  - ➢ Skype
  - ➢ BroadSoft UC-One
  - ➢ Cisco Jabber
  - ➢ Avaya One-X

Bluetooth Connection

How do I pair VoxBox with my smartphone or other device?

- Press and hold the Bluetooth button for two seconds to make the speakerphone discoverable. The Bluetooth button and status indicator flashes blue.
- On your smartphone or other device, enable Bluetooth and select **Polycom VoxBox** from the list of available devices. When your device is paired, the VoxBox's status indicator flashes blue.

Why can't I pair my Bluetooth device with VoxBox?

- VoxBox uses the following Bluetooth profiles: HFP (version 1.6) and A2DP (version 1.3)
- If your Bluetooth device does not support one of these profiles, then it won't be able to pair with VoxBox.

How many devices can I pair with VoxBox at one time?

- You can pair up to 10 devices with VoxBox at one time.
- VoxBox can transmit audio for only one device at a time. For example, if VoxBox is paired with two devices and you are using your VoxBox for music playback on one device, when a call comes in on the other device, VoxBox accords higher priority to the call over playback.

How do I connect VoxBox to my previously paired Bluetooth device (smartphone, tablet, or laptop)?

- Turn on VoxBox by pressing the power button for two seconds.
- VoxBox automatically connects to the previously paired device.

How many devices can I connect to VoxBox at the same time?

- VoxBox can connect to two Bluetooth devices at one time.
- However, it streams audio from one device at a time.

What should I do if I am still unable to connect my Bluetooth device to VoxBox?

- Remove VoxBox from the list of paired devices in your Bluetooth Device.

- Reboot VoxBox and press the Bluetooth button for two seconds.

- If the problem persists, press and hold the Bluetooth button and the Volume Down button on VoxBox for five seconds. This clears the history of all Bluetooth devices previously paired with VoxBox.

- VoxBox goes into pairing mode and is listed as an available Bluetooth accessory on your Bluetooth device.

- Select **Polycom VoxBox** from the list of available devices.

Can I link one VoxBox to another VoxBox?

- It is not possible to link one VoxBox to another.

What is the Bluetooth operating range of VoxBox?

- The Bluetooth operating range is 50m.

Charging VoxBox

How do I charge VoxBox?

- Connect the Micro USB cable from the USB port on the speakerphone to the USB port on your computer, or connect the Micro USB cable to VoxBox and a USB charging adaptor, then plug it into an outlet.

How long does it take to charge VoxBox?

- 3 to 6 hours, depending on the battery level and charging method.

How do I check the battery level?

- Connect VoxBox to a computer with the companion application and right-click the companion application. The battery percentage displays next to Battery Level.

- You can also check the battery level when VoxBox is paired with a Bluetooth device, if the device supports this feature.

Device Firmware Update

How do I find the firmware version of the VoxBox?

- Connect VoxBox over USB to a computer with the companion application. Right-click the companion application and click **Update**. The current firmware version displays.

How do I update the firmware on VoxBox?

- Connect VoxBox over USB to a computer with the companion application.
- On your computer, right-click the application icon and click **Updates**.
- In the Firmware Update section, click **Update**, if one is available.

Am I able to update VoxBox or the companion application during a call?

- No. If you try to update VoxBox during a call, a message displays asking you to disconnect the call to update VoxBox.

Am I able to update the companion application during a call?

- No. If you try to update the companion application during a call, a message displays asking you to disconnect the call to update the application.

Audio Performance

What is the optimum room coverage area for VoxBox?

- With a microphone range of 10 feet and maximum speaker output of 83dB at 0.5m from the speaker, VoxBox can be used in a room with a dimension of up to 20 ft. X 20 ft.

VoxBox Companion Application.

Do I have to start the companion application every-time I restart my computer?

- No, once installed, the companion application automatically starts on system startup.

How do I know if the companion application is running?

- The companion application is displayed as a VoxBox icon in system tray.

How do I find the version of the companion application?

- Right-click the companion application and click **About**. The current software version displays.
- Alternatively, right-click the companion application and click **Updates**. The current software version displays.

How do I update the companion application?

- On your computer, right-click the application icon in tray and click **Updates**.
- In the Software Update section, click **Update**, if one is available.
- Alternatively, you can download and install the latest version from http://polycom.com/VoxBox. The previous version is uninstalled during the installation of the latest application.

Logging

How do I enable logging?

- Logs are automatically enabled when the companion application is started.

I encountered a problem, how do I send logs to support?

- Right-click on the companion application icon and click **Help > Get Logs**.
- This collects the logs and opens a new email window.
- Enter an email address and send the logs.

Support

Where can I get support on VoxBox?

- For help with your VoxBox speakerphone, visit the [Polycom Support Community](#) or search the [ASK Polycom Knowledge Base](#) where you can ask questions or review previous questions about VoxBox that have been answered.