Poly UC Software 6.3.0

Applies to Polycom VVX Business Media Phones and Poly VVX Business IP Phones

Contents

UC Software 6.3.0 Supported Devices

Poly UC Software 6.3.0 supports the following Poly endpoints.

Supported Phones

Phone Model	Skype for Business On-Premises	Skype for Business Online	OpenSIP
VVX 101 business media phones	No	No	Yes
VVX 201 business media phones	Yes	Yes	Yes
VVX 301/311 business media phones	Yes	Yes	Yes

Phone Model	Skype for Business On-Premises	Skype for Business Online	OpenSIP
VVX 401/411 business media phones	Yes	Yes	Yes
VVX 501 business media phones	Yes	Yes	Yes
VVX 601 business media phones	Yes	Yes	Yes
VVX 150 business IP phones	No	No	Yes
VVX 250 business IP phones	Yes	No	Yes
VVX 350 business IP phones	Yes	No	Yes
VVX 450 business IP phones	Yes	No	Yes
VVX D60 wireless handset and base station	No	No	Yes
SoundStructure VoIP interface	Yes	No	Yes

Poly UC Software 6.3.0 supports the following Poly accessories.

Supported Accessories

Accessories	Skype for Business	OpenSIP
Polycom VVX camera	No	Yes
Polycom VVX color expansion module	Yes	Yes
Polycom VVX expansion module	No	Yes
Polycom EagleEye Mini camera	Yes	Yes
Polycom VVX EM 50 expansion module	Yes	Yes

Support for Plantronics Headsets

Poly UC Software supports the following Plantronics headsets and the Plantronics Hub software on VVX 401, 411, 501, and 601 business media phones and on VVX 250, 350, and 450 business IP phones.

By default, this feature is disabled. To enable this feature, set the `usb.headset.config.enabled` parameter to `1`.

The following list shows the supported Plantronics headsets. This list is specific to the Plantronics-Hub functionality used to support configuration control on VVX phones.

- Blackwire 3210 headset
- Blackwire 3220 headset

- Blackwire 3215 headset
- Blackwire 3225 headset
- Blackwire 520 headset
- Blackwire 5220 headset
- Blackwire 5210 headset

Refer to the Plantronics Hub software client to determine the product ID of your headset.

USB Headset Support for Polycom Acoustic Fence

Polycom Acoustic Fence is now available for the following Plantronics USB headsets on Poly VVX 350 and 450 business IP phones and Polycom VVX 401, 411, 501, and 601 business media phones.

- Blackwire C5220 USB headset
- Blackwire C5210 USB headset
- Blackwire C3220 USB headset
- Blackwire C3210 USB headset
- Savi 420 headset

Note:	Poly recommends setting the `video.disableAFOnFullScreen` parameter value to `1` to optimize your phone's performance while using the Polycom EagleEye Mini USB camera along with Acoustic Fence.

What's New in This Release

Poly Unified Communications (UC) Software 6.3.0 is a release for OpenSIP and Skype for Business deployments. These release notes provide important information on software updates, phone features, and known issues.

Visit the Polycom Engineering Advisories and Technical Notifications page for engineering advisory updates. See the Latest Polycom UC Software Release page for the latest BToE release notes.

Important Note About Using UC Software in Skype for Business Deployments

Customers with Skype for Business deployments should only use software releases qualified by Microsoft.

Poly Generally Available UC Software releases lead Microsoft's qualification process, hence we request customers to check whether a release has been qualified before deploying new software. For all latest Microsoft qualified releases, visit the Polycom UC Software for Skype for Business Deployments page for a list of qualified releases.

Note:	Poly UC Software 6.3.0 isn't supported on the Polycom VVX 300, 310, 400, 410, 500, 600, and 1500 business media phones. Please refer to the End-of-Life product bulletins at Polycom Support for additional details.

FIPS 140-2 Compliance Support

Polycom VVX 501 and VVX 601 business media phones now support the Federal Information Processing Standard (FIPS 140-2) cryptographic function.

Wildcard Certificate Support

UC Software supports wildcard certificates configured on both the SIP and LDAP servers in your environment.

`voIpProt.SIP.verifyWildcardCert`

> 0 (default) – Disable

> 1 – Enable

`dir.corp.verifyWildcardCert`

> 0 (default) – Disable

> 1 – Enable

Relay RFC2833 DTMF Events

VVX phones can relay the RFC2833 DTMF telephony events in a local conference call with a maximum of two participants and a host.

`feature.lclConferenceDtmfRelay.enabled`

> 0 (Default) – Disabled.

> 1 – Relays the RFC2833 DTMF events to other participants in the call.

California SB-327 Password Requirement Compliance

Poly UC Software 6.3.0 meets California SB-327 password mandates that require administrators to generate a new password before granting access to the device and the system web interface.

Media Loopback

UC Software 6.3.0 is capable of media loopback calls on Poly VVX phones.

A media loopback call is an active hidden call that functions similarly to a standard phone call. The call recipient doesn't receive visual notification that there is an ongoing call (the only indication of a media loopback call is a single ring).

Trigger De-registration to Secondary Server After Successful Failback Parameters

The phone can be configured to de-register from the secondary SIP server before failing back to the primary SIP server. By default, the following parameters are disabled. You must enable these parameters manually to successfully trigger the un-registration after a failback.

`voIpProt.server.x.failOver.unRegisterOnFailBack`

> 0 (Default) - Disable
>
> 1 - Enable

`reg.x.server.y.failOver.unRegisterOnFailBack`

> 0 (Default) - Disable
>
> 1 - Enable

`voIpProt.SIP.outboundProxy.failOver.unRegisterOnFailBack`

> 0 (Default) - Disable
>
> 1 - Enable

`reg.x.outboundProxy.failOver.unRegisterOnFailBack`

> 0 (Default) - Disable
>
> 1 - Enable

Configuration File Enhancements

The following list provides configuration file enhancements that include new or changed parameters for the UC Software 6.3.0 release. For more information on using configuration parameters to enable or disable features, see the latest *Polycom UC Software Administrator Guide* for your release, available at [Latest Polycom UC Software Release](#).

`feature.nat.stun.enabled`

> 0 (default) - Disable STUN.
>
> 1 - Enable STUN. SIP responses are sent to the source IP address and source port where the request originated. If you also enable parameter `voIpProt.SIP.rport`, then the VVX phone adds the received IP address and port in the VIA header while generating the response.
>
> Change causes the system to restart or reboot.

`feature.groupCallPickup.showList`

> Defines if a call list appears when there are multiple calls in the group call NOTIFY message.
>
> 0 (default) - Disable
>
> 1 - Enable

up.simplifiedPickup

Configure this parameter to change the way that the phone retrieves parked calls.

0 (default) - The user must press **Retrieve** after entering the parked call extension.

1 - The user must press **Send** after entering the parked call extension.

up.displayConferenceSoftkeyOnTransfer

1 - (Default) Displays the **Conference** softkey on the phone when initiating the transfer of a call.

0 - Hides the **Conference** softkey on the phone when initiating the transfer of a call.

up.hotelingSignInMenu.displayModeSoftkey

1 - (Default) Displays the **Mode** softkey in the **Hoteling**, **ACD**, and **Flexible Seating Agent** menus on the phone.

0 - Hides the **Mode** softkey in the **Hoteling**, **ACD**, and **Flexible Seating Agent** menus on the phone.

up.hotelingSignInMenu.displayKeyboardIcon

1 - (Default) Displays the keyboard icon in the **Hoteling**, **ACD**, and **Flexible Seating Agent** menus on the phone.

0 - Hides the keyboard icon in the **Hoteling**, **ACD**, and **Flexible Seating Agent** menus on the phone.

up.ASignInMenu.displayUseHostSoftkey

1 - (Default) Displays the **UseHost** softkey in **ASignIn** menu on the phone.

0 - Hides the **UseHost** softkey in **ASignIn** menu on the phone.

up.rearUsbPort.lowPowerAlert.enabled

1 - (Default) Displays the rear USB power warning.

0 - Hides the rear USB power warning.

Change causes system to reboot.

Log.render.file

When you enable this option, the phone first writes log files directly into its flash memory. The contents of the flash memory then upload to a provisioning server after a predetermined period of time or when the flash memory becomes full.

1 (Default) - The phone uploads the log file content to the server.

0 - The phone prevents uploading the log file content to the server.

Note: Poly recommends that you prevent the ability to upload log files only when necessary to reduce data traffic when the phone starts or reboots.

call.shared.distinctiveLedOnHold

0 (Default) - The LED blinks red for both remotely held calls and locally held calls when the registered number is shared on 2 phones.

1 - The LED blinks as red and green for local hold calls, and blinks only red for remotely held calls.

`reg.x.secureTransportRequired`

0 (Default) - The phone registers based on the transport priority received in the DNS response.

1 - The phone registers only on the TLS transport in the DNS response if the transport is configured as DNSNaptr.

Note: If you configure the transport as TLSOnly, then the phone registers to the configured SIP server. The phone doesn't register to the configured SIP server if the transport is TCP or UDP.

`acd.showUserSearchedUnavailCodeInList`

1 (Default) - The phone displays the reason code that the user searches for in the **Unavailable Reason Code** menu.

0 - The phone doesn't display the reason code that the user searches for in **Unavailable Reason Code** menu and displays the message *Enter a valid reason code* for the entered code.

`acd.technicalFailureUnavailReasonCode`

NULL (Default)

The phone shows the agent's state as **Unavailable** when the value you define in this parameter matches the value the phone receives from the server for technical failure.

Note: Make sure the reason code you define here isn't specified as an unavailable reason code for the `acd.x.unavailreason.codeValue` parameter in the config file.

`reg.x.server.y.specialInterop`

Specifies the server-specific feature for the line registration. When you set this parameter to `CSTA` and `reg.x.csta=1`, a CSTA icon displays on the phone.

Standard (Default)

If you configure `reg.x.csta="1"`, the phone works for single-line type CSTA.

`attendant.behaviors.preserveCallerIDOnPickup`

0 (Default) - Doesn't show the recipient's details on the phone that monitors the BLF line after answering the call.

1 - Shows the recipient's details on the phone that monitors the BLF line after answering the call.

`voIpProt.SIP.header.agentID`

NULL (default)

The header contains the configured string and the ACD agent ID as the string value in the INVITE message. This is applicable only when you enable ACD or hoteling on the phone.

voIpProt.SIP.naptrAllowDuplicateTransport.enable

0 (Default) - Disallow duplicate transport in Naptr resources.

1 - Allow duplicate transport in Naptr resources.

usb.headset.forcePlayStereo

Some VVX phones only support mono USB audio playout and some USB stereo headsets do not correctly play mono USB audio into both the left and right speakers.

0 (Default) - Disabled.

1 - Force the phone to synthesize stereo by replicating the mono playout audio into both right and left stereo USB channels.

device.net.lldp.extendedDiscovery

0 (Default) - Disabled.

1 to 3600 - Extends the LLDP discovery duration (in seconds) that is applied in both the application and updater. When configured, overrides the parameter `net.lldp.extendedDiscovery`

device.net.dot1x.eapWorkaround

0 - Disabled.

1 (Default) - EAP workaround enabled.

device.prov.ztEnabled

0 - Disabled

1 (Default) – Enable Poly Zero Touch (ZT) provisioning.

feature.groupCallPickup.showCallsinList

2 (Default)

2 to 20 - Defines the number of calls displayed in the list when receiving more than one group call.

ind.pattern.scaHold.step.x.state

The value of "x" can be 1-20.

0 - Disabled

1 (Default) - Sets the LED for shared hold call.

ind.pattern.scaHold.step.x.duration

The value of "x" can be 1-20.

500 (Default)

0-32767 - Specifies the duration of the LED indicator for the shared hold call.

ind.pattern.scaHold.step.x.color

The value of "x" can be 1-20.

Blinking Red (Default)

Red, Green, Yellow - Sets the LED color for shared hold call.

`feature.btoe.app.ver`

This defines the minimum BToE app version to be supported by VVX/CCX.

4.3 (Default)

3 - minimum number of characters with valid BToE version.

5 - minimum number of characters with valid BToE version.

`feature.voicemailUri.inBandProvisioningDisable`

0 (Default) - Disabled.

1 - Ignore in-band provisioning for voicemail URI.

Security Updates

See the Polycom Security Center for information about known and resolved security vulnerabilities.

Installation

Consider the following guidance when installing or updating to Poly UC Software 6.3.0:

- You must use BToE 4.3.0 or later with UC Software 6.3.0. Poly recommends that you upgrade existing BToE and PDC desktop applications to the latest version starting with Poly UC Software 6.3.0. If you update the BToE or PDC application without updating to UC Software 6.3.0 or vice versa, the applications don't work with Poly phones.

  For more information, see *Updating to the Latest Versions of the Polycom Better Together over Ethernet (BToE)* and *Polycom Desktop Connector (PDC) Desktop Applications (EA 318).*

Download the Distribution Files

To download UC Software 6.3.0, you can choose the combined UC Software package or the split UC Software package, both in ZIP file format. The combined version contains all files for all phone models. The split software package is smaller, downloads more quickly, and contains sip.ld files for each phone model. This enables you to choose provisioning software for your phone model and maintain software versions for each model in the same root directory.

For general use, Poly recommends using the split resource file that corresponds to the phone models for your deployment. To match the correct UC software resource file to your phone model, see the table Combined and Split ZIP Files below. If you're provisioning your phones centrally using configuration files, download the corresponding resource file and extract the configuration files to the provisioning server. Make sure that you maintain the folder hierarchy in the ZIP file.

The current build ID for the sip.ld and resource files is UCS 6.3.0.14929 ITS146.

Understand the Combined and Split ZIP Files

To understand the files distributed in the combined ZIP file, refer to the following table.

Combined and Split ZIP Files

Distributed Files	File Purpose and Application	Combined	Split
3111-40250-001.sip.ld	SIP application executable for VVX 101 business media phones.	No	Yes
3111-40450-001.sip.ld	SIP application executable for VVX 201 business media phones.	No	Yes
3111-48300-001.sip.ld	SIP application executable for VVX 301 business media phones.	No	Yes
3111-48350-001.sip.ld	SIP application executable for VVX 311 business media phones.	No	Yes
3111-48400-001.sip.ld	SIP application executable for VVX 401 business media phones.	No	Yes
3111-48450-001.sip.ld	SIP application executable for VVX 411 business media phones.	No	Yes
3111-48500-001.sip	SIP application executable for VVX 501 business media phones.	No	Yes
3111-48600-001.sip	SIP application executable for VVX 601 business media phones.	No	Yes
3111-48810-001.sip.ld	SIP application executable for VVX 150	No	Yes
3111-48820-001.sip.ld	SIP application executable for VVX 250	No	Yes
3111-48830-001.sip.ld	SIP application executable for VVX 350	No	Yes
3111-48840-001.sip.ld	SIP application executable for VVX 450	No	Yes
3111-33215-001.sip.ld	SIP application executable for SoundStructure VoIP Interface phones.	No	Yes
3111-17823-001.dect.ld	SIP application executable for VVX D60 Wireless Handset and Base Station.	No	Yes
sip.ld	Concatenated SIP application executable.	Yes	No
dect.ver	Text file detailing build-identifications for the VVX D60 handset.	Yes	Yes
sip.ver	Text file detailing build-identifications for the release.	Yes	Yes
000000000000.cfg	Master configuration template file.	Yes	Yes

Distributed Files	File Purpose and Application	Combined	Split
000000000000-directory~.xml	Local contact directory template file. To apply for each phone, replace the (zeroes) with the MAC address of the phone and remove the ~ (tilde) from the file name.	Yes	Yes
Welcome.wav	Startup welcome sound effect.	Yes	Yes
LoudRing.wav	Sample loud ringer sound effect.	Yes	Yes
Polycom-hold.wav	Sample ringer sound effect.	Yes	Yes
Warble.wav	Sample ringer sound effect.	Yes	Yes
polycomConfig.xsd	Master configuration file that contains the parameters and its values.	Yes	Yes

Version History

This following table lists the release history of Poly Unified Communications (UC) Software.

Version History

Release	Release Date	Features
6.3.0	June 2020	This release includes important field fixes and support for the following features: • California SB-327 Password Requirement Compliance • Media Loopback • FIPS 140-2 Compliance Support • Enhanced Call Configuration Parameters • Wildcard Certificate Support • Relay RFC2833 DTMF Event • Trigger Unregister to Secondary Server After Successful Failback Parameters
6.9.6	March 2020	This release includes important field fixes.
6.2.0	February 2020	This release includes important field fixes and support for the following features: • Support for Microsoft Skype for Business 2019 • Support for Hybrid Topologies • UC Software Authenticated Access to BToE Application
6.1.1	December 2019	This release includes important field fixes and support for the following features: • Plug and Play Provisioning (PnP)

Release	Release Date	Features
5.9.5	October 2019	This release includes important field fixes and support for the following features: • Introduction of new parameters to Session Traversal Utilities for NAT • New parameter for Dual-Tone Multi-Frequency Tones for OPUS codec
5.9.4	September 2019	This release includes important field fixes and support for the following features: • Third-Party Application ID Implementation on Skype for Business Phones • Sign In Remotely Using Web Sign-In for Skype for Business
6.1.0	August 2019	This release includes important field fixes and support for following features: • Reverse Name Lookup for OpenSIP • Call Park Reminder Tone • Microsoft Exchange Calendar using OAuth support • Enhanced IPv6 ICMP Management • Session Management on Web Configuration Utility • Macro for Enhanced Feature Keys Functional Improvements • Support for Plantronics Headsets • Software Upgrade Resiliency • STUN Parameters • New Language support • Polycom Acoustic Fence Support • Data Protection Menu • Call and Hold Timer Configuration • DTMF Improvements for Opus Codec
5.9.3	July 2019	This release includes the following new and enhancement features: • DHCP IP Address Cache • TLS Support for BToE • Polycom Cloud Connector • Enhancement to Wi-Fi Settings
5.8.4	May 2019	This release includes enhancements to Wi-Fi settings and other important security fixes.

Release	Release Date	Features
6.0.0	April 2019	This release includes important field fixes and support for the following features: • Guest Soft Key Customization • Plantronics Headset Settings • TLS Support for BToE • Improved Flexible Line Key Assignments for Static BLFs and Enhanced Feature Keys • Font Size Customization • Enhanced Feature Keys – BLF Support • Advanced uaCSTA • VVX Pagination • Key System Emulation • DHCP IP Address Cache
5.9.2	March 2019	This release includes important field fixes.
5.6.5	March 2019	This release includes important field fixes.
5.8.3	January 2019	This release includes important field fixes.
5.9.1	January 2019	This release includes enhancement to VLAN ID and Wi-Fi dongle support.
5.9.0	December 2018	This release includes important field fixes and support for the following features: • Session Traversal Utilities for NAT (STUN) • Device Analytics Support for PDMS-SP • Multilevel Precedence and Preemption (MLPP) for Assured Services - Session Initiation Protocol (AS-SIP) • Support for H.264 Packetization Mode • Enhanced Busy Lamp Field (BLF) • Busy Lamp Field Hold Alerting • Busy Lamp Field (BLF) Spontaneous Call Appearance on Per BLF Basis • Enhanced Feature Key Macro Actions • Retrieve Logs from Support Information Package Page in the Web Configuration Utility • Simple Certificate Enrollment Protocol • Privacy for Call Logs and Contacts • Enhancement to Wireless Network Connectivity • Call Hold Timer • GZIP Encoding of SIP INFO Messages • Enhanced Boss-Admin for VVX phones • Web Sign In for Skype for Business On-Premise Deployment
5.8.2	November 2018	This release includes important field fixes.
5.7.4	November 2018	This release includes important field fixes.

Release	Release Date	Features
5.6.4	October 2018	This release includes important field fixes.
5.8.1	September 2018	This release includes important field fixes and support for the following features: - Polycom EagleEye Mini Camera Support - Forward Error Correction - Simulcast Video - Centralized Conference Control Protocol (CCCP) Conference View Support - Quality of Service (QoS) for Skype for Business Video Calls - Toggling Between audio-only or Audio-Video Calls
5.7.3	September 2018	This release includes important field fixes.
5.6.3	June 2018	This release includes important field fixes and enhancement to include the following new directives to upload and download the certificate and CSV files • `CERTIFICATE_DIRECTORY` • `FLK_DIRECTORY`

5.8.0	June 2018	This release includes support for the following features:
		• Introducing Polycom VVX business IP phones
		• OpenSIP Enhancements
		   ➢ Enhanced IPv4 ICMP Management
		   ➢ Wireless Network Connectivity
		   ➢ Support for REST API
		   ➢ Uploading Logs to a USB Flash Drive
		   ➢ uaCSTA Lines
		   ➢ Enhancements to Check Sync Event
		   ➢ Early Media Call Handling Support
		   ➢ Voice Quality Monitoring Support for the OPUS Codec
		   ➢ BroadSoft Aggregated Self-Presence
		• Skype for Business Enhancements
		   ➢ Hybrid Line Registration
		   ➢ Support for PSTN Gateway on Failover
		   ➢ Reverse Name Lookup

5.7.2	May 2018	This release includes important field fixes.
5.6.2	April 2018	This release includes important field fixes.
5.7.1	March 2018	This release includes important field fixes and enhancement for Direct Inward Dialing number on VVX business media phones.

Release	Release Date	Features
5.5.4	January 2018	This release includes important field fixes.
5.7.0	December 2017	This release includes support for the following features:
		Open SIP Enhancements
		This release introduced support for BroadSoft User Interface theme, Executive-Assistant Enhancements, Custom BroadSoft Executive-Assistant Enhanced Feature Keys, Client-Side Sorting for Open LDAP servers, Securely Store LDAP Credentials on VVX phones, Voice over Secure IP. Hide the MAC Address, Enhanced E.911, DNS Cache Override, Assured Services - Session Initiation Protocol (AS-SIP), Custom URL Location for Installing LDAP server certificates, Emergency Instant Messages - GENBAND, Default Off-Hook Phone screen, Enhanced Feature Keys Enhancements, Bluetooth Support for VVX business media phones, Reset Phone without Admin Password, Prevent Call Park on Busy Orbits, View Phone Memory Usage Alert.
		Skype for Business Enhancements
		This release introduced support for Direct Inward Dialing Number on VVX Platforms, Web Proxy Auto-Discovery (WPAD), Skype for Business SILK Audio Codec, Hot Desking, Common Area Phone User, BToE Widget, Enhancements to Manual Pairing of Phone using BToE.
5.6.1	December 2017	This release includes important field fixes.
5.6.0	July 2017	This release includes support for the following features:
		OpenSIP Enhancements
		This release introduced support for FIPS 140-2 Compliance Support, Two-Way Active Measurement Protocol support, Caller ID Display from the SIP Invite, BroadSoft Server-Based Call Waiting, Call Line Identification, BroadSoft Server-Based Redial, Remote Party Disconnect Alert Tone, Support for Siren 7 Audio Codec.
		The BroadSoft Directory now includes the following new directories:
		• Group and Group Common Directory
		• Enterprise Common Directory
		• Personal Directory
		Skype for Business Enhancements
		This release introduced support for Dial Plan Normalization, Multiple Emergency Number Dial Plan, Skype for Business User Interface Enhancements, Skype for Business Conference Enhancements, Device Lock Enhancements, Profile Picture on Device Lock Screen, Secure Single Sign-On with Third-Party Supporting Solutions, Safe Transfer for Boss-Admin Enhancements, and Busy Options for Incoming Calls.
		VVX D60 Enhancements
		This release introduced support for FLK Support in VVX Business Media Phone with VVX D60, Maximum Number of Handset Registrations, VVX D60 Base Station Pairing Permissions, Mac Address Pairing with VVX D60 Base Station, Continuous Attempt to Re-pair with a VVX D60 Base Station, and VVX D60 Call Handoff.

Release	Release Date	Features
5.5.3	September 2017	This release includes important field fixes.
5.5.2	May 2017	This release includes the following features and field fixes: • Enterprise Directory Default Search • Registration Line Address in Status Bar • Broad Works Anywhere EFK for Soft keys • Hide Contact Directory and Favorites • Personal Directory • BSFT Server-Based Call Logs • New Call Forwarding Icons • Updated Don't Disturb Icon • Expanded Support for USB Headsets • Support Added for CDP in VVX D60 Base Station • ALLOW Header in 18x Provisional Responses • Improved BToE device lock
5.5.1	September 2016	This release adds enhancements for the distribution list, QoE, device lock, Polycom BToE manual pairing, user log upload, updated UI for VVX 500 and 600, unified contact store, web sign-in for online deployments.
5.5.0	June 2016	This release introduced support for BroadSoft Executive Assistant and Flexible Seating, TR-069, the 3GPP Technical Specification, the IPV6 protocol, Off-hook Call Status control, ability to lock the web configuration utility after failed login attempts, and user interface enhancements.
5.4.3	February 2016	This release introduced the Polycom VVX D60 wireless handset and VVX D60 Base Station.
5.4.1	December 2015	This release includes support for the following features: • Introduced the Polycom VVX 301/311, 401/411, 501, and 601 business media phones • Flexible line key customization for Skype for Business (EFLK) • Master Key Identifiers (MKI) • Shared Line appearance on Lync • BToE for Windows 10 • Smart Search for Lync ABS • Support for simplified Chinese font on VVX 101
5.4.0A	September 2015	This release includes support for the following features: • Microsoft Office 365 and Skype for Business Online • Office365 and Skype for Business Provisioning and Manageability • Time and Date Initial Setup

Release	Release Date	Features
5.4.0	May 2015	Added support for Alcatel-Lucent CTS features including: • Advanced Conference • Shared Call Appearance with Bridge In • Visitor Desk Phone • This release also includes support for the following features: • Barge In on Busy Lamp Field Lines • DTMF Relay • SIP Instance • Comfort Noise • Opus Codec • DNS Server Address Override • Global Directory Synchronization • Basic Menu Lock • Additional features including user interface improvements and resolved known issues.
5.3.0	March 2015	Includes support for several Lync, BroadSoft, and OpenSIP features.

Language Support

The VVX phone user interface includes native support for the following languages:

- Arabic, UAE
- Chinese, Traditional
- Chinese, Simplified
- Czech, Czech Republic
- Danish, Denmark
- Dutch, Netherlands
- English, Canada
- English, United Kingdom
- English, United States
- French, Canada
- French, France
- German, Germany
- Hungarian, Hungary
- Italian, Italy
- Japanese, Japan
- Korean, Korea
- Norwegian, Norway

- Polish, Poland

- Portuguese, Brazil

- Romanian, Romania

- Russian, Russia

- Slovenian, Slovenia

- Spanish, Spain

- Swedish, Sweden

Resolved Issues

The following table lists the resolved issues in UC Software 6.3.0.

Resolved Issues

Category	Issue No.	Description
Application	EN-156059	VVX phones can't synchronize modified Busy Lamp Field (BLF) lines after they're changed server-side.
Application	EN-163613	Incoming audio doesn't play through both earpieces of some binaural headsets.
Application	EN-164968	Buffer overflow occurs in BToE messages for VVX phones.
Application	EN-169508	VVX phones continuously reboot while upgrading the UC Software when connected to a Juniper Fusion switch.
Application	EN-169950	In a Genband environment, when you enable buddy presence, the phone's number of SUBSCRIBEs increases by the number of buddies when RROFO is enabled and the phone unregisters and then reregisters.
Application	EN-171028	The phone displays a *Service Unavailable* message when a hoteling guest logs out of the hoteling host and the host isn't assigned with ACD services on the server.
Application	EN-172288	VVX phones drop calls during user removal due to password changes.
Audio	EN-135163	Some USB headsets disable USB functionality when connected to VVX 350 or VVX 450 phones, requiring a phone reboot to recover.
Audio	EN-163898	There is no audio for a PSTN call when the user pairs with BToE.
Audio	EN-164165	Networks with multicast packet and acoustic fence enabled cause audio degradation in VVX 3XX non-refresh phones.
Audio	EN-165564	During a Skype call, the audio is lost from the far end when the network firewall uses port overlapping.
Audio	EN-172291	VVX phones send encrypted audio through the far-end PSTN and don't send crypto as a part of the final response.

Category	Issue No.	Description
Audio	EN-172291	VVX phones send encrypted audio through the far-end PSTN and don't send crypto as a part of the final response.
Calendering	EN-164965	VVX phones fail to join a conference when the meeting subject contains special characters.
Call Management	EN-161427	When parking a call and then immediately pressing a line key, VVX phones send a blank Refer-To in the REFER message.
Call Management	EN-162695	VVX phones send RTP to incorrect media ports when the phone receives an incoming call with the *altc* SDP media attribute and the value of the address and port don't exactly match those in the "c=" and "m=" line.
Call Management	EN-166830	The **Name** field doesn't display in the auto-complete list when dialing a number.
Call Management	EN-172260	Presence status doesn't display correctly on Skype for Business clients when VVX phones answer calls with a USB or EHS connected headset.
Calling	EN-142967	After a blind transfer, calls from a VVX D60 handset fail and users can't resume the calls.
Calling	EN-146117	VVX phones increment CSeq numbers per transaction, causing the phones to receive a 500 response for BYE.
Calling	EN-146267	When a local conference is initiated on a Shared Call Appearance (SCA) phone, a remote SCA phone shows missed calls.
Calling	EN-158655	VVX 601 business media phones place outbound calls without a user performing an action.
Calling	EN-158843	911 calls don't route properly due to an additional field in the emergency call invite body.
Calling	EN-164754	VVX phones don't send notifications to a distribution list (DL) group during E911 calls.
Configuration	EN-162436	VVX phones don't fail back at every interval when you configure the failback duration mode.
Configuration	EN-163751	In-band data overwrites a configured voicemail URI.
Configuration	EN-163753	After changing the simultaneous ring settings from the local interface, VVX phones reset the **unanswered calls will go to** settings on the server.
Device Management	EN-144099	VVX phones fail to transmit audio from a headset if joined to a call through an external Skype for Business meeting in PC Audio/Playback mode.
Device Management	EN-146856	Sometimes, VVX phones fail to complete a consultative transfer using the **Transfer** hard key when a user answers a call through the speaker or a headset.
Device Management	EN-151158	The device transfer type changes to consultative transfer when a guest user signs-into a VVX phone.

Category	Issue No.	Description
Device Management	EN-160069	VVX phones show a *Cannot charge device* warning message for USB when no USB device is connected.
General	EN-143687	When VVX phones receive calls from a saved contact, the contact name doesn't display.
General	EN-143921	The calendaring service occasionally fails while using Oauth with proxy.
General	EN-144877	VVX phones don't use an external conference server for shared lines if a 202 response is received instead of a 200 ok response for a line-seize SUBSRIBE message.
General	EN-144928	VVX phones don't allow you to set the ring count value to 1 when you enable server-based call forwarding.
General	EN-145363	SRTP configured parameter values don't display on the VVX phone local interface and the system web interface.
General	EN-145970	VVX phones fail to send DTMF digits through SIP-info messages configured in the **EFK** soft key.
General	EN-145972	VVX phones continuously play DTMF tones when you press the customized **EFK** softkey and answer a call through the speaker.
General	EN-151677	VVX phones lose dial plan information during inband refresh.
General	EN-152416	If a user tries to use web sign immediately after migration, the user can't sign in with a PIN or SSI.
General	EN-155000	VVX phones fail to send TCP packets over the network during TCP failover.
General	EN-156078	The contrast ratio of the selected menu on VVX 3xx phones is improved.
General	EN-157206	The EFK action string doesn't execute the URL in the browser.
General	EN-158203	The radius server alters the final response by +1 ID, leading to an EAP-ID mismatch.
General	EN-169907	The PIN/EXT host can't sign back in after a guest user disables login credentials by using a wrong PIN.
General	EN-170872	DNS NAPTR replacements are not queried in the correct order.
General	EN-172840	After resolving a configured FQDN for the SIP server, duplicate records are removed from the list of resolved records of the FQDN.
General	EN-174100	You when join a conference using the **MeetNow** softkey, they fail due to unexpected XML tags.
Interoperability	EN-171422	When Poly Trio systems use Autodiscover and deploy with a proxy server, they intermittently disconnect from Exchange Online services.
Interoperability	EN-172835	VVX phones send Un-Register requests to a nonregistered IP address when the phone reboots.

Category	Issue No.	Description
Network	EN-145400	VVX phones send the local IP in SDP connections when connected to a 3CX stun server.
Network	EN-163749	Network latency causes inbound PSTN calls to fail to connect.
Network	EN-165688	VVX phones honor EAPOL start messages received from a PC and reauthenticate after 30 seconds even though the reauthentication period is 300 seconds.
Network	EN-171032	Due to a network delay when initiating a call transfer for shared lines, **Send** and **Cancel** softkeys occasionally display on touch phones.
Network	EN-171063 EN-172400	The hardcoded SNTP address (`ntp.polycom.com`) is removed from OPXY.
Network	EN-172266	In-band data overwrites the ability to disable voicemail through configuration.
Network	EN-172558	VVX business media phones can't parse a NAPTR response that has encoded replacement strings.
Network	EN-172837	VVX phones ignore SRV records and move to another transport type during an SBC failover.
Peripherals	EN-168183	When you enable Wi-Fi, VVX phones can't detect headsets due to incorrectly loading the order of USB modules.
Security	EN-146742	When you disable TLS-DSK authentication, VVX phones delay displaying Address Book Service (ABS) search results.
Software Updates	EN-164967	VVX phones fail to hold a call after installing the Skype for Business July 2019 cumulative server update.
User Interface	EN-162676	VVX 501 and 601 business media phones reveal the **Favorite** submenu in 6.1.0, which was previously hidden in 5.7.0.
User Interface	EN-166320	Reverse name lookup with LDAP doesn't display correctly for incoming calls.
User Interface	EN-173308	The system web interface is blank when you access it using a web browser with the Chinese/Japanese/Korean locale setting.
User Interface	EN-174776	VVX phones don't fetch the display name when a contact is added as a buddy.

Known Issues

This section lists the known issues and suggested workarounds for this release and previous releases.

Note: These release notes don't provide a complete listing of all known issues that are included in the software. Issues not expected to significantly impact customers with standard voice and video

conferencing environments may not be included. In addition, the information in these release notes is provided as-is at the time of release and is subject to change without notice.

Known Issues

Category	Issue ID	Description	Workaround
Call Management	EN-165858	When using IPv6 dual-mode and the IP address and port match with one of the altc attributes, the phone uses an IP address from the altc address and a port from session level parameters for incoming calls. This results in one-way audio.	No workaround.
Calling	EN-166887	When the STUN server is unreachable and you press the **Pickup** softkey repeatedly while picking up a call, the phone restarts and generates TSID.	No workaround.
Calling	EN-167015	The dialing autocomplete feature doesn't register an updated name in the latest call log.	No workaround.
Calling	EN-171934	When a caller is behind a NAT, SRTP is enabled, and the call receiver is a secondary shared user with SRTP disabled, the call stays on hold.	No workaround.
General	EN-176685	VVX phones don't send a refresh registration once the registration timer expires after a fail-back success. The phone remains in the In-Register state until you reboot or restart it	No workaround.

Get Help

For more information about installing, configuring, and administering Poly products or services, go to the Poly site, select **Support**, and choose the option best suited to your needs.

Related Poly and Partner Resources

See the following sites for information related to this product.

- The Poly Online Support Center is the entry point to online product, service, and solution support information including Licensing & Product Registration, Self-Service, Account Management, Product-Related Legal Notices, and Documents & Software downloads.

- The Polycom Document Library provides support documentation for active products, services, and solutions. The documentation displays in responsive HTML5 format so that you can easily access and view installation, configuration, or administration content from any online device.

- The Poly Community provides access to the latest developer and support information. Create an account to access Poly support personnel and participate in developer and support forums. You can find the latest information on hardware, software, and partner solutions topics, share ideas, and solve problems with your colleagues.

- The Poly Partner Network are industry leaders who natively integrate the Poly standards-based RealPresence Platform with their customers' current UC infrastructures, making it easy for you to communicate face-to-face with the applications and devices you use every day.

- The Polycom Collaboration Services help your business succeed and get the most out of your investment through the benefits of collaboration.

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