Polycom® UC Software 6.0.0

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

Polycom announces the release of Polycom® Unified Communications (UC) Software, version 6.0.0. This document provides the latest information about this release.

Contents

What's New

Polycom Unified Communications (UC) Software 6.0.0 is a release for OpenSIP and Skype for Business deployments. These release notes provide important information on software updates, phone features, and known issues.

> Polycom UC Software 6.0.0 doesn't support on the Polycom VVX 300, 310, 400, 410, 500, 600, and 1500 business media phones. Please refer to the End-of-Life product bulletins on Polycom support site for additional details.

Important Note About Use of UC Software in Skype for Business Deployments

Customers in Skype for Business deployments should only use software releases that Microsoft has qualified or maintenance releases built on a qualified release.

Microsoft qualification may fall behind Polycom Generally Available dates for UC Software, hence we request customers to check whether a release has been qualified before deploying new software. For all latest Microsoft qualified releases visit Polycom UC Software for Skype for Business Deployments page for a list of qualified releases.

> Polycom UC Software 6.0.0 will not be certified under Microsoft Skype for Business 3rd Party IP Phones (3PIP) certification.
>
> If Polycom UC Software 6.0.0 is deployed in your environment, Microsoft Skype for Business Online customers won't be able to sign-in to Polycom VVX phones and in future, Skype for Business On-Premise customers may not be able to sign-in to VVX phones.
>
> Polycom UC Software 6.2.0 onwards shall include the Skype for Business features.
>
> Polycom recommends using UC Software releases that are Microsoft 3PIP certified available on Polycom UC Software for Skype for Business Deployments page.

UC Software 6.0.0 Support

Polycom UC Software 6.0.0 supports the following Polycom endpoints.

Phone Support

Phone Model	Skype for Business On-Premises	Skype for Business Online	OpenSIP
VVX 101 business media phone	No	No	Yes
VVX 201 business media phone	No	No	Yes
VVX 301/311 business media phones	No	No	Yes
VVX 401/411 business media phones	No	No	Yes
VVX 501 business media phone	No	No	Yes

VVX 601 business media phones	No	No	Yes
VVX 150 business IP phone	No	No	Yes
VVX 250 business IP phone	No	No	Yes
VVX 350 business IP phone	No	No	Yes
VVX 450 business IP phone	No	No	Yes
VVX D60 Wireless Handset and Base Station	No	No	Yes
SoundStructure VoIP Interface Phone	No	No	Yes

Polycom UC Software 6.0.0 supports the following Polycom accessories.

Accessories Support

Accessories	Skype for Business	OpenSIP
Polycom® VVX® Camera	No	Yes
Polycom® VVX® Color Expansion Module	No	Yes
Polycom® VVX® Expansion Module	No	Yes
Polycom® EagleEye™ Mini Camera	No	Yes
Polycom® VVX® EM 50 Expansion Module	No	Yes
Plantronics Blackwire 3200 Series USB Headset	No	Yes
Plantronics Savi W420 Binaural USB Wireless Headset	No	Yes

Guest Soft Key Customization

Polycom UC Software enables you to rename the Guest soft key on VVX phones for idle and lock screens. You can move the position of the Guest soft key on the idle screen only.

Use the following parameters to customize guest soft key on VVX phones:

- `softkey.x.label`
- `softkey.x.insert`
- `softkey.x.action`
- `softkey.x.enable`
- `softkey.x.use.idle`

Plantronics Headset Settings

Polycom UC Software enables you to configure your Plantronics headset settings from the Plantronics Hub menu. By default, the Plantronics Hub menu enables when you connect the headset to the VVX phone. Plantronics Hub supports VVX 501 and 601 business media phones only.

Use the following parameter to configure Plantronics headset settings on VVX phones:

- `usb.headset.config.enabled`

TLS Support for BToE

Polycom BToE application supports Transport Layer Security (TLS) protocol to authenticate VVX phone:

- Polycom UC Software uses TLS protocol v1.2 to authenticate VVX phones using BToE application v4.0.0.
- TLS protocol takes precedence over SSH protocol.
- If TLS connection fails between the VVX phone and Polycom BToE Connector application, then the connection falls back to SSH.

Improved Flexible Line Key Assignments for Static BLFs and Enhanced Feature Keys

If you're assigning static BLF and EFK to a line key, assign that line key to index = 1 to indicate the order in which they're defined. You must set the `linekey.x.index` parameter to "0".

Font Size Customization

Polycom UC Software enables you to customize font size on VVX 250, 350 and 450 business IP phones.

The following font size options are available:

- Normal
- Large

This feature is only applicable for English (default) language.

Use the following parameters to customize the font size:

- `dev.font.size.set`
- `dev.font.size`

Enhanced Feature Keys – BLF Support

The Enhanced Feature Keys prompt on Polycom VVX phones display a new Lines soft key.

The Lines soft key displays the configured lines that includes: registration lines, Busy Lamp Field (BLF), and speed dials except EFK.

The EFK prompt feature enables you to execute a configured EFK macro action with a selected line.

Advanced uaCSTA

Polycom UC Software supports the following CSTA services and events:

CSTA Services:

- SnapshotDevice

- Conference Call

- Transfer Call

- ConsultationCall

CSTA Event:

- Conferenced

VVX Pagination

Polycom UC Software supports line views in multiple pages when you don't connect an expansion module to a supported VVX phone. You can navigate to a maximum of four pages when using this feature.

Use the following parameter to configure pagination on VVX phones:

- `up.Pagination.enabled`

Key System Emulation

Key System Emulation (KSE) allows one-touch call park and call retrieve from any phone within the user group. You must enable Busy Lamp Field (BLF) and Enhanced Call Park features on the phone for KSE to work seamlessly.

Use the following parameters to configure the KSE feature on VVX phones:

- `attendant.keylineEmulation.enabled`

- `feature.enhancedCallPark.allowBLFAudioNotification`

DHCP IP Address Cache

Polycom UC Software supports Dynamic Host Configuration Protocol (DHCP) IP address cache to retain IP addresses on VVX phones. When you enable the IP address caching feature, there isn't any service interruption even if the IP address lease time expires and the DHCP server doesn't respond.

Enhancement to OpenSSL Upgrade

OpenSSL is upgraded from version 1.0.2j to version 1.0.2q for Polycom VVX phones.

Install

Consider the following information when installing or updating to Polycom UC Software 6.0.0:

- Polycom BToE Connector 3.8.0 is compatible with UC Software 5.8.0 or later. Polycom recommends that you upgrade existing Polycom BToE connector application and Polycom Desktop Connector applications (PDC) to the latest version starting with Polycom UC Software 6.0.0. If you update the Polycom BToE connector application or PDC application without updating to UC Software 6.0.0 or vice versa, the applications won't work with your Polycom phone. See Updating to the Latest Versions of the Polycom® Better Together over Ethernet (BToE) and Polycom Desktop Connector (PDC) Desktop Applications (EA 318) for additional information.

Download the Distribution Files

To download UC Software 6.0.0, 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, enabling you to choose provisioning software for your phone model and maintain software versions for each model in the same root directory.

For general use, Polycom 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 Understand the Combined ZIP and Split ZIP Files. If you're provisioning your phones centrally using configuration files, download the corresponding resource file and extract the configuration files to the provisioning server, maintaining the folder hierarchy in the ZIP file.

The current build ID for the sip.ld and resource files is **UCS 6.0.0.4839 RTS93 C**.

Understand the Combined and Split ZIP Files

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

Distributed Files	File Purpose and Application	Combined	Split
3111-40250-001.sip.ld	SIP application executable for VVX 101	No	Yes
3111-40450-001.sip.ld	SIP application executable for VVX 201	No	Yes
3111-48300-001.sip.ld	SIP application executable for VVX 301	No	Yes
3111-48350-001.sip.ld	SIP application executable for VVX 311	No	Yes
3111-48400-001.sip.ld	SIP application executable for VVX 401	No	Yes
3111-48450-001.sip.ld	SIP application executable for VVX 411	No	Yes
3111-48500-001.sip	SIP application executable for VVX 501	No	Yes
3111-48600-001.sip	SIP application executable for VVX 601	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

Distributed Files	File Purpose and Application	Combined	Split
3111-48830-001.sip.Id	SIP application executable for VVX 350	No	Yes
3111-48840-001.sip.Id	SIP application executable for VVX 450	No	Yes
3111-33215-001.sip.ld	SIP application executable for SoundStructure VoIP Interface	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-identification(s) for the VVX D60.	Yes	Yes
sip.ver	Text file detailing build-identification(s) for the release.	Yes	Yes
000000000000.cfg	Master configuration template file.	Yes	Yes
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 Polycom Unified Communications (UC) Software.

Version History

Release	Release Date	Features
6.0.0	May 2019	This release includes important field fixes and support for 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 important field fixes.
5.9.0	December 2018	This release includes important field fixes and support for following features: ● Session Traversal Utilities for NAT (STUN) ● Device Analytics Support for PDMS-SP ● Multilevel Precedence and Preemption (MLPP) with Assured Services - Session Initiation Protocol (AS-SIP) ● Support for H.264 Packetization Mode ● Enhanced Busy Lamp Field (BLF) ● Enhanced Feature Keys Macro Actions ● Retrieve Logs from Support Information Package Page in the Web Configuration Utility ● Simple Certificate Enrollment Protocol ● Call Logs and Contacts ● Enhancement to Wireless Network Connectivity ● 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.

Release	Release Date	Features
5.7.4	November 2018	This release includes important field fixes.
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 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 • BroadWorks 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 list distribution, 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
- Danish, Denmark
- Dutch, Netherlands
- English, Canada
- English, United Kingdom
- English, United States
- French, Canada
- French, France
- German, Germany
- Italian, Italy
- Japanese, Japan
- Korean, Korea
- Norwegian, Norway
- Polish, Poland
- Portuguese, Brazil
- Russian, Russia

- Slovenian, Slovenia
- Spanish, Spain
- Swedish, Sweden

Security Updates

Please refer to the Polycom Security Center for information about known and resolved security vulnerabilities.

The following table contains the security updates in UC Software 6.0.0.

Security Updates

Category	Issue ID	Release	Description
Security	CVE-2015-7941	6.0.0	Updated libxml2 library version from 2.6.30 to 2.9.9.
Security	CVE-2018-18566	6.0.0	A new value "ALL" is introduced to the existing "`voIpProt.SIP. requestValidation.x.request`" parameter not to honor the request for any of the supported methods from the unknown sources. **Note**: The default value of this parameter must be changed from "Null" to "ALL".

Resolved Issues

The following table lists the resolved issues in UC Software 6.0.0.

Resolved Issues

Category	Issue ID	Description
Application	EN-120970	VVX phones lose assigned keys after restarting.
Application	EN-108110	VVX business media phones don't display the Favorites option in the Directories menu when you enable the BroadSoft directory.
Application	EN-123968	VVX phones don't display the Wi-Fi menu on Home screen when you disable the CAP feature.
Application	EN-123585	Exchange server fails to refresh the access token as per the expiry value received by the server.
Application	EN-125317	The BToE application doesn't show the invalid pair code error when an incorrect pairing code is provided.
Audio	EN-128761	When you stream audio and video from VVX phones to the far end through the BToE application, the audio is choppy due to a shortage of CPU cycles.

Category	Issue ID	Description
Audio	EN-117089	Response group calls drop when phones receive an early reinvite from the response group server.
Audio	EN-115133	There's an audio delay on the VVX phone when you perform a consultative call transfer.
Audio	EN-109622	Failed consultative call audio transfers to speaker instead of headset or handset even if you disable handsfree mode.
Call Management	EN-114346	VVX 150 business IP phones don't disable the Transfer and Hold soft key during an active call when you set the `softkey.feature.basicCallManagement.redundant` parameter to 0.
Call Management	EN-128810	Call forward soft key displays even if the `feature.forward.enable` parameter is set to 0.
Call Management	EN-111696	When a VVX phone is paired with D60 Base station, the number of line keys are changed during the call.
Calling	EN-124338	During an active call, when the phone hits the idle timeout threshold, the brightness of the phone's display becomes low for 2 seconds and then adjust to normal brightness.
Calling	EN-114508	When you initiate a call from paired Skype for Business client in BToE mode, termination change is delayed on VVX phone.
Calling	EN-108082 EN-121959	VVX phones drop calls in subsequent invite after the Polycom DMA system is updated.
Calling	EN-102152	VVX phone is logging the hunt group incoming call as missed call while answering and ending call by other VVX phone sharing the same registered lines.
Calling	EN-106892	You cannot answer incoming calls to VVX business media phones using the speaker, headset, or handset if you enable the Call Alert feature on a BLF monitored line.
Calling	EN-123044	You cannot make outgoing calls from a VVX business media phone when the monitored BLF alerts and `reg.1.callsPerLineKey` parameter is set to 1.
Calling	EN-126806	During an audio call between the Skype for Business desktop client and the Skype for Business mobile client in BToE, the call gets disconnected when enabling the video from Skype for Business desktop client.
Calling	EN-126784	VVX phones display the call log date as February 7, 2036 while SNTP server respond with the value 0x00000000 or 0xFFFFFFFF.
Conference Management	EN-123341	VVX phones drop calls when the meeting policy on the server is set to AllowIPAudio false.
Configuration	EN-123343	The Directory soft key is displayed in a Skype for Business base profile even though the base profile doesn't support.

Category	Issue ID	Description
Configuration	EN-113387	VVX phones accept the `up.accessibilityFeatures` parameter, but the parameter is only applicable to the VVX 1500 business media phone.
Configuration	EN-112839	VVX phones display Speed Dial Keys configuration even if the phone doesn't support the feature. This is applicable to all VVX business media phones except the VVX 1500 business media phones.
Configuration	EN-122357	VVX phones fail to update the BLF line status when you re-position the lines using the Flexible Line Keys (FLK) feature.
General	EN-117349	Rest API mgmt/media/sessionStats returns incorrect value for "PacketsExpected".
General	EN-127654	VVX phones don't allow you to change the hook switch mode to Plantronics from regular mode upon software upgrade to UCS 5.9.0 or onwards.
General	EN-127116	Users are intermittently signed out from VVX business media phone registered to Skype for Business server when using the Web Configuration Utility to sign-in.
General	EN-126227	VVX phones display SIP URI instead of call queue name while receiving a call from Skype for Business call queue.
General	EN-125642	After you complete a consultative transfer, VVX phones display the number "10" when you press the star (*) key when the phone is in an idle state.
General	EN-124646	When refreshing the registration, VVX phones become unregistered when they try to directly query SRV instead of NAPTR due to a transport parameter in the contact header of the 200OK message.
General	EN-115807	Web Proxy Auto Discovery (WPAD) fails to extract a domain from a specific URL.
General	EN-113520	The Field Help and parameter name are missing in the software upgrade section of Web Configuration Utility for VVX business media phones.
General	EN-110909	When VVX phones receive forwarded calls from an external number, the phones display the last four digits of the forwarding number in the **Via** field.
General	EN-86440	VVX business media phones are unable to remove voicemail icon from the status bar even if `feature.voicemail.enabled` parameter is set to "0".
Logs	EN-123954 EN-119900	Fixed security vulnerabilities.
Messages	EN-117333	VVX phones restrict the dial number URI length to 64 characters.
Network	EN-123051	Metaswitch registration lines go unregistered due to DNS resolution failure.
Network	EN-122705	VVX phones fail to make an outgoing call and receive a 488 error when you configure the SVC codec for the INVITE request.

Category	Issue ID	Description
Network	EN-120744	VVX phones fail to charge devices using the rear USB port.
Network	EN-114050	VVX phones failover and send two SUBSCRIBE messages for BLF after receiving the 503 response for the INVITE message.
Network	EN-112427	VVX phones have a network speed of 10 Mbit instead of 1Gbps for a PC port.
Network	EN-123870	VVX phones don't send DNS refresh queries and REGISTER messages after a few failovers due to an improper DNS resolution sequence.
Network	EN-123102	VVX business media phones stop sending the Buddy Watch's subscribe after the phone fails to connect to new proxy server.
Network	EN-109719	VVX phones don't fetch the VLAN ID when offered through LLDP during network issues.
Network	EN-127123	VVX business media phones don't handle authentication error code correctly on password expiry for Web Sign In method.
Peripherals	EN-123097	VVX phones using USB headsets drop an outgoing call when they receive a simultaneous call and the other phone with simultaneous ringing answers the simultaneous call.
Provisioning	EN-113079	Server settings override local parameter values because of in-band provisioning.
Reports	EN-117851	Polycom devices registered with Skype for Business publish different QoE server results than those reported on the QoE site.
Reports	EN-117330	VVX phones sometimes report inaccurate QoE statistics.
Security	EN-115888	BToE application uses hard coded password to establish SSH connection with VVX phone.
Software Updates	EN-122719	Upgrading the VVX D60 handset software fails when you assign the base station with a xxx.xxx.xxx.xxx IP address.
User Interface	EN-143642	Sometimes, a VVX 601 business media phone screen freezes and fails to respond.

Known Issues

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

> 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	Release	Description	Workaround
Calling	EN-127733	6.0.0	VVX phones don't show incoming call alerts for BLF if other call is in offering state when you set `reg.1.callsPerLineKey` parameter to '1'.	No workaround
Calling	EN-116563	6.0.0	When the far end transfers a call to video in BToE mode, the video will render on the near end phone instead of the Skype for Business client and call park fails on the far end.	No workaround
Calling	EN-124270	6.0.0	When the far end transfers the second call to video in BToE mode, the video will render on the near end phone instead of the Skype for Business client and the call gets dropped on resuming the first video call.	No workaround
Calling	EN-126876	6.0.0	During a Skype for Business conference call between VVX phone and RealPresence Group Series system, there are duplicate displays of far end Skype for Business user on RealPresence Group Series system when the far end user pauses video.	Restart the video.
Configuration	EN-128026	6.0.0	When you press EFK and map lines to handset, EFK functionality is working and dial screen is displayed.	No workaround
Configuration	EN-129352	6.0.0	When a USB peripheral is connected to the VVX phone, USB ports are still active even if they are disabled.	Disconnect and reconnect the USB peripheral.
Device Management	EN-126594	6.0.0	Plantronics Hub settings doesn't support anti-startle configuration for Savi W740 and Savi W420 Binaural USB wireless headsets.	No workaround
Device Management	EN-130014	6.0.0	When an expansion module is connected to a VVX phone and there are multiple calls parked, the LED indicator doesn't blink red.	No workaround
Device Management	EN-128822	6.0.0	When an expansion module is connected to a VVX phone and a call is parked on a line key in a certain page, the same line keys also blink faintly when you navigate to other pages on the expansion module.	No workaround
General	EN-125620	6.0.0	There may be a 30 second delay to pair a VVX phone with BToE application.	No workaround

Category	Issue ID	Release	Description	Workaround
User Interface	EN-125723	6.0.0	When VVX 250 and 350 business IP phones are set to Italian language, calendar reminder message doesn't display correctly.	No workaround
User Interface	EN-94424	6.0.0	When you change the BroadSoft directory to Enterprise directory string, corresponding translation of Enterprise directory updates the support languages on VVX D60 handset.	No workaround
Video	EN-126852	6.0.0	When a RealPresence Group Series system is hosting an H.323 conference call between two VVX business media phones, the first VVX phone participant does not transmit video.	No workaround

Get Help

For more information about installing, configuring, and administering Polycom products, refer to Polycom Support.

For information about Polycom partner solutions, see Polycom Global Strategic Partner Solutions.

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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