Polycom® UC Software 5.8.1

Applies to Polycom® VVX® Business Media Phones, Polycom® VVX® Business IP Phones, and Polycom® SoundStructure® VoIP Interface Phones

Polycom announces the release of Polycom® Unified Communications (UC) Software, version 5.8.1. This document provides the latest information about this release.

Contents

What's New

Polycom Unified Communications (UC) Software 5.8.1 is a release for Open SIP and Skype for Business deployments. These release notes provide important information on software updates, phone features, and known issues.

Polycom UC Software 5.8.1 supports the following Polycom endpoints.

> Support for Lync 2010 is limited to testing of basic call scenarios. Microsoft support of Lync and Skype for Business is documented on Microsoft's website. Microsoft does not currently support IP phones on Lync 2010. For information, see IP Phones on Microsoft Support.

Phone Support

Phone Model	Skype for Business On-Premises	Skype for Business Online	Open SIP
VVX 101 business media phone	No	No	Yes
VVX 201 business media phone	Yes	Yes	Yes
VVX 300/301/310/311 business media phones	Yes	Yes	Yes
VVX 400/401/410/411 business media phones	Yes	Yes	Yes
VVX 500/501 business media phones	Yes	Yes	Yes
VVX 600/601 business media phones	Yes	Yes	Yes
VVX 1500 business media phone	No	No	Yes
VVX 150 business IP phone	No	No	Yes
VVX 250 business IP phone	Yes	No	Yes
VVX 350 business IP phone	Yes	No	Yes
VVX 450 business IP phone	Yes	No	Yes
VVX D60 Wireless Handset and Base Station	No	No	Yes
SoundStructure VoIP Interface phone	Yes	Yes	Yes

Polycom UC Software 5.8.1 supports the following Polycom accessories.

Accessories Support

Accessories	Skype for Business	Open SIP
Polycom® EagleEye™ Mini Camera	Yes	Yes
Polycom® VVX® Camera	No	Yes

Accessories Support

Accessories	Skype for Business	Open SIP
Polycom® VVX® Color Expansion Module	Yes	Yes
Polycom® VVX® Expansion Module	No	Yes

New Features and Enhancements

Polycom UC Software 5.8.1 includes the following new features and enhancements.

> When BToE is enabled and the video-enabled phone is paired to the Skype for Business client on your computer, the preference for transmitting and receiving video streams is given to Skype for Business client. The preference is given to VVX phones only when the phone unpairs with the Skype for Business client. You can place all Skype for Business related calls from VVX phones as audio-only irrespective of the call mode selected on the phone. However, users can choose to enable video from the paired Skype for Business client.

Polycom EagleEye Mini Camera Support

VVX 501 and 601 business media phones support the Polycom EagleEye Mini USB camera with all the features and capabilities supported with the Polycom VVX camera.

VVX 501 and VVX 601 business media phones with a connected EagleEye Mini camera support the following features:

- Video stream transmissions up to 1080p with a maximum bit rate of 4 Mbps for AVC calls.
- Microsoft H.264 UC video codec for Skype for Business peer-to-peer video calls and video conference calls.
- Forward Error Correction (FEC) with the Microsoft H.264 UC video codec.
- Simulcast video streams with the Microsoft H.264 UC video codec.
- CCCP video conference calls.
- Quality of Service (QoS) for Skype for Business video calls.

The following lists the video and video codec parameters:

- `video.enable`
- `video.codecPref.XH264UC`

For more information on configuration details, see *Polycom UC Software with Skype for Business - Deployment Guide* on Polycom Support.

Forward Error Correction

Polycom phones support Forward Error Correction (FEC) DV0 and DV1 with Skype for Business Server 2015, Skype for Business 2015 client, and Lync 2013 environments for H.264 SVC. The scheme introduces recovery packets on the transmitter which recover lost video packets on the receiver.

FEC performance and quality improvements with this release may vary depending on network conditions.

Use the following parameter to set the FEC codec priority:

- `video.codecPref.XUlpFecUC`

For more information on configuration details, see *Polycom UC Software with Skype for Business - Deployment Guide* on Polycom Support.

Simulcast Video

Polycom phones registered to Skype for Business can simultaneously send a low resolution video stream and a second higher-resolution video stream to conference participants in a Skype for Business AVMCU meeting. Simulcast is enabled by default.

Skype for Business AVMCU-based video meetings are driven by endpoint requests to receive video, which is called a video source request (VSR). The VSR specifies the resolution (among other constraints) and the participant(s) whose video the endpoint would like to display. The requested resolution in Skype for Business client video calls is based on the size of the video window and new VSRs are sent when the size of the window changes.

Centralized Conference Control Protocol (CCCP) Conference View Support

With the support of Polycom EagleEye Mini USB camera, the VVX 501 and 601 business media phones support the Centralized Conference Control Protocol (CCCP) Skype for Business conference view during a video call.

You can configure the phone allowing users to control the Skype for Business conference view during a video call. Users can set the conference view from **Conference Settings** menu.

Use the following parameter to configure the Skype for Business conference view settings on the phone:

- `video.CCCPView`

For more information on configuration details, see *Polycom UC Software with Skype for Business - Deployment Guide* on Polycom Support.

Quality of Service (QoS) for Skype for Business Video Calls

With the release and support of the Polycom EagleEye Mini USB camera, the VVX 501 and 601 business media phones support QoS of Skype for Business video calls. You can configure VVX 501 and 601 phones to receive Differentiated Services Code Point (DSCP) for audio and video calls.

You can configure the phones to support QoS of Skype for Business video calls using the following parameters:

- `qos.ip.rtp.dscp`
- `qos.ip.rtp.video.dscp`

For more information on configuration details, see *Polycom UC Software with Skype for Business - Deployment Guide* on Polycom Support.

Toggling Between Audio-only or Audio-Video Calls

You can enable users to toggle between audio-only and audio-video calls.

When this feature is enabled on the video-enabled business media phones, a soft key displays to enable users to toggle calls between audio-only or audio-video. This feature also applies to audio and video conference calls in Skype for Business environments.

When the phone is registered, you can:

- Use `video.callMode.default` to begin calls as audio-video or audio only. By default, calls begin as audio. After a video call has ended, the phone returns to audio-only.
- If you set this parameter to audio, users can choose to add video to the call.
- Use `feature.audioVideoToggle.enabled` to enable users to choose audio-video before placing a call.
- If set to audio-only, users must choose to use audio-video before the call begins. After the video call ends, the phone returns to audio-only.
- Use `audioVideoToggle.callMode.persistent` to maintain or reset the call mode set by users.

For more information on configuration details, see *Polycom UC Software with Skype for Business - Deployment Guide* on Polycom Support.

Configuration File Enhancements

The following table lists configuration file enhancements that include new or changed parameters for Polycom UC Software Skype for Business profile.

Configuration File Enhancements for UC Software 5.8.1

Template	Parameter	Permitted Values	Change Causes Restart or Reboot
`video.cfg`	`video.enable`	To ensure the USB port is disabled on when you set `feature.usbTop.power.enabled` to 0, you must also disable this parameter. 1 (default) - Enables video in outgoing and incoming calls. 0 - Disables video.	Yes
`video.cfg`	`video.allowWithSource`	Restricts sending video codec negotiation in Session Description Protocol (SDP) when camera is not connected. 1 (default) 0 This parameter applies only for VVX 501 and VVX 601 business media phones.	No

Security Updates

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

Install

Consider the following information when installing or updating to Polycom UC Software 5.8.1:

- BToE 3.8.0 is a must for use with UC Software 5.8.1.
- Before updating your VVX 1500 phone to UC Software 5.8.1, make sure that the phone is updated to BootBlock 3.0.4. For more information, see Technical Bulletin 695: Upgrading the Polycom VVX 1500 Business Media Phone to UC Software 5.2.0.

Download the Distribution Files

To download UC Software 5.8.1, 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 are 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 5.8.1.6389 rts90**.

Understand the Combined and Split ZIP Files

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

Understand the 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 phone	x	✓
3111-40450-001.sip.ld	SIP application executable for VVX 201 business media phone	x	✓
3111-46135-002.sip.ld	SIP application executable for VVX 300 business media phone	x	✓
3111-48300-001.sip.ld	SIP application executable for VVX 301 business media phone	x	✓
3111-46161-001.sip.ld	SIP application executable for VVX 310 business media phone	x	✓
3111-48350-001.sip.ld	SIP application executable for VVX 311 business media phone	x	✓
3111-46157-002.sip.ld	SIP application executable for VVX 400 business media phone	x	✓
3111-48400-001.sip.ld	SIP application executable for VVX 401 business media phone	x	✓
3111-46162-001.sip.ld	SIP application executable for VVX 410 business media phone	x	✓

Understand the Combined and Split ZIP Files

Distributed Files	File Purpose and Application	Combined	Split
3111-48450-001.sip.ld	SIP application executable for VVX 411 business media phone	x	✓
3111-44500-001.sip.ld	SIP application executable for VVX 500 business media phone	x	✓
3111-48500-001.sip	SIP application executable for VVX 501 business media phone	x	✓
3111-44600-001.sip.ld	SIP application executable for VVX 600 business media phone	x	✓
3111-48600-001.sip	SIP application executable for VVX 601 business media phone	x	✓
2345-17960-001.sip.ld	SIP application executable for VVX 1500 business media phone	x	✓
3111-48810-001.sip.ld	SIP application executable for VVX 150 business IP phone	x	✓
3111-48820-001.sip.ld	SIP application executable for VVX 250 business IP phone	x	✓
3111-48830-001.sip.ld	SIP application executable for VVX 350 business IP phone	x	✓
3111-48840-001.sip.ld	SIP application executable for VVX 450 business IP phone	x	✓
3111-33215-001.sip.ld	SIP application executable for SoundStructure VoIP Interface phone	x	✓
3111-17823-001.dect.ld	SIP application executable for VVX D60 Wireless Handset and Base Station	x	✓
sip.ld	Concatenated SIP application executable.	✓	x
dect.ver	Text file detailing build-identification(s) for the VVX D60.	✓	✓
sip.ver	Text file detailing build-identification(s) for the release.	✓	✓
000000000000.cfg	Master configuration template file.	✓	✓
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.	✓	✓
applications.cfg	Configuration parameters for microbrowser and browser applications.	✓	✓
device.cfg	Configuration parameters for basic device configuration.	✓	✓
features.cfg	Configuration parameters for telephony features.	✓	✓

Understand the Combined and Split ZIP Files

Distributed Files	File Purpose and Application	Combined	Split
firewall-nat.cfg	Contains configuration parameters for telephony features.	✓	✓
H323.cfg	Configuration parameters for the H.323 signaling protocol.	✓	✓
lync.cfg	Contains Lync specific configuration parameters.	✓	✓
pstn.cfg	Contains parameters for PSTN use.	✓	✓
reg-advanced.cfg	Contains configuration parameters for the line and call registration and advanced phone feature settings.	✓	✓
reg-basic.cfg	Configuration parameters for line and call registration and basic phone settings.	✓	✓
region.cfg	Configuration parameters for regional and localization settings such as time and date and language.	✓	✓
sip-basic.cfg	Configuration parameters for the VoIP server and softswitch registration.	✓	✓
sip-interop.cfg	Configuration parameters for the VoIP server, softswitch registration, and interoperability configuration.	✓	✓
site.cfg	Configuration parameters that are set for each site.	✓	✓
video.cfg	Configuration parameters for video connectivity.	✓	✓
video-integration.cfg	Configuration parameters for Polycom® SoundStation® IP 7000 conference phone and Polycom® HDX® system integration.	✓	✓
Welcome.wav	Startup welcome sound effect.	✓	✓
LoudRing.wav	Sample loud ringer sound effect.	✓	✓
Polycom-hold.wav	Sample ringer sound effect.	✓	✓
Warble.wav	Sample ringer sound effect.	✓	✓
polycomConfig.xsd	Master configuration file that contains the parameters and its values.	✓	✓

Version History

This following table lists the version history of VVX business media phones and Polycom SoundStructure VoIP Interface phones.

Version History

Release	Release Date	Features
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
5.6.3	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 • Open SIP 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 fixed.
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.
5.5.4	January 2018	This release includes important field fixes.

Version History

Release	Release Date	Features
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:
		Open SIP 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.
5.5.3	September 2017	This release includes important field fixes.

Version History

Release	Release Date	Features
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 Do Not 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 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

Version History

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 included 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 Open SIP features.

Language Support

The VVX phones user interface include 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

Resolved Issues

The following table lists the resolved issues in UC Software 5.8.1.

Resolved Issues in UC Software 5.8.1

Category	Issue Number	Description
Audio	EN-89794	When XMPP is enabled on the phone and server is not available, the audio quality goes bad every 30 seconds during the call.
Audio	EN-89329	In a Skype for Business call on VVX 410 business media phone, there is an intermittent audio drop due to BToE Secure Shell connections.
Audio	EN-83283	VVX business media phones result in bad audio quality due to G.722 decoder limitation.
Audio	EN-84396	The audio is not clear when the user uses both the USB headset and Wi-fi simultaneously on a VVX business IP phone.
Calling	EN-95751	When server-based Automatic Call Distribution feature is enabled on the phone and the agent is in a call, pressing the EFK configured Unvailable soft key does not change the agent's state.
Calling	EN-94187	In Genband environment, when an active call is put on hold on VVX business media phone, the far-end does not receive the music-on-hold tone.
Calling	EN-88673	When VVX business media phone is paired to VVX D60 base station and a wireless headset is connected to the phone via USB dongle, the phone and VVX D60 wireless handset rings on receiving an incoming call but not the wireless headset.
Calling	EN-76998	During a point-to-point call, VVX 1500 business media phone does not receive audio from Polycom HDX system when media encryption is enabled.
Calling	EN-59872	In an intercom call between the two VVX D60 wireless handsets, when the first handset answers an incoming call, the second VVX D60 wireless handset is unable to resume the on-hold intercom call.
Calling	EN-98506	In a BToE environment, when the user escalates an audio call to video call from VVX phone, the video is rendered at the far end instead of Skype for Business client.
Configuration	EN-100129	The SRTP status shows incorrect details on VVX 411 and 501 business media phones.
Configuration	EN-96744	VVX business media phones fail to apply the TLS profile changes at run time for web-server profile.
Configuration	EN-98326	The `SwitchingFunctionDevices` event sends incorrect registration line details when registration address contains domain name along with registration number.
General	EN-95584	VVX business media phone continues to display the Message Waiting Indicator (MWI) after reboot / de-registration even though no voice mail is available on phone.

Resolved Issues in UC Software 5.8.1

Category	Issue Number	Description
General	EN-95195	VVX business media phone receives a 400 missing contact error from session border controllers while sending the contact header in 200 OK response for NOTIFY message received.
General	EN-92016	VVX business media phones intermittently display LDAP error on corporate directory screen during search operations at times of peak load.
General	EN-73841	When Polycom EagleEye Mini USB camera is connected to VVX 500/ 600 business media phone, a generic error popup displays.
General	EN-96625	On performing a off-hook on the phone, setting the parameter `msg.mwi.x.callBackMode` to 'Disabled' does not work.
Logs	EN-94256	In a Skype for Business environment, the password for the Skype for Business account displays in plain text in the WPAD logs.
Network	EN-92986	When `feature.EWSAutodiscover.enabled` parameter value is set to 1, the VVX business media phones do not send the WPAD pac file request.
Network	EN-89102	While processing SIP URI for record-route header, the phone misses '@' in the URI.
Network	EN-98830	The INVITE for Session Description Protocol (SDP) in a conference call does not include SAVP and cryptographic line details.
Network	EN-102099	VVX phones use incorrect TLS version leading TLS v1.2 connection to fail.
Network	EN-96671	Polycom Device Management Service fails on using web proxy due to wrong domain resolution.
Network	EN-104495	When Wi-Fi adapter is connected to VVX business media phone, the Wi-Fi module updates the connected Access Point BSSID (AP BSSID) to location module. The location module fetches the location information for the phone using AP BSSID.
Provisioning	EN-89129	VVX business media phone does not upload files to a defined directory causing Certificate Signing Request (CSR) failure with RealPresence Resource Manager (RPRM).
Provisioning	EN-86617	After a factory reset, while provisioning, the VVX business media phone accepts the parameter value of `voIpProt.SIP.assuredService.namespace` as 'ets' even though configured as 'dsn'.
Security	EN-95757	VVX business media phones do not support the NTLM v2 mechanism with down-level format.
Security	EN-85765	The following HTTP security headers are added to the phone's Web Configuration Utility responses: • X-Content-Type-Options: nosniff • X-XSS-Protection: 1 • Content-Security-Policy: default-src 'self'; style-src 'self' 'unsafe-inline'; script-src 'self' 'unsafe-inline'

Resolved Issues in UC Software 5.8.1

Category	Issue Number	Description
Security	EN-100891	When Device lock feature is enabled for the Guest user, the phone asks to set a PIN lock.
Software Updates	EN-94805 EN-89275 EN-99199	Polycom UC software upgrade fails on VVX phones while upgrading from UC Software version 5.4.5 and 5.5.1 due to 'Bad Image Checksum' error. Polycom recommends to follow these steps to successfully upgrade the software: • Change the storm filter index "17" in the configuration file. • Initiate the software upgrade. • Change the storm filter setting in the configuration back to desired value after the software upgrade is successful. **Note**: These steps should be performed for one-time upgrade.
User Interface	EN-96707	During failover/ failback, SOPI subscription gets reset and phone loses the speed dial and directory.
User Interface	EN-96146	While playing video on an idle microbrowser, VVX 501 and 601 business media phones do not display incoming calls.
User Interface	EN-95966	When the 'P-Asserted-Identity' in a 200 OK response does not have a display name, the phone does not display the caller id detail for an incoming call during call pick-up.
User Interface	EN-93236 EN-99132	The brightness/ contrast level on Expansion Modules (EMs) connected to VVX 601 business media phone is lower when compared to EMs connected to VVX 600 business media phone.
User Interface	EN-92838	On VVX business media phones, the call center queue status notification menu does not close automatically after 30 seconds.
User Interface	EN-90025	VVX business media phone is unable to display Unicode text having Armenian characters
User Interface	EN-88748	VVX business media phones delay in processing the request for directory files by several minutes causing the appearance of speed dials to also delay
User Interface	EN-99771	While using handsfree, headset or lifting handset to initiate a call, the idle display screensaver continues to stay on VVX business IP phone's screen.
User Interface	EN-80620	When user presses the INVITE soft key within 2 seconds of its appearance upon initiating a meet Now conference, VVX business media phones screen moves to call view screen and then back to the dial screen.
User Interface	EN-100878	The Wi-fi regulatory control, radio settings user options are removed from the user interface as these are configured as per SKU at the factory.
Video	EN-94785	Forward Error Correction (FEC) codec is applicable only with SVC video codec and is not recommended to use with H.264 video codec.
Video	EN-85608	In a BToE environment, when an incoming video call is answered from VVX phone, the paired Skype for Business client does not start the video.

Known Issues

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

These release notes do not provide a complete listing of all known issues that are included in the software. Issues not expected to significantly impact customers with standard voice or 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-98232	5.8.1	After pressing the **Speaker** key, the last incoming call does not establish while in the On Screen Display (OSD) screen.	No workaround available.
Network	EN-97639	5.8.1	Polycom Device Management Service fails on using web proxy due to wrong domain resolution.	No workaround available.
User Interface	EN-93031	5.8.1	While inviting a participant to the conference, the Reverse Name Lookup fails to continue with the next source when the display name is not received in SIP signaling.	No workaround available.
Video	EN-99643	5.8.1	In a BToE environment when the user escalates the call to video from VVX phone, the video is rendered on the far-end's phone instead of Skype for Business client.	User can switch the video to the Skype for Business client by clicking the video icon on the Skype for Business call screen.

Recommendations

The following are a list of recommendations to the features and functionalities of UC Software for this release.

- Polycom recommends disabling SILK, and G.720 AB/Opus codec due to performance constraints when video is enabled on VVX 501 and 601 business media phones. (EN-96053)
- Polycom recommends setting `video.disableAFOnFullScreen` parameter value to 1 for phone's optimum performance while using Polycom EagleEye Mini USB camera along with Acoustic Fence. (EN-96048)
- Polycom recommends to set the SVC codec priority higher than the FEC codec priority. (EN-93728)

Limitations

The following are a list of limitations to features and functionalities in this release of UC Software:

- When an iPhone paired with VVX business media phone receives an incoming call and the user presses volume key to silence the ringtone on iPhone, the call disconnects on VVX business media phone. (EN-58519)

- During an active call on the smartphone when the user tries to connect to a conference call with another incoming call, the pairing between the smartphone and VVX 600 series business media phone gets disconnected. (EN-59469)

- When an administrator changes password in the Active Directory, the VVX business media phone gets unregistered. (EN-29325)

- In a CCCP conference call, when the Skype for Business client running on iPhone is the active speaker and the phone's screen layout is in portrait mode, the VVX 501 or 601 business media phone does not receive the video of the Skype for Business client. (EN-96549)

Get Help

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

To find all 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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