Polycom® UC Software 5.7.1

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

Polycom announces the release of Polycom® Unified Communications (UC) Software, version 5.7.1. This document provides the latest information about this release.

Contents

What's New in Polycom UC Software 5.7.1

Polycom Unified Communications (UC) Software 5.7.1 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.

New Features and Enhancements

Polycom UC Software 5.7.1 includes the following enhancement.

Enhancement to Direct Inward Dialing Number on VVX Business Media Phones

When the Base Profile of VVX 300, 400, 500, and 600 series business media phones are set to Skype for Business, the Skype for Business server automatically assigns a Direct Inward Dialing (DID) number for the user and that number displays on the lock screen, home screen, and incoming call screens.

You can now configure the format of the DID number to display on phones using `up.DIDFormat` parameter. You can also configure the phone to display DID numbers on phone screens of your choice with `up.showDID` parameter.

The parameters to configure this feature are listed in Configuration File Enhancements.

Phone Features and Licenses

The features and licenses required to operate the phones vary by phone model.

The following table describes features available for each phone and indicates whether a feature license is required. In the following table:

- *No* indicates that a phone does not support a feature.
- *Yes* indicates that a phone supports a feature and no license is required.
- *Yes** indicates that the phone requires you to purchase a feature license from Polycom to support a feature.
- *Yes*** indicates that the phone requires you to purchase an honor-based license from Polycom to support a feature.

Phone Features and Licenses

Feature	VVX 101	VVX 201	VVX 300/ 310	VVX 301/ 311	VVX 400/ 410	VVX 401/ 411	VVX 500/ 501	VVX 600/ 601	VVX 1500	SoundStructure VoIP Interface
Asian Languages	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No
Conference Management	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No

Phone Features and Licenses

Feature	VVX 101	VVX 201	VVX 300/ 310	VVX 301/ 311	VVX 400/ 410	VVX 401/ 411	VVX 500/ 501	VVX 600/ 601	VVX 1500	SoundStructure VoIP Interface
Customizable UI Background	No	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No
Electronic Hookswitch	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No
Enhanced BLF	No	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No
Enhanced Feature Keys	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No
H.323 Video	No	No	No	No	No	No	Yes	Yes	Yes*	No
Skype for Business (SfB)	Yes**	Yes**	Yes**	Yes**	Yes**	Yes**	Yes**	Yes**	Yes**	Yes**
Server Based Call Recording	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No
USB Call Recording	No	No	No	No	No	Yes	Yes	Yes	Yes	No
Voice Quality Monitoring (VQMon)	Yes*	Yes*	Yes*	Yes*	Yes*	Yes*	Yes (Audio only)	Yes (Audio only)	Yes (Audio only)	No
XT9 Input (PinYin)	Yes*	Yes*	Yes*	Yes*	Yes*	Yes*	Yes*	Yes*	Yes*	Yes*

*You must purchase a feature license from Polycom.

**You must purchase an honor-based license from Polycom.

Skype for Business Support

Polycom UC Software 5.7.1 provides information about the phones and accessories that support Skype for Business.

The following phones support Skype for Business:

- VVX 201 business media phone
- VVX 300/301/310/311 business media phone
- VVX 400/401/410/411 business media phone
- VVX 500/501 business media phone
- VVX 600/601 business media phone
- SoundStructure VoIP Interface

VVX Color Expansion Module phone accessory supports Skype for Business.

Supported DHCP Sub-Options

The following table lists the individual sub-options and combination sub-options supported on VVX phones for DHCP Option 43.

DHCP Option 43 Configuration Options

Option	Result
Option 1 – Subnet mask	The phone parses the value from Option 43.
Option 2 – Time offset	The phone parses the value.
Option 3 – Router	The phone parses the value.
Option 4 – Time server	The phone parses the value.
Option 6 – Domain Name Server	The phone parses the value.
Option 7 – Domain Log server	The phone parses the value.
Option 15 – Domain Name	The phone parses the value.
Option 42 – Network Time Protocol server	The phone parses the value.
Option 66 – TFTP Server Name	The phone parses the value.
Sub-options configured in Option 43	
Options 1, 2, 3, 4, 5, 6, 7, 15, 42, and 66	The phone parses the value.

Setting the Log Levels for Skype for Business Server

You can now set the log levels for Polycom phones in a Skype for Business environment on the Skype for Business Server.

To set the server-side logging levels:

1 In the command shell, enter the command `Set-CsUCPhoneConfiguration.`

2 Set one of the following log levels:

> ➢ Off

> ➢ Low

> ➢ Medium

> ➢ High

The following table shows the phone log levels that correspond with the server log levels.

Corresponding Server and Phone Log Levels

Features		Server Logging Level			
		Off	Low	Medium	High
	ICE	4	4	0	0
	TICKT	4	4	0	0
	SIP	4	4	2	0
	EC	4	4	2	2
	APP1	4	4	2	2
	SO	4	4	2	2
Phone Logging Level	AFE	5	5	2	2
	PPS	4	4	1	1
	PGUI	4	4	2	2
	BToE	4	4	2	2
	ServiceAuth	2	2	2	2
	ServiceDevicePair	4	4	2	2
	ServiceProxy	4	2	2	2
	ServiceWad	2	2	2	2

Configuration File Enhancements

The following table lists configuration file enhancements that include new or changed parameters for this Polycom UC Software 5.7.1 release. For more information on using configuration parameters to enable or disable features, see the *Administrator Guide for Polycom UC Software for your software release* available on the Polycom Support - Voice site.

Configuration File Enhancements for UC Software 5.7.1

Template	Parameter	Permitted Values	Change Causes Restart or Reboot
features.cfg	up.DIDFormat	NumberAndExtension (default) – Display the DID number and extension. NumberOnly – Display the DID number on the phone screen.	No
features.cfg	up.showDID	AllScreens (default) – Display the DID number on all the screens. None – Disable DID number on phone. LockedScreen – Display the DID number on the lock screen. StatusScreen – Display the DID number on the Status screen/Idle screen. IncomingOSD – Display the DID number on the incoming On Screen Display (OSD) screen. LockedScreenIncomingOSD – Display the DID number on the lock and incoming OSD screen. LockedAndStatusScreen – Display the DID number on the lock and Status/Idle screen. StatusScreenIncomingOSD – Display the DID number on the incoming OSD and Status/Idle screen.	No
features.cfg	feature.E911.locationInfoSchema	RFC 4119 (default) - XML schema is used in Session Initiation Protocol (SIP) invite as per RFC4119 standard. RFC5139 - XML schema is used in Session Initiation Protocol (SIP) invite as per RFC5139 standard.	No

Configuration File Enhancements for UC Software 5.7.1

Template	Parameter	Permitted Values	Change Causes Restart or Reboot
`site.cfg`	`tcpIpApp.port.rtp.mediaPortRangeStart`	Set the starting port for RTP port range packets. 2222 (default) 1024 - 65436	No
`site.cfg`	`dialplan.routing.emergency.x.value`	Set the emergency URL values to be watched for. When the user dials one of the URLs, the call is directed to the emergency server defined by `dialplan.routing.server.x.address` x=15: 911, others: Null (default) SIP URL (single entry) x is the index of the emergency entry description where x must use sequential numbering starting at 15.	No

Release History

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

Release History

Release	Release Date	Features
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.
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.

Release History

Release	Release Date	Features
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.
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.

Release History

Release	Release Date	Features
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
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 Open SIP features.

Security Updates

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

The following table contains the security updates in UC Software 5.7.1.

Security Updates

Category	Issue ID	Release	Description
Security	EN-32528	5.7.0	Updated Dropbear to address CVE-2017-9078.
Security	EN-29157	5.7.0	Updated the character set encoding to UTF-8 in HTML response data for all the web configuration utility pages to address the cross-site scripting vulnerabilities.
Security	EN-32569	5.7.0	Linux kernel is patched to fix CVE-2016-10229.
Security	EN-29254	5.7.0	Linux kernel is patched to fix CVE-2016-5195.

Install UC Software 5.7.1

Consider the following information when installing or updating to Polycom UC Software 5.7.1.

- BToE 3.7.0 is required for use with UC Software 5.7.1. For best results, Polycom recommends deploying BToE 3.7.0 prior to deploying UCS 5.7.1. While BToE 3.7.0 is backwards compatible with previous versions of VVX firmware, Polycom does not recommend running previous versions of BToE software with UC Software 5.7.1.

- Before updating your VVX 1500 phone to UC Software 5.7.1, 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.

For the best device lock functionality in BToE mode, upgrade the UC software and the BToE application. If the user deploys the BToE software prior to the UC Software, the older device lock functionality in BToE mode works since prior VVX changes did not expect any events from the BToE application. If the user deploys the UC Software prior to the BToE software, the device lock functionality does not work in the BToE mode. This functionality is effective only in BToE mode.

Download the Distribution Files

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 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 5.7.1.1698 rts21**.

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	No	Yes
3111-40450-001.sip.ld	SIP application executable for VVX 201	No	Yes
3111-46135-002.sip.ld	SIP application executable for VVX 300	No	Yes
3111-48300-001.sip.ld	SIP application executable for VVX 301	No	Yes
3111-46161-001.sip.ld	SIP application executable for VVX 310	No	Yes
3111-48350-001.sip.ld	SIP application executable for VVX 311	No	Yes
3111-46157-002.sip.ld	SIP application executable for VVX 400	No	Yes
3111-48400-001.sip.ld	SIP application executable for VVX 401	No	Yes
3111-46162-001.sip.ld	SIP application executable for VVX 410	No	Yes
3111-48450-001.sip.ld	SIP application executable for VVX 411	No	Yes
3111-44500-001.sip.ld	SIP application executable for VVX 500	No	Yes
3111-48500-001.sip	SIP application executable for VVX 501	No	Yes
3111-44600-001.sip.ld	SIP application executable for VVX 600	No	Yes
3111-48600-001.sip	SIP application executable for VVX 601	No	Yes
2345-17960-001.sip.ld	SIP application executable for VVX 1500	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
applications.cfg	Configuration parameters for microbrowser and browser applications.	Yes	Yes
device.cfg	Configuration parameters for basic device configuration.	Yes	Yes

Understand the Combined and Split ZIP Files

Distributed Files	File Purpose and Application	Combined	Split
features.cfg	Configuration parameters for telephony features.	Yes	Yes
firewall-nat.cfg	Contains configuration parameters for telephony features.	Yes	Yes
H323.cfg	Configuration parameters for the H.323 signaling protocol.	Yes	Yes
lync.cfg	Contains Lync specific configuration parameters.	Yes	Yes
pstn.cfg	Contains parameters for PSTN use.	Yes	Yes
reg-advanced.cfg	Contains configuration parameters for the line and call registration and advanced phone feature settings.	Yes	Yes
reg-basic.cfg	Configuration parameters for line and call registration and basic phone settings.	Yes	Yes
region.cfg	Configuration parameters for regional and localization settings such as time and date and language.	Yes	Yes
sip-basic.cfg	Configuration parameters for the VoIP server and softswitch registration.	Yes	Yes
sip-interop.cfg	Configuration parameters for the VoIP server, softswitch registration, and interoperability configuration.	Yes	Yes
site.cfg	Configuration parameters that are set for each site.	Yes	Yes
video.cfg	Configuration parameters for video connectivity.	Yes	Yes
video-integration.cfg	Configuration parameters for SoundStation IP 7000 and Polycom HDX system integration.	Yes	Yes

Understand the Combined and Split ZIP Files

Distributed Files	File Purpose and Application	Combined	Split
VVX-dictionary.xml	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	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

Resolved Issues

The following table lists the resolved issues in UC Software 5.7.1.

Resolved Issues in UC Software 5.7.1

Category	Issue Number	Description
API	EN-73120	The response of Management.DeviceInfo API is changed due to functionality upgrade.
Application	EN-62506	VVX business media phone sometimes causes account lock when logged in using Microsoft Web Sign-In with Multi-Factor Authentication.
Application	EN-62307	VVX business media phone continues to displays sign-in error even after successful sign-in to the Skype for Business.
Application	EN-74374	During reboot, the VVX business media phone with the Busy Lamp Field (BLF) enabled creates core dumps.
Application	EN-66281 EN-64052	VVX business media phone sometimes automatically logs off when logged in using Microsoft Web Sign-In.
Calling	EN-62467	Blind Transfer through Push API fails on the VVX 500 and 600 series business media phones.
Calling	EN-63697	VVX business media phone stores voicemail URI as a default dial string, due to which the subsequent calls made using short press are stored in the voicemail without ringing on the far end.
Calling	EN-70504	VVX business media phones are unable to receive transferred call when Re-Invite is having non-ICE SDP.
Calling	EN-65371	E911 call fails when the parameter `dialplan.routing.emergency.x.value` length is more than 15 characters.
Calling	EN-66087	When the VVX1500 phone receives H.264 FMTP line with the parameter `max-rcmd-nalu-size` that is set much larger than a single NALU per frame, the VVX1500 H.264 video encoder fails and the encoded video is not sent.
Calendering	EN-64292	Exchange Calendar service on the VVX business media phone does not function properly and shows the service failed message.
Call Management	EN-63334	On the VVX business media phone, the call fails after 30 seconds when the gateway sends a REFRESH INVITE before ICE reINVITE is completed.
General	EN-65014	When call forwarding is enabled on the VVX business media phone, the phone resets to busy option in the Skype for Business server.
Logs	EN-74737	Unwanted logs in UCS 5.7.0 fill up the log file.
Network	EN-62117	Registration fails as the VVX business media phone does not fetch all the IPs discovered in the Auto-Discovery.
Provisioning	EN-62276	After a factory reset, the VVX business media phone is unable to download the directory files for the first time from the provisioning server.

Resolved Issues in UC Software 5.7.1

Category	Issue Number	Description
Provisioning	EN-62847	On VVX business media phone, the audio port range exceeds during the call when the video port range is not provisioned.
Provisioning	EN-62112	VVX business media phone reboots during provisioning due to the synchronization.
Provisioning	EN-28007	VVX business media phone sends the private IP of the phone in the initial provisioning request which is limited to HTTPS provisioning protocol.
Peripheral	EN-64168	When the VVX 401 business media phone is connected with two Expansion Modules, the line keys on the second Expansion Module do not respond on time.
User Interface	EN-64954 EN-68647	VVX business media phones unable to display the DID number on the idle screen.
User Interface	EN-69266	Bad user experience when the sign-in triggers again after the user is signed out on VVX business media phones.
User Interface	EN-64952	VVX business media phone fails to display '+' before the phone number on the call screen.

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)
- Due to RealPresence Resource Manager (RPRM) size limitation, the core dump does not upload to RPRM when VVX business media phone uses RPRM as the provisioning server. (EN-56368)
- When an administrator changes password in the Active Directory, the VVX business media phone is unregistered. (EN-29325)

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
Application	EN-68831	5.7.1	When VVX business media phone is locked and the phone is restarted, the DND is erased.	No workaround currently available.
Calling	EN-70906	5.7.1	The calls to VVX D60 wireless handset do not work as VVX D60 doesnot support additional codec.	Configure additional codec supported by VVX D60 wireless handset.
Calling	EN-66395 EN-75189	5.7.1	VVX business media phone fails to place outgoing calls to mobile phones during out of office hours and results in a call drop.	Set `tcpIpApp.ice.policy` parameter to "Legacy" to stop the call drop.
General	EN-76181	5.7.1	The `dialplan.routing.emergency.x.value` parameter considers value only up to 50 characters.	Restrict the value of `dialplan.routing.emergency.x.value` to 50 characters.
User Interface	EN-79349	5.7.1	In GENBAND environments with an Oracle SBC, the phone reboots during a call when a user presses the Hold, Transfer, or both soft keys at the same time.	No workaround currently available.

Updates to Previous Software Releases

This section describes the new features and enhancements to previous UC Software releases.

What's New in Polycom UC Software 5.7.0

Polycom UC Software 5.7.0 includes the following new features and enhancements:

- Open SIP Enhancements
- Skype for Business Enhancements

Open SIP Enhancements

When registered with the BroadSoft BroadWorks server, users can choose between three user interface themes for VVX 500 and 600 series business media phones (Classic (default), Modern, or BroadSoft) and two themes (Classic (default) and BroadSoft) on VVX 300 and 400 series business media phones. The BroadSoft theme is new for this release and includes the color scheme and icons of the BroadSoft BroadTouch Communication desktop and mobile clients. Below are some of the BroadSoft icons that display on VVX 300 series phones with the BroadSoft theme.

BroadSoft Icons

Feature	BroadSoft Icons
Line Active	
Line Hold	
Line Registered	
Line Not Registered	

Users can select the BroadSoft theme from the Basic settings menu on the phone, or administrators can configure the theme using the following configuration parameters:

- `device.theme` = BroadSoft
- `device.theme.set` = 1
- `reg.1.server.1.specialInterop` = Standard
- `voIpProt.server.x.specialInterop` = Standard

Executive-Assistant Enhancements

The BroadSoft Executive-Assistant feature now enables users to quickly access the Executive or Assistant menu from the Home screen depending on their assignment. In addition, executive users can now choose a filter criteria for filtered calls from the phone instead of only from the BroadSoft BroadCloud Portal.

Custom BroadSoft Executive-Assistant Enhanced Feature Keys

For the BroadSoft Executive-Assistant feature, you can create enhanced feature keys (EFK) to enable users to quickly access the Overview Executives menu for assistants or the Executive Settings menu for executives. You can create an Executive or Assistant line key, soft key, or speed dial that displays on the Lines screen, in addition to the feature icons that display by default on the Home screen.

You can configure a line or soft key for this feature using the following EFK macro:

- Executive menu: "$FExecutiveMenu$"
- Assistant menu: $FAssistantMenu$

Client-Side Sorting for Open LDAP Servers

The parameter `dir.corp.serverSortNotSupported` was added to this release to improve interoperability between Open LDAP servers and VVX business media phones. This parameter enables VVX phones to sort data on the phone for Open LDAP servers that cannot sort data on the server side.

Polycom phones currently support the following LDAP servers:

- Microsoft Active Directory 2003 SP2
- Sun ONE Directory Server 5.2 p6
- Open LDAP Directory Server 2.4.12
- Microsoft Active Directory Application Mode (ADAM) 1.0 SP1

Securely Store LDAP Credentials on VVX Phones

You can enable VVX business media phones to store LDAP user credentials for multiple users to allow users to access the Corporate (LDAP) Directory. The LDAP credentials are encrypted and stored on the phone only, and the credentials persist after the phone restarts or reboots.

When the phone is configured for BroadSoft Flexible Seating, the phones can store up to 50 user credentials. If the number of user credentials reaches 50, the user who has the longest inactivity period is removed from the phone when any additional users are added.

You can use the following parameters to configure this feature:

- `dir.corp.persistentCredentials`
- `dir.corp.allowCredentialsFromUI.enabled`

Voice over Secure IP

Polycom UC Software now allows you to configure your phone to dynamically use either Secure Real Time Protocol (SRTP) or Real Time Protocol (RTP) depending on the media security mechanisms negotiated between phone and outbound proxy using Voice over Secure IP (VoSIP). When you enable this feature using `reg.X.rfc3329MediaSec.enable` parameter, the voice signals are transferred securely between endpoints without the need to introduce multiple lines in the Session.

Hide the MAC Address

Polycom UC Software allows you to configure the phone to hide MAC addresses displayed on the phone. When you enable this feature, users cannot view or retrieve a MAC address from the phone.

Enhanced E.911

This E.911 feature allows you to configure a source from which the phone obtains location information, allowing the phone to share its location details with 911 operators dispatching emergency services.

You can configure the following available sources:

- LLDP-MED
- DHCP via option 99
- LIS compliant with RFC 5985

With this release, the following parameters are available to configure the E.911 feature for Open SIP:

- `feature.E911.enabled`
- `feature.E911.HELD.requestType`
- `voIpProt.SIP.header.priority.enable`
- `voIpProt.SIP.header.geolocation-routing.enable`
- `locInfo.source`
- `feature.E911.HELD.nai.enable`
- `feature.E911.locationRetryTimer`
- `feature.E911.HELD.secondary.server`
- `feature.E911.HELD.secondary.username`
- `feature.E911.HELD.secondary.password`
- `feature.E911.usagerule.retransmission`
- `feature.E911.HELD.identity`
- `feature.E911.HELD.identityValue`
- `feature.E911.HELD.server`
- `feature.E911.HELD.username`
- `feature.E911.HELD.password`

DNS Cache Override

You can configure the DNS Cache Override feature using `dns.cache.A.networkOverride` parameter, allowing the static DNS cached A record entry to take priority over dynamic network DNS A record.

Assured Services - Session Initiation Protocol

The Assured Services-Session Initiation Protocol feature allows you to create a Multi-Level Precedence and Preemption (MLPP) for an incoming and outgoing call. When this feature is enabled, the precedence levels are automatically assigned to the calls during the initial incoming and outgoing signaling.

The following parameters are available to configure the AS-SIP feature for Open SIP:

- `voIpProt.SIP.assuredService.enable`

- `voIpProt.SIP.assuredService.defaultPriority`
- `voIpProt.SIP.assuredService.precedenceThreshold`
- `voIpProt.SIP.assuredService.serverControlled`
- `voIpProt.SIP.assuredService.preemptionAutoTerminationDelay.local`
- `voIpProt.SIP.assuredService.preemptionAutoTerminationDelay.remote`
- `voIpProt.SIP.assuredService.namespace`
- `voIpProt.SIP.assuredService.namespace.label.dsn.x`
- `voIpProt.SIP.assuredService.namespace.label.drsn.x`
- `voIpProt.SIP.assuredService.namespace.label.UCRdsn.x`
- `voIpProt.SIP.assuredService.namespace.label.custom.x`
- `voIpProt.SIP.assuredService.namespace.custom.name`
- `voIpProt.SIP.assuredService.namespace.custom.priority.x`

Custom URL Location for Installing LDAP Server CA Certificates

You can configure a custom URL as the location where Polycom phones can retrieve LDAP server root CA certificates.

You can use the following parameter to configure this feature:

- `sec.TLS.LDAP.customCaCertUrl`
- `sec.TLS.proflieSelection.LDAP = ApplicationProfile1`

Emergency Instant Messages

VVX business media phones can receive emergency instant text messages. You can configure audio alerts for incoming instant messages and set the duration of time that emergency messages display.

Configure emergency instant messages using the following parameters:

- `feature.instantMessaging.displayTimeout`
- `feature.instantMessaging.ring`
- `feature.instantMessaging.enabled`

Acoustic Fence Enhancements

The Polycom Acoustic Fence feature improves background noise suppression when you are using the phone handset or a headset connected to the headset port. With this release, Acoustic Fence is disabled by default for headsets and enabled by default for handsets. In addition, you can now display a setting on phones to allow users to enable Acoustic Fence from the phone.

Default Off-Hook Phone Screen

Polycom UC Software allows the VVX 101, 201, 3xx, 4xx, 5xx and 6xx series business media phones to display the Lines view as the default phone screen in an off-hook mode or during an active call.

Use the following parameters to configure default off-hook phone screen:

- `up.LineViewCallStatus.enabled`

- `up.LineViewCallStatus.timeout`
- `up.OffHookLineView.enabled`

Enhanced Feature Keys Enhancements

Polycom UC Software allows you to assign an Enhanced Feature Key as a line key using `feature.EFKLineKey.enabled` parameter. After you enable this feature, all the EFK macros that are configured using efk.eklist parameter and has efk.efklist.x.status=1 display as a line key. Before you enable this feature using `feature.EFKLineKey.enabled`, make sure the value of the parameter feature.enhancedFeatureKeys.enabled is set to 1.

Bluetooth Support for VVX Business Media Phones

Polycom UC Software now allows the user to connect a Bluetooth enabled smartphone with the VVX 600 and 601 business media phones. After you configure this feature, users can manage calls and enter DTMF digits from the VVX phone by setting the phone as the audio device for their Bluetooth device.

Phone Reset without Admin Password

Polycom UC Software allows you to configure this feature using `up.basicSettings.factoryResetEnable` parameter, allowing users to restore the phone to factory default settings without the need to enter the administrator's password.

Prevent Call Park on Busy Orbits

Polycom UC Software allows you to restrict users to park an active call park to a park orbit which already has a call parked. You can configure this feature using `attendant.resourceList.x.rejectParkOnBusy` parameter.

Phone Memory Alert

Polycom UC Software allows you to configure your phone to display a low memory warning message on the phone when the phone's minimum free memory threshold value goes below the configured value. In addition, the phone logs a message with memory details on the console. You can configure this feature using the following parameters:

- `up.sysFreeMemThresholdPercent`
- `up.lowSysMemWarn.timeInMins`

Skype for Business Enhancements

Direct Inward Dialing Number on VVX platforms

On VVX 300, 400, 500, and 600 series business media phones with the Skype for Business Base Profile, the Direct Inward Dialing (DID) number assigned to the user on the Skype for Business server displays on the on the Lock, Home, and Incoming Call screens.

This feature is enabled by default on supported phones with the Skype Base Profile or shipped with Skype for Business enabled. The following figure shows the DID number on the Locked screen of a VVX 500 series business media phone.
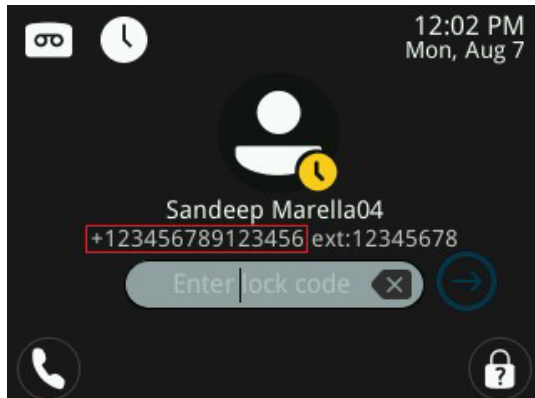
Web Proxy Auto Discovery

The Web Proxy Auto-Discovery Protocol (WPAD) feature enables Polycom phones to locate the URL of a Proxy Auto- Configuration (PAC) file you configure. Microsoft recommends using Blue Coat proxy with this feature.

You can configure WPAD using configuration parameters on your provisioning server, DHCP Option 252, or DNS-A protocol mechanism to discover the PAC file location. When using a provisioning server or DHCP, the phone looks for the file name you specify. If using DNS-A, the phone looks only for the wpad.dat file.

The priority for PAC file searching is as follows, from first to last:

- Provisioning server
- DHCP Option 252
- DNS-A

Polycom phones support Digest and NTLM Authentication mechanisms to authenticate with a proxy server. To allow you to configure proxy-specific credentials common to all users, Basic Authentication is supported only when using the following parameters on a provisioning server:

- `feature.wpad.proxy.username`
- `feature.wpad.proxy.password`

> If the proxies you configure in the PAC file or configuration file are either invalid or unreachable with a working fallback proxy, the time to register with Skype for Business is delayed and the responsiveness of features that support WPAD degrade.

The following parameters configure WPAD:

- `feature.wpad.enabled`
- `feature.wpad.curl`
- `feature.wpad.proxy`
- `feature.wpad.proxy.username`
- `feature.wpad.proxy.password`

Polycom supports the following list of HTTP/HTTPS services with Skype for Business:

- Registration Services

- Address Book Service (ABS)
- Location Information Sever (LIS)
- Device Update (Note: To ensure reliable software updates, device update is direct in case a proxy is not available.)
- Server Log Upload
- Core File Upload
- Exchange Services Provisioning

View WPAD Diagnostic Information

You can access important WPAD diagnostic information to track how HTTP and HTTPS traffic is flowing via the proxy you configure for WPAD. You can view diagnostic information on a pre-phone basis by logging into the Web Configuration Utility.

From the WPAD setting, you can:

- View if the WPAD PAC file fetch is successful
- View the configured method used to fetch the PAC file and source URLs
- View the DNS domain if configured
- View PAC file expiry details
- View the Exchange and Upload proxy
- Download the PAC file

To view WPAD diagnostic information:

1   Enter your phone's IP address into a web browser.
2   Select **Admin** as the login type, enter the admin password (the default is 456), and click **Submit**.
3   Go to **Diagnostics >Skype for Business Status > WPAD**.

Skype for Business SILK Audio Codec

Polycom UC Software now supports the Skype for Business SILK audio codec on the VVX 501 and 601 business media phones.

See the `voice.audioProfile.SILK.*` and `voice.codecPref.SILK.*` parameters in Configuration File Enhancements.

Hot Desking

Polycom UC Software allow users to sign-in on to the host phone or a common area phone as a guest user using the Hot-Desking feature. When this feature is configured on the Skype for Business server and the configuration parameter `feature.HotDesking.enabled` is enabled, a **Guest** soft key displays on the phone user interface.

The guest user can sign-in to the host phone by pressing the **Guest** soft key followed by one of the sign-in methods:

- User ID
- Pin Authentication

- Via PC
- Online Web Sign-In

Common Area Phone User

Polycom UC Software allows you to configure the phone with Common Area Phone (CAP) mode. This allows limited access to users accessing the common area phone. By default, the CAP mode is disabled and you can enable this feature using `feature.CAP.enabled` parameter. You can choose to enable or disable CAP mode from Web Configuration Utility. In addition, after you enable this feature, users can choose to enable or disable the CAP mode from the phone.

BToE Widget

You can configure your phone to enable users to navigate directly to the BToE feature menu using the `homeScreen.BToE.enable` parameter. The user can directly view the BToE Widget menu and bypass navigating to **Settings > Features > BTOE** to manage the BToE feature settings.

Enhancements to Manual Pairing of Phone using BToE

You can now manually pair a Skype for Business-enabled phone to the BToE application installed on your computer using a wired or wireless network. The manual pairing feature no longer requires you to connect the Ethernet cable from your computer to the PC port on your phone. When the phone is set to manually pair with your computer connected to a reachable network, the phone generates a pairing code that you must enter into the Polycom BToE Connector application to pair.

You can also pair and unpair the VVX business media phone with the BToE application installed in a Citrix Virtual Desktop Infrastructure. For more information, see *Polycom® Better Together over Ethernet Connector 3.7.0 Release Notes* available on Polycom Support.

You must have the Polycom BToE Connector application, version 3.7.0 or later, to use the enhanced manual pairing feature.

Configuration File Enhancements

The following table lists configuration file enhancements that include new or changed parameters for this Polycom UC Software 5.7.0 release. For more information on using configuration parameters to enable or disable features, see the *Administrator Guide for Polycom UC Software for your software release* available on the Polycom Voice Support site.

Configuration File Enhancements for UC Software 5.7.0

Template	Parameter	Permitted Values	Change Causes Restart or Reboot
`reg-advanced .cfg`	`reg.x.server.y.specialInterop`	Specify the server-specific feature set for the line registration. Standard (Default) VVX 101: Standard, GENBAND, GENBAND-A2, ALU-CTS, DT VVX 201: Standard, GENBAND, GENBAND-A2, ALU-CTS, ocs2007r2, lync2010, DT All other phones: Standard, GENBAND, GENBAND-A2, ALU-CTS, ocs2007r2, lync2010, lcs2005, DT	No
`Sip-interop. cfg`	`voIpProt.server.x.specialInter op`	Enables server-specific features for all registrations. Standard (default) VVX 101 = Standard, GENBAND, GENBAND-A2, ALU-CTS, DT VVX 201 = Standard, GENBAND, GENBAND-A2, ALU-CTS, ocs2007r2, lync2010, DT All other phones = Standard,GENBAND, GENBAND-A2, ALU-CTS, DT, ocs2007r2, lync2010, lcs2005	No
`features.cfg`	`feature.BSExecutiveAssistant.e nabled`	0 (default) - Disables the BroadSoft Executive-Assistant feature. 1 - Enables the BroadSoft Executive-Assistant feature.	No

Configuration File Enhancements for UC Software 5.7.0

Template	Parameter	Permitted Values	Change Causes Restart or Reboot
`features.cfg`	`feature.BSExecutiveAssistant.regIndex`	The registered line assigned to the executive or assistant for the BroadSoft Executive-Assistant feature. 1 (default) to 255 – The registered line for the Executive or Assistant	No
`features.cfg`	`feature.BSExecutiveAssistant.userRole`	`ExecutiveRole` (default) - Sets the registered line as an Executive line. `AssistantRole` - Sets the registered line as an Assistant line. **Note**: A phone can only have a line set as an Executive or an Assistant; an Executive and an Assistant line cannot be on the same phone	No
`features.cfg`	`feature.BSExecutiveAssistant.SimplifiedAssistant.enabled`	0 (default) - Displays the Pick Call and Barge-in soft keys in the Assistant's menu on the phone. 1 – Removes the Pick Call and Barge-in soft keys from the Assistants menu on the phone.	No
`features.cfg`	`feature.BSExecutiveAssistant.SimplifiedExec.enabled`	0 (default) – Displays the Call Screening option in the Executive menu on the phone. 1 – Removes the Call Screening Option from the Executive menu on the phone.	No
`device.cfg`	`device.mac.hide.set`	Allows you to use the device.mac.hide parameter to control the display of Mac address information of VVX phones to users. Null (default) 0 – Disables the ability to control the display of MAC address information. 1 – Enables the ability to control the display of Mac address information.	No
`device.cfg`	`device.mac.hide`	0 (default) – MAC information displays. 1 – MAC address information is hidden.	No
`features.cfg`	`dir.corp.serverSortNotSupported`	0 (default) – The server supports server-side sorting. 1 – The server does not support server-side sorting, so the phone handles the sorting.	No

Configuration File Enhancements for UC Software 5.7.0

Template	Parameter	Permitted Values	Change Causes Restart or Reboot
`features.cfg`	`dir.corp.persistentCredentials`	Set to securely store and encrypt LDAP directory user credentials on the phone. Enable `dir.corp.allowCredentialsFromUI.enabled` in order to allow users to enter credentials on the phone. 0 (default) 1 **Note**: If you disable the feature after enabling it, then all the saved user credentials are deleted for all users.	No
`features.cfg`	`dir.corp.allowCredentialsFromUI.enabled`	Enable users to enter LDAP credentials on the phone. 0 (default) – Users are not prompted to enter credentials on the phone when they access the Corporate Directory. 1 – Users are prompted to enter credentials on the phone when accessing the Corporate Directory for the first time. **Note**: Users are only prompted to enter their credentials when credentials are not added through configuration or after a login failure.	No
`site.cfg`	`feature.E911.HELD.identity`	Set the vendor-specific element to include in a location request message. For example, 'companyID'. NULL (default) String 255 character max	No
`site.cfg`	`feature.E911.HELD.identityValue`	Set the value for the vendor-specific element to include in a location request message. NULL (default) String 255 character max	No
`site.cfg`	`feature.E911.locationRetryTimer`	Specify the retry timeout value in seconds for the location request sent to the Location Information Server (LIS). The phone stops retries after receiving location information received the LIS. 60 seconds (default) 60 - 86400 seconds	No

Configuration File Enhancements for UC Software 5.7.0

Template	Parameter	Permitted Values	Change Causes Restart or Reboot
site.cfg	feature.E911.HELD.nai.enable	You can include or omit the Network Access Identifier (NAI) containing the SIP user information used to subscribe to the Location Information Server (LIS). 0 (default) – The NAI is omitted as a device identity in the location request sent to the LIS. 1 - The NAI is included as a device identity in the location request sent to the LIS.	No
site.cfg	locInfo.source	Specify the source of phone location information. This parameter is useful for locating a phone in environments that have multiple sources of location information. LLDP (default for Generic Base Profile) – Use the network switch as the source of location information. MS_E911_LIS (default for Lync Base Profile)– Use the Skype for Business Server as the source of location information. CONFIG – You can manually configure the source of location information. Skype only. LIS – Use the location information server as the source of location information. Generic Base Profile only. DHCP – Use DHCP as the source of location information. Generic Base Profile only. If location information is not available from a default or configured source, the fallback priority is as follows: Generic Base Profile: No fallback supported for Generic Base Profile Lync Base Profile: MS_E911_LIS > CONFIG > LLDP	No

Configuration File Enhancements for UC Software 5.7.0

Template	Parameter	Permitted Values	Change Causes Restart or Reboot
`site.cfg`	`feature.E911.enabled`	0 (default) – Disable the E.911 feature. The INVITE sent for emergency calls from the phone does not include the geolocation header, geolocation option in supported header, geolocation-routing header, or the GEOPRIV location object. 1 – Enable the E.911 feature. The INVITE sent for emergency calls from the phone includes the geolocation header defined in RFC 6442 and PIDF presence element as specified in RFC3863 with a GEOPRIV location object specified in RFC4119 for in Open SIP environments. This parameter is mutually exclusive of the GENBAND E.911 feature and if this parameter and `feature.genband.E911.enabled` are enabled, this parameter takes precedence.	No
`site.cfg`	`feature.E911.HELD.requestType`	Any (default) - Send a request to the Location Information Server (LIS) to return either 'Location by Reference' or 'Location by Value'. Note this is not the 'Any' value referred to in RFC 5985. Civic – Send a request to the LIS to return a location by value in the form of a civic address for the device as defined in RFC 5985. RefID – Send a request to the LIS to return a set of Location URIs for the device as defined in RFC 5985.	No
`site.cfg`	`feature.E911.HELD.server`	NULL (default) Set the IP address or hostname of the Location Information Server (LIS) address. For example, host.domain.com or https://xxx.xxx.xxx.xxx.	No
`site.cfg`	`feature.E911.HELD.username`	NULL (default) Set the user name used to authenticate to the Location Information Server.	No
`site.cfg`	`feature.E911.HELD.password`	NULL (default) Set the password used to authenticate to the Location Information Server.	No

Configuration File Enhancements for UC Software 5.7.0

Template	Parameter	Permitted Values	Change Causes Restart or Reboot
site.cfg	voIpProt.SIP.header.priority.enable	0 (default) – Do not include a priority header in the E.911 INVITE message. 1 - Include a priority header in the E.911 INVITE message.	No
site.cfg	voIpProt.SIP.header.geolocation-routing.enable	0 (default) – Do not include the geolocation-routing header in the E.911 INVITE message. 1 - Include the geolocation-routing header in the E.911 INVITE message.	No
site.cfg	feature.E911.HELD.secondary.server	Set the IP address or hostname of the secondary Location Information Server (LIS) address. For example, host.domain.com or https://xxx.xxx.xxx.xxx. NULL (default) Dotted-decimal IP address Hostname Fully-qualified domain name (FQDN)	No
site.cfg	feature.E911.HELD.secondary.username	Set a user name to authenticate to the secondary Location information Server (LIS). NULL (default) String	No
features.cfg	feature.acousticFenceUI.enabled	0 (default)—Hide the Acoustic Fence Configuration setting on the phone menu. 1—Display the Acoustic Fence Configuration setting on the phone menu.	No
site.cfg	feature.E911.HELD.secondary.password	Set a password to authenticate to the secondary LIS. NULL (default) String	No
reg-advanced.cfg	reg.X.rfc3329MediaSec.enable	0 – Disables the media security mechanisms negotiated between Phone and Outbound proxy without the need of multiple m-lines in the Session Description Protocol. 1 – Enables the media security mechanisms negotiated between Phone and Outbound proxy without the need of multiple m-lines in the Session Description Protocol.	No

Configuration File Enhancements for UC Software 5.7.0

Template	Parameter	Permitted Values	Change Causes Restart or Reboot
site.cfg	voice.codecPref.SILK.8ksps	Set the SILK audio codec preference for the supported codec sample rates. 0 (default)	No
site.cfg	voice.codecPref.SILK.12ksps	Set the SILK audio codec preference for the supported codec sample rates.	No
site.cfg	voice.codecPref.SILK.16ksps	Set the SILK audio codec preference for the supported codec sample rates. 0 (default)	No
site.cfg	voice.codecPref.SILK.24ksps	Set the SILK audio codec preference for the supported codec sample rates. 0 (default)	No
site.cfg	voice.audioProfile.SILK.8ksps.encMaxAvgBitrateKbps	Set the maximum average encoder output bitrate in kilobits per second (kbps/s) for the supported SILK sample rate. 20 kbps (default) 6 - 20 kbps	No
site.cfg	voice.audioProfile.SILK.12ksps.encMaxAvgBitrateKbps	Set the maximum average encoder output bitrate in kilobits per second (kbps/s) for the supported SILK sample rate. 25 kbps (default) 7 - 25 kbps	No
site.cfg	voice.audioProfile.SILK.16ksps.encMaxAvgBitrateKbps	Set the maximum average encoder output bitrate in kilobits per second (kbps/s) for the supported SILK sample rate. 30 kbps (default) 8 - 30 kbps	No
site.cfg	voice.audioProfile.SILK.24ksps.encMaxAvgBitrateKbps	Set the maximum average encoder output bitrate in kilobits per second (kbps/s) for the supported SILK sample rate. 40 kbps (default) 12 - 40 kbps	No
site.cfg	voice.audioProfile.SILK.encComplexity	Specify the SILK encoder complexity. The higher the number the more complex the encoding allowed. 2 (default) 0-2	No

Configuration File Enhancements for UC Software 5.7.0

Template	Parameter	Permitted Values	Change Causes Restart or Reboot
`site.cfg`	`voice.audioProfile.SILK.encDTX Enable`	0 (default) - Disable Enable Discontinuous transmission (DTX). 1 - Enable DTX in the SILK encoder. Note that DTX reduces the encoder bitrate to 0bps during silence.	No
`site.cfg`	`voice.audioProfile.SILK.encExp ectedPktLossPercent`	Set the SILK encoder expected network packet loss percentage. A non-zero setting allows less inter-frame dependency to be encoded into the bitstream, resulting in increasingly larger bitrates but with an average bitrate less than that configured with voice.audioProfile.SILK.*. 0 (default) 0-100	No
`site.cfg`	`voice.audioProfile.SILK.encInb andFECEnable`	0 (default) - Disable inband Forward Error Correction (FEC) in the SILK encoder. 1 - Enable inband FEC in the SILK encoder. A non-zero value here causes perceptually important speech information to be sent twice: once in the normal bitstream and again at a lower bitrate in later packets, resulting in an increased bitrate.	No
`site.cfg`	`voice.audioProfile.SILK.MaxPTi me`	Specify the maximum SILK packet duration in milliseconds (ms). 20 ms	No
`site.cfg`	`voice.audioProfile.SILK.MinPTi me`	Specify the minimum SILK packet duration in milliseconds (ms). 20 ms	No
`site.cfg`	`voice.audioProfile.SILK.pTime`	The recommended received SILK packet duration in milliseconds (ms). 20 ms	No
`site.cfg`	`feature.E911.usagerule.retrans mission`	0 (default) - The recipient of this Location Object is not permitted to share the enclosed Location Information, or the object as a whole, with other parties. 1 - Distributing this Location is permitted.	No
`sip-interop. cfg`	`voIpProt.SIP.assuredService.en able`	0 (default) – Disables the AS-SIP feature. 1 – Enables the AS-SIP feature.	No

Configuration File Enhancements for UC Software 5.7.0

Template	Parameter	Permitted Values	Change Causes Restart or Reboot
`sip-interop.cfg`	`voIpProt.SIP.assuredService.defaultPriority`	Default priority assigned to an outgoing call. 1 (default) 1 to 10 This value will be overridden if priority got assigned from a dial plan for that number.	No
`sip-interop.cfg`	`voIpProt.SIP.assuredService.precedenceThreshold`	The minimum call priority required for a call to be considered a precedence call. 2 (default) 1 to 10	No
`sip-interop.cfg`	`voIpProt.SIP.assuredService.serverControlled`	1 (default) - The precedence level for an outgoing call is owned by the server or non-EI equipment. the precedence level may appear in SIP responses and it may differ from the level originally set by the phone; 0 - The precedence level is owned by the phone and must not change.	No
`sip-interop.cfg`	`voIpProt.SIP.assuredService.preemptionAutoTerminationDelay.local`	Duration in seconds after a local preemption event before a call appearance is automatically cleared. 0 (default) 0- 3600	No
`sip-interop.cfg`	`voIpProt.SIP.assuredService.preemptionAutoTerminationDelay.remote`	Duration in seconds after a remote preemption event before a call appearance is automatically cleared. 3 (default) 0-3600	No
`reg-advanced.cfg`	`voIpProt.SIP.assuredService.namespace`	The namespace scheme to use in SIP signaling. UCRdsn (default) dsn, drsn, UCRdsn, UCRdrsn, custom, ets	No
`reg-advanced.cfg`	`voIpProt.SIP.assuredService.namespace.label.dsn.x`	Small string to be used to label each precedence level (priority) in the user-interface. "R", "P", "I", "F", "FO" (default) Null – Priority value will be used. UTF-8 string	No

Configuration File Enhancements for UC Software 5.7.0

Template	Parameter	Permitted Values	Change Causes Restart or Reboot
`reg-advanced .cfg`	`voIpProt.SIP.assuredService.na mespace.label.drsn.x`	The namespace scheme for drsn to use un SIP signaling. "R", "P", "I", "F", "FO", "FO+" (default) Null – Priority value will be used. UTF-8 string	No
`reg-advanced .cfg`	`voIpProt.SIP.assuredService.na mespace.label.UCRdsn.x`	The namespace scheme for UCRdsn to use in SIP signaling. "R", "P", "I", "F", "FO" (default) Null – Priority value will be used. UTF-8 string	No
`reg-advanced .cfg`	`voIpProt.SIP.assuredService.na mespace.label.custom.x`	The custom namespace label used for SIP signaling. Null (default) UTF-8 string	No
`sip-interop. cfg`	`voIpProt.SIP.assuredService.na mespace.custom.name`	The name for the custom namespace label. Null (default) String	No
`sip-interop. cfg`	`voIpProt.SIP.assuredService.na mespace.custom.priority.x`	The namespace priority values, lowest to highest. Null (default) String	No
`site.cfg`	`sec.TLS.LDAP.customCaCertUrl`	Enter the URL location from where the phone can download LDAP server certificates. String (default) 0 – Minimum 255 – Maximum You must configure parameters dir.corp.address and `feature.corporateDirectory.enabled` as well to enable this parameter.	No

Configuration File Enhancements for UC Software 5.7.0

Template	Parameter	Permitted Values	Change Causes Restart or Reboot
`features.cfg`	`feature.instantMessaging.displayTimeout`	Specify the time in minutes instant messages display. Messages display until one of the following occurs: • Timeout • Another instant message is received • A popup message displays • The phone receives an incoming call • The user presses any key or message on the phone 1 minute (default) 1 – 60 minutes	No
`features.cfg`	`feature.instantMessaging.ring`	instantMessage (default) – The phone plays a configured tone when an emergency instant message is received. Silent – No tone is played	No
`features.cfg`	`feature.instantMessaging.enabled`	0 (default) – The phone does not display emergency instant messages. 1 - Received emergency instant messages display on the phone	No
`features.cfg`	`feature.EFKLineKey.enabled`	0 (default) – Does not allow to configure EFK as a line key. 1 – Allows to configure EFK as a line key. Before you enable this parameter, make sure the parameter value for `feature.enhancedFeatureKeys.enabled` is set to 1.	No
`features.cfg`	`Bluetooth.device.discoverable`	Specifies the discovery mode to hide/unhide the visibility of the VVX phone to other devices. 1 (Default) – Enable the discoverable mode. 0 – Disable the discoverable mode.	No
`features.cfg`	`Bluetooth.device.name`	Specifies the Bluetooth device name of the device. String (default) 1 – Minimum 20 – Maximum	No

Configuration File Enhancements for UC Software 5.7.0

Template	Parameter	Permitted Values	Change Causes Restart or Reboot
`features.cfg`	`up.basicSettings.factoryResetEnabled`	0 (default) - Reset to Factory option is not displayed under basic settings menu. 1 – Reset to Factory option is displayed under basic settings menu.	No
`features.cfg`	`up.screenCapture.value`	0 (default) - Disables the screen capture feature. 1 - Enables the screen capture feature.	No
`features.cfg`	`up.sysFreeMemThresholdPercent`	Set the threshold of free memory, in percentage, below which the phone displays a warning message. 20 percent (default) 20 – 30 percent	No
`features.cfg`	`up.lowSysMemWarn.timeInMins`	Set the interval, in minutes, that the phone's free memory is checked. 0 (default) 0 - 1440 minutes	No
`features.cfg`	`attendant.resourceList.x.rejectParkOnBusy`	0 (default) - Parks the call even when the park orbit already has a call parked to it. 1 – Rejects the call park when the park orbit already has a call parked and alerts the user with a popup message.	No
`features.cfg`	`feature.wpad.enabled`	1 (default) – Enable WPAD. 0 – Disable WPAD. You can configure values for this parameter from your provisioning server or from the phone.	Yes
`features.cfg`	`feature.wpad.curl`	Enter the Proxy Auto-Configuration (PAC) file location.	Yes
`features.cfg`	`feature.wpad.proxy`	Configure the web proxy server address. If you configure this parameter with a proxy address, the VVX phones do not discover DHCP or DNS-A or fetch the PAC file even if you configure a PAC file location using `feature.wpad.curl`. You can specify multiple proxies using this parameter by separated each with a semicolon the same way you specify them in the PAC file. For example: PROXY 0.10.1.1:8080; PROXY 10.12.2.1:8080	Yes

Configuration File Enhancements for UC Software 5.7.0

Template	Parameter	Permitted Values	Change Causes Restart or Reboot
features.cfg	feature.wpad.proxy.username	Enter the user name to authenticate with the proxy server.	Yes
features.cfg	feature.wpad.proxy.password	Enter the password to authenticate with the proxy server. The credentials you can use depend on how authentication is enabled on the proxy server. You can use administrator or user credentials. If Skype for Business Active Directory is integrated with the proxy server, you do not need to configure user name or password credentials.	Yes
features.cfg	feature.HotDesking.enabled	1 (default) – Enables the Hot Desking feature. 0 – Disables the Hot Desking feature.	No
features.cfg	feature.CAP.enabled	0 (default) - Disabled the Common Area Phone mode. 1 - Enables the Common Area Phone mode.	No
features.cfg	feature.voicemail.enabled	1 (default) – Enables the voicemail feature on the phone to receive Exchange or SIP voicemail stored on the server. 0 – Disables voicemail feature on the phone to receive Exchange or SIP voicemails stored on the server.	No
features.cfg	homeScreen.BToE.enable	1 (default) - Displays the BToE widget on the phone's home screen. 0 - Does not display the BToE widget on the phone's home screen.	No
site.cfg	dns.cache.A.networkOverride	0 (default) - Does not allow the static DNS A record entry to take priority over dynamic network DNS. 1 – Allows the static DNS cached A record entry to take priority over dynamic network DNS. Moreover, the DNS TTL value is ignored.	No

Configuration File Enhancements for UC Software 5.7.0

Template	Parameter	Permitted Values	Change Causes Restart or Reboot
firewall-nat .cfg	tcpIpApp.ice.policy	The default policy is set as per the phone model. Default (default) DefaultVVX201 DefaultVVX300 DefaultVVX301 DefaultVVX310 DefaultVVX311 DefaultVVX400 DefaultVVX401 DefaultVVX410 DefaultVVX411 DefaultVVX500 DefaultVVX501 DefaultVVX600 Legacy – Support the legacy behavior of ICE stack. Custom – Tune the following ICE parameters according to network conditions: • `tcpIpApp.ice.NetworkMode` • `tcpIpApp.ice.MaxCandidateGatheringInParallel` • `tcpIpApp.ice.MaxConnectivityChecksInParallel` • `tcpIpApp.ice.ConnCheckInetvalPairs` • `tcpIpApp.ice.ConnCheckInetvalRetries` • `tcpIpApp.ice.ReflexiveChecksRequired` • `tcpIpApp.ice.MaxRetries`	No
firewall-nat .cfg	tcpIpApp.ice.NetworkMode	TCPUDP (default) – Gathers all the possible UDP and TCP ice candidates. TCPOnly – Gathers all the TCP candidates along with UDP host candidates. UDPOnly - Gathers all the UDP candidates.	No

Configuration File Enhancements for UC Software 5.7.0

Template	Parameter	Permitted Values	Change Causes Restart or Reboot
`firewall-nat .cfg`	`tcpIpApp.ice.MaxCandidateGathe ringInParallel`	The number of ICE candidates gathering threads run in parallel in the maximum time span of 2 seconds for simultaneous incoming calls only. 2 (default) 2 – 24 The default value for `tcpIpApp.ice.MaxCandidateGathering InParallel` parameter is set to 3 when using VVX 201 business media phone. For all other VVX platforms, the default value is set to 5.	No
`firewall-nat .cfg`	`tcpIpApp.ice.MaxConnectivityCh ecksInParallel`	The number of ICE connectivity checks threads run in parallel in the maximum time span of 30 seconds (connectivity checks will be complete in 1 sec after answering call in general) for simultaneous incoming calls only. 2 (default) 1 – 24 The default value for `tcpIpApp.ice.MaxConnectivityChecks InParallel` parameter is set as follows when using the corresponding VVX platforms: • For VVX 201, 300, 310, 400 phones, value is set to 1. • For VVX 410 phone, value is set to 2. • For VVX 600 phone, value is set to 3. • For VVX 301, 311, 401, 411, 500 phones, value is set to 5. • For VVX 501 and 601 phones, value is set to 7.	No
`firewall-nat .cfg`	`tcpIpApp.ice.ConnCheckInetvalP airs`	Time interval to serialize first attempt of connectivity check of identified ice candidate pairs per call. 25 (default) 25 – 100 ms	No

Configuration File Enhancements for UC Software 5.7.0

Template	Parameter	Permitted Values	Change Causes Restart or Reboot
`firewall-nat .cfg`	`tcpIpApp.ice.ConnCheckInetvalR etries`	Time interval to serialize the retry attempts of connectivity check for identified pairs per call. 50 (default) 25 – 100 ms The default value for `tcpIpApp.ice.ConnCheckInetvalRetri es` parameter is set to 100 when using any VVX platform	No
`firewall-nat .cfg`	`tcpIpApp.ice.ReflexiveChecksRe quired`	To determine whether reflexive candidates to be collected as part of ice candidates collection. 1 (default) - TCP and UDP reflexive candidates will be collected in candidate gathering process. 0 - TCP and UDP reflexive candidates will not be collected in candidate gathering process.	No
`firewall-nat .cfg`	`tcpIpApp.ice.MaxRetries`	The maximum number of retry attempts performed on each ICE connectivity check pair identified incase of request timeout or upon failure. 2 (default) 2 – 24 The default value for `tcpIpApp.ice.MaxRetries parameter` is set to 5 when using any VVX platform.	No
`features.cfg`	`up.LineViewCallStatus.enabled`	0 (Default) - In an active call, the active call screen displays. Any incoming or outgoing call triggers the display of the active call screen. 1 - During an incoming call and in an active call, the line view displays and call details display on the status ribbon.	No

Configuration File Enhancements for UC Software 5.7.0

Template	Parameter	Permitted Values	Change Causes Restart or Reboot
`features.cfg`	`up.LineViewCallStatus.timeout`	Specify the timeout period after which the phones go back to the Line Screen when the user goes to the Active Call Screen from the Line View. Available on the VVX Business Media phones that include VVX 101, 201, 3xx, 4xx, 5xx and 6xx series. 10 (default) - The phone returns to the line screen after 10 seconds. 2 - 10 - Specify the seconds after which the phone returns to the line screen.	No
`features.cfg`	`up.OffHookLineView.enabled`	Specify the timeout period after which the phones go back to the Line Screen when the user goes to the Active Call Screen from the Line View. Available on the VVX Business Media phones that include VVX 101, 201, 3xx, 4xx, 5xx and 6xx series. 10 (default) - The phone returns to the line screen after 10 seconds. 2 - 10 - Specify the seconds after which the phone returns to the line screen.	No

Resolved Issues

The following table lists the resolved issues in UC Software 5.7.0.

Resolved Issues in UC Software 5.7.0

Category	Issue Number	Description
Application	EN-57707	When `saf.x.set` parameter is set to "/", the phone continues to download and upgrade the software repeatedly.
Application	EN-41829	VVX business media phone does not update the calendar events as per new time format after changing the time format from 12 hours to 24 hours and vice versa.
Application	EN-41828	VVX business media phone unable to search for active directory contacts in Outlook.
Application	EN-41788	The VVX business media phones still display the meeting status as 'Out of Office' even after the 'Out of Office' meeting status time is over.
Application	EN-33257	VVX business media phone does not update Outlook Contact display name on reboot.

Resolved Issues in UC Software 5.7.0

Category	Issue Number	Description
Application	EN-58143	During an inbound call with BToE client, the BToE application crashes randomly while transferring the call via PC.
Application	EN-58108	In some cases, the Skype for Business client crashes when answering a call from VVX business media phone paired to the BToE client.
Audio	EN-41579	The phone starts playing local ringtone when PEM is received as inactive in a non-active dialog. By setting `voIpProt.SIP.ignore.pEarlyMediaInactive=1`, the phone stops playing ringtone.
Audio	EN-35866	Using G.729 codec on the VVX business media phones with HD voice handset causes audio to be muffled.
Audio	EN-33578	A one-way Rx audio is observed when answering the fifth incoming call on the VVX business media phone, while four other calls are in the ringing state.
Audio	EN-32525	When the VVX 1xx, 2xx, 3xx, and 4xx series business media phones receive close to 20 incoming calls during an active call, and the call waiting is disabled, the phone experiences an audio issue.
Audio	EN-32447	The VVX business media phone takes 4-5 seconds to establish an audio when answering the Skype for Business response group call.
Audio	EN-59507	In a Boss-Admin setup, VVX business media phone does not play the customized ringtone configured for the boss line when Boss places a call to VVX business media phone using Skype for Business client.
Audio	EN-60423	When rejoining a Skype for Business meeting, VVX business media phone does not receive any audio in a PC audio mode.
Audio	EN-58139	VVX 411 and 500 business media phones do not ring for an incoming call when paired with BToE 3.6.0 version.
Calling	EN-59839	VVX D60 does not dial a voicemail number that contains alphanumeric text.
Calling	EN-59146	During an incoming call, the VVX business media phones play two short tones instead of the configured ringtone.
Calling	EN-56175	A delay in audio is observed when the incoming call is answered using the D60 handset.
Calling	EN-50018	When you simultaneously keep receiving a PTT call during an active call, the call hold reminder tone continues to play even when the call is disconnected and phone is in idle state.
Calling	EN-46916	The VVX business media phone freezes during the call when the digits are pressed quickly.
Calling	EN-44612	Blind transfer fails on a D60 handset if the call is answered on the twinned line.
Calling	EN-42829	Call input screen is not populated to perform a call transfer in line view on the VVX 400 business media phone.

Resolved Issues in UC Software 5.7.0

Category	Issue Number	Description
Calling	EN-42469	The D60 assigned lines becomes usable when the D60 handset is twinned with a shared line of VVX business media phone which has Flexible Line Key (FLK) enabled.
Calling	EN-41307	The VVX business media phones does not end or reject the incoming call after the handset is put on-hook quickly.
Calling	EN-33761	If the URL dialing feature is disabled, the first two digits are missing from the call list when the user dials a URI number.
Calling	EN-32936	In a Skype for Business environment, the VVX business media phone does not display the Shared Line Appearance (SLA) remote notifications approximately after 30 minutes.
Calling	EN-32556	In a Shared Call appearance, remote resume fails when `sec.srtp` parameter is enabled.
Calling	EN-32424	When the configuration parameter `voIpProt.SIP.RFC3261TimerI` is set to 1, the VVX business media phone sends 481 response code to second INVITE after rejecting initial INVITE message with 488 response even when the transaction timeout is zero, as per specification for Transmission Control Protocol (TCP) transport.
Calling	EN-32376	The user is not able to answer an incoming call through Push API on a VVX business media phone, when full-screen splash is displayed on the phone's User Interface.
Calling	EN-27336	Lowering Maximum Transmission Unit (MTU) on VVX 500 and 600 series business media phones causes high load on session border controller (SBC) due to excessive fragmented packets.
Configuration	EN-35343 EN-55322	On the Polycom Trio and VVX business media phones, when the AutoDiscover option in the web server is disabled and the exchange server URL is blank, the configuration parameter `exchange.server.url` is not removed and is saved as a blank value.
Configuration	EN-50699	Bluetooth, when enabled, is not in effect sometimes after the Reboot/Restart/Upgrade.
Contact	EN-41973	VVX business media phones does not display search results of the contacts stored in Microsoft Outlook.
Contacts	EN-31282	Speed dials are not displayed for a short time when logging out and back in during the change in the destination directory file.
Directories/ Address Books	EN-58217	The VVX business media phone displays the message "More entries found, refine search" when the number of entries displayed by Open LDAP server is equal to the value of parameter `dir.corp.pageSize` or `dir.corp.PageSize-1`.
Directories/Address Books	EN-27331	While searching for any contact in the LDAP directory after the phone reboots, the phone displays a message indicating no entries found.

Resolved Issues in UC Software 5.7.0

Category	Issue Number	Description
Directories/Address Books	EN-27320	The VVX business media phones do not allow users to Add/Delete contact from GENBAND's Personal Address Book (PAB) list.
General	EN-32437	The VVX 600/601 business media phones do not pair with Bose QC35/Plantronics voyager headsets.
General	EN-59463	Users are intermittently signed out from VVX business media phone registered to Skype for Business server when using Web Configuration Utility to sign-in.
General	EN-58671	The VVX business media phones generate core dumps when an image type is not received from Skype for Business server.
Hardware	EN-32504	A possible memory leak makes SoundStructure VoIP Card unresponsive overtime.
Network	EN-55660	When the VVX business media phone is set to the forced 1000FD mode and is connected to a Cisco switch having Auto-Negotiation disabled, the LAN connection in the phone goes down.
Network	EN-41781	When the parameter `softkey.feature.buddies` is enabled, **Contact** soft key has display issues on the phone's user interface.
Network	EN-32579	VVX D60 base station incorrectly configures its PC port into voice VLAN resulting in the PC/laptop device connected to PC port getting into Voice VLAN.
Network	EN-34311	When the last p-early-media message is set as inactive, the phone does not send RTP packets after 200 OK response for INVITE.
Network	EN-35844	VVX business media phones fail to register to Office 365 through a non-federated account.
Provisioning	EN-31362	When the `log.render.file.upload.append="0"`, no logs are uploaded to provisioning server.
Security	EN-57843	The VVX business media phone's microbrowser does not send Server Name Indication (SNI) in TLS negotiation.
Security	EN-54673	The VVX business media phone re-registers and gets unregistered immediately when changing the transport protocol from a non-secure mode to secure mode along with TLS profile configuration.
Security	EN-33164	The VVX business media phone shows the password as plain text in the phone information menu when the password is provided as a part of server address.
Security	EN-32360	The VVX business media phone fails to authenticate to Microsoft Exchange when the Active Directory domain UPN does not match the SIP domain name.
User Interface	EN-56894	The VVX business media phone displays corrupt characters for date/time display at the status bar when the preferred language is set as Irish or Spanish.
User Interface	EN-56736	VVX 101, 201, 300, 301, 310, 311 business media phone displays the "Enabled" and "Disabled" text incorrectly on the phone's user interface upon changing to Korean language.

Resolved Issues in UC Software 5.7.0

Category	Issue Number	Description
User Interface	EN-55129	When changing the language from French for France (fr-fr) to French for Canada (fr-ca) or vice versa, the VVX business media phone requires a reboot to display the translated words on the phone's user interface.
User Interface	EN-41819	The VVX business media phone continues to display the missed calls list even after viewing the missed call numbers in the call history.
User Interface	EN-35238	VVX business media phone incorrectly displays the newly added Outlook Contacts in Korean language.
User Interface	EN-34913	When VVX business media phone is registered to BroadSoft server and is subscribed to as-feature-event, the phone sends a SIP 403 forbidden message in response to Session Border Controllers (SBC).
User Interface	EN-33681	VVX business media phones registered to Skype for Business and Exchange server continues to display a meeting reminder pop-up even after joining the same meeting using **Join** button.
User Interface	EN-32874	The position of the **GuestIn** soft key changes incorrectly when the parameter `softkey.feature.directories` is enabled or disabled.
Video	EN-32443	On VVX 500/600 business media phones, the video stops when the server sends unsupported audio and supported video codecs in re-INVITE.

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.

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