



# Poly UC Software 5.9.7F

**Applies to Poly VVX Business Media Phones, Poly VVX Business IP Phones, and Poly SoundStructure VoIP Interface Phones**

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## Supported Phone Models

Poly UC Software 5.9.7F supports the following Poly endpoints:

- VVX 101/201
- VVX 150
- VVX 250
- VVX 301/311
- VVX 350

- VVX 401/411
- VVX 450
- VVX 501

The following phones are supported in UC Software 5.9.7F but don't receive new feature updates:

- VVX 300/310
- VVX 400/410
- VVX 500
- VVX 600
- VVX 601

## What's New in This Release

Poly Unified Communications (UC) Software 5.9.7F includes software updates, resolved issues, and the following new feature:

- [Poly Lens Support](#)

### ***Poly Lens Support***

Poly Lens cloud-based management software simplifies the following tasks for VVX phones across your entire organization:

- onboarding
- provisioning
- monitoring
- management

Device analytics provide insight to help you understand trends about your phones.

You can register your VVX phone with Poly Lens during system setup on the Poly Lens registration page. Learn more [here](#).

## Security Updates

See the [Security Center](#) for the security advisories, bulletins, and related acknowledgments and recognition.

## Technical Updates

For technical updates regarding UC Software and SoundStation products, see [Poly Engineering Advisories and Technical Notifications](#).

## Download the Distribution Files

To download Poly UC software 5.9.7F, 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, Poly recommends using the split resource file that corresponds to the phone models for your deployment. To match the correct UC software resource file to your phone model, see the table [Understand the Combined ZIP and Split ZIP Files](#). If you provision 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 5.9.7.4477F.

## 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 ZIP and Split ZIP Files

Distributed Files	File Purpose and Application	Combined	Split
3111-40250-001.sip.ld	SIP application executable for VVX 101 business media phones.	No	Yes
3111-40450-001.sip.ld	SIP application executable for VVX 201 business media phones.	No	Yes
3111-46135-002.sip.ld	SIP application executable for VVX 300 business media phones.	No	Yes
3111-48300-001.sip.ld	SIP application executable for VVX 301 business media phones.	No	Yes
3111-46161-001.sip.ld	SIP application executable for VVX 310 business media phones.	No	Yes
3111-48350-001.sip.ld	SIP application executable for VVX 311 business media phones.	No	Yes
3111-46157-002.sip.ld	SIP application executable for VVX 400 business media phones.	No	Yes
3111-48400-001.sip.ld	SIP application executable for VVX 401 business media phones.	No	Yes

Distributed Files	File Purpose and Application	Combined	Split
3111-46162-001.sip.ld	SIP application executable for VVX 410 business media phones.	No	Yes
3111-48450-001.sip.ld	SIP application executable for VVX 411 business media phones.	No	Yes
3111-44500-001.sip.ld	SIP application executable for VVX 500 business media phones.	No	Yes
3111-48500-001.sip.ld	SIP application executable for VVX 501 business media phones.	No	Yes
3111-44600-001.sip.ld	SIP application executable for VVX 600 business media phones.	No	Yes
3111-48600-001.sip.ld	SIP application executable for VVX 601 business media phones.	No	Yes
3111-48810-001.sip.ld	SIP application executable for VVX 150	No	Yes
3111-48820-001.sip.ld	SIP application executable for VVX 250	No	Yes
3111-48830-001.sip.ld	SIP application executable for VVX 350	No	Yes
3111-48840-001.sip.ld	SIP application executable for VVX 450	No	Yes
3111-33215-001.sip.ld	SIP application executable for SoundStructure VoIP Interface phones.	No	Yes
sip.ld	Concatenated SIP application executable.	Yes	No
dect.ver	Text file detailing build-identifications for the VVX D60 handset.	Yes	Yes
sip.ver	Text file detailing build-identifications for the release.	Yes	Yes
000000000000.cfg	Master configuration template file.	Yes	Yes
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 web browser applications.	Yes	Yes

<b>Distributed Files</b>	<b>File Purpose and Application</b>	<b>Combined</b>	<b>Split</b>
device.cfg	Configuration parameters for basic device configuration.	Yes	Yes
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/Skype for Business-specific configuration parameters.	Yes	Yes
pstn.cfg	Contains parameters for Public Switched Telephone Network (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 set for each site.	Yes	Yes
video.cfg	Configuration parameters for video connectivity.	Yes	Yes
video-integration.cfg	Configuration parameters for Polycom SoundStation IP 7000 conference phone and Polycom HDX system integration.	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

Distributed Files	File Purpose and Application	Combined	Split
polycomConfig.xsd	Master configuration file that contains the parameters and its values.	Yes	Yes

## Revision History

This following table lists the release history of Poly Unified Communications (UC) Software 5.9.7F.

### Version History

Release	Release Date	Features
5.9.7F	September 2022	This release includes important field fixes and the following feature: <ul style="list-style-type: none"> <li>Poly Lens support</li> </ul>
5.9.7	December 2021	This release includes important field fixes.
5.9.6	April 2021	This release includes important field fixes.
5.9.5	October 2019	This release includes important field fixes and support for the following features: <ul style="list-style-type: none"> <li>Introduction of new parameters to Session Traversal Utilities for NAT</li> </ul> New parameter for Dual-Tone Multi-Frequency Tones for OPUS codec
5.9.4	September 2019	This release includes important field fixes and support for the following features: <ul style="list-style-type: none"> <li>Third-Party Application ID Implementation on Skype for Business Phones</li> </ul> Sign In Remotely Using Web Sign-in for Skype for Business
5.9.3	July 2019	This release includes the following new and enhancement features: <ul style="list-style-type: none"> <li>DHCP IP Address Cache</li> <li>TLS Support for BToE</li> <li>Polycom Cloud Connector</li> </ul> Enhancement to Wi-Fi Settings
5.9.2	March 2019	This release includes important field fixes.
5.9.1	January 2019	This release includes enhancement to VLAN ID and Wi-Fi dongle support.

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Release	Release Date	Features
5.9.0	December 2018	<p>This release includes important field fixes and support for the following features:</p> <ol style="list-style-type: none"><li>1. Session Traversal Utilities for NAT (STUN)</li><li>2. Device Analytics Support for PDMS-SP</li><li>3. Multilevel Precedence and Preemption (MLPP) for Assured Services - Session Initiation Protocol (AS-SIP)</li><li>4. Support for H.264 Packetization Mode</li><li>5. Enhanced Busy Lamp Field (BLF)</li><li>6. Busy Lamp Field Hold Alerting</li><li>7. Busy Lamp Field (BLF) Spontaneous Call Appearance on Per BLF Basis</li><li>8. Enhanced Feature Key Macro Actions</li><li>9. Retrieve Logs from Support Information Package Page in the system web interface</li><li>10. Simple Certificate Enrollment Protocol</li><li>11. Privacy for Call Logs and Contacts</li><li>12. Enhancement to Wireless Network Connectivity</li><li>13. Call Hold Timer</li><li>14. GZIP Encoding of SIP INFO Messages</li><li>15. Enhanced Boss-Admin for VVX phones</li></ol> <p>Web Sign In for Skype for Business On-Premise Deployment</p>

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## Language Support

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

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

- Polish, Poland
- Portuguese, Portugal
- Russian, Russia
- Slovenian, Slovenia
- Spanish, Spain
- Swedish, Sweden

## Resolved Issues

The following table lists the resolved issues in UC Software 5.9.7F.

### Resolved Issues

Issue ID(s)	Description
VOICE-67812	VVX phones do not properly process and accept offered LLDP configuration for voice VLAN tagging.
VOICE-68037 VOICE-68241	On some VVX 600 phones, Buddy Watch status freezes and doesn't update until a reboot. Buddy Watch then works normal for a time, but eventually freezes again and needs another reboot.
VOICE-70786	The network link is lost when the system receives packets with a specific IP protocol.

## Known Issues

There are no known issues in UC Software 5.9.7F.

## Get Help

For more information about installing, configuring, and administering Poly products or services, go to the [Poly Online Support Center](#).

## *Related Poly and Partner Resources*

See the following sites for information related to this product.

- [Poly Support](#) is the entry point to online product, service, and solution support information. Find product-specific information such as Knowledge Base articles, Support Videos, Guides & Manuals, and Software Releases on the Products page, download software for desktop and mobile platforms from Downloads & Apps, and access additional services.
- The [Poly Document Library](#) provides support documentation for active products, services, and solutions. The documentation displays in responsive HTML5 format so that you can easily access and view installation, configuration, or administration content from any online device.



- The [Poly Community](#) provides access to the latest developer and support information. Create an account to access Poly support personnel and participate in developer and support forums. You can find the latest information on hardware, software, and partner solutions topics, share ideas, and solve problems with your colleagues.
- The [Poly Partner Network](#) is a program where resellers, distributors, solutions providers, and unified communications providers deliver high-value business solutions that meet critical customer needs, making it easy for you to communicate face-to-face using the applications and devices you use every day.
- The [Poly Services](#) help your business succeed and get the most out of your investment through the benefits of collaboration. Enhance collaboration for your employees by accessing Poly service solutions, including Support Services, Managed Services, Professional Services, and Training Services.
- With [Poly+](#) you get exclusive premium features, insights and management tools necessary to keep employee devices up, running and ready for action.
- [Poly Lens](#) enables better collaboration for every user in every workspace. It is designed to spotlight the health and efficiency of your spaces and devices by providing actionable insights and simplifying device management.

## Privacy Policy

Poly products and services process customer data in a manner consistent with the [Poly Privacy Policy](#). Please direct comments or questions to [privacy@poly.com](mailto:privacy@poly.com).

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