Polycom® UC Software 5.4.5

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

Contents

What's New in Polycom UC Software 5.4.5

Polycom® Unified Communications (UC) Software 5.4.5 is a release for Polycom for all Open SIP servers along with Microsoft® Lync® 2010, Microsoft® Lync 2013, Skype™ for Business, and Skype™ for Business Online interoperability. This release improves the functionalities related to the GENBAND environments for Polycom phones.

Polycom UC Software 5.4.5 supports the following Polycom endpoints:

- Polycom® VVX® 101 business media phones
- Polycom® VVX® 201 business media phones
- Polycom® VVX® 300/310 business media phones
- Polycom® VVX® 301/311 business media phones
- Polycom® VVX® 400/410 business media phones
- Polycom® VVX® 401/411 business media phones
- Polycom® VVX® 500 business media phones
- Polycom® VVX® 501 business media phones
- Polycom® VVX® 600 business media phones
- Polycom® VVX® 601 business media phones
- Polycom® SoundStructure® VoIP Interface
- Polycom® VVX® 1500 business media phones

Polycom UC Software 5.4.5 supports the following Polycom accessories:

- Polycom® VVX® Camera
- Polycom® VVX® Expansion Module
- Polycom® VVX® D60 Wireless Handset

These release notes provide important information on software updates, phone features, and known issues.

Important Notice

Due to the increase in the size of the software code base in UC Software 5.4.1, there is an issue when upgrading from an earlier version of UC Software to UC Software 5.4.5 using the combined software package, except when upgrading from UC Software 5.4.1. This issue can prevent phones from upgrading successfully. System administrators utilizing the combined software package should perform one of the following types of upgrades:

- Upgrade to UC Software 5.2.5 or 5.3.3 prior to upgrading to UC Software 5.4.5.
- Upgrade to UC Software 5.4.5 using the individual split software package.

Note: Upgrading directly to UC Software 5.4.5

Attempting to upgrade directly to UC Software 5.4.5 will not harm the phone, and the upgrade may succeed. However, this is not recommended. Applying future upgrades to phones running UC Software 5.4.5 will not require any special action.

Phone Features and Licenses

The features and licenses required to operate the phones vary by phone model. Refer to this section to find out which phone features and licenses you require for your 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, and *Yes** indicates that the phone requires you to purchase a feature license from Polycom to support a feature.

VVX Series and SoundStructure 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
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
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

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
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 honour based license from Polycom.

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.

Configuration File Enhancements

The following table lists configuration file enhancements that include new or changed parameters for this Polycom UC Software 5.4.5 release. For more information on using configuration parameters to enable or

disable features, see the *Administrator Guide for Polycom UC Software 5.4.x* available on the Polycom Voice Support site.

Configuration File Enhancements in UC Software 5.4.5

Parameter	Permitted Values	Default	Issue ID
attendant.callWaiting.enable	0 or 1	0	VOIP-118684

When enabled, the phone generates an acoustic indication of call waiting for attendant calls. When disabled, the phone does not generate acoustic indication of call waiting for attendant calls

Parameter	Permitted Values	Default	Issue ID
attendant.callWaiting.ring	Silent, ring, or beep	silent	VOIP-118684

This parameter is valid only if attendant.callWaiting.enable is set to 1. Specifies the ringtype to be used for notifying an attendant call if there is an active call already present on the phone. If set to 'silent', no acoustic indication is provided. If set to 'beep', beep tone is played when there is an active call on the phone and an attendant call is received. If set to 'ring', ring tone configured in attendant.ringType is used to alert the user when there is an active call on the phone and an attendant call is received.

Parameter	Permitted Values	Default	Issue ID
call.autoAnswer.playTone.enable	0 or 1	1	VOIP-116716

If call.autoAnswer.playTone.enable is enabled, the auto-answer tone is played.
If call.autoAnswer.playTone.enable is disabled, the auto-answer tone is not played.

Parameter	Permitted Values	Default	Issue ID
call.shared.preferCallInfoCID	0 or 1	0	VOIP-115283

If the value is 0, the Caller-ID information received in the 200 OK status code will not be ignored if the NOTIFY message received with caller information includes display information.
If the value is set to 1, the Caller-ID information received in the 200 OK status code will be ignored if the NOTIFY message received with caller information includes display information.

Parameter	Permitted Values	Default	Issue ID
device.logincred.extension	0 – 32	Empty string("")	VOIP-105796

When phones are configured for Registration with Pin-Auth credentials, phones read extension from this configuration parameter. If the default value is set, phones will not trigger registration.

Parameter	Permitted Values	Default	Issue ID
device.logincred.pin	0 – 32	Empty string("")	VOIP-105796

When phones are configured for Registration with Pin-Auth credentials, phones read Pin from this configuration parameter. If the default value is set, phones will not trigger registration.

Parameter	Permitted Values	Default	Issue ID
device.net.etherStormFilterPpsValue.set	0 or 1	0	VOIP-117889

When set to 1, the device.net.etherStormFilterPpsValue parameter can be configured.
When set to 0, the device.net.etherStormFilterPpsValue parameter cannot be configured.

Parameter	Permitted Values	Default	Issue ID
device.net.etherStormFilterPpsValue	17 to 40	38	VOIP-117889

With this parameter configuration, the corresponding packets per second (pps) will be set for storm filter and controls the incoming network traffic accordingly.

Parameter	Permitted Values	Default	Issue ID
dir.corp.cacheSize	32 to 64	64	VOIP-119980

The maximum number of entries that can be cached locally on the phone using the BER platform.

Parameter	Permitted Values	Default	Issue ID
dir.corp.pageSize	8 to 32	16	VOIP-119980

The maximum number of entries requested from the corporate directory server with each query on a BER platform.

qos.ethernet.tcpQosEnabled	0 or 1	0	VOIP-117546

If set to 1, the phone sends configured Quality of Service (QoS) priorities for SIP on Transport Control Protocol (TCP).

If set to 0, the phone does not send configured Quality of Service (QoS) priorities for SIP on Transport Control Protocol (TCP).

softkey.feature.directories	0 or 1	1	DOC-1440

If set to 1, the **Directories** soft key is displayed on the idle screen of the VVX phone.

If set to 0, the **Directories** soft key is not displayed on the idle screen of the VVX phone

up.basicSettings.networkConfigEnabled	0 or 1	0	VOIP-119072

If the value is 0, **Network Configuration** menu item is not shown under **Basic Settings** menu.

If the value is 1, **Basic Setting** menu shows **Network Configuration** Menu item with few configurable network options for the user without admin rights.

up.softkey.transferTypeOption.enabled	0 or 1	1	VOIP-118065

If the value is 1, the transfer type can be changed from consultative to blind and vice versa using a soft key after the user has initiated a transfer, but before completing the call to the far end.

If the value is 0, there is no option to change from consultative to blind and blind to consultative when the user is in dial prompt after pressing the **Transfer** soft key.

voice.handsetHeadset.rxdg.offset	9 to -12	0	VOIP-117878

Offsets the RxDg range of the handset and headset by the specified number of decibels.

voice.handsfreePtt.rxdg.offset	9 to -12	0	VOIP-117878

Offsets the RxDg range of the hands-free and hands-free Push-to-Talk (PTT) by the specified number of decibels.

voice.ringerPage.rxdg.offset	9 to -12	0	VOIP-117878

Offsets the RxDg range of the ringer and hands-free Page by the specified number of decibels.

voIpProt.SIP.callinfo.precedence.overAlertinfo	0 or 1	0	VOIP-114208

This parameter is used to give priority to call-info header with answer-after string over alert-info header.

If set to 1, the call-infor header is given priority.

If set to 0, the alert-info is given priority.

voIpProt.SIP.looseContact	0 or 1	0	VOIP-115333

If the value is 0, the ephemeral port is added to the contact header in the TLS case.

If the value is set to 1, the port parameter will not be added to the contact header message or SIP messages.

voIpProt.SIP.renewSubscribeOnTLSRefresh	0 or 1	1	VOIP-117161

When enabled, for an as-feature-event, the SUBSCRIBE message shall be sent along with the RE-REGISTER when Transport Layer Security (TLS) breaks. When disabled, the SUBSCRIBE and RE-REGISTER messages shall be sent at different times.

Recommendation for registering phones in SFB environments through configuration parameters are as follows:

For SSI:

```
reg.1.auth.loginCredentialType="usernameAndPassword"
reg.1.address = "xxxx@domain.com"
device.set="1"
device.logincred.user.set = "1"
device.logincred.user = "xxxx"
device.logincred.password.set = "1"
device.logincred.password = "xxxxx"
device.logincred.domain.set = "1"
device.logincred.domain = "domain"
```

For Pin-Auth:

```
reg.1.auth.usePinCredentials="1"
reg.1.auth.loginCredentialType = "extensionAndPIN"
device.set="1"
device.logincred.extension.set = "1"
device.logincred.extension = "xxxx"
device.logincred.pin.set = "1"
device.logincred.pin = "xxxx"
```

Release History

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

Release History

Release	Release Date	Description
5.4.5	September 2016	This release has important field fixes.
5.4.4 Rev P	July 2016	This release has important field fixes.
5.4.4 Rev E	May 2016	This release has an important field fix.
5.4.4	May 2016	This release has important field fixes.
5.4.3	February 2016	This release introduced the Polycom VVX D60 Wireless Handset and VVX D60 Base Station.
5.4.2 Rev D	January 2016	This release has important field fixes.

Release	Release Date	Description
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 Lync (EFLK) • Master Key Identifiers (MKI) • Shared Line appearance on Lync • Better Together over Ethernet (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 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.
5.3.2	November 2015	This release has important field fixes.
5.3.1	July 2015	Includes support for locking the settings menu, enhancements for push-to-talk calls, support for Lync location-based routing, and other important field fixes.
5.3.0	March 2015	Includes support for several Lync, BroadSoft, and Open SIP features.
5.2.5	December 2015	Includes support for new in call display and off hook dialing as well as critical field fixes.
5.2.4	September 2015	This release delivers important field fixes.
5.2.3	May 2015	This release has important field fixes.

Release	Release Date	Description
5.2.2	March 2015	This release has important field fixes. Minor feature improvements, an added Open Source Software license, and other resolved issues.
5.2.1	November 2014	This release has important field fixes.
5.2.0	October 2014	Added support for web page sign-in to Lync, user interface optimizations, and support for various GENBAND features.
5.1.3	November 2014	Added support to log into Lync client through the phone's web interface.
5.1.2	September 2014	Added image background lock down and power turn off for all the USB ports.
5.1.1C	July 2014	Introduced Microsoft-qualified UC Software for VVX 410, VVX 500, VVX 600, and SoundStructure VoIP Interface.
5.1.1B	July 2014	Resolved the bandwidth hold issues that existed on VVX 300 phones and SoundStructure VoIP Interface when using Lync 2013 with Call Admission Control.
5.1.1	July 2014	Added full support of Lync contact card and support to forward the delegated call to the boss voicemail.
5.1.0	May 2014	Added visual indication of security classification, centralized call recording controls for BroadSoft server, and enabling or disabling the security vulnerable ports.
5.0.1	October 2013	Added Arabic language support, BToE auto pairing, quick search support for the BroadSoft UC-One local contacts.
5.0.0	September 2013	Added support to Lync Call Park feature, Better Together over Ethernet (BToE), Lync Boss-Admin, and Address Book Services (ABS).

Security Updates

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

Products Tested with this Release

Polycom UC Software 5.4.5 is tested extensively with a wide range of products. The following list is not a complete inventory of compatible equipment. It indicates the products that have been tested for compatibility with this release.

Polycom recommends that you upgrade your Polycom devices with the latest software

versions, as compatibility issues may already have been addressed by software updates. Refer to the Current Polycom Interoperability Matrix to match Polycom devices with the latest software release.

Polycom UC Software 5.4.5 supports the following Polycom endpoints:

- Polycom® VVX® 101 business media phones
- Polycom® VVX® 201 business media phones
- Polycom® VVX® 300/310 business media phones
- Polycom® VVX® 301/311 business media phones
- Polycom® VVX® 400/410 business media phones
- Polycom® VVX® 401/411 business media phones
- Polycom® VVX® 500 business media phones
- Polycom® VVX® 501 business media phones
- Polycom® VVX® 600 business media phones
- Polycom® VVX® 601 business media phones
- Polycom® SoundStructure® VoIP Interface
- Polycom® VVX® 1500 business media phones

Polycom UC Software 5.4.5 supports the following Polycom accessories:

- Polycom® VVX® Camera
- Polycom® VVX® Expansion Module
- Polycom® VVX® D60 Wireless Handset

Install UC Software 5.4.5

Consider the following installation and update information when using Polycom UC Software 5.4.5.

Downloading the Distribution Files

When downloading UC Software 5.4.5, 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 following table. 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 **5.4.5.6770**.

The following table indicates the files distributed in the combined and split ZIP files. In the following table, *x* indicates that the software package is not available with the distributed file and ✓indicates that the software package is available with the distributed file.

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	x	✓
3111-40450-001.sip.ld	SIP application executable for VVX 201	x	✓
3111-46135-002.sip.ld	SIP application executable for VVX 300	x	✓
3111-48300-001.sip.ld	SIP application executable for VVX 301	x	✓
3111-46161-001.sip.ld	SIP application executable for VVX 310	x	✓
3111-48350-001.sip.ld	SIP application executable for VVX 311	x	✓
3111-46157-002.sip.ld	SIP application executable for VVX 400	x	✓
3111-48400-001.sip.ld	SIP application executable for VVX 401	x	✓
3111-46162-001.sip.ld	SIP application executable for VVX 410	x	✓
3111-48450-001.sip.ld	SIP application executable for VVX 411	x	✓
3111-44500-001.sip.ld	SIP application executable for VVX 500	x	✓
3111-48500-001.sip	SIP application executable for VVX 501	x	✓
3111-44600-001.sip.ld	SIP application executable for VVX 600	x	✓
3111-48600-001.sip	SIP application executable for VVX 601	x	✓
2345-17960-001.sip.ld	SIP application executable for VVX 1500	x	✓
3111-33215-001.sip.ld	SIP application executable for SoundStructure VoIP Interface	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	✓	✓

Distributed Files	File Purpose and Application	Combined	Split
applications.cfg	Configuration parameters for microbrowser and browser applications	✓	✓
device.cfg	Configuration parameters for basic device configuration	✓	✓
features.cfg	Configuration parameters for telephony features	✓	✓
firewall-nat.cfg	Contains configuration parameters for telephony features	✓	✓
H323.cfg	Configuration parameters for the H.323 signaling protocol	✓	✓
lync.cfg	Contains Skype for Business and 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 and Polycom HDX system integration	✓	✓
VVX-dictionary.xml	Includes native support for the following languages: • Arabic, UAE • Chinese, Traditional • Chinese, Simplified • Danish, Denmark • Dutch, Netherlands	✓	✓

Distributed Files	File Purpose and Application	Combined	Split
	• 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		
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	✓	✓

Resolved Issues

This section lists the issues that were resolved in UC Software 5.4.5.

Resolved Issues in 5.4.5

Category	Issue ID	Found in Release	Description
Audio	VOIP-115125	5.4.2	The issue that causes VVX phones to not able to dial out from the placed call list when the OPUS codec is in use is fixed.
Audio	VOIP-118273	4.1.8 5.4.2	The issue that causes an audio garble while a call is placed after an incoming intercom call is fixed.
Audio	VOIP-118622	5.4.4	The issue that causes audio loss on VVX for around eight seconds for call center calls through Anywhere365 is fixed.

Category	Issue ID	Found in Release	Description
BroadSoft	VOIP-114208	5.4.2 5.4.1 4.1.8 5.3.1 5.3.2	The `voIpProt.SIP.callinfo.precedence.overAlertinfo` parameter is introduced to set the priority between call-info header with answer-after string and alert-info.
Browser	VOIP-117595	5.3.0	Sluggish behavior observed on the VVX 1500 phones that is caused by the browser utilizing more than 40% of the available system memory has been corrected by causing the browser to silently restart.
BToE	VOIP-117570	5.4.1 5.4.4	SSH Key is no longer hardcoded on the phones even though it is used with BToE.
BToE	VOIP-118317	5.4.2	Improved the stability of pairing of BToE application with phone by handling heartbeat messages.
BToE	VOIP-118992	5.4.4	The issue that causes the Polycom BToE Connector to log too much data at BTOE_DBG_DBG is fixed.
BToE	VOIP-119157	5.4.2	The issue that causes the BToE application to randomly disconnect and then drop from the conference call is fixed.
Busy Lamp Field	VOIP-117809	5.4.4	The issue that causes the Busy Lamp Field (BLF) update on the phone to fail after the first reboot is fixed.
Calling	VOIP-114833	5.4.2	The VVX 101 and 201 phones now allow transfer and hold when the parameter `softkey.feature.basicCallManagement.redundant="0"`.
Calling	VOIP-115887 VOIP-117391	4.0.9	The caller ID for outbound calls on Genband MADN lines will now be displayed instead of the message "Unknown".
Calling	VOIP-116261 VOIP-116407	5.4.0	A race condition in which, two VVX 500 participants from a single Response Group off-hooks a call at almost the same time, resulting in an incorrect missed call notification at the participant who off-hooked last is fixed.
Calling	VOIP-116272	4.0.9	Phones now use the contact URI and Tel URI in the request line of the BYE message. When the `reg.1.telUri` parameter is disabled, the phone uses the contact URI and the call ends. When the `reg.1.telUri` parameter is enabled, the phone uses the Tel URI and the call ends.
Calling	VOIP-117206	5.2.4 5.4.4	Idle shared line phones no longer responds with a 486 (Busy) response when the parameter `call.stickyAutoLineSeize` is enabled.
Calling	VOIP-117375	4.0.10 5.4.4	The issue that causes a random Enhanced 911 (E.911) call failure when the phone is set to a static IP address is fixed.

Category	Issue ID	Found in Release	Description
Calling	VOIP-117528	5.4.4	The issue that causes the incorrect destination to be displayed in the in call list when registrations are configured with multiple line keys is fixed.
Calling	VOIP-117689	5.4.4	Phone no longer rings on SIP INVITE from other sources other than the registered servers if the following parameters are configured: • `serversvoIpProt.SIP.requestValidation.×.method=""` • `voIpProt.SIP.requestValidation.×.request=""`
Calling	VOIP-117746	5.4.2	The issues that causes phones to fail in dialing full URI if the URI contains extension format x1234 instead of ext=1234 is fixed.
Calling	VOIP-117852 VOIP-118065	5.4.4	The new transfer behavior introduced in UCS 5.3.0 was not made configurable, forcing customers who upgraded to versions of UCS from UCS 5.3.0 to be presented with a new transfer behavior. This behavior was not suitable for all users, so it is necessary to allow either the old or new behavior to be selected via configuration. In this release, the transfer behavior can be set via the new parameter `up.softkey.transferTypeOption.enabled`.
Calling	VOIP-118107	5.4.4	The issue that causes the phone to reboot and create core dump files during incoming calls in specific environments is fixed.
Calling	VOIP-118274	5.4.4	The issue that causes VVX to create a new TLS socket when a call is canceled shortly after dialing that resulting in loss of registration is fixed
Calling	VOIP-118443	5.4.4	The issue that causes the DUT to not place an intercom call on MUTE for ringAnswerMute after the call is answered manually while there is in active call on DUT with a phone.The issue that causes the phone to fail to place an intercom call on MUTE when the value of `call.autoAnswer.ringClass` is set to ringAnswerMute and an intercom call is answered manually while there is in active call has been fixed.
Calling	VOIP-119017	5.4.2	When the admin terminates a call that was previously placed on hold by the boss, the call randomly re-appears as a held call on the boss' phone. This issue is fixed.
Calling	VOIP-119454	5.5.0	Office 365 (O365) accounts will now work when polycom user agent is used.
Configuration	VOIP-115897	5.4.1 5.4.2	VVX Phones upon receiving the INVITE message with multiple diversion headers now display the first diversion header when the parameter `voIpProt.SIP.header.diversion.list.useFirst ="1"`.

Category	Issue ID	Found in Release	Description
Configuration	VOIP-115991	4.0.8 4.0.9	Problems with sending Network Address Translation (NAT) keep alive messages to the call server is fixed.
Configuration	VOIP-116907	5.4.2	The issue that causes the phone to failover when re-registration on failover (RROFO) is enabled and mode is set to registration is fixed.
Configuration	VOIP-118172	5.4.4	The issue that corrupts the Russian localized contacts on the phone is fixed.
Configuration	VOIP-118722	5.4.4	The issue that causes the NAT keepalive message to be sent to one registered line when two lines are configured on a VVX phone on ports 1 and 2 is fixed.
Contact Directory	VOIP-117521	5.4.5	Directory entries in the BroadSoft directory stored on the Broadworks server were not displayed on the phone if the entries included non-standard characters, that includes many standard non-English characters such as characters represented by ascii codes from 128 to 159. From UCS 5.4.5, these characters will be supported and any contact entered into the BroadSoft directory will display correctly on the phone.
Contact Directory	VOIP-117937	5.4.5 5.5.0	The email address field data of a contact is not getting saved in the local contact directory when the contact is searched from BroadSoft Directory and saved while in BroadSoft Directory. This issue is fixed.
Contacts	VOIP-118983	5.4.3 5.5.0	The issue that causes phones to lose all contacts randomly in some specific customer environments.
D60	VOIP-120015	5.4.4	In a Broadworks environment, the issue that causes feature access codes dialed through D60 to fail when dial string includes a pound (#) is fixed.
D60	VOIP-120212	5.4.4	VVX D60 now handles in-band DTMF properly when RFC2833 is unavailable.
Directory	VOIP-119118	5.4.1 5.4.4 5.5.0	At the time of the configuration update, the directory files 00000000-directory.xml and <MAC>-directory.xml, will be downloaded regardless of what the trigger is, by ensuring that the counter for contacts in the directory is correctly managed.
Functionality	VOIP-116368	5.4.2	Blind transfer of the call to Exchange auto attendant in Skype for Business online environment now works without any issue.
Functionality	VOIP-117025	5.4.4	Failure of Domain Name System (DNS) fallback to correctly work after an SRV query fails and then performing a subsequent A record query for the same Network Time Protocol (NTP) address is fixed.
Functionality	VOIP-117141	5.4.2	Phones now throughputs at the rate of the speed of LAN when the PC is connected to the PC port of the phone.

Category	Issue ID	Found in Release	Description
Functionality	VOIP-117775	5.4.2	Internal DSP problems that cause VVX600 to intermittently reboot on receipt of an incoming call is fixed.
Functionality	VOIP-118096	5.4.3 5.4.4 5.5.0	The issue that causes D60 spurious benign EVENT 4 messages to be printed in phone logs is fixed.
Functionality	VOIP-118318	5.4.4	The issue that causes the phones to reboot during a call or while browsing directories in specific customer environments is fixed.
Functionality	VOIP-118321	5.5.0	The issue that causes the phone to upload core dump upon restart is fixed.
Functionality	VOIP-119610	5.5.0	The issue that causes VVX phones to upload core dumps when subscribing to `attendant.uri` in the Asterisk 13 environment is fixed.
General	VOIP-112622	5.2.0	When the parameter `reg.x.server.y.specialInterop` is set to Genband, the user can enter multiple entries in the contact directory without causing any issues.
General	VOIP-115056	5.4.2	On VVX 500 and VVX 600 phones, DTMF tones will be played when a user is in an active and non-held call.
General	VOIP-115935	5.4.1	The issue that causes VVX 501 and 601 to not able to power both a VVX Camera and a VVX Expansion Module over an IEEE802.3af source is fixed.
General	VOIP-116483	5.4.2	VVX phones now complete the blind transfer with Competella switch board.
General	VOIP-116944	5.4.0 5.4.2 5.4.3	Performance of the VVX 1500 phone has been improved to resolve problems that caused sluggishness on the phone's user interface.
General	VOIP-117714	5.4.2	The issue that causes VVX600 to occasional lockup and reboot is fixed.
General	VOIP-117820 VOIP-117824	5.4.5	VVX 4xx keys will not become unresponsive after long periods of continuous use.
General	VOIP-117988	4.0.11	Additionally added Certificate Authority (CA) bundle (ca10.crt) for Web Server profile is now removed.
General	VOIP-118209	5.4.2 5.4.4	The issue that causes phones to not request DHCP option 144 after firmware upgrade is fixed.
General	VOIP-118412	5.4.2	The issue that causes failback to primary server to not honor the duration timer after the first failure from primary server is fixed.

Category	Issue ID	Found in Release	Description
General	VOIP-118650	5.4.3	Frequent reboots with core dumps in a specific customer environment with Broadworks Application Server R21SP1 through an SBC - Oracle OAP4600 is now fixed
General	VOIP-120606	5.4.2	The issue that causes polycom devices to unintentionally resync and download new software during customer maintenance of their Edge system when no resync is applied to the phone is fixed.
Interoperability	VOIP-117263	4.0.10 5.4.4	In the event of a server outage, the phone will now attempt to obtain presence information from a backup server.
Network	VOIP-116750	5.4.2	The issue that causes the VVX to fail to pass the LLDP packets to a computer connected to the PC-port of the VVX is fixed.
Networking	VOIP-119286	5.2.5 5.4.4 5.5.0	The issue that causes the phone to fail to utilize the contact header containing `maddr` parameter in the 301 response received to the outbound INVITE is fixed.
Provisioning	VOIP-119012	5.4.4	The issue that causes phones to take three minutes to restart after receiving NOTIFY CHECK-SYNC is fixed.
Provisioning	VOIP-120123 VOIP-120234	5.4.2	The issue that causes VVX to not auto-reboot during a provisioning update is fixed.
Registration	VOIP-117744	5.4.2	The issue that causes the phone to unregister while an invalid uniform resource identifier (URI) call is ended in a Skype for Business environment is fixed.
Registration	VOIP-118373	5.4.2 5.4.4 5.4.5	The issue that causes phones to lose registration during failover to secondary server when receiving a valid response is fixed.
Session Description Protocol	VOIP-117309	5.4.3	Phones after rejecting Invite in-dialog with "488 Not Acceptable" message now sends media attributes in Session Description Protocol (SDP) when the **Hold** button is pressed immediately.
Session Description Protocol	VOIP-117433	5.4.3	The issues that causes the phones to play the local ring back tone after receiving 183 Session Progress response code with SDP is fixed.
Security	VOIP-115022	5.2.5 5.4.3 5.5.0	BroadSoft best practices recommend separating the actual domain name (DN) from the address as specified by the `reg.x.address` parameter to improve security. Prior to this fix, placing additional characters in the address field (reg.x.address) for a private line would result in failures of the Enhanced Call Park feature. With this fix, private lines will be able to use the parameter `reg.x.lineAddress`, to define where the call should be parked and enable full operation of Enhanced Call Park. Note that if there is no value specified for `reg.x.lineAddress`, `reg.x.address` will be used.

Category	Issue ID	Found in Release	Description
Skype for Business	VOIP-116987	5.4.2	The message displayed in Japanese language when the user signs in Skype for Business is corrected.
Skype for Business	VOIP-117515	5.4.1	The number of Exchange Web Services (EWS) requests from the phone has been significantly reduced to avoid flooding the server with messages.
Skype for Business	VOIP-117823	5.4.2	The inconsistency with the **Back** soft key in phone's Lync Skype for Business Directory is fixed.
Skype for Business	VOIP-118014	5.4.1	The issue that causes VVX phones to fail in using Extension and Pin for sign in in a production environment when using the parameter `dhcp.option43.override.stsUri` is fixed.
Skype for Business	VOIP-118342 VOIP-118646 VOIP-119431 VOIP-119021	5.4.2 5.4.4	The issues that causes VVX reboots during large SFB conference call is fixed.
Skype for Business	VOIP-118346	5.5.0	When the VVX phone is connected through BToE and user selects **Sign-in > Via PC** option, SFB client now displays the **Logon information needed** pop-up box.
Skype for Business	VOIP-118549	5.4.1 5.5.0	The issue that causes PIN authentication phones to get unregistered during system maintenance is fixed.
Skype for Business	VOIP-119174	5.4.5	If an SIP URI had special characters in it such as '&', self-presence always showed as Unknown and Pin Auth sign in would not work. This is now fixed so that any characters can be included in the SIP URI without issue.
Skype for Business	VOIP-119495	5.4.4	The issues that causes call forwarding to the number added by the client in phones to fail because of appended domain. VVX phones being unable to forward to a phone number added through the SFB client because of the automatically appended domain is fixed.
User Experience	VOIP-117692	5.4.4	PSTN caller can now hear a ringback tone for a Skype for Business (SFB) call to VVX through Sonus gateway.
User Interface	VOIP-115037	5.4.2	Intermittent losses of speed dial contacts are fixed on VVX101 phone when the parameter `lineKey.reassignment.enabled` is enabled.
User Interface	VOIP-115301	4.0.9 5.4.1	Phone shows up the configured value on the server when Call Forward No Answer (CFNA) ring count is configured on the server.
User Interface	VOIP-115417	4.1.8 5.4.2	Phones can now configure device parameters imported through the web UI.

Category	Issue ID	Found in Release	Description
User Interface	VOIP-116208	4.0.10 5.2.0 5.4.1 5.4.2 5.4.3	The User Interface language selection will be maintained on the phones after a reboot even if the language selection was made through the Web UI and not the Phone UI.
User Interface	VOIP-116323	4.0.10 5.4.1 5.4.2	The issue that causes Lightweight Directory Access Protocol (LDAP) query search results to not display all the fields if the parameter `dir.corp.attribute.x.label` contains words with French Symbols is fixed.
User Interface	VOIP-118214	5.4.3 5.4.4	The issue that causes phones to not show the **PIN Authentication** option after upgrade in specific environments is fixed.
User Interface	VOIP-118968	5.3.0	The issue that causes the HOME screen to show blue background for a long period of time when user presses the **Back** soft key from **Call List** in VVX 1500 is fixed.
User Interface	VOIP-119072	All versions	The ethernet and DHCP settings option is enabled for end-user without admin rights that are controllable through the new configuration parameter `up.basicSettings.networkConfigEnabled`.
User Interface	VOIP-119723	5.4.0	The issue that causes the Name display not to be updated when PAI is presented in the 200 OK of the legacy BLF pickup scenario is fixed.
User Interface	VOIP-119898	5.4.5	The issue that causes phones to show the full SIP URI in the call logs after reboot if URL has special characters in it is fixed.
User Interface	VOIP-120100	5.4.5 5.6.0	The **Conference** soft key is now displayed on the VVX phone if the parameter `voIpProt.SIP.conference.address` or `feature.nWayConference.enabled` is set to "1" and `call.localConferenceEnabled` is set to "1".
Security	VOIP-117074	5.4.3 5.4.4	VVX device certificate can now be sent through Xtended Services Interface (XSI) when requested.
Web Interface	VOIP-116030	5.4.1	Phone imports device certificates and device parameters from the phone's web interface.
Web Interface	VOIP-119496	5.4.1	Setting the `device.sntp.gmtOffset` parameter using the Web Configuration Utility's Import Configuration feature did not work. This issue is fixed.

Known Issues

There are no new known issues for UC Software 5.4.5. This section lists the known issues and suggested workarounds for this release and previous releases.

Known Issues and Suggested Workarounds for UC Software 5.4.5

Category	Issue ID	Release	Description	Workaround
Audio	VOIP-110146	5.4.3	Music on Hold is enabled by default.	Disable Music on Hold.
Audio	VOIP-114137	5.4.3	The wireless handset does not play the Fast Busy tone when Multiple Call Appearance is disabled.	
Calling	VOIP-112891	5.4.3	The wireless handset does not play the Fast Busy tone when a 5th call is placed to the wireless handset.	
Calling	VOIP-113593	5.4.3	Repeatedly redialing your extension causes the wireless handset to momentarily lose signal.	The signal recovers automatically after some time.
Cisco	VOIP-114970	5.4.3	Cisco Discovery Protocol (CDP) is not supported on the wireless handsets.	Use LLDP or a manual VLAN configuration.
General	VOIP-109655	5.4.3	Users cannot rename the wireless handset if the Intercom feature is disabled.	Enable the Intercom feature.
Hardware	VOIP-110213	5.4.3	When a location has multiple base stations with numerous wireless handsets registering to base stations at the same time, some wireless handsets may be asked to register to the wrong base station.	Verify the MAC address of the intended base station before registering.
Network	VOIP-113039	5.4.3	The VVX host phone does not forward the base station's LLDP packets to the network when the base station is connected to the PC port on the VVX phone and LLDP, CDP, and DVD are disabled.	
Network	VOIP-115057	5.4.3	While the base station is starting up, it acquires data VLAN before acquiring voice VLAN, which causes some issues when pairing the base station with the VVX phone.	Wait at least one minute after connecting the base station to a LAN port before pairing the base station with a VVX business media phone.
Shared Lines	VOIP-114930	5.4.3	If a server shared line is mapped to a wireless handset, any calls received on the shared line on one wireless handset do not display in the Recent Calls on the other registered wireless handsets.	

Category	Issue ID	Release	Description	Workaround
Skype for Business	VOIP-118807	5.5.1	Not able to escalate call to conference when SFB is in BToE mode and SFB Client is being used to share the users desktop.	No workaround is available.
Software Update	VOIP-115084	5.4.3	The software update occasionally fails on the base station or wireless handset, and the base station or wireless handset retains the previous software version.	Deregister and register the wireless handset, restart the base station, or unpair then repair the base station with the VVX phone.
User Interface	VOIP-108125	5.4.3	For contacts not listed in the Contact Directory, the number of a contact displays on the wireless handset during incoming calls instead of "Unknown".	
User Interface	VOIP-109323	5.4.3	The Barge In soft key displays on the wireless handset during calls on shared lines irrespective of the configuration set on the VVX host phone.	
User Interface	VOIP-114469 VOIP-113521	5.4.3	The wireless handset occasionally displays as out of range and the signal strength is not shown for a few seconds before displaying again.	
User Interface	VOIP-114799	5.4.3	The base station's name does not display after pairing with the VVX business media phone.	Navigate to the Home or Lines screen, then return to the pairing menu.
User Interface	VOIP-114800	5.4.3	On the wireless handset name screen, the Back soft key displays instead of the Delete soft key after you enter a space.	
User Interface	VOIP-114914	5.4.3	An error message displays when viewing call logs in quick succession.	Try again after 20 seconds.
User Interface	VOIP-115080	5.4.3	The correct software version does not display in the VVX D60 Upgrade Status menu even though the wireless handset is upgraded to the latest software version.	Turn the wireless handset off, then on.
User Interface	VOIP-115089	5.4.3	The wireless handset does not display the line number of the second participant in a conference call.	Split the conference call.
User Interface	VOIP-115116	5.4.3	The message "Pairing with Base Station. Please wait..." displays on the VVX phone when a device other than a base station is connected to the phone while viewing the VVX D60 Advanced settings menu.	Exit the VVX D60 Advance Settings menu.

Category	Issue ID	Release	Description	Workaround
User Interface	VOIP-115122	5.4.3	When a line is changed from being mapped to the VVX host phone to a wireless handset, the new line mapping is not updated on the phone when the phone is locked.	Unlock the phone.
User Interface	VOIP-115174	5.4.3	When a call is answered on a line that is mapped to a wireless handset and the VVX host phone, the call displays as a received call if answered on the VVX host phone or as remotely handled if answered on the wireless handset.	

Updates to Previous Software Releases

What's New in Polycom UC Software 5.4.4 Rev P

Polycom® Unified Communications (UC) Software 5.4.4 Rev P is a release for Polycom for all Open SIP servers along with Microsoft® Lync® 2010, Microsoft® Lync 2013, Skype for Business, and Skype™ for Business Online interoperability. This release improves the functionalities related to the GENBAND environments for Polycom phones.

Polycom UC Software 5.4.4 Rev P supports the following Polycom endpoints:

- Polycom® VVX® 101 business media phones
- Polycom® VVX® 201 business media phones
- Polycom® VVX® 300/310 business media phones
- Polycom® VVX® 301/311 business media phones
- Polycom® VVX® 400/410 business media phones
- Polycom® VVX® 401/411 business media phones
- Polycom® VVX® 500 business media phones
- Polycom® VVX® 501 business media phones
- Polycom® VVX® 600 business media phones
- Polycom® VVX® 601 business media phones
- Polycom® SoundStructure® VoIP Interface
- Polycom® VVX® 1500 business media phones

Polycom UC Software 5.4.4 Rev P supports the following Polycom accessories:

- Polycom® VVX® Camera
- Polycom® VVX® Expansion Module
- Polycom® VVX® D60 Wireless Handset

These release notes provide important information on software updates, phone features, and known issues.

Important Notice

Due to the increase in the size of the software code base in UC Software 5.4.1, there is an issue when upgrading from an earlier version of UC Software to UC Software 5.4.4 Rev P using the combined software package, except when upgrading from UC Software 5.4.1. This issue can prevent phones from upgrading successfully. System administrators utilizing the combined software package should perform one of the following types of upgrades:

- Upgrade to UC Software 5.2.5 or 5.3.3 prior to upgrading to UC Software 5.4.4 Rev P.
- Upgrade to UC Software 5.4.4 Rev P using the individual split software package.

> Attempting to upgrade directly to UC Software 5.4.4 Rev P will not harm the phone, and the upgrade may succeed. However, this is not recommended. Applying future upgrades to phones running UC Software 5.4.4 Rev P will not require any special action.

Resolved Issues

This section lists the issues that were resolved in UC Software 5.4.4 Rev P.

Resolved Issues in 5.4.4 Rev P

Category	Issue ID	Found in Release	Description
Interoperability: GENBAND	VOIP-117511 VOIP-118297	5.4.4	In a GENBAND environment, Polycom phones now handle video calls over Secure Real-Time Protocol (SRTP) or TLS, and the two-way video call now works without any issues over TLS or SRTP.
Interoperability: GENBAND	VOIP-118238	5.4.4	In a GENBAND environment, Polycom phones no longer reboot when a consultative transfer is initiated and the other party enables a directed call pickup.
Interoperability: GENBAND	VOIP-118239	5.4.4	In a GENBAND environment, Polycom phones improve handling of SIP 4xx responses to a REFER request. The phone makes sure that the first person in the conference stays connected if the centralized conference connection fails.
Interoperability: GENBAND	VOIP-118240	5.4.2 5.4.1	In a GENBAND shared line appearance (SLA) scenario, the LED lamp on Polycom phones now behaves as expected during the public retrieval.

What's New in Polycom UC Software 5.4.4 Rev E

Polycom Unified Communications (UC) Software 5.4.4 Rev E is a release for Polycom for all Open SIP servers along with Microsoft Lync 2010, Microsoft Lync 2013, Skype for Business, and Skype for Business Online interoperability. This release resolves the phone upgrade through Voice VLAN.

Polycom UC Software 5.4.4 Rev E supports the following Polycom endpoints:

- VVX 101 business media phones
- VVX 201 business media phones
- VVX 300/310 business media phones
- VVX 301/311 business media phones
- VVX 400/410 business media phones
- VVX 401/411 business media phones
- VVX 500 business media phones
- VVX 501 business media phones
- VVX 600 business media phones
- VVX 601 business media phones
- SoundStructure VoIP Interface
- VVX 1500 business media phones

Polycom UC Software 5.4.4 Rev E supports the following Polycom accessories:

- VVX Camera
- VVX Expansion Module
- VVX D60 Wireless Handset

These release notes provide important information on software updates, phone features, and known issues.

Resolved Issues

This section lists the issues that were resolved in UC Software 5.4.4 Rev E.

Resolved Issues in 5.4.4 Rev E

Category	Issue ID	Found in Release	Description
General	VOIP-117118	5.5.0	The phone upgrade through Voice VLAN now works without any issue.

What's New in Polycom UC Software 5.4.4

Polycom Unified Communications (UC) Software 5.4.4 is a release for Polycom for all Open SIP servers along with Microsoft Lync 2010, Microsoft Lync 2013, Skype for Business, and Skype for Business Online interoperability.

Polycom UC Software 5.4.4 supports the following Polycom endpoints:

- VVX 101 business media phones
- VVX 201 business media phones

- VVX 300/310 business media phones

- VVX 301/311 business media phones

- VVX 400/410 business media phones

- VVX 401/411 business media phones

- VVX 500 business media phones

- VVX 501 business media phones

- VVX 600 business media phones

- VVX 601 business media phones

- SoundStructure VoIP Interface

- VVX 1500 business media phones

Polycom UC Software 5.4.4 supports the following Polycom accessories:

- VVX Camera

- VVX Expansion Module

- VVX D60 Wireless Handset

These release notes provide important information on software updates, phone features, and known issues.

Configuration File Enhancements

The following table lists configuration file enhancements that include new or changed parameters for this Polycom UC Software 5.4.4 release. For more information on using configuration parameters to enable or disable features, see the *Administrator Guide for Polycom UC Software 5.4.x* available on the Polycom Voice Support site.

Configuration File Enhancements in UC Software 5.4.4

Parameter	Permitted Values	Default
call.urlNumberModeToggling	0 or 1	0

If it is set to 1, the default mode is set to number mode instead of the url mode, when initiating the url call.
If it is set to 0, the default mode is set to the url mode, when initiating the url call.

device.sntp.gmtOffsetcityID	0 to 126	NULL

If you are not provisioning phones manually from the phone menu or Web Configuration Utility and you are setting the device.sntp.gmtOffset parameter, then you must configure device.sntp.gmtOffsetcityID to ensure that the correct time zone location description displays on the phone menu and Web Configuration Utility. The time zone location description is set automatically if you set the device.sntp.gmtOffset parameter manually using the phone menu or Web Configuration Utility.

For descriptions of all values, see the Polycom® UC Software 5.4.2AA for the Polycom® RealPresence Trio™ Solution guide on Polycom Support.

Parameter	Permitted Values	Default
dir.local.passwordProtected	0 or 1	0

When the parameter is enabled, user will be asked for Admin or User password while adding, editing, or deleting the Contact Directory. Press and hold of line key will not produce an action.

When the parameter is disabled, no password prompt is displayed while adding, editing, or deleting the Contact Directory. Press and Hold of line key displays the **Add/Edit** menu to add or edit contact.

lcl.ml.lang.japanese.font.enabled	0 or 1	0

This is a reboot parameter and based on enable or disable of this parameter, the newly added or old CJK font file will be used for unicode character searches.

Note: This parameter is not applicable to BER, SAKE, VVX300, VVX301, VVX310, VVX311, and Tinman.

sec.TLS.cipherList	String	ALL:!aNULL:!eNULL:!DSS:!SEED :!ECDSA:!IDEA:!MEDIUM:!LOW:! EXP:!ADH:!ECDH:!PSK:!MD5:! RC4:@STRENGTH

The global cipher list parameter. The format for the cipher list uses OpenSSL syntax found here: http://www.openssl.org/docs/apps/ciphers.html.

sec.TLS.LDAP.strictCertCommonName Validation	0 or 1	1

The sec.TLS.LDAP.strictCertCommonNameValidation is a restart parameter that controls the validation of server certificate common name during Lightweight Directory Access Protocol (LDAP) or LDAPS connection over TLS.

sec.TLS.webServer.cipherList	String	ALL:!aNULL:!eNULL:!DSS:!SEED :!ECDSA:!IDEA:!MEDIUM:!LOW:! EXP:!ADH:!ECDH:!PSK:!MD5:! RC4:@STRENGTH

The cipher list for a web server profile.

Note: Change causes phone to restart.

tcpIpApp.sntp.gmtOffsetcityID	0 to 126	NULL

If you are not provisioning phones manually from the Web Configuration Utility and you are setting the tcpIpApp.sntp.gmtOffset parameter, then you must configure tcpIpApp.sntp.gmtOffsetcityID to ensure that the correct time zone location description displays on the Web Configuration Utility. The time zone location description is set automatically if you set the tcpIpApp.sntp.gmtOffset parameter manually using the Web Configuration Utility.

For descriptions of all values, see the Polycom® UC Software 5.4.2AA for the Polycom® RealPresence Trio™ Solution guide on Polycom Support.

up.LineViewCallStatus.enabled	0 or 1	0

Specifies the Active Call Screen or Line Screen as default user interface for a call.

If 0, the Active Call Screen is set as default user interface for an active call. Any incoming or outgoing call triggers the Active Call Screen. If 1, the Line Screen is set as default user interface for an active call. For a call, the phone remains in Line Screen and the active call details show in the status ribbon bar. The user and administrator has access to this parameter.

Parameter	Permitted Values	Default
up.LineViewCallStatus.timeout	2 to 10	10

Specifies the timeout after which the phone goes back to the Line Screen when the user swipes to the Active Call Screen from the Line View. It can take values from 2 to 10 seconds. The default is 10 seconds.

This parameter is applicable when the Line Screen is set as default user interface for any call. The parameter up.LineViewCallStatus.enabled set to 1 configures the Line Screen as default user interface for a call. The user and administrator has access to this parameter.

up.OffHookLineView.enabled	0 or 1	0

Specifies the default user interface after the phone goes off hook.
If 0, after the phone goes off hook, the phone displays the Home Screen. If 1, after the phone goes off hook, the phone displays the Line Screen.

up.ringer.minimumVolume	0 to 16	16

This parameter controls the ringer's minimum volume.

Resolved Issues

This section lists the issues that were resolved in UC Software 5.4.4.

Resolved Issues in 5.4.4

Category	Issue ID	Found in Release	Description
Audio	VOIP-113374 VOIP-110498	5.4.1 5.3.0	No audio interruption or cut out is heard on the Plantronics headset for a local three-way conference when the fourth caller cancels the call made to the conference.
Audio	VOIP-112856	5.4.0	The VVX phones no longer loses exchange connectivity for a long period and syncs call logs.
Audio	VOIP-112293	5.4.0 5.3.0	The inbound call that is transferred, then conferenced, and then transferred again no longer causes any issue.
BToE	VOIP-115631	5.4.2	In a Skype for Business scenario, phones no longer intermittently loses IP when the BToE is paired and BToE auto-discovery is enabled.
BToE	VOIP-112951	5.4.0	The BToE icons are removed when the user navigates to **HKEY_LOCAL_MACHINE > SOFTWARE > Wow6432Node > Polycom > Polycom BToE Connector** and changes the value of **NOTIFY_ICON_EN** to **0**.
Busy Lamp Field	VOIP-96872	5.4.0 5.3.1	VVX 1500 phone no longer crashes and generates core dump file after BLF configuration.
Calendar	VOIP-112921	5.3.1	Outlook calendar events are now improved and are in sync on the VVX phones.

Category	Issue ID	Found in Release	Description
Calling	VOIP-114787	5.4.2 5.4.1	When the SoundStructure VoIP Interface is in a call, sending a "set voip_send VoIP Out" command to the SoundStructure VoIP Interface no longer causes the call to disconnect. Pressing a digit on a Polycom Touch Control paired with the SoundStructure VoIP Interface during a call now works correctly.
Calling	VOIP-113594	5.4.2	PSTN user is able to join a conference call on O365.
Configuration	VOIP-112433	5.4.0	• VVX101 and VVX201 platforms correctly interprets values for the `voIpProt.server.x.specialInterop` parameter. • VVX101 and VVX201 platforms correctly limits the values allowed for the `reg.x.server.y.specialInterop` parameter. • UI support for the "GENBAND-A2" option has been added for `voIpProt.server.x.specialInterop` and `reg.x.server.y.specialInterop` parameters for all platforms. Previously, "GENBAND-A2" could only be selected via config files.
Content	VOIP-114633	5.4.2	The VVX phones displays Outlook Contacts with contact name and number when only PSTN is added as Skype Favorites
Expansion Module	VOIP-113489 VOIP-108227	5.4.0 5.3.1	In the VVX expansion module, the labels are now correctly split when Text Elide is set to Right or None.
Functionality	VOIP-116111	5.4.2	The VVX phones signs back into Office 365 Dedicated (O365D) after a maintenance causes the servers to become temporarily unavailable.
Functionality	VOIP-114286	4.0.9	If the phone auto-answers a click-to-dial call, the phone plays the correct ringtone and not the reboot ringtone.
Functionality	VOIP-113815	5.4.0	Blind transfer with SLA line and exposeAutoHold works as expected.
General	VOIP-115468	5.4.1	The VVX phones no longer updates core files after the configuration updates when Polycom® VVX® D60 Wireless Handset is connected to Metaswitch's provisioning system.
General	VOIP-115199	5.4.1 5.4.0	The Call Control management soft keys are displayed on the VVX phone when the user initiates the conference call on the VVX phone while URL dialing is disabled.
General	VOIP-114999	5.4.1	When the Simultaneously Ring to My Team Call Group feature is enabled, the phone will not ring for incoming calls when DND is enabled.
General	VOIP-113107	4.0.9	The phone will send "user=phone" in the invite message when a user enters a number that ends with "#" or "*".

Category	Issue ID	Found in Release	Description
General	VOIP-112548	5.4.0	When saving a GENBAND's Global Address Book (GAB) to the phone's contact list, the contact's phone number is retained and no longer gets changed.
General	VOIP-112440	5.3.1	The BLF activity no longer causes call waiting tones to play when call waiting is disabled.
General	VOIP-111805	4.0.8 4.0.7	The 3CX call park feature with Transport Control Protocol (TCP) trunk no longer causes one-way audio and is now able to unpark the call.
General	VOIP-111464	5.4.0 5.2.4 5.1.3	The warning icon is not displayed on VVX phones after the administrator password is changed.
General	VOIP-110650	4.0.8	The VVX phones will not reboot if a contact is selected and dialed within two seconds of receiving the first results in a Corporate Directory search.
General	VOIP-110198	4.0.9	The integration of VVX1500 with Polycom® RealPresence® Resource Manager (RPRM) has been improved for the IP address, H323, E164, and Annex-O Phonebook storing and dialing.
General	VOIP-109991	5.3.1 5.3.0	The phone works fine and no longer causes audio drops when attended transfer is triggered with the Competella Attendent Console.
General	VOIP-108804	5.2.0	The DHCP stability issues on VVX 310 is fixed.
Hardware	VOIP-116379 VOIP-114660	5.4.1	The Plantronics Voyager Legend UC headset works fine with the VVX phones and no longer causes abrupt call drops.
Hardware	VOIP-109111	5.4.1	The Bluetooth headset compatibility for Motorola and LG headsets with VVX 601 is improved.
Interoperability: BroadSoft	VOIP-115418	5.4.2	No core dumps are caused and phone works as expected when the user presses the Transfer soft key and enters the extension.
Interoperability: GENBAND	VOIP-114680	5.4.3	In a GENBAND environment, the ring back tone on Blind transfer has improved.
Lync	VOIP-115587	5.4.2	Lync contacts are now updated successfully after the Central Management Server (CMS) failover when SBA is registered to the CMS Master pool, which has a secondary enterprise pool as its backup pool.
Lync	VOIP-114434	5.4.2 5.4.2	In a Lync Boss-Admin scenario, when an incoming call is answered on the boss's phone, an email notification regarding the admin's activity is received on the boss's phone.
Lync	VOIP-114421	5.4.0	After paging, the user presence status reverts to "Available".

Category	Issue ID	Found in Release	Description
Lync	VOIP-113924	5.4.0	Transfer between internal VVX phones when using their NUANCE Dial by voice system works as expected.
Lync	VOIP-113918	5.4.2	Stability issues in certain Lync and SFB environments have been corrected.
Lync	VOIP-112042	5.4.1 5.4.0	The VVX Phones on O365 is now able to re-dial the pinned contact number that was dialed prior to it through Lync Client.
Lync	VOIP-109267	5.4.0	The VVX phones can now successfully sign into Lync using DHCP provided DNS Server, if DHCP Vendor Option 43 is configured.
MicroBrowser	VOIP-110528	5.3.1	JavaScript run on VVX microbrowser correctly displays the local time when phone is on the Lync profile.
Networking	VOIP-112507	5.4.1	The VVX phones with edge registrations through an AudioCodes gateway now negotiates Interactive Connectivity Establishment (ICE) correctly.
Networking	VOIP-111602	5.4.0	If the top of the route list's transport is User Datagram Protocol (UDP), the phone checks if the UDP is set by default or from the record route header. If the UDP is not from the record route header and got set by default, then the phone uses the same default transport mechanism for acknowledgement.
Security	VOIP-110787	4.0.8	Enable SSLv3 on the LDAP server and disable the same on the phone. This resolved the issues on the SPIP phones after phone reboot.
Security	VOIP-109754	5.4.0 5.2.4	Enabling or disabling the phone's web server will no longer effect the network DNS query to resolve the provisioning server's Fully Qualified Domain Name (FQDN).
Security	VOIP-109119	5.4.1 5.4.0	The value of the `dir.corp.alt.password` parameter is hidden in the configuration export.
User Interface	VOIP-115652	5.4.2	The VVX 601 phones now display the correct time for the Eastern (GMT-5) time zone and no longer displays a delay of more than four hours.
User Interface	VOIP-115589	5.4.2	The phone now populates all the appropriate soft keys when a call is received from an iOS Lync client.
User Interface	VOIP-114142	5.4.0	Display of the caller ID has been optimized and the phone no longer displays "Unknown" when the number is available.
User Interface	VOIP-113917	5.4.0 5.3.1	When the VVX updates the presence status, the "away" state and status message are not altered.
User Interface	VOIP-113153	5.2.4	In the BroadSoft directory, user can perform a search by using the first name or the last name.

Category	Issue ID	Found in Release	Description
User Interface	VOIP-112417 VOIP-119828	4.0.8 4.0.5	The phone scrolls the TO and FROM headers in the caller ID for the BLF feature with Genband.
User Interface	VOIP-111986	4.0.7 4.0.8	The phone now uses the blind transfer behavior from the Enhanced Feature Key (EFK) soft keys and sends a $Chold$ message before the REFER message.
User Interface	VOIP-109986	5.4.1 5.4.0	The Character codes for special character &#201 in the web UI now gets replaced with the unicode replacement character after save. **Note**: The VVX3xx, VVX2xx, and VVX1xx phones, which have copy08 fonts does not have glyphs for the characters beyond 255. Because of this, HTML Entity codes (special characters), which have a number greater than 255, will show an empty character on these phones as there is no glyph for these special characters. Therefore, the phone will be responsive.
User Interface	VOIP-109759	5.4.0 5.3.1	The phone does not show the Application button or Soft key on the HOME screen. But after enabling the soft key through Enhanced Feature Keys (EFK), user can access and launch the browser by pressing the soft key configured for microbrowser.
User Interface	VOIP-109755	5.4.0 5.3.1	The line seize behavior for accessing voicemail and performing EFKs is improved.
User Interface	VOIP-109684	5.2.0	EFK configured for the shared Line 1 now works as expected and dials out from the Line 1.
Web Configuration Utility	VOIP-113297	5.4.2	The phone now updates properly from the Web Configuration Utility when updating from the Polycom hosted server.
Web Interface	VOIP-112493	5.4.2, 5.4.1	The phone web configuration utility now correctly displays the selected **Time Zone** field as selected by the user.

What's New in Polycom UC Software 5.4.3

Polycom® Unified Communications (UC) Software 5.4.3 is a release for Polycom for all Open SIP servers along with Microsoft® Lync 2010, Lync 2013, Skype™ for Business, and Skype™ for Business Online interoperability.

This release also includes software support for the Polycom® VVX® D60 Wireless Handset in its initial release.

Polycom UC Software 5.4.3 supports the following Polycom endpoints:

- VVX 101 business media phones
- VVX 201 business media phones
- VVX 300/310 business media phones
- VVX 301/311 business media phones

- VVX 400/410 business media phones

- VVX 401/411 business media phones

- VVX 500 business media phones

- VVX 501 business media phones

- VVX 600 business media phones

- VVX 601 business media phones

- SoundStructure VoIP Interface

- VVX 1500 business media phones

Polycom UC Software 5.4.3 supports the following Polycom accessories:

- Polycom® VVX® Camera

- Polycom® VVX® Expansion Module

- Polycom® VVX® D60 Wireless Handset

These release notes provide important information on software updates, phone features, and known issues.

Introducing the Polycom VVX D60 Wireless Handset

With this release of UC Software 5.4.3, Polycom introduces the Polycom VVX D60 Wireless Handset and VVX D60 Base Station. The VVX D60 wireless handset enables users to manage calls to their lines at any time while they are away from their desk.

The VVX D60 wireless handset and base station are supported on VVX 300 series, 400 series, 500 series, and 600 series business media phones.

Administrators can enable this feature and customize aspects of the base station and wireless handset using the configuration parameters, the Web Configuration Utility, or on the paired VVX business media phone.

Administrators can use the following configuration parameters to configure the VVX D60 feature:

- `feature.dect.enabled`

- `feature.VVXD60.allowLineMappings`

- `VVXD60.Handset.X.outGoingLineIndex`

- `VVXD60.Handset.X.line.Y`

- `reg.x.terminationType`

- `log.level.change.dect`

VVX D60 Wireless Handset Limitations

The following are limitations of using the VVX D60 wireless handset with the supported VVX business media phones:

- Hoteling, Busy Lamp Field (BLF), Enhanced Feature Keys, and Automatic Call Distribution (ACD) are not supported on the wireless handset, but these features are still available for the paired VVX business media phone. If ACD, Hoteling, and BLF is configured on a VVX+Dect line or a Dect only line, that line becomes a VVX only line. That is, the line will no longer be registered on VVX D60 handset as these features are not supported on VVX D60.

- Pairing a base station with a VVX business media phone with a VVX expansion module connected is not supported. If a VVX expansion module is connected to a VVX phone with a paired base station, the wireless handset is automatically unpaired from the VVX phone.

- Only shared lines on the BroadSoft BroadWorks server are supported on the wireless handsets.

- BroadSoft shared lines (SCA/SLA) can be assigned to either the VVX host phone or the wireless handset. A shared line assigned to the VVX host phone and a registered wireless handset cannot be a supported as a twinned line on the wireless handset.

- Call Park is only supported on the BroadSoft BroadWorks server for the wireless handsets.

- The VVX D60 feature and accessories are not supported in Microsoft Lync 2010, Lync 2013, or Skype for Business 2015 environments.

- The wireless handset supports SIP registered lines only. H.323 protocol is not supported on the wireless handset.

- Flexible Line Key customization is not available on VVX business media phones with a paired wireless handset.

- Outgoing calls placed on the wireless handset are not shown in the Recent Calls list on the VVX business media phones, and users cannot redial a call placed on the wireless handset from the VVX phone.

- You can only rename a wireless handset when the Intercom feature is enabled.

Updating the VVX D60 Base Station and Wireless Handsets Software

The VVX D60 Wireless Handset and Base Station release introduces a change in the master configuration file (000000000000.cfg) that includes a new field — DECT_FILE_PATH — for the VVX D60 dect.ld application file path. When you update the VVX host phone with the latest supported software using the master configuration file that includes the file path to the dect.ld, the software on the base station and wireless handsets update automatically after they are paired and registered with the VVX business media phone.

Configuration File Enhancements

The following table lists configuration file enhancements that include new or changed parameters for this Polycom UC Software 5.4.3 release. For more information on using configuration parameters to enable or

disable features, see the *Administrator Guide for Polycom UC Software 5.4.x* available on the Polycom Voice Support site.

Configuration File Enhancements in UC Software 5.4.3

Parameter	Permitted Values	Default
`call.urlNumberModeToggling`	0 or 1	0

Determines the mode of the number dialed during a URL call. If set to 0, the default mode is set to URL mode when initiating a URL call. If set to 1, the default mode is set to number mode when initiating a URL call.

Parameter	Permitted Values	Default
`feature.VVXD60.allowLineMappings`	0 or 1	0

Allows users to choose which lines to map to the wireless handset. If 0, only the administrator can map lines to the handset using the Web Configuration Utility, configuration files or the administrators menu on the VVX phone. If 1, users and administrators can map lines to the handset and an extra user menu to do so will appear in the basic settings menu.

Parameter	Permitted Values	Default
`feature.dect.enabled`	0 or 1	0

Enables or disables communication and pairing with the VVX D60 Wireless Handset and Base Station accessories. When enabled, the VVX D60 menu options displays on the phone and in the Web Configuration Utility. When disabled, the VVX D60 menu options do not display.

Parameter	Permitted Values	Default
`log.level.change.dect`	0 – 6	4

Sets the logging detail level for the VVX D60 accessory.

Parameter	Permitted Values	Default
`reg.x.terminationType`	VVX, DECT, or VVX-DECT	

Determines the type of termination that is used for the line where the line can be managed automatically on the VVX, the wireless handset, or on both. X=each registration index.

Parameter	Permitted Values	Default
`VVXD60.Handset.x.outGoingLineIndex`	1 – 34	1

Controls the registration index that is used as the default line for outgoing calls placed on the wireless handset without selecting a line first. X refers to the wireless handset where x can be 1-5.

Parameter	Permitted Values	Default
`VVXD60.Handset.x.line.y`	0 – 34	0

Sets the lines that will be accessible from the wireless handset where X is the wireless handset (1-5) and Y is the registered line on the VVX phone that will be mapped to the wireless handset. You can map up to five lines to a wireless handset.

For example, you can configure the 4 lines on a VVX phone to the two registered wireless handsets.

Existing VVX configuration:

- Reg.1.address="1000"
- Reg.2.address="2000"
- Reg.3.address="3000"
- Reg.4.address="4000"

To configure Handset 1 with the line 2000 and Handset 3 with lines 2000 and 4000, use the following configuration:

- VVXD60.Handset.1.line.1 = "2"
- VVXD60.Handset.2.line.1 = "2"
- VVXD60.Handset.2.line.2 = "4"

Resolved Issues

This section lists the issues that were resolved in UC Software 5.4.3.

Resolved Issues in 5.4.3

Category	Issue ID	Found in Release	Description
API	VOIP-108310	5.4.0	The Web SDK Call Action API now works properly, and nCallReference is honored in XML API.
Audio	VOIP-108826	5.4.0	Changed the default values for the following parameters to improve Comfort Noise: • `voice.cn.hf.enable="1"` • `voice.cn.hf.attn="35"` • `voice.vadRxGain="0"` • `voice.vadTxGain="0"` • `voice.cn.hs.enable="1"` • `voice.cn.hs.attn="35"` • `voice.vadThresh="25"` • `voice.vadEnable="1"` • `voice.CNControl="1"` Refer to the *Polycom UC Software Administrator Guide* for more information on these parameters.
Audio	VOIP-111245	5.4.1, 4.0.4, 5.3.0, 4.0.8	Improved the voice quality reports for VQMon users.
BroadSoft	VOIP-105402	5.4.0	In a BroadSoft UC-One environment, the phone now places a call to speed dial contacts using DID numbers instead of URL dialing, which allows the phone to call speed dial contacts even if URL dialing is disabled.
Calling	VOIP-108947	5.3.0, 5.2.2	Group Paging works as expected when a monitored Enhanced Call Park call is active.
Contact Directory	VOIP-108611	5.2.0	When the parameter `reg.x.server.y.specialInterop` is set to GENBAND, users can now enter multiple entries into the Contact Directory.
Contacts	VOIP-109264	5.4.0, 5.4.0	The phone correctly displays caller identification information for incoming calls from contact's listed in the Contact Directory when there are more than 40 contacts saved to the directory.
GENBAND	VOIP-107930	5.4.1, 5.4.0, 5.2.0	Users can now watch buddies set in the GENBAND Personal Address Book when the parameter `feature.presence.enabled` is set to 1.

Category	Issue ID	Found in Release	Description
GENBAND	VOIP-113013	5.4.1	A buddy's presence status is now updated on the Home screen when the parameter `voIpProt.SIP.presence.nortelShortMode` is set to True, and the parameter `dir.local.serverFeatureControl.method` is set to GENBANDSOPI.
General	VOIP-111356	5.4.1	The phone now responds with adding the proxy-authorization header with credentials in BYE messages when the phone receives a 407 from the BYE message.
General	VOIP-111761	5.4.1, 5.3.0, 4.0.8, 4.0.4	Accurate overall MOS scores are now created when there are several SSRC changes, and the phone now triggers a VQMon report as soon as a SSRC change is reported by DSP.
General	VOIP-113015	5.4.1	The phone now sends unsubscribe messages for the Event presence when the phone is unregistered or powered off, and when the phone is registered, it sends a subscribe message for Event presence.
Localization	VOIP-108185	5.4.0	Swedish characters now display properly in the BroadSoft Directory.
Lync	VOIP-108811	5.4.0, 5.3.1	In a Skype for Business environment, the phone now successfully establishes a conference call when the originating user alias starts with a number.
Lync	VOIP-114084	5.4.2	Stability issues for phones in Skype for Business environments no longer occur.
Microsoft	VOIP-109240	5.3.0	The configuration parameter `feature.exchangeCalendar.enabled` only controls Exchange Calendar integration and not any other Exchange services.
Microsoft	VOIP-110265	5.4.0	Call logs now synchronize properly with the Microsoft Exchange server.
Network	VOIP-106843	5.3.0	VVX phones now register to the secondary server after a failover/failback when the second server details are added in the DNS server after the phone is registered.
Network	VOIP-108375	5.4.0, 5.4.0	Reduced the LLDP power value for VVX 101 and 201 from 5000mW to 3500mW to support a wide variety of network switches.
Network	VOIP-110690	5.4.1	The phone now responds with adding the proxy-authorization header, with credentials, in BYE messages, if the phone receives a 407 from the BYE message.
Network	VOIP-111493	5.4.0, 4.0.9	The Voice Quality score, NLR, and MOSQ now match the RX RTP traffic.
Security	VOIP-109212	5.4.1, 5.3.0	Addressed security issues regarding RC4 encryption ciphers.

Category	Issue ID	Found in Release	Description
Security	VOIP-109249	5.4.0	Resolved denial of service vulnerabilities in OpenSSL for the following: CVE-2015-1788, CVE-2015-1789, CVE-2015-1790, CVE-2015-1791, CVE-2015-1792, CVE-2015-4000
Software Update	VOIP-113296	5.4.2	The phone now updates properly from the Web Configuration Utility when updating from the Polycom hosted server.
User Interface	VOIP-107262	5.4.0	The star (*) and pound (#) symbols now display in the search field in the BroadSoft Directory.
User Interface	VOIP-108427	5.3.0	One call appearance correctly displays on each call appearance for a shared line with Sipxecs and multiple line keys configured.
User Interface	VOIP-108570	5.4.0, 5.3.1	The Umlaut correctly displays in the Recent Calls list when the base profile of the phone is set to Lync and the Exchange server is configured on VVX 500 and 600 phones.
User Interface	VOIP-108664	5.2.2	The Directories soft key now displays on the Lines screen.
User Interface	VOIP-108943	5.4.0	The VVX 600 phone now displays the Park soft key when the phone has a single registered line with one call per line configured.
Video	VOIP-107706	5.4.0	Improved the quality of video during H.323 conference calls for VVX 1500 phones.
Web Configuration Utility	VOIP-108489	5.2.2	Contacts now display in the Web Configuration Utility in the same order they display on the phone.
Web Configuration Utility	VOIP-113961	5.4.2	Invalid export configuration options for TR-069 no longer display in the Web Configuration Utility.

Get Help

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

For additional information about the Polycom VVX business media phones, the Polycom® VVX® Camera, the VVX Expansion Modules, and SoundStructure VoIP Interface, view the following support pages:

- Polycom VVX 101
- Polycom VVX 201
- Polycom VVX 300 and 310
- Polycom VVX 301 and 311
- Polycom VVX 400 and 410
- Polycom VVX 401 and 411
- Polycom VVX 500
- Polycom VVX 501
- Polycom VVX 600
- Polycom VVX 601
- Polycom VVX 1500
- Polycom VVX Camera
- Polycom VVX D60 Wireless Handset
- Polycom VVX Expansion Modules
- Polycom SoundStructure

You can view the following types of documents on each product page:

- **User Documents**:
  - ➢ *Quick Tips*   A quick reference on how to use the phone's most basic features.
  - ➢ *User Guide*   A detailed guide on using all phone features.
- **Setup and Maintenance Documents**:
  - ➢ *Quick Start Guide*   This guide describes the contents of your package, how to assemble the phone or accessory, and how to connect the phone to the network. The quick start guide is included in your phone package.
  - ➢ *Wallmount Instructions*   This document provides detailed instructions for mounting your phone on the wall. To install your phone on the wall, you need the optional wallmount package, which includes the wallmount instructions.
  - ➢ *Administrator Guide*   This guide provides detailed information about setting up your network and configuring phone features.
  - ➢ *Regulatory Guide   Provides regulatory, warranty, and copyright information.*
- **Feature Descriptions and Technical Notifications**   These documents describe workarounds to existing issues and provide expanded descriptions and examples for phone settings and features. You can find these documents on the Polycom Profiled UC Software Features and Polycom Engineering Advisories and Technical Notifications support pages.

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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