



Poly UC Software 6.4.1

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

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UC Software 6.4.1 Supported Devices

Poly UC Software 6.4.1 supports the following Poly endpoints.

Supported Phones

Phone Model	Skype for Business On-Premises	Skype for Business Online	OpenSIP
Polycom VVX 101 business media phones	No	No	Yes
Polycom VVX 201 business media phones	No	No	Yes

Phone Model	Skype for Business On-Premises	Skype for Business Online	OpenSIP
Polycom VVX 301/311 business media phones	No	No	Yes
Polycom VVX 401/411 business media phones	No	No	Yes
Polycom VVX 501 business media phones	No	No	Yes
Polycom VVX 601 business media phones	No	No	Yes
Poly VVX 150 business IP phones	No	No	Yes
Poly VVX 250 business IP phones	No	No	Yes
Poly VVX 350 business IP phones	No	No	Yes
Poly VVX 450 business IP phones	No	No	Yes
Polycom VVX D60 wireless handset and base station	No	No	Yes
Polycom Sound Structure VoIP interface	No	No	Yes

Poly UC Software 6.4.1 supports the following Poly accessories.

Supported Accessories

Accessories	Skype for Business	OpenSIP
Polycom VVX camera	No	Yes
Polycom VVX color expansion module	No	Yes
Polycom VVX expansion module	No	Yes
Polycom EagleEye Mini camera	No	Yes
Polycom VVX EM 50 expansion module	No	Yes

Support for Poly Headsets

Poly UC Software supports the following Poly headsets and the Plantronics Hub software on VVX 401/411, 501, and 601 business media phones and on VVX 250, 350, and 450 business IP phones.

By default, this feature is disabled. To enable this feature, set `usb.headset.config.enabled="1"`.

The following list shows the supported Poly headsets. This list is specific to the Plantronics-Hub functionality used to support configuration control on VVX phones.

- Blackwire 3210 headset
- Blackwire 3220 headset

- Blackwire 3215 headset
- Blackwire 3225 headset
- Blackwire 520 headset
- Blackwire 5220 headset
- Blackwire 5210 headset

Refer to the Plantronics Hub software client to determine the product ID of your headset.

USB Headset Support for Poly Acoustic Fence

Poly Acoustic Fence is now available for the following Poly USB headsets on Polycom VVX 401/411, 501, and 601 business media phones and Poly VVX 350 and 450 business IP phones.

- Blackwire C5220 USB headset
- Blackwire C5210 USB headset
- Blackwire C3220 USB headset
- Blackwire C3210 USB headset
- Savi 420 headset

What's New in This Release

Poly Unified Communications (UC) Software 6.4.1 is a release for OpenSIP deployments. These release notes provide important information on software updates, phone features, and known issues.

E911 Location Information by Network Connection

If you have the E911 service enabled, the phones now share information during emergency calls based on the network connection type.

- If the phone is connected wirelessly, the phone shares the BSSID details of the Wi-Fi router it's connected to.
- If the phone is connected to a wired network, the phone shares the MAC address and port information of the switch it's connected to.

Disabling Notifications for Intercom Calls in DND Mode

When the phone is set to Do Not Disturb (DND) mode, users can disable visual call notifications for incoming intercom calls.

Use the `call.shared.displayAlertWhenDnd` parameter to configure this feature.

- 0 – Disable call notifications.
- 1 (default) – Enable call notifications.

Shared Group Call Pickup in Zoom Environments

Shared group call pickup enables Zoom users in the same group to pick up incoming calls to another member's phone by dialing a star code and the extension of that phone. The server creates an association for each extension of the group.

When a call is made to one member of the group, all the phones of the group ring. Users can use any phone in the group to answer the call.

The `attendant.resourceList.x.subType="GroupPickUp"` parameter is included in the UCS 6.4.1 installation, and no configuration is required.

Alert-Info Header Enhancements

You can now encapsulate Alert-Info header information in angular brackets for improved processing of intercom calls.

Use the `voIpProt.SIP.intercom.alertInfo.encapsulateWithAngleBrackets` parameter to configure this feature.

0 (default) – Angular bracket encapsulation is disabled.

1 – Angular bracket encapsulation is enabled.

Call Forwarding Softkey

This release adds a **Forward** softkey on the phone screen for users to forward incoming, shared line calls.

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 VVX products, see [Poly Engineering Advisories and Technical Notifications](#).

Installation

You must use Better Together over Ethernet (BToE) 4.3.0 or later with UC Software 6.4.1. Poly recommends that you upgrade existing BToE and Polycom Desktop Connector (PDC) applications to the latest version starting with Poly UC Software 6.4.0. If you update your BToE or PDC application without updating to UC Software 6.4.1 or vice versa, the applications don't work with Poly phones.

For more information, see [Updating to the Latest Versions of the Polycom Better Together over Ethernet \(BToE\)](#) and [Polycom Desktop Connector \(PDC\) Desktop Applications \(EA 318\)](#).

Download the Distribution Files

To download UC Software, 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. This enables 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 [Combined and Split ZIP Files](#) table. If you're provisioning your phones centrally using configuration files, download the corresponding resource file and extract the configuration files to the provisioning server. Make sure that you maintain the folder hierarchy in the ZIP file.

The current build ID for the sip.ld and resource files is UCS 6.4.1.2280 rts8.

Understand the Combined and Split ZIP Files

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

Combined and Split ZIP files

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

Distributed Files	File Purpose and Application	Combined	Split
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
3111-17823-001.dect.ld	SIP application executable for VVX D60 wireless handset and Base Station.	No	Yes
sip.ld	Concatenated SIP application executable.	Yes	No
dect.ver	Text file detailing build-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
Welcome.wav	Startup welcome sound effect.	Yes	Yes
LoudRing.wav	Sample loud ringer sound effect.	Yes	Yes
Polycom-hold.wav	Sample ringer sound effect.	Yes	Yes
Warble.wav	Sample ringer sound effect.	Yes	Yes
polycomConfig.xsd	Master configuration file that contains the parameters and its values.	Yes	Yes

Version History

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

Version History

Release	Release Date	Features
6.4.1	July 2021	<p>This release includes important field fixes and support for the following features:</p> <ul style="list-style-type: none"> • E911 Location Information by Network Connection • Disabling Notifications for Intercom Calls in DND Mode • Shared Group Call Pickup in Zoom Environments • Alert-Info Header Enhancements • Call Forwarding Softkey

Release	Release Date	Features
6.4.0	May 2021	<p>This release includes important field fixes and support for the following features:</p> <ul style="list-style-type: none"> • Poly Lens Integration • Pausing When Dialing a Phone Number • Specify an Outgoing Line to a Contact • Advanced User Profile • Disable Local DND After 911 Calls • Poly Computer Audio Connector • Network Assessment Diagnostic Tools • Expanded Support for uaCSTA Functions • Media Security Negotiation • Outbound Caller ID on a Shared Call • STIR/SHAKEN Calling Party ID Validation • STUN Server Failover • Join Zoom Meetings Using a BLF Key • BLWT on Zoom Phones
6.3.1	September 2020	<p>This release includes important field fixes and support for the following features:</p> <ul style="list-style-type: none"> • DNS Cache Configuration Update • Ignore Software Upgrades • SNTP Resiliency • Enhanced Failover Configuration Updates • AES 256 Encryption for SRTP Support • Appending Strings to the User Agent Header
6.3.0	June 2020	<p>This release includes important field fixes and support for the following features:</p> <ul style="list-style-type: none"> • California SB-327 Password Requirement Compliance • Media Loopback • FIPS 140-2 Compliance Support • Enhanced Call Configuration Parameters • Wildcard Certificate Support • Relay RFC2833 DTMF Event • Trigger Unregister to Secondary Server After Successful Failback Parameters
5.9.6	April 2021	<p>This release includes important field fixes.</p>

Release	Release Date	Features
6.2.0	February 2020	This release includes important field fixes and support for the following features: <ul style="list-style-type: none"> • Support for Microsoft Skype for Business 2019 • Support for Hybrid Topologies • UC Software Authenticated Access to BToE Application
6.1.1	December 2019	This release includes important field fixes and support for the following features: <ul style="list-style-type: none"> • Plug and Play Provisioning (PnP)
5.9.5	October 2019	This release includes important field fixes and support for the following features: <ul style="list-style-type: none"> • Introduction of new parameters to Session Traversal Utilities for NAT • 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"> • Third-Party Application ID Implementation on Skype for Business Phones • Sign In Remotely Using Web Sign in for Skype for Business
6.1.0	August 2019	This release includes important field fixes and support for following features: <ul style="list-style-type: none"> • Reverse Name Lookup for OpenSIP • Call Park Reminder Tone • Microsoft Exchange Calendar using OAuth support • Enhanced IPv6 ICMP Management • Session Management on system web interface • Macro for Enhanced Feature Keys Functional Improvements • Support for Plantronics Headsets • Software Upgrade Resiliency • STUN Parameters • New Language support • Polycom Acoustic Fence Support • Data Protection Menu • Call and Hold Timer Configuration • DTMF Improvements for Opus Codec
5.9.3	July 2019	This release includes the following new and enhancement features: <ul style="list-style-type: none"> • DHCP IP Address Cache • TLS Support for BToE • Polycom Cloud Connector • Enhancement to Wi-Fi Settings

Release	Release Date	Features
6.0.0	April 2019	<p>This release includes important field fixes and support for the following features:</p> <ul style="list-style-type: none"> • Guest Soft Key Customization • Plantronics Headset Settings • TLS Support for BToE • Improved Flexible Line Key Assignments for Static BLFs and Enhanced Feature Keys • Font Size Customization • Enhanced Feature Keys – BLF Support • Advanced uaCSTA • VVX Pagination • Key System Emulation • DHCP IP Address Cache
5.9.2	March 2019	This release includes important field fixes.
5.9.1	January 2019	This release includes enhancement to VLAN ID and Wi-Fi dongle support.
5.9.0	December 2018	<p>This release includes important field fixes and support for the following features:</p> <ul style="list-style-type: none"> • Session Traversal Utilities for NAT (STUN) • Device Analytics Support for PDMS-SP • Multilevel Precedence and Preemption (MLPP) for Assured Services - Session Initiation Protocol (AS-SIP) • Support for H.264 Packetization Mode • Enhanced Busy Lamp Field (BLF) • Busy Lamp Field Hold Alerting • Busy Lamp Field (BLF) Spontaneous Call Appearance on Per BLF Basis • Enhanced Feature Key Macro Actions • Retrieve Logs from Support Information Package Page in the system web interface • Simple Certificate Enrollment Protocol • Privacy for Call Logs and Contacts • Enhancement to Wireless Network Connectivity • Call Hold Timer • GZIP Encoding of SIP INFO Messages • Enhanced Boss-Admin for VVX phones • Web Sign In for Skype for Business On-Premise Deployment

Language Support

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

- Arabic, UAE

- Chinese, Traditional
- Chinese, Simplified
- Czech, Czech Republic
- Danish, Denmark
- Dutch, Netherlands
- English, Canada
- English, United Kingdom
- English, United States
- French, Canada
- French, France
- German, Germany
- Hungarian, Hungary
- Italian, Italy
- Japanese, Japan
- Korean, Korea
- Norwegian, Norway
- Polish, Poland
- Portuguese, Brazil
- Romanian, Romania
- Russian, Russia
- Slovenian, Slovenia
- Spanish, Spain
- Swedish, Sweden

Resolved Issues

The following table lists the resolved issues in UC Software 6.4.1.

Resolved Issues

Category	Issue No.	Description
Audio	EN-198672	If a call transfer completes before the DTMF audio notification stops, the media state changes to available and the DTMF tone continues as the active ringer for the incoming call.
Endpoint Management	EN-204835	When <code>verstat</code> is present in the FROM or PAI header as part of a URI or a header parameter, the ID is validated appropriately. The URI is parsed in compliance with RFC 3261.

Category	Issue No.	Description
User interface	EN-202625	While customizing the softkey background color using the configuration parameter <code>ui.softkey.background</code> , the color is only applied to unassigned softkeys. The assigned softkeys remained the default color.
User interface	EN-205456	Updating Enhanced Feature Keys causes the phone to enter a continuous reboot loop.

Known Issues

There are no known issues for this release.

Get Help

For more information about installing, configuring, and administering Poly products or services, go to the [Poly](#) site, select **Support**, and choose the option best suited to your needs.

Related Poly and Partner Resources

See the following sites for information related to this product.

- The [Poly Online Support Center](#) is the entry point to online product, service, and solution support information including Video Tutorials, Documents & Software, Knowledge Base, Community Discussions, Poly University, and 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 with 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.

Privacy Policy

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