poly

Poly UC Software 6.4.3 I

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

Contents

Supported Devices

Poly UC Software **6.4.3 I** 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

Poly UC Software **6.4.3 l** 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 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 **6.4.3 I** is a release for OpenSIP deployments. These release notes provide important information on software updates, resolved issues, and the following phone features.

- [Poly Lens Enhancements](#)

Poly Lens Enhancements

This release includes the following enhancements to Poly Lens:

- Improved connectivity
- Fixed critical issues

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](#).

Download the Distribution Files

Starting with the UC Software **6.4.3 B** release, the combined UC Software package is no longer available. You must now download the distribution files as a split software package in ZIP file format. 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.

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 following table contains the build IDs for the sip.ld files for the **UCS 6.4.3 I** release:

sip.ld (ending with)	Build ID
001	6.4.3.5814
021	6.4.3.5813

Note: The 6.4.3 I letter release software contains two sets of build versions. When you use the phone's web browser to update the software, the details page displays the respective software version, UCS 6.4.3 I, along with the build number for the phone. See the following example.
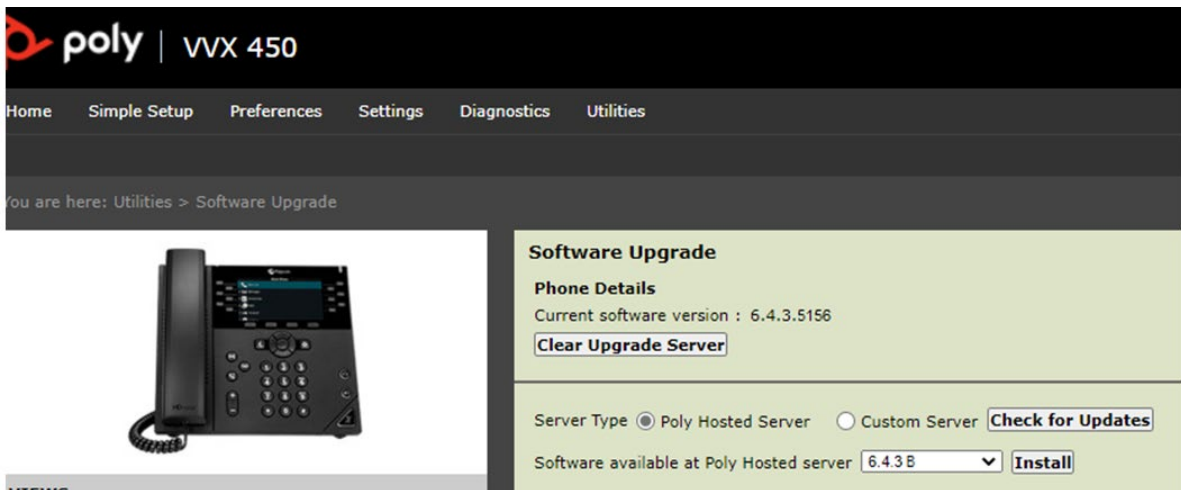
Available Split ZIP Files

The following table lists the files distributed in the split ZIP file.

Split ZIP Files

Distributed Files	File Purpose and Application
3111-40250-001.sip.ld	SIP application executable for VVX 101 business media phones.
3111-40450-001.sip.ld	SIP application executable for VVX 201 business media phones.

Distributed Files	File Purpose and Application
3111-48300-001.sip.ld	SIP application executable for VVX 301 business media phones.
3111-48350-001.sip.ld	SIP application executable for VVX 311 business media phones.
3111-48400-001.sip.ld	SIP application executable for VVX 401 business media phones.
3111-48450-001.sip.ld	SIP application executable for VVX 411 business media phones.
3111-48500-001.sip.ld	SIP application executable for VVX 501 business media phones.
3111-48600-001.sip.ld	SIP application executable for VVX 601 business media phones.
3111-48810-001.sip.ld	SIP application executable for VVX 150
3111-48820-001.sip.ld	SIP application executable for VVX 250
3111-48830-001.sip.ld	SIP application executable for VVX 350
3111-48840-001.sip.ld	SIP application executable for VVX 450
3111-48820-021.sip.ld	SIP application executable for VVX 250 new HW revision
3111-48830-021.sip.ld	SIP application executable for VVX 350 new HW revision
3111-48840-021.sip.ld	SIP application executable for VVX 450 new HW revision
3111-33215-001.sip.ld	SIP application executable for SoundStructure VoIP Interface phones.
sip.ld	Concatenated SIP application executable.
sip.ver	Text file detailing build-identifications 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.
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.

Important Downgrading Information

The new VVX 250, 350 and 450 models that shipped from Poly warehouses starting as early as June 2022 cannot be downgraded below the factory loaded UC Software **6.4.3.5059** or any other of the earlier compatible versions depending on the device's hardware revision. See the latest Poly Engineering Advisories and Technical Notifications for more information.

Note: Existing VVX x50 models do not have any downgrading restrictions.

Revision History

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

Version History

Release	Release Date	Features
6.4.3 I	March 2023	This release includes important field fixes and support for the following features: • Poly Lens enhancements
6.4.3 B	June 2022	This release includes important field fixes, support of hardware component changes to a new revision of VVX 250, VVX 350, VVX 450 and VVX EM50, and support for the following features: • Server redundancy on a registered line • New Zoom Phone "Warm Transfer" Interoperation • BootROM to perform software updates
6.4.2	January 2022	This release includes important field fixes and support for the following features: • IP Phone Call Control from Desktop Client in Zoom Environments • Privacy for Shared Line Group Users in Zoom Environments • Conference Barge for Shared Line Group Users in Zoom Environments • Bridged Call Appearance (BCA) in RingCentral Environments • Monitoring BLF in DND in RingCentral Environments • DND Synchronization in RingCentral Environments • Add a Mandatory Message Confirmation for Outbound Calls • HTTP-Enabled Location Discovery Enhancements • New TLS SIP Configuration Parameter

Release	Release Date	Features
6.4.1	July 2021	This release includes important field fixes and support for the following features: • 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
6.4.0	May 2021	This release includes important field fixes and support for the following features: • 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

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 **6.4.3 I**.

Resolved Issues

Issue ID	Description
VOICE-71176 VOICE-71358	Receiving a page call does not function properly using certain VVX phone models.
VOICE-71460	Phones fail to start a call due to not sending the 'refresher' tag in the SIP message.
VOICE-72089 VOICE-72682	The "Call Control from Zoom Desktop Client" feature does not function when the phone's web interface is disabled.
VOICE-71925	The SIP/X-Switch header now includes an element that reports the IP subnet length, which is required for interoperation with Microsoft Teams SIP Gateway E911.
VOICE-72093	When a configured BLF indicates activity, the shared call appearance line icon is not properly updated when a call is established.
VOICE-72484	Poly VVX 250, 350, and 450 phones report a duplicate IP address message on the phone's local interface. This prevents the phone from completing the provisioning process.
VOICE-72797	Subnet length information is missing in logs when a phone is connected to Wi-Fi.
VOICE-72819	On newer VVX 250, 350, 450 phones, the PC port does not work with 802.1x authentication.
VOICE-74315	Update the OBi number on all devices with MAC addresses starting with 48:25:67 to ensure proper interaction with PDMS-SP.

Issue ID	Description
VOICE-73220	The newer VVX 250, 350, 450 phones are unable to display the web sign-in page for Microsoft Teams SIP Gateway due to TLS errors.
VOICE-73754	On VVX phones, the display continues to show "Searching…" when LDAP queries time out.
VOICE-73790	The newer VVX 250, 350, 450 phones display the Dialing screen overlaid on top of the Lines screen when OffHookLineView.enabled="1" and when the handset is picked up or when a call transfer is initiated.
VOICE-74321	The newer VVX 350 and 450 phones fail to auto-negotiate port speed and duplex with certain switches. This change allows the phones to accommodate for irregularities on the network by negotiating a lower speed.
VOICE-74322	Disabling the serial port on newer VVX 250, 350, 450 phones increase their time to boot up.
VOICE-74384	When newer VVX 250, 350, 450 phones connect to a Polycom Device Management Service for Server Provider (PDMS-SP), the phones do not appear online on the PDMS-SP platform due to an invalid JSON response.
VOICE-74412 VOICE-74316	The Poly Lens restart timeout is inconsistent.
VOICE-74487	A change in a registration parameter applied during runtime causes the phone to delay failback registration requests for a few seconds
VOICE-74508	On a VVX phone, Microsoft Teams accounts with extensions fail to register.

Known Issues

Refer to UCS 6.4.4 release notes for known issues.

Get Help

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

Related Poly and Partner Resources

See the following sites for information related to this product.

- Poly Support is the entry point to online product, service, and solution support information. Find product-specific information such as Knowledge Base articles, Support Videos, Guides & Manuals, and Software Releases on the Products page, download software for desktop and mobile platforms from Downloads & Apps, and access additional services.

- The Poly Document Library provides support documentation for active products, services, and solutions. The documentation displays in responsive HTML5 format so that you can easily access and view installation, configuration, or administration content from any online device.
- The Poly Community provides access to the latest developer and support information. Create an account to access Poly support personnel and participate in developer and support forums. You can find the latest information on hardware, software, and partner solutions topics, share ideas, and solve problems with your colleagues.
- The Poly Partner Network is a program where resellers, distributors, solutions providers, and unified communications providers deliver high-value business solutions that meet critical customer needs, making it easy for you to communicate face-to-face using the applications and devices you use every day.
- The Poly Services help your business succeed and get the most out of your investment through the benefits of collaboration. Enhance collaboration for your employees by accessing Poly service solutions, including Support Services, Managed Services, Professional Services, and Training Services.
- With Poly+ you get exclusive premium features, insights and management tools necessary to keep employee devices up, running and ready for action.
- Poly Lens enables better collaboration for every user in every workspace. It is designed to spotlight the health and efficiency of your spaces and devices by providing actionable insights and simplifying device management.

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