



# Poly UC Software 6.4.5

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

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### Supported Devices

Poly UC Software 6.4.5 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 6.4.5 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

## ***Poly Headset Compatibility***

Refer to the Poly Compatibility Guide at <https://compatibility.plantronics.com/deskphone> for the most current list of headsets compatible with Poly desktop phones.

## **What's New in This Release**

Poly Unified Communications (UC) Software 6.4.5 is a maintenance release for OpenSIP deployments. These release notes include important information on resolved issues, and the following enhancements.

- [RingCentral Enhancements](#)
  - [Customized Ring Delay](#)
  - [File Transfer Optimization for Software Upgrades](#)
- [Poly Lens Improvements](#)

## ***RingCentral Enhancements***

This release supports the following feature enhancements for RingCentral.

### **Customized Ring Delay**

Set a timer to delay visual and audio notifications for incoming calls on phones configured with shared lines and bridged call line appearances.

Enable this feature using the following configuration parameter:

```
reg.1.ringdelay
```

Permitted values: 0-75 (in seconds)

Default value: Null

## File Transfer Optimization for Software Upgrades

Poly phones initiate software upgrades by sending a request for a small subset of software files to determine if the phone requires the upgrade. If the software is the same on the server and the phone, the phone doesn't request additional content from the file.

This feature requires support for the HTTP Range header described in [RFC 7233, section-3.1](#).

Enable this feature using the following configuration parameter:

```
prov.optimizeUpgrade
```

Permitted values: 0 or 1

Default value: "0"

## *Poly Lens Improvements*

This release includes the following improvements 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 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.

## UC Software Build IDs

The following table contains the build IDs for the sip.ld files for the UC Software 6.4.5 release:

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**Note:** The UC Software 6.4.5 release 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.

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<b>sip.ld</b>	<b>Build ID</b>
3111-xxxxx-001.sip.ld	6.4.5.1210
3111-xxxxx-021.sip.ld	6.4.5.1251

## Available Split ZIP Files

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

### Split ZIP Files

<b>Distributed Files</b>	<b>File Purpose and Application</b>
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.
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
sip.ver	Text file detailing build-identifications for the release.

Distributed Files	File Purpose and Application
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 June 2022 hardware revision of VVX 250, 350, and 450 models can't be downgraded below the factory loaded UC Software 6.4.3. See the latest [Poly Engineering Advisories and Technical Notifications](#) for more information.

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**Note:** VVX x50 models shipped prior to June 2022 do not have any downgrading restrictions.

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## Revision History

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

### Version History

Release	Release Date	Features
6.4.5	April 2023	This release includes important field fixes and support for the following features: <ul style="list-style-type: none"> <li>• RingCentral enhancements</li> <li>• Poly Lens improvements</li> </ul>
6.4.4	February 2023	This release includes important field fixes.
6.4.3	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: <ul style="list-style-type: none"> <li>• Server redundancy on a registered line</li> <li>• New Zoom Phone "Warm Transfer" Interoperation</li> <li>• BootROM to perform software updates</li> </ul>

Release	Release Date	Features
6.4.2	January 2022	<p>This release includes important field fixes and support for the following features:</p> <ul style="list-style-type: none"> <li>• IP Phone Call Control from Desktop Client in Zoom Environments</li> <li>• Privacy for Shared Line Group Users in Zoom Environments</li> <li>• Conference Barge for Shared Line Group Users in Zoom Environments</li> <li>• Bridged Call Appearance (BCA) in RingCentral Environments</li> <li>• Monitoring BLF in DND in RingCentral Environments</li> <li>• DND Synchronization in RingCentral Environments</li> <li>• Add a Mandatory Message Confirmation for Outbound Calls</li> <li>• HTTP-Enabled Location Discovery Enhancements</li> <li>• New TLS SIP Configuration Parameter</li> </ul>
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"> <li>• E911 Location Information by Network Connection</li> <li>• Disabling Notifications for Intercom Calls in DND Mode</li> <li>• Shared Group Call Pickup in Zoom Environments</li> <li>• Alert-Info Header Enhancements</li> <li>• Call Forwarding Softkey</li> </ul>
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"> <li>• Poly Lens Integration</li> <li>• Pausing When Dialing a Phone Number</li> <li>• Specify an Outgoing Line to a Contact</li> <li>• Advanced User Profile</li> <li>• Disable Local DND After 911 Calls</li> <li>• Poly Computer Audio Connector</li> <li>• Network Assessment Diagnostic Tools</li> <li>• Expanded Support for uaCSTA Functions</li> <li>• Media Security Negotiation</li> <li>• Outbound Caller ID on a Shared Call</li> <li>• STIR/SHAKEN Calling Party ID Validation</li> <li>• STUN Server Failover</li> <li>• Join Zoom Meetings Using a BLF Key</li> <li>• BLWT on Zoom Phones</li> </ul>

# 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 6.4.5.

### Resolved Issues

Issue ID	Description
VOICE-73294	A VVX 450 phone with an VVX EM50 expansion module encounters a race condition when a user presses the BLF key too quickly after transferring a call. This results in the original call no longer being accessible using the line key.



Issue ID	Description
VOICE-73511	As of this release, UC Software does not support the E-Tugra Certification Authority.
VOICE-73791 VOICE-73792	On VVX phones, the Send, Receive, and Subscribe drop-down menus do not display in the Group Paging Configuration and PTT Mode Configuration sections of the system web interface.
VOICE-73790 VOICE-73830 VOICE-74430 VOICE-74157	The June 2022 hardware revisions of VVX 250, 350, and 450 phones display the Dialing screen overlaid the Lines screen when <code>OffHookLineView.enabled="1"</code> and when the handset is picked up or when a call transfer is initiated.
VOICE-73820 VOICE-73821	VVX phones are not able to maintain a connection to the Poly Lens Cloud.
VOICE-73835	On VVX phones, a "Searching..." message displays when the LDAP server becomes unresponsive during an LDAP query.
VOICE-73864	Poly Lens reports a phone as offline when it is powered on and otherwise working as expected.
VOICE-74169	A phone with the BroadSoft Executive-Assistant feature sends an INVITE to transfer a call before the current call is placed on hold, which causes the call be be rejected.
VOICE-74192	VVX 501 phones do not appear online in Poly Lens due to a Poly Lens system failure.
VOICE-74274 VOICE-74264	Disabling the serial port of a VVX phone increases the phone's reboot time.
VOICE-74281	VVX phones drop the call when SIP MESSAGE requests are received in the signaling for the call.
VOICE-74302	The June 2022 hardware revision of 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-74374	When a VVX phone connects to a Polycom Device Management System Server Provider (PDMS-SP), the phone does not appear online on the PDMS-SP platform.
VOICE-74392	The phone's system web interface does not display properly when it is accessed using the latest version of Microsoft Edge or Google Chrome browsers.
VOICE-74565	On a VVX phone, changing registration settings causes the phone to delay all future failback registration requests for a few seconds.
VOICE-74493	On a VVX phone, Microsoft Teams accounts with extensions fail to register.
VOICE-74535	The Poly Lens restart timeout is inconsistent.
VOICE-74663	The headset LED on the June 2022 hardware revision VVX 250, 350 and 450 phones do not flash while the phone is in Headset Memory Mode.
VOICE-74484	VVX phones go offline as a result of not sending a Register request after a failover event.
VOICE-74637	The June 2022 hardware revision VVX 250, 350, 450 phones send "auto pair" broadcast packets out the LAN port to the PC Audio Connector application instead of the PC port. This causes the PC Audio Connector to be paired with an unintended phone.

# Known Issues

There are no known issues in UC Software 6.4.5.

# Get Help

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

## *Related Poly and Partner Resources*

See the following sites for information related to this product.

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

# Privacy Policy

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