



RELEASE NOTES

UC Software 5.4.4 | May 2016 | 3725-49125-007A

Polycom® UC Software 5.4.4

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



Contents

- Contents..... 2**
- What’s New in Polycom UC Software 5.4.4..... 3**
 - Important Notice 3
 - Introducing the Polycom VVX D60 Wireless Handset 4
 - VVX D60 Wireless Handset Limitations 4
 - Updating the VVX D60 Base Station and Wireless Handsets Software..... 5
 - Phone Features and Licenses 5
 - Configuration File Enhancements..... 6
 - Supported DHCP Sub-Options 8
- Release History 9**
- Install UC Software 5.4.4..... 12**
 - Download the Distribution Files 12
 - Understand the Combined and Split ZIP Files 12
- Resolved Issues 16**
- Known Issues 21**
- Security Updates 24**
- Get Help 25**
 - The Polycom Community 26
 - Copyright and Trademark Information 27

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.

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

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:

- 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 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.
- Upgrade to UC Software 5.4.4 using the individual split software package.

**Note: Upgrading directly to UC Software 5.4.4**

Attempting to upgrade directly to UC Software 5.4.4 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 will not require any special action.

Introducing the Polycom VVX D60 Wireless Handset

With this release of UC Software 5.4.3 and later, 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.
- 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 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.Id 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.Id, the software on the base station and wireless handsets update automatically after they are paired and registered with the VVX business media phone.

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 Features and Licenses

<i>Feature</i>	<i>VVX 101</i>	<i>VVX 201</i>	<i>VVX 300/310</i>	<i>VVX 301/311</i>	<i>VVX 400/410</i>	<i>VVX401/411</i>	<i>VVX 500/501</i>	<i>VVX 600/601</i>	<i>VVX 1500</i>	<i>Sound Structure VoIP Interface</i>
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

<i>Feature</i>	<i>VVX 101</i>	<i>VVX 201</i>	<i>VVX 300/ 310</i>	<i>VVX 301/ 311</i>	<i>VVX 400/ 410</i>	<i>VVX401/ 411</i>	<i>VVX 500/ 501</i>	<i>VVX 600/ 601</i>	<i>VVX 1500</i>	<i>Sound Structure VoIP Interface</i>
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
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
VQMon	Yes*	Yes*	Yes*	Yes*	Yes*	Yes*	Yes (Audio only)	Yes (Audio only)	Yes (Audio only)	No

*You must purchase a feature license from Polycom.

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

<i>Parameter</i>	<i>Permitted Values</i>	<i>Default</i>
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.snmp.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 <code>device.snmp.gmtOffset</code> parameter, then you must configure <code>device.snmp.gmtOffsetcityID</code> 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 <code>device.snmp.gmtOffset</code> 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 .		

<i>Parameter</i>	<i>Permitted Values</i>	<i>Default</i>
dir.local.passwordProtected	0 or 1	0
<p>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.</p>		
lcl.ml.lang.japanese.font.enabled	0 or 1	0
<p>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.</p> <p>Note: This parameter is not applicable to BER, SAKE, VVX300, VVX301, VVX310, VVX311, and Tinman.</p>		
sec.TLS.cipherList	String	ALL:!aNULL:!eNULL:!DSS:!SEED :!ECDSA:!IDEA:!MEDIUM:!LOW! EXP:!ADH:!ECDH:!PSK:!MD5! RC4:@STRENGTH
<p>The global cipher list parameter. The format for the cipher list uses OpenSSL syntax found here: http://www.openssl.org/docs/apps/ciphers.html.</p>		
sec.TLS.LDAP.strictCertCommonName Validation	0 or 1	1
<p>The <code>sec.TLS.LDAP.strictCertCommonNameValidation</code> is a restart parameter that controls the validation of server certificate common name during Lightweight Directory Access Protocol (LDAP) or LDAPS connection over Transport Layer Security (TLS).</p>		
sec.TLS.webServer.cipherList	String	ALL:!aNULL:!eNULL:!DSS:!SEED :!ECDSA:!IDEA:!MEDIUM:!LOW! EXP:!ADH:!ECDH:!PSK:!MD5! RC4:@STRENGTH
<p>The cipher list for a web server profile.</p> <p>Note: Change causes phone to restart.</p>		
tcpIpApp.snmp.gmtOffsetcityID	0 to 126	NULL
<p>If you are not provisioning phones manually from the Web Configuration Utility and you are setting the <code>tcpIpApp.snmp.gmtOffset</code> parameter, then you must configure <code>tcpIpApp.snmp.gmtOffsetcityID</code> 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 <code>tcpIpApp.snmp.gmtOffset</code> parameter manually using the Web Configuration Utility.</p> <p>For descriptions of all values, see the Polycom® UC Software 5.4.2AA for the Polycom® RealPresence Trio™ Solution guide on Polycom Support.</p>		
up.LineViewCallStatus.enabled	0 or 1	0
<p>Specifies the Active Call Screen or Line Screen as default user interface for a call.</p> <p>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.</p>		

<i>Parameter</i>	<i>Permitted Values</i>	<i>Default</i>
up.LineViewCallStatus.timeout	2 to 10	10
<p>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.</p> <p>This parameter is applicable when the Line Screen is set as default user interface for any call. The parameter <code>up.LineViewCallStatus.enabled</code> set to 1 configures the Line Screen as default user interface for a call. The user and administrator has access to this parameter.</p>		
up.OffHookLineView.enabled	0 or 1	0
<p>Specifies the default user interface after the phone goes off hook.</p> <p>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.</p>		
up.ringer.minimumVolume	0 to 16	16
<p>This parameter controls the ringer's minimum volume.</p>		

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

<i>Option</i>	<i>Result</i>
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.

Release History

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

Release History

<i>Release</i>	<i>Release Date</i>	<i>Description</i>
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.
5.4.1	December 2015	This release includes support for the following features: <ul style="list-style-type: none">• 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• 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: <ul style="list-style-type: none">• Microsoft Office 365 and Skype for Business Online• Office365 and Skype for Business Provisioning and Manageability• Time and Date Initial Setup

<i>Release</i>	<i>Release Date</i>	<i>Description</i>
5.4.0	May 2015	<p>Added support for Alcatel-Lucent CTS features including</p> <ul style="list-style-type: none"> • Advanced Conference • Shared Call Appearance with Bridge In • Visitor Desk Phone <p>This release also included support for the following features:</p> <ul style="list-style-type: none"> • 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.
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.

<i>Release</i>	<i>Release Date</i>	<i>Description</i>
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).

Install UC Software 5.4.4

Consider the following installation and update information when using Polycom UC Software 5.4.4.

Download the Distribution Files

To download UC Software 5.4.4, 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 table [Understand the Combined ZIP and Split ZIP Files](#). 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 **5.4.4.2473**.

Understand the Combined and Split ZIP Files

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

Understand the Combined ZIP and Split ZIP Files

Distributed Files	File Purpose and Application	Combined	Split
3111-40250-001.sip.ld	SIP application executable for VVX 101	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	✓

Distributed Files	File Purpose and Application	Combined	Split
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	✓	✓
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 Lync specific configuration parameters	✓	✓
pstn.cfg	Contains parameters for PSTN use	✓	✓

Distributed Files	File Purpose and Application	Combined	Split
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 SoundStation IP 7000 and Polycom HDX system integration	✓	✓
VVX-dictionary.xml	Includes native support for the following languages: <ul style="list-style-type: none"> • Arabic, UAE • Chinese, Traditional • Chinese, Simplified • Danish, Denmark • Dutch, Netherlands • 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 	✓	✓

Distributed Files	File Purpose and Application	Combined	Split
	<ul style="list-style-type: none">• 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 5.4.4.

Resolved Issues in 5.4.4

Category	Issue No.	Release	Description
Audio	VOIP-113374	5.4.1	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.
	VOIP-110498	5.3.0	
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	VVX 1500 phone no longer crashes and generates core dump file after BLF configuration.
		5.3.1	
Calendar	VOIP-112921	5.3.1	Outlook calendar events are now improved and are in sync on the VVX phones.
Calling	VOIP-113594	5.4.2	PSTN user is able to join a conference call on Office 365 (O365).
Configuration	VOIP-112433	5.4.0	<ul style="list-style-type: none"> VVX101 and VVX201 platforms correctly interprets values for the <code>voIpProt.server.x.specialInterop</code> parameter. VVX101 and VVX201 platforms correctly limits the values allowed for the <code>reg.x.server.y.specialInterop</code> parameter. UI support for the "GENBAND-A2" option has been added for <code>voIpProt.server.x.specialInterop</code> and <code>reg.x.server.y.specialInterop</code> parameters for all platforms. Previously, "GENBAND-A2" could only be selected via config files.
Content	VOIP-114633		The VVX phones displays Outlook Contacts with contact name and number when only PSTN is added as Skype Favorites

<i>Category</i>	<i>Issue No.</i>	<i>Release</i>	<i>Description</i>
Expansion Module	VOIP-113489	5.4.0	In the VVX expansion module, the labels are now correctly split when Text Elide is set to Right or None.
	VOIP-108227	5.3.1	
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	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.
		5.4.0	
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 "**".
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	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.
		4.0.7	
General	VOIP-111464	5.4.0	The warning icon is not displayed on VVX phones after the administrator password is changed.
		5.2.4	
		5.1.3	
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.

<i>Category</i>	<i>Issue No.</i>	<i>Release</i>	<i>Description</i>
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 Attendant 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".
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 Skype for Business (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.

<i>Category</i>	<i>Issue No.</i>	<i>Release</i>	<i>Description</i>
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 Domain Name System (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 <code>dir.corp.alt.password</code> 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-114787	5.4.2 5.4.1	When the SoundStructure VoIP Interface is in a call, sending a <code>set voip_send "VoIP Out"</code> command to the SoundStructure causes the call to disconnect.
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.
User Interface	VOIP-112493	5.4.2, 5.4.1	In VVX500 phones, after setting the Time Zone to Eastern time in the rocky web interface, the Time Zone displayed (GMT -5:00) Quito instead of (GMT -5:00) Eastern Time (US & Canada). This issue is corrected.
User Interface	VOIP-112417	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 <code>\$Chold\$</code> message before the REFER message.

<i>Category</i>	<i>Issue No.</i>	<i>Release</i>	<i>Description</i>
User Interface	VOIP-109986	5.4.1 5.4.0	The Character codes for special character É 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.

Known Issues

There are no new known issues for UC Software 5.4.4. This section lists the known issues and suggested workarounds for this release and previous releases.

Known Issues and Suggested Workarounds for UC Software 5.4.3

<i>Category</i>	<i>Issue No.</i>	<i>Release</i>	<i>Description</i>	<i>Workaround</i>
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.

<i>Category</i>	<i>Issue No.</i>	<i>Release</i>	<i>Description</i>	<i>Workaround</i>
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.	
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.

<i>Category</i>	<i>Issue No.</i>	<i>Release</i>	<i>Description</i>	<i>Workaround</i>
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.
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.	

Security Updates

Refer to the [Polycom Security Center](#) for information about known and resolved security vulnerabilities.

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 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

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