RELEASE NOTES

UC Software 5.3.3 | March 2016 | 3725-49122-004

# Polycom® UC Software 5.3.3

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

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# General

These release notes provide important information on software updates, phone features and feature licenses, and known and resolved issues. These release notes also refer to previous UC Software versions to assist administrators who are updating to a UC Software 5.3.3 release from an earlier software release.

Polycom Unified Communications (UC) Software 5.3.3 is a general release for the following platforms:

- Microsoft® Lync® Server 2010
- Microsoft Lync Server 2013
- All Open SIP platforms

For information on new and enhanced features and capabilities available with UC software 5.3.3, see What's New in Polycom UC Software Version 5.3.3.

Polycom UC Software 5.3.3 supports the following Polycom endpoints and accessories:

- VVX 300/310 business media phones
- VVX 400/410 business media phones
- VVX 500 business media phones
- VVX 600 business media phones
- VVX 1500 business media phones (Microsoft Lync not supported)
- SoundStructure® VoIP Interface
- VVX Camera
- VVX Expansion Module

# 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**

| *Feature* | *VVX 300/310* | *VVX 400/410* | *VVX 500* | *VVX 600* | *VVX 1500* | *SoundStructure VoIP Interface* |
|---|---|---|---|---|---|---|
| VQMon | Yes* | Yes* | Yes (Audio only) | Yes (Audio only) | Yes (Audio only) | No |
| Server Based Call Recording | Yes | Yes | Yes | Yes | Yes | No |

| *Feature* | *VVX 300/310* | *VVX 400/410* | *VVX 500* | *VVX 600* | *VVX 1500* | *SoundStructure VoIP Interface* |
|---|---|---|---|---|---|---|
| USB Call Recording | No | No | Yes | Yes | Yes | No |
| Conference Management | Yes | Yes | Yes | Yes | Yes | No |
| Electronic Hookswitch | Yes | Yes | Yes | Yes | Yes | No |
| Enhanced Feature Keys | Yes | Yes | Yes | Yes | Yes | No |
| Customizable UI Background | Yes | Yes | Yes | Yes | Yes | No |
| Asian Languages | Yes | Yes | Yes | Yes | Yes | No |
| Enhanced BLF | Yes | Yes | Yes | Yes | Yes | No |
| H.323 Video | No | No | Yes | Yes | Yes | No |

*You must purchase a feature license from Polycom.

# Install UC Software 5.3.3

Consider the following information when installing Polycom UC Software 5.3.3.

**Caution: Updating VVX 1500 to UC Software 5.3.3**

Before updating your VVX 1500 phone to UC Software 5.3.3, make sure that the phone is upgraded to BootBlock 3.0.4. See *Technical Bulletin 695: Upgrading the Polycom VVX 1500 Business Media Phone to UC Software 5.2.0* for more information.

## Download the Distribution Files

To download UC Software 5.3.3, 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 **UC Software** 5.3.3.0577**.**

# Understand the Combined and Split ZIP Files

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

**Understand the Combined ZIP and Split ZIP Files**

| *Distributed Files* | *File Purpose and Application* | *Combined ZIP* | *Split SIP* |
|---|---|---|---|
| 3111-46135-002.sip.ld | SIP application executable for VVX 300 | x | ✓ |
| 3111-46161-001.sip.ld | SIP application executable for VVX 310 | x | ✓ |
| 3111-46157-002.sip.ld | SIP application executable for VVX 400 | x | ✓ |
| 3111-46162-001.sip.ld | SIP application executable for VVX 410 | x | ✓ |
| 3111-44500-001.sip.ld | SIP application executable for VVX 500 | x | ✓ |
| 3111-44600-001.sip.ld | SIP application executable for VVX 600 | 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 | ✓ |
| sip.ld | Concatenated SIP application executable | ✓ | x |
| 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 | ✓ | ✓ |
| 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 | ✓ | ✓ |
| reg-advanced.cfg | Contains configuration parameters for the line and call registration and advanced phone feature settings | ✓ | ✓ |

| *Distributed Files* | *File Purpose and Application* | *Combined ZIP* | *Split SIP* |
|---|---|---|---|
| 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:<br>• Chinese, Traditional<br>• Chinese, Simplified<br>• Danish, Denmark<br>• Dutch, Netherlands<br>• English, Canada<br>• English, United Kingdom<br>• English, United States<br>• French, France<br>• German, Germany<br>• Italian, Italy<br>• Japanese, Japan<br>• Korean, Korea<br>• Norwegian, Norway<br>• Polish, Poland<br>• Portuguese, Brazil<br>• Russian, Russia<br>• Slovenian, Slovenia<br>• Spanish, Spain<br>• Swedish, Sweden<br>• Arabic, UAE | ✓ | ✓ |
| Welcome.wav | Startup welcome sound effect | ✓ | ✓ |
| LoudRing.wav | Sample loud ringer sound effect | ✓ | ✓ |

| *Distributed Files* | *File Purpose and Application* | *Combined ZIP* | *Split SIP* |
|---|---|---|---|
| Polycom-hold.wav | Sample ringer sound effect | ✓ | ✓ |
| Warble.wav | Sample ringer sound effect | ✓ | ✓ |

# Release History

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

**Release History**

| Release | Release Date | Description |
|---|---|---|
| 5.3.3 | March 2015 | Includes important audio and field fixes. |
| 5.3.2 | November 2015 | Includes 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. For more information, refer to New Features for Polycom UC Software 5.3.0. |
| 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. |
| 5.1.1 Revision C | July 2014 | Introduced Microsoft-qualified UC Software for VVX 410, VVX 500, VVX 600, and SoundStructure VoIP Interface. |
| 5.1.1 Revision B | 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). |

# What's New in Polycom UC Software Version 5.3.3

Polycom Unified Communications (UC) Software 5.3.3 is a general release for all open SIP platforms, Microsoft Lync 2010, and Microsoft Lync 2013.

Polycom UC Software 5.3.3 supports the following Polycom endpoints and accessories:

- VVX 300/310 business media phones
- VVX 400/410 business media phones
- VVX 500 business media phones
- VVX 600 business media phones
- VVX 1500 business media phones
- SoundStructure VoIP Interface
- VVX Camera
- VVX Expansion Module

**Note: HTTPS and HTTP support on VVX phones running UC Software 5.3.3**

For VVX phones set to the Generic base profile, HTTPS is mandatory and enabled by default whereas HTTP is disabled by default. For phones set to the Lync base profile, HTTP and HTTPS are disabled by default. Administrators can enable or disable HTTP or HTTPS in the configuration files or on the phone. See the *Polycom UC Software Administrator Guide* for information on enabling HTTP or HTTPS.

## New or Enhanced Features

There are no new or enhanced features for this release.

# Resolved Issues

The following issues have been resolved for UC Software 5.3.3.

**Resolved Issues**

| *Category* | *Issue Number* | *Description* |
|---|---|---|
| Audio | VOIP-112144 | The phone displays the correct NLR and MOSQ when the phone generates Dual-Tone Multi-Frequency (DTMF) in the generated VQMon reports. |
| Audio | VOIP-111758 | Accurate overall Mean Opinion Scores (MOSs) will now be created even when there are several Synchronization Source range allocation (SSRC) changes that could occur as a result of codec changes. The phone will trigger a VQMon report as soon as an SSRC change is reported by DSP. |
| Audio | VOIP-111448 | The inbound call that is transferred, then conferenced, and then transferred again no longer causes any issue. |
| Audio | VOIP-109910 | 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. |
| General | VOIP-111804 | 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-111534 | The VVX phones register to the secondary server after a failover or failback when the secondary server details are added in the DNS server after the phone is registered. |
| General | VOIP-111465 | The warning icon is not displayed on VVX phones after the administrator password is changed. |
| General | VOIP-110649 | 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-110311 | The phone with GENBAND shared line sends MWI SUBSCRIBE with the message-summary event. |
| General | VOIP-110197 | The integration of VVX1500 with Polycom® RealPresence® Resource Manager (RPRM) has been improved. |
| General | VOIP-109990 | The phone works fine and no longer causes audio drops when attended transfer is triggered with the Competella Attendent Console. |
| General | VOIP-109431 | The BLF activity no longer causes call waiting tones to play when call waiting is disabled. |
| General | VOIP-109309 | The phone will send “user=phone” in the invite message when a user enters a number that ends with “#” or “*”. |

| *Category* | *Issue Number* | *Description* |
|---|---|---|
| General | VOIP-108946 | Group paging works as expected while a monitored Enhanced Park Orbit is active. |
| General | VOIP-108803 | The DHCP stability issues on VVX 310 is fixed. |
| General | VOIP-108610 | 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-108426 | If a call is received on a sipXecs shared line number with multiple line keys, one call appears on the two lines. |
| Lync | VOIP-111533 | In Lync Boss Admin scenario, Blind transfer directly to Boss voicemail works without any issue. |
| Lync | VOIP-111532 | Lync Shared Line Appearance (SLA) feature works during WAN outage with only SBS available. |
| MicroBrowser | VOIP-110205 | Javascript run on VVX microbrowser correctly displays the local time when phone is on the Lync profile. |
| Presence | VOIP-113886 | The phone sends a notification event to unsubscribe from the presence if the phone is unregistered or powered off. When the phone gets registered, it sends a notification event to subscribe for the presence. |
| Security | VOIP-113944 | The following two StartCom Root CA certificates are added to the Polycom trusted CA bundle:<br>• StartCom Certification Authority<br>• StartCom Certification Authority G2 |
| Security | VOIP-112038 | 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 Transport Layer Security (TLS). |
| Security | VOIP-111994 | Enable SSLv3 on the LDAP server and disable the same on the phone. This resolved the issues on the SPIP phones after phone reboot. |

| *Category* | *Issue Number* | *Description* |
|---|---|---|
| Security | VOIP-111441 | Cipher suites are configurable for the web server through the parameters `sec.TLS.profile.webServer.cipherSuiteDefault` and `sec.TLS.webServer.cipherList`.<br>The following menu is added for configuring the above parameters from the Phone UI:<br>**Admin Settings > TLS Security > Configure TLS Profile > Configure Cipher Suite**<br>The following menu is added for configuring the above parameters from the Web UI:<br>**Settings > Network > TLS > TLS Profiles > Web Server Profile** |
| Security | VOIP-109248 | Multiple Denial of Service vulnerabilities in OpenSSL is resolved. |
| User Interface | VOIP-113361 | Display of the caller ID has been optimized and the phone no longer displays "Unknown" when the number is available. |
| User Interface | VOIP-113152 | In the Broadsoft directory, user can perform a search by using the first name or the last name. |
| User Interface | VOIP-112415 | The phone scrolls the TO and FROM headers in the caller ID for the Busy Lamp Field (BLF) feature with Genband. |
| User Interface | VOIP-111985 | The phone now uses the blind transfer behavior from the Enhanced Feature Key (EFK) soft keys and sends a HOLD message before the REFER message. |
| User Interface | VOIP-110497 | In the VVX expansion module, the labels are now correctly split when Text Elide is set to Right or None. |
| User Interface | VOIP-110475 | On VVX phones, users can now watch buddies set in the GENBAND Personal Address Book when the parameter feature.presence.enabled is set to 1. |
| User Interface | VOIP-109358 | EFK configured for the shared Line 1 now works as expected and dials out from the Line 1. |
| User Interface | VOIP-108663 | Softkey feature directories display ‘Directories Softkey’ on the Phone's idle screen. |
| User Interface | VOIP-108488 | The phone’s web interface now displays contacts in the same order as we see them on phone display. |
| User Interface | VOIP-107949 | The phone does not show the Application button or Softkey on the HOME screen. But after enabling the soft key via ESK, user can access and launch the browser by pressing the soft key configured for micro browser. |
| User Interface | VOIP-107037 | The line seize behavior for accessing voicemail and performing EFKs is improved. |

| *Category* | *Issue Number* | *Description* |
|---|---|---|
| User Interface | VOIP-106735 | When the VVX updates the presence status, the “away” state and status message are not altered. |
| Video | VOIP-109132 | Improved the quality of video during H.323 conference calls for VVX 1500 phones. |

# Configuration File Enhancements

The following table lists configuration file enhancements that include new or changed parameters for this Polycom UC Software 5.3.3 release.

**Configuration File Enhancements for UC Software 5.3.3**

| *Parameter* | *Permitted Values* | *Default* |
|---|---|---|
| **sec.TLS.profile.webServer.cipherSuiteDefault** | **0 or 1** | **1** |
| If "0", use the custom cipher suite for web server profile. If "1", use the default cipher suite. | | |
| **sec.TLS.webServer.cipherList** | **String** | **RSA:!EXP:!LOW:!NULL:!MD5:!RC4:@STRENGTH** |
| The cipher list for a web server profile.<br>**Note**: Change causes phone to restart. | | |
| **up.LineViewCallStatus.enabled** | **0 or 1** | **0** |
| When `up.LineViewCallStatus.enabled` type is enabled, phone screen will stay in Line View when there is an incoming call or an active call. The phone shows the active or incoming call information on top of the screen at the status area. If the user swipes to Call View from Line View, the phone automatically navigates to Line View after the timeout set by the parameter `up.LineViewCallStatus.timeout`. | | |
| **up.LineViewCallStatus.timeout** | **2 to 10** | **10** |
| When `up.LineViewCallStatus.enabled` type is enabled, if the user swipes to Call View from Line View, the phone automatically navigates to Line View after the timeout set by the parameter `up.LineViewCallStatus.timeout`. | | |
| **up.OffHookLineView.enabled** | **0 or 1** | **0** |
| When `up.OffHookLineView` is enabled, the phone shows the Line View instead of the Dial Pad when the user goes off-hook. This behavior allows the user to select a speed dial from the Line View unless the user wants to start dialing. The Line View is hidden once the user starts dialing. | | |
| **sec.TLS.LDAP.strictCertCommonNameValidation** | **0 or 1** | **1** |
| This controls the validation of server certificate common name during LDAP or LDAPS connection over Transport Layer Security (TLS).<br>**Note**: Change causes phone to restart. | | |
| **call.urlNumberModeToggling** | **0 or 1** | **1** |
| If it is set to 1, for a call initiated using the static BLF line key, the default mode of transfer or conference will be number mode.<br>If it is set to 0, the default behavior is retained. | | |
| **up.ringer.minimumVolume** | **0 to 16** | **16** |
| This parameter controls the ringer's minimum volume. | | |

| *Parameter* | *Permitted Values* | *Default* |
|---|---|---|
| **dir.local.passwordProtected** | **0 or 1** | **0** |
| If enabled, the user will be asked for Admin or User password while adding, editing, or deleting the Contacts from the local contact directory. User will not see any action on press and hold of Line Key.<br>If disabled, the Password prompt is not displayed while adding, editing, or deleting the Contacts from the local contact directory. Pressing and holding of Line Key displays **Add/Edit** menu to add or edit contact. | | |
| **sec.TLS.profile.x.cipherSuiteDefault** | **0 or 1** | **1** |
| If 0, use the custom cipher suite for TLS Application Profile x (x= 1 to 8). If 1, use the default cipher suite. | | |
| **sec.TLS.cipherList** | **String** | **RSA:!EXP:!LOW:!NULL:!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. | | |

The following table lists configuration file enhancements that include new or changed parameters for this Polycom UC Software 5.3.2 release.

**Configuration File Enhancements for UC Software 5.3.2**

| *Parameter* | *Permitted Values* | *Default* |
|---|---|---|
| **voIpProt.SIP.newCallOnUnRegister** | **0 or 1** | **1** |
| If "0" , the phone does not generate new call-ID and From tag while re- registering. | | |

The following table lists configuration file enhancements that include new or changed parameters for the Polycom UC Software 5.3.1 release.

**Configuration File Enhancements for UC Software 5.3.1**

| *Parameter* | *Permitted Values* | *Default* |
|---|---|---|
| **Call.shared.remoteActiveHoldAsActive** | **0 or 1** | **1** |
| If 0, neither remote hold nor remote active calls are treated as active on the phone. If 1, both remote hold and remote active calls are treated as active call on the phone. | | |
| **device.net.lldpCapabilitiesRequired** | **0 or 1** | **1** |
| If 0, the phone uses the LLDP packet with System Capabilities as "0x0000". If 1, the phone ignores LLDP packets with System Capabilities as "0x0000". | | |
| **ptt.channel.x.allowReceive** | **0 or 1** | **1** |
| If 0, phone cannot receive push-to-talk (PTT) calls on the specified channel. If 1, phone can receive PTT calls on the specified channel. | | |

| *Parameter* | *Permitted Values* | *Default* |
|---|---|---|
| **ptt.pageMode.group.x.allowReceive** | **0 or 1** | **1** |
| If 0, phone cannot receive pages on the specified group. If 1, phone can receive pages on the specified group... | | |
| **reg.x.outboundProxy.failOver.failBack.mode** | **newRequests DNSTTL registration duration** | **duration** |
| The mode for failover failback (overrides `reg.x.server.y.failOver.failBack.mode`).<br>• **newRequests** All new requests are forwarded first to the primary server regardless of the last used server.<br>• **DNSTTL** The phone tries the primary server again after a timeout equal to the DNS TTL configured for the server that the phone is registered to.<br>• **registration** The phone tries the primary server again when the registration renewal signaling begins.<br>• **duration** The phone tries the primary server again after the time specified by `reg.x.server.y.failOver.failBack.timeout`. | | |
| **reg.x.server.y.failOver.failBack.mode** | **newRequests DNSTTL registration duration** | **duration** |
| The default setting for this parameter has been updated to be `duration`.<br>The mode for failover failback (this parameter overrides `voIpProt.server.x.failOver.failBack.mode`):<br>• **newRequests** All new requests are forwarded first to the primary server regardless of the last used server.<br>• **DNSTTL** The phone tries the primary server again after a timeout equal to the DNS TTL configured for the server that the phone is registered to.<br>• **registration** The phone tries the primary server again when the registration renewal signaling begins.<br>• **duration** The phone tries the primary server again after the time specified by `reg.x.server.y.failOver.failBack.timeout`. | | |
| **softkey.x.use.park** | **0 or 1** | **0** |
| If 0, no softkey is displayed when a call is parked on a phone with EFK enabled. If 1, displays a softkey when the call is parked on a phone with EFK enabled. The value of x can be from 1 to 10. | | |
| **tcpIpApp.port.rtp.mediaPortRangeStart** | **Even integer 1024 to 65486** | **2222** |
| The starting port for RTP media packets. Ports are allocated from a pool starting with this port up to a value of (start-port + 47) for a voice-only phone or (start-port + 95) for a video phone.<br>**Note**: Ensure that there is no contention for port numbers. For example, do not use 5060 (default port for SIP). | | |
| **tcpIpApp.port.rtp.videoPortRange.enable** | **0 or 1** | **0** |
| If 0, specifying a start for the video RTP port range is disabled. If 1, allows you to specify the start for the video RTP port range. | | |
| **tcpIpApp.port.rtp.videoPortRangeStart** | **Even integer 1024 to 65436** | **2222** |
| The starting port for RTP video packets. Ports are allocated from a pool starting with this port up to a value of (start-port + 47) for a voice-only phone or (start-port + 95) for a video phone.<br>**Note**: Ensure that there is no contention for port numbers. For example, do not use 5060 (default port for SIP). | | |

| *Parameter* | *Permitted Values* | *Default* |
|---|---|---|
| **up.basicSettingsPasswordEnabled** | **0 or 1** | **0** |
| If 0, no password is required to access the user settings at **Settings > Basic**. If 1, .you must enter a password to access the user settings at **Settings > Basic.** | | |
| **up.em.linkalivecheck.enabled** | **0 or 1** | **0** |
| If 0, no ping packets for link alive check are sent to the Expansion Module. If 1, ping packets are sent from the VVX system to the EM every 15 seconds. | | |
| **voice.rxPacketFilter** | **0 or 1** | **0** |
| If 0, no Rx filtering is performed. If 1, narrowband Rx high pass filter is enabled. Enabling this filter can filter out background noise and other interference from narrow band calls. | | |
| **volpProt.server.x.failOver.failBack.mode** | **newRequests, DNSTTL, registration, duration** | **duration** |
| The mode for failover failback.<br>• **newRequests** All new requests are forwarded first to the primary server regardless of the last used server.<br>• **DNSTTL** The phone tries the primary server again after a timeout equal to the DNS TTL configured for the server that the phone is registered to.<br>• **registration** The phone tries the primary server again when the registration renewal signaling begins.<br>• **duration** The phone tries the primary server again after the time specified by `voIpProt.server.x.failOver.failBack.timeout`. | | |
| **volpProt.SIP.outboundProxy.failOver.failBack.mode** | **newRequests, DNSTTL, registration, duration,** | **duration** |
| The mode for failover failback (overrides `voIpProt.server.x.failOver.failBack.mode`).<br>• **newRequests** All new requests are forwarded first to the primary server regardless of the last used server.<br>• **DNSTTL** The phone tries the primary server again after a timeout equal to the DNS TTL configured for the server that the phone is registered to.<br>• **registration** The phone tries the primary server again when the registration renewal signaling begins.<br>• **duration** The phone tries the primary server again after the time specified by `reg.x.outboundProxy.failOver.failBack.timeout` expires. | | |
| **volpProt.SIP.useInactiveHold** | **0 or 1** | **0** |
| If 0, the phone sends the `a=sendonly` attribute when placed on hold. If 1, the phone sends `a=inactive` when placed on hold. Note that this parameter applies to Lync Gateway calls only. | | |

**Note: Using configuration parameters to enable features**

For more information on using configuration parameters to enable or disable features, see the *Administrator Guide for Polycom UC Software 5.3* available at Polycom Support.

# Known Issues

There are no new known issues for UC Software 5.3.3. Known issues for previous UC Software releases are listed below.

**Server Related Known Issues and Suggested Workarounds for UC Software in BroadSoft and Lync Deployments for UC Software 5.3.1**

| *Category* | *Issue No.* | *Release* | *Description* | *Workaround* |
|---|---|---|---|---|
| Functionality | VOIP-90875 | 4.0.5 | In a shared call scenario, the user who barged into the conversation is unable to start recording when the primary user started and stopped the call recording and when the phones are configured in “on demand” mode (BroadSoft R20 server). | No workaround is currently available. |
| Functionality | VOIP-91274 | 5.1.0 | The end-to-end video transmission pauses when the user starts or stops the call recording and the phone is configured in “on demand” mode (BroadSoft R20 server). | No workaround is currently available. |
| Functionality | VOIP-91286 | 5.1.0 | The phone fails to start call recording on a held call when configured in “on demand” mode (BroadSoft R20 server). | No workaround is currently available. |
| Functionality | VOIP-91287 | 5.1.0 | Recording is resumed automatically when a phone transfers the call to the 3rd party (BroadSoft R20 server). | No workaround is currently available. |
| Functionality | VOIP-91393 | 5.1.0 | Call is recorded only on a single phone if the "Start" recording is pressed on two phones at the same time (BroadSoft R20 server). | No workaround is currently available. |
| Functionality | VOIP-91440 | 5.1.0 | The phone fails to record PSTN/GSM calls as the server is sending the record: off attribute instead of the record: on attribute (BroadSoft R20 server). | No workaround is currently available. |
| Functionality | VOIP-91465 | 5.1.0 | In a shred call scenario, audio is dropped when the multiple video enabled destinations barge in to a call (BroadSoft R20 server). | No workaround is currently available. |
| Functionality | VOIP-91560 | 5.1.0 | Server is not sending "recordpref: off" during the SCA hold-resume scenario when the recording is stopped (BroadSoft R20 server). | No workaround is currently available. |

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|---|---|---|---|---|
| Functionality | VOIP-91607 | 5.1.0 | Centralized conference fails sometimes when the recording mode is enabled on the phone (BroadSoft R20 server). | No workaround is currently available. |
| Functionality | VOIP-91781/ 91768/91634 | 5.1.0 | A few issues are observed in BroadSoft call recording during call transfer scenarios and shuffle recording at both ends (BroadSoft R20 server). | No workaround is currently available. |
| Functionality | VOIP-92163 | 5.1.0 | Video-enabled phones are unable to blind transfer the barge-in enabled conference call (BroadSoft R20 server issue). | No workaround is currently available. |
| Lync | VOIP-90516 | 5.0.1 | In the Lync Boss-Admin scenario, phones fail to connect to the call when administrators of both the parties are trying to pick up the held calls of their respective bosses (Lync Server). | No workaround is currently available. |
| Lync | VOIP-90534 | 5.0.1 | In the Lync Boss-Admin scenario, administrators are unable to pick up the held boss call simultaneously at the same time (Lync Server). | No workaround is currently available. |
| Lync | VOIP-90700 | 5.0.1 | In the Lync Boss-Admin scenario, boss is not showing up on the remote call notification when the administrator has maximum “on-behalf-of” calls on hold (Lync Server). | No workaround is currently available. |
| Lync | VOIP-91925 | 5.1.0 | In a Lync Boss-Admin scenario, there is no remote active notification on Boss or Admin when the phone is registered with a secondary server in case of outage (Lync Server). | No workaround is currently available. |
| Lync | VOIP-91926 | 5.1.1 | The phone gets unregistered during a data center outage while the administrator is on a federation call (Lync Server). | No workaround is currently available. |
| Lync | VOIP-91972 | 5.0.2 | In a Lync Boss-Admin scenario, Boss-Admin indications do not work after failover/failback (Lync Server). | No workaround is currently available. |
| Lync | VOIP-92034 | 5.0.1 | In case of a data center outage, the boss is unable to pick up on-behalf-of calls made by the administrator (Lync Server). | No workaround is currently available. |

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|---|---|---|---|---|
| User Interface | VOIP-91441 | 5.1.0 | The phone displays a misleading “Call Recording Stopped” message when the user starts call recording if the simultaneous ring feature is enabled and the phone is configured in “On Demand” mode. (BroadSoft R20 server) | No workaround is currently available. |

**Known Issues and Suggested Workarounds for Previous UC Software Versions**

| *Category* | *Issue No* | *Release* | *Description* | *Workaround* |
|---|---|---|---|---|
| Audio | VOIP-97698 | 5.3.0 | When a call is placed to a VVX phone from a mobile Lync client on an Android phone, and the call is transferred from the VVX phone to another mobile Lync client on an Android phone, audio is heard on one of the Android phones only. | No workaround is currently available. |
| Audio | VOIP-92271 | 5.2.0 | A dial tone mixed with page audio is played from the handset and chassis until the dial tone expires when a user switches the termination and the page is in progress. | No workaround is currently available. |
| Audio | VOIP-94973 | 5.2.0 | In a Lync Meet now conference, noise is still heard for all participants if one party is muted and a Lync client, a VVX phone, and a SoundStructure VoIP Interface is on a call | No workaround is currently available. |
| BroadSoft | VOIP-99060 | 5.3.0 | In a BroadSoft environment, when Do Not Disturb (DND) is enabled for a line and the line becomes unregistered due to server unavailability, DND is enabled for all registered lines. | No workaround is currently available. |
| BroadSoft | VOIP-99158 | 5.3.0 | When contacts are added as favorites in the BroadSoft UC-One client, the contacts display in the UC-One Contacts group but not on the Lines screen. | No workaround is currently available. |
| BToE | VOIP-86478 VOIP-88053 | 5.0.0. | In a BToE scenario, placing or receiving video calls from or to Lync 2013 client from the phone is not supported as Polycom phones currently does not support H.264 (Lync) and RTV codecs. | No workaround is currently available. |

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|---|---|---|---|---|
| BToE | VOIP-86901 | 5.0.0. | In a BToE scenario, the call control window is sometimes not available when there is an active call on the Lync client and the user tries to pair the phone with the computer. | No workaround is currently available. |
| BToE | VOIP-87292 | 5.0.0. | In a BToE Scenario, phone is not updating the manually configured location information of set on the Lync client when the location information is removed from the server. | Try to configure the location information manually on the phone. |
| BToE | VOIP-87338 | 5.0.0 | In a BToE scenario and while installing the Polycom BTOE Connector application, some PCs/laptops request a reboot twice. | No workaround is currently available. |
| BToE | VOIP-87552 | 5.0.0 | In a BToE scenario, a Lync client reboot occurs when the paired phone does not have the correct timestamp in the absence of NTP server. | Ensure that the phone displays the correct date and time before connecting to the PC. |
| BToE | VOIP-87785 | 5.0.0 | In a BToE scenario, issues arise sometimes when the call is answered using the phone and content sharing is enabled using the Lync client. | No workaround is currently available. |
| BToE | VOIP-87908 | 5.0.0 | The Polycom BTOE Connector application does not work if the computer is running in IPv6 mode. | No workaround is currently available. |
| BToE | VOIP-88034 | 5.0.0 | The Polycom BTOE Connector application is not supported on a Windows XP platform. | No workaround is currently available. |
| BToE | VOIP-88062 | 5.0.0 | In a BToE scenario, the phone does not always fetch the call when BToE pairing is initiated during an active call on Lync client. | No workaround is currently available. |
| BToE | VOIP-88233 | 5.0.0 | Running the Polycom BTOE Connector application on your computer decreases the media volume on YouTube videos in the web browser. | On your computer, in the Start menu, select Control Panel > Hardware and Sound > Sound -> Communications, and select Do Nothing |

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| BToE | VOIP-88252 | 5.0.0 | Launching the Polycom BTOE Connector application on your computer while a media file is playing on the Windows Media Player will pause the media player. | On your computer, in the Start menu, select Control Panel > Hardware and Sound > Sound > Communications, and select Do Nothing |
| BToE | VOIP-88749<br>VOIP-89308 | 5.0.1 | You need administrator privileges to install the Polycom BTOE Connector application. | No workaround is currently available. |
| BToE | VOIP-89543 | | In a BToE scenario, the phone displays the message “Successfully Paired”, and is unusable when the phone is already signed-in and connected to the Lync client of a different user. | No workaround is currently available. |
| BToE | VOIP-93272 | 5.2.0 | In a BToE scenario, the phone displays a “BToE unpaired” pop-up instead of a “Successfully Un-paired” pop-up after a PC port link is unplugged. | No workaround is currently available. |
| Configuration | VOIP-98825 | 5.3.0 | In an Enhanced Call Park scenario, the phone reboots when the user logs in and out with a parameter misconfigured when a call is parked against the number. | Reboot the phone. |
| Configuration | VOIP-98992 | 5.3.0 | When two lines are registered with the same BLF line, the phone does not display the configured BLF line key when the flexible line key feature is enabled and the parameter `attendant.resourceList.x.address` is not in sequential order. | No workaround is currently available. |
| Configuration | VOIP-48905 | | The jitter parameter is not correctly computed on the SoundStation IP 6000/7000 as per RFC3550. | No workaround is currently available. |
| Configuration | VOIP-61091 | SIP 3.3.0 | The configuration parameter `tcpIpApp.port.rtp.forceSend` set to 1024 works only for the SoundStation IP 6000, 7000 and VVX 1500. It does not work correctly for SoundPoint IP phones. | No workaround is currently available. |

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| Configuration | VOIP-70728 | 4.0.2 | Software Upgrade does not work if `<partnumber>.xml` file is not specified as a part of upgrade.custom.server.url configuration value. | Ensure the `part-number.xml` file is part of the `upgrade.custom.serverurl` configuration value. |
| Configuration | VOIP-72898 | 4.0.0 | Hard key external URL mapping requires EFK enabled on the SoundPoint IP 650. | Enable EFK using configuration files. |
| Configuration | VOIP-75195 | 4.0.1. | The Hold, Transfer, and Conference soft keys do not display when the parameter `softkey.feature.basicCallManagement.redundant` is set to 0 (applies to SoundStation Duo). | No workaround is currently available. |
| Configuration | VOIP-77039 | 4.0.2 | When PTT is enabled, sender name/ID, updated through the parameter `reg.x.displayname`, does not update during the PPT call. | No workaround is currently available. |
| Configuration | VOIP-77076 | | When the XT9 input mode is enabled, the phone displays unmatched UIMA-focused items in the first position during XT9 (PinYin) input. | No workaround is currently available. |
| Configuration | VOIP-82030 | | When the Calendar is configured on the phone and the active directory credentials are changed by the user/admin, the phone fails to register to the Lync server. | Register the phone manually with the correct credentials. |
| Contacts | VOIP-99458 | 5.3.0 | When you select All Contacts on the Groups screen, contacts in the Other Contacts group display instead of all the contacts on the phone. | No workaround is currently available. |
| Expansion Modules | VOIP-99188 | 5.3.0 | Sometimes when a line key for a favorite is pressed on the VVX Expansion Module, the phone displays the Contact Information instead of placing a call to the contact. | No workaround is currently available. |
| Functionality | VOIP-97439 | 5.3.0 | In a Lync environment with the same user registered on multiple endpoints, when the phone receives calls from PSTN numbers, the phone fails to update received and missed calls in Recent Calls lists. | No workaround is currently available. |

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|---|---|---|---|---|
| Functionality | VOIP-99568 | 5.3.0 | After disabling the top and rear USB ports, USB charging devices, like mobile phones, are charging when the line label includes special characters and the length is 256 characters. | No workaround is currently available. |
| Functionality | VOIP-99645 | 4.0.1B | If there is a new call started on the SoundStructure VoIP Interface while there is an incoming call, the incoming call is ignored. This means that the incoming call will no longer ring even if the new call is ended. The incoming call will still be available for answering until it disconnects. | No workaround is currently available. |
| Functionality | VOIP-37175 | | If configuration files are used to set the SNTP server address, date validity checking on CA certificates are ignored for HTTPS provisioning. | Set the SNTP server address through the phone UI or use DHCP to inform the phone of the SNTP server address. |
| Functionality | VOIP-46997 | | Camera brightness adjustment does not work between levels 3 to 6 on the VVX 1500. | No workaround is currently available. |
| Functionality | VOIP-54027 | | The receiving phone does not re-invite with a new key at the half-life of the key life-time. | Ensure that both ends use the same key life time so that the sending phone initiates a key re-negotiation. |
| Functionality | VOIP-54028 | SIP 3.2.2 | Key changes do not function correctly when multiple crypto suites are enabled. | Configure a single crypto suite on the phone. |
| Functionality | VOIP-54799 | SIP 3.2.2 | The VVX 1500 transmits H.264 QCIF video to Tandberg MXPs in H.323 calls. | Set the video bit rate on the VVX 1500 to 512 Kbps to avoid the issue. |
| Functionality | VOIP-66251 | | British Telecom Caller ID type is not correctly supported (applies to SoundStation Duo). | No workaround is currently available. |
| Functionality | VOIP-68815 | 4.0.0 | The phone does not send a CallState=CallConference notification when a conference is established (applies to all SoundPoint IP and SpectraLink 84xx). | No workaround is currently available. |

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| Functionality | VOIP-69502 | 3.3.1 | The confirm Click-to-dial text does not appear on the SoundPoint IP 331 phone when SNTP fails. | Configure SNTP. |
| Functionality | VOIP-69552 | 3.3.1 | The music on hold (MOH) call dialog does not get terminated when there is an update from the MOH server. | End the call to restore normal state. |
| Functionality | VOIP-69735 | 4.4.0 | When the phone is registered with a H.323 line, DTMF digits are not sent in the Tel URI call with Ext and Postd options (applies to VVX 500 and 1500). | No workaround is currently available. |
| Functionality | VOIP-71800 | | Users cannot change the user password in the Web Configuration Utility. | Change the user password on the phone. |
| Functionality | VOIP-72082 | 4.0.0 | The phones do not detect a server certificate status change from REVOKED to GOOD until the phone is rebooted (applies to SoundPoint IP 321, 331, 450, 550, 560, 650, and 670, and SoundStation IP 5000). | No workaround is currently available. |
| Functionality | VOIP-72211 | | An explicitly trusted Intermediate CA fails TLS verification when it is the issuer of a server certificate. | No workaround is currently available. |
| Functionality | VOIP-72299 | 3.3.1. | When the SoundPoint IP 450, 560, and 650 phones are registered with BLA lines, they continue to display remote hold appearances even after the remote BLA resumes the call. | No workaround is currently available. |
| Functionality | VOIP-72387 | 3.3.2. | After pressing the Transfer soft key, the remote BLA line does not show remote hold status when call.shared.exposeAutoHolds is set to 1. | No workaround is currently available. |
| Functionality | VOIP-72677 | 3.3.2. | When a NOTIFY message with a higher version is sent, the phone re-subscribes to the server and gets a NOTIFY with the correct version, but fails to update the dialog with the state (applies to SoundPoint IP 450/560/650). | No workaround is currently available. |
| Functionality | VOIP-73015 | 4.0.0 | The Life Size Team 220 incorrectly remains in a connecting state when there is a call from VVX 1500 over H323. | No workaround is currently available. |

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| Functionality | VOIP-75049 | 4.0.1B | When using on-hook dialing, the SoundStructure VoIP Interface will not indicate certain call states through the `voip_call_appearance_state` parameter message. These states include `Dialtone`, `Setup`, and `Overlap`. | No workaround is currently available. |
| Functionality | VOIP-75157 | 3.3.2. | A phone configured with a Synergy call server displays the incorrect soft keys after a “Conference service unavailable” error is shown in UC Software 3.3.3. | No workaround is currently available. |
| Functionality | VOIP-75427 | 4.0.1 | The Unified Call Appearance List (UCAL) filtered view times out to the default UCAL view when a user scrolls the filtered list and does not change the focus (applies to VVX 500). | No workaround is currently available. |
| Functionality | VOIP-75614 | 4.0.1B | After a SoundStructure and/or SoundStructure VoIP Interface reboot, the `voip_line_state` parameter message may return "line_not_registered" for one or more lines even though the line is successfully registered (applies to SoundStructure VoIP Interface). | Send the following commands to the SoundStructure for each unregistered line:<br>set voip_line "VoIP Out" <line-number><br>set phone_connect "VoIP Out" 0<br>For instance, if line 3 is showing as unregistered, but it normally was registered, then send the following two commands:<br>set voip_line "VoIP Out" 3<br>set phone_connect "VoIP Out" 0 |
| Functionality | VOIP-75661 | | The multi-key combination shortcuts for uploading logs and rebooting the phone sometimes do not work (applies to VVX 500). | No workaround is currently available. |
| Functionality | VOIP-75671 | 4.0.1 | When parking a call from the Favorites menu, the call park input dialog (where users enter a park extension) disappears (applies to VVX 500). | No workaround is currently available. |

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| Functionality | VOIP-75898 | 4.0.1 | Pressing the App hard key on the phone and trying to dial the highlighted/focused SIP/Tel URI does not work with the micro browser (applies to VVX 1500 and VVX 500). | No workaround is currently available. |
| Functionality | VOIP-76655 | | Using a star (*) in the dial string on the SoundStation IP 7000 causes the phone to send the star as a dot (.) to HDX systems. | Use two stars (**). |
| Functionality | VOIP-76881 | | On a shared call, the reorder tone is not played to the user when a Resume attempt fails. | No workaround is currently available. |
| Functionality | VOIP-76977 | 4.0.1 | Adding a new registration line changes the BLF-monitored lines label from first/last name to its extension number. | Reboot the phone. |
| Functionality | VOIP-79634 | 4.0.4. | During paging, the receiving phone displays the MAC address of the sender instead of the caller ID. | Restart the phone. |
| Functionality | VOIP-81272 | 4.1.0 | When the held call is transferred to a CX600 phone, the call is established as a one-way call on the far end. | Hold and resume the call on the CX600 to establish a two-way call. |
| Functionality | VOIP-81315 | 4.1.0 | The call logs of the first user are available on the phone when a new user logs in without signing out the first user. | No workaround is currently available. |
| Functionality | VOIP-82873<br>VOIP-82877 | 4.1.2 | The phone fails to update its presence state when trying to dial the emergency call number 911. | No workaround is currently available. |
| Functionality | VOIP-83782 | 4.1.6 | The phone stays in the active call state and does not move to the idle screen when the far end crashes or powers off during an active call. | Reboot or restart the phone. |
| Functionality | VOIP-83875 | | In a conference call scenario, the first phone connected to the conference does not transmit video when joined in a H.323 video conference call to a Cisco SX20 IMCU (applies to VVX 500 and VVX 600). | No workaround is currently available. |

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| Functionality | VOIP-83888 | | In a conference call scenario, the first phone connected to the conference does not transmit video when joined in a H.323 conference call to an HDX 8006 system at a bit rate of 768 Kbps. | Use any other bit rate except 768 Kbps, for example, 384, 512, and 1024 |
| Functionality | VOIP-84125 | | The phone cannot switch the call mode from audio-video to audio only in SIP protocol when auto-routing is enabled and the parameter `feature.audioVideoToggle.enabled` is set to 1 (applies to VVX 500 and VVX 600). | Select the SIP protocol manually from the protocol menu to switch the phone from video mode to audio only mode. |
| Functionality | VOIP-84289 | Updater 5.1.2 | When the EDGE server is down, the phone takes slightly longer to establish a call with CX 3000 within the same organization. | No workaround is currently available. |
| Functionality | VOIP-84774 | 4.1.4 | Calls display in the Call Logs menu according to the logging time. | No workaround is currently available. |
| Functionality | VOIP-84795 | 4.1.4 | A pop-up message covers the details view of the contacts on the phone when the user tries to add a contact to favorites (applies to VVX 300/310). | No workaround is currently available. |
| Functionality | VOIP-85606 | 4.3.1 | Setting the DND presence state from the “UC-One Application” or “My status” menu doesn't set the local DND to ON. | No workaround is currently available. |
| Functionality | VOIP-86172 | | Adding, deleting, or editing the BroadSoft directory contact from the phone is not available. | No workaround is currently available. |
| Functionality | VOIP-87847 | 5.0.0 | The phone currently plays the same sound for reboot, restart, and calendar notification. | No workaround is currently available. |
| Functionality | VOIP-88029 | 5.0.0 | When there are more than 250 contacts on the phone and you try to delete contacts from the contact directory in a very quick succession results in a blurred screen (applies to VVX 500 and VVX 600). | Delete the contacts with a time delay of 3 to 4 seconds. |
| Functionality | VOIP-88174 | 5.0.0 | Creating a mixed environment using UC Software 5.0.0 and previous Lync-supported software versions for Lync Boss-Admin is not supported. | No workaround is currently available. |

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| Functionality | VOIP-88182 | 5.0.0 | Placing an outgoing call to a phone which has the simultaneous ring option with a PSTN number displays only the End Call soft key when the media by-pass is enabled on the server and video is enabled on the phone. | No workaround is currently available. |
| Functionality | VOIP-88276 | 5.0.0 | In a Lync Boss-Admin scenario, the Delegate's phone does not display "On behalf of Boss" when the Delegate answers the Boss's call and the caller transfers the call. | No workaround is currently available. |
| Functionality | VOIP-88278 | 5.0.0 | In a shared line scenario, the phone does not display the initial incoming call screen pop-up message for the fourth incoming call when there are calls on the remote destination and the parameters reg.1.linekeys =2 and reg.1.callsPerLineKey = 6 are configured. | No workaround is currently available. |
| Functionality | VOIP-88290 | 5.0.0 | In a server-based DND scenario, the phone displays the DND active state after locking and unlocking when the "DND when locked" option is selected. | Press the DND soft key to disable DND. |
| Functionality | VOIP-88308 | 5.0.0 | The phone plays the ringtone on the speakerphone for a fraction of a second before playing it on the headset when the user plays a video file from the micro browser using a headset (applies to VVX 500). | No workaround is currently available. |
| Functionality | VOIP-91637 | 5.1.0 | In a Lync environment, the message "Logon information needed", displays after the user is registered. | No workaround is currently available. |
| Functionality | VOIP-92271 | | A dial tone mixed with page audio is played from the handset and chassis until the dial tone gets expired. | No workaround is currently available. |
| Functionality | VOIP-92271 | 5.1.0 | In a group paging scenario, if the phone receives a page while it is off hook, the phone plays a dial tone mixed with the Group Paging audio from the chassis and handset. | No workaround is currently available. |
| Functionality | VOIP-92304 | 5.1.0 | Editing the first characters of the SIP URI in the recent dialed contact with more than 30 characters is currently unavailable. | No workaround is currently available. |

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| Functionality | VOIP-92459 | 5.1.0 | The phone number is appended to the first name when the first name is a combination of Arabic and English in the corporate directory. | No workaround is currently available. |
| Functionality | VOIP-92642 | | An irregular ring back tone is heard when VVX600 is registered with corporate Lync server. | No workaround is currently available. |
| Functionality | VOIP-92681 | 5.1.0 | In a centralized conferencing scenario, the call's appearance is changed to the video call layout after multiple instances of holding and resuming calls. | No workaround is currently available. |
| Hardware | VOIP-74120 | | Plantronics Audio 646 DSP USB headset volume control does not work (applies to VVX 500). | Adjust the volume using the volume keys on the phone. |
| Hardware | VOIP-89018 | 5.0.1 | Some voice echo issues when the Plantronics EHS headset is used. | No workaround is currently available. |
| Hardware | VOIP-92326 | 5.1.0 | The phone is unable to answer the second call with Plantronics Savor M1100 Bluetooth headset when the first call is placed on hold. | No workaround is currently available. |
| Hardware | VOIP-92333 | 5.1.0 | The Plantronics Voyager PRO UC v2 USB headset is unable to answer the second call while another call is in progress. | No workaround is currently available. |
| Headset | VOIP-97099 | 5.3.0 | When using a Sennheiser USB headset, you cannot adjust the ringtone or call audio volume using the controls on the headset. | No workaround is currently available. |
| Lync | VOIP-95205 | 5.3.0 | An unauthorized response is received when a presenter who is muted as a part of an audience tries to unmute his or her microphone. | No workaround is currently available. |
| Lync | VOIP-96916 | 5.3.0 | On VVX phones, Lync reverse name lookup does not work with Lync Address Book Search or Outlook contacts. | No workaround is currently available. |
| Lync | VOIP-97352 | 5.3.0 | The phone is unable to register users when PIN authentication credentials are entered using configuration files. | No workaround is currently available. |

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| Lync | VOIP-97460 | 5.3.0 | In a Lync Boss-Admin scenario with BToE enabled, the phone does not properly display caller ID information for incoming boss calls from PSTN endpoints. | No workaround is currently available. |
| Lync | VOIP-97919 | 5.3.0 | You cannot answer two or more incoming video calls on the phone during BToE audio playback. | No workaround is currently available. |
| Lync | VOIP-98533 | 5.3.0 | In a Lync environment with Boss-Admin enabled, when the parameter `lineKey.reassignment.enabled` is set to 1, the delegate's line does not display on the boss's phone. | No workaround is currently available. |
| Lync | VOIP-98823 | 5.3.0 | Call log entries in the Outlook Conversation History folder show a contact's display name from calls made on phones with BToE enabled and a contact's email address for calls made on phones with BTOE disabled. | No workaround is currently available. |
| Lync | VOIP-98889 | 5.3.0 | In a Lync Boss-Admin scenario, when the boss phone is BToE-enabled and playing audio through audio playback mode and an incoming call for the boss line is answered on a delegate's phone, the boss does not receive a notification that the call was answered by a delegate. | No workaround is currently available. |
| Lync | VOIP-99160 | 5.3.0 | In a Lync scenario, the phone does not display the time of the voice mail for older voicemails, but displays the day and week. | No workaround is currently available. |
| Lync | VOIP-99190 | 5.3.0 | The phone is not always updating Lync favorites on the phone when a favorite is added and deleted in the Lync client. | No workaround is currently available. |
| Lync | VOIP-75591 | | In the Lync environment, when the user logs out, the phone does not logout all the user login credential-dependent applications. | No workaround is currently available. |
| Lync | VOIP-75778 | | Using Microsoft Lync, if a user dials an invalid extension, the entry is sometimes not logged in the Placed Calls call list. | No workaround is currently available. |

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|---|---|---|---|---|
| Lync | VOIP-80212 | 4.1.0 | In a Lync environment, when the corporate directory and parameter `dir.corp.sortcontrol` are enabled, the contact search does not fetch any contacts. | Set the parameter `dir.corp.sortcontrol`=0. |
| Lync | VOIP-82043 | 4.1.0. | When a Lync profile is used along with the boot server, any changes performed to the MAC.cfg file using XML notepad and uploaded to the phone cause the phone to deregister. The xml notepad adds an extra space in the certificate which makes the certificate invalid and causes the phone to deregister. | Use VI editor or Edit Plus editor. |
| Lync | VOIP-82302 | 4.1.0 | In a CAC (Call Admission Control) scenario, when a call transfer fails from the phone to remote Lync client, the phone is unable to resume the call. | Perform a consultative transfer. |
| Lync | VOIP-84598 | 4.1.4 | When a Lync user saves contacts locally on the phone, the contacts display on the screen even after the user signs out and a second user signs in. | Reboot the phone after the second user signs in. |
| Lync | VOIP-84692 | 4.1.4 | The sign-in pop-up message takes slightly longer (~30s) to display when a Lync user reboots the phone after a few contacts (~15) are pinned to ‘frequent contacts’ (applies to VVX 300/310). | No workaround is currently available. |
| Lync | VOIP-87129 | 5.0.0. | The network administrator or user has to manually set the base profile of the phone to Lync before establishing a BToE connection. | No workaround is currently available. |
| Lync | VOIP-87342 | 5.0.0 | In a Lync environment, observed that admin phone is displaying the mediation call server URL under call logs when the boss retrieves a parked call and holds it, and the admin picks that held call from his phone. | No workaround is currently available |
| Lync | VOIP-87655 | 5.0.0 | In a Lync environment, the phone displays the complete SIP URI for outgoing PSTN calls. | No workaround is currently available. |
| Lync | VOIP-87814 | 5.0.0 | In a Lync call park scenario, the phone’s screen displays two parked call images when the parked call is not retrieved before reaching the maximum timeout. | No workaround is currently available. |

| *Category* | *Issue No* | *Release* | *Description* | *Workaround* |
|---|---|---|---|---|
| Lync | VOIP-88254 | 5.0.0 | In a Lync BToE scenario, auto sign-in of the Lync client on the phone is not currently available when the phone is already registered with a different Lync user. | No workaround is currently available. |
| Lync | VOIP-88643 | 5.0.1 | In a Lync Boss-Admin scenario, the phone loses the “on behalf of boss”, information when a Delegate places an on behalf of call and another Delegate answers the Boss’s call and places it on hold. | No workaround is currently available. |
| Lync | VOIP-88678 | 5.0.1 | In a Lync environment, the phone is not updating the presence status as DND when the Lync client is presenting and the Lync client and phone are logged in as the same user. | No workaround is currently available. |
| Lync | VOIP-92310 | 5.1.0 | In a Lync share line appearance scenario, the far end phone displays the phone’s extension and the message that delegates are ringing instead of the display name and the message that delegates are ringing when the boss phone is set to forward all calls to the Delegate. | No workaround is currently available. |
| Lync | VOIP-92642 | 5.1.0 | In the Lync corporate network, a choppy ring back tone is heard (applies to VVX 600). | No workaround is currently available. |
| Lync | VOIP-93775 | 5.2.0 | When BToE is enabled, the phone crashes when the privacy mode for contacts is changed to Blocked and 200 contacts are added to the Lync client at the same time. | Keep fewer than 200 contacts. |
| Lync | VOIP-94171 | 5.2.0 | The phone doesn’t have an option to set the presence status to Off Work from its UI although the same can be done from the Lync 2013 client. | Set the **Off Work** status via the Lync client**.** |
| Lync | VOIP-94402 | 5.2.0 | The phone loses synchronization with the server if multiple contacts are removed from the communicator simultaneously. | Do not delete multiple contacts at one time in the Lync client. |
| Lync | VOIP-95684 | 5.2.0 | When using Lync 2010, in a Boss-Admin scenario, the hold call fails when a Boss or delegate tries to answer it. | No workaround is currently available. |

| *Category* | *Issue No* | *Release* | *Description* | *Workaround* |
|---|---|---|---|---|
| Microsoft | VOIP-98849 | 5.3.0 | The Exchange Auto discovery feature is currently not supported. | No workaround is currently available. |
| Networking | VOIP-26615 | | Subnet mask forces all packets through gateway when not using DHCP and when using the wrong subnet mask for the network class in use. For example, using 192.168.X.X addresses with a 255.255.0.0 subnet mask. This issue exists in SIP 1.4.x. | Use the correct subnet mask. |
| Networking | VOIP-52142 | | Video connections with the Counter Path Eyebeam client on the VVX 1500 do not work if H.263-1998 codec is selected on an Eyebeam version 1.5.19.5 build 52345. | Use a different codec or use another version of Eyebeam client. |
| Networking | VOIP-53514 | | H.264 calls to an HDX 9002 system using an MGC 50 Gateway that uses a H.320 connection results in lip sync issues (applies to VVX 1500). | Set the call for transcoding on the MGC. |
| Networking | VOIP-54976 | SIP 3.2.2 | H.264 calls to a Tandberg Edge95 MXP device using a Tandberg Gateway using encrypted media (offered but not required) results in distorted audio and no video on the VVX 1500. | Configure system for encryption required. |
| Networking | VOIP-54977 | SIP 3.2.2 | H.264 calls to a Tandberg Edge95 MXP device using a Tandberg Gateway result in lip sync issues on the VVX 1500. | No workaround is currently available. |
| Networking | VOIP-62482 | | Server certificate Serial Number is checked against the host name if the outbound proxy is configured. | No workaround is currently available. |
| Networking | VOIP-63527 | SIP 3.3.1 | The phone sends out INVITE and CANCELS messages if no provisional response is received. | No workaround is currently available. |
| Networking | VOIP-72242 | | The phone cannot connect to a radius server when configured with EAP method as PEAP and inner authentication as GTC (applies to VVX 500). | Use Cisco ACS server 5.1 or higher. |
| Networking | VOIP-78340 | 4.0.0 | Sending several MWI NOTIFY messages within a few seconds of each other might cause the phone to reset. | Avoid sending multiple MWI messages close together. |

| *Category* | *Issue No* | *Release* | *Description* | *Workaround* |
|---|---|---|---|---|
| Networking | VOIP-83101 | | In a federated environment, when the UDP traffic is blocked on the firewall, the phone might fail to connect the calls. | No workaround is currently available. |
| Networking | VOIP-91966 | 5.1.0 | When the SSI Domain and DHCP Option 15 domains are the same, the DNS query is sent with the domain values concatenated. | No workaround is currently available. |
| Networking | VOIP-92678 | 5.1.0 | The phone is unable to re-register after receiving 430 flow failed message from the server | No workaround is currently available. |
| Networking | VOIP-94488 | 5.2.0 | The phone network starts before the phone displays an Application started; message due to which the early dialogue is missing (applies to VVX 1500). | No workaround is currently available. |
| Polycom Desktop Connector | VOIP-70480 | 4.1.0 | When the phone uses the Polycom Desktop Connector, the keyboard arrow keys do not support active and inactive call navigation (applies to VVX 500). | No workaround is currently available. |
| Provisioning | VOIP-99408 | 4.0.1B | After a factory reset of the SoundStructure VoIP Interface, a voip_prov_serv_address status command returns a non-empty provisioning server address. A SoundStructure client will receive the following message: val voip_prov_serv_address "VoIP In" "https://PlcmSpIp:PlcmSpIp@ztp.polycom.com" . | No workaround is currently available |
| Security | VOIP-82212 | 4.1.0 | Immediately answering a call on a phone which is outside the enterprise (remote worker/federation scenario) when the UDP is blocked by a firewall, may result in a reboot (applies to SoundPoint IP 321/331). | No workaround is currently available. |
| Server | VOIP-98581 | 5.3.0 | When an incoming call is answered in a Lync Mediation Server 2010 environment, it takes six seconds for the Transfer and Hold soft keys to display on VVX 400 and VVX 600 phones. | Enable media bypass on the Lync Mediation Server and the media gateway. |
| Software | VOIP-52141 | | During software upgrades to daisy-chained SoundStation IP 7000 phones, the upgrades sometimes stop. | Press any key on the phone to continue the upgrade. |

| *Category* | *Issue No* | *Release* | *Description* | *Workaround* |
|---|---|---|---|---|
| UI/UX | VOIP-79735 | 4.1.0 | Changing the language of the phone from German to any language other than English results in a display of diacritic letters (applies to VVX 500 and SoundPoint 331). | Change the language to English first. |
| User Experience | VOIP-97370 | 5.3.0 | The LED Message Waiting Indicator flashes while you mark messages as read or unread on the phone. | No workaround is currently available. |
| User Experience | VOIP-94299 | 5.2.0 | When the phone receives multiple incoming calls while the phone is on the Transfer screen, and one of the incoming calls disconnects, the incoming call icon is removed even though the phone has additional incoming calls waiting. | No workaround is currently available. |
| User Interface | VOIP-99136 | 5.3.0 | If a call is placed five minutes after an upgrade and before the call lists are synchronized, a message stating that the call list is synchronizing displays on the phone. | No workaround is currently available. |
| User Interface | VOIP-99237 | 5.3.0 | The phone displays the latest message if multiple messages were displayed at the same time while the phone was starting. | No workaround is currently available. |
| User Interface | VOIP-99250 | 5.3.0 | Changing the mode from number to URI while editing call entries in the Recent Calls list using the onscreen keyboard may bring back the deleted text on VVX 500 and 600 phones and CX5500 systems. | No workaround is currently available. |
| User Interface | VOIP-98341 | 5.3.0 | The SoundStructure VoIP Interface log will report "Failed to get mic mute state, failure 2" when there is no active call. This error can be ignored if there is no active call when it occured.. The SoundStructure "VoIP Out" channel mute state can be changed when there is no active call, but the SoundStructure VoIP Interface may not be muted or unmuted as intended. | Do not set the VoIP Out Channel while there is no active call. There will still be the failure reported in the log, but that by itself can be ignored. |

| *Category* | *Issue No* | *Release* | *Description* | *Workaround* |
|---|---|---|---|---|
| User Interface | VOIP-37273 | | If the custom idle display and idle browser features are both enabled the phone UI displays incorrectly. | Do not set `ind.idleDisplay.enabled` to 1 and enable the Idle Browser at the same time. |
| User Interface | VOIP-37984 | | Enabling the idle bit-map on SoundPoint IP 330 and 320 phones causes the Line Key labels and dialed digits to be invisible. | Do not use the idle bit-map on 330/320 phones; instead, set ind.idleDisplay.enabled=0. |
| User Interface | VOIP-59812 | SIP 3.3.0 | Blind transfer to a URL is not successful on the SoundStation IP 7000. Eventually, the URL soft key becomes unavailable. | No workaround is currently available. |
| User Interface | VOIP-62387 | SIP 3.3.1 | Adding a new line registration to a phone with BLF causes the notifications (ringing) for the BLF line to display on the previous line. Introduced in UC Software 3.3.1 | Reset the phone. |
| User Interface | VOIP-71386 | 4.1.0 | Soft key URIs does not function when the phone is in the Enter Number screen (applies to VVX 1500). | No workaround is currently available. |
| User Interface | VOIP-74533 | SIP 3.2.5 | A phone configured with a Synergy call server displays the incorrect caller ID on the UI for an incoming call (applies to VVX 1500). | No workaround is currently available. |
| User Interface | VOIP-75229 | SIP 3.2.7 | A phone configured with a Synergy call server displays the local conference UI when establishing a centralized conference using the Join soft key. | No workaround is currently available. |
| User Interface | VOIP-75759 | 4.0.1 | Numeric data entered using the dial pad on the phone browser cannot be deleted on the dial pad. | Use the virtual keyboard. |
| User Interface | VOIP-75869 | 4.0.1 | Changing the local contact directory search option from first name to last name and vice versa causes the Restart and Save soft keys to disappear on the phone. | Exit and re-enter the directory. |
| User Interface | VOIP-76522 | 4.0.2 | In the hoteling call center feature, the phone does not display the status of the call center when a special character is in the call center name. | The call center administrator can set the call center name. |

| *Category* | *Issue No* | *Release* | *Description* | *Workaround* |
|---|---|---|---|---|
| User Interface | VOIP-76753 | 4.0.1 | Removing a BLF line from the server causes the speed dial icon to disappear. | Restart or reboot the phone. |
| User Interface | VOIP-78232 | 4.0.2 | During a remote conference pickup on a shared line, the phone does not display the call appearance and call indicator. | No workaround is currently available. |
| User Interface | VOIP-80227 | 4.0.3 | The phone does not display the saved name of the contact in the local contact directory. | Use the full URI while adding the contacts in the local contact directory. |
| User Interface | VOIP-82401 | 4.1.2 | The call order widget disappears on the phone screen after scrolling through five of the maximum number of calls (24). | No workaround is currently available. |
| User Interface | VOIP-83157 | | The phone does not display the protocol field for the local contacts. | No workaround is currently available. |
| User Interface | VOIP-83330 | | In a call center scenario, an incoming call during a guest sign-in displays some non-functional soft keys. | No workaround is currently available. |
| User Interface | VOIP-83442 | | The call forward icon continues to display on the phone's scroll bar when the call forward configuration parameters are added and removed using an XML file. | Enable the call forward feature on the phone. |
| User Interface | VOIP-83887<br>VOIP-83889 | 4.1.3 | A VSX displays a blank or reduced image in a video call with a VVX when the phone transmits at a bit rate of 384 Kbps or 786 Kbps. | Use H.263 video codec with a bit rate greater than 1500 Kbps. |
| User Interface | VOIP-84061 | 4.1.3 | In a call center scenario, the phone does not display the call center information on the default screen when the VVX Camera is attached. | Press the call center info soft key to retrieve the call center information. |
| User Interface | VOIP-84103 | | When the user tries to navigate back from the diagnostics menu, a colored screen appears on the phone (applies to VVX 300/310). | No workaround is currently available. |
| User Interface | VOIP-88618 | 5.0.1 | The line label is not displayed properly when you set a long user name mixed with numbers when the language is set to Arabic. | No workaround is currently available. |

| *Category* | *Issue No* | *Release* | *Description* | *Workaround* |
|---|---|---|---|---|
| User Interface | VOIP-89082 | 5.0.1 | The call list icon on the phone is not displayed when the message “DND when locked” displays and the phone is set in a locked state. | No workaround is currently available. |
| User Interface | VOIP-89132 | 5.0.1 | The display name on the phone is truncated during a video call when the language is set to Arabic on the phone. | No workaround is currently available. |
| User Interface | VOIP-92679 | 5.1.0 | The phone is displaying “All Contacts” instead of “Other contacts” in the Contacts menu under Groups. | No workaround is currently available. |
| User Interface | VOIP-93172 | 5.1.1 | Observed that Dial and Add Contact soft keys are not getting displayed after performing the CMA search (applies to VVX-1500) | Try dialing using hard Keys. |
| User Interface | VOIP-93272 | | The phone does not display a “Successfully Un-paired” pop up after PC port link is unplugged. | No workaround is currently available. |
| User Interface | VOIP-93944 | 5.2.0 | The phone’s user interface response is slow when the log level is not set to the default level for all the modules. | Keep the log levels at standard except when necessary. |
| User Interface | VOIP-94352 | 5.2.0 | The phone list of the total number of calls disappears occasionally when scrolling through the calls on the phone interface. | No workaround is currently available. |
| User Interface | VOIP-95943 | 5.2.1 | When the Barge-In feature is enabled only on phone and not on the server, the phone UI does not display any soft keys in the filtered view. | No workaround is currently available. |
| User Interface | VOIP-99450 | 4.0.1B | If on-hook dialing is used on the SoundStructure VoIP Interface and a number that is not in the dialplan is dialed and sent, then the call will end, and the following message may not be received: val phone_connect "VoIP Out" 0. This can cause the control system to display as though the SoundStructure VoIP Interface is still off-hook or in a call. | Send the following command twice: `"VoIP Out" 0`. Do not use on-hook dialing for numbers that are not in the dialplan. |

| *Category* | *Issue No* | *Release* | *Description* | *Workaround* |
|---|---|---|---|---|
| User Interface | VOIP-83378 | 4.1.3G | When the SoundStructure VoIP Interface has multiple lines registered, and the following commands are sent to the SoundStructure:<br>set voip_line "VoIP Out" 1<br>set voip_line "VoIP Out" 2<br>set phone_connect "VoIP Out" 0<br>then most times, the phone remains off-hook and the dialtone is still heard. The order of the first two commands does not matter and there can be more than two lines registered and this issue will be seen. | To put the phone on-hook, send the following commands to the SoundStructure:<br>set phone_connect "VoIP Out" 1<br>set phone_connect "VoIP Out" 0<br>set phone_connect "VoIP Out" 0 |
| Video | VOIP-99488 | 5.3.0 | If the camera shutter is closed before the phone is restarted, the Video Mute icon does not display on the far-end during a video call after the phone is restarted. | Open and close the camera shutter. |
| Web Configuration Utility | VOIP-97032<br>VOIP-97029 | 5.3.0 | When you upload a background image in the Web Configuration Utility, you cannot upload the same image as the background for the phone and the VVX Color Expansion Module at separate times. | Delete the image, and re-upload the image for both the phone and the expansion module at the same time. |
| Web Configuration Utility | VOIP-98315 | 5.3.0 | When you upload a ringtone in the Web Configuration Utility and select that ringtone as the default ringtone, a previously uploaded ringtone is selected instead unless a system.wav file is selected. | Select the uploaded ringtone as the default on the phone. Navigate to **Settings > Basic > Ring Type**, and select the uploaded ringtone. |
| Web Configuration Utility | VOIP-99441 | 5.3.0 | Switching between the user and administrator credentials on the Web Configuration Utility may not work. | Clear your browsing data and recent history. In your web browser, navigate to History, and delete cookies, saved passwords, and cache. |

# Updates to Previous Software Releases

## What's New in Polycom UC Software Version 5.3.2

Polycom Unified Communications (UC) Software 5.3.2 is a general release for all open SIP platforms, Microsoft Lync 2010, and Microsoft Lync 2013.

Polycom UC Software 5.3.2 supports the following Polycom endpoints and accessories:

- VVX 300/310 business media phones
- VVX 400/410 business media phones
- VVX 500 business media phones
- VVX 600 business media phones
- VVX 1500 business media phones
- SoundStructure VoIP Interface
- VVX Camera
- VVX Expansion Module

**Note: HTTPS and HTTP support on VVX phones running UC Software 5.3.2**

For VVX phones set to the Generic base profile, HTTPS is mandatory and enabled by default whereas HTTP is disabled by default. For phones set to the Lync base profile, HTTP and HTTPS are disabled by default. Administrators can enable or disable HTTP or HTTPS in the configuration files or on the phone. See the *Polycom UC Software Administrator Guide* for information on enabling HTTP or HTTPS.

### New or Enhanced Features

There are no new or enhanced features for this release.

# Resolved Issues

The following issues have been resolved for UC Software 5.3.2.

**Resolved Issues**

| *Category* | *Issue Number* | *Description* |
|---|---|---|
| Audio | VOIP-104202 | Inbound audio no longer experiences any cut off for 1-2 seconds when buddywatching own extension. |
| Audio | VOIP-102502 | Receiving VLAN via LLDP from Extreme switch no longer causes any issues when the 'lldpFastStartCount' parameter is configured. |
| BToE | VOIP-104475 | Optimized the initialization of the phone when connected to BToE . |
| BToE | VOIP-101795 | BToE paired phone now persists with calendar information even after the phone is restarted. |
| Calling | VOIP-106340 | Placing a 3rd call on VVX 300 is now available and no longer causes issues. |
| Calendar | VOIP-106336 | Recurring calendar event changes will be shown on the VVX in less than a minute. |
| Configuration | VOIP-105445 | Selecting a Music on Hold (MOH) File name from the config parameter Feature.moh.filename now works as expected. |
| Configuration | VOIP-102502 | Receiving VLAN via LLDP from Extreme switch no longer causes any issues when the 'lldpFastStartCount' parameter is configured. |
| Content | VOIP-102338 | VVX Phones now displays Outlook Contacts without email address but with contact name and display number as Favorites. |
| Content | VOIP-103774 | VVX phones now displays email address/ user name when external non-Lync contact is added to Outlook. |
| Functionality | VOIP-103576 | A problem was resolved that caused a mismatch between file system versions due to a flash corruption so that the phone now starts successfully without displaying the Fix soft key. |
| Functionality | VOIP-102392 | Phone now responds as expected to the 407 from the server and does not lose registration. |
| Functionality | VOIP-102387 | Phone no longer generates new call-ID and From tag while re-registration when voIpProt.SIP.newCallOnUnRegister is set to 0. |
| General | VOIP-107205 | Call is transferred to Boss's Voice Mail and the caller now hears the voice mail IVR, when the Boss configures a transfer to his voice mail and his name consists of a special charecter. |
| General | VOIP-105974 | In a Bridged Line Appearance (BLA) scenario, phone now successfully resumes remote call. |
| General | VOIP-103158 | Incoming and outgoing call scenarios are improved and match with the old behavior. |

| *Category* | *Issue Number* | *Description* |
|---|---|---|
| General | VOIP-102535 | Phone now ignores CDP packets without VLAN information. |
| General | VOIP-106774 | Phone is now optimized for specific customer's FTP server provisioning. |
| General | VOIP-104359 | Phone now sends subscribe to all 64 contacts and updates there presence. |
| General | VOIP-106766 | Phone no longer reboots upon sign-out if "feature.callList.enabled" is set to "0". |
| General | VOIP-103668 | VVX phones are now able to completely remove custom MOH file via Web Interface. |
| General | VOIP-102906 | Phone no longer causes any issues when the user tries to sign-in with password having "&" or "%" from the Phones Web interface. |
| General | VOIP-106956 | When going off-the-hook "Dial pad", "Contact" and "Recent" soft-keys are observed when "Feature.directory.enable" is disabled. |
| General | VOIP-106260 | Phone no longer stops alerting after the 55 seconds if call forwarding is disabled despite indefinite ringing setting. |
| General | | Boss VM transfer - Blind transfer directly to voicemail is now functioning. |
| Interoperability | VOIP-105012 | VVX series phone no longer causes any issue when monitoring Broadsoft BLF with long press when dialogs terminate. |
| Lync | VOIP-104087 | In Lync environments the phone no longer triggers any reboot loop when less than 200 Lync contacts are loaded on the phone. |
| Lync | VOIP-104087 | In MS Lync deployments, phone now observes only one ms-subnet message and no longer causes any call issues. |
| Lync | VOIP-106376 | Setting for SNTP on VVX400 Lync Edition is now functional. |
| Lync | | Phone is now enabled for setting SNTP on VVX400 Lync Edition |
| Security | VOIP-105010 | Resolved important security vulnerabilities. |

# What's New in Polycom UC Software Version 5.3.1

Polycom Unified Communications (UC) Software 5.3.1 is a general release for all open SIP platforms, Microsoft Lync 2010, and Microsoft Lync 2013.

Polycom UC Software 5.3.1 supports the following Polycom endpoints and accessories:

- VVX 300/310 business media phones
- VVX 400/410 business media phones
- VVX 500 business media phones
- VVX 600 business media phones
- VVX 1500 business media phones
- SoundStructure VoIP Interface
- VVX Camera
- VVX Expansion Module

**Note: HTTPS and HTTP support on VVX phones running UC Software 5.3.1**

For VVX phones set to the Generic base profile, HTTPS is mandatory and enabled by default whereas HTTP is disabled by default. For phones set to the Lync base profile, HTTP and HTTPS are disabled by default. Administrators can enable or disable HTTP or HTTPS in the configuration files or on the phone. See the *Polycom UC Software Administrator Guide* for information on enabling HTTP or HTTPS.

## New Features and Enhanced Features for Polycom UC Software 5.3.1

Polycom UC Software 5.3.1 includes the features and functionality of previous releases and includes the following new features:

- Ability to lock basic settings menu
- Ability to enable a phone to receive Push-to-Talk calls on a specified channel or to receive pages on a specified group.
- Enhanced ability to filter background noise in narrow bandwidth calls
- Support for Lync Location-based Routing (LBR)

# The following table lists the resolved issues for the UC Software 5.3.1 release.

## Resolved Issues

| *Category* | *Issue Number* | *Description* |
|---|---|---|
| Busy Lamp Field | VOIP-101008 | The phone now correctly picks up Busy Lamp Field (BLF) calls when the parameter CallsPerLineKey is set to 1. |
| Busy Lamp Field | VOIP-101404 | A problem was resolved that caused the Busy Lamp Field (BLF) to display incorrectly. |
| BToE | VOIP-100102 | The phone now correctly remains connected to BToE after placing a call to a PSTN number established through the Clarity Connect system. |
| BToE | VOIP-101746 | BToE paired phones now correctly display missed calls even if Exchange is not set up. |
| Calling | VOIP-101064 | The phone now successfully holds and resumes a call from a video-enabled endpoint through a PSTN gateway to a non-video endpoint through a PSTN gateway. |
| Calling | VOIP-101443 | In a conference call, the first PSTN user no longer hears DTMF tones when the conference initiator adds another contact to the conference. |
| Calling | VOIP-99664 | A problem was resolved that caused multiple Enhanced Feature Keys for transferring calls to work incorrectly. |
| Calling | VOIP-100629 | A problem was resolved that caused the phone to handle session expirations incorrectly. |
| Calling | VOIP-101469 | Clicking the Select button in the VVX410 system's caller list now transfers a call with a single click. |
| Calling | VOIP-100747 | New parameter call.shared.remoteActiveHoldAsActive was added to allow you to specify whether both remote hold and remote active calls are treated as active on the phone. |
| Calling | VOIP-101215 | A problem was resolved that caused the phone to display the caller ID for an incoming call incorrectly. |
| Calling | VOIP-99764 | New parameters ptt.channel.x.allowReceive and ptt.pageMode.group.x.allowReceive were added to allow you to enable a phone to receive Push-to-Talk calls on a specified channel or to receive pages on a specified group. |
| Directory | VOIP-101238 | The phone now correctly displays the extension separately from the phone number in the UC-One Directory. |
| Expansion Module | VOIP-101926 | Stability and performance have been improved for VVX Expansion Modules. |

| *Category* | *Issue Number* | *Description* |
|---|---|---|
| Expansion Module | VOIP-102954 | New parameter up.em.linkalivecheck.enabled was added to enable sending ping packets from the VVX phone to the Expansion Module. |
| General | VOIP-100306 | When a phone using a connected Bluetooth headset is in a call, all additional calls are now also handled using the headset. |
| General | VOIP-99880 | The Audio and Video softkeys no longer display when video is disabled and the parameter feature.audioVideoToggle.enabled is set to 0. |
| General | VOIP-99717 | The phone now correctly sends BYE messages to the route value it received in the 200 OK of INVITE. |
| General | VOIP-100394 | A problem was resolved that caused a mismatch between file system versions due to a flash corruption so that the phone now starts successfully without displaying the Fix soft key. |
| General | VOIP-101935 | The phone now properly handles the Group Paging subscription options. |
| General | VOIP-99700 | The Intercom alert info header now functions correctly according RFC 3261 requirements. |
| General | VOIP-101588 | A problem was resolved that prevented the VVX1500 managed by RealPresence Resource Manager from storing RealPresence Resource Manager Guest Book entries in the local contact directory. |
| General | VOIP-101325 | Phone becomes unresponsive for rest hooks when two parallel REST API hooks are executed |
| General | VOIP-100388 | The voIpProt.SIP.useInactiveHold parameter has been added to enable the phone to send the a=inactive message when put on hold. This parameter applies only to Lync gateway calls. |
| General | VOIP-101704 | The following parameters are no longer supported and have been removed from the cfgParamDef.xml file:<br>messaging.quicknotes.x<br>messaging.maxImMessages |
| General | VOIP-101972 | The default value has been changed to `duration` for the following parameters:<br>reg.x.outboundProxy.failOver.failBack.mode<br>reg.x.server.y.failOver.failBack.mode<br>voIpProt.server.x.failOver.failBack.mode<br>voIpProt.SIP.outboundProxy.failOver.failBack.mode |
| General | VOIP-101217 | Parameter device.net.lldpCapabilitiesRequired has been added to resolve a problem that caused the phone to reboot when it received malformed LLDP packets. |

| *Category* | *Issue Number* | *Description* |
|---|---|---|
| General | VOIP-99316 | The new parameter voice.rxPacketFilter was added to allow users to filter our background noise and interference during narrow-band calls. |
| General | VOIP-101542 | A problem with handling the MWI NOTIFY message has been resolved. |
| General | VOIP-100178 | A problem was resolved that caused SRTP to generate a new key when a call is held and resumed, even when the parameter sec.srtp.answerWithNewKey is set to 0. |
| General | VOIP-100480 | A problem was resolved that caused the phone to go into a 503 loop when TCP Preferred is set to TCP first. |
| Interoperability: Broadsoft | VOIP-100599 | A problem was resolved that caused intermittent issues on VVX phones when using the GuestIn for Broadworks Hoteling host. |
| Interoperability: GENBAND | VOIP-101185 | In a GENBAND environment, the phone now displays the correct caller ID after resuming a held MADN call. |
| Localization | VOIP-101589 | A spelling error has been corrected in the German user interface. |
| Lync | VOIP-100559 | In some Lync environments, the phone no longer displays duplicate contacts in the Lync directory. |
| Lync | VOIP-102097 | A problem was resolved that caused the phone to sign the user out occasionally in some environments. |
| Lync | VOIP-100179 | A problem was resolved that caused issues when establishing a call with an Avaya IP phone in a Lync 2013 environment. |
| Lync | VOIP-100948 | The Web Configuration Utility now correctly displays only the Enforced by Server settings under the Call Diversion menu. |
| Lync | VOIP-101447 | The phone now successfully registers the user to Lync 2013 server without user intervention after upgrading from a Survivable Branch Appliance or Server. |
| Lync | VOIP-101887 | A problem was resolved with dialing a far end user from the call logs in some Lync deployments. |
| Lync | VOIP-101197 | The phone no longer displays any unwanted Exchange-related error pop-ups when a Lync user signs in to the phone using Pin-Authentication and EWS is enabled. |
| Lync | VOIP-101453 | Lync Location-based Routing is now supported. |
| Lync | VOIP-101452 | An issue was resolved that caused PSTN issues in a Lync Location-based Routing environment. |
| Network | VOIP-101384 | Network information now properly displays the phone's IP address and subnet mask on the phone when performing serial commands. |

| *Category* | *Issue Number* | *Description* |
|---|---|---|
| Profiles | VOIP-100070<br>VOIP-100621 | When phones are registered with Lync, calls no longer fail when the media port range is set to 65300 or higher. The port ranges for the following parameters have been updated:<br>tcpIpApp.port.rtp.mediaPortRangeStart<br>tcpIpApp.port.rtp.videoPortRangeStart<br>tcpIpApp.port.rtp.videoPortRange.enable |
| Shared Calls | VOIP-100632 | A problem with using shared appearance on multiple phones has been resolved, and a remote hold call on one phone can be now be resumed by the other shared users. |
| Shared Calls | VOIP-101234 | An issue was resolved that caused problems with calling a UC-One contact from a Shared Call Appearance line with URL dialing enabled. |
| SIP | VOIP-101235 | The phone now accepts signaling from a different IP than the registrar/outbound proxy when related parameters for onlySignalWithRegistered are disabled and the phone is set to re-register on failover.” |
| SIP | VOIP-99639 | A problem was resolved that caused phones to lose momentarily when SIP/TLS is in use. |
| SIP | VOIP-100623 | A problem was resolved that incorrectly allowed a phone with SIP URI dialing disabled to be forwarded to a SIP URI and to show the URI entry. |
| Software Update | VOIP-101254 | The phone no longer displays unnecessary Exchange-related error messages after upgrading. |
| Software Update | VOIP-100421 | Phone now correctly upgrades to the server when using an HTTPS server. |
| Software Update | VOIP-100556 | The phone software is now upgraded correctly after an Updater upgrade when you connect the phone using the manual/DHCP option 128 VLAN setting. |
| User Interface | VOIP-100554 | All applicable soft keys now display correctly when a call is forwarded from the Lync client to a PSTN line. |
| User Interface | VOIP-100776 | The phone now correctly updates Outlook Contacts and Call Logs when the Lync server is configured to use a language other than English. |
| User Interface | VOIP-101386 | Phones operating in a UC-One environment now correctly update UC-One contacts and groups that were entered using a UC-One client with the language set to Spanish. |
| User Interface | VOIP-100939 | Parameter up.basicSettingsPassword Enabled was added to allow you to password-protect the basic user settings. |
| User Interface | VOIP-99740 | Parameter softkey.x.use.park has been added to display a paging softkey when a call is parked. |

| *Category* | *Issue Number* | *Description* |
|---|---|---|
| User Interface | VOIP-100958 | An Enhanced Feature Key (EFK) created using the "$FLineX$$S1$" macro now correctly initiates speed dial from the configured extension. |
| User Interface | VOIP-100938 | The web interface now displays only "Enforced by Server" settings under call diversion menu. |
| Web Interface | VOIP-101270 | The Web Configuration Utility now displays the Additional Preferences menu under the Preferences menu when the base profile is set to Lync. |

# What's New in Polycom UC Software Version 5.3.0

Polycom Unified Communications (UC) Software 5.3.0 is a general release for all open SIP platforms, Microsoft Lync 2010, and Microsoft Lync 2013.

Polycom UC Software 5.3.0 supports the following Polycom endpoints and accessories:

- VVX 300/310 business media phones
- VVX 400/410 business media phones
- VVX 500 business media phones
- VVX 600 business media phones
- VVX 1500 business media phones
- SoundStructure VoIP Interface
- VVX Camera
- VVX Expansion Module

**Note: HTTPS and HTTP support on VVX phones running UC Software 5.3.0**

For VVX phones set to the Generic base profile, HTTPS is mandatory and enabled by default whereas HTTP is disabled by default. For phones set to the Lync base profile, HTTP and HTTPS are disabled by default. Administrators can enable or disable HTTP or HTTPS in the configuration files or on the phone. See the *Polycom UC Software Administrator Guide* for information on enabling HTTP or HTTPS.

## New Features for Polycom UC Software 5.3.0

Polycom UC Software 5.3.0 includes the features and functionality of previous releases and includes the following new features:

**BroadSoft Features**

- Private Hold on Shared Lines
- BroadWorks Enhanced Call Park
- BroadSoft UC-One Call Control Features

  - Anonymous Call Rejection
  - Simultaneous Ring Personal
  - Line ID Delivery Blocking
  - BroadWorks Anywhere
  - Remote Office
- Xtended Services Platform Login Credentials

**Lync Features**

- BToE with Audio Playback
- Lync Voice Conference Calls with Centralized Conference Control Protocol (CCCP) Support
- Lync Exchange Web Service
- Safe Transfer for Lync Boss-Admin
- Music on Hold

**Open SIP Features**

- Unique Line Labels for Multiple Line Key Registrations
- USB Port Lock
- Voice Quality Reporting
- User Controlled Software Updates
- Call Forward on Shared Lines

**Note: Additional Information on using and configuring features**

For information on configuring features, see the *Administrator Guide for Polycom UC Software 5.3.* For information on using the features on your VVX phone, see the *User Guide for Polycom VVX Business Media Phones*. All documentation is available at Polycom Voice Support.

# BroadSoft Features

The following sections describe BroadSoft features added for this release.

## Private Hold on Shared Lines

Private Hold is an Open SIP feature available for BroadSoft customers. Private Hold enables users to privately hold calls on shared lines. Typically, when a user holds a call on a shared line, the other users of the shared line are notified of the call's status and can resume the held call. When Private Hold is enabled, users can hold a call, transfer a call, or initiate a conference call, and the call's status displays as busy on the other users' phones instead of as on hold, and the other users cannot resume the call.

Administrators can enable Private Hold using configuration files only. The parameter `call.shared.exposeAutoHolds` is an existing parameter updated for private hold and `reg.X.enablePVTHoldSoftKey` is a new parameter for this feature.

## BroadWorks Enhanced Call Park

BroadWorks Enhanced Call Park feature includes audio and visual notifications that inform users when a call is parked on their line (private or shared) or a line they monitor. Users can park calls using a star code that includes a contact's extension from any phone on the network. This feature enhances user experience by providing mechanism to retrieve a parked call without need to remember star code.

Administrators can configure BroadWorks Call Park using configuration files only. The following parameters allow configuration of this feature.

- `call.parkedCallRetrieveString` allows you to configure the access code for retrieving calls.
- `reg.x.enhancedCallPark.enabled` is a new parameter for enabling the Enhanced Call Park feature.
- `feature.enhancedCallPark.allowAudioNotification` is a new parameter that enables audio notification when a call is parked against a private or shared line.
- `reg.1.lineAddress` is a new parameter that lets you specify a user's extension for use when a call parked against a shared line. For example, for the shared line 8544a, you can set the line address to 8544.

## BroadSoft UC-One Call Control Features

BroadSoft UC-One is an advanced unified communications solution that provides a number of advanced call control features that can be configured by users. Users are able to configure the behavior of the following features directly on the phone:

- Anonymous Call Rejection

  Anonymous Call Rejection (ACR) is a feature available on the BroadWorks server that enables users to automatically reject incoming calls from anonymous parties who have restricted their caller identification. When enabled, the Anonymous Call Rejection settings menu displays on the phone and users can enable or disable the feature.

  Administrators can enable the ACR menu option to display on the phone using configuration files or the Web Configuration Utility. The parameter `feature.broadsoft.xsi.AnonymousCalReject.enabled` is a new parameter for this feature.

- Simultaneous Ring Personal

  Simultaneous Ring Personal is a feature available on the BroadWorks server that enables a user to add phone numbers to a list of contacts whose phones ring simultaneously when the user receives an incoming call. When enabled, the Simultaneous Ring settings menu displays on the phone and users can enable or disable the feature. Users can also add phone numbers to a list of simultaneous ring personal contacts and edit them, if necessary.

  Administrators can enable the Simultaneous Ring Personal menu option to display on the phone using configuration files or the Web Configuration Utility. The parameter `feature.broadsoft.xsi.SimultaneousRing.enabled` is a new parameter for this feature.

- Line ID Delivery Blocking

  Line ID Delivery Blocking is a feature available on the BroadWorks server that enables users to hide their phone number when calling contacts. When enabled, the Hide Number settings menu displays on the phone and users can enable or disable the feature.

Administrators can enable the menu option to display using configuration parameters or the Web Configuration Utility. The parameter `feature.broadsoft.xsi.LineIdblock.enabled` is a new parameter for this feature.

- BroadWorks Anywhere

  BroadWorks Anywhere (BWA) is a feature available on the BroadWorks server that enables users to use one phone number to receive calls to and dial out from their desk phone, mobile phone, or home office phone. Users can move calls between phones and perform phone functions from any phone. When enabled, the BroadWorks Anywhere settings menu displays on the phone and users can enable the feature. They can add BWA locations, edit them, and remove them from the phone. Users can add up to 10 numbers as BWA locations for each registered line.

  Administrators can enable the menu option to display on the phone using configuration files or the Web Configuration Utility. The parameter `feature.broadsoft.xsi.BroadWorksAnywhere.enabled` is a new parameter for this feature.

- Remote Office

  Remote Office is a feature available on the BroadWorks server that enables a user to set up a phone number on their office phone to forward incoming calls to a mobile device or home office number. Users can answer incoming calls to the office phone on the assigned remote phone, and any calls you place from that phone show as your office phone number. When enabled, the Remote Office settings menu displays on the phone and users can enable or disable the feature and add or edit the remote number.

  Administrators can enable the menu option to display on the phone using configuration files or the Web Configuration Utility. The parameter `feature.broadsoft.xsi.RemoteOffice.enabled` is a new parameter for this feature.

## Xtended Services Platform Login Credentials

Xtended Services Platform (XSP) Login Credentials is a feature that enables users to enter their BroadWorks XSP credentials on the phone instead of in the configuration files. This feature is automatically available when the phone is registered to a R18 or R19 server and at least one UC-One feature is enabled. These credentials are used for BroadSoft Enterprise directory searches.

To enable Xtended Services Platform Login Credentials, configure these parameters:

- Set `dir.broadsoft.useXspCredentials` to 1. This specifies that the BroadSoft server version is prior to R19 SP1.
- Set `feature.broadsoftUcOne.enabled` to 1. This enables all of the UC-One features.

When this feature not enabled, the administrator must enter the credentials using these existing parameters:

- `dir.broadsoft.xsp.address`
- `dir.broadsoft.xsp.username`
- `dir.broadsoft.xsp.password`

# Lync Features

The following sections describe Lync features added for this release.

## BToE with Audio Playback

Audio Playback Mode is a feature available on the Lync server that enables users to use their VVX phone to play audio from Lync calls and media on their computer. Users can answer Lync audio or video calls in the Lync client, and the audio plays on the phone. Users can also play audio from media, such as music or web videos, on the phone.

Audio Playback is automatically enabled when the phone's base profile is set to Lync.

## Lync Voice Conference Calls with Centralized Conference Control Protocol (CCCP) Support

Users can initiate Lync conference calls, manage conference participants, view a detailed list of participants in the roster, enable announcements, lock a conference, and manage up to 24 conference calls. This feature also enables users to add up to 200 Lync contacts to a conference call, start a conference with a group, and invite participants to the conference.

This feature is enabled automatically when the phone's base profile is set to Lync. This feature is currently not supported on SoundStructure VoIP Interface.

## Lync Exchange Web Service

The Exchange Web Service (EWS) feature is a Lync Server feature that enables setup of visual voicemail, call log synchronization, Outlook® contact search, and Lync Address Book Service (ABS) adaptive search. Each of these features is enabled by default on phones registered with Lync Server. This feature also enables the administrator to retrieve an exchange server URL address automatically or manually.

The visual voicemail aspect of the EWS feature enables users to view individual voicemail messages, play individual messages, and dial contacts from the Voicemail screen. The call log synchronization aspect of the feature automatically syncs Lync calls on users' phones, Lync clients, and Outlook, and enables users to view call logs on all three platforms. The Outlook contact search enables users to search for Outlook contacts on their phone while Lync ABS enables users to search for Lync contacts on their phone.

This feature is enabled automatically when the phone's base profile is set to Lync.

## Safe Transfer for Lync Boss-Admin

Safe Transfer is an added functionality for the Lync Boss-Admin feature that enables delegates to transfer a delegation call to the boss's line. If the transferred call is not answered on the boss's phone, the delegate is notified that the call wasn't answered and the call remains on the delegate's phone instead of being sent to voicemail. The safe transfer feature is available for delegates only. The soft key Safe XTran was added for this feature.

This feature is enabled automatically when the phone's base profile is set to Lync.

Lync Boss-Admin is supported on Lync Server 2010 and Lync Server 2013; however, a separate deployment procedure is necessary for setting up the feature for Lync Server 2010. See the section “Configure Lync Boss-Admin for Lync Server 2010” in the *Deployment Guide for Polycom UC Software with Microsoft Lync*.

### Music on Hold

Music on Hold is a Lync Server feature that enables music to play when users place contacts on hold. However, there is a limitation for this feature where only the first call placed on hold hears the hold music; any additional held calls do not hear music.

Administrators can store music files in .wav format on the provisioning server and specify which files the phone plays when an active call is placed on hold.

VVX phones support the following .wav file formats:

- mono G.711 (8 bits/sample, 8-khz sample rate)
- mono L16/16000 (16 bits/sample, 16-kHz sample rate)
- mono L16/48000 (16 bits/sample, 48-kHz sample rate)

Administrators can enable the feature using configuration files. The parameters `feature.moh.enabled` and `feature.moh.filename` are new parameters for this feature.

## Open SIP Features

The following sections describe Open SIP features added for this release.

### Unique Line Labels for Multiple Line Key Registrations

Administrators can assign a line registration to multiple line keys, and assign a unique line label for each line key. The parameter `up.cfgUniqueLabel` is a new parameter that determines the label that displays on the line key.

If you configure the line to display on multiple line keys without a unique label assigned to each line, the lines are labeled automatically in numeric order. For example, if you have line 4144 labeled as Polycom and assigned to four line keys, the line keys are labeled as *1_Polycom*, *2_ Polycom*, *3_ Polycom*, and *4_ Polycom*. For a line without a label, the line keys are automatically labeled using the line’s address, for example, *1_4144*, *2_4144*, *3_4144*, and *4_4144*.

Administrators can also enable automatic alignment for line labels on the phone. The parameter `up.cfgLabelElide` is a new parameter that controls the alignment of the line label. When the line label is an alphanumeric or alphabetic string, the label aligns right. When the line label is a numeric string, the label aligns left.

### USB Port Lock

For VVX 500, 600, and 1500 phones, administrators can choose to lock the USB ports on the phones by disabling headset ports or turning off USB ports. Administrators can lock the single port on VVX 1500 phones, or choose to disable both of the two ports available on VVX 500 and 600 phones. Disabling USB ports prevents users from using the call recording, picture frame, USB headset, VVX camera (VVX 500 and 600 only), and USB charging (VVX 600 only) features.

Administrators can lock the USB ports using configuration files. The parameters `feature.usb1.power.enabled` and `feature.usb2.power.enabled` are new parameters for this feature.

## Voice Quality Monitoring

The Voice Quality Monitoring (VQMon) feature enables VVX phones to use Real Time Transport Control Protocol Extended Report (RTCP XR) to report voice quality metrics to remote endpoints. This feature complies with RFC 6035. This feature also enables administrators to control over which address and ports the voice quality proxy server uses. New configuration parameter were added to determine whether a re-registration to the SIP server should happen when the voice quality monitoring server fails over.

Administrators can enable this feature using configuration files. See the section Configuration File Enhancements for a list of parameters for this feature.

## User-Controlled Software Updates

This feature provides the following capabilities:

- A simple and easy upgrade and downgrade solution that is backward and forward compatible, which enables users to update to a later or earlier version
- A seamless solution for pushing software updates to all users
- An efficient way to upgrade a large number of phones in low bandwidth environments
- Users with control to update their phone with the latest software and configuration changes or postpone the updates for a later time.

Administrators can enable this feature using configuration files. The parameters `prov.usercontrol.enabled` and `prov.usercontrol.postponeTime` are new parameters for this feature.

## Call Forwarding on Shared Lines

The call forwarding on shared lines feature allows users to forward all incoming calls on shared lines to a contact. Call forwarding on shared lines is a server-based feature.

Users can choose to always forward calls by pressing the **Forward** soft key from the idle screen and choosing **Always**, which forwards all incoming calls, as the forwarding option. The other forwarding option are not available for shared lines.

Administrators must enable this feature using configuration files. The following parameters are required to configure this feature:

- `voIpProt.SIP.serverFeatureControl.cf`=1 OR `reg.1.serverFeatureControl.cf`=1
- `divert.1.sharedDisabled`=0
- `voIpProt.SIP.serverFeatureControl.localProcessing.cf`=0 OR `reg.X.serverFeatureControl.localProcessing.cf`=0
- `call.shared.disableDivert`=0

**Note: Call Forwarding on Shared Lines**

Forwarding individual incoming calls is not supported for shared lines. To use call forwarding on shared lines, the user must set the feature to always forward all incoming calls.

## Additional Features in This Release

The following feature enhancements were added for the UC Software 5.3.0 release:

- BroadSoft User Interface improvements:
  - Added a search field to the UC-One Contacts screen.
  - Added the option to add UC-One contacts to the Contact Directory.
- Lync Boss-Admin User Interface improvements:
  - Enhanced the boss icon.
  - Added the option to set distinctive ringtones for each boss or delegate.
  - Added support for dual roles where the same line is both a boss and a delegate.
  - Revised sorting order for boss and delegate contacts in the Delegate and People I Manage Calls For groups.
- An onscreen keyboard icon that displays in the Dialer.
- The option to choose a default transfer type for all call transfers, and choose a transfer type for individual calls.
- The ability to customize the following Calendar meeting reminder settings on the phone:
  - Enable or disable reminders.
  - Set the Reminder Type to Silent, Audible Once, or Audible Always.
  - Set the type and volume for audible alerts.
- Support for entering a + symbol when users press ** to place international calls.
- Extended support for configuring Link Layer Discovery Protocol (LLDP).
- Support for Polycom® Acoustic Fence, which is an advanced adaptive noise cancellation feature that improves audio clarity when using a headset or handset.
- The VeriSign Universal Root Certificate was added to the UC Software default trusted certificate authorities list.
- All device parameters were updated to have an empty default value in place of Null.
- OpenSIP User Interface Improvements:
  - Added the option to remove the Auto Answer menu to improve security.
  - Added the option to remove the Applications icon on the Home screen.
  - Added the option to customize line keys and choose transparent line keys to view background images.
  - Modified the Incoming Call screen so that active calls remain visible when the phone receives incoming calls.
  - Improved the Busy Lamp Field (BLF) call display to make the Lines screen the default screen for BLF line alerts and during transfers.

- Improved alert tones for monitored BLF lines and monitored users on a call.

# Configuration File Enhancements

The following table lists configuration file enhancements that include new or changed parameters for this Polycom UC Software 5.3.0 release.

**Note: Using configuration parameters to enable features**

For more information on using configuration parameters to enable or disable features, see the *Administrator Guide for Polycom UC Software 5.3* available at Polycom Support.

**Configuration File Enhancements**

| *Parameter* | *Permitted Values* | *Default* |
|---|---|---|
| **apps.push.secureTunnelEnabled** | **0 or 1** | **0** |
| If 0, the web server is not connected through a secure tunnel. If 1, the web server is connected through a secure tunnel. | | |
| **apps.push.secureTunnelRequired** | **0 or 1** | **0** |
| If 0, communications to the web server do not require a secure tunnel. If 1, communications require a secure tunnel. | | |
| **call.DefaultTransferType** | **Consultative or Blind** | **Consultative** |
| If Blind transfer is specified, pressing the Transfer soft key immediately refers the call to another party.<br>If Consultative is specified, pressing the Transfer soft key keeps the original caller on hold while placing a new call to the other party.<br>The user can press and hold the Transfer soft key to change the transfer type temporarily. The user can also set the default transfer type by going to **Settings > Basic > Preferences > Default Transfer Type**. | | |
| **call.shared.exposeAutoHolds** | **0 or 1** | **0** |
| If 1, enables Private Hold for all shared lines. If 0, disables Private Hold. | | |
| **call.parkedCallRetrieveString** | **Star code** | **Null** |
| Specifies the access code used to retrieve a parked call. | | |
| **device.net.lldpFastStartCount** | **3 - 10** | **5** |
| Configures the fast-start LLDP packets that the phone sends when booting up or when the network comes up.<br>If the fast-start packet count is configured to be greater than 10, the value resets to 10.<br>If the fast-start packet count is configured to be less than 3, the value resets to 3.<br>If the fast-start packet count is configured to be an invalid value, the value resets to default 5. | | |

| *Parameter* | *Permitted Values* | *Default* |
|---|---|---|
| **device.net.icmp.echoRepliesMask** | **0 or 1** | **1** |
| Enables and disables the masking of Internet Control Message Protocol (ICMP) echo replies. Masking is enabled by default. To disable ICMP echo replies masking, set the parameters `device.set` and `device.net.icmp.echoRepliesMask.set` to 1, and set `device.net.icmp.echoRepliesMask` to 0.<br>**Note**: Do not disable ICMP echo replies masking in environments with heavy network congestion or ICMP deployments vulnerable to attacks. | | |
| **device.sec.TLS.profile.caCertList1 (TLS Platform Profile 1)**<br>**device.sec.TLS.profile.caCertList2 (TLS Platform Profile 2)** | **Builtin, BuiltinAndPlatform1, BuiltinAndPlatform2, All, Platform1, Platform2, Platform1AndPlatform2** | |
| Choose the CA certificate(s) to use for TLS Platform Profile 1 and TLS Platform Profile 2 authentication:<br>The built-in default certificate<br>The built-in and Custom #1 certificates<br>The built-in and Custom #2 certificates<br>Any certificate (built in, Custom #1 or Custom #2)<br>Only the Custom #1 certificate<br>Only the Custom #2 certificate<br>Either the Custom #1 or Custom #2 certificate | | |
| **exchange.meeting.reminderType** | **0 - 2** | **2** |
| If 2, all calendar reminders are audible and visible. If 1, calendar reminders are audible once and silent for all subsequent reminders. If 0, all calendar reminders are silent. | | |
| **exchange.meeting.reminderType** | **0 - 2** | **2** |
| If 2, all calendar reminders are audible and visible. If 1, calendar reminders are audible once and silent for all subsequent reminders. If 0, all calendar reminders are silent. | | |
| **feature.broadsoft.xsi.BroadWorksAnywhere.enabled** | **0 or 1** | **0** |
| If 1, enables the BroadWorks Anywhere menu. If 0, disables the menu on the phone. | | |
| **feature.broadsoft.xsi.LineIdblock.enabled** | **0 or 1** | **0** |
| If 1, enables the Line ID Blocking feature. If 0, disables Line ID Blocking on the phone. | | |
| **feature.broadsoft.xsi.RemoteOffice.enabled** | **0 or 1** | **0** |
| If 1, enables the Remote Office feature on the phone. If 0, disables Remote Office on the phone. | | |
| **feature.broadsoft.xsi.SimultaneousRing.enabled** | **0 or 1** | **0** |
| If 1, enables the Simultaneous Ring Personal feature. If 0, disables Simultaneous Ring Personal on the phone. | | |
| **feature.enhancedCallPark.allowAudioNotification** | **0 or 1** | **0** |
| If 1, enables audio notifications for parked calls on private and shared lines. If 0, disables audio notifications for parked calls on private and shared lines. | | |

| *Parameter* | *Permitted Values* | *Default* |
|---|---|---|
| **feature.EWSAutodiscover.enabled** | **0 or 1** | **Base Profile:**<br>**Generic=0**<br>**Lync=1** |
| If 1, the phone discovers the URL of the Exchange server and sets the value of `exchange.server.url`. If 0, the URL of the Exchange server is set using the value specified in `exchange.server.url`. The `exchange.server.url` affects all Lync Exchange services. | | |
| **feature.exchangeCallLog.enabled** | **0 or 1** | **If base profile is:**<br>**Generic - 0**<br>**Lync - 1** |
| If 1, user call logs are synchronized with the server.<br>• If `prov.login.enabled` is also enabled, the phone does not maintain local call logs.<br>• The following parameters are ignored when this parameter is enabled:<br>➢ `feature.callList.enabled`<br>➢ `feature.callListReceived.enabled`<br>➢ `feature.callListPlaced.enabled`<br>➢ `feature.callListMissed.enabled`<br>➢ `callLists.collapseDuplicates`<br>➢ `callLists.grouping`<br>➢ `voIpProt.SIP.serverFeatureControl.missedCalls`<br>➢ `call.advancedMissedCalls.enabled`<br>➢ `call.advancedMissedCalls.reasonCodes`<br>➢ `call.advancedMissedCalls.addToReceivedList`<br>➢ `callLists.logConsultationCalls`<br>➢ `callLists.filterEnabled`<br>➢ `callLists.filterAll`<br>If 0, the phone generates call logs locally. | | |
| **feature.exchangeContacts.enabled** | **0 or 1** | **If base profile is:**<br>**Generic - 0**<br>**Lync - 1** |
| If 1, enables displaying Outlook or Lync Address Book contacts in the search menu. If 0, disables displaying Outlook contacts. | | |
| **feature.exchangeVoiceMail.enabled** | **0 or 1** | **If base profile is:**<br>**Generic - 0**<br>**Lync - 1** |
| If 1, displays the list of voicemails available on the EWS server. If this parameter is enabled, it takes precedence over the parameter `feature.Messaging.enabled`. If 0, does not display the list of voicemails available on the EWS server. | | |

| *Parameter* | *Permitted Values* | *Default* |
|---|---|---|
| **feature.lync.abs.enabled** | **0 or 1** | **If base profile is:**<br>**Generic - 0**<br>**Lync - 1** |
| If 1, enables searching the Lync Address Book Service (ABS). If 0, disables searching the Lync ABS. | | |
| **feature.lync.abs.maxResult** | **12-50** | **12** |
| Set the maximum number of contacts the phone displays when a user searches for contacts in the Lync Directory. | | |
| **feature.moh.enabled** | **0 or 1** | **0** |
| If 1, enables Music on Hold. If 0, disables Music on Hold. | | |
| **feature.moh.filename** | | |
| Specifies the music file that the phone plays when a call is placed on hold. | | |
| **feature.uniqueCallLabeling.enabled** | **0 or 1** | **0** |
| If 1, enables unique call labeling. If 0, disables unique call labeling. | | |
| **feature.usbTop.power.enabled** | **0 or 1** | **1** |
| Enables and disables power to the top USB port on VVX 500, 600, and 1500 phones. If 1, the power to the top USB port is enabled. If 0, the power to the top USB port is disabled.<br>**Note**: This parameter replaces `feature.usb.power.enabled`. | | |
| **feature.usbRear.power.enabled** | **0 or 1** | **1** |
| Enables and disables power to the top USB port on VVX 500 and 600 phones. If 1, the power to the rear USB port is enabled. If 0, the power to the rear USB port is disabled.<br>**Note**: This parameter replaces `feature.usb.power.enabled`. | | |
| **prov.usercontrol.enabled** | **0 or 1** | **1** |
| If 1, enables display of user download messages and options for controlling software downloads. If 0, disables user download messages and options. Software updates are installed immediately. | | |
| **prov.usercontrol.postponeTime** | **15 minutes (00:15)**<br>**1 hour (01:00)**<br>**2 hours (02:00)**<br>**6 hours (06:00)** | **2 hours (02:00)** |
| Sets the period of time software installation is delayed. Permitted values: 15 minutes, 1 hour, 2 hours, 4 hours, and 6 hours. Values must be formatted in HH:MM. If an invalid value is entered, the phone uses the default value. If `prov.usercontrol.enabled` is disabled, this parameter is ignored. | | |
| **ptt.compatibilityMode** | **0 or 1** | **0** |
| If 0, the PTT protocol behavior is disabled. If 1, all PTT protocol behavior is enabled. | | |
| **reg.x.broadsoft.xsp.password** | **String** | **Null** |
| Specifies the password for the BroadSoft user account associated with the specified line. | | |

| *Parameter* | *Permitted Values* | *Default* |
|---|---|---|
| **reg.x.broadsoft.useXspCredentials** | **0 or 1** | **0** |
| If 0, specifies that line is registered with the BroadWorks R20 and higher server. If 1, specifies that line is registered with the BroadWorks R18 server. | | |
| **reg.X.enablePvtHoldSoftKey** | **0 or 1** | **0** |
| If 1, enables the Private Hold soft key for the specified line. If 0, disables the Private Hold soft key. | | |
| **reg.x.gruu** | **0 or 1** | **1** |
| When enabled, the phone sends +sip.instance in the REGISTER request, which is used to uniquely identify the phone. | | |
| **reg.x.line.y.label** | **String** | **Null** |
| If a string is specified, sets the label used for the line key registration on phones with multiple line keys.<br>If no string is specified, the label uses the default format.<br>• This parameter takes effect when `up.cfgUniqueLineLabel` is enabled.<br>• These examples show labels for line 1 on a phone with user registration 1234:<br>➢ If no label is configured for registration, the label is 1_1234.<br>➢ If the label for registration is configured as “Polycom”, the label is 1_Polycom. | | |
| **up.simplifiedSipCallInfo** | **0 or 1** | **1** |
| If 1, the displayed host name is trimmed for both incoming and outgoing calls and the protocol tag/information is not displayed for incoming and outgoing calls. | | |
| **tcpIpApp.port.rtp.mediaPortRangeStart** | **Even integer 1024 - 65486** | **2222** |
| The starting port for RTP media packets. Ports are allocated from a pool starting with this port up to a value of (start-port + 47) for a voice-only phone or (start-port + 95) for a video phone.<br>**Note**: Ensure that there is no contention for port numbers. For example, do not use 5060 (default port for SIP). | | |
| **tcpIpApp.port.rtp.videoPortRangeStart** | **Even integer 1024 - 65486** | **2222** |
| The starting port for RTP video packets. Ports are allocated from a pool starting with this port up to a value of (start-port + 47) for a voice-only phone or (start-port + 95) for a video phone.<br>**Note**: Ensure that there is no contention for port numbers. For example, do not use 5060 (default port for SIP). | | |
| **tcpIpApp.port.rtp.videoPortRange.enable** | **0 or 1** | **0** |
| If 1, enables the RTP port range. If 0, disables the RTP port range. | | |
| **up.cfgLabelElide** | **None**<br>**Right**<br>**Left** | **None** |
| If None, the alignment of the line label is determined by the line label. If the line label is an alphanumeric or alphabetic string, the label aligns right. If the line label is a numeric string, the label aligns left.<br>If Right, the line label aligns right for all string types.<br>If Left, the line label aligns left for all string types. | | |

| *Parameter* | *Permitted Values* | *Default* |
|---|---|---|
| **up.cfgUniqueLabel** | **0 or 1** | **0** |
| If 1, allows configuration of a unique label on the line key when the registration has multiple line keys. If 0, displays the line address. | | |
| **up.oneTouchLyncDir** | **0 or 1** | **If base profile is:**<br>**Generic - 0**<br>**Lync - 1** |
| If 1, the phone displays the Lync Directory search option menu when the user presses Directories.<br>If 0, the phone displays the Lync Directory menu option when:<br>• The parameter `up.oneTouchLyncDir` is set to 1<br>• One of the following is true:<br>➢ feature.lync.abs.enabled is set to 1<br>➢ Both feature.lync.abs.enabled and feature.exchangeContacts.enabled are set to 1. | | |
| **up.oneTouchVoiceMail** | **0 or 1** | **If base profile is:**<br>**Generic - 0**<br>**Lync - 1** |
| If 1, the phone dials voicemail services directly (if available on the call server) without displaying the voicemail summary. If 0, the phone displays a summary page with message counts. The user must press the Connect soft key to dial the voicemail server. | | |
| **up.transparentLines** | **0 or 1** | **0** |
| If 1, transparent line keys are displayed on the Home screen, which allows the background image to show behind the line labels. If 0, transparent line keys are not displayed on the Home screen. This parameter applies to VVX 500 and 600 business media phones only. | | |
| **voice.qualityMonitoring.rfc6035.enable** | **0 or 1** | **0** |
| If 1, this configuration complies with RFC 6035. If 0, the existing draft implementation is supported. | | |
| **voice.qualityMonitoring.collector.server.x.outboundProxy.address** | **IP address or FQDN** | **NULL** |
| Specifies the FQDN or IP address for the outbound proxy. | | |
| **voice.qualityMonitoring.collector.server.x.outboundProxy.port** | **0 - 65535** | **0** |
| Specifies the port used for the Voice Quality Monitoring outbound proxy server. | | |
| **voice.qualityMonitoring.collector.server.x.outboundProxy.transport** | **DNSnaptr**<br>**TCPpreferred**<br>**UDPOnly**<br>**TLS**<br>**TCPOnly** | **DNSnaptr** |
| Specifies the outbound proxy transport format. | | |

| *Parameter* | *Permitted Values* | *Default* |
|---|---|---|
| **voice.qualityMonitoring.failover.enable** | **0 or 1** | **1** |
| If 1, the phone re-registers when a failover is caused by voice quality SIP messages. If 0, no re-registration on failover occurs.<br>This parameter is ignored if `voice.qualityMonitoring.collector.server.x.outboundProxy` is enabled. | | |
| **voice.qualityMonitoring.location** | **String** | **Unknown** |
| Sets the location of the phone to the location you specify. If you do not set a location, the default string Unknown is used. | | |
| **up.osdIncomingCall.Enabled** | **0 or 1** | **1** |
| Sets the behavior of the Incoming Call screen. If set to 1, incoming calls show as a full screen display (current behavior). If set to 0, the incoming call is displayed as a new call on the Calls screen. | | |
| **call.autoAnswerMenu.enable** | **0 or 1** | **1** |
| Defines whether the Auto Answer menu option displays on the phone. If set to 0, the Auto Answer menu option does not display. | | |
| **homeScreen.application.enable** | **0 or 1** | **1** |
| Defines whether the Applications icon displays on the Home screen. If set to 0, the icon does not display on the Home screen. | | |
| **voice.ns.hs.enhanced** | **0 or 1** | **0** |
| Enables the Acoustic Fence feature for the handset. If set to 1, Acoustic Fence is enabled for the handset. | | |
| **voice.ns.hd.enhanced** | **0 or 1** | **0** |
| Enables the Acoustic Fence feature for the headset. If set to 1, Acoustic Fence is enabled for the connected headset. | | |
| **voice.ns.hd.nonStationaryThresh** | **No fixed range** | **8** |
| Increase or decrease the noise suppression threshold on headsets.<br>**Note**: Changes to the noise suppression threshold can impact far-end audio quality. | | |
| **voice.ns.hs.nonStationaryThresh** | **No fixed range** | **8** |
| Increase or decrease the noise suppression threshold for handsets.<br>**Note**: Changes to the noise suppression threshold can impact far-end audio quality. | | |

# Resolved Issues

The following table lists the resolved issues for the UC Software 5.3.0 release.

**Resolved Issues**

| *Category* | *Issue Number* | *Description* |
|---|---|---|
| Audio | VOIP-92807 | On the VVX 600 phone, crackling audio no longer occurs for two seconds after the call connects through on the Lync Server. |
| Audio | VOIP-95488<br>VOIP-92560<br>VOIP-95254<br>VOIP-94239 | Added the parameter `call.doNotPlayLocalOnProvResponseSdp` to correct an issue with a delay in local ringback tones. |
| Audio | VOIP-96298 | Audio played from the phone's web browser no longer automatically pauses after one second. |
| BLF | VOIP-97991 | The phone now correctly displays the caller ID for incoming calls. The default value for parameter `up.simplifiedSipCallInfo` was changed to 1 to fix the issue. |
| BroadSoft | VOIP-94970 | The phone now displays the configured display name of the UC-One contact correctly. |
| BroadSoft | VOIP-95070 | In UC-One scenario, the phone no longer displays a missed call when the incoming call is answered from the UC-One client |
| BroadSoft | VOIP-98408 | Multiple issues on DND for BroadSoft has been resolved |
| BroadSoft | VOIP-98651 | Address book parser for UC-One presence contacts is working fine |
| Calling | VOIP-94400 | Calls are no longer disconnected when you place a call on hold. |
| Certificate | VOIP-96473 | Added VeriSign Universal Root Certification Authority to the Trusted Certificate list. |
| Configuration | VOIP-94776 | Default feature key layouts reports the correct value in logs |
| Configuration | VOIP-94957 | You can now authenticate factory defaulted phones |
| Configuration | VOIP-95027 | Added the parameter `call.telUri.showPrompt` to correct an issue with a confirmation notification displaying after you select a number to dial for a contact. |
| Configuration | VOIP-95110 | The phone now correctly responds with a successful data push when parameter `httpd.enabled` is set to 1 and `httpd.cfg.enabled` is set to 0. |

| *Category* | *Issue Number* | *Description* |
|---|---|---|
| Configuration | VOIP-95128 | In a Lync environment, the phone no longer causes any issue when the boot server is static, DHCP is disabled, and the phone is pointed to an FTP server. |
| Configuration | VOIP-95145 | The TCP connection is not disconnected when the server sends TCP keepalive messages and the phone acknowledges them. |
| Configuration | VOIP-95337 | The Incoming Call window for monitored BLF calls no longer displays when the parameter `attendant.behaviors.display.spontaneousCallAppearances.automata` is set to 0. |
| Configuration | VOIP-95474 | DHCP no longer fails on VVX phones when logging is set to debug. |
| Configuration | VOIP-95608 | The speakerphone is no longer activated when set to disabled with the parameter `up.handsfreemode`. |
| Configuration | VOIP-95808 | Administrators can now configure the alert tone for Message Waiting Indicator (MWI) using the new parameter `mwi.reminder.enable`. |
| Configuration | VOIP-95833 | Added the parameter `net.interface.mtu` to correct an issue with one-way video in calls with the BroadSoft UC-One client. |
| Configuration | VOIP-96374 | The phone now contacts both servers when RROFO is enabled and the failover server is unresponsive |
| Configuration | VOIP-96380 | You can no longer set Calls Per Line to 0 on phones user interface. |
| Configuration | VOIP-96808 | The phones no longer require a power cycle to upgrade from 3.3.4 to 4.0.7 when provisioned externally via HTTPS. |
| Configuration | VOIP-97019 | In a Metaswitch environment, the phone now encodes and decodes the equal sign (=) in URLs without any issues. |
| Configuration | VOIP-97040 | Calls no longer fail on phones registered with Lync and where the media port range is set to 65300 or higher. The permitted values for parameters `tcpIpApp.port.rtp.mediaPortRangeStart` and `tcpIpApp.port.rtp.videoPortRangeStart` were increased to 65486 to resolve this issue. |
| Configuration | VOIP-97113 | Parsing sub options in DHCP Option 43 no longer causes any issue |
| Configuration | VOIP-97117 | VVX phones no longer perform a DNS lookup on the SIP domain before placing a call when the outbound proxy is configured. |
| Configuration | VOIP-97334 | In Premium ACD feature, admin can now disable the call center status pop-up using `feature.CallCenterCallInformation.enable`="0" |
| Configuration | VOIP-97349 | The phone now sends the HTTP request message with “%26” when the main page of the web browser is set for Metaswitch using the parameter `mb.main.home`. |

| *Category* | *Issue Number* | *Description* |
|---|---|---|
| Configuration | VOIP-97417 | The phone now displays the SIP address when the caller ID is unknown and parameter `voIpProt.SIP.header.diversion.enable` is set to 1. |
| Configuration | VOIP-97592 | The phone now applies the custom dial tones set for parameters `se.pat.callProg.dialTone` and `tone.chord.callProg.dialTone` after rebooting. |
| Configuration | VOIP-97650 | The phones no longer failover to the next server when they receive a Rest request. |
| Configuration | VOIP-97678 | The SIP register is no longer terminated after multiple 401 challenges. |
| Configuration | VOIP-97797 | The phone no longer sends a subscribe message after a call is ended. |
| Configuration | VOIP-97981 | The value configured for the `intercom.alertinfo` string now displays properly in the alert-info header instead of “intercom-.” “ |
| Configuration | VOIP-97983<br>VOIP-95366 | The intercom no longer fails when special characters are sent in the `intercom.alertinfo` string. |
| Configuration | VOIP-97991 | Changed the default value for parameter `up.simplifiedSipCallInfo` from 0 to 1 to resolve duplicates in the caller ID display. |
| Configuration | VOIP-98088 | The second subscribe request on TCP is now sent on TCP when the value `';transport=TCP` is added for the parameter `attendat.uri` and authentication is configured on the server. |
| Configuration | VOIP-98151 | The phone now accepts the offered LLDP options received from the network when there is an empty port description within the LLDP Switch. |
| Configuration | VOIP-98362 | The enhanced feature key configured for Directory search on the phone now works properly without any issues. |
| Configuration | VOIP-98505 | VVX phones running UC Software 4.1.x or later no longer drop ICMP packets. The parameter `device.net.icmp.echoRepliesMask` was added to resolve this issue. |
| Configuration | VOIP-98505 | Administrators can now configure the masking of Internet Control Message Protocol (ICMP) replies using the new parameter `device.net.icmp.echoRepliesMask`. |
| Configuration | VOIP-98624 | Changed the default value for parameter `ptt.compatibilityMode` from 1 to 0. |

| *Category* | *Issue Number* | *Description* |
|---|---|---|
| Configuration | VOIP-98660 | The phone now updates the `reg.x.address` parameter when the provisioning server is set to HTTPS after an automatic reboot after pressing Update Configuration on the phone. |
| Configuration | VOIP-98664 | The phone now updates configuration changes made on the FTP provisioning server when DHCP server is set with Custom+Option 160. |
| Configuration | VOIP-98721 | The phone now uploads a certificate to the Platform CA Profile using configuration files. |
| Exchange | VOIP-94795 | The phone will register to Exchange calendar when configured correctly. |
| Exchange | VOIP-95414 | The phone now successfully registers with the Microsoft Exchange and auto-discovery works without any issue from the firewall. |
| Expansion Modules | VOIP-94938 | LED's on Paper Expansion Modules now displays the buddy watch status on VVX 300 and 400 phones |
| Expansion Modules | VOIP-96287 | When the phone receives an incoming call while connecting a VVX Color Expansion Module to a phone with one expansion module connected, the Polycom logo no longer freezes on the expansion module screen. |
| Functionality | VOIP-95554 | Throughput when PC is connected to VVX 500 PC port is now improved when the phone is connected to fast Ethernet switch. |
| Functionality | VOIP-96815 | Enabling logging on a phone with a Busy status no longer causes an excessive amount of dropped logs when expansion modules are connected to a phone. |
| Functionality | VOIP-99009 | CX5500 presence is now updated if Favorite added is from another Domain. |
| Functionality | VOIP-99416 | VVX phones now honor the hold function for PSTN calls in Metaswitch environments. |
| Hardware | VOIP-97393 | The VVX 300 no longer freezes when an Apple device is connected to the PC port on the phone. |
| Lync | VOIP-87337 | When an incoming boss call is answered on a delegate's phone, a notification of the answered call now displays on the boss's phone. |
| Lync | VOIP-90430 | When an on behalf of boss call is placed in the Lync 2010 client when BToE is enabled, the call is established on the phone and not in the Lync client. |
| Lync | VOIP-94118 | In a Lync Boss-Admin scenario, the incoming call ringtone on the boss’s phone is no longer distorted when there are the maximum number of calls on the delegate’s phone. |

| *Category* | *Issue Number* | *Description* |
|---|---|---|
| Lync | VOIP-94513<br>VOIP-93026<br>VOIP-93732<br>VOIP-94487<br>VOIP-94936 | The phone now accepts the Non Microsoft DHCP server provisioned Option 43 and is able to sign into the phone using PIN Authentication. |
| Lync | VOIP-94833 | The phone now updates the boss-delegate role without any issue and no longer causes a reboot. |
| Lync | VOIP-94877 | VVX set up with Lync BToE now displays the caller name in Lync. |
| Lync | VOIP-94941 | In a Lync environment, the phone now allows to dial only to the authorized call list displayed on the phone screen, when the phone is in locked state. |
| Lync | VOIP-95078 | In BToE Scenario, the phone now displays the conversation window for a normal incoming call |
| Lync | VOIP-95107 | In a Lync scenario, the phone now uses NTLMv2 and registers without any issue. |
| Lync | VOIP-95154<br>VOIP-97813 | In a Lync environment, the phone now retains the Call Pickup group members when Call Forwarding is enabled then disabled. |
| Lync | VOIP-95242 | The phone no longer reboots after you sign into the phone with your Lync credentials when the dial plan contains more than 9 variables. |
| Lync | VOIP-95396 | Enabling BToE will no longer cause any issue for video calls between two Lync clients |
| Lync | VOIP-95409<br>VOIP-94773<br>VOIP-94775 | Boss-Admin call scenarios between the local network and the remote network are stabilized. |
| Lync | VOIP-95412 | In a BToE Scenario, mute and unmute on the phone and the Lync client remains in Sync |
| Lync | VOIP-95565 | In a Lync environment, the phone no longer generates core dumps when transferring a call that was sent to voicemail. |
| Lync | VOIP-95880 | In a BToE scenario, calls are now transferred successfully when transferred using the Lync client. |
| Lync | VOIP-96478 | Lync favorites added in the Lync client now display on the phone. |
| Lync | VOIP-96950 | On a Lync phone, the Administrator Password screen now displays when the multiple key combination 135, which is the MKC for a factory reset, is pressed and held. |
| Lync | VOIP-97286 | The external Lync prefix now works as expected when a matching normalization rule starts with the same digit. |

| *Category* | *Issue Number* | *Description* |
|---|---|---|
| Lync | VOIP-97419 | A cursor now displays for the PIN Authentication field on the phone when the base profile is changed to Lync using the multiple key combination 149. |
| Lync | VOIP-97442 | In Lync environment, an incoming call can now be directly transferred to the voicemail |
| Lync | VOIP-97632 | Transferring calls from a mobile Lync client to an internal extension via the Edge Server now works properly. |
| Lync | VOIP-98047 | VVX phones now broadcast ACK to DHCP without causing PIN Authentication to fail. |
| Lync | VOIP-98366 | Music on hold sound has been replaced with some soft music. |
| Lync | VOIP-98534 | In a Lync Server environment, the phone no longer displays “tel:” for incoming calls. |
| Lync | VOIP-99333 | VVX now displays the presence on phone as offline if the Lync client is set to offline. |
| Server | VOIP-93195 | VVX phones registered with EDGE server is now able to make calls to the other non-EDGE registered internal VVX phones without any issue |
| Server | VOIP-95085 | In a re-registration over failover scenario, when multiple servers are configured and the first server is not accessible, the call object is deleted for the first REGISTER and the phone registers itself to the second server without any issue. |
| USB | VOIP-92066 | The parameters `feature.usbTop.power.enabled` and `feature.usbRear.power.enabled` were added to disable the headset ports for the on top and rear USB ports on VVX 500 phones. |
| USB | VOIP-92901 | Disabling USB headset feature will no longer disables the USB port |
| USB | VOIP-95969 | The parameter `feature.usb.power.enabled`, which was added as part of VOIP-93554, was deprecated and upgraded with two separate configuration parameters `feature.usbTop.power.enabled` and `feature.usbRear.power.enabled` to control the power for USB ports on VVX 500, 600, and 1500 phones. |
| USB | VOIP-96408 | The phone now places and receives audio-only calls when the top USB port is disabled. |
| User Experience | VOIP-90067 | MKC will now show the constant IP address of the phone. |
| User Experience | VOIP-93225 | The onscreen keyboard on the phone now displays all the Japanese Katakana characters. |

| *Category* | *Issue Number* | *Description* |
|---|---|---|
| User Experience | VOIP-93600 | The phone now plays all the files on the microbrowser on the headset when the termination is changed from speaker to headset without any issue. |
| User Experience | VOIP-94790 | The phone now allows user to use the Up and Down arrow keys after disconnecting the active call or when the phone is in power-saving mode. |
| User Experience | VOIP-95022 | Establishing a 3-way conference after being initially called by an Avaya IP Phone from Sonus 5k Gateway works correctly. |
| User Experience | VOIP-95055 | An error message no longer displays when the user priority for RTP is set through the Ethernet QoS. |
| User Experience | VOIP-95120 | The phone now plays a ringtone along with the UI update upon receiving an incoming call and no longer displays a delay in ringing. |
| User Experience | VOIP-95123 | When dialing 911, the phone now appends a "+" sign, when using server side normalization. |
| User Experience | VOIP-95327 | The phone now displays all call logs when the Flexible Line Key Reassignment is enabled. |
| User Experience | VOIP-95430 | Video no longer lags when playing videos in the web browser. |
| User Experience | VOIP-95431 | The phone now plays the ringtone for incoming monitored BLF calls. |
| User Experience | VOIP-95435 | The phone no longer displays the SIP address for unknown callers, and now displays Unknown Caller in the Calls Log. |
| User Experience | VOIP-95593 | Pausing and playing the media on the phone's microbrowser no longer causes any issue. |
| User Experience | VOIP-95659 | The phones no longer freeze over time. Memory leakage issues are fixed. |
| User Experience | VOIP-95682 | VVX phones now receive the Emergency 911 location information from the Lync Server. |
| User Experience | VOIP-95688 | VVX phones no longer disconnect from the network and sign out of Lync when the certificate renew duration is set to 8 hours. |
| User Experience | VOIP-96021 | The phone no longer reboots when a call is answered with a headset using electronic hookswitch on a phone with multiple BLF lines. |
| User Experience | VOIP-96272 | On VVX 300 and VVX 400 phones, you can now use the navigation keys to highlight and select items in the web browser. |
| User Experience | VOIP-97017 | The web browser no longer returns to the last page in the web browser when you close and reopen the application. |
| User Experience | VOIP-97067 | Calls are now parked on the second line registered on the phone. |

| *Category* | *Issue Number* | *Description* |
|---|---|---|
| User Experience | VOIP-97332 | The phone no longer holds a call automatically after the call is answered. |
| User Experience | VOIP-97419 | The cursor now displays and the user can now enter an extension. |
| User Experience | VOIP-98346 | Do Not Disturb is no longer set for all lines on the phone when enabled for one line. |
| User Interface | VOIP-94737 | The Return to Calls notification was removed from the CX5500 to avoid overlapping with the USB notification. |
| User Interface | VOIP-94828 | Changes to phones `up.screenCapture.enabled` does not require a reboot for changes to appear in the phone UI for Capture Screen. |
| User Interface | VOIP-95025 | Added the parameter `extended.lineKey.hide` to correct an issue with extended line keys displaying on VVX 1500 phones after the phone restarts. |
| User Interface | VOIP-95060 | The Do Not Disturb message no longer displays on the screen when Do Not Disturb is disabled. |
| User Interface | VOIP-95398 | Web UI allows the movement of custom configured soft keys for VVX 500. |
| User Interface | VOIP-95866 | Optimized the UI responsiveness when EFK is enabled on the phone and EM is connected |
| User Interface | VOIP-96649 | When you receive an incoming call after pressing the Play soft key on the Voicemail screen, the “Playing Voicemail” notification no longer overlaps the Incoming Call screen. |
| User Interface | VOIP-97127 | The incoming call notification now displays when call waiting is disabled and there is an active call on a monitored BLF line. |
| User Interface | VOIP-97146 | Two rows is now the default setting for contact keys on the Lines screen for VVX 500 and VVX 600 phones. |
| User Interface | VOIP-97273 | Capture screen on the VVX phones with expansion modules is now working fine and no longer shows the incorrect icon on the status bar |
| User Interface | VOIP-97385 | The cursor and text no longer disappear after you change the input mode to numerical and back to alphabetical. |
| User Interface | VOIP-97417 | The caller ID now displays correctly for incoming calls. |
| User Interface | VOIP-97418 | When the phone receives an incoming call, the phone now shows the display name for contact’s listed in the Contact Directory. |
| User Interface | VOIP-97418 | When the phone receives an incoming call, the phone now shows the display name for contact’s listed in the Contact Directory. |

| *Category* | *Issue Number* | *Description* |
|---|---|---|
| User Interface | VOIP-97599 | The Globe in the web browser was replaced with ABC or 123 to match the character input mode selected, and the Cancel Edit icon was replaced with an X. |
| Web Configuration Utility | VOIP-94782 | Contacts backup works correctly as described in the Web Configuration Utility help |
| Web Configuration Utility | VOIP-94878 | When using Internet Explorer to access the Web Configuration Utility, configured soft keys now display in the active soft key list. |
| Web Configuration Utility | VOIP-95904 | CX5500 phone's Web Configuration Utility now displays Phone state polling option under Applications menu |
| Web Configuration Utility | VOIP-96181<br>VOIP-95204 | BLF lines now display in the Web Configuration Utility for VVX 1500 phones. |
| Video | VOIP-83910 | The phone no longer displays elongated video when it receives video at bit rates greater than 512 Kbps from RealPresence Mobile. |
| User Interface | VOIP-92349 | In a call center environment, the phone now displays the icons for the BLF contacts correctly when hoteling is enabled. |
| User Interface | VOIP-87976 | The Trace Route menu on the phone no longer displays truncated information on the phone’s screen when there are very long strings. |
| User Interface | VOIP-81968 | In a hoteling scenario, the phone displays the GuestOut soft key when a guest is associated with using “search and add a Hoteling host number” for the first time. |
| Networking | VOIP-90485 | After hanging up the call, the CAC reserved bandwidth is released and the phone is now able to connect to a new call without any issue. |
| Lync | VOIP-92316 | Pre-populated text strings under the search screen of the Lync Directory are now cleared when performing a search using the onscreen keyboard. |
| Lync | VOIP-88313 | In a Lync BToE and Call Park scenario, the phone now displays the parked caller’s name when a call is made from a CX300 or Lync client to a BToE-connected phone. |
| Lync | VOIP-87848 | In a Lync environment, the phone now registers to the mentioned registrar without any issue when an administrator moves the user from one pool to another in preferred-register. |
| Lync | VOIP-87328 | In a Lync deployment, placing an outgoing PSTN call from the auto-complete list now works immediately after a local Lync call transfer. |
| Functionality | VOIP-92291 | The phone now saves the adjusted page volume for priority and non-emergency paging. |

| *Category* | *Issue Number* | *Description* |
|---|---|---|
| Functionality | VOIP-92095 | In a Lync Boss-Admin scenario, the delegate's phone now updates the call's status on behalf of a boss call. |
| Functionality | VOIP-91600 | Enabling or disabling the call forward settings from the phone no longer causes any issue when the simultaneous ringing feature is activated in the Lync client. |
| Functionality | VOIP-88309 | The phone's microbrowser now works fine when you press the Next and Back soft keys in quick succession while downloading HTML pages that contain audio files (applies to VVX 300/310 and VVX 400/410). |
| Functionality | VOIP-88273 | In a Lync environment, leaving a voicemail directly by selecting the voicemail option in the contact card is now available. |
| Functionality | VOIP-87909 | In a BLF scenario, the monitoring phone's screen now times out and return to the idle screen correctly from the filtered view of the monitored party. |
| Functionality | VOIP-87892 | When auto-answer is enabled, the phone automatically answers the call immediately. |
| Functionality | VOIP-84179 | The phone no longer changes the cursor focus when you try to edit, for the second time, the last characters in any of the network IPs on the phone's UI. |
| Functionality | VOIP-84189 | The phone now displays the correct error message on the phone's screen if the user tries to log in using PIN Authentication when the server is down. |
| Functionality | VOIP-74958 | When DND is enabled, the phone is displaying the call forward message Fwd:< number> (applies to VVX 500, VVX 1500) |
| Functionality | VOIP-74901 | When the lock feature is enabled after a phone reboot, the emergency/authorized call list is displayed when the user tries to place a call using the headset or speaker key. |
| BToE | VOIP-89402 | Repairing the Polycom BToE Connector during the new client installation no longer causes any issues |
| BToE | VOIP-89004 | In a BToE scenario, establishing a local conference is now available when the phone is paired with your computer. |
| BToE | VOIP-89393 | After successfully upgrading the latest BToE Connector application, the application starts automatically from the very first time. |
| BToE | VOIP-88139 | In a BToE scenario, the phone immediately goes to the active state when the user answers an incoming call on Lync client and there is already an active call. |
| User Interface | VOIP-97681 | The SoundStructure VoIP Interface can now create a conference call. |
| User Interface | VOIP-94429<br>VOIP-93755 | The phone no longer displays the presence of the blocked contacts even if the contact is present in the Favorites list. |
| User Interface | VESC-4768<br>VOIP-94647 | The Web Configuration Utility now provides an option to sign-in to Lync. |

| *Category* | *Issue Number* | *Description* |
|---|---|---|
| Security | VOIP-95887 | First time Sign-In using PIN Authentication on phone after the network change no longer triggers any reboot. |
| Networking | VOIP-95101 | In an ININ Lync Boss-Admin environment, the phone no longer reboots when trying to call the boss's phone multiple times in quick succession. |
| Network | VOIP-95738 | Signing into the phone, after it's shifted from remote network to internal network no longer causes any issue. |
| Lync | VOIP-94968 | In a Lync environment, when the phone's mute button is pressed quickly after a call is received from a Lync Meet Now invitation, the computer's Meet Now interface now displays the muted state. |
| Lync | VOIP-94899 | When base profiles are set to Lync and the Web Configuration Utility is enabled, the Lync Sign-In page is no longer available under Settings > Lines > Authentication. |
| Lync | VOIP-93884 | In the Lync ABS directory, contacts' presence status is now persistent if the presence of said contact has been changed during the time of search. |
| Lync | VESC-4733 | In Lync 2010 environment, the phone connects to the Exchange server and displays Calendar icon on its UI. |
| Lync | VESC-4618<br>VOIP-95688 | VVX phones no longer sign out from Lync server automatically even after long durations (months) (*applies to VVX 300*). |
| Functionality | VOIP-94920 | A SoundStructure client will receive a voip_popup message when a remote Lync Meet Now presenter mutes or unmutes a user that is registered on the SoundStructure VoIP Interface. |
| Functionality | VOIP-93600 | The audio playback file now plays on the headset when the user transfers from speaker to handset during the audio playback and selected the next file is played |

# 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 300 and 310
- Polycom VVX 400 and 410
- Polycom VVX 500
- Polycom VVX 600
- Polycom VVX 1500
- Polycom VVX Camera
- 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.
- **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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