Poly UC Software 6.4.3 A

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

Contents

Supported Devices

Poly UC Software **6.4.3 A** supports the following Poly endpoints.

Supported Phones

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

Phone Model	Skype for Business On-Premises	Skype for Business Online	OpenSIP
Polycom VVX 301/311 business media phones	No	No	Yes
Polycom VVX 401/411 business media phones	No	No	Yes
Polycom VVX 501 business media phones	No	No	Yes
Polycom VVX 601 business media phones	No	No	Yes
Poly VVX 150 business IP phones	No	No	Yes
Poly VVX 250 business IP phones	No	No	Yes
Poly VVX 350 business IP phones	No	No	Yes
Poly VVX 450 business IP phones	No	No	Yes

Poly UC Software **6.4.3 A** supports the following Poly accessories.

Supported Accessories

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

Support for Poly Headsets

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

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

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

- Blackwire 3210 headset
- Blackwire 3220 headset
- Blackwire 3215 headset
- Blackwire 3225 headset
- Blackwire 520 headset

- Blackwire 5220 headset
- Blackwire 5210 headset

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

USB Headset Support for Poly Acoustic Fence

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

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

What's New in This Release

Poly Unified Communications (UC) Software **6.4.3 A** is a release for OpenSIP deployments. These release notes provide important information on software updates, phone features, and resolved issues.

- [Support of New VVX 250, 350, 450, and EM50 Revision](#)
- [Server Redundancy for a Registered Line](#)
- [New Zoom Phone "Warm Transfer" Interoperation](#)
- [Accessory Update](#)
- [Software Updates](#)

Support of New VVX 250, 350, 450, and EM50 Revision

Poly Unified Communications (UC) Software **6.4.3 A** introduces support for hardware component changes to VVX 250, VVX 350, VVX 450, and VVX EM50 with the intent to improve the supply profile mitigating impacts caused by global semiconductor shortages.

For more details about these changes, see [Product Shipping Configuration Change for VVX Series (EA210826)](#) on the Poly Support website.

Server Redundancy for a Registered Line

You can now configure a fallback server for a registered line on your phones.

Procedure

1 Open the configuration file.

2 Set the phone to send a SIP required to the server that sent the proxy authentication request in the event of a failover. Replace x with the desired line key value.

   ```
   req.x.auth.optimizedInFailover="1"
   ```

3 Configure the mode for failover failback. Replace x with the desired link key value.

> **Note:** This setting overrides the configuration for `reg.x.server.y.failOver.failBack.mode`.

Set one of the following values:

> ➢ duration (default) - The phone tries the primary server again after the time specified by `reg.x.outboundProxy.failOver.failBack.timeout` expires.

> ➢ newRequests – The phone forwards all new requests first to the primary server regardless of the last used server.

> ➢ DNSTTL - The phone tries the primary server again after a timeout equal to the DNS TTL you configured for the server the phone is registered to.

> `reg.x.outboundProxy.failOver.failBack.mode="<value>"`

4 Configure the time to wait, in seconds before failback occurs. Replace x with the desired line key value.

> **Note:** This setting overrides the configuration for `reg.x.server.y.failOver.failBack.timeout`.

The default is 3200. The value range is 0 (no timeout), and 60 to 65535.

`req.x.outboundProxy.failOver.failBack.timeout="<value>"`

5 Enable the global and per-line `reRegisterOn` parameter. The existing registrations remain active. Replace x with the desired line key value.

`reg.x.outboundProxy.failOver.failRegistrationOn="0"`

6 Enable the global and per-line `reRegisterOn` and `failRegistrationOn` parameters. Signaling is accepted from and sent to a server that has failed. Replace x with the desired line key value.

`reg.x.outboundProxy.failOver.onlySignalWithRegistered="0"`

7 Configure the phone to attempt to register with (or via, for the outbound proxy scenario), the secondary server. Replace x with the desired line key value.

> **Note:** This parameter overrides `reg.x.server.y.failOver.reRegisterOn`.

`reg.x.outboundProxy.failOver.failRegistrationOn="1"`

8 Configure the SIP server port to which the phone sends all requests. Replace x with the desired line key value.

The default is 0. The value range is 65535.

`reg.x.outboundProxy.port="<value>"`

9 Configure the transport method the phone uses to communicate with the SIP server. Replace x with the desired line key value:

DNSnaptr (default)

TCPpreferred

UDPOnly

TLS

TCPOnly

`reg.x.outboundProxy.transport="<value>"`

4

10 Configure the phone to register concurrently with other servers for the registration. Replace x with the desired line key value. Replace y with the desired server key value. Note that by default, the phone adds the value you specify for y to the set of redundant failover servers.

Note:	By default, parameter `reg.x.server.y.failOver.concurrentRegistration=0`, which adds the value you specify for y to the set of redundant failover servers. If you want to register the server concurrently with other servers, set `reg.x.server.y.failOver.concurrentRegistration=1`.

```
reg.x.server.y.failOver.concurrentRegistration="1"
```

11 Save the configuration file.

New Zoom Phone "Warm Transfer" Interoperation

SIP messaging for consultative transfers, also known as "warm transfers," on phones that support Zoom services must now include call routing information when starting a warm transfer and forwarding the new call to the transfer target. You must add the new `routingid` key to all phones that use this feature.

The following examples show updates to the `Call-Info` header to include the new `routingid` key:

Example 1: Incoming call from a transferee to transferor (routing information within the INVITE message)

Transferor devices receive the INVITE from the transferee with a `Call-Info` header.
```
Call-
Info: <action=dialog>;routingid=xx;sid=xx;server=10.10.4.22;set=10.10.4.18;siplb=q
a01sipsj01;xx
```

Example 2: Outbound call from transferor to transferee (routing information within the 200 OK message)

Transferor devices receive the answer 200 OK with a `Call-Info` header from the transferee.
```
Call-
Info: <action=dialog>;routingid=xx;sid=xx;server=10.10.4.22;set=10.10.4.18;siplb=q
a01sipsj01;xx
```

Example 3: Warm transfer (transferor sending the INVITE to the desired transfer target)

Transferor devices must send their INVITE to the transfer target with the `Call-Info` header containing the routing information they received from either of the above messages (`routingid`).
```
INVITE sip:1234@889900.zoomcloudpbx.com;transport=TLS
SIP/2.0 xxxx Call-Info: action=transfer;routingid=xx xxxx
```

In this scenario, you must also add the `action=transfer` parameter to the `Call-Info` header.

Accessory Update

As of this release, Poly UC Software no longer supports the Polycom VVX D60 wireless handset.

Software Updates

As of this release, you can use BootROM to perform UC Software updates. This change improves bootup speed.

Note: The following instructions for "Factory Reset" and "Access the Updater Menu" apply to the new VVX 250, 350, and 450 hardware models. You can identify the new models by reviewing the information in the new Shipping Configuration Engineering Advisory: Product Shipping Configuration Change for VVX Series (EA210826).

Factory Reset

You can perform a factory reset during bootup.

Procedure

1 Power on, power cycle, or reboot the phone.

2 Immediately after the headset and hands-free LEDs turn on and off, press and hold the 1-3-5 multiple key combination (MKC) on the dialpad until the factory reset screen appears.

3 Enter the admin password. If you don't have the admin password, you can enter the MAC address instead. The MAC address is located at the back of the phone.

4 Press **Ok**.

Performing a factory reset during boot up also results in a file system format. The phone recovers and the application runs afterwards.

Access the Updater Menu

You can access the Updater menu during bootup.

Procedure

1 Power on, power cycle, or reboot the phone.

2 Immediately after the headset and hands-free LEDs turn off, press and hold the 1-3-5 MKC until the factory reset screen appears.

3 Press **Cancel** a few times, until the countdown screen appears.

4 Press **Setup**.

5 Enter the admin password.

6 Press **Ok**.

Security Updates

See the Security Center for the security advisories, bulletins, and related acknowledgments and recognition.

Technical Updates

For technical updates regarding UC Software and VVX products, see [Poly Engineering Advisories and Technical Notifications](#).

Download the Distribution Files

Starting with the UC Software **6.4.3 A** release, the combined UC Software package is no longer available. You must now download the distribution files as a split software package in ZIP file format. The split software package is smaller, downloads more quickly, and contains sip.ld files for each phone model. This enables you to choose provisioning software for your phone model and maintain software versions for each model in the same root directory.

If you're provisioning your phones centrally, using configuration files, download the corresponding resource file and extract the configuration files to the provisioning server. Make sure that you maintain the folder hierarchy in the ZIP file.

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

sip.ld (ending with)	Build ID
001	6.4.3.5018
021	6.4.3.5059

Available Split ZIP Files

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

Split ZIP Files

Distributed Files	File Purpose and Application
3111-40250-001.sip.ld	SIP application executable for VVX 101 business media phones.
3111-40450-001.sip.ld	SIP application executable for VVX 201 business media phones.
3111-48300-001.sip.ld	SIP application executable for VVX 301 business media phones.
3111-48350-001.sip.ld	SIP application executable for VVX 311 business media phones.
3111-48400-001.sip.ld	SIP application executable for VVX 401 business media phones.

Distributed Files	File Purpose and Application
3111-48450-001.sip.ld	SIP application executable for VVX 411 business media phones.
3111-48500-001.sip	SIP application executable for VVX 501 business media phones.
3111-48600-001.sip	SIP application executable for VVX 601 business media phones.
3111-48810-001.sip.ld	SIP application executable for VVX 150
3111-48820-001.sip.ld	SIP application executable for VVX 250
3111-48830-001.sip.ld	SIP application executable for VVX 350
3111-48840-001.sip.ld	SIP application executable for VVX 450
3111-48820-021.sip.ld	SIP application executable for VVX 250 new HW revision
3111-48830-021.sip.ld	SIP application executable for VVX 350 new HW revision
3111-48840-021.sip.ld	SIP application executable for VVX 450 new HW revision
3111-33215-001.sip.ld	SIP application executable for SoundStructure VoIP Interface phones.
sip.ld	Concatenated SIP application executable.
sip.ver	Text file detailing build-identifications for the release.
000000000000.cfg	Master configuration template file.
000000000000-directory~.xml	Local contact directory template file. To apply for each phone, replace the (zeroes) with the MAC address of the phone and remove the ~ (tilde) from the file name.
Welcome.wav	Startup welcome sound effect.
LoudRing.wav	Sample loud ringer sound effect.
Polycom-hold.wav	Sample ringer sound effect.
Warble.wav	Sample ringer sound effect.

Important Downgrading Information

The new VVX 250, 350 and 450 models that shipped from Poly warehouses starting as early as June 2022 cannot be downgraded below the factory loaded UC Software **6.4.3 A** or any other of the earlier compatible versions depending on the device's hardware revision. See the latest Poly Engineering Advisories and Technical Notifications for more information.

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

Revision History

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

Version History

Release	Release Date	Features
6.4.3 A	June 2022	This release includes important field fixes, support of hardware component changes to a new revision of VVX 250, VVX 350, VVX 450 and VVX EM50, and support for the following features: • Server redundancy on a registered line • New Zoom Phone "Warm Transfer" Interoperation • BootROM to perform software updates
6.4.2	January 2022	This release includes important field fixes and support for the following features: • IP Phone Call Control from Desktop Client in Zoom Environments • Privacy for Shared Line Group Users in Zoom Environments • Conference Barge for Shared Line Group Users in Zoom Environments • Bridged Call Appearance (BCA) in RingCentral Environments • Monitoring BLF in DND in RingCentral Environments • DND Synchronization in RingCentral Environments • Add a Mandatory Message Confirmation for Outbound Calls • HTTP-Enabled Location Discovery Enhancements • New TLS SIP Configuration Parameter
6.4.1	July 2021	This release includes important field fixes and support for the following features: • E911 Location Information by Network Connection • Disabling Notifications for Intercom Calls in DND Mode • Shared Group Call Pickup in Zoom Environments • Alert-Info Header Enhancements • Call Forwarding Softkey

Release	Release Date	Features
6.4.0	May 2021	This release includes important field fixes and support for the following features: • Poly Lens Integration • Pausing When Dialing a Phone Number • Specify an Outgoing Line to a Contact • Advanced User Profile • Disable Local DND After 911 Calls • Poly Computer Audio Connector • Network Assessment Diagnostic Tools • Expanded Support for uaCSTA Functions • Media Security Negotiation • Outbound Caller ID on a Shared Call • STIR/SHAKEN Calling Party ID Validation • STUN Server Failover • Join Zoom Meetings Using a BLF Key • BLWT on Zoom Phones

Language Support

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

- Arabic, UAE
- Chinese, Traditional
- Chinese, Simplified
- Czech, Czech Republic
- Danish, Denmark
- Dutch, Netherlands
- English, Canada
- English, United Kingdom
- English, United States
- French, Canada
- French, France
- German, Germany
- Hungarian, Hungary
- Italian, Italy
- Japanese, Japan
- Korean, Korea
- Norwegian, Norway
- Polish, Poland

- Portuguese, Brazil

- Romanian, Romania

- Russian, Russia

- Slovenian, Slovenia

- Spanish, Spain

- Swedish, Sweden

Resolved Issues

The following table lists the resolved issues in UC Software **6.4.3 A**.

Resolved Issues

Issue ID	Description
VOICE-54276	The phone's web user interface now correctly displays when viewed with Safari.
VOICE-54429	VVX 201 | Updates to third-party software resolve excessive resource use.
VOICE-67914	Using SCEP with Sectigo server will now properly accept trusted CA certificates.
VOICE-68317	VVX 250 | The volume bar no longer skips two spaces while adjusting the volume when using a Blackwire 32xx headset.
VOICE-68464	The hardcoded SNTP address (ntp.polycom.com) is removed from OPXY.
VOICE-68523	Continuous access to and disconnects from XMPP server no longer generate memory leaks.
VOICE-68624 VOICE-68126	Syntax errors in LDAP queries will no longer cause excessive CPU usage.
VOICE-68738	Phones now correctly reject calls with an SDP offer containing the OPUS codec and a ptime parameter that contains an unsupported value.
VOICE-68843	Extended the SCEP protocol support to improve interoperability.
VOICE-68913	The phone's web browser now uses correct TLS configuration values.
VOICE-68938	The system web interface is no longer vulnerable to a TLS client renegotiation DoS attack.
VOICE-68997	Special characters in certain certificate generation parameters will no longer cause the phone to create an incorrect Certificate Signing Request.
VOICE-70075	VVX 450 will now request sufficient power from PoE switches via LLDP or CDP in order to properly supply power for both the phone and attached Expansion Modules.
VOICE-70154	The phone will now use correct **Organizational Unit** and **Location** fields when creating a CSR or SCEP transaction.
VOICE-70427	Searching the corporate directory no longer fail to return results.

Known Issues

The following table lists the known issues in UC Software 6.4.3 A.

Known Issues

Issue ID	Description	Workaround
VOICE-70294	Color changes are not applied on the phone's display once the configuration settings are changed.	Manually reboot the phone to apply color changes to the phone's display.
VOICE-70932	Audio playback from the browser is not heard on an attached USB headset.	Use the handset or hands-free speaker to play audio from a web browser.

Get Help

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

Related Poly and Partner Resources

See the following sites for information related to this product.

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

- The Poly Document Library provides support documentation for active products, services, and solutions. The documentation displays in responsive HTML5 format so that you can easily access and view installation, configuration, or administration content from any online device.

- The Poly Community provides access to the latest developer and support information. Create an account to access Poly support personnel and participate in developer and support forums. You can find the latest information on hardware, software, and partner solutions topics, share ideas, and solve problems with your colleagues.

- The Poly Partner Network is a program where resellers, distributors, solutions providers, and unified communications providers deliver high-value business solutions that meet critical customer needs, making it easy for you to communicate face-to-face using the applications and devices you use every day.

- The Poly Services help your business succeed and get the most out of your investment through the benefits of collaboration. Enhance collaboration for your employees by accessing Poly service solutions, including Support Services, Managed Services, Professional Services, and Training Services.

- With Poly+ you get exclusive premium features, insights and management tools necessary to keep employee devices up, running and ready for action.

- [Poly Lens](#) enables better collaboration for every user in every workspace. It is designed to spotlight the health and efficiency of your spaces and devices by providing actionable insights and simplifying device management.

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