



# Poly UC Software 6.4.4

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

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## Supported Devices

Poly UC Software 6.4.4 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 **6.4.4** 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 **6.4.4** is a maintenance release for OpenSIP deployments. These release notes provide important information on software updates, phone features, and resolved issues.

## **Security Updates**

See the [Security Center](#) for the security advisories, bulletins, and related acknowledgments and recognition.

## **Technical Updates**

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

## **Download the Distribution Files**

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

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

The following table contains the build IDs for the sip.ld files for the **UCS 6.4.4** release:

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**Note:** The 6.4.4 release software contains two sets of build versions. When you use the phone's web browser to update the software, the details page displays the respective software version.

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<b>sip.Id (ending with)</b>	<b>Build ID</b>
001	6.4.4.3178
021	6.4.4.3219

## ***Available Split ZIP Files***

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

### **Split ZIP Files**

<b>Distributed Files</b>	<b>File Purpose and Application</b>
3111-40250-001.sip.Id	SIP application executable for VVX 101 business media phones.
3111-40450-001.sip.Id	SIP application executable for VVX 201 business media phones.
3111-48300-001.sip.Id	SIP application executable for VVX 301 business media phones.
3111-48350-001.sip.Id	SIP application executable for VVX 311 business media phones.
3111-48400-001.sip.Id	SIP application executable for VVX 401 business media phones.
3111-48450-001.sip.Id	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.Id	SIP application executable for VVX 150
3111-48820-001.sip.Id	SIP application executable for VVX 250
3111-48830-001.sip.Id	SIP application executable for VVX 350
3111-48840-001.sip.Id	SIP application executable for VVX 450
3111-48820-021.sip.Id	SIP application executable for VVX 250 new HW revision
3111-48830-021.sip.Id	SIP application executable for VVX 350 new HW revision

Distributed Files	File Purpose and Application
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 can't be downgraded below the factory loaded UC Software **6.4.3** 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.

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

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## Revision History

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

### Version History

Release	Release Date	Features
6.4.4	December 2022	This release includes important field fixes.

Release	Release Date	Features
6.4.3	June 2022	<p>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:</p> <ul style="list-style-type: none"> <li>• Server redundancy on a registered line</li> <li>• New Zoom Phone "Warm Transfer" Interoperation</li> <li>• BootROM to perform software updates</li> </ul>
6.4.2	January 2022	<p>This release includes important field fixes and support for the following features:</p> <ul style="list-style-type: none"> <li>• IP Phone Call Control from Desktop Client in Zoom Environments</li> <li>• Privacy for Shared Line Group Users in Zoom Environments</li> <li>• Conference Barge for Shared Line Group Users in Zoom Environments</li> <li>• Bridged Call Appearance (BCA) in RingCentral Environments</li> <li>• Monitoring BLF in DND in RingCentral Environments</li> <li>• DND Synchronization in RingCentral Environments</li> <li>• Add a Mandatory Message Confirmation for Outbound Calls</li> <li>• HTTP-Enabled Location Discovery Enhancements</li> <li>• New TLS SIP Configuration Parameter</li> </ul>
6.4.1	July 2021	<p>This release includes important field fixes and support for the following features:</p> <ul style="list-style-type: none"> <li>• E911 Location Information by Network Connection</li> <li>• Disabling Notifications for Intercom Calls in DND Mode</li> <li>• Shared Group Call Pickup in Zoom Environments</li> <li>• Alert-Info Header Enhancements</li> <li>• Call Forwarding Softkey</li> </ul>

Release	Release Date	Features
6.4.0	May 2021	<p>This release includes important field fixes and support for the following features:</p> <ul style="list-style-type: none"> <li>• Poly Lens Integration</li> <li>• Pausing When Dialing a Phone Number</li> <li>• Specify an Outgoing Line to a Contact</li> <li>• Advanced User Profile</li> <li>• Disable Local DND After 911 Calls</li> <li>• Poly Computer Audio Connector</li> <li>• Network Assessment Diagnostic Tools</li> <li>• Expanded Support for uaCSTA Functions</li> <li>• Media Security Negotiation</li> <li>• Outbound Caller ID on a Shared Call</li> <li>• STIR/SHAKEN Calling Party ID Validation</li> <li>• STUN Server Failover</li> <li>• Join Zoom Meetings Using a BLF Key</li> <li>• BLWT on Zoom Phones</li> </ul>

## Language Support

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

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

- Portuguese, Brazil
- Romanian, Romania
- Russian, Russia
- Slovenian, Slovenia
- Spanish, Spain
- Swedish, Sweden

## Resolved Issues

The following table lists the resolved issues in UC Software **6.4.4**.

### Resolved Issues

Issue ID	Description
VOICE-7627 VOICE-69039	An invalid WAV file could cause errors.
VOICE-7822 VOICE-69035	Registered phones display as unregistered on the PDMS-SP portal because the system fails to send update messages or sends them after a long period of time.
VOICE-54307 VOICE-69038	A VVX 601 phone sometimes fails to remain connected when joining a Microsoft Teams meeting using a Skype for Business profile.
VOICE-67066 VOICE-69037	Enabling synchronization of local and server-based Do Not Disturb and Call Forwarding features causes a VVX phone to go into a reboot loop.
VOICE-69108	Phones should not allow configuration of a Skype for Business profile.
VOICE-70506	The <b>Network Diagnostics</b> option item from the <b>Administration Settings</b> menu has been removed.
VOICE-70932	On a VVX phone with a USB headset attached, the web browser audio playback doesn't function.
VOICE-71132	Disabling a phone's local web interface causes call control from the Zoom Desktop Client feature to stop working.
VOICE-71358 VOICE-71176	Page receiving doesn't work on some VVX phones running UCS software version 6.4.3.
VOICE-71460	Phones fail to start a call from the NIMS platform.
VOICE-71251	On a VVX phone, 802.1x authentication using the PC port isn't working.
VOICE-71472	DECT D60 configuration options shouldn't display in the system web interface.
VOICE-71571	On a VVX phone, the shared line status icon doesn't update when there's activity on another BLF.
VOICE-71678 VOICE-71925	The SIP/X-Switch header now includes an element that reports the IP subnet length, which is required for interoperability with Microsoft Teams SIP Gateway E911.



VOICE-71605	VVX phones display an incorrect BLF name when it receives information that contains characters from the Cyrillic alphabet or an ampersand (&).
VOICE-71651	A VVX phone is unable to log into the Microsoft Teams gateway due to TLS errors.
VOICE-71727	On a VVX phone, voice fails to play out the speaker after activating the page feature and canceling the dial tone.
VOICE-71758	The caller ID of a VVX phone bridging in as the third line of a shared line call displays “Unknown”.
VOICE-71962	A phone configured to use user agent Computer Supported Telecommunications Applications (uaCSTA) with a CSTA server receives an error when placing calls.
VOICE-72484	A duplicate IP address message that displays on the local user interface of 250, 350, and 450 VVX phones prevents the phones from completing the provisioning process.
VOICE-72834	When using a USB headset with a VVX 450 phone, the volume level setting isn’t saved.
VOICE-72909	On a VVX phone, HTML push data doesn’t display in the web browser when no other browser-related features are configured or enabled.
VOICE-73184	VVX D60 log options display when downloading logs from the <b>Diagnostics &gt; View &amp; Download Logs</b> screen on a VVX 250 phone when there’s no VVX D60 handset attached.
VOICE-73437	The <b>Administration Settings</b> menu on the local interface of VVX 350, VVX 450, and VVX 560 phones should not include the <b>VVX D60 Configuration</b> option.
VOICE-73727	On a VVX phone using the Poly Computer Audio Connector, audio fails to play through the phone when <b>reg.X.lineKeys</b> is set to a value greater than 1.
VOICE-73533	When VVX phones that are provisioned for Zoom or 8x8 are idle for 30 minutes or more, the first LDAP corporate directory search sometimes fails. Subsequent searches work as expected.

## Known Issues

The following table lists the known issues in UC Software 6.4.4.

### Known Issues

Issue ID	Description	Workaround
VOICE-73365	A device has interoperability issues with the EJBCA SCEP server.	None
VOICE-73202	When the <b>failOver.unRegisterOnFailBack</b> parameter is set to 1, a phone may unregister on failback using the wrong SIP transport protocol (UDP).	None

Issue ID	Description	Workaround
VOICE-73294	A VVX 450 phone with an EM50 expansion module encounters a race condition when a user presses the BLF key too quickly after transferring a call. This results in the original call no longer being accessible using the line key.	Pace your input to occur after the phone's local interface changes state.

## Get Help

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

## Related Poly and Partner Resources

See the following sites for information related to this product.

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

# Privacy Policy

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