POLYCOM®

Polycom® UC Software 5.1.3

Applies to the Polycom VVX® 300/310, VVX 400/410, VVX 500, VVX 600, VVX 1500 Business Media Phones and Polycom SoundStructure® VoIP Interface

Contents

General

Polycom® Unified Communications (UC) Software 5.1.3 is a general release for all open SIP platforms including Microsoft® Lync™ Server 2010 and Microsoft Lync Server 2013.

For information on new and enhanced features and capabilities available with UC software 5.1.3, see What's New in Release 5.1.3?

Polycom UC Software 5.1.3 offers support for the following endpoint platforms:

- VVX 300/310 business media phone
- VVX 400/410 business media phone
- VVX 500 business media phone
- VVX 600 business media phone
- VVX 1500 business media phone
- Polycom SoundStructure VoIP Interface

This release also provides support for the following VVX accessories:

- VVX® Camera
- VVX® Expansion Module

> **Note: VVX 1500**
>
> VVX 1500 is not a Microsoft Lync qualified device.

Understand Phone Features and Licenses

The phone features and licenses required to operate a feature vary by phone model. Use this section to find out which phone features and licenses are required for your phone model.

Use the table VVX Series Features and Licenses if you are deploying VVX business media phones. 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 a feature license to support a feature.

VVX Series Features and Licenses

Feature	VVX 300/310	VVX 400/410	VVX 500	VVX 600	VVX 1500
VQMon	Yes*	Yes*	Yes (Audio only)	Yes (Audio only)	Yes (Audio only)
Call Recording	Yes	Yes	Yes	Yes	Yes
Conference Management	Yes	Yes	Yes	Yes	Yes

Feature	VVX 300/310	VVX 400/410	VVX 500	VVX 600	VVX 1500
Electronic Hookswitch	Yes	Yes	Yes	Yes	Yes
Enhanced Feature Keys	Yes	Yes	Yes	Yes	Yes
Customizable UI Background	Yes	Yes	Yes	Yes	Yes
Asian Languages	Yes	Yes	Yes	Yes	Yes
Enhanced BLF	Yes	Yes	Yes	Yes	Yes
H.323 Video	No	No	Yes	Yes	Yes

*You must purchase a feature license from Polycom.

Download the Distribution Files

To download UC Software 5.1.3, use either the combined file or the split file in the ZIP file format. For general use, Polycom recommends using the split resource file that corresponds to the phone model(s) for your deployment. To match the correct UC Software resource file to your phone model, use the table Understand the Split ZIP Resource 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 **UCS 5.1.3.1675**.

Download the Combined ZIP File

Refer to the following table to understand the files distributed in the combined ZIP file.

Understand the Combined ZIP File

Distributed Files	File Purpose and Application
sip.ld	Concatenated SIP application executable
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 0s with the MAC address of the phone and remove '~' from the file name.
applications.cfg	Contains configuration parameters for microbrowser and browser applications.
features.cfg	Contains configuration parameters for telephony features.

Distributed Files	File Purpose and Application
H323.cfg	Contains configuration parameters for the H.323 signaling protocol.
reg-advanced.cfg	Contains configuration parameters for line and call registration and advanced phone feature settings.
reg-basic.cfg	Contains configuration parameters for line and call registration and basic phone settings.
region.cfg	Contains configuration parameters for regional and localization settings such as time and date and language.
sip-basic.cfg	Contains configuration parameters for the VoIP server and softswitch registration.
sip-interop.cfg	Contains configuration parameters for the VoIP server, softswitch registration, and interoperability configuration.
site.cfg	Contains configuration parameters that are set for each site.
video.cfg	Contains configuration parameters for video connectivity.
video-integration.cfg	Contains configuration parameters for SoundStation IP 7000 and Polycom HDX system integration.

Distributed Files	File Purpose and Application
VVX-dictionary.xml	Includes native support for the following languages:

- Chinese, Traditional (for IP 321, 331, 335, 450, 550, 560, 650, 670; IP 5000, 6000, 7000, Duo)
- Chinese, Simplified (for IP 321, 331, 335, 450, 550, 560, 650, 670; IP 5000, 6000, 7000, Duo)
- Danish, Denmark
- Dutch, Netherlands
- English, Canada
- English, United Kingdom
- English, United States
- French, France
- German, Germany
- Italian, Italy
- Japanese, Japan (for IP 450, 550, 560, 650, 670; IP 5000, 6000, 7000, Duo)
- Korean, Korea (for IP 450, 550, 560, 650, 670; IP 5000, 6000, 7000, Duo)
- Norwegian, Norway
- Polish, Poland
- Portuguese, Brazil
- Russian, Russia
- Slovenian, Slovenia
- Spanish, Spain
- Swedish, Sweden
- Arabic, UAE

File	Purpose
Welcome.wav	Startup welcome sound effect
LoudRing.wav	Loud ringer sound effect
Warble.wav	Loud ringer sound effect

Understand the Split ZIP Resource Files

Polycom recommends using the split ZIP file to shorten upgrade times. Use the following table to find the split resource file for your phone model.

Understand the Split ZIP Resource Files

Resource File	File Purpose and Application
3111-46135-002.sip.ld	SIP application executable for VVX 300
3111-46161-001.sip.ld	SIP application executable for VVX 310

Resource File	File Purpose and Application
3111-46157-002.sip.ld	SIP application executable for VVX 400
3111-46162-001.sip.ld	SIP application executable for VVX 410
3111-44500-001.sip.ld	SIP application executable for VVX 500
3111-44600-001.sip.ld	SIP application executable for VVX 600
2345-17960-001.sip.ld	SIP application executable for VVX 1500
3111-33215-001.sip.ld	SIP application executable for SoundStructure VoIP Interface
sip.ver	Text file detailing the 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 0s with the MAC address of the phone, and remove '~' from the file name.
applications.cfg	Contains configuration parameters for microbrowser and browser applications.
device.cfg	Contains network configuration device parameters.
features.cfg	Contains configuration parameters for telephony features.
firewall-nat.cfg	Contains firewall parameters. Typical MS Lync environment.
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.
reg-basic.cfg	Contains configuration parameters for the line and call registration and basic phone feature settings.
region.cfg	Contains configuration parameters for regional and localization settings such as time and date and language.
sip-basic.cfg	Contains configuration parameters for the VoIP server, softswitch registration.
sip-interop.cfg	Contains configuration parameters for the VoIP server, softswitch registration, and interoperability configuration.
site.cfg	Contains configuration parameters that are set for each site.

Resource File	File Purpose and Application
VVX-dictionary.xml	Includes native support for the following languages:
	• Chinese, Traditional (for IP 321, 331, 335, 450, 550, 560, 650, IP 5000, Duo)
	• Chinese, Simplified (for IP 321, 331, 335, 450, 550, 560, 650, IP 5000, Duo)
	• Danish, Denmark
	• Dutch, Netherlands
	• English, Canada
	• English, United Kingdom
	• English, United States
	• French, France
	• German, Germany
	• Italian, Italy
	• Japanese, Japan (for IP 450, 550, 560, 650, IP 5000, Duo)
	• Korean, Korea (for IP 450, 550, 560, 650, IP 5000, Duo)
	• Norwegian, Norway
	• Polish, Poland
	• Portuguese, Brazil
	• Russian, Russia
	• Slovenian, Slovenia
	• Spanish, Spain
	• Swedish, Sweden
	• Arabic, UAE
Welcome.wav	Start-up welcome sound effect
LoudRing.wav	Loud ringer sound effect
Warble.wav	Loud ringer sound effect

Release History

This following table shows the release history of Polycom UC Software.

Release History

Release	Release Date	Description
5.1.3	November 2014	Has important field fixes.
5.1.2	August 2014	Introduced two new features that include image background lock down and power turn off for all the USB ports and have important filed fixes.
5.1.1 Revision B	July 2014	Resolved the bandwidth hold issues that existed on VVX 300 and SoundStructure VoIP Interface phones when using Lync 2013 with CAC.
5.1.1	July 2014	Added full support of Lync contact card. Added support for forwarding delegation calls to the boss's voicemail.
5.1.0	May 2010	Added new features that include visual indication of security classification, centralized call recording controls for BroadSoft server, enabling or disabling the security vulnerable ports.
5.0.1	October 2013	Added Arabic language support, BToE auto pairing, and quick search support for the BroadSoft UC-One contacts.
5.0.0	September 2013	Added support for Lync Call Park, BToE, and Address Book Services (ABS).

What's New in Release 5.1.3?

Polycom UC Software 5.1.3 is a general release for all open SIP platforms, Microsoft Lync 2010 and Microsoft Lync 2013. Note that if you are using Polycom UC Software 5.1.3 with Microsoft Lync Server, you can register only one line. You cannot register multiple lines on one phone with Lync Server.

For information on new and enhanced features and capabilities available with UC software 5.1.x, see the section Updates to Previous Software Releases.

Polycom UC Software 5.1.3 supports the following Polycom endpoints:

- VVX 300/310 business media phone
- VVX 400/410 business media phone
- VVX 500 business media phone
- VVX 600 business media phone
- VVX 1500 business media phone
- SoundStructure VoIP Interface

Polycom UC Software 5.1.3 offers support for the following VVX accessories:

- VVX Camera
- VVX Expansion module

Note: Using Polycom phones with Lync Server

- You can register only one line when Lync is set as the base profile on the phone.
- BToE is disabled by default on VVX business media phones with UC software 5.1.0 or later.
- VQMon is currently unavailable for Lync deployments.
- The phone's web interface is disabled by default when the base profile is set to Lync and HTTP and HTTPS are enabled.

These release notes provide important information on software updates, phone features, feature licenses, and known issues. In addition, these release notes refer to previous UC Software versions to assist administrators who are updating to a UC Software 5.1.3 release from an earlier software release.

The following sections list Polycom tracking numbers and the corresponding changes and enhancements in this release.

New or Enhanced Features

VOIP-94858   Added support to log into Lync client through phone's web interface.

Resolved Issues

The following issues have been resolved for UC Software 5.1.3.

UC Software 5.1.3 Resolved Issues

Category	Found in Release	Description	Issue ID.
Lync	UCS 5.1.3	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.	VOIP-94942
Registeration	UCS 5.0.2	The phone now ignores the malformed options and stays in unregistered state.	VOIP-94937
Configuration	UCS 5.1.1	The phone now retains the number from the call pick up group, whenever the call forward setting is enabled and then disabled on the phone.	VOIP-94428
UI/UX	4.1.0	In the phone's Web UI, the string "Expansion" in Expansion Module is now displayed correctly.	VOIP-94046
UI/UX	UCS 5.2.0	The phone now displays the active BLF line list on the line key configuration menu of the phone's web interface without any issue.	VOIP-96178
Configuration	UCS 4.1.6	When the parameter, call.doNotPlayLocalOnProvResponseSdp is set to "1", local ring back tone doesn't play after 183 response with SDP and when set to "0", the ring back tone will start immediately after 183 with or without SDP.	VOIP-95637
UI/UX	UCS 5.2.0	The phone now displays an appropriate pop up message when you try to place, receive, or transfer a call in a handsfree mode, when the parameter up.handsfreeMode is set to "0".	VOIP-95581
UI/UX	UCS 5.2.0	The phone now displays an updated call logs list without any issues when Paging is enabled.	VOIP-95549
Network	UCS 4.1.6	The phone comes up in time after a reboot is initiated and connects to DHCP when the global log level limit is set to "debug".	VOIP-95476
Lync	UCS 5.1.1	In a Lync 2010 environment, the phone now connects to the EWS and displays the calendar on the phone's UI.	VOIP-95466
Lync	UCS 5.1.3	Boss-Admin call scenarios between the local network and the remote network are stablized.	VOIP-95409/94773
Lync	UCS 5.0.2	The phone no longer reboots when you add a delegate using a different domain.	VOIP-95152
Lync	UCS 5.1.2	In a Lync environment, the phone no longer reboots when you sign-in from its web interface, when there are more than nine variables in the dial plan.	VOIP-95135
Lync	UCS 4.1.1	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.	VOIP-95126

Category	Found in Release	Description	Issue ID.
Audio	UCS 4.1.6	The phone now plays a ringtone along with the UI update upon receiving an incoming call and no longer displays a delay in ringing.	VOIP-95119
UI/UX	UCS 4.0.7	The phone now displays an active BLF line list on the Line Key configuration menu of the phone's web interface without any issue.	VOIP-95116/95116/96178
Lync	UCS 5.0.1.	In a Lync scenario, the phone now uses NTLMv2 and registers without any issue.	VOIP-95106
Conference	UCS 5.1.1	The phone now establishes a three-way conference after being initially called by an Avaya IP Phone from Sonus 5k gateway without any issue.	VOIP-95021
BToE	UCS 5.1.1	In a BToE Scenario, Lync client and the phone now display the details of the Lync response group (RGS) on both PC and the phone screen.	VOIP-95000
Lync	UCS 4.1.1	In a Lync scenario, the phone now registers with NTLM, with WEB SSI/BToE/Configuration files and then moves to TLS-DSK after NTLM Security Association expiration time is zero seconds.	VOIP-94955
UI/UX	UCS 5.1.0	When using Internet Explorer to access the web UI, configured soft keys now display in the active soft key list.	VOIP-94875
Lync	UCS 5.0.2	The phone now updates the Boss-Admin role without any issue and no longer causes areboot.	VOIP-94832
Configuration	UCS 5.1.1	The phone now updates the menu after uploading the configuration up.screenCapture.enabled and does a configuration update. It doesnt require a reboot.	VOIP-94708
Network	UCS 4.1.6	The TCP connection is not disconnected when the server sends TCP keepalive messages and the phone acknowledges them.	VOIP-94681
Hardware	UCS 5.0.1	The LED lights flash correctly when the phone enters power-saving mode.	VOIP-94679
UI/UX	UCS 4.1.6	The phone now displays the same behaviour while importing the device configuration file through web or boot server.	VOIP-94625
Functionality	UCS 5.1.0	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.	VOIP-94584
Configuration	UCS 5.1.1	Setting DND on a softphone for just one line is now persistent and no longer enables DND on the other lines after a re-subscribe.	VOIP-94583
Functionality	UCS 4.1.6	The phone no longer causes any delay in seizing lines in BLA configuration.	VOIP-94545

Category	Found in Release	Description	Issue ID.
Contact Directory	UCS 5.0.2	Contact directory sort order now remains the same.	VOIP-94338
Functionality	UCS 4.1.1	When dialing 911, the phone now appends a "+" sign, when using server side normalization.	VOIP-94331
UI/UX	UCS 5.1.1	The phone now displays "Unknown" in the call history list when it receives an INVITE without a display name.	VOIP-94300
Configuration	UCS 4.1.6	HTML page on the phone's browser now behaves appropriately when PolySoftKey.setSoftkeyLabel is enabled.	VOIP-94293
Configuration	UCS 4.1.6	In a GENBAND environment, the parameter divert.busy.1.onecallbusy=1, does not have any effect on the phone for the second call or more.	VOIP-94283
UI/UX	UCS 5.1.0	The string in the phone's web interface now displays correctly as "The phone backup and restore feature enables you to generate a backup file containing a phone's configuration settings".	VOIP-94280
UI/UX	UCS 5.0.2	"Do Not disturb" text is now removed from the phone's interface when the DND feature is disabled.	VOIP-94276
UI/UX	UCS 5.1.1	In a BToE scenario, the Lync window now displays the calling party when a call transfer is initiated.	VOIP-94222
UI/UX	UCS 5.0.2	The phone no longer causes any issue when the user logs in through the phone UI and logs out through the web UI or vice versa.	VOIP-94202
Lync	UCS 5.0.2	VVX set up with Lync BToE now displays the caller name in Lync.	VOIP-94166
Registration	UCS 5.0.2	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.	VOIP-94161
Functionality	UCS 5.1.1	Call lists on the phone are now updating correctly when the flexible line key assignment is enabled.	VOIP-93968
Network	UCS 5.0.2	Centralized conference is now successful and no longer causes any issue when the resources in NOTIFY are greater than 200.	VOIP-93937
Functionality	UCS 4.1.5	VVX phones now send a CANCEL notification when the call times out locally.	VOIP-93883
Logs	UCS 5.0.2	The user will no longer log the unnecessary error message on "socket set options" in the serial logs when the phone is in Voice VLAN.	VOIP-93817

Category	Found in Release	Description	Issue ID.
Network	UCS 4.0.4	The phone will no longer send keepalive messages to the servers that have failed, after they have correctly failed-over to the new server.	VOIP-93761
Lync	UCS 5.0.2	In a BToE scenario, when a call is transferred via double click, the phone no longer prompts an error message.	VOIP-93687
UI/UX	UCS 5.0.2	The phone now registers with the exchange server and displays the exchange calendar.	VOIP-93356
Network	UCS 5.0.1	Throughput when PC is connected to VVX 500 PC port is now improved when the phone is connected to fast Ethernet switch.	VOIP-93300

Configuration File Enhancements

Refer to the following table for a list of all enhancements made to the UC Software 5.1.3 configuration file parameters.

UC Software 5.1.3 Parameter Enhancements

Parameter	Permitted Value	Default	Description
call.doNotPlayLocalOnProvResponseSdp	0 or 1	0	If the value is set to 1, local ring back tone will not be played after 183 response with SDP, if the value is set to 0, local ring back tone will start immediately after 183 with or without SDP.
voIpProt.SIP.alertInfo.ignoreString	0 -128	Null	If the incoming alert info header exactly matches the configured string, then ignore and do not try to contact the http server. And play the local ring tone with out any delay.
call.teluri.showPrompt	0 or 1	1	If the value is set to 1, phone displays a pop-up box to either call or cancel the number when tel URI is executed. If the value is set to 0, it does not display the pop-up box.
tcpIpApp.keepalive.tcp.sip.persistentConnection.enable	0 or 1	0	If the value is set to 0, the TCP Socket connection closes after one minute, and a new connection opens when the phone tries to send any new SIP message. If the value is set to 1, the TCP Socket connection remains opened indefinitely.

Parameter	Permitted Value	Default	Description
extended.lineKey.hide	0 or 1	0	This parameter is used to show or hide the extended line keys on VVX1500 when the phone reboots or restarts. If the value is set to 0, when the phone comes up, the extended line keys will be in maximized state,. all the line keys are displayed and a **Close** soft key displays to minimize the extended line keys. If the value is set to 1, when the phone comes up, the extended line keys will be in minimized state and a **More** soft key displays to maximize the extended line keys.
feature.usb.power.enabled	0 or 1	1	If value is set to 0, power to USB ports is disabled. When the value is set to 1, power to USB ports is enabled.

Known Issues and Suggested Workarounds

The following issues are known to be present in the current release. They will be reviewed for possible fixes in a future release if no reasonable workaround is available.

Known Issues and Suggested Workarounds for UC Software 5.1.3

Category	Issue No.	Release	Description	Workaround
Audio	VOIP-96298		In the **Applications** menu, when tapped on the **Play** button, the audio plays until the end when clicked for the first time. From second time onwards, the audio automatically gets paused after one second. Unpausing will start the audio again and will play until the end.	No workaround is currently available
Browser	VOIP-96365	UCS 5.1.3	The VVX 1500 idle browser may crash when "https://sg.yahoo.com" is loaded and is set as its home page.	No workaround is currently available
Hardware	VOIP-95685	UCS 5.1.3	When a high-power USB headset is connected to the phone, when the USB port is disabled, the phone displays a pop-up messages multiple times.	No workaround is currently available
Expansion Module	VOIP-95679	UCS 5.1.3	The phone reboots when three expansion modules are connected with a hybrid combination of four and 2.9 watts.	No workaround is currently available

Server-Related Known Issues and Suggested Workarounds

Below table specifies the server related known issues and suggested workarounds

Category	Issue No.	Release	Description	Workaround
BroadSoft	VOIP-92163		Video-enabled phones are unable to blind transfer the barge-in enabled conference call (BroadSoft R20 server issue).	No workaround is currently available.

Category	Issue No.	Release	Description	Workaround
BroadSoft	VOIP-91781/91768/91634		Issues are observed in BroadSoft call recording during call transfer scenarios and shuffle recording at both ends (BroadSoft R20 server issue).	No workaround is currently available.
BroadSoft	VOIP-91607		Centralized conference fails some times when the recording mode is enabled on the phone (BroadSoft R20 server issue).	No workaround is currently available.
BroadSoft	VOIP-91560		Server is not sending "recordpref: off" during the SCA hold-resume scenario when the recording is stopped (BroadSoft R20 server issue).	No workaround is currently available.
BroadSoft	VOIP-91465		In a shared call scenario, audio is dropped when multiple video enabled destinations barge-into a call (BroadSoft R20 server issue).	No workaround is currently available.
BroadSoft	VOIP-91441		The phone displays a misleading "Call recording stopped" message on the screen when a user starts a call recording if the simultaneous ring feature is enabled and the phone is configured in "on demand" mode. (BroadSoft R20 server issue)	No workaround is currently available.
BroadSoft	VOIP-91440		The phone fails to record PSTN/GSM calls as the server is sending a record: off attribute instead of record: on attribute (BroadSoft R20 server issue).	No workaround is currently available.
BroadSoft	VOIP-91393		The call gets recorded only on a single phone when Start is pressed on two phones at the same time (BroadSoft R20 server issue).	No workaround is currently available.
BroadSoft	VOIP-91287		Recording gets resumed automatically when a phone transfers the call to the third party (BroadSoft R20 server issue).	No workaround is currently available.
BroadSoft	VOIP-91286		The phone fails to start call recording on a held call, when it is configured in "on demand" mode (BroadSoft R20 server issue).	No workaround is currently available.

Category	Issue No.	Release	Description	Workaround
BroadSoft	VOIP-91274		The end–to-end video transmission gets paused when the user starts or stops the call recording, when the phone is configured in "on demand" mode (BroadSoft R20 server issue).	No workaround is currently available.
BroadSoft	VOIP-90875		In a shared call scenario, the user who barged into the existing conversation is unable to start recording when the primary user started and stopped the call recording and the phones are configured in "on demand" mode (BroadSoft R20 server issue).	No workaround is currently available.
Lync	VOIP-90516		In the Lync Shared Call Apperance scenario, the phones fail to connect to the call when the delegates of both the parties are trying to pick up the held calls of their respective boss (Lync Server issue).	No workaround is currently available.
Lync	VOIP-90534		In the Lync Shared Call Appearance scenario, delegates are unable to pick up the held boss call simultaneously at the same time (Lync Server issue).	No workaround is currently available.
Lync	VOIP-90700		In the Lync Shared Call Appearance scenario, the boss is not showing up on the remote call notification when the delegate has the maximum amount of on behalf of calls on hold (Lync Server issue).	No workaround is currently available.
Lync	VOIP-91972		In a Lync Shared Call Appearance scenario, the feature indications are not working after failover/failback (Lync Server issue).	No workaround is currently available.
Lync	VOIP-91925		In a Lync Shared Call Appearance scenario, there is no remote active notification on the boss or delegate when the phone is registered with a secondary server in case of an outage (Lync Server issue).	No workaround is currently available.
Lync	VOIP-91926		The phone unregisters during a data center outage while delegate is on a federation call (Lync Server issue).	No workaround is currently available.

Category	Issue No.	Release	Description	Workaround
Lync	VOIP-92034		In case of a data center outage, the boss is unable to pick up an on behalf of call made by the delegate (Lync Server issue).	No workaround is currently available.

Known Issues and Suggested Workarounds for Previous UC Software

Below table specifies the known issues and suggested workarounds for previous UC Software

Issue No.	Description	Workaround
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.
VOIP-26920	Centralized conference fails due to a RTP port opening too slowly in some cases.	No workaround is currently available.
VOIP-30086	Boot servers running explicit FTPS are not supported.	Use implicit FTPS or HTTPS.
VOIP-30371	The pattern generator for tones does not work well in the case of a single repeating chord.	Start the pattern with a short period of silence followed by the desired initial chord. Loop back to the desired initial chord instead of the initial silence.
VOIP-33445	LCS Presence and dialing from Buddy Lists does not work across federations.	To dial contacts across federations, program a speed dial with the SIP URI of the contact. There is no workaround for watching Federated Buddy status from the phone.
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.
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=1 and enable the Idle Browser at the same time.
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.
VOIP-41993	Scrolling through the Corporate Directory may not return complete results if results contain Unicode character values > 127.	Start the search in a different location or avoid use of Unicode characters >127 in directories.

Issue No.	Description	Workaround
VOIP-42027	In certain scenarios, the time-stamping in log files of a SoundStation IP 7000 that is used as a secondary/slave device is incorrect.	As of SIP 3.1.0 the occurrence of this issue only relates to the treatment of Daylight savings Time settings.
VOIP-44764	SRTP processing may cause performance degradation with certain video/audio codec combinations on the VVX 1500.	If SRTP is being used, limit the video bit rate to 384 Kbps.
VOIP-46997	Camera brightness adjustment does not work between levels 3 to 6 on the VVX 1500.	No workaround is currently available.
VOIP-48905	The jitter parameter is not correctly computed on the SoundStation IP 6000/7000 as per RFC3550.	No workaround is currently available.
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.
VOIP-52142	Video connections with CounterPath 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.	Try using a different codec. Try other versions of Eyebeam client as some do work.
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.
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.
VOIP-54028	Key changes do not function correctly when multiple crypto suites are enabled.	Configure a single crypto suite on the phone.
VOIP-54321	The VVX 1500 does not receive video (does receive audio) when calls are initiated from a Tandberg C20 (running 2.0.0.191232) device using SIP.	No workaround is currently available.
VOIP-54799	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.
VOIP-54976	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.
VOIP-54977	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.
VOIP-59812	Blind transfer to a URL is not successful on the SoundStation IP 7000. Eventually, the URL softkey becomes unavailable.	No workaround is currently available.

Issue No.	Description	Workaround
VOIP-61091	The configuration parameter tcpIpApp.port.rtp.forceSend=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.
VOIP-62387	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	A phone reset resolves the issue.
VOIP-62482	Server certificate Serial Number is checked against the host name if the outbound proxy is configured.	No workaround is currently available.
VOIP-63123	Instead of initiating a new call, an attendant phone plays a reorder tone when a BLF line key is pressed for the second time.	No workaround is currently available.
VOIP-63527	The phone sends out INVITE and CANCEL messages if no provisional response is received.	No workaround is currently available.
VOIP-63609	You cannot answer a call using the speaker softkey when DND is enabled and call.rejectBusyOnDnd is set to zero (applies to SpectraLink 84xx).	No workaround is currently available.
VOIP-66251	British Telecom Caller ID type is not correctly supported (applies to SoundStation Duo).	No workaround is currently available.
VOIP-68815	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.
VOIP-69502	The confirm Click-to-dial text does not appear on the SoundPoint IP 331 phone when SNTP fails.	Configure SNTP.
VOIP-69552	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.
VOIP-69735	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, 1500).	No workaround is currently available.
VOIP-69898	The quick search bar on the SoundPoint IP 321, 330, 331, and 355 only accept 15 characters when the corporate directory is configured.	No workaround is currently available.
VOIP-70480	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.
VOIP-70728	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.

Issue No.	Description	Workaround
VOIP-71386	softkey URIs does not function when the phone is in the Enter Number screen (applies to VVX 1500).	No workaround is currently available.
VOIP-71800	Users cannot change the user password in the Web Configuration Utility.	Use the phone's user interface to change the user password.
VOIP-72082	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.
VOIP-72211	An explicitly trusted Intermediate CA fails TLS verification when it is the issuer of a server certificate.	No workaround is currently available.
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).	Recommend to use Cisco ACS server 5.1 or higher.
VOIP-72299	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.
VOIP-72387	After pressing the Transfer softkey, the remote BLA line does not show remote hold status when call.shared.exposeAutoHolds is set to 1.	No workaround is currently available.
VOIP-72601	The SoundPoint IP 33x phones fail to dial authorized call when in the phone locked state.	No workaround is currently available.
VOIP-72677	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.
VOIP-72898	Hard key external URL mapping requires EFK enabled on the SoundPoint IP 650.	Enable EFK using configuration files.
VOIP-73015	The LifeSize Team 220 incorrectly remains in a connecting state when there is a call from VVX 1500 over H323.	No workaround is currently available.
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.
VOIP-74533	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.
VOIP-74650	In an active audio-only call between a PC client and a VVX 1500, the far-end video never starts on the PC client when a user presses Add Video.	No workaround is currently available.

Issue No.	Description	Workaround
VOIP-74763	The MKC5 key to upload logs does not work (applies to SoundStation Duo).	No workaround is currently available.
VOIP-74901	When the lock feature is enabled after a phone reboot, the emergency/authorized call list does not display when the user tries to place a call using headset/speaker key.	No workaround is currently available.
VOIP-74958	When DND is enabled, the phone is missing the call forward message Fwd :< number> (applies to VVX 500, VVX 1500, and SpectraLink 84xx).	No workaround is currently available.
VOIP-75157	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.
VOIP-75195	Hold/Transfer/Conference does not display when the parameter softkey.feature.basicCallManagement.redundant = 0 (applies to SoundStation Duo).	No workaround is currently available.
VOIP-75229	A phone configured with a Synergy call server displays the local conference UI when establishing a centralized conference using the Join softkey.	No workaround is currently available.
VOIP-75427	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.
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.
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.
VOIP-75671	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.
VOIP-75759	Numeric data entered using the dial pad on the phone browser cannot be deleted on the dial pad.	Use the virtual keyboard.
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.
VOIP-75869	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.	Exiting and re-entering the directory.

Issue No.	Description	Workaround
VOIP-75898	Pressing the App hard key on the phone and trying to dial the highlighted/focused SIP/Tel URI does not work with the microbrowser (applies to VVX 1500 and VVX 500).	No workaround is currently available.
VOIP-76522	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.
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.	Two stars (**) should be used.
VOIP-76753	Removing a BLF line from the server causes the speed dial icon to disappear.	Restart or reboot the phone, and the icon re-appear.
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.
VOIP-76977	Adding a new registration line changes the BLF-monitored lines label from first/last name to its extension number.	Reboot the phone.
VOIP-77039	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.
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.
VOIP-77195	Reboots occur occasionally if the roaming contacts exceed 100 on the SoundPoint IP phones and 200 on the VVX phones.	No workaround is currently available
VOIP-78232	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.
VOIP-78340	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.
VOIP-79634	During paging, the receiving phone displays the MAC address of the sender instead of the caller ID.	Try restarting the phone.
VOIP-79735	Changing the language of the phone from German to any other language (other than English) might result in a display of diacritic letters (applies to VVX 500 and SoundPoint 331).	Try changing the language to English first.
VOIP-80212	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.

Issue No.	Description	Workaround
VOIP-80227	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.
VOIP-81272	When the held call is transferred to a CX 600 phone, the call is established as a one-way call on the far end.	Try hold/resume on the CX 600 to establish a two-way call.
VOIP-81315	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.
VOIP-81968	In a hoteling scenario, the phone displays a non-functional Sign-in softkey when a guest is associated using "search and add a Hoteling host number" for the first time.	Try pressing any key to update the softkey correctly.
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.	The user needs to register the phone manually with the correct credentials.
VOIP-82043	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.
VOIP-82212	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.
VOIP-82302	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.	Try doing consultative transfer.
VOIP-82401	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.
VOIP-82873/82877	The phone fails to update its presence state when trying to dial the emergency call number 911.	No workaround is currently available.
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.
VOIP-83157	The phone does not display the protocol field for the local contacts.	No workaround is currently available.
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.

Issue No.	Description	Workaround
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.	Use the phone's user interface to enable the call forward feature.
VOIP-83782	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.
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.
VOIP-83884	The VVX phone displays a gray image when a video call is established with Grandstream Video phone using DMA server.	Use a bit rate of 512 Kbps or 384 Kbps, or reduce the packet size to 1200.
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
VOIP-83887/83889	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.
VOIP-83910	An elongated video displays on the phone when it receives video at bit rates greater than 512 Kbps from a Real Presence Mobile client.	No workaround is currently available.
VOIP-84061	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 softkey to retrieve the call center information.
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.
VOIP-84125	The phone cannot switch the call mode from audio-video to audio only in SIP protocol when auto-routing is enabled and feature.audioVideoToggle.enabled=1 is set (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.
VOIP-84179	The phone automatically 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.	No workaround is currently available.
VOIP-84189	An incorrect pop-up error message displays on the phone's screen if the user tries to log in using Pin Authentication when the server is down.	No workaround is currently available.

Issue No.	Description	Workaround
VOIP-84289	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.
VOIP-84450	An incorrect pop-up error message "DHCP failed" displays on the phone's screen, instead of "Duplicate IP", when the phone detects a duplicate IP.	No workaround is currently available.
VOIP-84598	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.
VOIP-85011	In a Push-to-Talk (PTT)/Paging scenario and when navigating with the arrow keys, the active page does not go to the waiting state when the Talk softkey is released.	Browse through the menu again after releasing the Talk softkey.
VOIP-85154	An error pop-up message does not display on the phone's screen when the user tries to play an unsupported media file on the phone's microbrowser.	No workaround is currently available.
VOIP-84795	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.
VOIP-84774	Calls display in the Call Logs menu according to the logging time.	No workaround is currently available.
VOIP-84692	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.
VOIP-86172	Adding, deleting, or editing the BroadSoft directory contact from the phone is not available.	No workaround is currently available.
VOIP-85606	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.
VOIP-86478/88053	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.
VOIP-86901	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.
VOIP-87129	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.

Issue No.	Description	Workaround
VOIP-87214	In a Lync call park scenario, the phone displays "call is parked up by sip URI" for a shorter period, i.e., 2 to 3 seconds, and the call is parked successfully when the log levels are set to 0.	No workaround is currently available.
VOIP-87285	In the Bluetooth device-pairing scenario, the phone sometimes does not enable the Bluetooth after it has been reset to default using the file format system option (applies to VVX 600).	No workaround is currently available.
VOIP-87292	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.	No workaround is currently available.
VOIP-87294	The phone fails to pair with the Plantronics Voyager Pro UC v2 bluetooth headset for the first time after a reset to factory default or a format of the file system (applies to VVX 600).	Try to search and pair the headset one more time.
VOIP-87328	In a Lync deployment, placing an outgoing PSTN call from the auto-complete list is not available immediately after a local Lync call transfer.	Try selecting the first entry in the auto-complete list.
VOIP-87335	In a BToE scenario, a few audio quality issues occur on the laptop when the default audio is set to USB-IP (Polycom BToE virtual USB device).	Remove the Polycom device as default audio device on your PC.
VOIP-87337	In a Lync Shared Line Appearance scenario, the phone does not display "Answered by Delegate (name) on behalf of Boss (name)" on the caller's phone when a Delegate answers the incoming call of the boss.	No workaround is currently available.
VOIP-87338	In a BToE scenario and while installing the Polycom BTOE Connector application, some PCs/laptops request a reboot twice.	No workaround is currently available.
VOIP-87342	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.	Ensure that the phone displays the correct date and time before connecting to the PC.
VOIP-87552	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.	No workaround is currently available.
VOIP-87655	In a Lync environment, the phone displays the complete SIP URI for outgoing PSTN calls.	No workaround is currently available.
VOIP-87785	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.

Issue No.	Description	Workaround
VOIP-87814	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.
VOIP-87815	While installing the Polycom BTOE Connector application, you may observe two pop-up messages display at the same time.	No workaround is currently available.
VOIP-87847	The phone currently plays the same sound for reboot, restart, and calendar notification.	Reboot the phone.
VOIP-87848	In a Lync environment, the phone is unable to place calls when an administrator moves the user from one pool to another in P-preferred-register.	No workaround is currently available.
VOIP-87892	When auto-answer is enabled, the phone automatically answers the call after two seconds.	No workaround is currently available.
VOIP-87908	The Polycom BTOE Connector application does not work if the computer is running in IPv6 mode.	No workaround is currently available.
VOIP-87909	In a BLF scenario, the monitoring phone's screen sometimes does not time out and return to the idle screen from the filtered view of the monitored party.	No workaround is currently available.
VOIP-87976	The trace route menu on the phone displays truncated information on the phone's screen when there are very long strings.	No workaround is currently available.
VOIP-87987	When performing a trace route on the phone, the order of the network components, like MAC ID and IP address of the router in the Network Neighbors menu, differs among the phone platforms.	Delete the contacts with a time delay of 3 to 4 seconds.
VOIP-88029	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).	No workaround is currently available.
VOIP-88034	The Polycom BTOE Connector application is not supported on a Windows XP platform.	No workaround is currently available.
VOIP-88062	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.
VOIP-88139	In a BToE scenario, the phone rings for a couple of seconds before going to the active state when the user answers an incoming call on Lync client and there is already an active call.	No workaround is currently available.

Issue No.	Description	Workaround
VOIP-88174	Creating a mixed environment using UC Software 5.0.0 and previous Lync-supported software versions for a Shared Line Appearance feature is not supported.	No workaround is currently available.
VOIP-88182	Placing an outgoing call to a phone which has the simultaneous ring option with a PSTN number displays only the End Call softkey when the media by-pass is enabled on the server and video is enabled on the phone.	No workaround is currently available.
VOIP-88209	In the CMA server, the CMAD icon on the phone displays a DND icon instead of the On-Call icon when a call is placed to the buddy.	On your computer, in the Start menu, select Control Panel > Hardware and Sound > Sound -> Communications, and select Do Nothing
VOIP-88233	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
VOIP-88252	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.	No workaround is currently available.
VOIP-88254	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.
VOIP-88273	Leaving a voicemail directly without first calling the user is not available.	No workaround is currently available.
VOIP-88276	In a Shared Line Appearance 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.
VOIP-88278	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.	Press the DND softkey to disable DND.
VOIP-88290	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.	No workaround is currently available.
VOIP-88308	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 microbrowser using a headset (applies to VVX 500).	No workaround is currently available.

Issue No.	Description	Workaround
VOIP-88309	The phone's micro browser closes 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).	No workaround is currently available.
VOIP-88313	In a Lync BToE and Call Park scenario, the phone displays "Call Park Service" instead of the parked caller's name when a call is made from a CX300 or Lync client to a BToE-connected phone. The Lync client answers the call and parks it.	No workaround is currently available.
VOIP-88618	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.
VOIP-88643	In a Lync Shared Line Appearance 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.
VOIP-88678	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.
VOIP-88749/89308	You need administrator privileges to install the Polycom BTOE Connector application.	You can make conference calls from the Lync client, or you can disable BToE on your phone by pressing the BToE softkey and selecting Disable before making a conference call on your phone.
VOIP-89004	In a BToE scenario, establishing a local conference is not available when the phone is paired with your computer.	No workaround is currently available.
VOIP-89018	Some voice echo issues when the Plantronics EHS headset is used.	No workaround is currently available.
VOIP-89082	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.
VOIP-89132	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.
VOIP-89393	After successfully upgrading the latest BTOE Connector application, you have to manually run the application for the first time.	Uninstall the Polycom BTOE Connector application on your computer and reinstall the latest BToE application installer 1.1.0.
VOIP-89402	Repairing the Polycom BTOE Connector during the new client installation is causing some issues.	No workaround is currently available.

Issue No.	Description	Workaround
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.
VOIP-90485	After hanging up the call, the CAC reserved bandwidth isn't getting released and the phone is unable to get connected to a new call because of insufficient bandwidth. (This condition arises when the bandwidth is set to 100 MB or less).	No workaround is currently available.
VOIP-93172	Observed that Dial and Add Contact soft keys are not getting displayed after performing the CMA search (applies to VVX-1500)	No workaround is currently available.
VOIP-92681	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.
VOIP-92680	The LED lights on the expansion modules blink for a fraction of a second and come up again when registered lines are removed using the Web Configuration Utility.	No workaround is currently available.
VOIP-92656	The phone displays a registered number in two lines when you try to register a combination of Lync and open SIP extensions.	No workaround is currently available.
VOIP-92651	When the user goes off hook using any termination the dialer screen displays a message asking you to enter the number(s) string.	No workaround is currently available.
VOIP-92642	In the Lync corporate network, a choppy ringback tone is heard (applies to VVX 600).	No workaround is currently available.
VOIP-92459	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.
VOIP-92458	The phone displays a different dialer screen when you try to dial using the call back macro from the speed dial index.	No workaround is currently available.
VOIP-92453	In an Arabic Language configuration, the caller information on the incoming call screen is truncated when the first and last name of the callee is stored with a lengthy string and combination of English and Arabic.	No workaround is currently available.
VOIP-92403	In a dual line registrations scenario, the phone initiates a call with the wrong protocol registration when you try to dial from the call list by pressing the line keys.	No workaround is currently available.

Issue No.	Description	Workaround
VOIP-92339	The phone is not establishing a link when using a two-pair cabling and Gigabit switch (applies to VVX 1500).	No workaround is currently available.
VOIP-92333	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.
VOIP-92326	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.
VOIP-92316	Pre-populated text strings under the search screen of the Lync directory are not clearing when performing a search using the virtual keyboard.	No workaround is currently available.
VOIP-92310	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.
VOIP-92307	The media statistics page on the phone is displaying some wrong codecs when unmatched codecs are configured on two phones.	No workaround is currently available.
VOIP-92304	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.
VOIP-92292	In the Polycom Desktop Connector, left-clicking the mouse is not functional for Local Contact Directory items.	No workaround is currently available.
VOIP-92291	The phone is not saving the adjusted page volume for priority and non-emergency paging.	No workaround is currently available.
VOIP-92271	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.
VOIP-92095	In a Share Line Appearance scenario, the Delegate's phone does not update the call's status on behalf of a boss call.	No workaround is currently available.
VOIP-92088	The phone is not sending Internet Group Management Protocol (IGMP) leave messages on disabling Group Paging.	No workaround is currently available.
VOIP-92066	The VVX 500 is unable to selectively enable or disable the separate headset ports USB1, USB2, or RJ9.	No workaround is currently available.

Issue No.	Description	Workaround
VOIP-91966	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.
VOIP-91637	In a Lync environment, the message "Logon information needed", displays after the user is registered.	No workaround is currently available.
VOIP-91600	Enabling or disabling the call forward settings from the phone can cause issues when the simultaneous ringing feature is activated in the Lync client.	No workaround is currently available.
VOIP-91378	The phone is not sending a critical alert report after a warning alert when 20% periodic packet loss is applied.	No workaround is currently available.
VOIP-92678	The phone is unable to re-register after receiving 430 flow failed message from the server	No workaround is currently available.
VOIP-92679	The phone is displaying "All Contacts" instead of "Other contacts" in the Contacts menu under Groups.	No workaround is currently available.
VOIP-92347	In a BroadSoft UC-One scenario, at times your contacts' presence status don't update until your presence status is changed manually.	No workaround is currently available
VOIP-92188	In a centralized conference scenario, the **Video** soft key displays at times after you hold and resume call multiple times.	No workaround is currently available.
VOIP-93172	The **Dial** and **Add Contact** soft keys do not display after a CMA search.	Select the contact and press any call termination.
VOIP-93176	The placed, received, and missed call icons are overlapping the Avatar icon under detailed call logs.	No workaround is currently available.
VOIP-93180	In a Lync environment, the phone reboots occasionally when a new user signs into the phone.	No workaround is currently available.

Updates to Previous Software Releases

This section lists new, enhanced and discontinued software features in previous software releases.

Understand Updates to UC Software 5.1.2

Polycom UC Software 5.1.2 is a general release for all open SIP platforms, Microsoft Lync 2010 and Microsoft Lync 2013. Note that if you are using Polycom UC Software 5.1.2 with Microsoft Lync Server, you can register only one line. You cannot register multiple lines on one phone with Lync Server.

Polycom UC Software 5.1.2 supports the following Polycom endpoints:

- VVX 300/310 business media phone
- VVX 400/410 business media phone
- VVX 500 business media phone
- VVX 600 business media phone
- VVX 1500 business media phone
- SoundStructure VoIP Interface

Polycom UC Software 5.1.2 ; offers support for the following VVX accessories:

- VVX Camera
- VVX Expansion module

Note: Using Polycom phones with Lync Server

- You can register only one line when Lync is set as the base profile on the phone.
- BToE is disabled by default on VVX business media phones with UC software 5.1.0 or later.
- VQMon is currently unavailable for Lync deployments.
- The phone's web interface is disabled by default when the base profile is set to Lync and HTTP and HTTPS are enabled.

These release notes provide important information on software updates, phone features, feature licenses, and known issues. In addition, these release notes refer to previous UC Software versions to assist administrators who are updating to a UC Software 5.1.1 Revision B release from an earlier software release.

The following sections list Polycom tracking numbers and the corresponding changes and enhancements in this release.

New or Enhanced Features

VOIP-93347   Added support for the phone background image lockdown feature.

VOIP-93554   The configuration setting feature.usb.power.enabled is created to power on or off all the USB ports.

Configuration File Enhancements

Refer to the following table for a list of all enhancements made to the UC Software 5.1.2 configuration file parameters.

UC Software 5.1.2 Parameter Enhancements

Parameter	Permitted Value	Default	Description
bg.background.enabled	0 or 1	1	Set to 0 to disable the background option.
feature.usb.power.enabled	0 or 1	1	Set to 0 to disable all the USB ports on the phone.

Understand Updates to UC Software 5.1.1 Revision B

Polycom Unified Communications (UC) Software 5.1.1 Revision B is a general release for all open SIP platforms, Microsoft Lync 2010 and Microsof Lync 2013. Note that if you are using Polycom UC Software 5.1.1 Revision B with Microsoft Lync Server, you can register only one line. You cannot register multiple lines on one phone with Lync Server.

Polycom UC Software 5.1.1 Revision B offers support for the following endpoint platforms:

- VVX 300/310 business media phone
- VVX 400/410 business media phone
- VVX 500 business media phone
- VVX 600 business media phone
- VVX 1500 business media phone
- Polycom SoundStructure VoIP Interface®

This release also provides support for the following VVX accessories:

- Polycom VVXcamera
- Polycom VVX Expansion Module

The following sections list Polycom tracking numbers and the corresponding changes and enhancements in this release.

New or Enhanced Features

No new or enhanced features for this release.

Configuration File Enhancements

Refer to the following table for a list of all enhancements made to the UC Software 5.1.1 Revision B configuration file parameters.

UC Software 5.1.1 Revision B Parameter Enhancements

Parameter	Permitted Value	Default	Description
voIpProt.SIP.serverFeatureControl.callRecording	0 or 1	0	Set to 1 to enable this feature for all registration lines on the phone.
reg.X.serverFeatureControl.callRecording	0 or 1		Set to 1 to enable this feature for a registration line on the phone.
voIpProt.SIP.serverFeatureControl.securityClassification="1" or reg.1.serverFeatureControl.securityClassification="1"	0 or 1	0	Use to configure security classification levels.
device.net.etherModePC	Disabled, Auto, 10HD, 10FD, 100HD, 100FD, 100FD	Auto	Use to configure a PC port.
device.auxPort.enable.set	0 or 1	0	Enable/disable the configuration of device.auxport.enable.
device.auxPort.enable	0 or 1	1	Enable/disbale the aux port.
up.headsetmodeenabled	0 or 1	1	Enable/disable the headset port.
up.handsetmodeenabled	0 or 1	1	Enable/disable the handset.
feature.forward.enable	0 or 1	1	Enable/disable all the instances for forward on the phone.
feature.doNotDisturb.enable	0 or 1	1	Enable/disable all the instances of DND from the phone.
homeScreen.forward.enable	0 or 1	1	Enable/disable the forward home screen icon from the user interface.
homeScreen.doNotDisturb.enable	0 or 1	1	Enable/disable the DND home screen icon from the user interface.
softkey.feature.doNotDisturb	0 or 1	1	Enable/Disable the DND softkey on the phone. Note: This parameter will work only when the feature Enhanced Feature Key (EFK) is enabled.
httpd.cfg.enabled	0 or 1	1	Enable the Web Configuration Utility.

Parameter	Permitted Value	Default	Description
device.sec.coreDumpEncryption.enabled.set	0 or 1	1	The phone will encrypt the data to prevent unauthorized access to any information stored within that core dump.
device.sec.coreDumpEncryption.enabled	0 or 1	1	For enabling or disabling encryption for code number.
up.em.smartpaging.enabled	0 or 1	0	Set value to 1 to enable the smart paging feature on the expansion modules connected to your phone.
call.BlindTransferSpecialInterop	0 or 1	0	Enable or disable blind transfer of the call.

Parameters to Enable/Disable Enhanced Security

S.No	Web Config Mode	httpd.cfg.enabled	httpd.cfg.secureTunnelEnabled	httpd.cfg.secureTunnelRequired
1	Disabled	0	Same as previous value.	Same as previous value.
2	HTTP Only	1	0	Same as previous value.
3	HTTPS Only	1	1	1
4	HTTP/HTTPS	1	1	0

Understand Updates to UC Software 5.1.1

Polycom Unified Communications (UC) Software 5.1.1 is a general release for all open SIP platforms, Microsoft Lync 2010 and Microsoft Lync 2013. Note that if you are using Polycom UC Software 5.1.1 with Microsoft Lync Server, you can register only one line. You cannot register multiple lines on one phone with Lync Server.

Polycom UC Software 5.1.1 offers support for the following endpoint platforms:

- VVX 300/310 business media phone
- VVX 400/410 business media phone
- VVX 500 business media phone
- VVX 600 business media phone
- VVX 1500 business media phone
- Polycom SoundStructure VoIP Interface®

This release also provides support for the following VVX accessories:

- Polycom VVX camera
- Polycom VVX Expansion Module

New or Enhanced Features

VOIP-89924   Added support to connect to the phone's web user interface by choosing either HTTP or HTTPS protocol. And the phone's web interface is disabled by default when the base profile is set to Lync.

VOIP-92731   Added support for the single line registration and disabled all the other lines when the phone is set to Lync as a base profile.

VOIP-92611   Added support to forward the delegated call to the Boss voice mail.

VOIP-91945/92713   Added support for the full support of Lync contact card.

Configuration File Enhancements

Refer to the following table for a list of all enhancements made to the UC Software 5.1.1 configuration file parameters.

UC Software 5.1.1 Parameter Enhancements

Parameter	Permitted Value	Default	Description
voIpProt.SIP.serverFeatureControl.callRecording	0 or 1	0	Set to 1 to enable this feature for all registration lines on the phone.
reg.X.serverFeatureControl.callRecording	0 or 1		Set to 1 to enable this feature for a registration line on the phone.
voIpProt.SIP.serverFeatureControl.securityClassification="1" or reg.1.serverFeatureControl.securityClassification="1"	0 or 1	0	Use to configure security classification levels.
device.net.etherModePC	Disabled, Auto, 10HD, 10FD, 100HD, 100FD, 100FD	Auto	Use to configure a PC port.
device.auxPort.enable.set	0 or 1	0	Enable/disable the configuration of device.auxport.enable.
device.auxPort.enable	0 or 1	1	Enable/disable the aux port.
up.headsetmodeenabled	0 or 1	1	Enable/disable the headset port.
up.handsetmodeenabled	0 or 1	1	Enable/disable the handset.

Parameter	Permitted Value	Default	Description
feature.forward.enable	0 or 1	1	Enable/disable all the instances for forward on the phone.
feature.doNotDisturb.enable	0 or 1	1	Enable/disable all the instances of DND from the phone.
homeScreen.forward.enable	0 or 1	1	Enable/disable the forward home screen icon from the user interface.
homeScreen.doNotDisturb.enable	0 or 1	1	Enable/disable the DND home screen icon from the user interface.
softkey.feature.doNotDisturb	0 or 1	1	Enable/Disable the DND softkey on the phone. Note: This parameter will work only when the feature Enhanced Feature Key (EFK) is enabled.
httpd.cfg.enabled	0 or 1	1	Enable the Web Configuration Utility.
device.sec.coreDumpEncryption.enabled.set	0 or 1	1	The phone will encrypt the data to prevent unauthorized access to any information stored within that core dump.
device.sec.coreDumpEncryption.enabled	0 or 1	1	For enabling or disabling encryption for code number.
up.em.smartpaging.enabled	0 or 1	0	Set value to 1 to enable the smart paging feature on the expansion modules connected to your phone.

Parameters to Enable/Disable Enhanced Security

S.No	Web Config Mode	httpd.cfg.enabled	httpd.cfg.secureTunnelEnabled	httpd.cfg.secureTunnelRequired
1	Disabled	0	Same as previous value.	Same as previous value.
2	HTTP Only	1	0	Same as previous value.
3	HTTPS Only	1	1	1
4	HTTP/HTTPS	1	1	0

Understand Updates to UC Software 5.1.0

Polycom Unified Communications (UC) Software 5.1.0 is a general release for all open SIP platforms, Microsoft Lync Server 2010 and Microsoft Lync Server 2013. Note that if you are using Polycom UC Software 5.1.0 with Microsoft Lync Server, you can only register one line. You cannot register multiple lines on one phone with Lync Server.

Polycom UC Software 5.1.0; offers support for the following endpoint platforms:

- VVX 300/310 business media phone
- VVX 400/410 business media phone
- VVX 500 business media phone
- VVX 600 business media phone
- VVX 1500 business media phone
- SoundStructure VoIP Interface

Polycom UC Software 5.1.0; offers support for the following VVX accessories:

- VVX Camera
- VVX Expansion module

New or Enhanced Features

78174   Added support for a visual indication of security classification of a call.

81403   Added support for enabling or disabling the PC port or AUX port on the phone.

82780   Added support for centralized call recording controls for BroadSoft.

84321   Added support for on-hook protection.

85763   Added support for enabling or disabling the speakerphone.

86056/90205   Added support for enhanced Lync presence.

90406/90577   Added support for the PC status information in the BToE menu.

90565/84198   Added support for enabling or disabling Call Forward or DND soft keys on the phone's home screen.

91498   Added support to retrieve root certificate in Lync using LDAP feature.

91625   Added support for PIN authentication from WebUI.

76580   Added support for Data Centre Resiliency.

Configuration File Enhancements

Refer to the following table for a list of all enhancements made to the UC Software 5.1.0 configuration file parameters.

UC Software 5.1.0 Parameter Enhancements

Parameter	Permitted Value	Default	Description
voIpProt.SIP.serverFeatureControl.callRecording	0 or 1	0	Set to 1 to enable this feature for all registration lines on the phone.
reg.X.serverFeatureControl.callRecording	0 or 1		Set to 1 to enable this feature for a registration line on the phone.
voIpProt.SIP.serverFeatureControl.securityClassification="1" or reg.1.serverFeatureControl.securityClassification="1"	0 or 1	0	Use to configure Security Classification levels.
device.net.etherModePC	Disabled, Auto, 10HD, 10FD, 100HD, 100FD, 100FD	Auto	Use to configure PC port.
Device.auxPort.enable.set	0 or 1	0	Enable/Disable the configuration of device.auxport.enable.
Device.auxPort.enable	0 or 1	1	Enable/Disable the aux port.
Up.headsetmodeenabled	0 or 1	1	Enable/Disable the headset port.
Up.handsetmodeenabled	0 or 1	1	Enable/Disable the handset.
feature.forward.enable	0 or 1	1	Enable/Disable all the instances for Forward on the phone.
feature.doNotDisturb.enable	0 or 1	1	Enable/Disable all the instances of the DND from the phone.
homeScreen.forward.enable	0 or 1	1	Enable/Disable the Forward home screen icon from User Interface.
homeScreen.doNotDisturb.enable	0 or 1	1	Enable/Disable the DND home screen icon from the User Interface.
softkey.feature.doNotDisturb	0 or 1	1	Enable/Disable the DND softkey on the phone. Note: This parameter will work only when the feature EFK (Enhanced Feature Key) is enabled.
httpd.cfg.enabled	0 or 1	1	Enable the Web Configuration utility.
device.sec.coreDumpEncryption.enabled.set	0 or 1	1	The phone will encrypt the data to prevent unauthorized access to any information stored within that core dump.

Parameter	Permitted Value	Default	Description
device.sec.coreDumpEncryption.enabled	0 or 1	1	To enable/disable encryption of core dump.
up.em.smartpaging.enabled	0 or 1	0	Set value to 1 to enable the smart paging feature on the expansion modules connected to your phone.

Parameters to Enable/Disable Enhanced Security

S.No	Web Config Mode	httpd.cfg.enabled	httpd.cfg.secureTunnelEnabled	httpd.cfg.secureTunnelRequired
1	Disabled	0	Same as previous value.	Same as previous value.
2	HTTP Only	1	0	Same as previous value.
3	HTTPS Only	1	1	1
4	HTTP/HTTPS	1	1	0

Understand Updates to UC Software 5.0.1

Polycom Unified Communications (UC) Software 5.0.1 is a general release for all open SIP platforms including Microsoft Lync Server 2010 and Microsoft Lync Server 2013. Note that if you are using Polycom UC Software 5.0.1 with Microsoft Lync Server, you can only register one line. You cannot register multiple lines on one phone with Lync Server.

Polycom UC Software 5.0.1 offers support for the following endpoint platforms:

- VVX 300/310 business media phone
- VVX 400/410 business media phone
- VVX 500 business media phone
- VVX 600 business media phone
- VVX 1500 business media phone
- SoundStructure VoIP Interface

New or Enhanced Features

88687   Added support for selecting the Audio or Video mode when retrieving a parked call.

88387/89097   Added support for a digit map timeout for on-hook and off-hook dialing when the normalization is done from the server side.

87132   Added support for quickly searching the BroadSoft UC-One contacts locally on the fly (applies to VVX 300, 310, 400 and 410).

87086   Added support for BToE auto-pairing.

86378   Added support for Arabic language.

88139   In a BToE scenario, phone no longer creates any ringing alert after answering the second incoming call on the phone**.**

88133   The phones performance has been improved when the phone contains more than 200 contacts (~250 contacts).

87909   In a BLF scenario, View screen now time out on monitoring phone without any issue

87851   New Touch panel for VVX 500 is now supported.

89005   Adding contacts to the local directory with an apostrophe (') from the BroadSoft directory is now available.

88983   Navigating through the phone's DHCP menu no longer causes a reboot when the language on the phone is set to Japanese (*applies to VVX 300/310/400 and 410*).

88956/88521   Configuring an enhanced feature key for Directed Call Park is now available.

88932/88773/89201   In a group call pickup scenario, the Group option is now available after selecting the Pickup softkey when the `feature.groupCallPickup.enabled` is set to 1.

88894/88998/89079   The phone now sends the correct option from the DHCP sub option 125.

88872/86090 In a shared call scenario, the shared registration configured on the first line of the phone is selected by pressing the New Call softkey when there are multiple lines registered on the phone and the other party of the shared line is busy.

88819/88403 In a network outage scenario, the phone no longer sends the invite messages after pressing the Cancel softkey.

88803 The phone now displays the default home view by pressing the Home button after the language is set to Japanese.

88774 The option to select the idle browser as the phones screen saver from the phone's web interface is no longer available.

88641 In a call transfer scenario, the phone no longer displays the Call Park softkey.

88531 Muting capabilities of the Voyager Legend bluetooth headset have been optimized.

88528 In a BToE Scenario, the phone now sends the correct DTMF when a bridge number is copied and pasted on the Lync client.

88481 In a call center environment, the phone is now optimized to perform multiple operations of hunt group and BLF.

88410 The phone now plays the ringback tone when you try to call a mobile number with a SIP-URI header from the call logs.

88404 The phone now successfully disables the DND hard key by using the `key.16.VVX1500.function.prim="Null"` parameter and no longer causes a reboot.

88334 In a Lync Shared Line Appearance scenario, the MWI of the Delegate's phone no longer gets notified when the Boss phone receives a voice mail.

88284 In a Lync Shared Line Appearance scenario, the phone no longer reboots when the Boss signs-in while the admin is placing a call on hold and the Boss has more than 100 contacts (*applies to VVX 300/310*).

88259 The soft keys on the phone now follow the order specified with the `softkey.x.insert` parameter.

88202 In a Lync Shared Line Appearance scenario, the call status on the Delegate's phone and Boss's phone now updates correctly as "Delegate on behalf of Boss", when the Delegate places an outbound call on behalf of Boss, and the remote party holds and resumes the call.

88168/88396 In a Lync environment, the phone now updates the configured location correctly to the emergency 911 operator when the LIS subnet is configured on the Lync server, and the user signs-in with a Pin Authentication (*applies to VVX 300/310*).

88161 In a call center environment, the phone now enables or disables the Call Center Status" option by using the parameter `feature.callCenterStatus.enabled`.

88147 In a Lync Shared Line Appearance scenario, the Delegate's phone now plays the dial tone when the Delegate selects the Boss's line to place an on-behalf call.

88045 Contacts on the Local Contact Directory can be sorted either by first name or last name by enabling or disabling the parameter `dir.search.field`.

87894 In a Lync Shared Line Appearance scenario, the Boss's phone now retains the call appearance when the Delegate establishes a call on behalf of Boss, and the far end parks the call.

87891/87062/88497 The phone's screen now updates without any issue while using hookswitch in quick succession.

87825 The phone now successfully sends the DHCP request message for renewing the lease without turning on the screen and playing a notification tone when the NTP is not configured on the DHCP server.

87782 In a BToE scenario, the phone now displays "Presenter muted the audience" and turns the Mute key red when the Lync client mutes its initiated conference call.

87207 The SNTP address now displays correctly in the TCP/IP parameters menu when multiple IP addresses are configured in option 42 or option 4.

87706/88857 Double tapping the "*" key twice in a quick succession now converts into '+' when the `call.internationalDialing.enabled` is set to 0.

87152 In the DHCP parameter request list, the phone now successfully includes VLAN information under option 55.

86620 Recording a voice mail greeting no longer causes an issue when the video is enabled for different combinations of parameters when `video.allowWithSource` and `video.enable` are used.

85711/86597/88668 In a Lync environment, users now successfully sign in using Pin-Authentication when the pin contains leading zeroes.

84781/89022 On a shared registration scenario, the phone now displays the calling party number on the phone's screen when you long press the line key after a consultative transfer.

81514/89062 In a Lync deployment, phone now fetches the location information from the available resources when it receives incomplete location information from LLDP.

Configuration File Enhancements

Refer to the following table for a list of all enhancements made to the UC Software 5.0.1 configuration file parameters.

UC Software 5.0.1 Parameter Enhancements

Parameter	Permitted Value	Default	Description
Diags.dumpcore.enabled	0 or 1	1	The phone no longer generates the core dump during a reboot/crash when set to 0.
up.IdleViewPreferenceRemoteCalls	0 or 1		If set to 1, the call appearance displays for the remote party (SCA or BLF). The phone switches to idle view after there is no activity on remote party lines. On phone, the call appearance displays for remote party's call status and the phone switches to idle view after remote party answers the call.

Parameter	Permitted Value	Default	Description
dialplan.userDial.timeOut	1 to 99	3 for Lync 0 for Open SIP	In a Lync environment after the timeout of 3 seconds, you can enter a number and place the call using the first line regardless of the number of registered lines.
dialplan.conflictMatchHandling	0 or 1	0 for generic profile 1 for Lync profile	If the value is set to '0' when the digits entered match a digitmap, the digits are dialed immediately even though there are conflicting digitmaps. When the digits entered are matching more than one digitmap, the timeout is considered before dialing the digits.
dialplan.x.conflictMatchHandling	0 or 1	0 for generic profile 1 for Lync profile	If the value is set to '0, when the digits entered match a digitmap, the digits are dialed immediately even though there are conflicting digitmaps. When the digits entered are matching more than one digitmap, timeout is considered before dialing the digits.

Understand Updates to UC Software 5.0.0

Polycom Unified Communications (UC) Software 5.0.0 is a general release for all open SIP platforms including Microsoft Lync Server 2010 and Microsoft Lync Server 2013. Note that if you are using Polycom UC Software 5.0.0 with Microsoft Lync Server, you can only register one line. You cannot register multiple lines on one phone with Lync Server.

Polycom UC Software 5.0.0 offers support for the following endpoint platforms:

- VVX®300/310 business media phone
- VVX®400/410 business media phone
- VVX®500 business media phone
- VVX®600 business media phone
- VVX®1500 business media phone
- SoundStructure VoIP Interface®

The following sections list Polycom tracking numbers and the corresponding changes and enhancements in this release.

Note: The support for Lync video calls with UC Software 5.0.0 is limited to the following scenarios when using Lync 2010:

- In Lync 2010 environment Point-to-Point video calls between VVX 500/600 IP phone and another VVX 500/600 phone is supported.

- Point-to-Point video calls between VVX 500/600 and Lync Client 2010 are supported.

- Video Call transfers and Call forward from Lync Client party to another user with VVX 500/600 or vice-versa are supported.

- Video sessions between a registered remote user and a video capable in-premise enterprise user (VVX 500/600 or Lync Client) are supported.

- Video call sessions between federated users with endpoints as VVX 500/600 or Lync Client are supported.

- Video calls in Lync 2013 environment are not supported due to lack of support to H.264 or RTV in UCS 5.0.0.

New or Enhanced Features

68809   Added support for the Lync Call Park feature.

72577   Added support for Premium extensions to the server-synchronized Automatic Call Distribution (ACD) feature (*applies to VVX 1500*).

75133   Added support for the Lync Better Together over Ethernet (BToE) feature.

75938   Added support for Premium ACD (*applies to VVX 1500*).

79861   Added support for the BroadSoft directory search, presence and favorites (*applies to VVX 300/310 and VVX 400/410*).

81724   Added support for the Lync Address Book Service (ABS).

82025   Added support for software upgrades from a Lync server.

82460   Added support for XT9 PinYin input for Chinese characters (*applies to VVX 300/310, VVX 400/410, VVX 500, and VVX 600*).

85344/87722/87839   Added a Lync status menu on the phone's web interface.

Configuration File Enhancements

Refer to the following table for a list of all enhancements made to the UC Software 5.0.0 configuration file parameters.

UC Software 5.0.0 Parameter Enhancements

Parameter	Permitted Value	Default	Description
mwi.backLight.disable	0 or 1	0	If set to 1, backlight is not illuminated on new voice message arrival.

Parameter	Permitted Value	Default	Description
call.advancedMissedCalls. addToReceivedList	0 or 1	1	Call answered from the remote destination on a shared line is logged in the received call list. If the parameter is set to 0, answering the call from the remote destination on shared line does not log the call on the call lists.
feature.lync.abs.enabled	0 or 1	1	Enables/disables the contact search using Lync 2010 address book service.
feature.lync.abs.maxResult	5 to 50	20	Defines the permitted number of contacts to display for a given contact search.
keyboard.layout.type	0 or 1	0	If set to 1 and the language is changed to French under keyboard layout, the virtual keyboard under all the menus/submenus changes to AZERTY. If set to 0, the virtual keyboard is set to QWERTY by default.
up.numOfDisplayColumns	1 to 4	3 (VVX 500) 4 (VVX 600)	Parameter to limit the number of keys/contacts a VVX 500 or VVX 600 can display. 1 column displays when parameter value is 0 or 1. 2 columns display when parameter value is 2. 3 columns display when parameter value is 3. 3 columns (for VVX500) and 4 columns (for VVX 600) display when parameter value is 4.
keyboard.encoding.all	0 or 1	1	If set to 0, the encoding options that are present under menus/submenu (for example, under directories, provisioning server) display only ASCII and Latin. If set to 1, the phone displays the default encoding option.
device.prov.lyncDevice UpdateEnabled.set	0 or 1	0	If base profile is Generic, the default value is 0. If base profile is Lync, the default value is 1.

Parameter	Permitted Value	Default	Description
device.prov.lyncDevice UpdateEnabled	0 or 1	0 or 1	To enable/disable the Lync device update feature. If base profile is Generic, the default value is 0. If base profile is Lync, the default value is 1.
lync.deviceUpdate.popUp SK.enabled	0 or 1	1	To enable/disable the pop-up message that shows available software updates to the user at runtime.
lync.deviceUpdate.server PollInterval	1800 s (30 min) to 28800 s (8 hours)	7200 s (2 hours)	Integer value in seconds indicating the interval at which the phone sends software update request to the server.
lync.deviceUpdate.user InactivityTimeout	300s to 1800 s	900 s	Integer value in seconds indicating the user inactivity timeout value upon which the software update, if available on the server, triggers from the phone.
feature.btoe.enabled	0 or 1	0	When this parameter is enabled, the phone can initiate pairing with the Lync Client
feature.lyncbtoe.auto signin.signoff.enabled	0 or 1	0	By enabling this parameter, the phone automatically signs out of the Lync registration by unpairing the phone with PC/Laptop. Pre-condition: IP phone should be initially signed in using Logon Information window on Lync PC client.
dialplan.impossiblematch handling	0, 1, 2, 3	3 (Lync profile) 0 (Generic profile)	When this parameter is set to 3, in case of an impossible match, the digits entered dial out after a timeout of dialplan.x.impossibleMatchHandling.ti meOut or dialplan.impossiblematchhandling.time out.
dialplan.x.impossibleMatch Handling.timeOut	0 to 100	8	x is the line number, for example, 1, 2, and 3. When the dialed digits match the impossible match, the digits entered dial out after this time.
dialplan.impossibleMatch Handling.timeOut	0 to 100	8	When the dialed digits match the impossible match, the digits entered dial out after this time.

Parameter	Permitted Value	Default	Description
audioVideoToggle.callMode. persistent	0 or 1	1	If set to 1, the selected call mode is retained for all the subsequent calls even after reboot/restart. If set to 0, the selected mode applies only to that call. All subsequent calls are in default mode.
video.allowWithSource	0 or 1	0	If set to 1 and camera is detached, no video codecs are advertised in SDP. If set to 1 and camera is attached, the video codecs are advertised in SDP. If set to 0 and camera is attached or detached, video codecs are advertised in SDP (default behavior).
device.prov.lyncDeviceUpdateUser .set	0 or 1	0	Indicates if the device.prov.lyncDeviceUpdateUser parameter is to be used.
device.prov.lyncDeviceUpdateUser	String (max length of 256 characters)	""	Stores the Lync account user name to be used while updating from remote network.
device.prov.lyncDeviceUpdatePass word.set	0 or 1	0	Indicates if the device.prov.lyncDeviceUpdatePasswor d parameter is to be used.
device.prov.lyncDeviceUpdatePass word	String (max length of 256 characters)	""	Stores the Lync account password to be used while updating from remote network
device.prov.lyncDeviceUpdateDom ain.set	0 or 1	0	Indicates if the device.prov.lyncDeviceUpdateDomain parameter is to be used.
device.prov.lyncDeviceUpdateDom ain	String (max length of 256 characters)	""	Stores the Lync account domain to be used while updating from remote network.

Reference Documents

This section lists all documents referenced in these release notes and other relevant documents.

For information and support for all Polycom voice products and software, and for access to supporting documentation, see Polycom UC Software Support Center.

For additional information about the Polycom VVX Business Media Phones, the VVX Camera, and the VVX Expansion Modules, 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

You can view the following types of documents on each product page:

User Documents:

➢ *Quick User Guide* A quick reference on how to use the phone's most basic 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's 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.

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