



RELEASE NOTES

Software 5.2.0 Rev AG | May 2016 | 3725-11530-520C

Polycom® UC Software 5.2.0 Rev AG

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

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General

Polycom Unified Communications (UC) Software 5.2.0 Rev AG is a general release for all open SIP platforms in addition to Microsoft® Lync® Server 2010 and Microsoft Lync Server 2013.

For information on new and enhanced features and capabilities available with UC software 5.2.0 Rev AG, see [What's New in Release 5.2.0?](#)

Polycom UC Software 5.2.0 Rev AG 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
- SoundStructure VoIP Interface

Polycom UC Software 5.2.0 Rev AG offers support for the following VVX accessories:

- VVX® Camera
- VVX® Expansion Module

These release notes provide important information on software updates, phone features and feature licenses, and known issues. These release notes also refer to previous UC Software versions to assist administrators who are updating to a UC Software 5.2.0 Rev AG release from an earlier software release.

Important Upgrade Notes and Considerations in UC Software 5.2.0 Rev AG

Important Update

Impacted: All Polycom SPIP, SSIP and VVX Business Media Phones.

Details: This release includes a critical fix (VOIP-116747) that corrects a problem with Polycom phones manufactured with Serial Number or MAC address in the range 64167F as opposed to 0004F2. Without this fix, customers using Polycom phones with the new serial number range will see impaired performance.

Recommendation: Polycom recommends that this release be used for all phones going forward. Phones with older Serial Numbers or MAC addresses will continue to work correctly with this build with no impact.

Understand Phone Features and Licenses

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

Use the following table to view features available for each phone and whether a feature license is required. In the following table, *No* indicates that a phone does not support a feature, *Yes* indicates that a

phone supports a feature and no license is required, and Yes* indicates that the phone requires a feature license to support a feature.

VVX Series and SoundStructure VoIP Interface Features and Licenses

<i>Feature</i>	<i>VVX 300/310</i>	<i>VVX 400/410</i>	<i>VVX 500</i>	<i>VVX 600</i>	<i>SoundStructure VoIP Interface</i>
VQMon	Yes*	Yes*	Yes (Audio only)	Yes (Audio only)	No
Server Based Call Recording	Yes	Yes	Yes	Yes	No
USB Call Recording	No	No	Yes	Yes	No
Conference Management	Yes	Yes	Yes	Yes	No
Electronic Hookswitch	Yes	Yes	Yes	Yes	No
Enhanced Feature Keys	Yes	Yes	Yes	Yes	No
Customizable UI Background	Yes	Yes	Yes	Yes	No
Asian Languages	Yes	Yes	Yes	Yes	No
Enhanced BLF	Yes	Yes	Yes	Yes	No
H.323 Video	No	No	Yes	Yes	No

*You must purchase a feature license from Polycom.

Download the Distribution Files

You can download UC Software 5.2.0 using the split file, which is 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 [Understanding 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. This maintains the folder hierarchy in the ZIP file.

The current build ID for the sip.id and resource files is **UCS 5.2.0.13744**.

Understand the Split ZIP Resource Files

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

Understand the Split ZIP Resource Files

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

<i>Resource File</i>	<i>File Purpose and Application</i>
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	Sample Loud ringer sound effect.
Warble.wav	Sample ringer sound effect.

Release History

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

Release History

Release	Release Date	Description
5.2.0 Rev AG	May 2016	Includes important field fixes.
5.2.0	September 2014	Major release focused on improved GENBAND interoperability and resolution of critical customer issues, particularly around BLF and UI performance.
5.1.1 Revision B	July 2014	Resolved the bandwidth hold issues that existed on VVX 300 and SoundStructure phones when using Lync 2013 with CAC.
5.1.1	July 2014	Added full support of Lync contact card. Added support to forward the delegated call to the boss 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, quick search support for the BroadSoft UC-One local contacts.
5.0.0	September 2013	Added support to Lync Call Park feature, BToE and Address Book Services (ABS).

What's New in Release 5.2.0?

Polycom UC Software 5.2.0 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 5.2.0 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 5.2.0 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
- SoundStructure VoIP Interface

Polycom UC Software 5.2.0 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.
- Better Together over Ethernet 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 with added support for HTTP and HTTPS.
- Video calls are currently unavailable between Polycom phones and the Lync 2013 client.

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

New or Enhanced Features

VOIP-94647 Added support for signing into Lync using a web page.

VOIP-92769 Upgraded ICE stack for Lync.

VOIP-92727/92899 Added support for locking background images.

VOIP-92480 UI optimization on call input screen.

VOIP-92343/93014 Added support to addition control over subscription expiry timer.

VOIP-92279/90820 Added support for GENBAND Personal Address Book (PAB) and Global Address book (GAB).

- VOIP-90822** Added support for GENBAND E911.
- VOIP-90821** Added support for GENBAND MADN-SCA.
- VOIP-89193** Reduced sip.Id file size by nearly 23%.
- VOIP-78521** Added support for gatekeeper FQDN.
- VOIP-62378** Added support for a server independent intercom.

Resolved Issues

The following issues have been resolved for UC Software 5.2.0.

UC Software 5.2.0 Resolved Issues

<i>Category</i>	<i>Found in Release</i>	<i>Description</i>	<i>Issue No.</i>
UI/UX	5.1.1	Enabling DND on soft phone sets DND only for an associated line on the VVX phone.	VOIP-94905
Registration	5.0.1	The phone now successfully registers to the secondary server in a failover scenario and no longer reboots randomly.	VOIP-94564
Networking	4.1.6	In a metaswitch environment, transferring and ending a call before the other party answers the call no longer causes any issue.	VOIP-93214/94404
UI/UX	4.1.6	In a hunt group and BLF hybrid scenario, UI responsiveness on the phone has been improved.	VOIP-94700
Networking	5.1.0	The phone now sends the "locationRequired set to no" query when the LocationRequired is set to "NO".	VOIP-94396
Lync	5.1.1	In the Lync environment, the phone now works fine and no longer causes any reboot when the Infoblox DHCP server is configured and selected with Option 43.	VOIP-94334
Web Kit	4.1.6	The HTML page on the phone's browser now behaves correctly when PolySoftKey.setSoftkeyLabel is enabled.	VOIP-94292
Genband	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-94062
UI/UX	4.1.0	In the Web Configuration Utility, the string "Expansion" in Expansion Module is now displayed correctly.	VOIP-94047

<i>Category</i>	<i>Found in Release</i>	<i>Description</i>	<i>Issue No.</i>
Networking	5.2.0	The phone now sends the DNS query for <IP address> with the given port value when the transport is UDP.	VOIP-93999
Networking	5.0.3	VVX 500 phones are now able to retrieve the 911 location information from the Lync 2013 server using Chassis and Port ID TLV values from LLDP.	VOIP-93996/93250
Security	4.1.7	Fatal certificate errors when provisioning via HTTPS and using UCS 4.1.7 GA are now resolved.	VOIP-93923
UI/UX	4.1.6	Corrected the French “Vendredi Dernier” string on the phone’s interface.	VOIP-93916
Networking	5.0.1	The phone now successfully pings an IP address with leading zeroes without any issue.	VOIP-93148/ 93148
Directories	5.0.2	The phone is now able to input ASCII characters when you press the Star (*) or Pound (#) key when searching for contacts in the Contact Directory.	VOIP-93166 / 93745
Directories	4.1.6	The phone now searches for LDAP over SSL using FQDN and no longer uses IP address.	VOIP-93734/93733
Lync	5.0.2	The phone now accepts the non-Microsoft DHCP server provisioned Option 43 and is able to sign into the phone using PIN Authentication.	VOIP-93026/93732
UI/UX	4.0.3	The phone no longer displays warning symbols on random authentication when configured with 802.1X intermittent.	VOIP-93720 / 93719
Networking	4.0.4	The phone no longer sends subscribe messages to the server after the first reboot when the feature is disabled.	VOIP-93716/93717
UI/UX	4.0.3	In a shared call scenario, the phone now receives the incoming call on the next available line when the calls per line key is set to 1 and the number of line appearances are 4.	VOIP-93714/89914
Networking	4.0.5	The phone no longer sends any reinvites after 200OK for BYE.	VOIP-92963/93710
Basic	4.0.4	The phone now successfully registers the second line when the user logs in into the user profile and attempt to register the second line.	VOIP-93708/90766
Networking	4.0.5	XML notifications on the phone no longer cause RTP cutoff for a considerable period.	VOIP-93689/93691

<i>Category</i>	<i>Found in Release</i>	<i>Description</i>	<i>Issue No.</i>
UI/UX	4.0.5	In a Hoteling scenario, the hotel guest is now removed from the phone's interface after hanging up the call when the hotel host is disabled on the server during an active call.	VOIP-93680/93681
UI/UX	5.1.0	The phone now loads background Images (~4sec) on Expansion Modules from the specified URL on the phone's web interface without any issue.	VOIP-93140/93648
Networking	4.1.6	The phone now sends only six Get/Put requests to the server after receiving the 302 redirect message.	VOIP-93612/ VOIP-93611/93613/93614
UI/UX	5.0.2	The phone no longer displays the Conference soft key when call.localConferenceEnabled is set to 0 (applies to all VVX phones except for the VVX 1500). The phone displays a Conference soft key, and the message "Service Unavailable" displays on the status bar when pressed (applies to VVX1500).	VOIP-92805/93572
Lync	5.1.1	In a Lync environment, the phone displays the contact card without any issue when the Lync client is connected remotely.	VOIP-93432
UI/UX	4.0.5	In a SCA scenario, the caller now hears a fast busy tone when the phone gets the 503 response to the invite.	VOIP-93039/ VOIP-93259/93260
UI/UX	4.1.5	The phone now displays all accents correctly without any issue on extension labels.	VOIP-93217/93216
Network	4.0.5	In a call center scenario, the RTP packets will no longer get delayed during the XML notifications distribute the calls as per the state of the agent phone.	VOIP-92894/92737
Security	5.1.0	Device authentication is now optimized while switching between the keypad and onscreen keyboard	VOIP-93089
Audio	4.1.6	When the default state for handset is set either to ON or OFF, the audio quality doesn't fall off on VVX phones when G.729 audio codec is used.	VOIP-93066
UI/UX	4.1.6	The phone's web interface no longer displays VLAN filtering option.	VOIP-93451/93048/93047
Networking	4.1.6	The phone browser no longer deletes or removes the configured URL.	VOIP-93043/93044

<i>Category</i>	<i>Found in Release</i>	<i>Description</i>	<i>Issue No.</i>
User Interface	5.1.1	Calling a Lync client that has simultaneous ringing set to an external number now gets audio on both ends without any issue.	VOIP-92961/92984
Lync	5.0.1	In a Lync 2013 customer environment, the phone's stability has been improved in heavy network load situations when the phone receives a large number of broadcast messages.	VOIP-92942/92882/92884/92877/92854/92853/92852/92850
Software	5.0.1	The boot log for VVX phones now displays the application software version.	VOIP-92402/92938
Network	4.0.6	In a CMA directory, the phone is now able to dial IP addresses (applies to VVX1500).	VOIP-92931
User Interface	4.1.6	The phone now records the call history without any issue after using it for longer periods.	VOIP-92889/92892
User Interface	4.1.6	In a BLF scenario, the phone now displays all the statically or dynamically configured BLF lines (~50) when the expansion module is connected to it and no longer causes any issue.	VOIP-92888/92177/92891
Networking	5.0.2	The soft keys on the phone now respond properly without any issue during heavy network load scenarios.	VOIP-92879/92880
Lync	5.0.2	The phone now works with the Lync dialplan [^n] value that excludes matches to the number n.	VOIP-92826
BLF	4.1.6	In a BLF Scenario, Auto answering for the monitored users during paging is now working fine	VOIP-92800
Configuration	4.1.6	Device parameters are not overridden in the <MAC>-web.cfg file when importing a configuration using the Web Configuration Utility.	VOIP-92772
UI/UX	5.1.0	The phone now displays the date in the top left corner for all languages.	VOIP-92649/92648
Networking	5.0.2	The phone no longer displays any unknown sub option when DHCP option 43 is set on the phone.	VOIP-92613
UI/UX	5.1.2	The call history screen on the phone now displays the configured 24 hours' time format for all languages.	VOIP-92627/92577
UI/UX	5.0.1	The phone now exhibits the actions of the configured EFK soft key and no longer exhibits the functionality of the default soft key.	VOIP-92530/92526/92390
Device	5.0.1	The phone now powers up using PoE by using the two pair cabling that's used for Gigabit Ethernet.	VOIP-92339/91905/92339

<i>Category</i>	<i>Found in Release</i>	<i>Description</i>	<i>Issue No.</i>
Security	5.1.0	The phone now sends IGMP leave message when Group Paging is disabled.	VOIP-92088
UI/UX	5.0.1	In a BToE scenario, the phone now displays the correct caller ID of the user who initiated the conference call and updates the caller ID to Conference.	VOIP-91885
UI/UX	4.1.6	The phone now display the outgoing call when custom "Redial" soft key is used.	VOIP-91733
Network	4.1.5	In a GENBAND environment, the phone now honors RFC 3264 and no longer drops the deleted streams from the SDP (Session Description Protocol) on a re-invite.	VOIP-93429/91112
Lync	5.0.1	In a Lync environment, a call from a VVX phone to a SNOM phone no longer causes the user interface to be unresponsive.	VOIP-90567
Genband	4.1.4	In a GENBAND scenario, the new parameter net.lldp.extendedDiscovery is introduced for extended LLDP discovery.	VOIP-90103
UI/UX	4.0.0	"Action already exists for " Soft Key." is changed to "Action already exists for call park" Soft Key" when user tries to add the soft key that is already active on the phone.	VOIP-71781
UI/UX	5.1.0	The phone is now displaying a "Limited Functionality" message when it receives an unavailable "user-service-state".	VOIP-92722
UI/UX	5.1.0	The media statistics page on the phone no longer shows video codes under Audio section	VOIP-92307
Networking	5.1.0	In a dual line registrations scenario, the phone now initiates a call with the correct protocol registration when you try to dial from the call list by pressing the line keys.	VOIP-92403
UI/UX	5.1.0	In an Arabic Language configuration, the caller information on the incoming call screen is now displayed correctly when the first and last name of the callee is stored with a lengthy string and combination of English and Arabic.	VOIP-92453
UI/UX	5.1.0	The phone displays the same dialer screen when you try to dial using the call back macro from the speed dial index.	VOIP-92458

<i>Category</i>	<i>Found in Release</i>	<i>Description</i>	<i>Issue No.</i>
UI/UX	5.1.0	When the user goes off hook using any method, the dialer screen displays the “Enter Number” string with the relevant field.	VOIP-92651
UI/UX	5.1.0	The LED indicators on the phone and expansion modules remain idle when registered lines are removed using the Web Configuration Utility.	VOIP-92680
UI/UX	5.1.1, 4.0.7	When using Internet Explorer to access the Web Configuration Utility, the configured soft keys will display in the active soft key list.	VOIP-94876
Audio	5.1.1	Lync calls will not lose audio when attempting to leave a voicemail.	VOIP-94838/94295
UI/UX	5.1.0	Phone performance and responsiveness is improved when you try to make a new call when attendant user receives an incoming hunt group call.	VOIP-94835
UI/UX	5.0.2F	The phone no longer crash when updating the delegate and boss roles for Shared Line Appearance.	VOIP-94831
Configuration	5.1.1B	Changes to the phones up.screenCapture.enabled parameter does not require a reboot for the menu option Capture Screen to display.	VOIP-94827
Networking	5.0.2	The phone now registers to the Exchange calendar when configured correctly.	VOIP-94794
UI/UX	5.0.2F, 5.1.0	Arrow keys work correctly in the Missed Call list screen.	VOIP-94789
Configuration	5.1.0, 5.1.1B	Contacts backup works correctly as described in the Web Configuration Utility help.	VOIP-94781
UI/UX	5.0.2E	The phone no longer crashes in a Shared Line Appearance scenario under heavy loads.	VOIP-94774
UI/UX	5.1.1B	Establishing a 3-way conference after being initially called by an Avaya IP Phone from Sonus 5k Gateway works correctly.	VOIP-94755
UI/UX	5.1.1B	Performance is improved to eliminate delay on UI while logging onto the phone.	VOIP-94754/93304
UI/UX	5.0.1, 4.1.6	LED indicators flash correctly when the phone goes into power saving mode.	VOIP-94680
Networking	4.1.6	The TCP connection is not dropped when the server sends TCP keep alive messages and the phone acknowledges the messages.	VOIP-94678

<i>Category</i>	<i>Found in Release</i>	<i>Description</i>	<i>Issue No.</i>
UI/UX	5.1.0	When entering passwords through the Web Configuration Utility, it is now possible to use special characters like ">(){}[]< >"	VOIP-94666
Security	5.0.2F	The phone no longer crashes when using the web ticket for authentication.	VOIP-94632
UI/UX	5.2.0, 5.1.1B	Spelling mistakes in log files are corrected.	VOIP-94629
UI/UX	5.1.1B, 4.1.6	A three second delay in seizing lines in BLA configurations has been removed.	VOIP-94544
Networking	5.1.1B, 4.1.6l	Records added to the DNS cache are still available after TTL expires.	VOIP-94480/93674
BLF	4.0.6	Improvements made to BLF processing to prevent crashes.	VOIP-94395
Lync	4.1.1	The phone now appends a + sign to E911 calls when using server side normalization.	VOIP-94332
Lync	5.0.2E	The phone now reboots when joining or establishing a Lync centralized conference.	VOIP-94168/94140
Networking	5.0.2	RTP routing is correct for calls between VVX phones on different internal subnets when an edge server is in the network.	VOIP-94072
Networking	5.1.1, 4.1.6, 4.0.4	The phone no longer sends keep alive messages to servers that failed once after they have correctly failed-over to the new server.	VOIP-93918
UI/UX	4.1.6	French verbiage and abbreviations have been corrected.	VOIP-93915
SIP	5.1.1, 5.1.0, 4.1.5	VVX phones now send a CANCEL when the call times out locally.	VOIP-93882
Networking	5.0.1P	Pings to IP addresses that have leading zeroes works correctly.	VOIP-93748
Networking	5.0.2	The time for a TLS failover to complete has been significantly reduced to just a few seconds.	VOIP-93746
UI/UX	4.0.5	Four-way conference calls indicated on correct line keys between SCA 1 and SCA 2.	VOIP-93712
Audio	5.1.1, 4.1.6	Corrected documentation regarding availability of G722.1C in video and audio calls.	VOIP-93599

<i>Category</i>	<i>Found in Release</i>	<i>Description</i>	<i>Issue No.</i>
Configuration	5.1.0, 4.1.6	The phone no longer reboot repeatedly after changing parameters when logged in to the phone and initiating a reboot to pick up the new parameter values.	VOIP-93186
UI/UX	5.0.2, 4.1.6, 4.0.5	XML notification speed has been increased.	VOIP-93185
Lync	5.0.1T	Intermittent crashes no longer occur when the phone is idle or in a call state in Lync configurations.	VOIP-92943
Audio	4.1.6	Audio cut-out is no longer heard when the phone is in speakerphone mode.	VOIP-92890
Networking	5.0.2	The phone no longer reboots as a result of mal-configured Option 43 setting.	VOIP-92866
Audio	5.0.1	Calls between VVX and CX600 phones no longer exhibit intermittent one way audio on the VVX receiving side.	VOIP-92650
UI/UX	5.0.2, 5.0.2C	Display names are no longer truncated on the phone.	VOIP-92609
UI/UX	5.1.0, 5.0.2C	The SignIn soft key now displays immediately after you signed out of a phone.	VOIP-92434
UI/UX	5.1.1	Repeated pair and unpair messages are no longer sent to remote BToE users.	VOIP-90080
UI/UX	4.1.2B	Delays in voice path seen in Lync configurations has been removed.	VOIP-84917
UI/UX	4.0.4	Corrected documentation regarding use of ringer13 and ringer14 compared to other configurable ringers.	VOIP-84457

Configuration File Enhancements

Refer to the following table for a list of all enhancements made to the UC Software 5.2.0 configuration file parameters.

UC Software 5.2.0 Parameter Enhancements

<i>Parameter</i>	<i>Permitted Value</i>	<i>Default</i>	<i>Description</i>
volpProt.server.x.subscribe.expires	10 to 2147483647	3600	The phone's requested subscription period in seconds. Note: The period negotiated with the server may be different. The phone will attempt to re-subscribe at the beginning of the overlap period. For example, if expiration is 300 seconds and overlap is 5 seconds, the phone will re-subscribe after 295 seconds (300–5).
volpProt.server.x.subscribe.expires.overlap	5 to 65525	60 sec	The number of seconds before the expiration time is returned by server x at which the phone should try to re-subscribe. The phone will try to re-subscribe at half the expiration time returned by the server if the server value is less than the configured overlap value.
reg.x.server.y.subscribe.expires	5 to 65535	3600	The phone's requested subscription period in seconds. Note: The period negotiated with the server may be different. The phone will attempt to re-subscribe at the beginning of the overlap period. For example, if expiration is 300 and overlap is 5, the phone will re-subscribe after 295 seconds (300–5).
reg.x.server.y.subscribe.expires.overlap	5 to 65535	60	The number of seconds before the expiration time is returned by server x at which the phone should try to re-subscribe. The phone will try to re-subscribe at half the expiration time returned by the server if the server value is less than the configured overlap value.
feature.CorporateDirectory.alt.enabled	0 or 1	0	Set the default value to "1", to enable Global Address book feature.

<i>Parameter</i>	<i>Permitted Value</i>	<i>Default</i>	<i>Description</i>
dir.local.serverFeatureControl.method	Enumeration of None, GENBANDSOPI,	None	This parameter captures the method used for server synchronization of the contact directory. When set to a value other than 'None' then the phone's local directory database state is under the control of the server.
feature.intercom.enable	0 or 1	0	Enables the Intercom feature.
homescreen.intercom.enable	0 or 1	0	Displays the Intercom icon on the Home screen.
softkey.feature.intercom	0 or 1	1	Enables the Intercom soft key.
volpProt.SIP.intercom.alertInfo	String	Intercom	String sent in the Alert-Info header for the sender's phone.
volpProt.SIP.alertInfo.1.value	String	Null	A string to match the Alert Info header in the incoming INVITE on the receiver's phone.
volpProt.SIP.alertInfo.1.class	default, visual, answerMute, autoAnswer, ringAnswerMute, ringAutoAnswer, internal, external, emergency, precedence, splash	Null	Behavior of the receiver's phone when the phone receives the intercom call.
feature.genband.E911.enabled	0 or 1	0	Set the value to "1" to enable the E911 feature.
genband.E911.location.description	String up to 256 characters "though platform specific display size limitations apply".	Other	Describes the current location of the phone. Example: 101 Cubicle
genband.E911.location.locationID	1 to 256	0	Describes the location identification(ID) number based on location description. Example: 157526.
genband.E911.registration.line	0 to 100	1	The user registration line on which the E911 feature is desired to be configured.
net.lldp.extendedDiscovery	0-3600	0	For extended LLDP discovery

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 5.2.0

<i>Category</i>	<i>Issue No.</i>	<i>Release</i>	<i>Description</i>	<i>Workaround</i>
Functionality	VOIP- 94580		A user who is already a participant of the conference call, when invited to the same conference using a sip URL, the call gets disconnected and he receives a new conference call invite.	No workaround is currently available.
Functionality	VOIP-94920	UCS 5.2.0	To a remote presenter messages are not displayed on SoundStructure Studio console when performing a mute and unmute on SoundStructure VoIP Interface.	No workaround is currently available.
Networking	VOIP-95101	UCS 5.2.0	In an ININ Boss-Admin environment, a phone reboot is observed occasionally (1 out of 8 times) when trying to call the boss's phone multiple times in quick succession.	No workaround is currently available.
Lync	VOIP-94899	UCS 5.2.0	When base profiles set to Lync and the Web Configuration Utility enabled, Lync Sign-In page is still available under Settings >Lines>Authentication.	No workaround is currently available Click Utilities > Lync Sign In .
Lync	VOIP-94968	UCS 5.2.0	In a Lync environment, when the phone's mute button is pressed quickly after a call is received from Lync Meet Now invitation, the mute state does not display on the PC Meet Now interface.	No workaround is currently available.

<i>Category</i>	<i>Issue No.</i>	<i>Release</i>	<i>Description</i>	<i>Workaround</i>
Lync	VOIP-94921	UCS 5.2.0	In a Lync environment, when a SoundStructure VoIP Interface card is muted and unmuted through the PC in a Meet Now Lync interface a static playback sound is heard.	No workaround is currently available.
UI/UX	VOIP-94901	UCS 5.2.0	Unreadable text is displayed on the Web Configuration Utility when the option "System Log" is selected.	No workaround is currently available.
Networking	VOIP-94488	UCS 5.2.0	The phone network starts before the phone displays "Application started", message due to which the early dialogue is missing (applies to VVX 1500).	No workaround is currently available.
UI/UX	VOIP-94429/93755	UCS 5.2.0	The phone displays blocked contacts presence status after the phone reboots if the contact is present in the favorites.	No workaround is currently available.
Lync	VOIP-94402	UCS 5.2.0	The phone loses synchronization with the server if multiple contacts are removed from the communicator simultaneously.	Do not delete multiple contacts at one time in the Lync client..
UI/UX	VOIP-94352	UCS 5.2.0	The phone list of the total number of calls (widget on the top right) disappears occasionally on scrolling down the calls on the Phone Interface	No workaround is currently available.
Conference	VOIP-94349	UCS 5.2.0	In a Lync environment, in the escalated conference scenario the phone displays the caller ID of the user who initiated the conference call instead of conference string.	No workaround is currently available.
Conference	VOIP-94299	UCS 5.2.0	In a conference scenario, the phone UI icon on the top left displays incorrect call number upon receiving and disconnecting an incoming call at the "Transfer To" screen.	No workaround is currently available.
UI/UX	VOIP-94191	UCS 5.2.0	Truncation of line labels in Arabic is happening towards the left side instead of right side.	No workaround is currently available. Note: This only impacts the phone in Arabic.

<i>Category</i>	<i>Issue No.</i>	<i>Release</i>	<i>Description</i>	<i>Workaround</i>
Lync	VOIP-94171	UCS 5.2.0	The phone doesn't have an option to set the presence status to "Off Work" from its UI while the same can be done from the Lync 2013 client.	Set "Off Work" status via Lync client.
Functionality	VOIP-94118	UCS 5.2.0	In a Lync boss- admin scenario observed that the incoming call ringtone on the boss phone is chopped when there are maximum number of calls are there on the admin phone.	No workaround is currently available.
UI/UX	VOIP-93944	UCS 5.2.0	The phone UI response is slow when the log level is not set to default level for all the modules.	Keep the log levels at standard except when necessary.
Lync	VOIP-93884	UCS 5.2.0	In the Lync ABS directory, contacts presence status is not persistence if the presence of the contact has been changed during the time of search.	No workaround is currently available.
Lync	VOIP-93775		In Lync environment, the paired phone may reboot when the privacy relationship of all the blocked contacts are changed to Blocked and added 200 contacts to the Lync client at the same time.	Keep fewer than 200 contacts.
Functionality	VOIP-93600	UCS 5.2.0	The audio playback file plays on the speaker when the user transferred from speaker to handset during the audio playback and selected the next file is played	No workaround is currently available.
Functionality	VOIP-93445	UCS 5.2.0	While uploading the core file to boot server, the CPU stays at 99-100% for more than a minute.	No workaround is currently available.
BToE	VOIP-93272	UCS 5.2.0	In a BToE scenario, the phone is displaying a "BToE unpaired" pop-up instead of "Successfully Un-paired" pop up after PC port link is unplugged.	No workaround is currently available.
Lync	VOIP-92807	UCS 5.2.0	In a Lync environment, Crackling audio is heard during the first two seconds of the call on VVX/IP331 phones through external Lync SIP trunk.	No workaround is currently available.

<i>Category</i>	<i>Issue No.</i>	<i>Release</i>	<i>Description</i>	<i>Workaround</i>
Audio	VOIP-92271	UCS 5.2.0	A dial tone mixed with page audio is played from the handset and chassis until the dial tone gets expired when a user switches the terminations when the page is in progress.	No workaround is currently available.
UI/UX	VOIP-92019	UCS 5.2.0	The Web Configuration Utility doesn't clear the PIN Authentication fields of a user's credentials, after registering the phone with another user in SSI mode and vice versa.	No workaround is currently available.
UI/UX	VOIP-84219	UCS 4.1.2	User's URL's are displayed in call history and call display on phone UI.	No workaround is currently available.

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

<i>Category</i>	<i>Issue No.</i>	<i>Release</i>	<i>Description</i>	<i>Workaround</i>
Functionality	VOIP-92163	UCS 5.1.0	Video-enabled phones are unable to blind transfer the barge-in enabled conference call (Broadsoft R20 server issue).	No workaround is currently available.
Functionality	VOIP-91781/91768/91634	UCS 5.1.0	Few 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.
Functionality	VOIP-91607	UCS 5.1.0	Centralized conference is failing some times when the recording mode is enabled on the phone (Broadsoft R20 server issue).	No workaround is currently available.
Functionality	VOIP-91560	UCS 5.1.0	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.

<i>Category</i>	<i>Issue No.</i>	<i>Release</i>	<i>Description</i>	<i>Workaround</i>
Functionality	VOIP-91465	UCS 5.1.0	In a shred call scenario, audio is dropped when the multiple video enabled destinations barge-into a call (Broadsoft R20 server issue).	No workaround is currently available.
UI/UX	VOIP-91441	UCS 5.1.0	The phone is displaying a misleading “Call recording Stopped” message on its display when the user starts call recording if the simultaneous ring feature is enabled and the phone is configured in “on demand” mode. (Broadsoft R20 server issue)	No workaround is currently available.
Functionality	VOIP-91440	UCS 5.1.0	The phone fails to record PSTN/GSM calls as the server is sending record: off attribute instead of record: on attribute (BroadSoft R20 server issue).	No workaround is currently available.
Functionality	VOIP-91393	UCS 5.1.0	Call is getting recorded only on a single phone if "Start" recording is pressed on two phones at the same time (Broadsoft R20 server issue).	No workaround is currently available.
Functionality	VOIP-91287	UCS 5.1.0	Recording is resumed automatically when a phone transfers the call to the 3rd party (Broadsoft R20 server issue).	No workaround is currently available.
Functionality	VOIP-91286	UCS 5.1.0	The phone is failing to start call recording on a held call and it is configured in “on demand” mode (Broadsoft R20 server issue).	No workaround is currently available.
Functionality	VOIP-91274	UCS 5.1.0	The end to end video transmission is pausing when the user starts or stops the call recording and the phone is configured in “on demand” mode (BroadSoft R20 server issue).	No workaround is currently available.
Functionality	VOIP-90875	UCS 4.0.5	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.

<i>Category</i>	<i>Issue No.</i>	<i>Release</i>	<i>Description</i>	<i>Workaround</i>
Lync	VOIP-90516	UCS 5.0.1	In the Lync Boss-Admin scenario, phones are failing to connect to the call when the administrators 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	UCS 5.0.1	In the Lync Boss-Admin scenario, administrators are unable to pick up the held boss call simultaneously at the same time (Lync Server issue).	No workaround is currently available.
Lync	VOIP-90700	UCS 5.0.1	In the Lync Boss-Admin scenario, boss is not showing up on the remote call notification when the administrator has maximum on behalf of calls on hold (Lync Server issue).	No workaround is currently available.
Lync	VOIP-91972	UCS 5.0.2	In a Lync Boss-Admin scenario, Boss-Admin indications are not working after failover/failback (Lync Server issue).	No workaround is currently available.
Lync	VOIP-91925	UCS 5.1.0	In a Lync Boss-Admin scenario, there is no remote active notification on Boss or Admin when the phone is registered with secondary server in case of outage (Lync Server issue).	No workaround is currently available.
Lync	VOIP-91926	UCS 5.1.1	The phone is getting unregistered during a data center outage while administrator is on a federation call (Lync Server issue).	No workaround is currently available.
Lync	VOIP-92034	UCS 5.0.1	In case of a data center outage the Boss is unable to pick up on behalf of call made by the Administrator (Lync Server issue).	No workaround is currently available.

Known Issues and Suggested Workarounds for Previous UC Software

<i>Category</i>	<i>Issue No</i>	<i>Release</i>	<i>Description</i>	<i>Workaround</i>
Networking	VOIP-26615		Subnet mask forces all packets through gateway when not using DHCP and when using the wrong subnet mask for the network class in use. For example, using 192.168.X.X addresses with a 255.255.0.0 subnet mask. This issue exists in SIP 1.4.x.	Use the correct subnet mask.
Functionality	VOIP-26920		Centralized conference fails due to a RTP port opening too slowly in some cases.	No workaround is currently available.
Functionality	VOIP-30086		Boot servers running explicit FTPS are not supported.	Use implicit FTPS or HTTPS.
Functionality	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.
Functionality	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.
Functionality	VOIP-37175		If configuration files are used to set the SNTP server address, date validity checking on CA certificates are ignored for https provisioning.	Set the SNTP server address through the phone UI or use DHCP to inform the phone of the SNTP server address.
UI/UX	VOIP-37273		If the custom idle display and idle browser features are both enabled the phone UI displays incorrectly.	Do not set <code>ind.idleDisplay.enabled=1</code> and enable the Idle Browser at the same time.
UI/UX	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 <code>ind.idleDisplay.enabled=0</code> .

<i>Category</i>	<i>Issue No</i>	<i>Release</i>	<i>Description</i>	<i>Workaround</i>
Corporate Directory	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.
Functionality	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.
Functionality	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.
Functionality	VOIP-46997		Camera brightness adjustment does not work between levels 3 to 6 on the VVX 1500.	No workaround is currently available.
Configuration	VOIP-48905		The jitter parameter is not correctly computed on the SoundStation IP 6000/7000 as per RFC3550.	No workaround is currently available.
Software	VOIP-52141		During software upgrades to daisy-chained SoundStation IP 7000 phones, the upgrades sometimes stop.	Press any key on the phone to continue the upgrade.
Networking	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.	Use a different codec or use another version of Eyebeam client.
Networking	VOIP-53514		H.264 calls to an HDX 9002 system using an MGC 50 Gateway that uses a H.320 connection results in lip sync issues (applies to VVX 1500).	Set the call for transcoding on the MGC.
Functionality	VOIP-54027		The receiving phone does not re-invite with a new key at the half-life of the key life-time.	Ensure that both ends use the same key life time so that the sending phone initiates a key re-negotiation.
Functionality	VOIP-54028	SIP 3.2.2	Key changes do not function correctly when multiple crypto suites are enabled.	Configure a single crypto suite on the phone.
Functionality	VOIP-54321	SIP 3.2.2	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.

<i>Category</i>	<i>Issue No</i>	<i>Release</i>	<i>Description</i>	<i>Workaround</i>
Functionality	VOIP-54799	SIP 3.2.2	The VVX 1500 transmits H.264 QCIF video to Tandberg MXP's in H.323 calls.	Set the video bit rate on the VVX 1500 to 512 Kbps to avoid the issue.
Networking	VOIP-54976	SIP 3.2.2	H.264 calls to a Tandberg Edge95 MXP device using a Tandberg Gateway using encrypted media (offered but not required) results in distorted audio and no video on the VVX 1500.	Configure system for encryption required.
Networking	VOIP-54977	SIP 3.2.2	H.264 calls to a Tandberg Edge95 MXP device using a Tandberg Gateway result in lip sync issues on the VVX 1500.	No workaround is currently available.
UI/UX	VOIP-59812	SIP 3.3.0	Blind transfer to a URL is not successful on the SoundStation IP 7000. Eventually, the URL soft key becomes unavailable.	No workaround is currently available.
Configuration	VOIP-61091	SIP 3.3.0	The configuration parameter <code>tcpIpApp.port.rtp.forceSend=1024</code> 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.
UI/UX	VOIP-62387	SIP 3.3.1	Adding a new line registration to a phone with BLF causes the notifications (ringing) for the BLF line to display on the previous line. Introduced in UC Software 3.3.1	Reset the phone.
Networking	VOIP-62482		Server certificate Serial Number is checked against the host name if the outbound proxy is configured.	No workaround is currently available.
Functionality	VOIP-63123	SIP 3.3.1	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.
Networking	VOIP-63527	SIP 3.3.1	The phone sends out INVITE and CANCEL messages if no provisional response is received.	No workaround is currently available.
Functionality	VOIP-63609		You cannot answer a call using the speaker soft key when DND is enabled and <code>call.rejectBusyOnDnd</code> is set to zero (applies to SpectraLink 84xx).	No workaround is currently available.
Functionality	VOIP-66251		British Telecom Caller ID type is not correctly supported (applies to SoundStation Duo).	No workaround is currently available.

<i>Category</i>	<i>Issue No</i>	<i>Release</i>	<i>Description</i>	<i>Workaround</i>
Functionality	VOIP-68815	UCS 4.0.0	The phone does not send a CallState=CallConference notification when a conference is established (applies to all SoundPoint IP and SpectraLink 84xx).	No workaround is currently available.
Functionality	VOIP-69502	UCS 3.3.1	The confirm Click-to-dial text does not appear on the SoundPoint IP 331 phone when SNTP fails.	Configure SNTP.
Functionality	VOIP-69552	UCS 3.3.1	The music on hold (MOH) call dialog does not get terminated when there is an update from the MOH server.	End the call to restore normal state.
Functionality	VOIP-69735	UCS 4.4.0	When the phone is registered with a H.323 line, DTMF digits are not sent in the Tel URI call with Ext and Postd options (applies to VVX 500, 1500).	No workaround is currently available.
Functionality	VOIP-69898	UCS 4.4.0	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.
Polycom Desktop Connector	VOIP-70480	UCS 4.1.0	When the phone uses the Polycom Desktop Connector, the keyboard arrow keys do not support active and inactive call navigation (applies to VVX 500).	No workaround is currently available.
Configuration	VOIP-70728	UCS 4.0.2	Software Upgrade does not work if <partnumber>.xml file is not specified as a part of upgrade.custom.server.url configuration value.	Ensure the part-number.xml file is part of the upgrade.custom.serverurl configuration value.
UI/UX	VOIP-71386	UCS 4.1.0	Soft key URIs does not function when the phone is in the Enter Number screen (applies to VVX 1500).	No workaround is currently available.
Functionality	VOIP-71800		Users cannot change the user password in the Web Configuration Utility.	Change the user password on the phone.
Functionality	VOIP-72082	UCS 4.0.0	The phones do not detect a server certificate status change from REVOKED to GOOD until the phone is rebooted (applies to SoundPoint IP 321, 331, 450, 550, 560, 650, and 670, and SoundStation IP 5000).	No workaround is currently available.
Functionality	VOIP-72211		An explicitly trusted Intermediate CA fails TLS verification when it is the issuer of a server certificate.	No workaround is currently available.

<i>Category</i>	<i>Issue No</i>	<i>Release</i>	<i>Description</i>	<i>Workaround</i>
Networking	VOIP-72242		The phone cannot connect to a radius server when configured with EAP method as PEAP and inner authentication as GTC (applies to VVX 500).	Use Cisco ACS server 5.1 or higher.
Functionality	VOIP-72299	UCS 3.3.1.	When the SoundPoint IP 450, 560, and 650 phones are registered with BLA lines, they continue to display remote hold appearances even after the remote BLA resumes the call.	No workaround is currently available.
Functionality	VOIP-72387	UCS 3.3.2.	After pressing the Transfer soft key, the remote BLA line does not show remote hold status when call.shared.exposeAutoHolds is set to 1.	No workaround is currently available.
Functionality	VOIP-72601	UCS 3.3.2.	The SoundPoint IP 33x phones fail to dial authorized call when in the phone locked state.	No workaround is currently available.
Functionality	VOIP-72677	UCS 3.3.2.	When a NOTIFY message with a higher version is sent, the phone re-subscribes to the server and gets a NOTIFY with the correct version, but fails to update the dialog with the state (applies to SoundPoint IP 450/560/650).	No workaround is currently available.
Configuration	VOIP-72898	UCS 4.0.0	Hard key external URL mapping requires EFK enabled on the SoundPoint IP 650.	Enable EFK using configuration files.
Functionality	VOIP-73015	UCS 4.0.0	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.
Hardware	VOIP-74120		Plantronics Audio 646 DSP USB headset volume control does not work (applies to VVX 500).	Adjust the volume using the volume keys on the phone.
UI/UX	VOIP-74533	SIP 3.2.5	A phone configured with a Synergy call server displays the incorrect caller ID on the UI for an incoming call (applies to VVX 1500).	No workaround is currently available.
Video	VOIP-74650	UCS 4.0.1	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.
Functionality	VOIP-74763	UCS 4.0.1	The MKC5 key to upload logs does not work (applies to SoundStation Duo).	No workaround is currently available.

<i>Category</i>	<i>Issue No</i>	<i>Release</i>	<i>Description</i>	<i>Workaround</i>
Functionality	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.
Functionality	VOIP-74958	UCS 4.0.5	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.
Functionality	VOIP-75157	UCS 3.3.2.	A phone configured with a Synergy call server displays the incorrect soft keys after a “Conference service unavailable” error is shown in UC Software 3.3.3.	No workaround is currently available.
Configuration	VOIP-75195	UCS 4.0.1.	Hold/Transfer/Conference does not display when the parameter <code>softkey.feature.basicCallManagement.redundant = 0</code> (applies to SoundStation Duo).	No workaround is currently available.
UI/UX	VOIP-75229	SIP 3.2.7	A phone configured with a Synergy call server displays the local conference UI when establishing a centralized conference using the Join soft key.	No workaround is currently available.
Functionality	VOIP-75427	UCS 4.0.1	The Unified Call Appearance List (UCAL) filtered view times out to the default UCAL view when a user scrolls the filtered list and does not change the focus (applies to VVX 500).	No workaround is currently available.
Lync	VOIP-75591		In the Lync environment, when the user logs out, the phone does not logout all the user login credential-dependent applications.	No workaround is currently available.
Functionality	VOIP-75661		The multi-key combination shortcuts for uploading logs and rebooting the phone sometimes do not work (applies to VVX 500).	No workaround is currently available.
Functionality	VOIP-75671	UCS 4.0.1	When parking a call from the Favorites menu, the call park input dialog (where users enter a park extension) disappears (applies to VVX 500).	No workaround is currently available.
UI/UX	VOIP-75759	UCS 4.0.1	Numeric data entered using the dial pad on the phone browser cannot be deleted on the dial pad.	Use the virtual keyboard.

<i>Category</i>	<i>Issue No</i>	<i>Release</i>	<i>Description</i>	<i>Workaround</i>
Lync	VOIP-75778		Using Microsoft Lync, if a user dials an invalid extension, the entry is sometimes not logged in the Placed Calls call list.	No workaround is currently available.
UI/UX	VOIP-75869	UCS 4.0.1	Changing the local contact directory search option from first name to last name and vice versa causes the Restart and Save soft keys to disappear on the phone.	Exit and re-enter the directory.
Functionality	VOIP-75898	UCS 4.0.1	Pressing the App hard key on the phone and trying to dial the highlighted/focused SIP/Tel URI does not work with the microbrowser (applies to VVX 1500 and VVX 500).	No workaround is currently available.
UI/UX	VOIP-76522	UCS 4.0.2	In the hoteling call center feature, the phone does not display the status of the call center when a special character is in the call center name.	The call center administrator can set the call center name.
Functionality	VOIP-76655		Using a star (*) in the dial string on the SoundStation IP 7000 causes the phone to send the star as a dot (.) to HDX systems.	Use two stars (**).
UI/UX	VOIP-76753	UCS 4.0.1	Removing a BLF line from the server causes the speed dial icon to disappear.	Restart or reboot the phone.
Functionality	VOIP-76881		On a shared call, the reorder tone is not played to the user when a Resume attempt fails.	No workaround is currently available.
Functionality	VOIP-76977	UCS 4.0.1	Adding a new registration line changes the BLF-monitored lines label from first/last name to its extension number.	Reboot the phone.
Configuration	VOIP-77039	UCS 4.0.2	When PTT is enabled, sender name/ID, updated through the parameter reg.x.displayname, does not update during the PPT call.	No workaround is currently available.
Configuration	VOIP-77076		When the XT9 input mode is enabled, the phone displays unmatched UIMA-focused items in the first position during XT9 (PinYin) input.	No workaround is currently available.
Functionality	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.
UI/UX	VOIP-78232	UCS 4.0.2	During a remote conference pickup on a shared line, the phone does not display the call appearance and call indicator.	No workaround is currently available.

<i>Category</i>	<i>Issue No</i>	<i>Release</i>	<i>Description</i>	<i>Workaround</i>
Networking	VOIP-78340	UCS 4.0.0	Sending several MWI NOTIFY messages within a few seconds of each other might cause the phone to reset.	Avoid sending multiple MWI messages close together.
Functionality	VOIP-79634	UCS 4.0.4.	During paging, the receiving phone displays the MAC address of the sender instead of the caller ID.	Restart the phone.
UI?UX	VOIP-79735	UCS 4.1.0	Changing the language of the phone from German to any language other than English results in a display of diacritic letters (applies to VVX 500 and SoundPoint 331).	Change the language to English first.
Lync	VOIP-80212	UCS 4.1.0	In a Lync environment, when the corporate directory and parameter dir.corp.sortcontrol are enabled, the contact search does not fetch any contacts.	Set the parameter dir.corp.sortcontrol=0.
UI/UX	VOIP-80227	UCS 4.0.3	The phone does not display the saved name of the contact in the local contact directory.	Use the full URI while adding the contacts in the local contact directory.
Functionality	VOIP-81272	UCS 4.1.0	When the held call is transferred to a CX600 phone, the call is established as a one-way call on the far end.	Hold and resume the call on the CX600 to establish a two-way call.
Functionality	VOIP-81315	UCS 4.1.0	The call logs of the first user are available on the phone when a new user logs in without signing out the first user.	No workaround is currently available.
UI/UX	VOIP-81968	UCS 4.1.2	In a hoteling scenario, the phone displays a non-functional Sign-in soft key when a guest is associated using "search and add a Hoteling host number" for the first time.	Press any key to update the soft key correctly.
Configuration	VOIP-82030		When the Calendar is configured on the phone and the active directory credentials are changed by the user/admin, the phone fails to register to the Lync server.	Register the phone manually with the correct credentials.
Lync	VOIP-82043	UCS 4.1.0.	When a Lync profile is used along with the boot server, any changes performed to the MAC.cfg file using XML notepad and uploaded to the phone cause the phone to deregister. The xml notepad adds an extra space in the certificate which makes the certificate invalid and causes the phone to deregister.	Use VI editor or Edit Plus editor.

<i>Category</i>	<i>Issue No</i>	<i>Release</i>	<i>Description</i>	<i>Workaround</i>
Security	VOIP-82212	UCS 4.1.0	Immediately answering a call on a phone which is outside the enterprise (remote worker/federation scenario) when the UDP is blocked by a firewall, may result in a reboot (applies to SoundPoint IP 321/331).	No workaround is currently available.
Lync	VOIP-82302	UCS 4.1.0	In a CAC (Call Admission Control) scenario, when a call transfer fails from the phone to remote Lync client, the phone is unable to resume the call.	Perform a consultative transfer.
UI/UX	VOIP-82401	UCS 4.1.2	The call order widget disappears on the phone screen after scrolling through five of the maximum number of calls (24).	No workaround is currently available.
Functionality	VOIP-82873/82877	UCS 4.1.2	The phone fails to update its presence state when trying to dial the emergency call number 911.	No workaround is currently available.
Networking	VOIP-83101		In a federated environment, when the UDP traffic is blocked on the firewall, the phone might fail to connect the calls.	No workaround is currently available.
UI/UX	VOIP-83157		The phone does not display the protocol field for the local contacts.	No workaround is currently available.
UI/UX	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.
UI/UX	VOIP-83442		The call forward icon continues to display on the phone's scroll bar when the call forward configuration parameters are added and removed using an XML file.	Enable the call forward feature on the phone.
Functionality	VOIP-83782	UCS4.1.6	The phone stays in the active call state and does not move to the idle screen when the far end crashes or powers off during an active call.	Reboot or restart the phone.
Functionality	VOIP-83875		In a conference call scenario, the first phone connected to the conference does not transmit video when joined in a H.323 video conference call to a Cisco SX20 IMCU (applies to VVX 500 and VVX 600).	No workaround is currently available.
UI/UX	VOIP-83884	UCS 4.1.3	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.

<i>Category</i>	<i>Issue No</i>	<i>Release</i>	<i>Description</i>	<i>Workaround</i>
Functionality	VOIP-83888		In a conference call scenario, the first phone connected to the conference does not transmit video when joined in a H.323 conference call to an HDX 8006 system at a bit rate of 768 Kbps.	Use any other bit rate except 768 Kbps, for example, 384, 512, and 1024
UI/UX	VOIP-83887/83889	UCS 4.1.3	A VSX displays a blank or reduced image in a video call with a VVX when the phone transmits at a bit rate of 384 Kbps or 786 Kbps.	Use H.263 video codec with a bit rate greater than 1500 Kbps.
Video	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.
UI/UX	VOIP-84061	UCS 4.1.3	In a call center scenario, the phone does not display the call center information on the default screen when the VVX Camera is attached.	Press the call center info soft key to retrieve the call center information.
UI/UX	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.
Functionality	VOIP-84125		The phone cannot switch the call mode from audio-video to audio only in SIP protocol when auto-routing is enabled and 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.
Functionality	VOIP-84179	UCS 4.1.5	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.
Functionality	VOIP-84189	UCS4.1.6	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.
Functionality	VOIP-84289	Updater 5.1.2	When the EDGE server is down, the phone takes slightly longer to establish a call with CX 3000 within the same organization.	No workaround is currently available.
Functionality	VOIP-84450	UCS 5.0.0	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.

<i>Category</i>	<i>Issue No</i>	<i>Release</i>	<i>Description</i>	<i>Workaround</i>
Lync	VOIP-84598	UCS 4.1.4	When a Lync user saves contacts locally on the phone, the contacts display on the screen even after the user signs out and a second user signs in.	Reboot the phone after the second user signs in.
Functionality	VOIP-85011	UCS 4.1.4	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 soft key is released.	Browse through the menu again after releasing the Talk soft key.
Functionality	VOIP-85154	UCS 4.1.4	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.
Functionality	VOIP-84795	UCS 4.1.4	A pop-up message covers the details view of the contacts on the phone when the user tries to add a contact to favorites (applies to VVX 300/310).	No workaround is currently available.
Functionality	VOIP-84774	UCS 4.1.4	Calls display in the Call Logs menu according to the logging time.	No workaround is currently available.
Lync	VOIP-84692	UCS 4.1.4	The sign-in pop-up message takes slightly longer (~30s) to display when a Lync user reboots the phone after a few contacts (~15) are pinned to 'frequent contacts' (applies to VVX 300/310).	No workaround is currently available.
Functionality	VOIP-86172		Adding, deleting, or editing the BroadSoft directory contact from the phone is not available.	No workaround is currently available.
Functionality	VOIP-85606	UCS 4.3.1	Setting the DND presence state from the "UC-One Application" or "My status" menu doesn't set the local DND to ON.	No workaround is currently available.
BToE	VOIP-86478/8053	UCS 5.0.0.	In a BToE scenario, placing or receiving video calls from or to Lync 2013 client from the phone is not supported as Polycom phones currently does not support H.264 (Lync) and RTV codecs.	No workaround is currently available.
BToE	VOIP-86901	UCS 5.0.0.	In a BToE scenario, the call control window is sometimes not available when there is an active call on the Lync client and the user tries to pair the phone with the computer.	No workaround is currently available.

<i>Category</i>	<i>Issue No</i>	<i>Release</i>	<i>Description</i>	<i>Workaround</i>
Lync	VOIP-87129	UCS 5.0.0.	The network administrator or user has to manually set the base profile of the phone to Lync before establishing a BToE connection.	No workaround is currently available.
Lync	VOIP-87214	UCS 5.0.0.	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.
Functionality	VOIP-87285	BootROM 4.3.1	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.
BToE	VOIP-87292	UCS 5.0.0.	In a BToE Scenario, phone is not updating the manually configured location information of set on the Lync client when the location information is removed from the server.	Try to configure the location information manually on the phone.
Hardware	VOIP-87294	UCS 5.0.0.	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.
Lync	VOIP-87328	UCS 5.0.0	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.
BToE	VOIP-87335	UCS 5.0.0	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.
Lync	VOIP-87337	UCS 5.0.0	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.
BToE	VOIP-87338	UCS 5.0.0	In a BToE scenario and while installing the Polycom BTOE Connector application, some PCs/laptops request a reboot twice.	No workaround is currently available.

<i>Category</i>	<i>Issue No</i>	<i>Release</i>	<i>Description</i>	<i>Workaround</i>
Lync	VOIP-87342	UCS 5.0.0	In a Lync environment, observed that admin phone is displaying the mediation call server URL under call logs when the boss retrieves a parked call and holds it, and the admin picks that held call from his phone.	No workaround is currently available
BToE	VOIP-87552	UCS 5.0.0	In a BToE scenario, a Lync client reboot occurs when the paired phone does not have the correct timestamp in the absence of NTP server.	Ensure that the phone displays the correct date and time before connecting to the PC.
Lync	VOIP-87655	UCS 5.0.0	In a Lync environment, the phone displays the complete SIP URI for outgoing PSTN calls.	No workaround is currently available.
BToE	VOIP-87785	UCS 5.0.0	In a BToE scenario, issues arise sometimes when the call is answered using the phone and content sharing is enabled using the Lync client.	No workaround is currently available.
Lync	VOIP-87814	UCS 5.0.0	In a Lync call park scenario, the phone's screen displays two parked call images when the parked call is not retrieved before reaching the maximum timeout.	No workaround is currently available.
BToE	VOIP-87815	UCS 5.0.0	While installing the Polycom BTOE Connector application, you may observe two pop-up messages display at the same time.	No workaround is currently available.
Functionality	VOIP-87847	UCS 5.0.0	The phone currently plays the same sound for reboot, restart, and calendar notification.	No workaround is currently available.
Lync	VOIP-87848	UCS 5.0.0	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.	Reboot the phone.
Functionality	VOIP-87892	UCS 5.0.0	When auto-answer is enabled, the phone automatically answers the call after two seconds.	No workaround is currently available.
BToE	VOIP-87908	UCS 5.0.0	The Polycom BTOE Connector application does not work if the computer is running in IPv6 mode.	No workaround is currently available.
Functionality	VOIP-87909	UCS 5.0.0	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.

<i>Category</i>	<i>Issue No</i>	<i>Release</i>	<i>Description</i>	<i>Workaround</i>
UI/UX	VOIP-87976	UCS 5.0.0	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.
Functionality	VOIP-87987	UCS 5.0.0	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.	No workaround is currently available.
Functionality	VOIP-88029	UCS 5.0.0	When there are more than 250 contacts on the phone and you try to delete contacts from the contact directory in a very quick succession results in a blurred screen (applies to VVX 500 and VVX 600).	Delete the contacts with a time delay of 3 to 4 seconds.
BToE	VOIP-88034	UCS 5.0.0	The Polycom BTOE Connector application is not supported on a Windows XP platform.	No workaround is currently available.
BToE	VOIP-88062	UCS 5.0.0	In a BToE scenario, the phone does not always fetch the call when BToE pairing is initiated during an active call on Lync client.	No workaround is currently available.
BToE	VOIP-88139	UCS 5.0.0	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.
Functionality	VOIP-88174	UCS 5.0.0	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.
Functionality	VOIP-88182	UCS 5.0.0	Placing an outgoing call to a phone which has the simultaneous ring option with a PSTN number displays only the End Call soft key when the media by-pass is enabled on the server and video is enabled on the phone.	No workaround is currently available.
UI/UX	VOIP-88209	UCS 5.0.0	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.	No workaround is currently available.

<i>Category</i>	<i>Issue No</i>	<i>Release</i>	<i>Description</i>	<i>Workaround</i>
BToE	VOIP-88233	UCS 5.0.0	Running the Polycom BTOE Connector application on your computer decreases the media volume on YouTube videos in the web browser.	On your computer, in the Start menu, select Control Panel > Hardware and Sound > Sound -> Communications, and select Do Nothing
BToE	VOIP-88252	UCS 5.0.0	Launching the Polycom BTOE Connector application on your computer while a media file is playing on the Windows Media Player will pause the media player.	On your computer, in the Start menu, select Control Panel > Hardware and Sound > Sound > Communications, and select Do Nothing
Lync	VOIP-88254	UCS 5.0.0	In a Lync BToE scenario, auto sign-in of the Lync client on the phone is not currently available when the phone is already registered with a different Lync user.	No workaround is currently available.
Functionality	VOIP-88273	UCS 5.0.0	Leaving a voicemail directly without first calling the user is not available.	No workaround is currently available.
Functionality	VOIP-88276	UCS 5.0.0	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.
Functionality	VOIP-88278	UCS 5.0.0	In a shared line scenario, the phone does not display the initial incoming call screen pop-up message for the fourth incoming call when there are calls on the remote destination and the parameters reg.1.linekeys =2 and reg.1.callsPerLineKey = 6 are configured.	No workaround is currently available.
Functionality	VOIP-88290	UCS 5.0.0	In a server-based DND scenario, the phone displays the DND active state after locking and unlocking when the "DND when locked" option is selected.	Press the DND soft key to disable DND.
Functionality	VOIP-88308	UCS 5.0.0	The phone plays the ringtone on the speakerphone for a fraction of a second before playing it on the headset when the user plays a video file from the microbrowser using a headset (applies to VVX 500).	No workaround is currently available.

<i>Category</i>	<i>Issue No</i>	<i>Release</i>	<i>Description</i>	<i>Workaround</i>
Functionality	VOIP-88309	UCS 5.0.0	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.
Lync	VOIP-88313	UCS 5.0.1	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.
UI/UX	VOIP-88618	UCS 5.0.1	The line label is not displayed properly when you set a long user name mixed with numbers when the language is set to Arabic.	No workaround is currently available.
Lync	VOIP-88643	UCS 5.0.1	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.
Lync	VOIP-88678	UCS 5.0.1	In a Lync environment, the phone is not updating the presence status as DND when the Lync client is presenting and the Lync client and phone are logged in as the same user.	No workaround is currently available.
BToE	VOIP-88749/89308	UCS 5.0.1	You need administrator privileges to install the Polycom BTOE Connector application.	No workaround is currently available.
BToE	VOIP-89004	UCS 5.0.0	In a BToE scenario, establishing a local conference is not available when the phone is paired with your computer.	You can make conference calls from the Lync client, or you can disable BToE on your phone by pressing the BToE soft key and selecting Disable before making a conference call on your phone.
Hardware	VOIP-89018	UCS 5.0.1	Some voice echo issues when the Plantronics EHS headset is used.	No workaround is currently available.
UI/UX	VOIP-89082	UCS 5.0.1	The call list icon on the phone is not displayed when the message "DND when locked" displays and the phone is set in a locked state.	No workaround is currently available.

<i>Category</i>	<i>Issue No</i>	<i>Release</i>	<i>Description</i>	<i>Workaround</i>
UI/UX	VOIP-89132	UCS 5.0.1	The display name on the phone is truncated during a video call when the language is set to Arabic on the phone.	No workaround is currently available.
BToE	VOIP-89393	UCS 5.0.1	After successfully upgrading the latest BToE Connector application, you have to manually run the application for the first time.	No workaround is currently available.
BToE	VOIP-89402	UCS 5.0.1	Repairing the Polycom BToE Connector during the new client installation is causing some issues.	Uninstall the Polycom BToE Connector application on your computer and reinstall the latest BToE application installer 1.1.0.
BToE	VOIP-89543		In a BToE scenario, the phone displays the message "Successfully Paired", and is unusable when the phone is already signed-in and connected to the Lync client of a different user.	No workaround is currently available.
Networking	VOIP-90485	TC015412	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.
UI/UX	VOIP-93272		The phone does not display a "Successfully Un-paired" pop up after PC port link is unplugged.	No workaround is currently available.
Functionality	VOIP-92807		Crackling audio is heard during the first two seconds of the call on VVX/IP331 phones through external Lync SIP trunk.	No workaround is currently available.
Functionality	VOIP-92642		An irregular ring back tone is heard when VVX600 is registered with corporate Lync server.	No workaround is currently available.
Functionality	VOIP-92271		A dial tone mixed with page audio is played from the handset and chassis until the dial tone gets expired.	No workaround is currently available.
UI/UX	VOIP-92019		Web Configuration Utility doesn't clear the PIN Authentication fields of a user's credentials, after registering the phone with another user in SSI mode and vice versa.	No workaround is currently available.

<i>Category</i>	<i>Issue No</i>	<i>Release</i>	<i>Description</i>	<i>Workaround</i>
Functionality	VOIP-91928	U.C.S 5.1.0	Once scrolled through the phone menu and returned to home screen it's observed that the call appearance screen freezes.	No workaround is currently available.
UI/UX	VOIP-84219	UCS 4.1.2	User's URL's are displayed in call history and call display on phone UI.	No workaround is currently available.
Functionality	VEESC-4115		External fonts can be configured only on VVX 300 and VVX 310 phones and are not supported on any other VVX series phone models.	No workaround is currently available.
UI/UX	VOIP-93172	U.C.S 5.1.1	Observed that Dial and Add Contact soft keys are not getting displayed after performing the CMA search (applies to VVX-1500)	Try dialing using hard Keys.
Functionality	VOIP-92681	U.C.S 5.1.0	In a centralized conferencing scenario, the call's appearance is changed to the video call layout after multiple instances of holding and resuming calls.	No workaround is currently available.
UI/UX	VOIP-92656	U.C.S 5.1.0	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.
Lync	VOIP-92642	U.C.S 5.1.0	In the Lync corporate network, a choppy ringback tone is heard (applies to VVX 600).	No workaround is currently available.
Functionality	VOIP-92459	U.C.S 5.1.0	The phone number is appended to the first name when the first name is a combination of Arabic and English in the corporate directory.	No workaround is currently available.
UI/UX	VOIP-92349	U.C.S 5.1.0	In a call center environment, the phone displays the speed dial icons of the BLF contacts when hoteling is enabled.	No workaround is currently available.
Hardware	VOIP-92333	U.C.S 5.1.0	The Plantronics Voyager PRO UC v2 USB headset is unable to answer the second call while another call is in progress.	No workaround is currently available.
Hardware	VOIP-92326	U.C.S 5.1.0	The phone is unable to answer the second call with Plantronics Savor M1100 Bluetooth headset when the first call is placed on hold.	No workaround is currently available.

<i>Category</i>	<i>Issue No</i>	<i>Release</i>	<i>Description</i>	<i>Workaround</i>
Lync	VOIP-92316	UCS 5.0.2	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.
Lync	VOIP-92310	UCS 5.1.0	In a Lync share line appearance scenario, the far end phone displays the phone's extension and the message that delegates are ringing instead of the display name and the message that delegates are ringing when the boss phone is set to forward all calls to the Delegate.	No workaround is currently available.
Functionality	VOIP-92304	UCS 5.1.0	Editing the first characters of the SIP URI in the recent dialed contact with more than 30 characters is currently unavailable.	No workaround is currently available.
Functionality	VOIP-92291	UCS 5.1.0	The phone is not saving the adjusted page volume for priority and non-emergency paging.	No workaround is currently available.
Functionality	VOIP-92271	UCS 5.1.0	In a group paging scenario, if the phone receives a page while it is off hook, the phone plays a dial tone mixed with the Group Paging audio from the chassis and handset.	No workaround is currently available.
Functionality	VOIP-92095	UCS 5.1.0	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.
Functionality	VOIP-92066	UCS 5.1.0	The VVX 500 is unable to selectively enable or disable the separate headset ports USB1, USB2, or RJ9.	No workaround is currently available.
Networking	VOIP-91966	UCS 5.1.0	When the SSI Domain and DHCP Option 15 domains are the same, the DNS query is sent with the domain values concatenated.	No workaround is currently available.
Functionality	VOIP-91637	UCS 5.1.0	In a Lync environment, the message "Logon information needed", displays after the user is registered.	No workaround is currently available.
Functionality	VOIP-91600	UCS 5.1.0	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.
Networking	VOIP-92678	UCS 5.1.0	The phone is unable to re-register after receiving 430 flow failed message from the server	No workaround is currently available.

<i>Category</i>	<i>Issue No</i>	<i>Release</i>	<i>Description</i>	<i>Workaround</i>
UI/UX	VOIP-92679	UCS 5.1.0	The phone is displaying “All Contacts” instead of “Other contacts” in the Contacts menu under Groups.	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 5.1.0

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

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

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 WebKit.

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

<i>Parameter</i>	<i>Permitted Value</i>	<i>Default</i>	<i>Description</i>
volpProt.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
volpProt.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 soft key 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

<i>Parameter</i>	<i>Permitted Value</i>	<i>Default</i>	<i>Description</i>
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	
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

<i>No</i>	<i>Web Config Mode</i>	<i>httpd.cfg.enabled</i>	<i>httpd.cfg.secureTunnelEnabled</i>	<i>httpd.cfg.secureTunnelRequired</i>
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

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

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 soft key 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 soft key 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 soft key.
- 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 soft key.
- 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.

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- 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 ring back 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

<i>Parameter</i>	<i>Permitted Value</i>	<i>Default</i>	<i>Description</i>
<code>Diags.dumpcore.enabled</code>	0 or 1	1	The phone no longer generates the core dump during a reboot/crash when set to 0.
<code>up.IdleViewPreferenceRemoteCalls</code>	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.
<code>dialplan.userDial.timeOut</code>	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.
<code>dialplan.conflictMatchHandling</code>	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.

<i>Parameter</i>	<i>Permitted Value</i>	<i>Default</i>	<i>Description</i>
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

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

<i>Parameter</i>	<i>Permitted Value</i>	<i>Default</i>	<i>Description</i>
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.lyncDeviceUpdateEnabled.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.
device.prov.lyncDeviceUpdateEnabled	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.popUpSK.enabled	0 or 1	1	To enable/disable the pop-up message that shows available software updates to the user at runtime.
lync.deviceUpdate.serverPollInterval	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 a software update request to the server.
lync.deviceUpdate.userInactivityTimeout	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.

<i>Parameter</i>	<i>Permitted Value</i>	<i>Default</i>	<i>Description</i>
feature.btoe.enabled	0 or 1	0	When this parameter is enabled, the phone can initiate pairing with the Lync Client
feature.lyncbtoe.autosignin.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.impossiblematchhandling	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.timeOut or dialplan.impossiblematchhandling.timeout.
dialplan.x.impossibleMatchHandling.timeOut	0 to 100	8	x is the line number, for example, 1, 2, 3. When the dialed digits match the impossible match, the digits entered dial out after this time.
dialplan.impossibleMatchHandling.timeOut	0 to 100	8	When the dialed digits match the impossible match, the digits entered dial out after this time.
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.

<i>Parameter</i>	<i>Permitted Value</i>	<i>Default</i>	<i>Description</i>
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.lyncDeviceUpdatePassword.set	0 or 1	0	Indicates if the device.prov.lyncDeviceUpdatePassword parameter is to be used.
device.prov.lyncDeviceUpdatePassword	String (max length of 256 characters)	""	Stores the Lync account password to be used while updating from remote network
device.prov.lyncDeviceUpdateDomain.set	0 or 1	0	Indicates if the device.prov.lyncDeviceUpdateDomain parameter is to be used.
device.prov.lyncDeviceUpdateDomain	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](#).

Polycom UC Software Administrators' Guide

- [Polycom UC Software 5.2.0 Administrator's Guide](#)

Technical Bulletins, Quick Tips, White Papers, and Engineering Advisories

- [Engineering Advisory 92278: May 2014 Product Shipping Configuration Change Notice \(EA 92278\)](#)
- [Engineering Advisory 75429: April 2014 Product Shipping Configuration Change Notice \(EA 75429\)](#)
- [White Paper: Configuration File Management on Polycom SoundPoint IP, SoundStation IP, and VVX Phones](#)
- [Technical Bulletin 39358: Using Custom Ringtones on Polycom SoundPoint IP, SoundStation IP, and Polycom VVX 1500 Phones](#)
- [Technical Bulletin 52609: Mutual Transport Layer Security Provisioning Using Microsoft Internet Information Services 6.0](#)
- [Quick Tip 57215: Phone Lock Feature on Polycom Phones Running Polycom UC Software](#)
- [Engineering Advisory 64731: Polycom UC Software 4.0.x: Upgrade and Downgrade Methods](#)

User Guides

- [Polycom VVX Business Media Phones User Guide](#)

Miscellaneous

- [Polycom UC Software Release Matrix for VVX Phones](#)

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