Polycom® OBi Edition 6.4.0

Applies to Polycom® VVX® 150, VVX® 250, VVX® 350, and VVX® 450 Business IP Phones, OBi Edition

Contents

What's New in Release 6.4.0

These release notes provide information on software updates, phone features, and known issues for Polycom® VVX® 150, VVX® 250, VVX® 350, and VVX® 450 business IP phones, OBi Edition.

This release includes the following features:

- Polycom VVX EM50 Expansion Module
- Custom Backgrounds and Ringtones Using USB
- Support for Real-Time Language Processing on an Active Call

Polycom VVX EM50 Expansion Module

The Polycom OBi Expansion Module is a console you can connect to Polycom VVX 450 OBi Edition phone to add additional lines. You can connect up to two expansion modules to add 180 lines.

The expansion module has customizable line keys that work in the same way as the Polycom VVX business IP phones, OBi edition line keys.

Use the following parameters to customize VVX expansion modules:

- VoiceService.1.Phone.LeftSideCar.1.Key.n
- VoiceService.1.Phone.SideCar.1.Key.n

Custom Backgrounds and Ringtones Using USB

You can load a USB flash drive with custom pictures (png and jpg formats) or ringtones (wav or mp3 format) and load them to your VVX business IP phone, OBi edition. Polycom VVX 250, 350, and 450 business IP phones, OBi edition support this feature. You can also use custom images for screen savers.

VVX business IP phones, OBi edition only supports USB flash drives with the FAT32 format.

Support for Real-Time Language Processing on an Active Call

The VVX with OBi software can stream live phone audio (in the form of PCM samples) to your server-based natural language processing (NLP) service. Depending on your NLP service, you can save phone recordings for training or quality control, produce live conversation analytics data, and monitor live conversation transcriptions.

Use the following parameters to customize real-time language processing:

- VoiceService.1.Phone.SpeechToText
- VoiceService.1.VoiceProfile.1.Line.n.CallingFeatures
- VoiceService.1.X_PRP.1.CallingFeatures

The new parameter 'Transcription Service' can be found under Phone Settings. To stream PCM audio to a third-party NLP transcription service you must have these details to fill in:

- REST API Endpoint URL of the transcription service

- Transcription service authentication API key

- Secret for authentication in the onboarding process

- Configuration string sent to NLP platform

Release History

This following table lists the release history of Polycom business IP phones, OBi Edition.

Release History

Release	API Release	Release Date	Features
6.4.0	6.4.0	July 2019	This release includes important field fixes and support for the following features: - Support SideCar/Expansion Model (EM50) on VVX450 - Support the option to stream LIVE phone audio to NLP (Natural Language Processing) - Support for USB Flash Drive for Transferring User Generated Contents
6.3.1	6.3.1	February 2019	This release includes important field fixes and support for the following features: - DNS NAPTR Support - Enable call quality report back to PDMS-SP - Language selection - Password masking for hoteling login - Removed prefix in **Number Field** for BroadSoft remote office feature - Search phone book contacts list - Wi-Fi address change reboot confirmation - Background firmware update 3CX plug-and-play provisioning with uaCSTA support - Phone app shows all pages of line keys on screen - Web hooks for call events
6.3.0	6.3.0	November 2018	Initial release of OBi Edition on VVX business IP phones

Security Updates

If you use the default password, a warning message '*Default password is used'* appears at the top right corner of the page.

The service provider can now specify the minimum length of the password. You can mention the number and select the checkbox under System Management > Web Server.

VVX 6.4.0 supports *https* in the web browser. You can set the port under Web Server to 443.

Please refer to the Polycom Security Center for information about known and resolved security vulnerabilities.

Resolved Issues

The following table lists the resolved issues for Polycom VVX business IP phones, OBi Edition 6.4.0.

Resolved Issues

Category	Issue ID	Description
Configuration	EN-131932	Some Items in standard built-in Spanish Dictionary are not translated
Configuration	EN-105812	No Logout option after User/Admin has successfully logged in
Configuration	EN-98722	"Lock Admin Settings" menu doesn't ask for confirmation to lock the phone
Configuration	EN-98752	Phone Wake up pass code takes single character to unlock phone. There must be a minimum password length set to unlock
Configuration	EN-120146	Search contact not working when searched with Mobile number, Office Number or Home number
Configuration	EN-129851	When answering a 2nd incoming call while first call is active, the 2nd call has no audio until audio terminal is switched (such as handset to speaker, or vice versa), or do a hold/resume

Known Issues

There are no known Issues in this release.

Get Help

For more information about installing, configuring, and administering Polycom products, refer to Polycom Support.

For information about Polycom partner solutions, see Polycom Global Strategic Partner Solutions.

The Polycom Community

The Polycom Community gives you access to the latest developer and support information. Participate in discussion forums to share ideas and solve problems with your colleagues. To register with the Polycom Community, create a Polycom online account. When logged in, you can access Polycom support personnel and participate in developer and support forums to find the latest information on hardware, software, and partner solutions topics.

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