Poly UC Software 6.3.1

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

Contents

UC Software 6.3.1 Supported Devices

Poly UC Software 6.3.1 supports the following Poly endpoints.

Supported Phones

Phone Model	Skype for Business On-Premises	Skype for Business Online	OpenSIP
Polycom VVX 101 business media phones	No	No	Yes
Polycom VVX 201 business media phones	Yes	Yes	Yes
Polycom VVX 301/311 business media phones	Yes	Yes	Yes
Polycom VVX 401/411 business media phones	Yes	Yes	Yes
Polycom VVX 501 business media phones	Yes	Yes	Yes
Polycom VVX 601 business media phones	Yes	Yes	Yes
Poly VVX 150 business IP phones	No	No	Yes
Poly VVX 250 business IP phones	Yes	No	Yes
Poly VVX 350 business IP phones	Yes	No	Yes
Poly VVX 450 business IP phones	Yes	No	Yes
Polycom VVX D60 wireless handset and base station	No	No	Yes
Polycom SoundStructure VoIP interface	Yes	No	Yes

Poly UC Software 6.3.1 supports the following Poly accessories.

Supported Accessories

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

Support for Plantronics Headsets

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

By default, this feature is disabled. To enable this feature, set the `usb.headset.config.enabled` parameter to `1`.

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

- Blackwire 3210 headset
- Blackwire 3220 headset
- Blackwire 3215 headset
- Blackwire 3225 headset
- Blackwire 520 headset
- Blackwire 5220 headset
- Blackwire 5210 headset

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

USB Headset Support for Polycom Acoustic Fence

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

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

> **Note:** Poly recommends setting the `video.disableAFOnFullScreen` parameter value to `1` to optimize your phone's performance while using the Polycom EagleEye Mini USB camera along with Acoustic Fence.

What's New in This Release

Poly Unified Communications (UC) Software 6.3.1 is a release for OpenSIP and Skype for Business deployments. These release notes provide important information on software updates, phone features, and known issues.

DNS Cache Configuration Update

When you enable the DNS cache restore parameter (`dns.cache.dynamicRestore.enable`), you can now configure the number of retries the phone attempts before it restores the cache using the `dns.queryRetryCount` parameter.

`dns.queryRetryCount`

> 0 to 48 - The number of retries that the phone attempts before the cache is restored.
>
> 0 - Disable.
>
> 4 (default).

Ignore Software Upgrades

You can configure Poly phones to ignore software upgrades using the following options:

- Users can ignore software upgrades until the next synch event.
- Users can ignore subsequent upgrade dialogs.

`prov.usercontrol.optionToIgnore`

> 1 - The **Ignore** and **Ignore until next Reboot/Sync** softkeys display on the phone's local interface during a software upgrade alert.
>
> 0 (default) - Users can defer software upgrades up to three times.

SNTP Resiliency

Poly phones can try alternate sources for SNTP addresses and offsets if attempts to contact the time server don't work due to one of the following issues:

- The attempt fails.
- The phone receives invalid or no responses.

Enhanced Failover Configuration Updates

Poly UC Software 6.3.1 includes improvements to failover configuration.

SBC Line Registration

Line registration ensures that the phone maps lines to the session border controller (SBC), based on the DNS response. When you restart the device, it re-executes the initial DNS logic using NAPTR lookup to resolve the appropriate SBC IP addresses.

Fast Failover

This release introduces fast failover. In regular failover, the phone makes four attempts to contact a server before it fails over. When you set the **reg.<x>.server.<x>.retryMaxCount** parameter to **3**, the phone makes only three attempts to contact the server before it tries to register with another server.

Failover from TCP to TLS Crypto Attribute for SRTP

Poly phones support failing over from a TCP connection to a TLS connection. When the phone fails over to the TLS connection, the phone inserts the `crypto` attribute into the message to the new server to enable SRTP.

SBC List Traversal

In previous releases when SBC failover occurred, the phone restarted SBC selection from a failover proxy list rather than attempting to connect with an SBC of the same weight and priority. In this release, the phone uses the weight and priority configured in the DNS record to select the new SBC.

Enhanced Failover Configuration Parameters

Use the following parameters to configure enhanced failover features.

voIpProt.SIP.outboundProxy.failOver.enhanced.enable

> 1 - Enable Line to SBC mapping and SBC list traversal.

> 0 (default) - Disable.

voIpProt.SIP.tcpFastFailover.timeout

> 2000-5000 - Define the time to wait before failing over to the next IP in the list of records resolved by the DNS server applicable only before the TCP connection establishment.

> 5000 (default).

AES 256 Encryption for SRTP Support

Poly phones support 2 methods of AES-256 Media encryption: GCM and ICM.

sec.srtp.offer.AES_GCM_256

> 1 - Enable AES-256 GCM Encryption for SRTP Support.

> 0 (Default) - Disable.

```
sec.srtp.offer.AES_ICM_256
```

1 - Enable AES-256 ICM Encryption for SRTP Support.

0 (Default) - Disable.

Appending Strings to the User Agent Header

Poly phones allow user agent header strings to accept alphanumeric and special characters up to 256 characters total.

```
voIpProt.SIP.header.userAgentAppendString
```

0-256 - Characters allowed in the user agent header string.

Example:

```
voIpProt.SIP.header.userAgentAppendString="/%BW_MAC %/%BW_ORG_ID%-
%BW_ENT_ID%-%BW_GROUP_ID%/%BW_CURRENT_Config_Version%"
```

The phone sends the following user agent header:

```
User-Agent: PolycomVVX-VVX_501-UA/5.9.1.1234/abcabcabcabc/Org1-Ent1-
Group1/V12.0
```

Security Updates

See the Polycom Security Center for information about known and resolved security vulnerabilities.

Installation

Consider the following guidance when installing or updating to Poly UC Software 6.3.1:

- You must use BToE 4.3.0 or later with UC Software 6.3.1. Poly recommends that you upgrade existing BToE and PDC desktop applications to the latest version starting with Poly UC Software 6.3.1. If you update the BToE or PDC application without updating to UC Software 6.3.1 or vice versa, the applications don't work with Poly phones.

  For more information, see Updating to the Latest Versions of the Polycom Better Together over Ethernet (BToE) and Polycom Desktop Connector (PDC) Desktop Applications (EA 318).

Download the Distribution Files

To download UC Software 6.3.1, you can choose the combined UC Software package or the split UC Software package, both in ZIP file format. The combined version contains all files for all phone models. The split software package is smaller, downloads more quickly, and contains sip.ld files for each phone model. This enables you to choose provisioning software for your phone model and maintain software versions for each model in the same root directory.

For general use, Poly recommends using the split resource file that corresponds to the phone models for your deployment. To match the correct UC software resource file to your phone model, see the Combined and Split ZIP Files table. If you're provisioning your phones centrally using configuration files, download

the corresponding resource file and extract the configuration files to the provisioning server. Make sure that you maintain the folder hierarchy in the ZIP file.

The current build ID for the sip.ld and resource files is UCS 6.3.1.8427 rts30.

Understand the Combined and Split ZIP Files

To understand the files distributed in the combined ZIP file, refer to the following table.

Combined and Split ZIP Files

Distributed Files	File Purpose and Application	Combined	Split
3111-40250-001.sip.ld	SIP application executable for VVX 101 business media phones.	No	Yes
3111-40450-001.sip.ld	SIP application executable for VVX 201 business media phones.	No	Yes
3111-48300-001.sip.ld	SIP application executable for VVX 301 business media phones.	No	Yes
3111-48350-001.sip.ld	SIP application executable for VVX 311 business media phones.	No	Yes
3111-48400-001.sip.ld	SIP application executable for VVX 401 business media phones.	No	Yes
3111-48450-001.sip.ld	SIP application executable for VVX 411 business media phones.	No	Yes
3111-48500-001.sip	SIP application executable for VVX 501 business media phones.	No	Yes
3111-48600-001.sip	SIP application executable for VVX 601 business media phones.	No	Yes
3111-48810-001.sip.ld	SIP application executable for VVX 150	No	Yes
3111-48820-001.sip.ld	SIP application executable for VVX 250	No	Yes
3111-48830-001.sip.ld	SIP application executable for VVX 350	No	Yes
3111-48840-001.sip.ld	SIP application executable for VVX 450	No	Yes
3111-33215-001.sip.ld	SIP application executable for SoundStructure VoIP Interface phones.	No	Yes
3111-17823-001.dect.ld	SIP application executable for VVX D60 wireless handset and Base Station.	No	Yes
sip.ld	Concatenated SIP application executable.	Yes	No
dect.ver	Text file detailing build-identifications for the VVX D60 handset.	Yes	Yes

Distributed Files	File Purpose and Application	Combined	Split
sip.ver	Text file detailing build-identifications for the release.	Yes	Yes
000000000000.cfg	Master configuration template file.	Yes	Yes
000000000000-directory~.xml	Local contact directory template file. To apply for each phone, replace the (zeroes) with the MAC address of the phone and remove the ~ (tilde) from the file name.	Yes	Yes
Welcome.wav	Startup welcome sound effect.	Yes	Yes
LoudRing.wav	Sample loud ringer sound effect.	Yes	Yes
Polycom-hold.wav	Sample ringer sound effect.	Yes	Yes
Warble.wav	Sample ringer sound effect.	Yes	Yes
polycomConfig.xsd	Master configuration file that contains the parameters and its values.	Yes	Yes

Version History

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

Version History

Release	Release Date	Features
6.3.1	September 2020	This release includes important field fixes and support for the following features: • DNS Cache Configuration Update • Ignore Software Upgrades • SNTP Resiliency • Enhanced Failover Configuration Updates • AES 256 Encryption for SRTP Support • Appending Strings to the User Agent Header

Release	Release Date	Features
6.3.0	June 2020	This release includes important field fixes and support for the following features: • California SB-327 Password Requirement Compliance • Media Loopback • FIPS 140-2 Compliance Support • Enhanced Call Configuration Parameters • Wildcard Certificate Support • Relay RFC2833 DTMF Event • Trigger Unregister to Secondary Server After Successful Failback Parameters
6.9.6	March 2020	This release includes important field fixes.
6.2.0	February 2020	This release includes important field fixes and support for the following features: • Support for Microsoft Skype for Business 2019 • Support for Hybrid Topologies • UC Software Authenticated Access to BToE Application
6.1.1	December 2019	This release includes important field fixes and support for the following features: • Plug and Play Provisioning (PnP)
5.9.5	October 2019	This release includes important field fixes and support for the following features: • Introduction of new parameters to Session Traversal Utilities for NAT • New parameter for Dual-Tone Multi-Frequency Tones for OPUS codec
5.9.4	September 2019	This release includes important field fixes and support for the following features: • Third-Party Application ID Implementation on Skype for Business Phones • Sign In Remotely Using Web Sign in for Skype for Business

Release	Release Date	Features
6.1.0	August 2019	This release includes important field fixes and support for following features: • Reverse Name Lookup for OpenSIP • Call Park Reminder Tone • Microsoft Exchange Calendar using OAuth support • Enhanced IPv6 ICMP Management • Session Management on Web Configuration Utility • Macro for Enhanced Feature Keys Functional Improvements • Support for Plantronics Headsets • Software Upgrade Resiliency • STUN Parameters • New Language support • Polycom Acoustic Fence Support • Data Protection Menu • Call and Hold Timer Configuration • DTMF Improvements for Opus Codec
5.9.3	July 2019	This release includes the following new and enhancement features: • DHCP IP Address Cache • TLS Support for BToE • Polycom Cloud Connector • Enhancement to Wi-Fi Settings
5.8.4	May 2019	This release includes enhancements to Wi-Fi settings and other important security fixes.
6.0.0	April 2019	This release includes important field fixes and support for the following features: • Guest Soft Key Customization • Plantronics Headset Settings • TLS Support for BToE • Improved Flexible Line Key Assignments for Static BLFs and Enhanced Feature Keys • Font Size Customization • Enhanced Feature Keys – BLF Support • Advanced uaCSTA • VVX Pagination • Key System Emulation • DHCP IP Address Cache
5.9.2	March 2019	This release includes important field fixes.
5.6.5	March 2019	This release includes important field fixes.
5.8.3	January 2019	This release includes important field fixes.
5.9.1	January 2019	This release includes enhancement to VLAN ID and Wi-Fi dongle support.

Release	Release Date	Features
5.9.0	December 2018	This release includes important field fixes and support for the following features: • Session Traversal Utilities for NAT (STUN) • Device Analytics Support for PDMS-SP • Multilevel Precedence and Preemption (MLPP) for Assured Services - Session Initiation Protocol (AS-SIP) • Support for H.264 Packetization Mode • Enhanced Busy Lamp Field (BLF) • Busy Lamp Field Hold Alerting • Busy Lamp Field (BLF) Spontaneous Call Appearance on Per BLF Basis • Enhanced Feature Key Macro Actions • Retrieve Logs from Support Information Package Page in the Web Configuration Utility • Simple Certificate Enrollment Protocol • Privacy for Call Logs and Contacts • Enhancement to Wireless Network Connectivity • Call Hold Timer • GZIP Encoding of SIP INFO Messages • Enhanced Boss-Admin for VVX phones • Web Sign In for Skype for Business On-Premise Deployment
5.8.2	November 2018	This release includes important field fixes.
5.7.4	November 2018	This release includes important field fixes.
5.6.4	October 2018	This release includes important field fixes.
5.8.1	September 2018	This release includes important field fixes and support for the following features: • Polycom EagleEye Mini Camera Support • Forward Error Correction • Simulcast Video • Centralized Conference Control Protocol (CCCP) Conference View Support • Quality of Service (QoS) for Skype for Business Video Calls • Toggling Between audio-only or Audio-Video Calls
5.7.3	September 2018	This release includes important field fixes.
5.6.3	June 2018	This release includes important field fixes and enhancement to include the following new directives to upload and download the certificate and CSV files • `CERTIFICATE_DIRECTORY` • `FLK_DIRECTORY`

Release	Release Date	Features
5.8.0	June 2018	This release includes support for the following features: ● Introducing Polycom VVX business IP phones ● OpenSIP Enhancements ➢ Enhanced IPv4 ICMP Management ➢ Wireless Network Connectivity ➢ Support for REST API ➢ Uploading Logs to a USB Flash Drive ➢ uaCSTA Lines ➢ Enhancements to Check Sync Event ➢ Early Media Call Handling Support ➢ Voice Quality Monitoring Support for the OPUS Codec ➢ BroadSoft Aggregated Self-Presence ● Skype for Business Enhancements ➢ Hybrid Line Registration ➢ Support for PSTN Gateway on Failover ➢ Reverse Name Lookup
5.7.2	May 2018	This release includes important field fixes.
5.6.2	April 2018	This release includes important field fixes.
5.7.1	March 2018	This release includes important field fixes and enhancement for Direct Inward Dialing number on VVX business media phones.
5.5.4	January 2018	This release includes important field fixes.
5.7.0	December 2017	This release includes support for the following features: **OpenSIP Enhancements** This release introduced support for BroadSoft User Interface theme, Executive-Assistant Enhancements, Custom BroadSoft Executive-Assistant Enhanced Feature Keys, Client-Side Sorting for Open LDAP servers, Securely Store LDAP Credentials on VVX phones, Voice over Secure IP. Hide the MAC Address, Enhanced E.911, DNS Cache Override, Assured Services - Session Initiation Protocol (AS-SIP), Custom URL Location for Installing LDAP server certificates, Emergency Instant Messages - GENBAND, Default Off-Hook Phone screen, Enhanced Feature Keys Enhancements, Bluetooth Support for VVX business media phones, Reset Phone without Admin Password, Prevent Call Park on Busy Orbits, View Phone Memory Usage Alert. **Skype for Business Enhancements** This release introduced support for Direct Inward Dialing Number on VVX Platforms, Web Proxy Auto-Discovery (WPAD), Skype for Business SILK Audio Codec, Hot Desking, Common Area Phone User, BToE Widget, Enhancements to Manual Pairing of Phone using BToE.
5.6.1	December 2017	This release includes important field fixes.

Release	Release Date	Features
5.6.0	July 2017	This release includes support for the following features: **OpenSIP Enhancements** This release introduced support for FIPS 140-2 Compliance Support, Two-Way Active Measurement Protocol support, Caller ID Display from the SIP Invite, BroadSoft Server-Based Call Waiting, Call Line Identification, BroadSoft Server-Based Redial, Remote Party Disconnect Alert Tone, Support for Siren 7 Audio Codec. The BroadSoft Directory now includes the following new directories: • Group and Group Common Directory • Enterprise Common Directory • Personal Directory **Skype for Business Enhancements** This release introduced support for Dial Plan Normalization, Multiple Emergency Number Dial Plan, Skype for Business User Interface Enhancements, Skype for Business Conference Enhancements, Device Lock Enhancements, Profile Picture on Device Lock Screen, Secure Single Sign-On with Third-Party Supporting Solutions, Safe Transfer for Boss-Admin Enhancements, and Busy Options for Incoming Calls. **VVX D60 Enhancements** This release introduced support for FLK Support in VVX Business Media Phone with VVX D60, Maximum Number of Handset Registrations, VVX D60 Base Station Pairing Permissions, Mac Address Pairing with VVX D60 Base Station, Continuous Attempt to Re-pair with a VVX D60 Base Station, and VVX D60 Call Handoff.
5.5.3	September 2017	This release includes important field fixes.
5.5.2	May 2017	This release includes the following features and field fixes: • Enterprise Directory Default Search • Registration Line Address in Status Bar • Broad Works Anywhere EFK for Soft keys • Hide Contact Directory and Favorites • Personal Directory • BSFT Server-Based Call Logs • New Call Forwarding Icons • Updated Don't Disturb Icon • Expanded Support for USB Headsets • Support Added for CDP in VVX D60 Base Station • ALLOW Header in 18x Provisional Responses • Improved BToE device lock
5.5.1	September 2016	This release adds enhancements for the distribution list, QoE, device lock, Polycom BToE manual pairing, user log upload, updated UI for VVX 500 and 600, unified contact store, web sign-in for online deployments.

Release	Release Date	Features
5.5.0	June 2016	This release introduced support for BroadSoft Executive Assistant and Flexible Seating, TR-069, the 3GPP Technical Specification, the IPV6 protocol, Off-hook Call Status control, ability to lock the web configuration utility after failed login attempts, and user interface enhancements.
5.4.3	February 2016	This release introduced the Polycom VVX D60 wireless handset and VVX D60 Base Station.
5.4.1	December 2015	This release includes support for the following features: • Introduced the Polycom VVX 301/311, 401/411, 501, and 601 business media phones • Flexible line key customization for Skype for Business (EFLK) • Master Key Identifiers (MKI) • Shared Line appearance on Lync • BToE for Windows 10 • Smart Search for Lync ABS • Support for simplified Chinese font on VVX 101
5.4.0A	September 2015	This release includes support for the following features: • Microsoft Office 365 and Skype for Business Online • Office365 and Skype for Business Provisioning and Manageability • Time and Date Initial Setup
5.4.0	May 2015	Added support for Alcatel-Lucent CTS features including: • Advanced Conference • Shared Call Appearance with Bridge In • Visitor Desk Phone • This release also includes support for the following features: • Barge In on Busy Lamp Field Lines • DTMF Relay • SIP Instance • Comfort Noise • Opus Codec • DNS Server Address Override • Global Directory Synchronization • Basic Menu Lock • Additional features including user interface improvements and resolved known issues.
5.3.0	March 2015	Includes support for several Lync, BroadSoft, and OpenSIP features.

Language Support

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

- Arabic, UAE
- Chinese, Traditional
- Chinese, Simplified
- Czech, Czech Republic
- Danish, Denmark
- Dutch, Netherlands
- English, Canada
- English, United Kingdom
- English, United States
- French, Canada
- French, France
- German, Germany
- Hungarian, Hungary
- Italian, Italy
- Japanese, Japan
- Korean, Korea
- Norwegian, Norway
- Polish, Poland
- Portuguese, Brazil
- Romanian, Romania
- Russian, Russia
- Slovenian, Slovenia
- Spanish, Spain
- Swedish, Sweden

Resolved Issues

The following table lists the resolved issues in UC Software 6.3.1.

Resolved Issues

Category	Issue No.	Description
Application	EN-182320	When uploading a system web interface ringtone via the boot server path, the upload fails.
Application	EN-181201	Meet Now conferences are missing an expiry timer. As a result, conferences never expire and the server's maximum conference limit is eventually exceeded.

Category	Issue No.	Description
Application	EN-179510	If someone uses SIP consultative transfer for a call, the phone doesn't obtain the caller's identity from the `P-Asserted-Identify` option of SDP. As a result, the caller's identity doesn't display.
Audio	EN-171852	If a Skype for Business caller belongs to a business response group and the gateway's RE-INVITE message for an inbound call is missing the SDP for Internet Connectivity Establishment (ICE), the call loses two-way audio after about 10 minutes.
Calendaring	EN-174485	If you set the DHCP server's GMT offset value to **0**, the **Congratulations** screen incorrectly launches every time the device reboots.
Configuration	EN-173542	Phones don't correctly display the configured time zone offset.
Messages	EN-163610	The phone continues to send Keep Alive messages to the secondary server despite a successful failback to the primary server.
Network	EN-180092	DHCPv6 mode sometimes fails due to a value comparison error, resulting in the phone failing to acquire an IPv6 address.
Network	EN-165335	If you configure a phone with *registration* as its failback mode, the phone incorrectly maintains multiple registrations for the line.
Security	EN-179519	Phones allow Bluetooth clients to attempt to set an encryption key size below the minimum size. This renders the phone vulnerable to various security attacks if you set the encryption key to **0**.
Security	EN-176600	Phones don't attempt to RE-REGISTER over TLS in certain scenarios where the server doesn't respond and loses registration.
User Interface	EN-176741	The Personal Address Book contact name doesn't display for incoming calls.

Known Issues

This section lists the known issues and suggested workarounds for this release and previous releases.

Note:	These release notes don't provide a complete listing of all known issues that are included in the software. Issues not expected to significantly impact customers with standard voice and video conferencing environments may not be included. In addition, the information in these release notes is provided as-is at the time of release and is subject to change without notice.

Category	Issue ID	Description	Workaround
Calling	EN-185583	One-touch call park or transfer using a BLF line key may fail if the user immediately hangs up or initiates another call after executing the call park or transfer.	Delay hanging up or initiating a new call until the transferred call clears from the phone.

Get Help

For more information about installing, configuring, and administering Poly products or services, go to the Poly site, select **Support**, and choose the option best suited to your needs.

Related Poly and Partner Resources

See the following sites for information related to this product.

- The Poly Online Support Center is the entry point to online product, service, and solution support information including Licensing & Product Registration, Self-Service, Account Management, Product-Related Legal Notices, and Documents & Software downloads.

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

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

- The Poly Partner Network are industry leaders who natively integrate the Poly standards-based RealPresence Platform with their customers' current UC infrastructures, making it easy for you to communicate face-to-face with the applications and devices you use every day.

- The Polycom Collaboration Services help your business succeed and get the most out of your investment through the benefits of collaboration.

Privacy Policy

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