Polycom® UC Software 5.2.5 Rev F

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

Contents

What's New in Polycom UC Software 5.2.5 Rev F

Polycom Unified Communications (UC) Software 5.2.5 Rev F is a general release for all open SIP platforms in addition to Microsoft® Lync® Server 2010 and Microsoft Lync Server 2013.

Polycom UC Software 5.2.5 Rev F supports the following Polycom endpoints:

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

Polycom UC Software 5.2.5 Rev F 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 5.2.5 Rev F release from an earlier software release.

New display component on VVX 500 business media phones

VVX 500 business media phones manufactured as of May 2017 are being shipped with the new display component from a secondary component vendor. When the VVX 500 business media phone encounters an incompatible version of UC software on the provisioning server that does not support the new component, the phone installs the UC software and you may experience a flicker. This release includes a software change that makes it compatible with the new display component.

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

Feature	*VVX 300/310*	*VVX 400/410*	*VVX 500*	*VVX 600*	*VVX 1500*	*SoundStructure VOIP Interface*
VQMon	Yes*	Yes*	Yes (Audio only)	Yes (Audio only)	Yes (Audio only)	No

Feature	VVX 300/310	VVX 400/410	VVX 500	VVX 600	VVX 1500	SoundStructure VOIP Interface
Server Based Call Recording	Yes	Yes	Yes	Yes	Yes	No
USB Call Recording	No	No	Yes	Yes	Yes	No
Conference Management	Yes	Yes	Yes	Yes	Yes	No
Electronic Hookswitch	Yes	Yes	Yes	Yes	Yes	No
Enhanced Feature Keys	Yes	Yes	Yes	Yes	Yes	No
Customizable UI Background	Yes	Yes	Yes	Yes	Yes	No
Asian Languages	Yes	Yes	Yes	Yes	Yes	No
Enhanced BLF	Yes	Yes	Yes	Yes	Yes	No
H.323 Video	No	No	Yes	Yes	Yes	No

*You must purchase a feature license from Polycom.

Release History

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

Release History

Release	Release Date	Description
5.2.5 Rev F	March 2017	New software change on VVX 500 business media phones to support new LCD panel on the phones.
5.2.5 Rev C	May 2016	This release includes an important upgrade note.
5.2.5	December 2015	This release has important field fixes. Minor feature improvements for call display handling and off hook dialing.
5.2.4	September 2015	This release delivers important field fixes.
5.2.3	May 2015	This release has important field fixes.
5.2.2	March 2015	This release has important field fixes. Minor feature improvements, an added Open Source Software license, and other resolved issues.
5.2.1	November 2014	First maintenance release for UCS 5.2.0 including 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 on VVX 300 phones and SoundStructure VoIP Interface when using Lync 2013 with CAC.
5.1.1	July 2014	Added full support of Lync contact card, forwarding delegated calls to the boss's voicemail, visual indication of security classification, centralized call recording controls for BroadSoft server, and enabling or disabling the security vulnerable ports.
5.0.1	October 2013	Added Arabic language support, BToE auto-pairing, and quick search support for the BroadSoft UC-One local contacts.
5.0.0	September 2013	Added support for Lync Call Park, Better Together over Ethernet (BToE) and Address Book Services (ABS).

Security Updates

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

Install UC Software 5.2.5 Rev F

Consider the following installation and update information when using Polycom UC Software 5.2.5 Rev F.

Download the Distribution Files

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, enabling you to choose provisioning software for your phone model and maintain software versions for each model in the same root directory.

For general use, Polycom 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 table Combined ZIP and Split ZIP Files. If you are provisioning your phones centrally using configuration files, download the corresponding resource file and extract the configuration files to the provisioning server, maintaining the folder hierarchy in the ZIP file. The current build ID for the sip.ld and resource files is **UC 5.2.5.1183**.

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

Combined ZIP and Split ZIP Files

Distributed Files	File Purpose and Application	Combined ZIP	Split ZIP
3111-46135-002.sip.ld	SIP application executable for VVX 300	x	✓
3111-46161-001.sip.ld	SIP application executable for VVX 310	x	✓
3111-46157-002.sip.ld	SIP application executable for VVX 400	x	✓
3111-46162-001.sip.ld	SIP application executable for VVX 410	x	✓
3111-44500-001.sip.ld	SIP application executable for VVX 500	x	✓
3111-44600-001.sip.ld	SIP application executable for VVX 600	x	✓
2345-17960-001.sip.ld	SIP application executable for VVX 1500	x	✓
3111-33215-001.sip.ld	SIP application executable for SoundStructure VoIP Interface	x	✓
sip.ld	Concatenated SIP application executable for all VVX phones	✓	x
sip.ver	Text file detailing build-identification(s) for the release	✓	✓
000000000000.cfg	Master configuration template file	✓	✓

Distributed Files	File Purpose and Application	Combined ZIP	Split ZIP
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	✓	✓
applications.cfg	Configuration parameters for microbrowser and browser applications	✓	✓
features.cfg	Configuration parameters for telephony features	✓	✓
firewall-nat.cfg	Contains configuration parameters for telephony features	✓	✓
H323.cfg	Configuration parameters for the H.323 signaling protocol	✓	✓
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	Configuration parameters for line and call registration and basic phone settings	✓	✓
region.cfg	Configuration parameters for regional and localization settings such as time and date and language	✓	✓
sip-basic.cfg	Configuration parameters for the VoIP server and softswitch registration	✓	✓
sip-interop.cfg	Configuration parameters for the VoIP server, softswitch registration, and interoperability configuration	✓	✓
site.cfg	Configuration parameters that are set for each site	✓	✓
video.cfg	Configuration parameters for video connectivity	✓	✓
video-integration.cfg	Configuration parameters for Polycom HDX system integration	✓	✓

Distributed Files	File Purpose and Application	Combined ZIP	Split ZIP
VVX-dictionary.xml	Includes native support for the following languages: • Chinese, Traditional • Chinese, Simplified • Danish, Denmark • Dutch, Netherlands • English, Canada • English, United Kingdom • English, United States • French, France • German, Germany • Italian, Italy • Japanese, Japan • Korean, Korea • Norwegian, Norway • Polish, Poland • Portuguese, Brazil • Russian, Russia • Slovenian, Slovenia • Spanish, Spain • Swedish, Sweden • Arabic, UAE	✓	✓
Welcome.wav	Startup welcome sound effect	✓	✓
LoudRing.wav	Sample loud ringer sound effect	✓	✓
Warble.wav	Sample ringer sound effect	✓	✓

Resolved Issues

There are no resolved issues for the UC Software 5.2.5 Rev F release.

Known Issues and Suggested Workarounds

The are no known issues in this release. The following issues are known to be present in previous releases and will be reviewed for possible fixes in a future release if no reasonable workaround is available.

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

Category	Issue No.	Release	Description	Workaround
Functionality	VOIP-90875	4.0.5	In a shared call scenario, the user who barged into the conversation is unable to start recording when the primary user started and stopped the call recording and when the phones are configured in "on demand" mode (BroadSoft R20 server).	No workaround is currently available.
Functionality	VOIP-91274	5.1.0	The end-to-end video transmission pauses when the user starts or stops the call recording and the phone is configured in "on demand" mode (BroadSoft R20 server).	No workaround is currently available.
Functionality	VOIP-91286	5.1.0	The phone fails to start call recording on a held call when configured in "on demand" mode (BroadSoft R20 server).	No workaround is currently available.
Functionality	VOIP-91287	5.1.0	Recording is resumed automatically when a phone transfers the call to the 3rd party (BroadSoft R20 server).	No workaround is currently available.
Functionality	VOIP-91393	5.1.0	Call is recorded only on a single phone if the "Start" recording is pressed on two phones at the same time (BroadSoft R20 server).	No workaround is currently available.
Functionality	VOIP-91440	5.1.0	The phone fails to record PSTN/GSM calls as the server is sending the record: off attribute instead of the record: on attribute (BroadSoft R20 server).	No workaround is currently available.
Functionality	VOIP-91465	5.1.0	In a shred call scenario, audio is dropped when the multiple video enabled destinations barge in to a call (BroadSoft R20 server).	No workaround is currently available.
Functionality	VOIP-91560	5.1.0	Server is not sending "recordpref: off" during the SCA hold-resume scenario when the recording is stopped (BroadSoft R20 server).	No workaround is currently available.
Functionality	VOIP-91607	5.1.0	Centralized conference fails sometimes when the recording mode is enabled on the phone (BroadSoft R20 server).	No workaround is currently available.
Functionality	VOIP-91781 VOIP-91768 VOIP-91634	5.1.0	A few issues are observed in BroadSoft call recording during call transfer scenarios and shuffle recording at both ends (BroadSoft R20 server).	No workaround is currently available.

Category	Issue No.	Release	Description	Workaround
Functionality	VOIP-92163	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.
Lync	VOIP-90516	5.0.1	In the Lync Boss-Admin scenario, phones fail to connect to the call when administrators of both the parties are trying to pick up the held calls of their respective bosses (Lync Server).	No workaround is currently available.
Lync	VOIP-90534	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).	No workaround is currently available.
Lync	VOIP-90700	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).	No workaround is currently available.
Lync	VOIP-91925	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 a secondary server in case of outage (Lync Server).	No workaround is currently available.
Lync	VOIP-91926	5.1.1	The phone gets unregistered during a data center outage while the administrator is on a federation call (Lync Server).	No workaround is currently available.
Lync	VOIP-91972	5.0.2	In a Lync Boss-Admin scenario, Boss-Admin indications do not work after failover/failback (Lync Server).	No workaround is currently available.
Lync	VOIP-92034	5.0.1	In case of a data center outage, the boss is unable to pick up on-behalf-of calls made by the administrator (Lync Server).	No workaround is currently available.
User Interface	VOIP-91441	5.1.0	The phone displays a misleading "Call Recording Stopped" message 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)	No workaround is currently available.

Known Issues and Suggested Workarounds

Category	Issue No.	Release	Description	Workaround
Audio	VOIP-92271	5.2.0	A dial tone mixed with page audio is played from the handset and chassis until the dial tone expires when a user switches the termination and the page is in progress.	No workaround is currently available.
Audio	VOIP-95801	5.2.1	The phone is automatically set to a silent ringtone when the ringtone for the BLF incoming call is set to Low Trill using a configuration parameter.	No workaround is currently available.
BToE	VOIP-86478 VOIP-88053	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	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.
BToE	VOIP-87292	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.
BToE	VOIP-87335	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 computer.
BToE	VOIP-87338	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.
BToE	VOIP-87552	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 computer.
BToE	VOIP-87785	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.
BToE	VOIP-87815	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.

Category	Issue No.	Release	Description	Workaround
BToE	VOIP-87908	5.0.0	The Polycom BTOE Connector application does not work if the computer is running in IPv6 mode.	No workaround is currently available.
BToE	VOIP-88034	5.0.0	The Polycom BTOE Connector application is not supported on a Windows XP platform.	No workaround is currently available.
BToE	VOIP-88062	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	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.
BToE	VOIP-88233	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	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**.
BToE	VOIP-88749 VOIP-89308	5.0.1	You need administrator privileges to install the Polycom BTOE Connector application.	No workaround is currently available.

Category	Issue No.	Release	Description	Workaround
BToE	VOIP-89004	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.
BToE	VOIP-89393	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	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.
BToE	VOIP-93272	5.2.0	In a BToE scenario, the phone displays a "BToE unpaired" pop-up instead of a "Successfully Un-paired" pop-up after a PC port link is unplugged.	No workaround is currently available.
Conference	VOIP-94299	5.2.0	In a conference scenario, the phone interface icon on the top left of the Transfer To screen displays the incorrect call number upon receiving and disconnecting an incoming call.	No workaround is currently available.
Conference	VOIP-94349	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 the conference string.	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.

Category	Issue No.	Release	Description	Workaround
Configuration	VOIP-61091	SIP 3.3.0	The configuration parameter tcpIpApp.port.rtp.forceSend=1024 works only for the SoundStation IP 6000, 7000 and VVX 1500. It does not work correctly for SoundPoint IP phones.	No workaround is currently available.
Configuration	VOIP-70728	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.
Configuration	VOIP-72898	4.0.0	Hard key external URL mapping requires EFK enabled on the SoundPoint IP 650.	Enable EFK using configuration files.
Configuration	VOIP-75195	4.0.1.	The Hold, Transfer, and Conference soft keys do not display when the parameter softkey.feature.basicCallManagement.redundant = 0 (applies to SoundStation Duo).	No workaround is currently available.
Configuration	VOIP-77039	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.
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.
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	VESC-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.
Functionality	VOIP-26920		Centralized conference fails due to a RTP port opening too slowly in some cases.	No workaround is currently available.

Category	Issue No.	Release	Description	Workaround
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.
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.

Category	Issue No.	Release	Description	Workaround
Functionality	VOIP-46997		Camera brightness adjustment does not work between levels 3 to 6 on the VVX 1500.	No workaround is currently available.
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.
Functionality	VOIP-54799	SIP 3.2.2	The VVX 1500 transmits H.264 QCIF video to Tandberg MXPs in H.323 calls.	Set the video bit rate on the VVX 1500 to 512 Kbps to avoid the issue.
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.
Functionality	VOIP-63609		You cannot answer a call using the speaker soft key when DND is enabled and `call.rejectBusyOnDnd` 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.
Functionality	VOIP-68815	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	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	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.

Category	Issue No.	Release	Description	Workaround
Functionality	VOIP-69735	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 and 1500).	No workaround is currently available.
Functionality	VOIP-69898	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.
Functionality	VOIP-71800		Users cannot change the user password in the Web Configuration Utility.	Change the user password on the phone.
Functionality	VOIP-72082	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.
Functionality	VOIP-72299	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	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	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	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.
Functionality	VOIP-73015	4.0.0	The Life Size Team 220 incorrectly remains in a connecting state when there is a call from VVX 1500 over H323.	No workaround is currently available.
Functionality	VOIP-74763	4.0.1	The MKC5 key to upload logs does not work (applies to SoundStation Duo).	No workaround is currently available.

Category	Issue No.	Release	Description	Workaround
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 the headset or speaker key.	No workaround is currently available.
Functionality	VOIP-74958	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	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.
Functionality	VOIP-75427	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.
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	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.
Functionality	VOIP-75898	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 micro browser (applies to VVX 1500 and VVX 500).	No workaround is currently available.
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 (**).
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	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.
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.
Functionality	VOIP-79634	4.0.4.	During paging, the receiving phone displays the MAC address of the sender instead of the caller ID.	Restart the phone.

Category	Issue No.	Release	Description	Workaround
Functionality	VOIP-81272	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	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.
Functionality	VOIP-82873 VOIP-82877	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.
Functionality	VOIP-83782	4.1.6	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.
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
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` is set to 1 (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	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	4.1.6	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.

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Functionality	VOIP-84450	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.
Functionality	VOIP-84774	4.1.4	Calls display in the Call Logs menu according to the logging time.	No workaround is currently available.
Functionality	VOIP-84795	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-85011	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	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 micro browser.	No workaround is currently available.
Functionality	VOIP-85606	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.
Functionality	VOIP-86172		Adding, deleting, or editing the BroadSoft directory contact from the phone is not available.	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.
Functionality	VOIP-87847	5.0.0	The phone currently plays the same sound for reboot, restart, and calendar notification.	No workaround is currently available.
Functionality	VOIP-87892	5.0.0	When auto-answer is enabled, the phone automatically answers the call after two seconds.	No workaround is currently available.
Functionality	VOIP-87909	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.

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Functionality	VOIP-87987	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	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.
Functionality	VOIP-88174	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	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.
Functionality	VOIP-88273	5.0.0	Leaving a voicemail directly without first calling the user is not available.	No workaround is currently available.
Functionality	VOIP-88276	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	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	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	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 micro browser using a headset (applies to VVX 500).	No workaround is currently available.

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Functionality	VOIP-88309	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.
Functionality	VOIP-91600	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.
Functionality	VOIP-91637	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-91928	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.
Functionality	VOIP-92066	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.
Functionality	VOIP-92095	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-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.
Functionality	VOIP-92271	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-92291	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-92304	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-92459	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.
Functionality	VOIP-92642		An irregular ring back tone is heard when VVX600 is registered with corporate Lync server.	No workaround is currently available.

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Functionality	VOIP-92681	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.
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-93445	5.2.0	While uploading the core file to the boot server, the CPU stays at 99-100% for more than a minute.	No workaround is currently available.
Functionality	VOIP-93600	5.2.0	The audio playback file plays on the speaker when the user transfers from speaker to handset during the audio playback and selected the next file is played	No workaround is currently available.
Functionality	VOIP-94118	5.2.0	In a Lync Shared Line Appearance (SLA) scenario, the incoming call ringtone on the boss's phone is cut short when there are the maximum number of calls on the delegate's phone.	No workaround is currently available.
Functionality	VOIP-94920	5.2.0	A SoundStructure VoIP Interface client will not receive a voip_popup message when a remote Lync Meet Now presenter mutes or unmutes a user that is registered on the SoundStructure VoIP Interface.	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.
Hardware	VOIP-87294	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.
Hardware	VOIP-89018	5.0.1	Some voice echo issues when the Plantronics EHS headset is used.	No workaround is currently available.
Hardware	VOIP-92326	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.
Hardware	VOIP-92333	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.

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Lync	VESC-4618	5.1.1	VVX 300 phones sign out of Lync server automatically after long durations (months).	No workaround is currently available.
Lync	VESC-4733	5.1.1	In a Lync 2010 environment, the phone fails to connect to the Exchange server to display the Calendar user interface.	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.
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.
Lync	VOIP-80212	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.
Lync	VOIP-82043	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.
Lync	VOIP-82302	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.
Lync	VOIP-84598	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.
Lync	VOIP-84692	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.
Lync	VOIP-87129	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.

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Lync	VOIP-87214	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.
Lync	VOIP-87328	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.
Lync	VOIP-87337	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.
Lync	VOIP-87342	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.
Lync	VOIP-87655	5.0.0	In a Lync environment, the phone displays the complete SIP URI for outgoing PSTN calls.	No workaround is currently available.
Lync	VOIP-87814	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.
Lync	VOIP-87848	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.
Lync	VOIP-88254	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.
Lync	VOIP-88313	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.

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Lync	VOIP-88643	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	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.
Lync	VOIP-92310	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.
Lync	VOIP-92316	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-92642	5.1.0	In the Lync corporate network, a choppy ring back tone is heard (applies to VVX 600).	No workaround is currently available.
Lync	VOIP-92807	5.2.0	In a Lync environment, crackling audio is heard during the first two seconds of the call on VVX and SoundPoint IP 331 phones through the external Lync SIP trunk.	No workaround is currently available.
Lync	VOIP-93775		In a Lync environment, the paired phone may reboot when the privacy relationship of all the blocked contacts are changed to Blocked and 200 contacts are added to the Lync client at the same time.	Keep fewer than 200 contacts.
Lync	VOIP-93884	5.2.0	In the Lync ABS directory, contacts' presence status is not persistent if the presence of said contact has been changed during the time of search.	No workaround is currently available.
Lync	VOIP-94171	5.2.0	The phone doesn't have an option to set the presence status to Off Work from its UI although the same can be done from the Lync 2013 client.	Set the Off Work status via the Lync client.
Lync	VOIP-94402	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.

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Lync	VOIP-94899	5.2.0	When the base profile is set to Lync and the Web Configuration Utility is enabled, the Lync Sign-In page is still available under Settings > Lines > Authentication.	No workaround is currently available.
Lync	VOIP-94968	5.2.0	In a Lync environment, when the mute button is pressed quickly after a call is received from a Lync Meet Now invitation, the muted state does not display on the computer's Meet Now interface	No workaround is currently available.
Lync	VOIP-95684	5.2.0	When using Lync 2010 in a Shared Line Appearance scenario, a held call fails when a boss or delegate tries to resume it.	No workaround is currently available.
Network	VOIP-95738	5.2.1	Signing into the phone after it's shifted from the remote network to an internal network causes it to reboot.	Wait for the phone to reboot, then wait for two to three minutes before placing a call.
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.
Networking	VOIP-52142		Video connections with the Counter Path 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.
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.
Networking	VOIP-62482		Server certificate Serial Number is checked against the host name if the outbound proxy is configured.	No workaround is currently available.

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Networking	VOIP-63527	SIP 3.3.1	The phone sends out INVITE and CANCELS messages if no provisional response is received.	No workaround is currently available.
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.
Networking	VOIP-78340	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.
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.
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.
Networking	VOIP-91966	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.
Networking	VOIP-92678	5.1.0	The phone is unable to re-register after receiving 430 flow failed message from the server	No workaround is currently available.
Networking	VOIP-94488	5.2.0	The phone network starts before the phone displays a message that an application started due because the early dialogue is missing (applies to VVX 1500).	No workaround is currently available.
Networking	VOIP-95101	5.2.0	In an ININ Shared Line Appearance environment, the phone reboots occasionally when trying to call the boss's phone multiple times in quick succession.	No workaround is currently available.
Polycom Desktop Connector	VOIP-70480	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.
Security	VOIP-82212	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.

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Security	VOIP-95887	5.2.1	First time sign in using PIN Authentication on phone after the network changes causes the phone to reboot.	Wait for the phone to reboot, then wait for two to three minutes before placing a call.
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.
User Interface	VOIP-79735	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.
User Interface	VESC-4761	5.1.1.	The user interface lags on phones running debug logs at render level Zero.	No workaround is currently available.
User Interface	VESC-4768	5.1.1	The phone behavior is uneven when logged in through the Web Configuration Utility.	No workaround is currently available.
User Interface	VOIP-37273		If the custom idle display and idle browser features are both enabled the phone UI displays incorrectly.	Do not set `ind.idleDisplay.enabled` to1 and enable the Idle Browser at the same time.
User Interface	VOIP-37984		Enabling the idle bit-map on SoundPoint IP 330 and 320 phones causes the Line Key labels and dialed digits to be invisible.	Do not use the idle bit-map on 330/320 phones; instead, set ind.idleDisplay.enabled=0.
User Interface	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.
User Interface	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.
User Interface	VOIP-71386	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.

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User Interface	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.
User Interface	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.
User Interface	VOIP-75759	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.
User Interface	VOIP-75869	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.
User Interface	VOIP-76522	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.
User Interface	VOIP-76753	4.0.1	Removing a BLF line from the server causes the speed dial icon to disappear.	Restart or reboot the phone.
User Interface	VOIP-78232	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.
User Interface	VOIP-80227	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.
User Interface	VOIP-81968	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.
User Interface	VOIP-82401	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.
User Interface	VOIP-83157		The phone does not display the protocol field for the local contacts.	No workaround is currently available.
User Interface	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.

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User Interface	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.
User Interface	VOIP-83884	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.
User Interface	VOIP-83887 VOIP-83889	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.
User Interface	VOIP-84061	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.
User Interface	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.
User Interface	VOIP-84219	4.1.2	User's URL's are displayed in call history and call display on phone UI.	No workaround is currently available.
User Interface	VOIP-84219	4.1.2	Users' URLs are displayed in their call history and call display on the phone UI.	No workaround is currently available.
User Interface	VOIP-87976	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.
User Interface	VOIP-88209	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.
User Interface	VOIP-88618	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.
User Interface	VOIP-89082	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.

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User Interface	VOIP-89132	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.
User Interface	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.
User Interface	VOIP-92019	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. The same happens in reverse.	No workaround is currently available.
User Interface	VOIP-92349	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.
User Interface	VOIP-92656	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.
User Interface	VOIP-92679	5.1.0	The phone is displaying "All Contacts" instead of "Other contacts" in the Contacts menu under Groups.	No workaround is currently available.
User Interface	VOIP-93172	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.
User Interface	VOIP-93272		The phone does not display a "Successfully Un-paired" pop up after PC port link is unplugged.	No workaround is currently available.
User Interface	VOIP-93944	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.
User Interface	VOIP-94191	5.2.0	Line labels in Arabic are truncated toward the left instead of the right of the line label.	No workaround is currently available. Note: This only impacts the phone in Arabic.
User Interface	VOIP-94352	5.2.0	The phone list of the total number of calls disappears occasionally when scrolling through the calls on the phone.	No workaround is currently available.

Category	Issue No.	Release	Description	Workaround
User Interface	VOIP-94429 VOIP-93755	5.2.0	The phone displays blocked contacts' presence status after the phone reboots if the contact is present in the Favorites list.	No workaround is currently available.
User Interface	VOIP-95943	5.2.1	When the Barge-In feature is enabled on the phone and not on the server, the phone user interface does not display any soft keys in filtered view.	No workaround is currently available.
Video	VOIP-74650	4.0.1	In an active audio-only call between a computer client and a VVX 1500, the far-end video never starts on the computer client when a user presses Add Video.	No workaround is currently available.
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.

Updates to Previous Software Releases

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

Updates to UC Software 5.2.5 Rev C

This section lists an important uprade note in UC software 5.2.5 Rev C release.

Important Upgrade Notes and Considerations in UC Software 5.2.5 Rev C

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Important Update

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

Details: This release includes a critical fix (VOIP-116413) 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.

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Updates to UC Software 5.2.5

This section lists new and enhanced software features, configuration file enhancements, and resolved issues in UC software 5.2.5 release.

What's New in Polycom UC Software 5.2.5

Polycom UC Software 5.2.5 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 5.2.5 with Microsoft Lync Server, you cannot register multiple lines on one phone.

For information on feature information available with UC software 5.x.x, see the section Updates to Previous Software Releases.

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 Web Configuration Utility is disabled by default when the base profile is set to Lync with added support for HTTP and HTTPS.
- Video calls are currently not supported between Polycom phones and the Lync 2013 client.

New or Enhanced Features

Polycom UC Software 5.2.5 includes the features and functionality of previous releases and includes the following new features:

- Lock Access to Edit/Delete/Modify Polycom directory.
- Changes to Active Call Display on VVX 500/600
- Changes to Off Hook dialing on VVX 500/600
- Allow the minimum ringer volume to be configured

See the section Configuration File Enhancements for the permitted values and descriptions for each feature's parameters.

Lock Access to Edit/Delete/Modify Polycom Directory

When the configuration parameter `dir.local.passwordProtected` is set to 1, the ability for the user to modify the contact directory is limited. The following changes to behavior will be seen:

1. Long pressing on a vacant line key will not direct the user to the Add Contact Screen.

2. Long pressing on a line key that has a contact/speed dial will not allow the user to edit that contact.

3. If the user attempts to add, delete or modify a contact, they will be prompted for a password before being allowed to edit, delete, or modify an entry in the Polycom directory. Entry of either

the User Password or the Admin Password will allow the user to modify the directory. Viewing of the existing directory content will not be protected by a password.

Changes to Active Call Display on VVX 500/600

On VVX 500 and VVX 600 phones, changes have been made to the way active calls are presented. If the parameter `up.LineViewCallStatus.enabled` is set to 1, active call information will be shown in the top ribbon of the display, and the line view will remain on display. This allows the user to see the state of all lines that are registered to the phone, as well as the state of any BLF lines. If the user swipes the screen from right to left, the call/session screen will be displayed. This will remain on display for the number of seconds defined by `up.LineViewCallStatusTimeout`.

Changes to Off Hook Dialing on VVX 500/600

On VVX 500 and VVX 600 phones, the behavior of the display has been changed when off hook dialing is performed. If the parameter `up.OffHookLineView.enabled` is set to 1, when the user goes off hook to start a call, the line view remains in place. This allows BLF lines and speed dials/favorites to be selected without having to press an additional key. If the user starts to enter a number via the keypad, the display automatically changes to present the usual dialer screen. If the user then deletes all the numbers entered, the line view is restored. Note that this behavior happens for all new calls, including calls that are initiated as part of a Transfer or Conference.

Allow the Minimum Ringer Volume to be Controlled

When a VVX phone is used in an environment where it is critical that incoming calls can be heard, it is now possible to configure the minimum volume of the ringer. The configuration parameter `up.ringer.minimumVolume` allows a value between 0 and 16 to be set. This value controls the number of steps BELOW the maximum volume that the ringer can be set.

- If `up.ringer.minimumVolume` is set to 0 this indicates that the volume can be lowered by 0 steps. In other words, the volume of the ringer MUST be maximum available.
- If `up.ringer.minimumVolume` is set to 16 this indicates that the volume can be lowered by 16 steps. In other words, the volume of the ringer can be set to ANY value.
- If `up.ringer.minimumVolume` is set to a value greater than 0 but less than 16, the volume will be restricted to that many steps below maximum.

When `up.ringer.minimumVolume` is set to a number other than 16, the initial volume will be set to half of the available volume range.

Resolved Issues

The following issues have been resolved for the UC Software 5.2.5 release.

UC Software 5.2.5 Resolved Issues

Category	Found in Release	Description	Issue No.
Busy Lamp Field	4.0.5	You can now toggle between the default and url mode. See Configuration File Enhancements to enable this feature.	VOIP-94328
Calling	5.2.0	EFK configured for Shared Line1 now works as expected and dials out from Line 1.	VOIP-99549
Contacts	5.2.2	The phone web interface now displays contacts in the same order as we see them on phone display.	VOIP-99973
Extension Module	5.2.0	Stability and performance have been improved for VVX Expansion Modules.	VOIP-97897
General	5.3.1	A problem was resolved that caused the phone to go into a 503 loop when TCP Preferred is set to TCP first.	VOIP-108718
General	4.1.8	Phone now responds as expected to a 407 from the server and no longer loses registration.	VOIP-102391
General	5.1.3	You can now specify whether remote hold and remote active calls should be treated as an active call or not.	VOIP-100317
General	5.2.0	When the parameter 'reg.x.server.y.specialInterop' is set to Genband, the user can now enter multiple entries in the contact directory.	VOIP-106322
General	5.3.0	If a call was received on a sipxecs shared line number (with multiple line keys), there were two call appearances on two lines. This issue has been resolved and now there is only one call appearance.	VOIP-106182
General	5.3.0	Group paging is now working as expected while a monitored Enhanced Park Orbit is active.	VOIP-103837
General	5.3.0	Calls to Call Centers and Hunt groups no longer automatically revert to Hold when the Call Recording Service is enabled for an agent who answers the call.	VOIP-101239
General	5.2.2	Phones now correctly upgrade to the server when using an HTTPS server.	VOIP-100418
General	5.3.0	SRTP now generates a new key even when the parameter 'sec.srtp.answerWithNewKey' is set to 0 for VVX video-capable phones.	VOIP-100278
General	5.1.1	SRTP no longer generates a new key even when the parameter 'sec.srtp.answerWithNewKey' is set to 0 for VVX video-capable phones after a Hold and Resume call.	VOIP-100278
Lync	5.2.0	The Video Mode Softkey can be removed if video is disabled via a configuration parameter or a phone's web interface in a Lync profile.	VOIP-99881

Category	Found in Release	Description	Issue No.
General	5.2.2	Softkey feature directories now display 'Directories Softkey' on the phone's Idle screen.	VOIP-99813
RealPresence Resource Manager	5.3.0	A problem was resolved that prevented the VVX1500 managed by the RealPresence Resource Manager from storing the RealPresence Resource Manager Guest Book entries in the local contact directory.	VOIP-101587
Registration	4.1.8	If set to default (0), the phone no longer generates a new call-ID and From tag during re-registration.	VOIP-102385
Security	5.4.0	Multiple Multiple Denial of Service vulnerabilities in OpenSSL have been resolved.	VOIP-102366
SIP	4.1.8	Issues with the phone momentarily losing registration when SIP/TLS is used have been resolved.	VOIP-99637

Configuration File Enhancements

The following table includes configuration file enhancements for this release.

UC Software 5.2.5 Configuration File Enhancements

Parameter	Permitted Values	Default
up.ringer.minimumVolume	**0 - 16**	**16**

Enables the administrator to configure the minimum ringer volume, either through the configuration file or through the web interface. The parameter defines how many volume steps are accessible below the maximum level by the user.

If 16, the full 16 steps of volume range are accessible. If the parameter is set to 0, the ring volume will not be adjustable by the user and the phone will only use maximum ring volume.Upon bootup, the volume is set to ½ the number of configured steps below the maximum (16). So, if the parameter is set to 8, on bootup, the ringer volume is set to 4 steps below maximum.

up.LineViewCallStatus.enabled	**0 or 1**	**0**

If set to 1, the phone shows the Line-view during an incoming or active call. Information for the incoming or active call is displayed in the status area at the top of the screen. This parameter is only valid for VVX 500 and VVX 600.

up.LineViewCallStatusTimeout	**2 – 10 seconds**	**10 sec**

This parameter controls the time that the display will remain on the Session/Call View before switching back to the line view if `up.LineViewCallStatus.enabled` = 1. This parameter is only valid for VVX 500 and VVX 600. Note that for video calls, this parameter will not have any effect.

Parameter	Permitted Values	Default
up.OffHookLineView.enabled	**0 or 1**	**0**

If set to 1, the phone display shows the Line-view Instead of the dial-pad whenever the user is off-hook , allowing you to select a speed dial from the Line-view. Line-view is hidden when you begin dialing. This parameter is only valid for VVX 500 and VVX 600.

dir.local.passwordProtected	**0 or 1**	**0**

If 1, you will be prompted for your Admin/User password while adding/editing/deleting the Contact Directory. If 0, no password prompt is displayed and pressing and holding the Line-key displays the Add/Edit menu.

voIpProt.SIP.newCallOnUnRegister	**0 or 1**	**1**

If 0, the phone does not generate new call-ID and From tag during re-registration.

voIpProt.server.x.failOver.failBack.mode	**newRequests, DNSTTL, registration, duration**	**duration**

Specify the failover failback mode. •

 newRequests All new requests are forwarded first to the primary server regardless of the last used server.

• **DNSTTL** The phone tries the primary server again after a timeout equal to the DNS TTL configured for the server that the phone is registered to.

• **registration** The phone tries the primary server again when the registration renewal signaling begins.

 • **duration** The phone tries the primary server again after the time specified by voIpProt.server.x.failOver.failBack.timeout.

call.shared.remoteActiveHoldAsActive	**0 or 1**	**1**

If 1, you can specify whether remote hold and remote active calls should be treated as active or not.

call.urlNumberModeToggling	**0 or 1**	**0**

If 1, the default mode is set to Number mode in place of URL mode when initiating the URL call. If 0, the default mode is set to URL mode when initiating the URL call.

Updates to UC Software 5.2.4

Polycom Unified Communications (UC) Software 5.2.4 is a general release for all open SIP platforms in addition to Microsoft® Lync® Server 2010 and Microsoft Lync Server 2013.

Polycom UC Software 5.2.4 supports the following Polycom endpoints:

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

Polycom UC Software 5.2.4 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 Web Configuration Utility is disabled by default when the base profile is set to Lync with added support for HTTP and HTTPS.
- Video calls are currently not supported between Polycom phones and the Lync 2013 client.

New or Enhanced Features

There are no new or enhanced features for this release.

Resolved Issues

The following issues have been resolved for the UC Software 5.2.4 release.

UC Software 5.2.4 Resolved Issues

Category	Found in Release	Description	Issue No.
Busy Lamp Field		The phone now correctly picks up Busy Lamp Field (BLF) calls when the parameter CallsPerLineKey is set to 1.	VOIP-102007
Busy Lamp Field		A problem was resolved that hides an incoming call and does not play call waiting tone while there is an existing BLF pick-up call.	VOIP-101730
Calling		A problem was resolved that when a VVX3310 phone shared a call with two other phones, the third call caused the system to crash.	VOIP-106337
Calling		In a Bridged Line Appearance (BLA) scenario, phone now successfully resumes remote call.	VOIP-105975
Calling		Even if the Emergency server is not configured, 911 calls will be treated as emergency call (i.e. normal call with PAI header) and the registrar server will be used as emergency server.	VOIP-104132
Calling		New parameter (call.shared.remoteActiveHoldAsActive) was added to allow user to specify whether remote hold and remote active calls should be treated as active call or not.	VOIP-101830

Category	Found in Release	Description	Issue No.
Calling		The phone now successfully holds and resumes a call from a video-enabled endpoint through a PSTN gateway to a non-video endpoint through a PSTN gateway.	VOIP-101739
Calling		Phone now displays incoming call alert without any issue if call forwarding is disabled and indefinite ringing setting is enabled.	VOIP-101723
Calling		A problem with using a shared appearance on multiple phones has been resolved, and a remote hold call on one phone can be now be resumed by the other shared users.	VOIP-100631
Expansion Modules		Multiple issues regarding expansion modules have been addressed optimizing several performance related issues	VOIP-99624
Expansion Modules		Stability and performance have been improved for VVX Expansion Modules.	VOIP-102074
General		A problem was resolved that caused a mismatch between file system versions due to a flash corruption so that the phone now starts successfully without displaying the Fix soft key.	VOIP-102347
General		The phone now correctly handles the Group Paging subscription options.	VOIP-102076
General	4.0.8	A problem with handling the MWI NOTIFY message with same message count has been resolved.	VOIP-101541
General		A problem was resolved that caused the phone to display the caller ID for an incoming call incorrectly.	VOIP-101382
General		A problem was resolved which caused phone to reboot when configured with VLAN IP.	VOIP-101216
General		A problem was resolved that caused the phone to handle session expirations incorrectly.	VOIP-100628
General		Phone upgrades to the server without any issue when trying to upgrade using HTTPS server.	VOIP-100420
GENBAND interoperability		In a GENBAND environment, the phone now displays the correct caller ID after resuming a held MADN call.	VOIP-101186
Interoperability Lync		The phone now successfully registers the user to the Lync 2013 server without user intervention after upgrading from a Survivable Branch Appliance or Server.	VOIP-103879
Interoperability Lync		A problem was resolved that caused issues when establishing a call with an Avaya IP phone in a Lync 2013 environment.	VOIP-100180

Category	Found in Release	Description	Issue No.
Interoperability Lync		The voIpProt.SIP.useInactiveHold parameter has been added to enable the phone to send the a=inactive message when put on hold. This parameter applies only to Lync gateway calls.	VOIP-99719
Security		Resolved important security vulnerabilities.	VOIP-105011

Configuration File Enhancements

The following table includes configuration file enhancements for this release.

UC Software 5.2.4 Configuration File Enhancements

Parameter	Permitted Values	Default
call.shared.remoteActiveHoldAsActive	**0 to 1**	**1**

This parameter allows the user to specify whether remote hold and remote active calls should be treated as active call or not.

Updates to UC Software 5.2.3

Polycom Unified Communications (UC) Software 5.2.3 is a general release for all open SIP platforms in addition to Microsoft® Lync® Server 2010 and Microsoft Lync Server 2013.

Polycom UC Software 5.2.3 supports the following Polycom endpoints:

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

Polycom UC Software 5.2.3 offers support for the following VVX accessories:

- VVX Camera
- VVX Expansion Module

Note: Using Polycom phones with Lync Server

- You can register only one line when Lync is set as the base profile on the phone.
- 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 Web Configuration Utility is disabled by default when the base profile is set to Lync with added support for HTTP and HTTPS.
- Video calls are currently not supported between Polycom phones and the Lync 2013 client.

New or Enhanced Features

There are no new or enhanced features for this release.

Configuration File Enhancements

The following table includes configuration file enhancements for this release.

UC Software 5.2.3 Configuration File Enhancements

Parameter	Permitted Values	Default
ptt.channel.x.allowReceive	**0 to 1**	**1**
If 0, disables receiving PTT calls on the specified channel. If 1, allows receiving PTT calls on the specified channel.		
ptt.pageMode.group.x.allowReceive	**0 to 1**	**1**
If 0, disables receiving page calls on the specified group. If 1, allows receiving page calls on the specified group.		
softkey.x.use.park	**0 or 1**	**0**
If 0, no softkey is displayed when a call is parked on a phone with EFK enabled. If 1, displays a softkey when the call is parked on a phone with EFK enabled.		
tcpIpApp.port.rtp.mediaPortRangeStart	**Even integer 1024 to 65486**	**2222**
The starting port for RTP media packets. Ports are allocated from a pool starting with this port up to a value of (start-port + 47) for a voice-only phone or (start-port + 95) for a video phone. Note: Ensure that there is no contention for port numbers. For example, do not use 5060 (default port for SIP).		
tcpIpApp.port.rtp.videoPortRange.enable	**0 or 1**	**0**
If 0, specifying a start for the video RTP port range is disabled. If 1, allows you to specify the start for the video RTP port range.		
tcpIpApp.port.rtp.videoPortRangeStart	**Even integer 1024 to 65436**	**2222**
The starting port for RTP video packets. Ports are allocated from a pool starting with this port up to a value of (start-port + 47) for a voice-only phone or (start-port + 95) for a video phone. Note: Ensure that there is no contention for port numbers. For example, do not use 5060 (default port for SIP).		

Parameter	Permitted Values	Default
voice.rxPacketFilter	**0 or 1**	**0**

If 0, disables a high pass audio filter for RX audio when a narrow band codec is active. If 1, enables a high pass audio filter for RX audio when a narrow band codec is active. This parameter is useful to filter out background noise and interference on narrow band calls.

Updates to UC Software 5.2.2

Polycom Unified Communications (UC) Software 5.2.2 is a general release for all open SIP platforms in addition to Microsoft® Lync® Server 2010 and Microsoft Lync Server 2013.

Polycom UC Software 5.2.2 supports the following Polycom endpoints:

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

Polycom UC Software 5.2.2 offers support for the following VVX accessories:

- VVX Camera
- VVX Expansion Module

New or Enhanced Features

UC Software 5.2.2 includes the following feature enhancements and additions:

- Administrators can now customize alert tones for meeting reminders for the Exchange Calendar using configuration files (VOIP-97667). The parameter `exchange.meeting.reminderType` is an existing parameter that was updated for the new customization functionality.
- The parameter `device.sec.TLS.SSLv2v3.enabled` was added in this release to address an OpenSSL vulnerability (known as POODLE). SSLv3 or SSLv2 protocols and the use of CBC mode ciphers for SSL or TLS connections are disabled by default. Administrators can choose to enable the use of the protocols using the parameter `device.sec.TLS.SSLv2v3.enabled` (VOIP-97629 and VOIP-95720).
- The VeriSign Universal Root Certificate was added to the UC Software default trusted certificate authorities list (VOIP-96470).
- Administrators can now configure the AutoAnswer menu to display on VVX phones using the new parameter `call.autoAnswerMenu.enable` (VOIP-96303).
- Administrators can now configure the masking of Internet Control Message Protocol (ICMP) replies using the new parameter `device.net.icmp.echoRepliesMask` (VOIP-96119).

- Administrators can now configure the alert tone for Message Waiting Indicator (MWI) using the new parameter `mwi.reminder.enable` (VOIP-95806).

Configuration File Enhancements

The following table includes configuration file enhancements for this release.

UC Software 5.2.2 Configuration File Enhancements

Parameter	Permitted Values	Default
ptt.compatibilityMode	**0 or 1**	**0**
If 0, the PTT protocol behavior is disabled. If 1, all PTT protocol behavior is enabled.		
up.simplifiedSipCallInfo	**0 or 1**	**1**
If 1, the display name is used for the caller ID. If 0, the sip address is used for the caller ID.		
up.echoPasswordDigits	**0 or 1**	**1**
If set to 1, the phone displays the characters entered for passwords for a fraction of a second before it's masked. If set to 0, entered character are masked.		
exchange.meeting.reminderType	**0, 1, or 2**	**2**
If 0, all meeting reminders are silent notifications. If 1, the first meeting reminder plays an audible notification, and the following reminders are silent notifications. If 2, all meeting reminders play audible notifications.		
device.sec.TLS.SSLv2v3.enabled	**0 or 1**	**Null**
Enables or disables the SSLv2 or SSvL3 protocols for applications. This fixes the Open SSL vulnerability.		
mb.main.reloadPage	**0 or 1**	**0**
If set to 1, the phone reloads the page configured in main browser URL when Applications is pressed. If set to 0, the phone does not load the page configured in main browser URL and stays on the same page when Applications is pressed.		
up.osdIncomingCall.enabled	**0 or 1**	**1**
If 1, the on-screen display for incoming calls display. If 0, the on-screen display for incoming call does not display.		
feature.uniqueCallLabeling.enabled	**0 or 1**	**0**
Enables or disables the Unique Call Labeling feature.		
call.autoAnswerMenu.enable	**0 or 1**	**1**
If 1, the Auto Answer menu displays on the phone. If 0, the Auto Answer menu does not display on the phone.		

Parameter	Permitted Values	Default
device.net.icmp.echoRepliesMask	**0 or 1**	**Null**

By default, ICMP replies are masked. If 1, ICMP replies are masked. If 0, replies are not masked.

net.interface.mtu	**800-1500**	**1500**

Sets the maximum transmission unit (MTU) of the phone's Ethernet port.

mwi.reminder.enable	**0 or 1**	**0**

If 1, the MWI alert tone plays for each MWI notifications regardless of the number of new messages. If 0, the MWI alert tone does not play if there are no new messages.

call.doNotPlayLocalOnProvResponseSdp	**0 or 1**	**0**

If 1, the local ringback tone does not play after SIP 183 header with Session Description Protocol (SDP). If 0, the local ringback tone plays immediately after the SIP 183 header with or without SDP.

volpProt.SIP.alertInfo.ignoreString	**0-128**	**Null**

The parameter received in the alert-info header is compared with the configured string. If the values match, the alert-info header is ignored.

call.telUri.showPrompt	**0 or 1**	**1**

If 1, the phone displays a confirmation notification after selecting a number to dial for a contact. If 0, the phone does not display a confirmation notification after selecting a number to dial for a contact.

extended.lineKey.hide	**0 or 1**	**0**

Shows or hides extended line keys on VVX 1500 phones. If 1, the extended line keys are minimized and display after you press More. If 0, the extended line keys are maximized and displayed on the Home screen.

Updates to UC Software 5.2.1

Polycom UC Software 5.2.1 is a general release for all open SIP platforms, Microsoft Lync 2010, and Microsoft Lync 2013. Note that if you are using Polycom UC Software 5.2.1 with Microsoft Lync Server, you can register only one line. You cannot register multiple lines on one phone with Lync Server.

Polycom UC Software 5.2.1 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 5.2.1 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

There are no new or enhanced features for this release.

Configuration File Enhancements

There are no configuration file enhancements for this release.

Updates to UC Software 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.

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.ld file size by nearly 23%.

VOIP-78521   Added support for gatekeeper FQDN.

VOIP-62378   Added support for a server independent intercom.

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

Parameter	Permitted Value	Default	Description
voIpProt.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).
voIpProt.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.

Parameter	Permitted Value	Default	Description
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 is300 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.
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.
voIpProt.SIP.intercom.alertInfo	String	Intercom	String sent in the Alert-Info header for the sender's phone.
voIpProt.SIP.alertInfo.1.value	String	Null	A string to match the Alert Info header in the incoming INVITE on the receiver's phone.

Parameter	Permitted Value	Default	Description
voIpProt.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

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 Web Kit.

76580   Added support for Data Centre Resiliency.

Configuration File Enhancements

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

UC Software 5.1.0 Parameter Enhancements

Parameter	Permitted Value	Default	Description
voIpProt.SIP.serverFeatureControl.callRecording	0 or 1	0	Set to 1 to enable this feature for all registration lines on the phone
reg.X.serverFeatureControl.callRecording	0 or 1		Set to 1 to enable this feature for a registration line on the phone
voIpProt.SIP.serverFeatureControl.securityClassification="1" 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.

Parameter	Permitted Value	Default	Description
Device.auxPort.enable.set	0 or 1	0	Enable or disable the configuration of `device.auxport.enable`
Device.auxPort.enable	0 or 1	1	Enable or disable the aux port.
Up.headsetmodeenabled	0 or 1	1	Enable or disable the headset port.
Up.handsetmodeenabled	0 or 1	1	Enable or disable the handset.
feature.forward.enable	0 or 1	1	Enable or disable all the instances for Forward on the phone.
feature.doNotDisturb.enable	0 or 1	1	Enable or disable all the instances of the DND from the phone.
homeScreen.forward.enable	0 or 1	1	Enable or disable the Forward home screen icon from User Interface.
homeScreen.doNotDisturb.enable	0 or 1	1	Enable or disable the DND home screen icon from the User Interface.
softkey.feature.doNotDisturb	0 or 1	1	Enable or 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
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 and Disable Enhanced Security

Web Configuration Mode	httpd.cfg.enabled	httpd.cfg.secureTunnelEnabled	httpd.cfg.secureTunnelRequired
Disabled	0	Same as previous value	Same as previous value
HTTP Only	1	0	Same as previous value
HTTPS Only	1	1	1

Web Configuration Mode	httpd.cfg.enabled	httpd.cfg.secureTunnelEnabled	httpd.cfg.secureTunnelRequired
HTTP/HTTPS	1	1	0

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.

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

Parameter	Permitted Value	Default	Description
Diags.dumpcore.enabled	0 or 1	1	The phone no longer generates the core dump during a reboot/crash when set to 0.

Parameter	Permitted Value	Default	Description
up.IdleViewPreferenceRemoteCalls	0 or 1		If set to 1, the call appearance displays for the remote party (SCA or BLF). The phone switches to idle view after there is no activity on remote party lines. On phone, the call appearance displays for remote party's call status and the phone switches to idle view after remote party answers the call.
dialplan.userDial.timeOut	1 to 99	3 for Lync 0 for Open SIP	In a Lync environment after the timeout of 3 seconds, you can enter a number and place the call using the first line regardless of the number of registered lines.
dialplan.conflictMatchHandling	0 or 1	0 for generic profile 1 for Lync profile	If the value is set to '0' when the digits entered match a digitmap, the digits are dialed immediately even though there are conflicting digitmaps. When the digits entered are matching more than one digitmap, the timeout is considered before dialing the digits.
dialplan.x.conflictMatchHandling	0 or 1	0 for generic profile 1 for Lync profile	If the value is set to '0, when the digits entered match a digitmap, the digits are dialed immediately even though there are conflicting digitmaps. When the digits entered are matching more than one digitmap, timeout is considered before dialing the digits.

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 UC Software 5.0.0.

New or Enhanced Features

68809   Added support for the Lync Call Park feature.

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

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

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

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

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

82025   Added support for software upgrades from a Lync server.

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

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

Configuration File Enhancements

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

UC Software 5.0.0 Parameter Enhancements

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

Parameter	Permitted Value	Default	Description
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 or 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 or 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 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.
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 the computer. 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, and 3. When the dialed digits match the impossible match, the digits entered dial out after this time.

Parameter	Permitted Value	Default	Description
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.
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.

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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