

# **Polycom® UC Software 5.4.0 Rev AF**

## **Applies to the Polycom VVX® Business Media Phones and Polycom SoundStructure® VoIP Interface**

### **Contents**

<b>What's New in Polycom UC Software 5.4.0 Rev AF .....</b>	<b>2</b>
<b>Release History .....</b>	<b>4</b>
<b>Security Updates .....</b>	<b>6</b>
<b>Install UC Software 5.4.0 Rev AF .....</b>	<b>6</b>
<b>Resolved Issues .....</b>	<b>9</b>
<b>Known Issues .....</b>	<b>10</b>
<b>Updates to Previous Software Releases .....</b>	<b>32</b>
<b>Get Help .....</b>	<b>38</b>
<b>Copyright and Trademark Information .....</b>	<b>39</b>

# What's New in Polycom UC Software 5.4.0 Rev AF

Polycom® Unified Communications (UC) Software 5.4.0 Rev AF is a release for Polycom with Microsoft® Skype™ for Business Online interoperability. These release notes provide important information on software updates, phone features, and known issues.

Polycom UC Software 5.4.0 Rev AF supports the following Polycom endpoints:

- VVX 201 business media phones
- VVX 300/310 business media phones
- VVX 400/410 business media phones
- VVX 500 business media phones
- VVX 600 business media phones
- SoundStructure VoIP Interface

Polycom UC Software 5.4.0 Rev AF supports the following Polycom accessories:

- VVX Camera
- VVX Expansion Module

## 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.

## ***Polycom with Skype for Business Online Support***

The following table indicates Polycom device support for Skype for Business Online features.

### **Polycom with Skype for Business Online Feature Support**

<i>Skype for Business Online Feature</i>	<i>Polycom with Skype for Business On-Premise</i>	<i>Polycom with Skype for Business Online</i>
Resiliency - Branch Office	✓	✗
Resiliency - Data Center Outage	✓	✗
Device Update	✓	✓
In-band Provisioning	✓	✓

<i>Skype for Business Online Feature</i>	<i>Polycom with Skype for Business On-Premise</i>	<i>Polycom with Skype for Business Online</i>
PIN Authentication	✓	✘
Call Handling	✓	✓
Call Forward	✓	✓
Call Transfer	✓	✓
Conference Calls	✓	✓
Local Call Logs	✓	✓
Exchange Call Logs	✓	✓
Federated Calls	✓	✓
Simultaneous Ring	✓	✓
Attendant Console	✓	✘
Cross Pool	✓	✘
Dual Tone Multi Frequency	✓	✓
Emergency 911	✓	✓
Call Admission Control	✓	✓
Media Bypass	✓	✘
Monitoring (Device Inventory)	✓	✓
Delegates	✓	✓
Team Call	✓	✓
Private Line	✓	✘
Response Groups	✓	✘
Message Waiting Indicator	✓	✓

<i>Skype for Business Online Feature</i>	<i>Polycom with Skype for Business On-Premise</i>	<i>Polycom with Skype for Business Online</i>
Call Park	✓	✘
Exchange Contact Integration	✓	✓
Exchange Calendar	✓	✓
Extended Presence	✓	✓
Visual Voicemail	✓	✓
Boss-Admin	✓	✓

## Supported DHCP Sub-Options

The following table lists the individual sub-options and combination sub-options supported on VVX phones for DHCP Option 43.

### DHCP Option 43 Configuration Options

<i>Option</i>	<i>Result</i>
Option 1- Subnet mask	The phone parses the value from Option 43
Option 2 - Time offset	The phone parses the value.
Option 3 - Router	The phone parses the value.
Option 4 - Time server	The phone parses the value.
Option 6 - Domain Name Server	The phone parses the value.
Option 7 - Domain Log server	The phone parses the value.
Option 15 - Domain Name	The phone parses the value.
Option 42 - Network Time Protocol server	The phone parses the value.
Option 66 - TFTP Server Name	The phone parses the value.
Sub-options configured in Option 43	
Options 1, 2, 3, 4, 5, 6, 7, 15, 42, and 66	The phone parses the value.

## Release History

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

## Release History

<i>Release</i>	<i>Release Date</i>	<i>Description</i>
5.4.0 Rev AF	April 2017	New software change on VVX 500 business media phones to support new LCD panel on the phones.
5.4.0A	September 2015	This release also included support for the following features: <ul style="list-style-type: none"> <li>• Microsoft Office365 and Skype for Business Online</li> <li>• Office365 and Skype for Business Provisioning and Manageability</li> <li>• Time and Date Initial Setup</li> </ul>
5.4.0	May 2015	Added support for Alcatel-Lucent CTS features including <ul style="list-style-type: none"> <li>• Advanced Conference</li> <li>• Shared Call Appearance with Bridge In</li> <li>• Visitor Desk Phone</li> </ul> This release also included support for the following features: <ul style="list-style-type: none"> <li>• Barge In on Busy Lamp Field Lines</li> <li>• DTMF Relay</li> <li>• SIP Instance</li> <li>• Comfort Noise</li> <li>• Opus Codec</li> <li>• DNS Server Address Override</li> <li>• Global Directory Synchronization</li> <li>• Basic Menu Lock</li> <li>• Additional features including user interface improvements and resolved known issues.</li> </ul>
5.3.1	July 2015	Includes support for locking the settings menu, enhancements for push-to-talk calls, support for Lync location-based routing, and other important field fixes.
5.3.0	March 2015	Includes support for several Lync, BroadSoft, and Open SIP features.
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	This release has important field fixes.
5.2.0	October 2014	Added support for web page sign-in to Lync, user interface optimizations, and support for various GENBAND features.
5.1.3	November 2014	Added support to log into Lync client through the phone's web interface.
5.1.2	September 2014	Added image background lock down and power turn off for all the USB ports.
5.1.1C	July 2014	Introduced Microsoft-qualified UC Software for VVX 410, VVX 500, VVX 600, and SoundStructure VoIP Interface.

<i>Release</i>	<i>Release Date</i>	<i>Description</i>
5.1.1B	July 2014	Resolved the bandwidth hold issues that existed on VVX 300 phones and SoundStructure VoIP Interface when using Lync 2013 with Call Admission Control.
5.1.1	July 2014	Added full support of Lync contact card and support to forward the delegated call to the boss voicemail.
5.1.0	May 2014	Added 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, quick search support for the BroadSoft UC-One local contacts.
5.0.0	September 2013	Added support to Lync Call Park feature, Better Together over Ethernet (BToE), Lync Boss-Admin, and Address Book Services (ABS).

## Security Updates

Refer to the [Polycom Security Center](#) for information about known and resolved security vulnerabilities.

## Install UC Software 5.4.0 Rev AF

Consider the following installation and update information when using Polycom UC Software 5.4.0 Rev AF.

### ***Download the Distribution Files***

To download UC Software 5.4.0 Rev AF, 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.id 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 [Understand the 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.id and resource files is **UCS 5.4.0.14560**.

## Understand the Combined and Split ZIP Files

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

### Understand the Combined ZIP and Split ZIP Files

<i>Distributed Files</i>	<i>File Purpose and Application</i>	<i>Combined ZIP</i>	<i>Split SIP</i>
3111-40250-001.sip.ld	SIP application executable for VVX 101	x	✓
3111-40450-001.sip.ld	SIP application executable for VVX 201	x	✓
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	✓	
sip.ver	Text file detailing build-identification(s) for the release	✓	✓
000000000000.cfg	Master configuration template file	✓	✓
000000000000-directory~.xml	Local contact directory template file. To apply for each phone, replace the (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	x	✓
H323.cfg	Configuration parameters for the H.323 signaling protocol	✓	
lync.cfg	Contains Lync specific configuration parameters	x	✓
pstn.cfg	Contains parameters for PSTN use	x	✓

<i>Distributed Files</i>	<i>File Purpose and Application</i>	<i>Combined ZIP</i>	<i>Split SIP</i>
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	✓	x
video-integration.cfg	Configuration parameters for SoundStation IP 7000 and Polycom HDX system integration	✓	x

<i>Distributed Files</i>	<i>File Purpose and Application</i>	<i>Combined ZIP</i>	<i>Split SIP</i>
VVX-dictionary.xml	Includes native support for the following languages: <ul style="list-style-type: none"> <li>• Chinese, Traditional</li> <li>• Chinese, Simplified</li> <li>• Danish, Denmark</li> <li>• Dutch, Netherlands</li> <li>• English, Canada</li> <li>• English, United Kingdom</li> <li>• English, United States</li> <li>• French, Canada</li> <li>• French, France</li> <li>• German, Germany</li> <li>• Italian, Italy</li> <li>• Japanese, Japan</li> <li>• Korean, Korea</li> <li>• Norwegian, Norway</li> <li>• Polish, Poland</li> <li>• Portuguese, Brazil</li> <li>• Russian, Russia</li> <li>• Slovenian, Slovenia</li> <li>• Spanish, Spain</li> <li>• Swedish, Sweden</li> <li>• Arabic, UAE</li> </ul>	✓	✓
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 5.4.0 AF release.

## Known Issues

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

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

<i>Category</i>	<i>Issue No.</i>	<i>Release</i>	<i>Description</i>	<i>Workaround</i>
Functionality	VOIP-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).	
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).	
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).	
Functionality	VOIP-91287	5.1.0	Recording is resumed automatically when a phone transfers the call to the 3rd party (BroadSoft R20 server).	
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).	
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).	
Functionality	VOIP-91465	5.1.0	In a shared call scenario, audio is dropped when the multiple video enabled destinations barge in to a call (BroadSoft R20 server).	
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).	

<i>Category</i>	<i>Issue No.</i>	<i>Release</i>	<i>Description</i>	<i>Workaround</i>
Functionality	VOIP-91607	5.1.0	Centralized conference fails sometimes when the recording mode is enabled on the phone (BroadSoft R20 server).	
Functionality	VOIP-91781/ 91768/91634	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).	
Functionality	VOIP-92163	5.1.0	Video-enabled phones are unable to blind transfer the barge-in enabled conference call (BroadSoft R20 server issue).	
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).	
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).	
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).	
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).	
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).	
Lync	VOIP-91972	5.0.2	In a Lync Boss-Admin scenario, Boss-Admin indications do not work after failover/failback (Lync Server).	
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).	

<i>Category</i>	<i>Issue No.</i>	<i>Release</i>	<i>Description</i>	<i>Workaround</i>
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)	

### Known Issues and Suggested Workarounds for Previous Releases

<i>Category</i>	<i>Issue No.</i>	<i>Release</i>	<i>Description</i>	<i>Workaround</i>
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.	
Audio	VOIP-94973	5.2.0	In a Lync Meet now conference, noise is still heard for all participants if one party is muted and a Lync client, a VVX phone, and a SoundStructure VoIP Interface is on a call	
Audio	VOIP-97698	5.3.0	When a call is placed to a VVX phone from a mobile Lync client on an Android phone, and the call is transferred from the VVX phone to another mobile Lync client on an Android phone, audio is heard on one of the Android phones only.	
BroadSoft	VOIP-95821	5.4.0	In a BroadSoft BroadWorks environment with Barge In enabled, the number of the transferred party is not displayed after the call is transferred and answered.	
BroadSoft	VOIP-99060	5.3.0	In a BroadSoft environment, when Do Not Disturb (DND) is enabled for a line and the line becomes unregistered due to server unavailability, DND is enabled for all registered lines.	
BroadSoft	VOIP-99158	5.3.0	When contacts are added as favorites in the BroadSoft UC-One client, the contacts display in the UC-One Contacts group but not on the Lines screen.	

<i>Category</i>	<i>Issue No.</i>	<i>Release</i>	<i>Description</i>	<i>Workaround</i>
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.	
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.	
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-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 PC.
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.	
BToE	VOIP-87908	5.0.0	The Polycom BTOE Connector application does not work if the computer is running in IPv6 mode.	
BToE	VOIP-88034	5.0.0	The Polycom BTOE Connector application is not supported on a Windows XP platform.	
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.	
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

<i>Category</i>	<i>Issue No.</i>	<i>Release</i>	<i>Description</i>	<i>Workaround</i>
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.	
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.	
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.	
BToE	VOIP-101207	5.4.0	With BTOE enabled and paired, an existing participant is not added to a Lync conference call after rejoining the call immediately for the second time.	
BToE	VOIP-105135	5.4.0A	BToE is disabled after a user logs out of the phone.	
BToE	VOIP-106110	5.4.0A	A dialog box requesting users to sign into the Skype for Business client displays with the wrong domain name after the users has signed in already.	
Calendar	VOIP-106404	5.4.0A	In a Lync environment, the Calendar does not display meetings after the phone is idle for 48 hours.	
Configuration	VOIP-75195	4.0.1.	The Hold, Transfer, and Conference soft keys do not display when the parameter <code>softkey.feature.basicCallManagement.redundant</code> is set to 0 (applies to SoundStation Duo).	
Configuration	VOIP-77039	4.0.2	When PTT is enabled, sender name/ID, updated through the parameter <code>reg.x.displayname</code> , does not update during the PPT call.	

<i>Category</i>	<i>Issue No.</i>	<i>Release</i>	<i>Description</i>	<i>Workaround</i>
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.	
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.
Configuration	VOIP-98825	5.3.0	In an Enhanced Call Park scenario, the phone reboots when the user logs in and out with a parameter misconfigured when a call is parked against the number.	Reboot the phone.
Configuration	VOIP-98992	5.3.0	When two lines are registered with the same BLF line, the phone does not display the configured BLF line key when the flexible line key feature is enabled and the parameter <code>attendant.resourceList.x.address</code> is not in sequential order.	
Expansion Modules	VOIP-99188	5.3.0	Sometimes when a line key for a favorite is pressed on the VVX Expansion Module, the phone displays the Contact Information instead of placing a call to the contact.	
Functionality	VOIP-101656	5.4.0	Meetings initiated from a remote federated location do not display in the Recent Calls list on the phone.	
Functionality	VOIP-101940	5.4.0	For VVX 1500 phones in an Alcatel-Lucent-CTS environment, the phone reboots continuously after restarting when the provisioning server is unavailable or an invalid IP address of the provisioning server is entered on the phone.	Check the status of the provisioning server. The phone will recover when the server is reachable.
Functionality	VOIP-102249	5.4.0	The message "Old password is incorrect when you change the user password more than once without logging out first.	Log out of the phone, change the password, log into the phone with the new password.
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.

<i>Category</i>	<i>Issue No.</i>	<i>Release</i>	<i>Description</i>	<i>Workaround</i>
Functionality	VOIP-46997		Camera brightness adjustment does not work between levels 3 to 6 on the VVX 1500.	
Functionality	VOIP-54027	SIP 3.2.2	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-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-66251		British Telecom Caller ID type is not correctly supported (applies to SoundStation Duo).	
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).	
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.
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).	
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).	

<i>Category</i>	<i>Issue No.</i>	<i>Release</i>	<i>Description</i>	<i>Workaround</i>
Functionality	VOIP-72211		An explicitly trusted Intermediate CA fails TLS verification when it is the issuer of a server certificate.	
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.	
Functionality	VOIP-72387	3.3.2.	After pressing the Transfer soft key, the remote BLA line does not show remote hold status when <code>call.shared.exposeAutoHolds</code> is set to 1.	
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).	
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.	
Functionality	VOIP-75049	4.0.1B	When using on-hook dialing, the SoundStructure VoIP Interface will not indicate certain call states through the <code>voip_call_appearance_state</code> parameter message. These states include <code>Dialtone</code> , <code>Setup</code> , and <code>Overlap</code> .	
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.	
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).	

<i>Category</i>	<i>Issue No.</i>	<i>Release</i>	<i>Description</i>	<i>Workaround</i>
Functionality	VOIP-75614	4.0.1B	After a SoundStructure and/or SoundStructure VoIP Interface reboot, the <code>voip_line_state</code> parameter message may return "line_not_registered" for one or more lines even though the line is successfully registered (applies to SoundStructure VoIP Interface).	Send the following commands to the SoundStructure for each unregistered line: <pre>set voip_line "VoIP Out" &lt;line-number&gt; set phone_connect "VoIP Out" 0</pre> For instance, if line 3 is showing as unregistered, but it normally was registered, then send the following two commands: <pre>set voip_line "VoIP Out" 3 set phone_connect "VoIP Out" 0</pre>
Functionality	VOIP-75661		The multi-key combination shortcuts for uploading logs and rebooting the phone sometimes do not work (applies to VVX 500).	
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).	
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).	
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.	
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-79634	4.0.4.	During paging, the receiving phone displays the MAC address of the sender instead of the caller ID.	Restart the phone.

<i>Category</i>	<i>Issue No.</i>	<i>Release</i>	<i>Description</i>	<i>Workaround</i>
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.	
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.	
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).	
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 the parameter <code>feature.audioVideoToggle.enabled</code> 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-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.	
Functionality	VOIP-84774	4.1.4	Calls display in the Call Logs menu according to the logging time.	
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).	

<i>Category</i>	<i>Issue No.</i>	<i>Release</i>	<i>Description</i>	<i>Workaround</i>
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.	
Functionality	VOIP-86172		Adding, deleting, or editing the BroadSoft directory contact from the phone is not available.	
Functionality	VOIP-87847	5.0.0	The phone currently plays the same sound for reboot, restart, and calendar notification.	
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 Lync Boss-Admin is not supported.	
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 bypass is enabled on the server and video is enabled on the phone.	
Functionality	VOIP-88276	5.0.0	In a Lync Boss-Admin 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.	
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 <code>reg.1.linekeys = 2</code> and <code>reg.1.callsPerLineKey = 6</code> are configured.	
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.

<i>Category</i>	<i>Issue No.</i>	<i>Release</i>	<i>Description</i>	<i>Workaround</i>
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).	
Functionality	VOIP-91637	5.1.0	In a Lync environment, the message "Logon information needed", displays after the user is registered.	
Functionality	VOIP-92271		A dial tone mixed with page audio is played from the handset and chassis until the dial tone gets expired.	
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.	
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.	
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.	
Functionality	VOIP-92642	5.1.0	An irregular ring back tone is heard when VVX600 is registered with corporate Lync server.	
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.	
Functionality	VOIP-97439	5.3.0	In a Lync environment with the same user registered on multiple endpoints, when the phone receives calls from PSTN numbers, the phone fails to update received and missed calls in Recent Calls lists.	
Functionality	VOIP-99568	5.3.0	After disabling the top and rear USB ports, USB charging devices, like mobile phones, are charging when the line label includes special characters and the length is 256 characters.	

<i>Category</i>	<i>Issue No.</i>	<i>Release</i>	<i>Description</i>	<i>Workaround</i>
Functionality	VOIP-99645	4.0.1B	If there is a new call started on the SoundStructure VoIP Interface while there is an incoming call, the incoming call is ignored. This means that the incoming call will no longer ring even if the new call is ended. The incoming call will still be available for answering until it disconnects.	
General	VOIP-106104	5.4.0A	Voicemail messages do not display on the phone for contacts with special characters in their display name.	
Hardware	VOIP-89018	5.0.1	Some voice echo issues when the Plantronics EHS headset is used.	
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.	
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.	
Headset	VOIP-97099	5.3.0	When using a Sennheiser USB headset, you cannot adjust the ringtone or call audio volume using the controls on the headset.	
Logging	VOIP-104617	5.4.0A	The phone crashes when Music on Hold is playing and excessive logging is set.	Avoid setting excessive logging criteria.
Lync	VOIP-75591		In the Lync environment, when the user logs out, the phone does not logout all the user login credential-dependent applications.	
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.	
Lync	VOIP-80212	4.1.0	In a Lync environment, when the corporate directory and parameter <code>dir.corp.sortcontrol</code> are enabled, the contact search does not fetch any contacts.	Set the parameter <code>dir.corp.sortcontrol=0</code> .

<i>Category</i>	<i>Issue No.</i>	<i>Release</i>	<i>Description</i>	<i>Workaround</i>
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).	
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.	
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.	
Lync	VOIP-87655	5.0.0	In a Lync environment, the phone displays the complete SIP URI for outgoing PSTN calls.	
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.	
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.	

<i>Category</i>	<i>Issue No.</i>	<i>Release</i>	<i>Description</i>	<i>Workaround</i>
Lync	VOIP-88643	5.0.1	In a Lync Boss-Admin 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.	
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.	
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.	
Lync	VOIP-92642	5.1.0	In the Lync corporate network, a choppy ring back tone is heard (applies to VVX 600).	
Lync	VOIP-93775	5.2.0	When BToE is enabled, the phone crashes when the privacy mode for contacts is changed to Blocked and 200 contacts are added to the Lync client at the same time.	Keep fewer than 200 contacts.
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 <b>Off Work</b> 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.
Lync	VOIP-95205	5.3.0	An unauthorized response is received when a presenter who is muted as a part of an audience tries to unmute his or her microphone.	
Lync	VOIP-95684	5.2.0	When using Lync 2010, in a Boss-Admin scenario, the hold call fails when a Boss or delegate tries to answer it.	

<i>Category</i>	<i>Issue No.</i>	<i>Release</i>	<i>Description</i>	<i>Workaround</i>
Lync	VOIP-96916	5.3.0	On VVX phones, Lync reverse name lookup does not work with Lync Address Book Search or Outlook contacts.	
Lync	VOIP-97352	5.3.0	The phone is unable to register users when PIN authentication credentials are entered using configuration files.	
Lync	VOIP-97460	5.3.0	In a Lync Boss-Admin scenario with BToE enabled, the phone does not properly display caller ID information for incoming boss calls from PSTN endpoints.	
Lync	VOIP-97919	5.3.0	You cannot answer two or more incoming video calls on the phone during BToE audio playback.	
Lync	VOIP-98533	5.3.0	In a Lync environment with Boss-Admin enabled, when the parameter <code>lineKey.reassignment.enabled</code> is set to 1, the delegate's line does not display on the boss's phone.	
Lync	VOIP-98889	5.3.0	In a Lync Boss-Admin scenario, when the boss phone is BToE-enabled and playing audio through audio playback mode and an incoming call for the boss line is answered on a delegate's phone, the boss does not receive a notification that the call was answered by a delegate.	
Lync	VOIP-99160	5.3.0	In a Lync scenario, the phone does not display the time of the voice mail for older voicemails, but displays the day and week.	
Lync	VOIP-99190	5.3.0	The phone is not always updating Lync favorites on the phone when a favorite is added and deleted in the Lync client.	
Lync	VOIP-104215	5.4.0A	In a Lync environment, the far-end occasionally hears distorted music for Music on Hold when the call is established via TCP.	
Lync	VOIP-104715	5.4.0A	In a Lync environment, when user is signed into the phone through a configuration file, the Sign Out soft key displays on the phone.	

<i>Category</i>	<i>Issue No.</i>	<i>Release</i>	<i>Description</i>	<i>Workaround</i>
Lync	VOIP-104807	5.4.0A	In a Lync environment, the Sign Out soft key displays on the phone after the user has logged out of the phone and after the account password was changed overnight.	
Lync	VOIP-105681	5.4.0A	When an external participant joins a Meet Now conference using the conference ID and passcode, the Remove soft key does not display in the Roster and meeting organizer cannot remove the external participant from the conference.	
Microsoft	VOIP-101834	5.4.0A	The Exchange Web Service Auto-discovery feature works when the Username field includes the domain name after the username (for example, jamesb@polycom.com) instead of the domain name being listed in the Domain field only.	
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.	
Networking	VOIP-62482		Server certificate Serial Number is checked against the host name if the outbound proxy is configured.	
Networking	VOIP-63527	SIP 3.3.1	The phone sends out INVITE and CANCELS messages if no provisional response is received.	
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.

<i>Category</i>	<i>Issue No.</i>	<i>Release</i>	<i>Description</i>	<i>Workaround</i>
Networking	VOIP-83101		In a federated environment, when the UDP traffic is blocked on the firewall, the phone might fail to connect the calls.	
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.	
Networking	VOIP-92678	5.1.0	The phone is unable to re-register after receiving 430 flow failed message from the server.	
Networking	VOIP-94488	5.2.0	The phone network starts before the phone displays an Application started; message due to which the early dialogue is missing (applies to VVX 1500).	
Office365	VOIP-104511	5.4.0A	In an Office365 environment, canceling the transfer of a held call resumes the call.	
Provisioning	VOIP-99408	4.0.1B	After a factory reset of the SoundStructure VoIP Interface, a voip_prov_serv_address status command returns a non-empty provisioning server address. A SoundStructure client will receive the following message: val voip_prov_serv_address "VoIP In" "https://PlcmSplp:PlcmSplp@ztp.polycom.com" .	
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).	
Server	VOIP-98581	5.3.0	When an incoming call is answered in a Lync Mediation Server 2010 environment, it takes six seconds for the Transfer and Hold soft keys to display on VVX 400 and VVX 600 phones.	Enable media bypass on the Lync Mediation Server and the media gateway.
Skype for Business	SFBV-222	5.4.0A	In a locked Skype for Business conference bridge, the client does not provide notification that a user is waiting to join the call.	

<i>Category</i>	<i>Issue No.</i>	<i>Release</i>	<i>Description</i>	<i>Workaround</i>
Skype for Business	VOIP-105266	5.4.0A	In a Skype for Business environment, the message "Lync sign in has failed" does not display on the phone when the user enters the wrong domain name in the Sign-In Address field.	
User Experience	VOIP-97370	5.3.0	The LED Message Waiting Indicator flashes while you mark messages as read or unread on the phone.	
User Interface	VOIP-101095	5.4.0	The Private Ring Type option displays on the phone when a phone is not registered to Lync or the Lync user is does not have a private line.	
User Interface	VOIP-101249	5.4.0	The SIP submenu displays under the Call Server Configuration menu on the phone when a phone only supports SIP.	
User Interface	VOIP-102245	5.4.0	When you press the Back icon on the Contact Directory screen, the Lines screen displays instead of the Directories screen.	
User Interface	VOIP-37273		If the custom idle display and idle browser features are both enabled the phone UI displays incorrectly.	Do not set <code>ind.idleDisplay.enabled</code> to 1 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 <code>ind.idleDisplay.enabled=0</code> .
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.	
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).	

<i>Category</i>	<i>Issue No.</i>	<i>Release</i>	<i>Description</i>	<i>Workaround</i>
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).	
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.	
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.	
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-82401	4.1.2	The call order widget disappears on the phone screen after scrolling through five of the maximum number of calls (24).	
User Interface	VOIP-83157		The phone does not display the protocol field for the local contacts.	
User Interface	VOIP-83330		In a call center scenario, an incoming call during a guest sign-in displays some non-functional soft keys.	

<i>Category</i>	<i>Issue No.</i>	<i>Release</i>	<i>Description</i>	<i>Workaround</i>
User Interface	VOIP-83378	4.1.3G	When the SoundStructure VoIP Interface has multiple lines registered, and the following commands are sent to the SoundStructure: set voip_line "VoIP Out" 1 set voip_line "VoIP Out" 2 set phone_connect "VoIP Out" 0 then most times, the phone remains off-hook and the dial tone is still heard. The order of the first two commands does not matter and there can be more than two lines registered and this issue will be seen.	To put the phone on-hook, send the following commands to the SoundStructure: set phone_connect "VoIP Out" 1 set phone_connect "VoIP Out" 0 set phone_connect "VoIP Out" 0
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-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).	
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.	
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.	
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.	
User Interface	VOIP-92679	5.1.0	The phone is displaying "All Contacts" instead of "Other contacts" in the Contacts menu under Groups.	

<i>Category</i>	<i>Issue No.</i>	<i>Release</i>	<i>Description</i>	<i>Workaround</i>
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.	
User Interface	VOIP-93944	5.2.0	The phone's user interface response is slow when the log level is not set to the default level for all the modules.	Keep the log levels at standard except when necessary.
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 interface.	
User Interface	VOIP-95943	5.2.1	When the Barge-In feature is enabled only on phone and not on the server, the phone UI does not display any soft keys in the filtered view.	
User Interface	VOIP-98341	5.3.0	The SoundStructure VoIP Interface log will report "Failed to get mic mute state, failure 2" when there is no active call. This error can be ignored if there is no active call when it occurred. The SoundStructure "VoIP Out" channel mute state can be changed when there is no active call, but the SoundStructure VoIP Interface may not be muted or unmuted as intended.	Do not set the SoundStructure VoIP Out channel mute state while there is no active call. There will still be the failure reported in the log, but that can be ignored if there is no active call.
User Interface	VOIP-99136	5.3.0	If a call is placed five minutes after an upgrade and before the call lists are synchronized, a message stating that the call list is synchronizing displays on the phone.	
User Interface	VOIP-99237	5.3.0	The phone displays the latest message if multiple messages were displayed at the same time while the phone was starting.	
User Interface	VOIP-99250	5.3.0	Changing the mode from number to URI while editing call entries in the Recent Calls list using the onscreen keyboard may bring back the deleted text on VVX 500 and 600 phones and CX5500 systems.	

<i>Category</i>	<i>Issue No.</i>	<i>Release</i>	<i>Description</i>	<i>Workaround</i>
User Interface	VOIP-99450	4.0.1B	If on-hook dialing is used on the SoundStructure VoIP Interface and a number that is not in the dialplan is dialed and sent, then the call will end, and the following message may not be received: val phone_connect "VoIP Out" 0. This can cause the control system to display as though the SoundStructure VoIP Interface is still off-hook or in a call.	To get out of the state in the description, send the following command two times: <code>set phone_connect "VoIP Out" 0</code> . Do not use on-hook dialing for numbers that are not in the dialplan.
Web Configuration Utility	VOIP-97032 VOIP-97029	5.3.0	When you upload a background image in the Web Configuration Utility, you cannot upload the same image as the background for the phone and the VVX Color Expansion Module at separate times.	Delete the image, and re-upload the image for both the phone and the expansion module at the same time.
Web Configuration Utility	VOIP-99441	5.3.0	Switching between the user and administrator credentials on the Web Configuration Utility may not work.	Clear your browsing data and recent history. In your web browser, navigate to History, and delete cookies, saved passwords, and cache.

## Updates to Previous Software Releases

This chapter includes the updates that were made during the prior software releases.

## What's New in Polycom UC Software 5.4.0A

This section lists new features released in Polycom UC software 5.4.0A release.

### New Features

Polycom UC Software 5.4.0A includes the features and functionality of previous releases and includes the following new features:

- [Microsoft Office365 and Skype for Business Online](#)
- [Office365 and Skype for Business Provisioning and Manageability](#)
- [Time and Date Initial Setup](#)
- [Additional Features in This Release](#)

See the section [Configuration File Enhancements](#) for the permitted values and descriptions for each feature's parameters.

**Note: Configuring Skype for Business features**

To enable and use any of the listed Skype for Business features, see the *Deploying UC Software for Use with a Microsoft Lync Server Deployment Guide* available on the [Polycom Voice Support](#) site for more information.

## ***Microsoft Office365 and Skype for Business Online***

This feature provides online applications and cloud services, which include email and social networking through Lync Server, Exchange Server, SharePoint, Yammer, Microsoft Office web applications and Microsoft Office software. This features also supports the migration of users from the Skype for Business on premise solution to the Office365 online solution.

Polycom phones support Skype for Business Online and Exchange Online services only. By default, phones with Office 365 are registered only with TLS-DSK.

Exchange Online is not supported on SoundStructure VoIP Interface. Skype for Business and Exchange Online are not supported on VVX 101 and 1500 phones.

## ***Office365 and Skype for Business Provisioning and Manageability***

Enables administrators to provision phones using Office365 without the need for a separate provisioning server. Device provisioning and feature management parameters for Skype for Business and Exchange Services are handled by the Skype for Business server.

Administrators can also migrate user information from a Lync on-premises solution to an Office365 online solution. Administrators can switch between Lync or Skype for Business on-premise and Skype for Business Office365 online deployments without interrupting services.

## ***Time and Date Initial Setup***

When users sign into Skype for Business on their phone, they can choose to set the time zone, time format, and date format before they start using their phone. This feature is disabled by default. This feature is not available on VVX 101 and 1500 business media phones.

## ***Additional Features in This Release***

The following feature enhancements were made for this UC Software 5.4.0A release:

- Modified the encoding modes on the onscreen keyboard for VVX 500 and 600 phones.
- Removed the Pin Authentication feature when the phone is operating in a Skype for Business environment where STS-URI is not configured either through DHCP Option 43 or configuration parameters.
- Updated the Lync Status menu in the Web Configuration Utility to show status information for all Skype for Business and Office365 features to support debugging and managing Skype for Business and Office365.

- Modified existing parameters and removed the need for a reboot after the parameters are modified. See the section [Configuration File Enhancements](#) for a list of changed parameters.
- Added a single installation package for the Polycom Better Together over Ethernet (BToE) application.
- Added support to launch the Web Configuration Utility from the Polycom BToE application.
- Added support for Office365 wildcard certificates supported on Microsoft domains.

## Configuration File Enhancements

The following table lists configuration file enhancements that include new or changed parameters for this Polycom UC Software 5.4.0A for release.



**Note: Using configuration parameters to enable features**

For more information on using configuration parameters to enable or disable features, see the *Administrator Guide for Polycom UC Software 5.4* available on the [Polycom Voice Support](#) site.

### Configuration File Enhancements

<i>Parameter</i>	<i>Permitted Values</i>	<i>Default</i>
<b>dialplan.userDial.timeOut</b>	<b>0 to 99</b>	<b>Generic Profile = 0 Lync Profile = 4</b>
<p>Specifies the time in seconds that the phone waits before dialing the number entered while the phone is on hook. You can apply <code>dialplan.userDial.timeOut</code> only when its value is lower than <code>up.IdleTimeOut</code>.</p> <p>This parameter no longer requires a restart or reboot to apply changes.</p>		
<b>exchange.meeting.parseOption</b>	<b>All, Location, LocationAndSubject, Description, Enum</b>	<b>Location</b>
<p>Indicates the field in the meeting invite from which the VMR or meeting number should be fetched. Takes the values All, Location, LocationAndSubject and Description.</p>		
<b>feature.exchangeCalendar.enabled</b>	<b>0 or 1</b>	<b>Generic Profile = 0 Lync Profile = 1</b>
<p>For the VVX 500, 600, 1500 phones and CX5500 phone. If 0, the calendaring feature is disabled. If 1, the feature is enabled.</p> <p>This parameter no longer requires a restart or reboot to apply changes.</p>		
<b>lldpFastStartCount</b>	<b>3 to 10</b>	<b>5</b>
<p>Defines the number of consecutive LLDP packets the phone sends at the time of LLDP discovery.</p> <p><b>Note:</b> A LLDP packet is sent every one second.</p>		

<i>Parameter</i>	<i>Permitted Values</i>	<i>Default</i>
<b>net.lldp.extendedDiscovery</b>	<b>0 to 3600</b>	<b>0</b>
<p>Defines the extended period of time that LLDP discovery will continue after the number of packets defined by the parameter <code>lldpFastStartCount</code> are sent.</p> <p><b>Note:</b> A LLDP packet is sent every five seconds during this extended discovery period.</p>		
<b>up.warningLevel</b>	<b>0 to 2</b>	<b>0</b>
<p>If set to 0, a message displays on the phone for all warnings. If set to 1, a message displays only for critical warnings. If set to 2, no message displays.</p> <p><b>Note:</b> The warning icon displays in the status bar and all warnings are listed in the Warnings menu for all settings.</p>		
<b>voice.volume.persist.handsfree</b>	<b>0 or 1</b>	<b>1</b>
<p>If 0, the speakerphone received volume automatically resets to a nominal level after each call. If 1, the volume for each call is the same as the previous call.</p> <p>This parameter no longer requires a restart or reboot to apply changes.</p>		
<b>voice.volume.persist.usb.handsfree</b>	<b>0 or 1</b>	<b>0</b>
<p>If 0, the USB headset is not used. If 1, the USB headset is used.</p> <p>This parameter no longer requires a restart or reboot to apply changes.</p>		
<b>voice.volume.persist.headset</b>	<b>0 or 1</b>	<b>0</b>
<p>If 0, the headset receive volume automatically resets to a nominal level after each call. If 1, the volume for each call is the same as the previous call.</p> <p>This parameter no longer requires a restart or reboot to apply changes.</p>		
<b>voice.volume.persist.bluetooth.headset</b>	<b>0 or 1</b>	<b>0</b>
<p>If 0, the Bluetooth headset is not used for every call. If 1, the Bluetooth headset is used for all calls.</p> <p>This parameter no longer requires a restart or reboot to apply changes.</p>		
<b>voice.volume.persist.usbHeadset</b>	<b>0 or 1</b>	<b>0</b>
<p>If 0, the USB headset is not used. If 1, the USB headset is used.</p> <p>This parameter no longer requires a restart or reboot to apply changes.</p>		
<b>voice.volume.persist.handset</b>	<b>0 or 1</b>	<b>0</b>
<p>If 0, the handset receive volume automatically resets to a nominal level after each call. If 1, the volume for each call is the same as the previous call. If set to 1, the handset receive volume persists across calls.</p> <p>If set to 0, the handset receive volume resets to nominal at the start of each call.</p> <p>This parameter no longer requires a restart or reboot to apply changes.</p>		

## Skype for Business Online Parameters

The following table lists the UC Software parameters that correspond with the Skype for Business online parameters.

### UC Software and Skype for Business and Exchange Online Parameters

<i>UC Software Parameter</i>	<i>Skype for Business Parameter</i>
dialplan.userDial.timeOut	UserDialTimeoutMS
feature.btoe.enabled	EnableBetterTogetherOverEthernet
feature.exchangeCalendar.enabled <sup>1</sup>	EnableExchangeCalendaring
device.prov.lyncDeviceUpdateEnabled device.prov.lyncDeviceUpdateEnabled.set	EnableDeviceUpdate
voice.volume.persist.handsfree voice.volume.persist.headset voice.volume.persist.bluetooth.headset voice.volume.persist.usbHeadset voice.volume.persist.handset	VoiceVolumePersistMode
powerSaving.enable	EnablePowerSaveMode
powerSaving.idleTimeout.officeHours	PowerSaveDuringOfficeHoursTimeoutMS
powerSaving.idleTimeout.offHours	PowerSavePostOfficeHoursTimeoutMS
up.screenCapture.enabled	AllowScreenCapture
up.oneTouchVoiceMail	EnableOneTouchVoicemail
device.prov.user device.prov.user.set	LocalProvisioningServerUser
device.prov.serverType device.prov.serverType.set	LocalProvisioningServerType
device.prov.password device.prov.password.set	LocalProvisioningServerpassword
device.prov.serverName device.prov.serverName.set	LocalProvisioningServerAddress

## Resolved Issues

This section lists the issues that were resolved in this release.

### Resolved Issues

<i>Category</i>	<i>Issue No.</i>	<i>Release</i>	<i>Description</i>
BToE	VOIP-103671	5.4.0	The phone no longer freezes on the Welcome screen when paired with BToE.
BToE	VOIP-103827	5.3.0	BToE paired phones now continue to display Calendar information after the phone is restarted.
Calling	VOIP-103147	5.4.0	The phone now successfully transfers a call and establishes 2-way audio after initiating a transfer multiple times.
Calling	VOIP-103486	5.3.0	The phone now places calls to PSTN contacts when placing the call from the Recent Calls list.
Lync	VOIP-102237	5.4.0	In a Lync CCCP call, you can now add a mobile number to a federated Skype meeting using your phone.
Lync	VOIP-103121	5.3.0	In a Lync environment, the phone no longer reboots repeatedly when less than 200 Lync contacts are added to the phone.
Lync	VOIP-105488 VOIP-105848	5.2.2, 5.4.0	Accessing voicemail now works properly for users with long Lync user names.
Microsoft	VOIP-102740	5.3.0	The phone now displays the email address or username for external non-Lync contacts added to Outlook.
Network	VOIP-104610	5.1.2	Added support for parsing DHCP Option 43 sub-options 128 to 254 for use as a custom boot server.
Security	VOIP-105009	5.1.3	Resolved important security vulnerabilities.
Skype for Business	VOIP-102046	5.3.0	The Skype for Business client now displays call controls during PSTN calls when the phone is connected via BToE.
Software Update	VOIP-100341	5.4.0	A single software package is now available for downloading the Polycom Better Together over Ethernet application.
Web Configuration Utility	VOIP-103547	5.3.0	The phone now correctly updates Outlook Contacts and Call Logs when the Lync server is configured to use a language other than English.

## 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.

# Copyright and Trademark Information

Copyright© 2017, Polycom, Inc. All rights reserved. No part of this document may be reproduced, translated into another language or format, or transmitted in any form or by any means, electronic or mechanical, for any purpose, without the express written permission of Polycom, Inc.

6001 America Center Drive  
San Jose, CA 95002  
USA

**Trademarks** Polycom®, the Polycom logo and the names and marks associated with Polycom products are trademarks and/or service marks of Polycom, Inc., and are registered and/or common law marks in the United States and various other countries.



All other trademarks are property of their respective owners. No portion hereof may be reproduced or transmitted in any form or by any means, for any purpose other than the recipient's personal use, without the express written permission of Polycom.

**Disclaimer** While Polycom uses reasonable efforts to include accurate and up-to-date information in this document, Polycom makes no warranties or representations as to its accuracy. Polycom assumes no liability or responsibility for any typographical or other errors or omissions in the content of this document.

**Limitation of Liability** Polycom and/or its respective suppliers make no representations about the suitability of the information contained in this document for any purpose. Information is provided "as is" without warranty of any kind and is subject to change without notice. The entire risk arising out of its use remains with the recipient. In no event shall Polycom and/or its respective suppliers be liable for any direct, consequential, incidental, special, punitive or other damages whatsoever (including without limitation, damages for loss of business profits, business interruption, or loss of business information), even if Polycom has been advised of the possibility of such damages.

**End User License Agreement** BY USING THIS PRODUCT, YOU ARE AGREEING TO THE TERMS OF THE END USER LICENSE AGREEMENT (EULA) AT: <http://documents.polycom.com/indexes/licenses>. IF YOU DO NOT AGREE TO THE TERMS OF THE EULA, DO NOT USE THE PRODUCT, AND YOU MAY RETURN IT IN THE ORIGINAL PACKAGING TO THE SELLER FROM WHOM YOU PURCHASED THE PRODUCT.

**Patent Information** The accompanying product may be protected by one or more U.S. and foreign patents and/or pending patent applications held by Polycom, Inc.

**Open Source Software Used in this Product** This product may contain open source software. You may receive the open source software from Polycom up to three (3) years after the distribution date of the applicable product or software at a charge not greater than the cost to Polycom of shipping or distributing the software to you. To receive software information, as well as the open source software code used in this product, contact Polycom by email at [OpenSourceVideo@polycom.com](mailto:OpenSourceVideo@polycom.com).

**Customer Feedback** We are striving to improve our documentation quality and we appreciate your feedback. Email your opinions and comments to [DocumentationFeedback@polycom.com](mailto:DocumentationFeedback@polycom.com).

**Polycom Support** Visit the [Polycom Support Center](#) for End User License Agreements, software downloads, product documents, product licenses, troubleshooting tips, service requests, and more.