

Polycom® UC Software 5.4.3 Rev F

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

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What's New in Polycom UC Software 5.4.3 Rev F

Polycom® Unified Communications (UC) Software 5.4.3 Rev F is a Polycom release for all Open SIP servers along with Microsoft® Lync® 2010, Microsoft® Lync 2013, Skype™ for Business, and Skype™ for Business Online interoperability. These release notes provide important information on software updates, phone features, and known issues.

Polycom UC Software 5.4.3 Rev F supports the following Polycom endpoints:

- Polycom® VVX® 101 business media phones
- Polycom® VVX® 201 business media phones
- Polycom® VVX® 300/310 business media phones
- Polycom® VVX® 301/311 business media phones
- Polycom® VVX® 400/410 business media phones
- Polycom® VVX® 401/411 business media phones
- Polycom® VVX® 500 business media phones
- Polycom® VVX® 501 business media phones
- Polycom® VVX® 600 business media phones
- Polycom® VVX® 601 business media phones
- Polycom® SoundStructure® VoIP Interface
- Polycom® VVX® 1500 business media phones

Polycom UC Software 5.4.3 Rev F supports the following Polycom accessories:

- Polycom® VVX® Camera
- Polycom® VVX® Expansion Module
- Polycom® VVX® D60 Wireless Handset



Note: If you are an existing VVX D60 user, please do not use UCS 5.4.3 Rev D, UCS 5.4.4 Rev E, UCS 5.4.4 rev P, or VVX 5.5.0. If you are already on those releases, please contact [Polycom support](#).

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.

Important Notice

Due to the increase in the size of the software code base in UC Software 5.4.1, there is an issue when upgrading from an earlier version of UC Software to UC Software 5.4.3 Rev F using the combined software package, except when upgrading from UC Software 5.4.1. This issue can prevent phones from

upgrading successfully. System administrators utilizing the combined software package should perform one of the following types of upgrades:

- Upgrade to UC Software 5.2.5 or 5.3.3 prior to upgrading to UC Software 5.4.3 Rev F.
- Upgrade to UC Software 5.4.3 Rev F using the individual split software package.



Note: Attempting to upgrade directly to UC Software 5.4.3 Rev F will not harm the phone, and the upgrade may succeed. However, this is not recommended. Applying future upgrades to phones running UC Software 5.4.3 Rev F will not require any special action.

Phone Features and Licenses

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

The following table describes features available for each phone and indicates 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 you to purchase a feature license from Polycom to support a feature.

VVX Series Features and Licenses

Feature	VVX 101	VVX 201	VVX 300/ 310	VVX 301/ 311	VVX 400/ 410	VVX401/ 411	VVX 500/ 501	VVX 600/ 601	VVX 1500	Sound Structure VoIP Interface
Asian Languages	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No
Conference Management	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No
Customizable UI Background	No	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No
Electronic Hookswitch	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No
Enhanced BLF	No	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No
Enhanced Feature Keys	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No
H.323 Video	No	No	No	No	No	No	Yes	Yes	Yes	No
Server Based Call Recording	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No

<i>Feature</i>	<i>VVX 101</i>	<i>VVX 201</i>	<i>VVX 300/ 310</i>	<i>VVX 301/ 311</i>	<i>VVX 400/ 410</i>	<i>VVX401/ 411</i>	<i>VVX 500/ 501</i>	<i>VVX 600/ 601</i>	<i>VVX 1500</i>	<i>Sound Structure VoIP Interface</i>
USB Call Recording	No	No	No	No	No	Yes	Yes	Yes	Yes	No
VQMon	Yes*	Yes*	Yes*	Yes*	Yes*	Yes*	Yes (Audio only)	Yes (Audio only)	Yes (Audio only)	No

*You must purchase a feature license from Polycom.

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>
5.4.3 Rev F	April 2017	New software change on VVX 500 business media phones to support new LCD panel on the phones.
5.4.3 Rev E	February 2017	This release includes an important field fix.
5.4.3 Rev D	June 2016	This release includes an important field fix.
5.4.3	February 2016	This release introduced the Polycom VVX D60 Wireless Handset and VVX D60 Base Station.
5.4.2	January 2016	This release has important field fixes.
5.4.1	December 2015	This release includes support for the following features: <ul style="list-style-type: none"> • Introduced the Polycom VVX 301/311, 401/411, 501, and 601 business media phones. • Flexible line key customization for Lync (EFLK) • Master Key Identifiers (MKI) • Shared Line appearance on Lync • BToE for Windows 10 • Smart Search for Lync ABS • Support for simplified Chinese font on VVX 101
5.4.0A	September 2015	This release includes support for the following features: <ul style="list-style-type: none"> • Microsoft Office 365 and Skype for Business Online • Office365 and Skype for Business Provisioning and Manageability • Time and Date Initial Setup
5.4.0	May 2015	Added support for Alcatel-Lucent CTS features including <ul style="list-style-type: none"> • Advanced Conference • Shared Call Appearance with Bridge In • Visitor Desk Phone This release also included support for the following features: <ul style="list-style-type: none"> • Barge In on Busy Lamp Field Lines • DTMF Relay • SIP Instance • Comfort Noise • Opus Codec • DNS Server Address Override • Global Directory Synchronization • Basic Menu Lock • Additional features including user interface improvements and resolved known issues.
5.3.2	November 2015	This release has important field fixes.

<i>Release</i>	<i>Release Date</i>	<i>Description</i>
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.
5.2.5	December 2015	Includes support for new in call display and off hook dialing as well as critical field fixes.
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	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.
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.

Products Tested with this Release

Polycom UC Software 5.4.3 Rev F is tested extensively with a wide range of products. The following list is not a complete inventory of compatible equipment. It indicates the products that have been tested for compatibility with this release.



Note: Polycom recommends that you upgrade your Polycom devices with the latest software versions, as compatibility issues may already have been addressed by software updates. Refer to the [Current Polycom Interoperability Matrix](#) to match Polycom devices with the latest software release.

Polycom UC Software 5.4.3 Rev F Skype™ for Business supports the following Polycom endpoints:

- VVX 201 business media phones
- VVX 300/310 business media phones
- VVX 301/311 business media phones
- VVX 400/410 business media phones
- VVX 401/411 business media phones
- VVX 500 business media phones
- VVX 501 business media phones
- VVX 600 business media phones
- VVX 601 business media phones
- SoundStructure VoIP Interface

Polycom UC Software 5.4.3 Rev F Skype™ for Business supports the following Polycom accessories:

- VVX Color Expansion Module

Polycom UC Software 5.4.3 Rev F for Open SIP environments supports the following Polycom endpoints:

- VVX 101 business media phones
- VVX 201 business media phones
- VVX 300/310 business media phones
- VVX 301/311 business media phones
- VVX 400/410 business media phones
- VVX 401/411 business media phones
- VVX 500 business media phones
- VVX 501 business media phones
- VVX 600 business media phones
- VVX 601 business media phones
- VVX 1500 business media phones
- SoundStructure VoIP Interface

Polycom UC Software 5.4.3 Rev F for Open SIP environments supports the following Polycom accessories:

- VVX Camera

- VVX Color Expansion Module
- VVX Paper Expansion Module
- VVX D60 Wireless Handset and Base Station

Install UC Software 5.4.3 Rev F

Consider the following installation and update information when using Polycom UC Software 5.4.3 Rev F.

Download the Distribution Files

To download UC Software 5.4.3 Rev F, 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 **5.4.3.2469**.

Understand the Combined and Split ZIP Files

To understand the files distributed in the combined and split ZIP files, 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</i>	<i>Split</i>
3111-40250-001.sip.id	SIP application executable for VVX 101	x	✓
3111-40450-001.sip.id	SIP application executable for VVX 201	x	✓
3111-46135-002.sip.id	SIP application executable for VVX 300	x	✓
3111-48300-001.sip.id	SIP application executable for VVX 301	x	✓
3111-46161-001.sip.id	SIP application executable for VVX 310	x	✓
3111-48350-001.sip.id	SIP application executable for VVX 311	x	✓
3111-46157-002.sip.id	SIP application executable for VVX 400	x	✓
3111-48400-001.sip.id	SIP application executable for VVX 401	x	✓
3111-46162-001.sip.id	SIP application executable for VVX 410	x	✓

<i>Distributed Files</i>	<i>File Purpose and Application</i>	<i>Combined</i>	<i>Split</i>
3111-48450-001.sip.ld	SIP application executable for VVX 411	x	✓
3111-44500-001.sip.ld	SIP application executable for VVX 500	x	✓
3111-48500-001.sip	SIP application executable for VVX 501	x	✓
3111-44600-001.sip.ld	SIP application executable for VVX 600	x	✓
3111-48600-001.sip	SIP application executable for VVX 601	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	✓
3111-17823-001.dect.ld	SIP application executable for VVX D60 Wireless Handset and Base Station	x	✓
sip.ld	Concatenated SIP application executable	✓	x
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	✓	✓
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.	✓	✓

<i>Distributed Files</i>	<i>File Purpose and Application</i>	<i>Combined</i>	<i>Split</i>
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 SoundStation IP 7000 and Polycom HDX system integration	✓	✓
VVX-dictionary.xml	Includes native support for the following languages: <ul style="list-style-type: none"> • Chinese, Traditional • Chinese, Simplified • Danish, Denmark • Dutch, Netherlands • English, Canada • English, United Kingdom • English, United States • French, Canada • 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 5.4.3 Rev F release.

Known Issues

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

Known Issues and Suggested Workarounds for UC Software 5.4.3 Rev F

<i>Category</i>	<i>Issue ID</i>	<i>Release</i>	<i>Description</i>	<i>Workaround</i>
Audio	VOIP-110146	5.4.3	Music on Hold is enabled by default.	Disable Music on Hold.
Audio	VOIP-114137	5.4.3	The wireless handset does not play the Fast Busy tone when Multiple Call Appearance is disabled.	
Calling	VOIP-112891	5.4.3	The wireless handset does not play the Fast Busy tone when a 5th call is placed to the wireless handset.	
Calling	VOIP-113593	5.4.3	Repeatedly redialing your extension causes the wireless handset to momentarily lose signal.	The signal recovers automatically after some time.
Cisco	VOIP-114970	5.4.3	Cisco Discovery Protocol (CDP) is not supported on the wireless handsets.	Use LLDP or a manual VLAN configuration.
General	VOIP-109655	5.4.3	Users cannot rename the wireless handset if the Intercom feature is disabled.	Enable the Intercom feature.
Hardware	VOIP-110213	5.4.3	When a location has multiple base stations with numerous wireless handsets registering to base stations at the same time, some wireless handsets may be asked to register to the wrong base station.	Verify the MAC address of the intended base station before registering.
Network	VOIP-113039	5.4.3	The VVX host phone does not forward the base station's LLDP packets to the network when the base station is connected to the PC port on the VVX phone and LLDP, CDP, and DVD are disabled.	
Network	VOIP-115057	5.4.3	While the base station is starting up, it acquires data VLAN before acquiring voice VLAN, which causes some issues when pairing the base station with the VVX phone.	Wait at least one minute after connecting the base station to a LAN port before pairing the base station with a VVX business media phone.

<i>Category</i>	<i>Issue ID</i>	<i>Release</i>	<i>Description</i>	<i>Workaround</i>
Shared Lines	VOIP-114930	5.4.3	If a server shared line is mapped to a wireless handset, any calls received on the shared line on one wireless handset do not display in the Recent Calls on the other registered wireless handsets.	
Software Update	VOIP-115084	5.4.3	The software update occasionally fails on the base station or wireless handset, and the base station or wireless handset retains the previous software version.	Deregister and register the wireless handset, restart the base station, or unpair then repair the base station with the VVX phone.
User Interface	VOIP-108125	5.4.3	For contacts not listed in the Contact Directory, the number of a contact displays on the wireless handset during incoming calls instead of "Unknown".	
User Interface	VOIP-109323	5.4.3	The Barge In soft key displays on the wireless handset during calls on shared lines irrespective of the configuration set on the VVX host phone.	
User Interface	VOIP-114469 VOIP-113521	5.4.3	The wireless handset occasionally displays as out of range and the signal strength is not shown for a few seconds before displaying again.	
User Interface	VOIP-114799	5.4.3	The base station's name does not display after pairing with the VVX business media phone.	Navigate to the Home or Lines screen, then return to the pairing menu.
User Interface	VOIP-114800	5.4.3	On the wireless handset name screen, the Back soft key displays instead of the Delete soft key after you enter a space.	
User Interface	VOIP-114914	5.4.3	An error message displays when viewing call logs in quick succession.	Try again after 20 seconds.
User Interface	VOIP-115080	5.4.3	The correct software version does not display in the VVX D60 Upgrade Status menu even though the wireless handset is upgraded to the latest software version.	Turn the wireless handset off, then on.
User Interface	VOIP-115089	5.4.3	The wireless handset does not display the line number of the second participant in a conference call.	Split the conference call.

<i>Category</i>	<i>Issue ID</i>	<i>Release</i>	<i>Description</i>	<i>Workaround</i>
User Interface	VOIP-115116	5.4.3	The message "Pairing with Base Station. Please wait..." displays on the VVX phone when a device other than a base station is connected to the phone while viewing the VVX D60 Advanced settings menu.	Exit the VVX D60 Advance Settings menu.
User Interface	VOIP-115122	5.4.3	When a line is changed from being mapped to the VVX host phone to a wireless handset, the new line mapping is not updated on the phone when the phone is locked.	Unlock the phone.
User Interface	VOIP-115174	5.4.3	When a call is answered on a line that is mapped to a wireless handset and the VVX host phone, the call displays as a received call if answered on the VVX host phone or as remotely handled if answered on the wireless handset.	

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 5.4.3 Rev E

This section lists a new resolved issue.

Resolved Issues

This section lists the issues that were resolved in UC Software 5.4.3 Rev E.

Resolved Issues in 5.4.3 Rev E

<i>Category</i>	<i>Issue ID</i>	<i>Found in Release</i>	<i>Description</i>
General	VOIP-123951	5.5.2	NAND flash corruption issue during the software upgrade is observed in VVX D60.

What's New in Polycom UC Software 5.4.3 Rev D

Polycom Unified Communications (UC) Software 5.4.3 Rev D is Polycom release for all Open SIP servers along with Microsoft Lync 2010, Microsoft Lync 2013, Skype for Business, and Skype for Business Online interoperability. These release notes provide important information on software updates, phone features, and known issues.

This release also includes software support for the Polycom® VVX® D60 Wireless Handset in its initial release.

Polycom UC Software 5.4.3 Rev D supports the following Polycom endpoints:

- VVX 101 business media phones
- VVX 201 business media phones
- VVX 300/310 business media phones
- VVX 301/311 business media phones
- VVX 400/410 business media phones
- VVX 401/411 business media phones
- VVX 500 business media phones
- VVX 501 business media phones
- VVX 600 business media phones
- VVX 601 business media phones
- SoundStructure VoIP Interface
- VVX 1500 business media phones

Polycom UC Software 5.4.3 Rev D supports the following Polycom accessories:

- VVX Camera
- VVX Expansion Module
- VVX D60 Wireless Handset

Introducing the Polycom VVX D60 Wireless Handset

With this release of UC Software 5.4.3 Rev D, Polycom introduces the Polycom VVX D60 Wireless Handset and VVX D60 Base Station. The VVX D60 wireless handset enables users to manage calls to their lines at any time while they are away from their desk.

The VVX D60 wireless handset and base station are supported on VVX 300 series, 400 series, 500 series, and 600 series business media phones.

Administrators can enable this feature and customize aspects of the base station and wireless handset using the configuration parameters, the Web Configuration Utility, or on the paired VVX business media phone.

Administrators can use the following configuration parameters to configure the VVX D60 feature:

- `feature.dect.enabled`
- `feature.VVXD60.allowLineMappings`
- `VVXD60.Handset.X.outGoingLineIndex`
- `VVXD60.Handset.X.line.Y`
- `reg.x.terminationType`
- `log.level.change.dect`

VVX D60 Wireless Handset Limitations

The following are limitations of using the VVX D60 wireless handset with the supported VVX business media phones:

- Hoteling, Busy Lamp Field (BLF), Enhanced Feature Keys, and Automatic Call Distribution (ACD) are not supported on the wireless handset, but these features are still available for the paired VVX business media phone.
- Pairing a base station with a VVX business media phone with a VVX expansion module connected is not supported. If a VVX expansion module is connected to a VVX phone with a paired base station, the wireless handset is automatically unpaired from the VVX phone.
- Only shared lines on the BroadSoft BroadWorks server are supported on the wireless handsets.
- BroadSoft shared lines (SCA/SLA) can be assigned to either the VVX host phone or the wireless handset. A shared line assigned to the VVX host phone and a registered wireless handset cannot be supported as a twinned line on the wireless handset.
- Call Park is only supported on the BroadSoft BroadWorks server for the wireless handsets.
- The VVX D60 feature and accessories are not supported in Microsoft Lync 2010, Lync 2013, or Skype for Business 2015 environments.
- The wireless handset supports SIP registered lines only. H.323 protocol is not supported on the wireless handset.
- Flexible Line Key customization is not available on VVX business media phones with a paired wireless handset.
- Outgoing calls placed on the wireless handset are not shown in the Recent Calls list on the VVX business media phones, and users cannot redial a call placed on the wireless handset from the VVX phone.
- You can only rename a wireless handset when the Intercom feature is enabled.

Updating the VVX D60 Base Station and Wireless Handsets Software

The VVX D60 Wireless Handset and Base Station release introduces a change in the master configuration file (000000000000.cfg) that includes a new field — `DECT_FILE_PATH` — for the VVX D60 `dect.ld` application file path. When you update the VVX host phone with the latest supported software using the master configuration file that includes the file path to the `dect.ld`, the software on the base station and wireless handsets update automatically after they are paired and registered with the VVX business media phone.

Important Notice

Due to the increase in the size of the software code base in UC Software 5.4.1, there is an issue when upgrading from an earlier version of UC Software to UC Software 5.4.3 Rev D using the combined software package, except when upgrading from UC Software 5.4.1. This issue can prevent phones from upgrading successfully. System administrators utilizing the combined software package should perform one of the following types of upgrades:

- Upgrade to UC Software 5.2.5 or 5.3.3 prior to upgrading to UC Software 5.4.3 Rev D.

- Upgrade to UC Software 5.4.3 Rev D using the individual split software package.



Note: Attempting to upgrade directly to UC Software 5.4.3 Rev D will not harm the phone, and the upgrade may succeed. However, this is not recommended. Applying future upgrades to phones running UC Software 5.4.3 Rev D will not require any special action.

Resolved Issues

This section lists the issues that were resolved in UC Software 5.4.3 Rev D.

Resolved Issues in 5.4.3 Rev D

<i>Category</i>	<i>Issue ID</i>	<i>Found in Release</i>	<i>Description</i>
General	VOIP-117120	5.5.0	The phone upgrade through Voice VLAN now works without any issue.

What's New in Polycom UC Software 5.4.3

Polycom Unified Communications (UC) Software 5.4.3 is a Polycom release for all Open SIP servers along with Microsoft Lync 2010, Microsoft Lync 2013, Skype for Business, and Skype for Business Online interoperability. These release notes provide important information on software updates, phone features, and known issues.

Polycom UC Software 5.4.3 supports the following Polycom endpoints:

- VVX 101 business media phones
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- VVX 501 business media phones
- VVX 600 business media phones
- VVX 601 business media phones
- SoundStructure VoIP Interface
- VVX 1500 business media phones

Polycom UC Software 5.4.3 supports the following Polycom accessories:

- VVX Camera
- VVX Expansion Module

Important Notice

Due to the increase in the size of the software code base in UC Software 5.4.1, there is an issue when upgrading from an earlier version of UC Software to UC Software 5.4.3 using the combined software package, except when upgrading from UC Software 5.4.1. This issue can prevent phones from upgrading successfully. System administrators utilizing the combined software package should perform one of the following types of upgrades:

- Upgrade to UC Software 5.2.5 or 5.3.3 prior to upgrading to UC Software 5.4.3.
- Upgrade to UC Software 5.4.3 using the individual split software package.



Note: Attempting to upgrade directly to UC Software 5.4.3 will not harm the phone, and the upgrade may succeed. However, this is not recommended. Applying future upgrades to phones running UC Software 5.4.3 Rev D will not require any special action.

Configuration File Enhancements

The following table lists configuration file enhancements that include new or changed parameters for this Polycom UC Software 5.4.3 release. For more information on using configuration parameters to enable or disable features, see the *Administrator Guide for Polycom UC Software 5.4.x* available on the [Polycom Voice Support](#) site.

Configuration File Enhancements in UC Software 5.4.3

<i>Parameter</i>	<i>Permitted Values</i>	<i>Default</i>
call.urlNumberModeToggling	0 or 1	0
Determines the mode of the number dialed during a URL call. If set to 0, the default mode is set to URL mode when initiating a URL call. If set to 1, the default mode is set to number mode when initiating a URL call.		
feature.VVXD60.allowLineMappings	0 or 1	0
Allows users to choose which lines to map to the wireless handset. If 0, only the administrator can map lines to the handset using the Web Configuration Utility, configuration files or the administrators menu on the VVX phone. If 1, users and administrators can map lines to the handset and an extra user menu to do so will appear in the basic settings menu.		
feature.dect.enabled	0 or 1	0
Enables or disables communication and pairing with the VVX D60 Wireless Handset and Base Station accessories. When enabled, the VVX D60 menu options displays on the phone and in the Web Configuration Utility. When disabled, the VVX D60 menu options do not display.		
log.level.change.dect	0 - 6	4
Sets the logging detail level for the VVX D60 accessory.		
reg.x.terminationType	VVX, DECT, or VVX-DECT	
Determines the type of termination that is used for the line where the line can be managed automatically on the VVX, the wireless handset, or on both. X=each registration index.		

<i>Parameter</i>	<i>Permitted Values</i>	<i>Default</i>
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VVXD60.Handset.x.outGoingLineIndex **1 - 34** **1**

Controls the registration index that is used as the default line for outgoing calls placed on the wireless handset without selecting a line first. X refers to the wireless handset where x can be 1-5.

VVXD60.Handset.x.line.y **0 - 34** **0**

Sets the lines that will be accessible from the wireless handset where X is the wireless handset (1-5) and Y is the registered line on the VVX phone that will be mapped to the wireless handset. You can map up to five lines to a wireless handset.

For example, you can configure the 4 lines on a VVX phone to the two registered wireless handsets.

Existing VVX configuration:

- Reg.1.address="1000"
- Reg.2.address="2000"
- Reg.3.address="3000"
- Reg.4.address="4000"

To configure Handset 1 with the line 2000 and Handset 3 with lines 2000 and 4000, use the following configuration:

- VVXD60.Handset.1.line.1 = "2"
- VVXD60.Handset.2.line.1 = "2"
- VVXD60.Handset.2.line.2 = "4"

Resolved Issues

This section lists the issues that were resolved in UC Software 5.4.3.

Resolved Issues in 5.4.3

<i>Category</i>	<i>Issue ID</i>	<i>Found in Release</i>	<i>Description</i>
API	VOIP-108310	5.4.0	The Web SDK Call Action API now works properly, and nCallReference is honored in XML API.

Category	Issue ID	Found in Release	Description
Audio	VOIP-108826	5.4.0	<p>Changed the default values for the following parameters to improve Comfort Noise:</p> <ul style="list-style-type: none"> • <code>voice.cn.hf.enable="1"</code> • <code>voice.cn.hf.attn="35"</code> • <code>voice.vadRxGain="0"</code> • <code>voice.vadTxGain="0"</code> • <code>voice.cn.hs.enable="1"</code> • <code>voice.cn.hs.attn="35"</code> • <code>voice.vadThresh="25"</code> • <code>voice.vadEnable="1"</code> • <code>voice.CNControl="1"</code> <p>Refer to the <i>Polycom UC Software Administrator Guide</i> for more information on these parameters.</p>
Audio	VOIP-111245	5.4.1, 4.0.4, 5.3.0, 4.0.8	Improved the voice quality reports for VQMon users.
BroadSoft	VOIP-105402	5.4.0	In a BroadSoft UC-One environment, the phone now places a call to speed dial contacts using DID numbers instead of URL dialing, which allows the phone to call speed dial contacts even if URL dialing is disabled.
Calling	VOIP-108947	5.3.0, 5.2.2	Group Paging works as expected when a monitored Enhanced Call Park call is active.
Contact Directory	VOIP-108611	5.2.0	When the parameter <code>reg.x.server.y.specialInterop</code> is set to GENBAND, users can now enter multiple entries into the Contact Directory.
Contacts	VOIP-109264	5.4.0, 5.4.0	The phone correctly displays caller identification information for incoming calls from contact's listed in the Contact Directory when there are more than 40 contacts saved to the directory.
GENBAND	VOIP-107930	5.4.1, 5.4.0, 5.2.0	Users can now watch buddies set in the GENBAND Personal Address Book when the parameter <code>feature.presence.enabled</code> is set to 1.
GENBAND	VOIP-113013	5.4.1	A buddy's presence status is now updated on the Home screen when the parameter <code>voIpProt.SIP.presence.nortelShortMode</code> is set to True, and the parameter <code>dir.local.serverFeatureControl.method</code> is set to GENBANDSOPI.
General	VOIP-111356	5.4.1.	The phone now responds with adding the proxy-authorization header with credentials in BYE messages when the phone receives a 407 from the BYE message.

<i>Category</i>	<i>Issue ID</i>	<i>Found in Release</i>	<i>Description</i>
General	VOIP-111761	5.4.1, 5.3.0, 4.0.8, 4.0.4	Accurate overall MOS scores are now created when there are several SSRC changes, and the phone now triggers a VQMon report as soon as a SSRC change is reported by DSP.
General	VOIP-113015	5.4.1	The phone now sends unsubscribe messages for the Event presence when the phone is unregistered or powered off, and when the phone is registered, it sends a subscribe message for Event presence.
Localization	VOIP-108185	5.4.0	Swedish characters now display properly in the BroadSoft Directory.
Lync	VOIP-108811	5.4.0, 5.3.1	In a Skype for Business environment, the phone now successfully establishes a conference call when the originating user alias starts with a number.
Lync	VOIP-114084	5.4.2	Stability issues for phones in Skype for Business environments no longer occur.
Microsoft	VOIP-109240	5.3.0	The configuration parameter <code>feature.exchangeCalendar.enabled</code> only controls Exchange Calendar integration and not any other Exchange services.
Microsoft	VOIP-110265	5.4.0	Call logs now synchronize properly with the Microsoft Exchange server.
Network	VOIP-106843	5.3.0	VVX phones now register to the secondary server after a failover/failback when the second server details are added in the DNS server after the phone is registered.
Network	VOIP-108375	5.4.0, 5.4.0	Reduced the LLDP power value for VVX 101 and 201 from 5000mW to 3500mW to support a wide variety of network switches.
Network	VOIP-110690	5.4.1	The phone now responds with adding the proxy-authorization header, with credentials, in BYE messages, if the phone receives a 407 from the BYE message.
Network	VOIP-111493	5.4.0, 4.0.9	The Voice Quality score, NLR, and MOSQ now match the RX RTP traffic.
Security	VOIP-109212	5.4.1, 5.3.0	Addressed security issues regarding RC4 encryption ciphers.
Security	VOIP-109249	5.4.0	Resolved denial of service vulnerabilities in OpenSSL for the following: CVE-2015-1788, CVE-2015-1789, CVE-2015-1790, CVE-2015-1791, CVE-2015-1792, CVE-2015-4000
Software Update	VOIP-113296	5.4.2	The phone now updates properly from the Web Configuration Utility when updating from the Polycom hosted server.
User Interface	VOIP-107262	5.4.0	The star (*) and pound (#) symbols now display in the search field in the BroadSoft Directory.

<i>Category</i>	<i>Issue ID</i>	<i>Found in Release</i>	<i>Description</i>
User Interface	VOIP-108427	5.3.0	One call appearance correctly displays on each call appearance for a shared line with Sipxecs and multiple line keys configured.
User Interface	VOIP-108570	5.4.0, 5.3.1	The Umlaut correctly displays in the Recent Calls list when the base profile of the phone is set to Lync and the Exchange server is configured on VVX 500 and 600 phones.
User Interface	VOIP-108664	5.2.2	The Directories soft key now displays on the Lines screen.
User Interface	VOIP-108943	5.4.0	The VVX 600 phone now displays the Park soft key when the phone has a single registered line with one call per line configured.
Video	VOIP-107706	5.4.0	Improved the quality of video during H.323 conference calls for VVX 1500 phones.
Web Configuration Utility	VOIP-108489	5.2.2	Contacts now display in the Web Configuration Utility in the same order they display on the phone.
Web Configuration Utility	VOIP-113961	5.4.2	Invalid export configuration options for TR-069 no longer display in the Web Configuration Utility.

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](#).

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