

Polycom® UC Software 5.4.4 Rev CN

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

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What's New in Polycom UC Software 5.4.4 Rev CN

Polycom® Unified Communications (UC) Software 5.4.4 Rev CN 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. This release resolves the phone upgrade through Voice VLAN.

Polycom UC Software 5.4.4 Rev CN 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
- SoundStructure VoIP Interface
- Polycom® VVX® 1500 business media phones

Polycom UC Software 5.4.4 Rev CN 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 5.4.4 Rev CN 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 5.4.4 Rev CN.
- Upgrade to UC Software 5.4.4 Rev CN using the individual split software package.



Note: Attempting to upgrade directly to UC Software 5.4.4 Rev CN will not harm the phone, and the upgrade may succeed. However, this is not recommended. Applying future upgrades to phones running UC Software 5.4.4 Rev CN 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 and SoundStructure Features and Licenses

| Feature | VVX 101 | VVX 201 | VVX 300/ 310 | VVX 301/ 311 | VVX 400/ 410 | VVX 401/ 411 | VVX 500/ 501 | VVX 600/ 601 | VVX 1500 | SoundStructure 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 |

| <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>VVX 401/ 411</i> | <i>VVX 500/ 501</i> | <i>VVX 600/ 601</i> | <i>VVX 1500</i> | <i>SoundStructure VoIP Interface</i> |
|-----------------------------|--------------------|--------------------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|---------------------|--|
| Server Based Call Recording | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | No |
| 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> |
|----------------|---------------------|--|
| 5.4.4 Rev CN | April 2017 | New software change on VVX 500 business media phones to support new LCD panel on the phones. |
| 5.4.4 Rev CK | February 2017 | This release has an important field fix. |
| 5.4.4 Rev E | May 2016 | This release has an important field fix. |
| 5.4.4 | May 2016 | This release has important field fixes. |
| 5.4.3 | February 2016 | This release introduced the Polycom VVX D60 Wireless Handset and VVX D60 Base Station. |
| 5.4.2 Rev D | 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. |

| <i>Release</i> | <i>Release Date</i> | <i>Description</i> |
|----------------|---------------------|--|
| 5.3.2 | November 2015 | This release has important field fixes. |
| 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 5.4.4 Rev CN 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 5.4.4 Rev CN 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 5.4.4 Rev CN Skype™ for Business supports the following Polycom accessories:

- VVX Color Expansion Module

Polycom UC Software 5.4.4 Rev CN 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 5.4.4 Rev CN 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 5.4.4 Rev CN

Consider the following installation and update information when using Polycom UC Software 5.4.4 Rev CN.

Downloading the Distribution Files

When downloading UC Software 5.4.4 Rev CN, 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 following table. 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 **5.4.4.7900**.

The following table indicates the files distributed in the combined and split ZIP files. In the following table, x indicates that the software package is not available with the distributed file and ✓ indicates that the software package is available with the distributed file.

Combined ZIP and Split ZIP Files

| Distributed Files | File Purpose and Application | Combined | Split |
|-----------------------|--|----------|-------|
| 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 | ✓ |

| Distributed Files | File Purpose and Application | Combined | Split |
|-----------------------------|--|----------|-------|
| 3111-48400-001.sip.ld | SIP application executable for VVX 401 | x | ✓ |
| 3111-46162-001.sip.ld | SIP application executable for VVX 410 | x | ✓ |
| 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 |
| dect.ver | Text file detailing build-identification(s) for the VVX D60 | ✓ | ✓ |
| 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 | ✓ | ✓ |
| device.cfg | Configuration parameters for basic device configuration | ✓ | ✓ |
| 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 | ✓ | ✓ |

| Distributed Files | File Purpose and Application | Combined | Split |
|-----------------------|--|----------|-------|
| lync.cfg | Contains Lync specific configuration parameters | ✓ | ✓ |
| pstn.cfg | Contains parameters for PSTN use | ✓ | ✓ |
| reg-advanced.cfg | Contains configuration parameters for the line and call registration and advanced phone feature settings | ✓ | ✓ |
| reg-basic.cfg | Configuration parameters for line and call registration and basic phone settings | ✓ | ✓ |
| region.cfg | Configuration parameters for regional and localization settings such as time and date and language | ✓ | ✓ |
| sip-basic.cfg | Configuration parameters for the VoIP server and softswitch registration | ✓ | ✓ |
| sip-interop.cfg | Configuration parameters for the VoIP server, softswitch registration, and interoperability configuration | ✓ | ✓ |
| site.cfg | Configuration parameters that are set for each site | ✓ | ✓ |
| video.cfg | Configuration parameters for video connectivity | ✓ | ✓ |
| video-integration.cfg | Configuration parameters for Polycom® SoundStation® IP 7000 and Polycom HDX system integration | ✓ | ✓ |
| VVX-dictionary.xml | Includes native support for the following languages: <ul style="list-style-type: none"> • Arabic, UAE • 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 | ✓ | ✓ |

| Distributed Files | File Purpose and Application | Combined | Split |
|-------------------|---|----------|-------|
| | <ul style="list-style-type: none"> • Korean, Korea • Norwegian, Norway • Polish, Poland • Portuguese, Brazil • Russian, Russia • Slovenian, Slovenia • Spanish, Spain • Swedish, Sweden | | |
| Welcome.wav | Startup welcome sound effect | ✓ | ✓ |
| LoudRing.wav | Sample loud ringer sound effect | ✓ | ✓ |
| Polycom-hold.wav | Sample ringer sound effect | ✓ | ✓ |
| Warble.wav | Sample ringer sound effect | ✓ | ✓ |
| polycomConfig.xsd | Master configuration file that contains the parameters and its values | ✓ | ✓ |

Resolved Issues

There are no resolved issues for the Polycom UC Software 5.4.4 Rev CN release.

Known Issues

There are no new known issues for UC Software 5.4.4 Rev CN. This section lists the known issues and suggested workarounds for this release and previous releases.

Known Issues and Suggested Workarounds for UC Software 5.4.4 Rev CN

| Category | Issue No. | Release | Description | Workaround |
|----------|-------------|---------|--|------------------------|
| 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. | |

| <i>Category</i> | <i>Issue No.</i> | <i>Release</i> | <i>Description</i> | <i>Workaround</i> |
|-----------------|------------------|----------------|--|---|
| 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. |
| 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. | |

| <i>Category</i> | <i>Issue No.</i> | <i>Release</i> | <i>Description</i> | <i>Workaround</i> |
|-----------------|----------------------------|----------------|---|--|
| 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. |
| 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 5.4.4 Rev CK

This section lists a resolved issue in UC software 5.4.4 Rev CK release.

Resolved Issues

This section lists the issues that were resolved in UC Software 5.4.4 Rev CK.

Resolved Issues in 5.4.4 Rev CK

| <i>Category</i> | <i>Issue No.</i> | <i>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 5.4.4 Rev E

Polycom Unified Communications (UC) Software 5.4.4 Rev E 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. This release resolves the phone upgrade through Voice VLAN.

Polycom UC Software 5.4.4 Rev E 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 5.4.4 Rev E supports the following Polycom accessories:

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

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 5.4.4 Rev CK 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 5.4.4 Rev CK.
- Upgrade to UC Software 5.4.4 Rev E using the individual split software package.



Note: Upgrading directly to UC Software 5.4.4 Rev E

Attempting to upgrade directly to UC Software 5.4.4 Rev E will not harm the phone, and the upgrade may succeed. However, this is not recommended. Applying future upgrades to phones running UC Software 5.4.4 Rev E will not require any special action.

Resolved Issues

This section lists the issues that were resolved in UC Software 5.4.4 Rev E.

Resolved Issues in 5.4.4 Rev E

| Category | Issue No. | Release | Description |
|----------|-------------|---------|---|
| General | VOIP-117118 | 5.5.0 | The phone upgrade through Voice VLAN now works without any issue. |

What's New in Polycom UC Software 5.4.4

Polycom® Unified Communications (UC) Software 5.4.4 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 5.4.4 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 5.4.4 supports the following Polycom accessories:

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

Configuration File Enhancements

The following table lists configuration file enhancements that include new or changed parameters for this Polycom UC Software 5.4.4 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 5.4.4

| <i>Parameter</i> | <i>Permitted Values</i> | <i>Default</i> |
|--|-------------------------|----------------|
| call.urlNumberModeToggling | 0 or 1 | 0 |
| <p>If it is set to 1, the default mode is set to number mode instead of the url mode, when initiating the url call. If it is set to 0, the default mode is set to the url mode, when initiating the url call.</p> | | |
| device.sntp.gmtOffsetcityID | 0 to 126 | NULL |
| <p>If you are not provisioning phones manually from the phone menu or Web Configuration Utility and you are setting the <code>device.sntp.gmtOffset</code> parameter, then you must configure <code>device.sntp.gmtOffsetcityID</code> to ensure that the correct time zone location description displays on the phone menu and Web Configuration Utility. The time zone location description is set automatically if you set the <code>device.sntp.gmtOffset</code> parameter manually using the phone menu or Web Configuration Utility. For descriptions of all values, see the Polycom® UC Software 5.4.2AA for the Polycom® RealPresence Trio™ Solution guide on Polycom Support.</p> | | |
| dir.local.passwordProtected | 0 or 1 | 0 |
| <p>When the parameter is enabled, user will be asked for Admin or User password while adding, editing, or deleting the Contact Directory. Press and hold of line key will not produce an action. When the parameter is disabled, no password prompt is displayed while adding, editing, or deleting the Contact Directory. Press and Hold of line key displays the Add/Edit menu to add or edit contact.</p> | | |
| lcl.ml.lang.japanese.font.enabled | 0 or 1 | 0 |
| <p>This is a reboot parameter and based on enable or disable of this parameter, the newly added or old CJK font file will be used for unicode character searches. Note: This parameter is not applicable to BER, SAKE, VVX300, VVX301, VVX310, VVX311, and Tinman.</p> | | |

| <i>Parameter</i> | <i>Permitted Values</i> | <i>Default</i> |
|--|-------------------------|---|
| sec.TLS.cipherList | String | ALL:!aNULL:!eNULL:!DSS:!SEED :!ECDSA:!IDEA:!MEDIUM:!LOW! EXP:!ADH:!ECDH:!PSK:!MD5! RC4:@STRENGTH |
| The global cipher list parameter. The format for the cipher list uses OpenSSL syntax found here: http://www.openssl.org/docs/apps/ciphers.html . | | |
| sec.TLS.LDAP.strictCertCommonName Validation | 0 or 1 | 1 |
| The <code>sec.TLS.LDAP.strictCertCommonNameValidation</code> is a restart parameter that controls the validation of server certificate common name during Lightweight Directory Access Protocol (LDAP) or LDAPS connection over Transport Layer Security (TLS). | | |
| sec.TLS.webServer.cipherList | String | ALL:!aNULL:!eNULL:!DSS:!SEED :!ECDSA:!IDEA:!MEDIUM:!LOW! EXP:!ADH:!ECDH:!PSK:!MD5! RC4:@STRENGTH |
| The cipher list for a web server profile. Note: Change causes phone to restart. | | |
| tcpIpApp.snmp.gmtOffsetcityID | 0 to 126 | NULL |
| If you are not provisioning phones manually from the Web Configuration Utility and you are setting the <code>tcpIpApp.snmp.gmtOffset</code> parameter, then you must configure <code>tcpIpApp.snmp.gmtOffsetcityID</code> to ensure that the correct time zone location description displays on the Web Configuration Utility. The time zone location description is set automatically if you set the <code>tcpIpApp.snmp.gmtOffset</code> parameter manually using the Web Configuration Utility. For descriptions of all values, see the Polycom® UC Software 5.4.2AA for the Polycom® RealPresence Trio™ Solution guide on Polycom Support . | | |
| up.LineViewCallStatus.enabled | 0 or 1 | 0 |
| Specifies the Active Call Screen or Line Screen as default user interface for a call. If 0, the Active Call Screen is set as default user interface for an active call. Any incoming or outgoing call triggers the Active Call Screen. If 1, the Line Screen is set as default user interface for an active call. For a call, the phone remains in Line Screen and the active call details show in the status ribbon bar. The user and administrator has access to this parameter. | | |
| up.LineViewCallStatus.timeout | 2 to 10 | 10 |
| Specifies the timeout after which the phone goes back to the Line Screen when the user swipes to the Active Call Screen from the Line View. It can take values from 2 to 10 seconds. The default is 10 seconds. This parameter is applicable when the Line Screen is set as default user interface for any call. The parameter <code>up.LineViewCallStatus.enabled</code> set to 1 configures the Line Screen as default user interface for a call. The user and administrator has access to this parameter. | | |
| up.OffHookLineView.enabled | 0 or 1 | 0 |
| Specifies the default user interface after the phone goes off hook. If 0, after the phone goes off hook, the phone displays the Home Screen. If 1, after the phone goes off hook, the phone displays the Line Screen. | | |
| up.ringer.minimumVolume | 0 to 16 | 16 |
| This parameter controls the ringer's minimum volume. | | |

Resolved Issues

This section lists the issues that were resolved in UC Software 5.4.4.

Resolved Issues in 5.4.4

| Category | Issue No. | Release | Description |
|-----------------|-------------|---------|--|
| Audio | VOIP-113374 | 5.4.1 | No audio interruption or cut out is heard on the Plantronics headset for a local three-way conference when the fourth caller cancels the call made to the conference. |
| | VOIP-110498 | 5.3.0 | |
| Audio | VOIP-112856 | 5.4.0 | The VVX phones no longer loses exchange connectivity for a long period and syncs call logs. |
| Audio | VOIP-112293 | 5.4.0 | The inbound call that is transferred, then conferenced, and then transferred again no longer causes any issue. |
| | | 5.3.0 | |
| BToE | VOIP-115631 | 5.4.2 | In a Skype for Business scenario, phones no longer intermittently loses IP when the BToE is paired and BToE auto-discovery is enabled. |
| BToE | VOIP-112951 | 5.4.0 | The BToE icons are removed when the user navigates to HKEY_LOCAL_MACHINE > SOFTWARE > Wow6432Node > Polycom > Polycom BToE Connector and changes the value of NOTIFY_ICON_EN to 0 . |
| Busy Lamp Field | VOIP-96872 | 5.4.0 | VVX 1500 phone no longer crashes and generates core dump file after BLF configuration. |
| | | 5.3.1 | |
| Calendar | VOIP-112921 | 5.3.1 | Outlook calendar events are now improved and are in sync on the VVX phones. |
| Calling | VOIP-114787 | 5.4.2 | When the SoundStructure VoIP Interface is in a call, sending a "set voip_send VoIP Out" command to the SoundStructure VoIP Interface no longer causes the call to disconnect. Pressing a digit on a Polycom Touch Control paired with the SoundStructure VoIP Interface during a call now works correctly. |
| | | 5.4.1 | |
| Calling | VOIP-113594 | 5.4.2 | PSTN user is able to join a conference call on Office 365 (O365). |
| Configuration | VOIP-112433 | 5.4.0 | <ul style="list-style-type: none"> VVX101 and VVX201 platforms correctly interprets values for the <code>voIpProt.server.x.specialInterop</code> parameter. |
| | | | <ul style="list-style-type: none"> VVX101 and VVX201 platforms correctly limits the values allowed for the <code>reg.x.server.y.specialInterop</code> parameter. |
| | | | <ul style="list-style-type: none"> UI support for the "GENBAND-A2" option has been added for <code>voIpProt.server.x.specialInterop</code> and <code>reg.x.server.y.specialInterop</code> parameters for all platforms. Previously, "GENBAND-A2" could only be selected via config files. |

| <i>Category</i> | <i>Issue No.</i> | <i>Release</i> | <i>Description</i> |
|------------------|------------------|----------------|---|
| Content | VOIP-114633 | | The VVX phones displays Outlook Contacts with contact name and number when only PSTN is added as Skype Favorites. |
| Expansion Module | VOIP-113489 | 5.4.0 | In the VVX expansion module, the labels are now correctly split when Text Elide is set to Right or None. |
| | VOIP-108227 | 5.3.1 | |
| Functionality | VOIP-116111 | 5.4.2 | The VVX phones signs back into Office 365 Dedicated (O365D) after a maintenance causes the servers to become temporarily unavailable. |
| Functionality | VOIP-114286 | 4.0.9 | If the phone auto-answers a click-to-dial call, the phone plays the correct ringtone and not the reboot ringtone. |
| Functionality | VOIP-113815 | 5.4.0 | Blind transfer with SLA line and exposeAutoHold works as expected. |
| General | VOIP-115468 | 5.4.1 | The VVX phones no longer updates core files after the configuration updates when Polycom® VVX® D60 Wireless Handset is connected to Metaswitch's provisioning system. |
| General | VOIP-115199 | 5.4.1 | The Call Control management soft keys are displayed on the VVX phone when the user initiates the conference call on the VVX phone while URL dialing is disabled. |
| | | 5.4.0 | |
| General | VOIP-114999 | 5.4.1 | When the Simultaneously Ring to My Team Call Group feature is enabled, the phone will not ring for incoming calls when DND is enabled. |
| General | VOIP-113107 | 4.0.9 | The phone will send "user=phone" in the invite message when a user enters a number that ends with "#" or "**". |
| General | VOIP-112548 | 5.4.0 | When saving a GENBAND's Global Address Book (GAB) to the phone's contact list, the contact's phone number is retained and no longer gets changed. |
| General | VOIP-112440 | 5.3.1 | The BLF activity no longer causes call waiting tones to play when call waiting is disabled. |
| General | VOIP-111805 | 4.0.8 | The 3CX call park feature with Transport Control Protocol (TCP) trunk no longer causes one-way audio and is now able to unpark the call. |
| | | 4.0.7 | |
| General | VOIP-111464 | 5.4.0 | The warning icon is not displayed on VVX phones after the administrator password is changed. |
| | | 5.2.4 | |
| | | 5.1.3 | |
| General | VOIP-110650 | 4.0.8 | The VVX phones will not reboot if a contact is selected and dialed within two seconds of receiving the first results in a Corporate Directory search. |
| General | VOIP-110198 | 4.0.9 | The integration of VVX1500 with Polycom® RealPresence® Resource Manager (RPRM) has been improved for the IP address, H323, E164, and Annex-O Phonebook storing and dialing. |

| <i>Category</i> | <i>Issue No.</i> | <i>Release</i> | <i>Description</i> |
|--------------------------------|----------------------------|----------------|--|
| General | VOIP-109991 | 5.3.1 5.3.0 | The phone works fine and no longer causes audio drops when attended transfer is triggered with the Competella Attendant Console. |
| General | VOIP-108804 | 5.2.0 | The DHCP stability issues on VVX 310 is fixed. |
| Hardware | VOIP-116379 VOIP-114660 | 5.4.1 | The Plantronics Voyager Legend UC headset works fine with the VVX phones and no longer causes abrupt call drops. |
| Hardware | VOIP-109111 | 5.4.1 | The Bluetooth headset compatibility for Motorola and LG headsets with VVX 601 is improved. |
| Interoperability: Broadsoft | VOIP-115418 | 5.4.2 | No core dumps are caused and phone works as expected when the user presses the Transfer soft key and enters the extension. |
| Interoperability: GENBAND | VOIP-114680 | 5.4.3 | In a GENBAND environment, the ring back tone on Blind transfer has improved. |
| Lync | VOIP-115587 | 5.4.2 | Lync contacts are now updated successfully after the Central Management Server (CMS) failover when SBA is registered to the CMS Master pool, which has a secondary enterprise pool as its backup pool. |
| Lync | VOIP-114434 | 5.4.2 5.4.2 | In a Lync Boss-Admin scenario, when an incoming call is answered on the boss's phone, an email notification regarding the admin's activity is received on the boss's phone. |
| Lync | VOIP-114421 | 5.4.0 | After paging, the user presence status reverts to "Available". |
| Lync | VOIP-113924 | 5.4.0 | Transfer between internal VVX phones when using their NUANCE Dial by voice system works as expected. |
| Lync | VOIP-113918 | 5.4.2 | Stability issues in certain Lync and Skype for Business (SFB) environments have been corrected. |
| Lync | VOIP-112042 | 5.4.1 5.4.0 | The VVX Phones on O365 is now able to re-dial the pinned contact number that was dialed prior to it through Lync Client. |
| Lync | VOIP-109267 | 5.4.0 | The VVX phones can now successfully sign into Lync using DHCP provided DNS Server, if DHCP Vendor Option 43 is configured. |
| MicroBrowser | VOIP-110528 | 5.3.1 | JavaScript run on VVX microbrowser correctly displays the local time when phone is on the Lync profile. |
| Networking | VOIP-112507 | 5.4.1 | The VVX phones with edge registrations through an AudioCodes gateway now negotiates Interactive Connectivity Establishment (ICE) correctly. |

| <i>Category</i> | <i>Issue No.</i> | <i>Release</i> | <i>Description</i> |
|-----------------|------------------|----------------|---|
| Networking | VOIP-111602 | 5.4.0 | If the top of the route list's transport is User Datagram Protocol (UDP), the phone checks if the UDP is set by default or from the record route header. If the UDP is not from the record route header and got set by default, then the phone uses the same default transport mechanism for acknowledgement. |
| Security | VOIP-110787 | 4.0.8 | Enable SSLv3 on the LDAP server and disable the same on the phone. This resolved the issues on the SPIP phones after phone reboot. |
| Security | VOIP-109754 | 5.4.0 5.2.4 | Enabling or disabling the phone's web server will no longer effect the network Domain Name System (DNS) query to resolve the provisioning server's Fully Qualified Domain Name (FQDN). |
| Security | VOIP-109119 | 5.4.1 5.4.0 | The value of the <code>dir.corp.alt.password</code> parameter is hidden in the configuration export. |
| User Interface | VOIP-115652 | 5.4.2 | The VVX 601 phones now display the correct time for the Eastern (GMT-5) time zone and no longer displays a delay of more than four hours. |
| User Interface | VOIP-115589 | 5.4.2 | The phone now populates all the appropriate soft keys when a call is received from an iOS Lync client. |
| User Interface | VOIP-114142 | 5.4.0 | Display of the caller ID has been optimized and the phone no longer displays "Unknown" when the number is available. |
| User Interface | VOIP-113917 | 5.4.0 5.3.1 | When the VVX updates the presence status, the "away" state and status message are not altered. |
| User Interface | VOIP-113153 | 5.2.4 | In the Broadsoft directory, user can perform a search by using the first name or the last name. |
| User Interface | VOIP-112417 | 4.0.8 4.0.5 | The phone scrolls the TO and FROM headers in the caller ID for the BLF feature with Genband. |
| User Interface | VOIP-111986 | 4.0.7 4.0.8 | The phone now uses the blind transfer behavior from the Enhanced Feature Key (EFK) soft keys and sends a \$Chold\$ message before the REFER message. |
| User Interface | VOIP-109986 | 5.4.1 5.4.0 | The Character codes for special character É in the web UI now gets replaced with the unicode replacement character after save. Note: The VVX3xx, VVX2xx, and VVX1xx phones, which have copy08 fonts does not have glyphs for the characters beyond 255. Because of this, HTML Entity codes (special characters), which have a number greater than 255, will show an empty character on these phones as there is no glyph for these special characters. Therefore, the phone will be responsive. |

| <i>Category</i> | <i>Issue No.</i> | <i>Release</i> | <i>Description</i> |
|---------------------------|------------------|-----------------|--|
| User Interface | VOIP-109759 | 5.4.0 5.3.1 | The phone does not show the Application button or Soft key on the HOME screen. But after enabling the soft key through Enhanced Feature Keys (EFK), user can access and launch the browser by pressing the soft key configured for microbrowser. |
| User Interface | VOIP-109755 | 5.4.0 5.3.1 | The line seize behavior for accessing voicemail and performing EFKs is improved. |
| User Interface | VOIP-109684 | 5.2.0 | EFK configured for the shared Line 1 now works as expected and dials out from the Line 1. |
| Web Configuration Utility | VOIP-113297 | 5.4.2 | The phone now updates properly from the Web Configuration Utility when updating from the Polycom hosted server. |
| Web Interface | VOIP-112493 | 5.4.2, 5.4.1 | The phone web configuration utility now correctly displays the selected Time Zone field as selected by the user. |

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