Polycom® UC Software 5.8.0

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

Polycom announces the release of Polycom® Unified Communications (UC) Software, version 5.8.0. This document provides the latest information about this release.

Contents

What's New

Polycom Unified Communications (UC) Software 5.8.0 is a release for Open SIP and Skype for Business deployments. These release notes provide important information on software updates, phone features, and known issues.

UC Software 5.8.0 Support

Polycom UC Software 5.8.0 supports the following Polycom endpoints.

> Support for Lync 2010 is limited to testing of basic call scenarios. Microsoft support of Lync and Skype for Business is documented on Microsoft's website. Microsoft does not currently support IP phones on Lync 2010. For information, see IP Phones on Microsoft Support.

Phone Support

Phone Model	Skype for Business On-Premises	Skype for Business Online	Open SIP
VVX 101 business media phone	No	No	Yes
VVX 201 business media phone	Yes	Yes	Yes
VVX 300/301/310/311 business media phones	Yes	Yes	Yes
VVX 400/401/410/411 business media phones	Yes	Yes	Yes
VVX 500/501 business media phones	Yes	Yes	Yes
VVX 600/601 business media phones	Yes	Yes	Yes
VVX 1500 business media phone	No	No	Yes
VVX 150 business IP phone	No	No	Yes
VVX 250 business IP phone	Yes	No	Yes
VVX 350 business IP phone	Yes	No	Yes
VVX 450 business IP phone	Yes	No	Yes
VVX D60 Wireless Handset and Base Station	No	No	Yes
SoundStructure VoIP Interface	Yes	Yes	Yes

Polycom UC Software 5.8.0 supports the following Polycom accessories.

Accessories Support

Accessories	Skype for Business	Open SIP
VVX Camera	No	Yes
VVX Color Expansion Module	Yes	Yes
VVX Paper Expansion Module	No	Yes

Polycom UC Software 5.8.0 includes the following new features and enhancements:

- Introducing Polycom VVX Business IP Phones
- Open SIP Enhancements
- Skype for Business Enhancements

Introducing Polycom VVX Business IP Phones

Polycom introduces the following Polycom® VVX® business IP phones:

- VVX 150
- VVX 250
- VVX 350
- VVX 450

These Polycom VVX business IP phones include all the features and functionalities that are currently available for VVX 201, 300 series, and 400 series business media phones, including support for Polycom VVX D60 wireless handsets. These VVX business IP phones support UC Software 5.8.0 and later, and previous versions of UC Software are not supported.

On-Premise Skype for Business Support

The following table shows the Polycom VVX business IP phones with UC Software 5.8.0 that are supported on Skype for Business Server On-Premise.

Phone Support

Phone Model	Skype for Business On-Premises	Microsoft Exchange (On-Premise or Online)	Skype for Business Office 365
VVX 150 business IP phone	No	No	No
VVX 250 business IP phone	Yes	Yes	No
VVX 350 business IP phone	Yes	Yes	No
VVX 450 business IP phone	Yes	Yes	No

Open SIP Enhancements

Enhanced IPv4 ICMP Management

You can configure your phone to ignore Internet Control Message Protocol (ICMP) redirect requests for an alternate path from the router or gateway. Use the following parameter to configure the Enhanced IPv4 ICMP Management feature:

- `device.icmp.ipv4IcmpIgnoreRedirect`

For configuration details, see the *Polycom UC Software Administrator Guide* on Polycom Support.

Wireless Network Connectivity

Polycom UC Software supports wireless network connectivity using the Polycom® Wi-Fi wireless network adapter (previously known as the 'Obihai Technology wireless adapter' or 'OBiWiFi5G') with all VVX phones except VVX 1500 business media phone. You cannot use Wi-Fi and ethernet simultaneously to connect your VVX phones to the network. Enabling Wi-Fi automatically disables the ethernet port. Polycom UC software supports different wireless network security profiles like Personal and Enterprise mode for better security. VVX phones support EAP-PEAP/MSCHApv2, EAP-FAST and EAP-TLS methods for Enterprise security mode. VVX phones uses 2.4GHz or 5GHz default radio bands.

You can use the following parameters to configure Wireless Network Connectivity:

Enable Wi-Fi:

- `device.wifi.enabled`

Wi-Fi Network IP Settings:

- `device.wifi.dhcpEnabled`
- `device.wifi.ipAddress`
- `device.wifi.subnetMask`
- `device.wifi.ipGateway`

Wi-Fi Network Settings:

- `device.wifi.ssid`
- `device.wifi.securityMode`
- `device.wifi.radio.regulatoryDomain`
- `device.wifi.radio.band2_4GHz.enable`
- `device.wifi.radio.band5GHz.enable`

Personal Security (PSK) Wi-Fi Network Settings:

- `device.wifi.psk.keyType`
- `device.wifi.psk.key`

Enterprise based (WPA2-Enterprise) Wi-Fi Network Settings:

- `device.wifi.wpa2Ent.method`
- `device.wifi.wpa2Ent.user`
- `device.wifi.wpa2Ent.password`
- `device.wifi.wpa2Ent.anonid`

● `device.wifi.wpa2Ent.eapFast.inBandProv`

For configuration details, see the *Polycom UC Software Administrator Guide* on Polycom Support.

REST API

VVX phones support REST API feature that enables you to execute certain functions and retrieve information using APIs. You can configure REST API feature using following parameters:

● `apps.restapi.enabled`

● `log.level.change.restapi`

For more information on REST API support and for configuration details, see the *Polycom UC Software Administrator Guide* and on Polycom Support and *REST API Reference Manual for Polycom VVX Business Media Phones and Polycom Business IP Phones* at Polycom Engineering Advisories and Technical Notifications.

Uploading Logs to USB Storage Device

Polycom UC Software allows VVX phones to copy application and boot logs to a USB storage device connected to the phone. In addition, you can configure your phone to copy logs periodically or when the file size reaches the threshold limit.

The following VVX phones support this feature:

● VVX 401 business media phones

● VVX 411 business media phones

● VVX 500 series business media phones

● VVX 600 series business media phones

● VVX 250 business IP phones

● VVX 350 business IP phones

● VVX 450 business IP phones

You can configure the USB Logging feature using the following parameter:

● `feature.usbLogging.enabled`

For more information on USB Logging feature and for configuration details, see the *Polycom UC Software Administrator Guide* on Polycom Support.

uaCSTA Lines

When you configure Polycom phones to use user agent Computer Supported Telecommunications Applications (uaCSTA) with a CSTA server, you can remotely control the phone and access phone services using a computer telephony integration (CTI) application on your computer.

The Polycom VVX 101 and 1500 business media phones do not support uaCSTA.

You can configure one CSTA line on each phone. To ensure CSTA works correctly, Polycom recommends that you configure the CSTA line x as the last among all registered lines on the phone.

Polycom phones support the Minimum and Basic profiles compliant with "ECMA TR/087: Using CSTA for SIP Phone User Agents (uaCSTA)." For information, see ECMA international. Polycom phones do not support the Network Reached event.

You can configure CSTA lines using the following parameters:

- `reg.x.csta`
- `reg.x.server.y.specialInterop`
- `voIpProt.SIP.csta`

For a list of all supported CSTA services and events and for configuration details, see the *Polycom UC Software Administrator Guide* on Polycom Support.

Enhancements to Check Sync Event

When a check sync event's `NOTIFY` message is received from the server even though the user is not logged-in to the phone, you can download the call list by enabling the `voIpProt.SIP.specialEvent.checkSync.downloadCallList` parameter.

Early Media Call Handling Support

Polycom UC Software allows VVX phones to support an early media for call handling when paired with VVX D60 base station.

Voice Quality Monitoring Support for the OPUS Codec

Polycom UC Software now offers partial support for Voice Quality Monitoring metrics when using the OPUS audio codec.

BroadSoft Aggregated Self-Presence

The Broadsoft Self-Presence feature allows you to view the user's aggregated presence received from the BroadSoft Messaging Server (UMS) on the VVX phone rather than displaying the VVX phone's presence.

The following figure shows the user's aggregated presence state on a VVX 600 series business media phone.
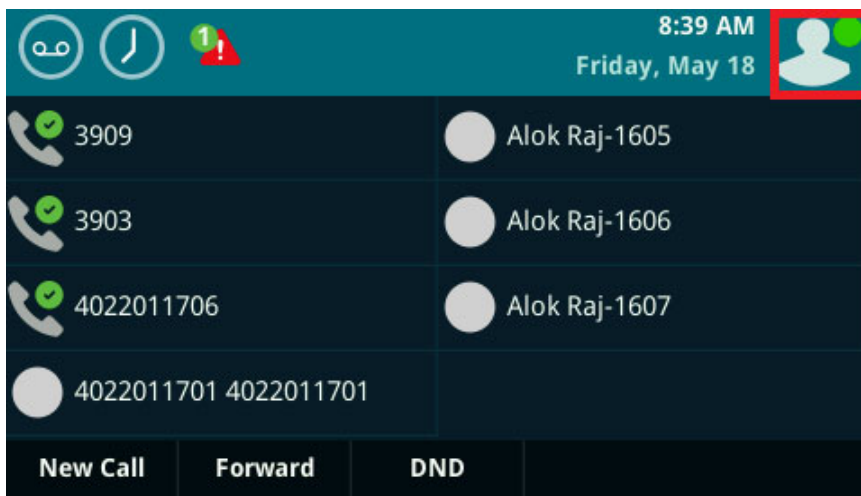
Skype for Business Enhancements

Hybrid Line Registration

VVX phones support hybrid line registration feature that allows you to register a Skype for Business server on one line and OpenSIP server on other lines. When you enable this feature, you can configure and register a maximum of three different servers. Use the following parameters to configure Hybrid Line Registration feature:

- `reg.limit`
- `reg.1.mergeServerDigitMapLocally`
- `dialplan.digitmap.lineSwitching.enable`
- `reg.1.urlDialing.enabled`
- `tcpIpApp.port.rtp.lync.audioPortRangeStart`
- `tcpIpApp.port.rtp.lync.videoPortRangeStart`
- `tcpIpApp.port.rtp.lync.audioPortRangeEnd`
- `tcpIpApp.port.rtp.lync.videoPortRangeEnd`

The Polycom VVX 101 business media and VVX 150 business IP phone do not support Hybrid Line Registration.

For more information on Hybrid Line Registration feature and for configuration details, see the *Polycom UC Software with Skype for Business - Deployment Guide* on Polycom Support.

Support for PSTN Gateway on Failover

Polycom UC Software allows your VVX phone to fail over to an alternate PSTN gateway server when the phone gets unregistered due to an outage and the Skype for Business server is not reachable. You can configure the support for PSTN gateway on failover using following parameters:

- `feature.sfbPstnFailover.enabled`
- `reg.x.server.y.pstnServerAuth.userId`
- `reg.x.server.y.pstnServerAuth.password`

For more information on PSTN Gateway on Failover and for configuration details, see the *Polycom UC Software with Skype for Business - Deployment Guide* on Polycom Support.

Reverse Name Lookup

You can configure phones registered with Skype for Business to display incoming caller names, outgoing recipient names, and the source the phone obtains names from.

The phone displays all Skype for Business participant names for the following functions:

- CCCP conference calls
- Local and remote participants for Boss-Admin calls
- Response group calls
- Team calls
- Voicemails

- Placed, Received, and Missed call lists

If the phone cannot match the number of the incoming or outgoing name to a name in your organization, the phone displays the name given in the SIP signaling.

If a user saves a contact in the phone's local contact directory, the call lists display that name regardless of the priority you configure.

All VVX phones support this Skype for Business feature except the following:

- VVX 101 business media phones
- VVX 150 business IP phones

Configure Reverse Name Lookup with the following parameters:

- `up.ml.priority`

For configuration details, see the *Polycom UC Software with Skype for Business - Deployment Guide* on Polycom Support.

Security Updates

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

The following table contains the security updates in UC Software 5.8.0.

Security Updates

Category	CVE	Description
Security	CVE-2017-13077, CVE-2017-13078, CVE-2017-13079, CVE-2017-13080, CVE-2017-13081.	**KRACK**: Re-installation of the pairwise encryption key (PTK-TK), group key (GTK), integrity group key (IGTK) in the 4-way handshake and group key (GTK), integrity group key (IGTK) in the group key handshake have been addressed.
Security	CVE-2017-1000250, CVE-2017-1000251	**BlueBorne**: Linux kernel RCE, Linux Bluetooth stack (BlueZ) information Leak vulnerabilities have been addressed.

Install

Consider the following information when installing or updating to Polycom UC Software 5.8.0:

- BToE 3.8.0 is a must for use with UC Software 5.8.0. Polycom recommends you upgrade existing BToE and PDC desktop applications to the latest version starting with Polycom UC Software 5.8.0. If you update the BToE or PDC application without updating to UC Software 5.8.0 or vice versa, the applications will not work with your Polycom phone. See Updating to the Latest Versions of the Polycom BToE and Polycom Desktop Connector (PDC) Desktop Applications (EA 318) for additional information.

- Before updating your VVX 1500 phone to UC Software 5.8.0, make sure that the phone is updated to BootBlock 3.0.4. For more information, see Technical Bulletin 695: Upgrading the Polycom VVX 1500 Business Media Phone to UC Software 5.2.0.

Download the Distribution Files

To download UC Software 5.8.0, you can choose the combined UC Software package or the split UC Software package, both in ZIP file format. The combined version contains all files for all phone models. The split software package is smaller, downloads more quickly, and contains sip.ld files for each phone model, enabling you to choose provisioning software for your phone model and maintain software versions for each model in the same root directory.

For general use, Polycom recommends using the split resource file that corresponds to the phone models for your deployment. To match the correct UC software resource file to your phone model, see the table 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.ld and resource files is **UCS 5.8.0.13851J**.

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 and Split ZIP Files

Distributed Files	File Purpose and Application	Combined	Split
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	✓
3111-48300-001.sip.ld	SIP application executable for VVX 301	x	✓
3111-46161-001.sip.ld	SIP application executable for VVX 310	x	✓
3111-48350-001.sip.ld	SIP application executable for VVX 311	x	✓
3111-46157-002.sip.ld	SIP application executable for VVX 400	x	✓
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	✓
3111-48810-001.sip.ld	SIP application executable for VVX 150	x	✓
3111-48820-001.sip.ld	SIP application executable for VVX 250	x	✓

Understand the Combined and Split ZIP Files

Distributed Files	File Purpose and Application	Combined	Split
3111-48830-001.sip.ld	SIP application executable for VVX 350	x	✓
3111-48840-001.sip.ld	SIP application executable for VVX 450	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.	✓	✓
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.	✓	✓

Understand the Combined and Split ZIP Files

Distributed Files	File Purpose and Application	Combined	Split
video-integration.cfg	Configuration parameters for SoundStation IP 7000 and Polycom HDX system integration.	✓	✓
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.	✓	✓

Version History

This following table lists the version history of VVX® Business Media Phones and Polycom® SoundStructure® VoIP Interface.

Version History

Release	Release Date	Features

5.8.0J	October 2018	This release includes support for the following features:
		• Introducing Polycom VVX Business IP Phones
		• Open SIP Enhancements
		  ▲ Enhanced IPv4 ICMP Management
		  ▲ Wireless Network Connectivity
		  ▲ Support for REST API
		  ▲ Uploading Logs to a USB Flash Drive
		  ▲ uaCSTA Lines
		  ▲ Enhancements to Check Sync Event
		  ▲ Early Media Call Handling Support
		  ▲ Voice Quality Monitoring Support for the OPUS Codec
		  ▲ BroadSoft Aggregated Self-Presence
		• Skype for Business Enhancements
		  ▲ Hybrid Line Registration
		  ▲ Support for PSTN Gateway on Failover
		  ▲ Reverse Name Lookup

5.7.2	May 2018	This release includes important field fixed.
5.6.2	April 2018	This release includes important field fixes.
5.7.1	March 2018	This release includes important field fixes and enhancement for Direct Inward Dialing number on VVX business media phones.
5.5.4	January 2018	This release includes important field fixes.

Version History

Release	Release Date	Features
5.7.0	December 2017	This release includes support for the following features: **Open SIP Enhancements** This release introduced support for BroadSoft User Interface theme, Executive-Assistant Enhancements, Custom BroadSoft Executive-Assistant Enhanced Feature Keys, Client-Side Sorting for Open LDAP servers, Securely Store LDAP Credentials on VVX Phones, Voice over Secure IP, Hide the MAC Address, Enhanced E.911, DNS Cache Override, Assured Services - Session Initiation Protocol (AS-SIP), Custom URL Location for Installing LDAP server certificates, Emergency Instant Messages - GENBAND, Default Off-Hook Phone screen, Enhanced Feature Keys Enhancements, Bluetooth Support for VVX Business Media Phones, Reset Phone without Admin Password, Prevent Call Park on Busy Orbits, View Phone Memory Usage Alert. **Skype for Business Enhancements** This release introduced support for Direct Inward Dialing Number on VVX Platforms, Web Proxy Auto Discovery (WPAD), Skype for Business SILK Audio Codec, Hot Desking, Common Area Phone User, BToE Widget, Enhancements to Manual Pairing of Phone using BToE.
5.6.1	December 2017	This release includes important field fixes.
5.6.0	July 2017	This release includes support for the following features: **Open SIP Enhancements** This release introduced support for FIPS 140-2 Compliance Support, Two-Way Active Measurement Protocol support, Caller ID Display from the SIP Invite, BroadSoft Server-Based Call Waiting, Call Line Identification, BroadSoft Server-Based Redial, Remote Party Disconnect Alert Tone, Support for Siren 7 Audio Codec. The BroadSoft Directory now includes the following new directories: • Group and Group Common Directory • Enterprise Common Directory • Personal Directory **Skype for Business Enhancements** This release introduced support for Dial Plan Normalization, Multiple Emergency Number Dial Plan, Skype for Business User Interface Enhancements, Skype for Business Conference Enhancements, Device Lock Enhancements, Profile Picture on Device Lock Screen, Secure Single Sign-On With Third-Party Supporting Solutions, Safe Transfer for Boss-Admin Enhancements, and Busy Options for Incoming Calls. **VVX D60 Enhancements** This release introduced support for FLK Support in VVX Business Media Phone with VVX D60, Maximum Number of Handset Registrations, VVX D60 Base Station Pairing Permissions, Mac Address Pairing with VVX D60 Base Station, Continuous Attempt to Re-pair with a VVX D60 Base Station, and VVX D60 Call Handoff.
5.5.3	September 2017	This release includes important field fixes.

Version History

Release	Release Date	Features
5.5.2	May 2017	This release includes the following features and field fixes: • Enterprise Directory Default Search • Registration Line Address in Status Bar • BroadWorks Anywhere EFK for Soft Keys • Hide Contact Directory and Favorites • Personal Directory • BSFT Server Based Call Logs • New Call Forwarding Icons • Updated Do Not Disturb Icon • Expanded Support for USB Headsets • Support Added for CDP in VVX D60 Base Station • ALLOW Header in 18x Provisional Responses • Improved BToE device lock
5.5.1	September 2016	This release adds enhancements for distribution list, QoE, device lock, Polycom BToE manual pairing, user log upload, updated UI for VVX 500 and 600, unified contact store, web sign-in for online deployments.
5.5.0	June 2016	This release introduced support for BroadSoft Executive Assistant and Flexible Seating, TR-069, the 3GPP Technical Specification, the IPV6 protocol, Off-hook Call Status control, ability to lock the web configuration utility after failed login attempts, and user interface enhancements.
5.4.3	February 2016	This release introduced the Polycom VVX D60 Wireless Handset and VVX D60 Base Station.
5.4.1	December 2015	This release includes support for the following features: • Introduced the Polycom VVX 301/311, 401/411, 501, and 601 business media phones. • Flexible line key customization for Skype for Business (EFLK) • Master Key Identifiers (MKI) • Shared Line appearance on Lync • BToE for Windows 10 • Smart Search for Lync ABS • Support for simplified Chinese font on VVX 101
5.4.0A	September 2015	This release includes support for the following features: • Microsoft Office 365 and Skype for Business Online • Office365 and Skype for Business Provisioning and Manageability • Time and Date Initial Setup

Version History

Release	Release Date	Features
5.4.0	May 2015	Added support for Alcatel-Lucent CTS features including • Advanced Conference • Shared Call Appearance with Bridge In • Visitor Desk Phone • This release also included support for the following features: • Barge In on Busy Lamp Field Lines • DTMF Relay • SIP Instance • Comfort Noise • Opus Codec • DNS Server Address Override • Global Directory Synchronization • Basic Menu Lock • Additional features including user interface improvements and resolved known issues.
5.3.0	March 2015	Includes support for several Lync, BroadSoft, and Open SIP features.

Language Support

The VVX phones user interface include native support for the following languages:

- 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
- Korean, Korea
- Norwegian, Norway
- Polish, Poland
- Portuguese, Brazil
- Russian, Russia
- Slovenian, Slovenia
- Spanish, Spain
- Swedish, Sweden

Resolved Issues

The following table lists the resolved issues in UC Software 5.8.0.

Resolved Issues in UC Software 5.8.0

Category	Issue Number	Description
Application	EN-77176	The VVX business media phone freezes when you sign in to Skype for Business client via BToE application.
Application	EN-68820	VVX business media phone occasionally locks the user account when logged in using Microsoft Web Sign-In with Multi-Factor Authentication.
Application	EN-76342	VVX business media phone becomes unresponsive and reboots when configured with BroadSoft UC-One application.
Application	EN-67835 EN-65174	VVX business media phone occasionally logs off automatically when logged in using Microsoft Web Sign-In.
Application	EN-62308	VVX business media phone still displays sign-in error even after the user successfully logs onto Skype for Business client.
Audio	EN-89326	During a Skype for Business call on VVX 410 business media phone, there is an intermittent audio drop due to BToE Secure Shell connections.
Audio	EN-84672	VVX business media phone is unable to listen to a paging audio.
Audio	EN-64418	While receiving an intercom call, the VVX business media phone plays single beep in low tone instead of double beep.
Audio	EN-62846	On the VVX business media phone, the audio port range exceeds during the call when the video port range is not provisioned.
Audio	EN-70621	VVX D60 handset plays both local and network ringtone while receiving 183 Session Progress with SDP.
Audio	EN-79643	On enabling acoustic fence, the VVX 101, 201, 300 and 400 series business media phones experience bad audio.
Calendering	EN-66054	Exchange Calendar service on the VVX business media phone shows the service failed message.
Call Management	EN-82479	With the user login feature is enabled, the VVX business media phone having more than 10 BLF monitored lines reboots when the registered user tries to log out.
Call Management	EN-78195	The VVX business media phone automatically dials the last call in the list even after the call list is cleared when the handset is off-hooked quickly.
Call Management	EN-64227	When the VVX business media phone sends ICE connectivity directly, the call gets disconnected after 30 seconds.

Resolved Issues in UC Software 5.8.0

Category	Issue Number	Description
Call Management	EN-79493	When parameters `voIpProt.SIP.requestValidation.1.method`=`source` and `voIpProt.SIP.requestValidation.1.request`=`INVITE` are set, VVX business media phones do not perform NAPTR query for the outbound proxy while validating the incoming request.
Calling	EN-84278	When multiple subscribe transactions for the same monitored user are in progress, VVX business media phone does not update the latest static BLF status.
Calling	EN-84016	The ongoing call on VVX business media phone goes into a bad state when pressing Call Park soft key without providing any number.
Calling	EN-83623	VVX business media phone fails to place outgoing calls to mobile phones during out of office hours and results in a call drop.
Calling	EN-81730	Call transfer on the VVX business media phones fails due to the server sending 430 Flow Failed message for a re-INVITE request.
Calling	EN-78679	Upon receiving the call through consultative transfer, the call history on the VVX business media phone does not have call initiator information.
Calling	EN-78540	The VVX 1500 business media phone with the custom-programmed soft key (EFK) freezes and reboots while dialing a contact from the local phone directory.
Calling	EN-75637	E911 call fails when the parameter `dialplan.routing.emergency.x.value` length is more than 15 characters.
Calling	EN-84671	VVX business media phone fails to connect a call to an unassigned number configured on Skype for Business server.
Calling	EN-66088	When the VVX1500 phone receives H.264 FMTP line with the parameter `max-rcmd-nalu-size` that is set much larger than a single NALU per frame, the VVX1500 H.264 video encoder fails and the encoded video is not sent.
Calling	EN-62468	Blind transfer through Push API fails on the VVX 500 and 600 series business media phones.
Calling	EN-63839	When a packet is received with an empty ELIN field, the VVX business media phone ignores the LLDP packet.
Calling	EN-78536	When VVX business media phone receives "recvonly" as the media direction attribute in the 200OK INVITE even if RE-INVITE is received with 'sendrecv', the phone goes in hold state immediately after the call is answered.
Calling	EN-82310	VVX business media phone receives UPDATE message with 'recvonly' before receiving the RE-INVITE message with 'sendrecv' from the server.
Calling	EN-82164	VVX business media phone answers the second incoming call instead of the initial incoming call on pressing the speaker button.
Calling	EN-88141	When XMPP is enabled during an ongoing call on VVX business media phone, the audio goes bad in every 30 seconds.

Resolved Issues in UC Software 5.8.0

Category	Issue Number	Description
Calling	EN-87192	In a Skype for Business conference call, VVX business media phones fail to localize announcements.
Calling	EN-86757	On receiving a hold request from the Skype for Business client, VVX business media phone sometimes delays to send the hold success message to the Skype for Business client and the call disconnects after transfer.
Cloud Service	EN-108327	Large messages longer than 1024 bytes get corrupted when uploaded to Polycom Device Management Service for Service Provider.
Cloud Service	EN-108134	On VVX phones without WAN/Internet connectivity configured to point to PDMS-SP, the user interface lags and then the phone reboots.
Configuration	EN-84293	When VVX business media phone configured with OPUS receives an INVITE from Asterix server having OPUS codec and maxptime=60, the phone sends a 488 response.
Configuration	EN-84270	The Web Configuration Utility page for VVX 101 and 201 business media phones do not have an option to enable/disable the REST API feature.
Configuration	EN-79696	The VVX business media phone is not registered when the phone sends an invalid list of methods in the Contact header containing spaces after the comma.
General	EN-61056	When VVX 401 business media phone is connected with 2 expansion modules, the second expansion module becomes unresponsive after a heavy load on long running process.
General	EN-80403	When you enable the screen capture option and restart, the screen capture does not work on VVX business media phone.
General	EN-65013	When the call forwarding is enabled on the VVX business media phone, the phone resets to busy option in the Skype for Business server.
General	EN-62561	With RROFO feature enabled and transport configured as TCP preferred, the VVX business media phone does not honor the 401 challenge with authentication header for UDP if TCP connection is not successful.
General	EN-33606	When VVX business media phone receives NOTIFY with terminated before the SUBSCRIBE response, the phone crashes/reboots due to a memory leak.
General	EN-70559	When the primary server responds with 503 response and the expiry time chosen by the secondary server is less than 70 seconds, the VVX business media phone sends delayed re-register to the secondary server.
General	EN-73594	When the primary server does not respond, the phone sends REGISTER with new call-id and Cseq 1 to the registered secondary server during fail back.
Interoperability	EN-83576	The Address Book Service (ABS) search fails when `LmCompatibilityLevel` parameter value is set to "NTLMv2 response only/refuse LM and NTLM" for front-end and domain controller.
Interoperability	EN-81181	When processing SIP URLs for Record-Route header, the VVX business media phones incorrectly prepends SIP in URL.

Resolved Issues in UC Software 5.8.0

Category	Issue Number	Description
Localization	EN-66394	VVX business media phones do not display **Park** string correctly in the Italian language.
Localization	EN-75220	The phone does not display the word **JOIN** correctly in Danish language.
Logs	EN-84007	When call logs feature is enabled, VVX business media phones continue to fetch call logs on every re-registration.
Logs	EN-74722	VVX business media phone reboots during sign-in.
Logs	EN-74376	Sometimes BLF configured VVX business media phones generate core dump while rebooting.
Monitoring	EN-70685	When Enhanced Feature Key is enabled and VVX business media phones (except VVX101, 201 & 1500) are paired with VVX D60 base station and wireless handset, BLF resource being monitored becomes inactive.
Network	EN-79565	VVX business media phones are unable to discover VLAN via DHCP if the LLDP packet does not have VLAN information.
Network	EN-79088	VVX business media phones continue to send `HTTP` request even after receiving 401 response from the server.
Network	EN-73215	The VVX business media phone fails to release the current VLAN IP address after switching to another VLAN.
Network	EN-65372	Registration fails as the VVX business media phone does not fetch all the IPs discovered in the Auto-Discovery.
Network	EN-70828	The phone is unable to receive the IP address due to the NAPTR query for host length `Hpbxsec-test.deutschland-lan.de` was not resolved.
Network	EN-81138	VVX business media phones reboot unexpectedly many times due to back to back network events causing multiple threads to execute at the same time.
Provisioning	EN-80450	When the VVX business media phone generates Certificate Signing Request (CSR), the phone does not upload a private key to the provisioning server.
Provisioning	EN-62275	After a factory reset, the VVX business media phone is unable to download the directory files for the first time from the provisioning server.
Security	EN-29222	VVX business media phones buffer overflow vulnerability in the Remote Packet Capture utility is fixed.
Security	EN-74856	This release fixes a security vulnerability in the VVX's SSH interface. Polycom would like to thank Brian Camp for disclosing this vulnerability to us in a responsible manner. Please refer to the Polycom Security Center for information about known and resolved security vulnerabilities.
Security	EN-84348	On receiving an intermittent authentication error from the server, the phone disconnects from the Microsoft Exchange Server and prompts for a new password.

Resolved Issues in UC Software 5.8.0

Category	Issue Number	Description
Security	EN-84675	When registering VVX business media phone to Skype for Business server and a wrong/expired password is entered, the account gets locked with 500 error response instead of 401 error.
Software Updates	EN-85443	VVX business media phone does not use the updated Curl library to support URL encoding as per RFC3986.
User Interface	EN-84470	VVX business media phones delay in processing the request for directory files by several minutes causing the appearance of speed dials to also delay.
User Interface	EN-70510	The original location of a call when forwarded does not display on the VVX business media phone.
User Interface	EN-84014	In GENBAND environments with an Oracle SBC, the phone reboots when a user presses the Hold, Transfer, or both soft keys at the same time during a call.
User Interface	EN-83994	When OSD is present on VVX 300 or 400 series business media phones, the phones do not transfer/park an active call upon pressing the monitored line key.
User Interface	EN-83917	The user experience is bad when the sign-in triggers again after the user is signed out on VVX business media phones.
User Interface	EN-66052	On VVX business media phone, the avatars configured for a specific profile while calling an EFK is left empty.
User Interface	EN-83566	VVX business media phones user interface do not update the pre-defined soft keys with new soft keys until the screen is refreshed.
User Interface	EN-79719	The screen saver configured on VVX 300 and 400 series business media phones do not go stop when initiating the call through the speaker, headset, or handset.
User Interface	EN-76792	The VVX business media phone fails to display the caller ID of an incoming call even when the number with the name is saved in the contact directory.
User Interface	EN-68574	On the VVX business media phones, the phone number having twelve or more digits and not having display names appears in two lines and starts scrolling.
User Interface	EN-65483	VVX business media phones unable to display the DID number on the idle screen.
User Interface	EN-57415	VVX business media phones do not display full contact card information of users from the Favorites list.
User Interface	EN-59938	After providing the GuestIn credentials for Flexible Seating, the phone displays an error message.
Video	EN-61328	The video quality becomes poor after receiving an incoming call from Samsung S7 mobile on the VVX 500 and 600 series business media phones.

Known Issues

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

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

Known Issues

Category	Issue ID	Release	Description	Workaround
Application	EN-74384	5.8.0	When VVX business media phone restarts, the BroadSoft UC One's client running with version 22.3 or less changes the existing presence status.	No workaround available.
Audio	EN-84396	5.8.0	The audio is not clear when the user uses both the USB headset and Wi-fi simultaneously on a VVX business IP phone.	Do not use USB headset when Wi-fi is enabled.
Calling	EN-84394	5.8.0	The audio is not heard when a USB headset is connected to a VVX business IP phone and the application browser plays a media.	Do not use application browser to play media when using USB headsets during calls.
Calling	EN-88673	5.8.0	When VVX business media phone is paired to VVX D60 base station and a wireless headset is connected to the phone via USB dongle, the phone and VVX D60 handset rings on receiving an incoming call but not the wireless headset.	No workaround available.
Calling	EN-85591	5.8.0	In a multi party conference call, the VVX business media phone stops responding when using BToE application with the paired Skype for Business client.	Close the BToE application and Skype for Business client on computer.
Calling	EN-85356	5.8.0	When `log.render.stdout = 1` on VVX business media phone, the first few words in an IVR goes missing.	Set `log.render.stdout = 0.`
General	EN-86767	5.8.0	When Reverse Name Lookup priority is set to ABS and the number field has ';' for a number, VVX business media phone stores that number as two separate numbers.	No workaround available.

Known Issues

Category	Issue ID	Release	Description	Workaround
Security	EN-77346	5.8.0	When signing in to the phone using flexible seating with wrong credentials, the phone does not prompt with 'Invalid Login Credentials' message.	No workaround available.
User Interface	EN-88160	5.8.0	When VVX business media phones receives an incoming from a private line, the phone does not display the prompt message about call is forwarded from a private line.	No workaround available.
User Interface	EN-79960	5.8.0	When you connect any unsupported USB device to a VVX business IP phone, the phone does not display the rear USB port's power alert pop-up.	No workaround available.
User Interface	EN-88924	5.8.0	When VVX business IP phone is hybrid line registered with more Skype for Business contacts and the user disables DND after restart/reboot, there is a delay in updating the DND status.	No workaround available.
User Interface	EN-83958	5.8.0	When the user creates multiple calendar events across multiple days and cancels one of the meetings, VVX business media phone fails to display the calendar notification icon.	No workaround available.
User Interface	EN-83665	5.8.0	When the Reverse Name Lookup priority is set to ABS and the telephone number field contains special characters such as ({, +, ;), the Reverse Name Lookup for that telephone number display numbers only.	No workaround available.
User Interface	EN-85288	5.8.0	When the user taps a calendar entry on a VVX 350 business IP phone, the phone takes atleast 2 to 3 seconds to display the details for that calendar on the phones user interface.	Wait for 2 to 3 seconds to view the details of selected calendar entry.
User Interface	EN-80620	5.8.0	When user presses the **INVITE** soft key within 2 seconds of its appearance upon initiating a **Meet Now** conference, VVX business media phones screen moves to call view screen and then back to the dial screen.	Tap the **INVITE** soft key after 2 seconds of its appearance.

Limitations

The following are a list of limitations to features and functionalities in this release of UC Software:

- When an iPhone paired with VVX business media phone receives an incoming call and the user presses volume key to silence the ringtone on iPhone, the call disconnects on VVX business media phone. (EN-58519)
- During an active call on the smartphone when the user tries to connect to a conference call with another incoming call, the pairing between the smartphone and VVX 600 series business media phone gets disconnected. (EN-59469)
- When an administrator changes password in the Active Directory, the VVX business media phone gets unregistered. (EN-29325)

Get Help

For more information about installing, configuring, and administering Polycom products, refer to Documents and Downloads at Polycom Support.

To find all Polycom partner solutions, see Polycom Global Strategic Partner Solutions.

The Polycom Community

The Polycom Community gives you access to the latest developer and support information. Participate in discussion forums to share ideas and solve problems with your colleagues. To register with the Polycom Community, create a Polycom online account. When logged in, you can access Polycom support personnel and participate in developer and support forums to find the latest information on hardware, software, and partner solutions topics.

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