



Poly UC Software 6.2.1

Applies to Polycom VVX Business Media Phones and Poly VVX Business IP Phones

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UC Software 6.2.1 Supported Devices

Poly UC Software 6.2.1 supports the following Poly endpoints.

Supported Phones

Phone Model	Skype for Business On-Premises	Skype for Business Online	OpenSIP
Polycom VVX 101 business media phones	No	No	Yes
Polycom VVX 201 business media phones	Yes	Yes	Yes
Polycom VVX 301/311 business media phones	Yes	Yes	Yes
Polycom VVX 401/411 business media phones	Yes	Yes	Yes

Phone Model	Skype for Business On-Premises	Skype for Business Online	OpenSIP
Polycom VVX 501 business media phones	Yes	Yes	Yes
Polycom VVX 601 business media phones	Yes	Yes	Yes
Poly VVX 150 business IP phones	No	No	Yes
Poly VVX 250 business IP phones	Yes	No	Yes
Poly VVX 350 business IP phones	Yes	No	Yes
Poly VVX 450 business IP phones	Yes	No	Yes
Polycom VVX D60 wireless handset and base station	No	No	Yes
Polycom SoundStructure VoIP interface	Yes	No	Yes

Poly UC Software 6.2.1 supports the following Poly accessories.

Supported Accessories

Accessories	Skype for Business	OpenSIP
Polycom VVX camera	No	Yes
Polycom VVX color expansion module	Yes	Yes
Polycom VVX Expansion Module	No	Yes
Polycom EagleEye Mini camera	Yes	Yes
Polycom VVX EM 50 expansion module	Yes	Yes

Support for Plantronics Headsets

Poly UC Software supports the following Plantronics headsets and the Plantronics Hub software on VVX 401, 411, 501, and 601 business media phones and on VVX 250, 350, and 450 business IP phones.

By default, this feature is disabled. To enable this feature, set the `usb.headset.config.enabled` parameter to 1.

The following list shows the supported Plantronics headsets. This list is specific to the Plantronics-Hub functionality used to support configuration control on VVX phones.

- Blackwire 3210 headset
- Blackwire 3220 headset
- Blackwire 3215 headset
- Blackwire 3225 headset

- Blackwire 520 headset
- Blackwire 5220 headset
- Blackwire 5210 headset

Refer to the Plantronics Hub software client to determine the product ID of your headset.

USB Headset Support for Polycom Acoustic Fence

Polycom Acoustic Fence is now available for the following Plantronics USB headsets on Poly VVX 350 and 450 business IP phones and Polycom VVX 401, 411, 501, and 601 business media phones.

- Blackwire C5220 USB headset
- Blackwire C5210 USB headset
- Blackwire C3220 USB headset
- Blackwire C3210 USB headset
- Savi 420 headset

Note: Poly recommends setting the `video.disableAFOnFullScreen` parameter value to 1 to optimize your phone's performance while using the Polycom EagleEye Mini USB camera along with Acoustic Fence.

What's New in This Release

Poly Unified Communications (UC) Software 6.2.1 is a release for OpenSIP and Skype for Business deployments. These release notes provide important information on software updates, phone features, and known issues.

There are no new features in this release.

Time Zone Location Description Changes

The following time zone parameter values have changed with this release.

Time Zone Location Parameter Values

Value	New Time Zone
64	(GMT +2:00) Athens
76	(GMT +3:00) Baghdad
77	(GMT +3:00) Minsk, Istanbul
78	(GMT +3:30) Tehran

Parameter Updates

UC Software 6.2.1 contains the following parameter updates.

dialplan.e911.ignore.inbandAdditionalEmergencyDialStrings

0 (default) - Disabled

1 - Ignore in-band additional emergency dial string received from the Skype for Business server

dialplan.e911.ignore.inbandDialStringAndMask

0 (default) - disabled

1 - Ignore in-band E911 dial string and mask received from the Skype for Business server

device.net.lldp.extendedDiscovery

0 to 3600 - Duration (in seconds) of LLDP extended discovery duration applied in both the application and updater

0 (default)

This parameter overrides **net.lldp.extendedDiscovery**.

Security Updates

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

Installation

Consider the following guidance when installing or updating to Poly UC Software 6.2.1:

- You must use Better Together over Ethernet (BToE) 4.3.0 or later with UC Software 6.2.1. Poly recommends that you upgrade existing BToE and PDC desktop applications to the latest version starting with Poly UC Software 6.2.1. If you update the BToE or PDC application without updating to UC Software 6.2.1 or vice versa, the applications don't work with Poly phones.

For more information, see [Updating to the Latest Versions of the Polycom Better Together over Ethernet \(BToE\)](#) and [Polycom Desktop Connector \(PDC\) Desktop Applications \(EA 318\)](#).

Download the Distribution Files

To download UC Software 6.2.1, 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. This enables you to choose provisioning software for your phone model and maintain software versions for each model in the same root directory.

For general use, Poly 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 [Combined and Split ZIP Files](#) table. If you're provisioning your phones centrally using configuration files, download the corresponding resource file and extract the configuration files to the provisioning server. Make sure that you maintain the folder hierarchy in the ZIP file.

The current build ID for the sip.ld and resource files is UCS 6.2.1.1508 rts35.

Understand the Combined and Split ZIP Files

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

Combined and Split ZIP Files

Distributed Files	File Purpose and Application	Combined	Split
3111-40250-001.sip.ld	SIP application executable for VVX 101 business media phones.	No	Yes
3111-40450-001.sip.ld	SIP application executable for VVX 201 business media phones.	No	Yes
3111-48300-001.sip.ld	SIP application executable for VVX 301 business media phones.	No	Yes
3111-48350-001.sip.ld	SIP application executable for VVX 311 business media phones.	No	Yes
3111-48400-001.sip.ld	SIP application executable for VVX 401 business media phones.	No	Yes
3111-48450-001.sip.ld	SIP application executable for VVX 411 business media phones.	No	Yes
3111-48500-001.sip	SIP application executable for VVX 501 business media phones.	No	Yes
3111-48600-001.sip	SIP application executable for VVX 601 business media phones.	No	Yes
3111-48810-001.sip.ld	SIP application executable for VVX 150	No	Yes
3111-48820-001.sip.ld	SIP application executable for VVX 250	No	Yes
3111-48830-001.sip.ld	SIP application executable for VVX 350	No	Yes
3111-48840-001.sip.ld	SIP application executable for VVX 450	No	Yes
3111-33215-001.sip.ld	SIP application executable for SoundStructure VoIP Interface phones.	No	Yes
3111-17823-001.dect.ld	SIP application executable for VVX D60 wireless handset and Base Station.	Yes	Yes
sip.ld	Concatenated SIP application executable.	Yes	No
dect.ver	Text file detailing build-identifications for the VVX D60 handset.	Yes	Yes
sip.ver	Text file detailing build-identifications for the release.	Yes	Yes
000000000000.cfg	Primary configuration template file.	Yes	Yes

Distributed Files	File Purpose and Application	Combined	Split
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.	Yes	Yes
Welcome.wav	Startup welcome sound effect.	Yes	Yes
LoudRing.wav	Sample loud ringer sound effect.	Yes	Yes
Polycom-hold.wav	Sample ringer sound effect.	Yes	Yes
Warble.wav	Sample ringer sound effect.	Yes	Yes
polycomConfig.xsd	Master configuration file that contains the parameters and its values.	Yes	Yes

Version History

This following table lists the release history of Poly Unified Communications (UC) Software.

Version History

Release	Release Date	Features
6.2.1	April 2021	This release includes important field fixes.
6.3.1	September 2020	This release includes important field fixes and support for the following features: <ul style="list-style-type: none"> DNS Cache Configuration Update Ignore Software Upgrades SNTP Resiliency Enhanced Failover Configuration Updates AES 256 Encryption for SRTP Support Appending Strings to the User Agent Header
6.3.0	June 2020	This release includes important field fixes and support for the following features: <ul style="list-style-type: none"> California SB-327 Password Requirement Compliance Media Loopback FIPS 140-2 Compliance Support Enhanced Call Configuration Parameters Wildcard Certificate Support Relay RFC2833 DTMF Event Trigger Unregister to Secondary Server After Successful Failback Parameters

Release	Release Date	Features
5.9.6	March 2020	This release includes important field fixes.
6.2.0	February 2020	This release includes important field fixes and support for the following features: <ul style="list-style-type: none"> • Support for Microsoft Skype for Business 2019 • Support for Hybrid Topologies • UC Software Authenticated Access to BToE Application
6.1.1	December 2019	This release includes important field fixes and support for the following features: <ul style="list-style-type: none"> • Plug and Play Provisioning (PnP)
5.9.5	October 2019	This release includes important field fixes and support for the following features: <ul style="list-style-type: none"> • Introduction of new parameters to Session Traversal Utilities for NAT • New parameter for Dual-Tone Multi-Frequency Tones for OPUS codec
5.9.4	September 2019	This release includes important field fixes and support for the following features: <ul style="list-style-type: none"> • Third-Party Application ID Implementation on Skype for Business Phones • Sign In Remotely Using Web Sign-in for Skype for Business
6.1.0	August 2019	This release includes important field fixes and support for following features: <ul style="list-style-type: none"> • Reverse Name Lookup for OpenSIP • Call Park Reminder Tone • Microsoft Exchange Calendar using OAuth support • Enhanced IPv6 ICMP Management • Session Management on Web Configuration Utility • Macro for Enhanced Feature Keys Functional Improvements • Support for Plantronics Headsets • Software Upgrade Resiliency • STUN Parameters • New Language support • Polycom Acoustic Fence Support • Data Protection Menu • Call and Hold Timer Configuration • DTMF Improvements for Opus Codec
5.9.3	July 2019	This release includes the following new and enhancement features: <ul style="list-style-type: none"> • DHCP IP Address Cache • TLS Support for BToE • Polycom Cloud Connector • Enhancement to Wi-Fi Settings
5.8.4	May 2019	This release includes enhancements to Wi-Fi settings and other important security fixes.

Release	Release Date	Features
6.0.0	April 2019	This release includes important field fixes and support for the following features: <ul style="list-style-type: none"> • Guest Soft Key Customization • Plantronics Headset Settings • TLS Support for BToE • Improved Flexible Line Key Assignments for Static BLFs and Enhanced Feature Keys • Font Size Customization • Enhanced Feature Keys – BLF Support • Advanced uaCSTA • VVX Pagination • Key System Emulation • DHCP IP Address Cache
5.9.2	March 2019	This release includes important field fixes.
5.6.5	March 2019	This release includes important field fixes.
5.8.3	January 2019	This release includes important field fixes.
5.9.1	January 2019	This release includes enhancement to VLAN ID and Wi-Fi dongle support.
5.9.0	December 2018	This release includes important field fixes and support for the following features: <ul style="list-style-type: none"> • Session Traversal Utilities for NAT (STUN) • Device Analytics Support for PDMS-SP • Multilevel Precedence and Preemption (MLPP) for Assured Services - Session Initiation Protocol (AS-SIP) • Support for H.264 Packetization Mode • Enhanced Busy Lamp Field (BLF) • Busy Lamp Field Hold Alerting • Busy Lamp Field (BLF) Spontaneous Call Appearance on Per BLF Basis • Enhanced Feature Key Macro Actions • Retrieve Logs from Support Information Package Page in the Web Configuration Utility • Simple Certificate Enrollment Protocol • Privacy for Call Logs and Contacts • Enhancement to Wireless Network Connectivity • Call Hold Timer • GZIP Encoding of SIP INFO Messages • Enhanced Boss-Admin for VVX phones • Web Sign In for Skype for Business On-Premise Deployment
5.8.2	November 2018	This release includes important field fixes.
5.7.4	November 2018	This release includes important field fixes.

Release	Release Date	Features
5.6.4	October 2018	This release includes important field fixes.
5.8.1	September 2018	This release includes important field fixes and support for the following features: <ul style="list-style-type: none"> • Polycom EagleEye Mini Camera Support • Forward Error Correction • Simulcast Video • Centralized Conference Control Protocol (CCCP) Conference View Support • Quality of Service (QoS) for Skype for Business Video Calls • Toggling Between audio-only or Audio-Video Calls
5.7.3	September 2018	This release includes important field fixes.
5.6.3	June 2018	This release includes important field fixes and enhancement to include the following new directives to upload and download the certificate and CSV files <ul style="list-style-type: none"> • CERTIFICATE_DIRECTORY • FLK_DIRECTORY
5.8.0	June 2018	This release includes support for the following features: <ul style="list-style-type: none"> • Introducing Polycom VVX business IP phones • OpenSIP Enhancements <ul style="list-style-type: none"> ➤ 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 <ul style="list-style-type: none"> ➤ Hybrid Line Registration ➤ Support for PSTN Gateway on Failover ➤ Reverse Name Lookup
5.7.2	May 2018	This release includes important field fixes.
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.

Release	Release Date	Features
5.5.4	January 2018	This release includes important field fixes.
5.7.0	December 2017	<p>This release includes support for the following features:</p> <p>OpenSIP Enhancements</p> <p>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.</p> <p>Skype for Business Enhancements</p> <p>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.</p>
5.6.1	December 2017	This release includes important field fixes.
5.6.0	July 2017	<p>This release includes support for the following features:</p> <p>OpenSIP Enhancements</p> <p>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.</p> <p>The BroadSoft Directory now includes the following new directories:</p> <ul style="list-style-type: none"> • Group and Group Common Directory • Enterprise Common Directory • Personal Directory <p>Skype for Business Enhancements</p> <p>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.</p> <p>VVX D60 Enhancements</p> <p>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.</p>

Release	Release Date	Features
5.5.3	September 2017	This release includes important field fixes.
5.5.2	May 2017	This release includes the following features and field fixes: <ul style="list-style-type: none"> • Enterprise Directory Default Search • Registration Line Address in Status Bar • Broad Works Anywhere EFK for Soft keys • Hide Contact Directory and Favorites • Personal Directory • BSFT Server-Based Call Logs • New Call Forwarding Icons • Updated Don't 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 the 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: <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 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: <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

Release	Release Date	Features
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 includes 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 OpenSIP features.

Language Support

The VVX phone user interface includes native support for the following languages:

- Arabic, UAE
- Chinese, Traditional
- Chinese, Simplified
- Czech, Czech Republic
- Danish, Denmark
- Dutch, Netherlands
- English, Canada
- English, United Kingdom
- English, United States
- French, Canada
- French, France
- German, Germany
- Hungarian, Hungary
- Italian, Italy
- Japanese, Japan
- Korean, Korea
- Norwegian, Norway
- Polish, Poland

- Portuguese, Brazil
- Romanian, Romania
- Russian, Russia
- Slovenian, Slovenia
- Spanish, Spain
- Swedish, Sweden

Resolved Issues

The following table lists the resolved issues in UC Software 6.2.1.

Resolved Issues

Category	Issue No.	Description
Application	EN-182874	Meet Now conferences are missing an expiry timer. As a result, conferences never expire, and the server's maximum conference limit is eventually exceeded.
Audio	EN-163900	There's no audio for PSTN calls when the user pairs with BToE.
Audio	EN-183022	If a Skype for Business caller belongs to a business response group and the gateway's RE-INVITE message for an inbound call is missing the SDP for Internet Connectivity Establishment (ICE), the call loses two-way audio after about 10 minutes.
Audio	EN-183154	The STUN bind response reports an error when the username attribute is missing.
Calendaring	EN-171421	When VVX phones using autodiscover are deployed with a proxy server, they intermittently disconnect from Exchange Online services.
Calendaring	EN-180773	The user account of the VVX phone in a Skype for Business profile with MFA enabled displays an Authentication failure error for the exchange calendar.
Call Management	EN-187038	While transferring the conference legs to the conference server during a conference call, the phone doesn't add the angular bracket in the SIP URI provided in the REFER-TO header, despite the INVITE request from the conference server having angular brackets in the contact header.
Calling	EN-161426	The phone sends a blank Refer-to message after parking an active call and immediately pressing a line key.
Calling	EN-171605	When a local conference is initiated on a Shared Call Appearance (SCA) phone, a remote SCA phone shows missed calls.
Calling	EN-193043	Outbound Skype for Business calls to PSTN numbers may fail to connect.
Configuration	EN-163750	The configured voicemail URI is overwritten by in-band data.

Category	Issue No.	Description
Directories/ Address Books	EN-162697	When you modify the display name of a user on a Vonage server, the display name doesn't update on the monitored lines.
General	EN-162436	The phone doesn't fail back at every interval when the failback duration mode is configured.
User Interface	EN-163752	After changing the simultaneous ring settings from the user interface, the phone resets the un-answered calls will go to settings on the server.
General	EN-169982	When you enable buddy presence in a Genband environment, the phone's number of SUBSCRIBE messages increases by the number of buddies when RROFO is enabled and the phone unregisters then reregisters.
General	EN-175827	PIN/EXT host fails to sign back in after a guest's login credentials are disabled.
Interoperability	EN-169510	Phones connected to a Juniper Fusion Switch go into a reboot loop while upgrading.
Network	EN-163748	In slower networks, inbound PSTN calls intermittently fail to connect and appear as missed calls.
Network	EN-164166	Networks with multicast packet and acoustic fence enabled cause audio degradation in VVX 3XX nonrefresh phones.
Network	EN-172399	The hardcoded SNTP address (<i>ntp.polycom.com</i>) is removed from OPXY.
Network	EN-162658	Phones connected to a Juniper 3200 layer 2 switch are unable to retrieve the voice VLAN via LLDP after upgrading from 5.9 to 6.1.6189.
Network	EN-194653	Sometimes, when attempting to sign in with Skype for Business using OAuth authentication, the phone fails to sign in and reports a failure to fetch a certificate. This generally affects all phones trying to sign in using OAuth authentication.
Peripherals	EN-172221	When Wi-Fi is enabled on the phone, USB headsets aren't recognized and the USB headset attached dialog doesn't display.
Provisioning	EN-183409	O365 Skype accounts have a new e911 dialstring that conflicts with local extensions.
User Interface	EN-166829	Name isn't displayed in the auto-complete list when dialing a number.
User Interface	EN-192649	The sign-in option is missing from the system web interface.

Get Help

For more information about installing, configuring, and administering Poly products or services, go to the [Poly](#) site, select **Support**, and choose the option best suited to your needs.

Related Poly and Partner Resources

See the following sites for information related to this product.

- The [Poly Online Support Center](#) is the entry point to online product, service, and solution support information including Licensing & Product Registration, Self-Service, Account Management, Product-Related Legal Notices, and Documents & Software downloads.
- The [Polycom Document Library](#) provides support documentation for active products, services, and solutions. The documentation displays in responsive HTML5 format so that you can easily access and view installation, configuration, or administration content from any online device.
- The [Poly Community](#) provides access to the latest developer and support information. Create an account to access Poly support personnel and participate in developer and support forums. You can find the latest information on hardware, software, and partner solutions topics, share ideas, and solve problems with your colleagues.
- The [Poly Partner Network](#) are industry leaders who natively integrate the Poly standards-based RealPresence Platform with their customers' current UC infrastructures, making it easy for you to communicate face-to-face with the applications and devices you use every day.
- The [Poly Collaboration Services](#) help your business succeed and get the most out of your investment through the benefits of collaboration.

Privacy Policy

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