Polycom® VoxBox™ Bluetooth/USB Speakerphone

Polycom announces the release of software version 1.0.1 for the Polycom VoxBox Bluetooth/USB speakerphone and VoxBox Companion application. This document provides the latest information about this release.

Contents

What's New for This Release

The following features are new or enhanced for this release of 1.0.1 software.

Skype for Business Certification

Polycom VoxBox is a certified USB speakerphone for managing Skype for Business calls on a computer connected to VoxBox over USB.

Disabling Polycom® NoiseBlock™

Polycom NoiseBlock technology automatically mutes the microphone during audio-only and audio/video calls when a user stops speaking. This feature is enabled by default, and this release enables users to disable this feature from the VoxBox Companion application.

Enable or Disable Polycom® NoiseBlock™

Polycom NoiseBlock is enabled by default. You can disable or re-enable NoiseBlock for Polycom VoxBox using the VoxBox Companion application.

Procedure

1 Do one of the following:

    ➢ On your Windows computer, right-click the application icon in the system tray.

    ➢ On your Mac computer, right-click the application icon on the menu bar.

2 Click **Enable NoiseBlock** or **Disable NoiseBlock**.

    A check mark displays next to the option when the feature is enabled.

Release History

This following table lists the release history of Polycom VoxBox.

Release History

Release	Release Date	Features
1.0.0	December 2017	Initial release of Polycom VoxBox Bluetooth/USB Speakerphone
1.0.1	April 2018	This release includes Skype for Business Certification and support for disabling Polycom® NoiseBlock™ in the companion application.

Products Tested with this Release

The Polycom VoxBox speakerphone 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.

Products Tested with this Release

Product	Tested Versions
Operating Systems	
Microsoft Windows	Windows 10
	Windows 8.1
	Windows 7
macOS	OS X 10.11 (El Capitan)
	OS X 10.12 (Sierra)
iOS	11.x.x
Android	4.1.x
Communication Clients	
Avaya one-X® Communicator	6.2.10.03-FP10 (Windows)
BroadSoft UC-One Communicator	21.5.3.2 (Windows)
	22.2 (Windows)
Cisco Jabber	11.6.0 Build 35037 (Windows)
Polycom® RealPresence® Desktop	3.8.1
Microsoft® Skype for Business	Skype for Business 2016 (16.0.7726.1049) (Windows / USB connections only)
	Lync 14.0.8 (14321) (Mac)
Skype™	7.40.0.151 (Windows 10)
	7.40.0.104 (Windows 7 and 8)
	7.58 (501) (Mac)

Limitations

The following sections detail limitations when using the VoxBox speakerphone.

Interoperability

The following are a set of limitations for the VoxBox speakerphone and companion application with supported products and applications.

Skype for Business Calls

When the VoxBox speakerphone is paired to a computer or a mobile device using Bluetooth, users cannot answer incoming calls or end a call using the call controls on the speakerphone. Users must answer or end a call using the Skype for Business client on the computer or mobile device. Users can also use VoxBox to control Skype for Business calls when the device is connected to Windows computers over USB.

Skype on Mac Computers

When the VoxBox companion application is running on a Mac computer while a user is in an active Skype call in the Skype video application, the Skype application becomes unresponsive after the user exits the application before ending the call.

The user must force quit and restart the Skype application.

Microsoft Windows 7

When VoxBox is paired with a Windows 7 computer over Bluetooth, the call control capabilities on VoxBox do not sync up with the call clients on the computer, and only narrowband audio is sent to the speakerphone over Bluetooth.

Skype Windows Application on Windows 10

The VoxBox Companion application uses the Skype API to communicate with the Skype application and display the proper status indicators when in a call; however, the Skype API does not support the Skype Application (version 11.19.820.0) for Windows 10 downloaded from the Windows Store. When VoxBox is connected to a Windows 10 computer with the Windows Store Skype application, call audio plays on VoxBox, but the device will not display any call status indicators.

Bluetooth and USB Connections

Users can only connect to VoxBox using Bluetooth or USB at one time and cannot play audio over USB when Bluetooth is enabled and in use. When the speakerphone is connected to a device over Bluetooth and connected to another device over USB, audio plays over Bluetooth. The user must turn off Bluetooth to play audio over USB.

When VoxBox is connected to more than one Bluetooth device, media streaming on one of the Bluetooth devices is not automatically resumed on the device when VoxBox is idle.

VoxBox Known Issues

The following table lists all known issues in all releases of the Polycom VoxBox speakerphone.

VoxBox Known Issues

Category	Issue ID	Release	Description	Workaround
Audio	EN-27218	1.0.0	Certain types of music played at or near maximum volume may cause the bass enhancement level on VoxBox to fluctuate and cause the music to sound distorted.	Reduce the volume level on VoxBox.
Audio	EN-27713	1.0.0	One-way audio is observed on VoxBox while establishing a call with Cisco Jabber client.	None
Audio	EN-34731	1.0.0	When a user turns on Bluetooth and connects VoxBox to a Microsoft Surface Pro 4 over Bluetooth while VoxBox is connected to the device via USB and a call is in progress, call audio is not sent to the far-end participants.	Hold then resume the call using the Skype for Business client on the Surface Pro 4.
Audio	EN-35313	1.0.0	When VoxBox is connected to a computer over USB and Bluetooth, VoxBox does not play audio over Bluetooth after a call over USB has ended.	Disconnect the USB cable from VoxBox.
Audio	EN-46122	1.0.0	If media is played on a Bluetooth-connected mobile device when a Skype for Business call is placed on a USB-connected computer, the media stream is paused. However, if the Skype for Business call is paused or ended, the media stream from the mobile device does not automatically resume playing on VoxBox.	Close the communication or media application on the computer.
Audio	EN-48580	1.0.0	If the volume is adjusted on the connected Bluetooth device instead of VoxBox, the volume on VoxBox occasionally gets out of sync and is higher than the Bluetooth device.	None
Audio	EN-52421	1.0.0	When VoxBox is connected to more than one Bluetooth device, media streaming on one of the Bluetooth devices is not automatically resumed on the device when VoxBox is idle.	None
Audio	EN-57060	1.0.0	When using VoxBox as a Bluetooth speakerphone for a video client, such as Polycom RealPresence Desktop on a MacBook or Windows computer, audio from VoxBox may lag behind the video.	Connect VoxBox to the computer using the USB cable.

Category	Issue ID	Release	Description	Workaround
Audio	EN-57502	1.0.0	When VoxBox is connected to two mobile devices over Bluetooth, audio from a media stream on one device continues to play on VoxBox while an incoming call is ringing for the other device.	None
Audio	EN-58191	1.0.0	When VoxBox is paired and connected to two Bluetooth devices, such as a mobile phone and a Mac computer, call audio is received on VoxBox but not sent to the far-end.	End then redial the call.
Audio	EN-58278	1.0.0	When VoxBox is set as a Bluetooth speakerphone for a Surface Pro 4 and connected to the Surface Pro 4 with the USB cable, switching audio devices in RealPresence Desktop between USB and Bluetooth may cause VoxBox to lose audio over Bluetooth.	Switch the RealPresence Desktop audio output device to the internal SurfacePro 4 speaker and then back to the VoxBox Bluetooth device.
Audio	EN-58715	1.0.0	When VoxBox or a similar device is used as a Bluetooth speakerphone for a Windows 7 computer running the Skype for Business client, users may hear audio issues (such as a popping sound) after holding and resuming the Skype for Business call.	None
Audio	EN-59148	1.0.0	When VoxBox is used as a USB speakerphone for a Window 10 computer with RealPresence Desktop, the far-end may hear occasional audio distortions during calls.	None
Audio	EN-59478	1.0.0	When VoxBox is used as a Bluetooth speaker for some Android smartphones, such as the OnePlus 3, media played from the Jio music player may not play on VoxBox if the Jio player is started while the native Android player is already playing media.	Shut down the native Android player.
Audio	EN-59912	1.0.0	When VoxBox is used as a Bluetooth speakerphone for a Windows 7 computer, Bluetooth audio is occasionally lost when turning Bluetooth off and on.	Turn off Bluetooth on VoxBox then turn it on to reconnect with the computer.

Category	Issue ID	Release	Description	Workaround
Audio	EN-60334	1.0.0	When VoxBox is set as the audio device for some communication clients on a USB-connected computer, such as Skype for Business or BroadSoft UC-One Communicator, media played on VoxBox from a connected Bluetooth device may not automatically resume when a call is placed on hold in the call client on the computer.	End the call to resume playing media over Bluetooth on VoxBox.
Audio	EN-60852	1.0.0	Some older Apple MacBook models, such as the 2012 MacBook Air running Mac OS High Sierra, may distort audio received over Bluetooth when used with VoxBox and other similar Bluetooth.	Turn off Bluetooth on VoxBox then turn it on again.
Audio	EN-62502	1.0.0	When using VoxBox as a Bluetooth speakerphone for a Windows computer and as a Bluetooth media player for a smartphone, ending a Skype for Business call on the computer may cause media in progress on the smartphone to not play.	Press the Handset key on VoxBox.
Calling	EN-75219	1.0.1	When a connected device is in the dial tone state, VoxBox rejects the incoming call when a user presses the Handset key.	None
General	EN-35617	1.0.0	The amount of time it takes VoxBox to connect to a Bluetooth device is not consistent when connecting to different devices.	None
General	EN-57313	1.0.0	If a user tries to pair a Bluetooth device to VoxBox while the speakerphone is in a call with a paired Bluetooth device, the second device cannot pair with VoxBox.	None
Hardware	EN-54855	1.0.0	When a user unplugs and then plugs the USB cable connected to a Mac computer into VoxBox while in a Skype for Business call, the Mute key on VoxBox shows as muted.	None
Hardware	EN-56699	1.0.0	When using a USB cable not supplied with VoxBox, such as poor-quality USB cables, USB cable extenders, or USB hubs (including laptop docking stations), the audio quality on VoxBox is diminished.	Use only the cable supplied with VoxBox to connect the device directly to other USB host devices.

Category	Issue ID	Release	Description	Workaround
Hardware	EN-57185	1.0.0	After repeatedly connecting VoxBox to two Bluetooth devices where media streams are played from one device while calls are placed on the other device, VoxBox immediately turns off Bluetooth after Bluetooth is turned on.	Turn off and on the device
Hardware	EN-57500	1.0.0	Frequently pressing the Bluetooth button on VoxBox to turn the feature on and off causes the feature to remain off.	None
Hardware	EN-58866	1.0.0	When VoxBox has a low battery level, the device may restart, power off, or have audio and call control issues. The battery level shown in the companion application may not indicate the true battery level for the device.	Connect VoxBox to a computer using the USB cable and allow VoxBox to fully charge.
Interoperability	EN-27342	1.0.0	VoxBox cannot consistently pair with a Windows 7 computer over Bluetooth.	None
Interoperability	EN-34532	1.0.0	When running Skype for Business on a Mac with VoxBox set as the USB audio device, two different mute tones play when pressing Mute on VoxBox, which is caused by VoxBox playing a Mute tone and the Mac also playing a tone for mute.	None
Interoperability	EN-35353	1.0.0	When VoxBox is used as the Bluetooth speakerphone for calls on Windows 7 computers, the Bluetooth audio is silent after six hours of a continuous call.	Press the Bluetooth button on VoxBox to turn Bluetooth off, then turn Bluetooth on.
Interoperability	EN-35676	1.0.0	When VoxBox is connected to a Mac computer over Bluetooth, it takes 5-6 seconds for VoxBox to indicate the call has ended after a Skype for Business call is ended on the Mac computer.	None
Interoperability	EN-41487	1.0.0	When VoxBox is connected to a computer over USB, the Mute indicator on VoxBox does not show as muted when a Skype for Business call is muted in the client on the computer.	None
Interoperability	EN-41665	1.0.0	When VoxBox is connected to a Windows computer via USB and Bluetooth, the Mute key on VoxBox is on while the connected computer has a Skype for Business call on hold over Bluetooth.	Set VoxBox as the audio device for recording and playback on the connected computer.

Category	Issue ID	Release	Description	Workaround
Interoperability	EN-41811	1.0.0	If a user abruptly terminates the Skype for Business client while in a call in the client and connected with VoxBox, the device shows the call as on hold.	Press the Handset key on VoxBox.
Interoperability	EN-42694	1.0.0	Breaks in audio occur for 10 to 30 seconds when a Bluetooth device attempts to automatically connect with VoxBox while media is played on a previously connected device.	Wait to place a call after the device is automatically connected to VoxBox.
Interoperability	EN-43077	1.0.0	If VoxBox is connected to a Windows 7 and a Windows 10 computer over Bluetooth, audio on the Windows 10 computer won't play until audio on the Windows 7 computer is played first.	Play audio from the Windows 7 computer then play audio on Windows 10 computer.
Interoperability	EN-43078	1.0.0	Occasionally, VoxBox will not connect with a Windows 7 computer over Bluetooth.	Restart VoxBox.
Interoperability	EN-48568	1.0.0	When VoxBox is paired with a Bluetooth device with an active call and connected to a computer via USB with an active Skype for Business call, the status indicators and call audio are not correctly switched to VoxBox for the Bluetooth call when the Skype for Business call on the computer is switched to an audio device other than VoxBox.	End the Skype for Business call on the computer, set another audio device for client, and redial the call.
Interoperability	EN-54639	1.0.0	When VoxBox is paired with a MacBook Air (2012) computer over Bluetooth, audio is occasionally distorted when starting a new call with VoxBox immediately after hanging up the previous call.	End the call, wait for the green status indicators on VoxBox to turn off, then place a new call.
Interoperability	EN-56187	1.0.0	If a user presses the volume or Power buttons on an iPhone while receiving an incoming call when the phone is connected to VoxBox over Bluetooth, Bluetooth termination is switched from VoxBox to the iPhone and the incoming call indicator on VoxBox is turned off.	None
Interoperability	EN-56342	1.0.0	When a VoxBox is connected to a Windows 10 computer over Bluetooth, if the user turns Bluetooth off then on again while streaming a YouTube video in Google Chrome, the audio from the video does not automatically resume playing on VoxBox when Bluetooth is turned on again.	Refresh the link for the YouTube video

Category	Issue ID	Release	Description	Workaround
Interoperability	EN-56697	1.0.0	When VoxBox is connected to a VVX 600/601 phone over Bluetooth and set as the audio device, the far-end call participant cannot hear audio sent using the VoxBox microphones.	None
Interoperability	EN-56858	1.0.0	Occasionally, a Windows 10 computer will show the incorrect name for VoxBox when pairing Voxbox to the computer over Bluetooth.	None
Interoperability	EN-57503	1.0.0	When paired with VoxBox, some Android phones do not play a ringtone for incoming calls while the incoming call notification shows on VoxBox.	None
Interoperability	EN-57653	1.0.0	VoxBox is not compatible with VVX 501, VVX 601, or Polycom Trio phones and may not function properly when connected over Bluetooth or USB.	None.
Interoperability	EN-58848	1.0.0	When connecting to VoxBox over Bluetooth, Windows 10 computers occasionally ask for a pairing passcode.	Upgrade the Bluetooth drivers on the Windows computer.
Interoperability	EN-58962	1.0.0	When VoxBox is paired with a Bluetooth-enabled Android or iOS phone, the Mute feature is out-of-sync during a call on the connected device.	None
Interoperability	EN-59470	1.0.0	When Bluetooth is enabled on VoxBox, the Huawei Honor 6 is occasionally not able to pair with the speakerphone after it loses the pairing key.	Place VoxBox in Discovery mode and re-pair with the phone.
Interoperability	EN-60498	1.0.0	When a user ends a Skype for Business call on a connected Mac computer, VoxBox continues to show the device as Mute after the call ends.	None
Interoperability	EN-60635	1.0.0	When VoxBox is connected to a Mac computer that is in a Skype for Business call, the active call status indicator occasionally does not show on VoxBox.	None
Interoperability	EN-60860	1.0.0	The Skype application downloaded from the Windows store (version 8.x) does not have complete support for the Skype SDK causing the Mute key on VoxBox to be out of sync with the connected device.	None

Category	Issue ID	Release	Description	Workaround
Interoperability	EN-35741	1.0.0	VoxBox does not show the correct LED status indicators when connected to a Mac computer with a software version earlier than 10.12.4.	None
Interoperability	EN-62392	1.0.0	If too many Bluetooth devices connect to VoxBox in quick succession, then the Bluetooth device cannot connect to VoxBox or is automatically disconnected.	Clear the Bluetooth cache on VoxBox and reconnect the Bluetooth device.

VoxBox Companion Application Known Issues

The following table lists all known issues in all releases of the Polycom VoxBox companion application.

Companion Application Known Issues

Category	Issue ID	Release	Description	Workaround
Interoperability	EN-34803	1.0.0	When VoxBox is connected to a Mac computer and upgrading its firmware, the companion application shows a message to end a call.	Close the Skype for Business client on the connected computer.
Interoperability	EN-42827	1.0.0	Incorrect values display for the VoxBox Serial Number and Battery Level in the companion application on a connected Mac computer running the Skype for Business client.	None

Copyright and Trademark Information

Trademarks

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

Disclaimer

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

Limitation of Liability

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

End User License Agreement

By installing, copying, or otherwise using this product, you acknowledge that you have read, understand and agree to be bound by the terms and conditions of the End User License Agreement for this product. The EULA for this product is available on the Polycom Support page for the product.

Patent Information

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

Open Source Software Used in this Product

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

Customer Feedback

We are striving to improve our documentation quality and we appreciate your feedback. Email your opinions and comments to DocumentationFeedback@polycom.com.

Polycom Support

Visit the Polycom Support Center for End User License Agreements, software downloads, product documents, product licenses, troubleshooting tips, service requests, and more.