



Poly UC Software 6.4.0

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

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UC Software 6.4.0 Supported Devices

Poly UC Software 6.4.0 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

Phone Model	Skype for Business On-Premises	Skype for Business Online	OpenSIP
Polycom VVX 301/311 business media phones	Yes	Yes	Yes
Polycom VVX 401/411 business media phones	Yes	Yes	Yes
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 6.4.0 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 Polycom VVX 401/411, 501, and 601 business media phones and Poly VVX 350 and 450 business IP phones.

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

What's New in This Release

Poly Unified Communications (UC) Software 6.4.0 is a release for OpenSIP and Microsoft Teams deployments. These release notes provide important information on software updates, phone features, and known issues.

Poly Lens Integration

Poly UC Software 6.4.0 supports Poly Lens. For more information, see the [Poly Lens Documentation](#).

Pausing When Dialing a Phone Number

This release supports adding pauses in dialing strings. When users insert a pause in a phone number, the dial process pauses for a few seconds before dialing the next sequence of numbers in a phone number. Stacking these characters creates longer pauses.

Users can add pauses in the following scenarios:

- Add a pause in a phone number.
- Add a pause character to display a continue dialing confirmation dialog.

Specify an Outgoing Line to a Contact

Users can now add an outgoing line to a contact's directory information to specify the line to use for the contact. This ensures they use the correct line for calls to this contact.

Advanced User Profile

The advanced user profile is an optional sign-in credential for the system web interface and local interface. It contains all of the same features as the standard administrator profile except for settings related to phone registration and servers.

Disable Local DND After 911 Calls

You can configure phones to disable local Do Not Disturb (DND) after a user places an emergency call. Emergency services personnel can call back in case the call disconnected or they need further information without the phone's DND settings interfering.

Poly Computer Audio Connector

This release supports the Poly Computer Audio Connector. This is an application that enables users to play computer audio through your VVX phone and use the phone as a microphone.

Network Assessment Diagnostic Tools

This release includes integrated network diagnostic tools to identify typical VoIP network issues when troubleshooting.

You can use the following diagnostic tools:

- Ping: Diagnose network connection issues.
- Traceroute: Identify network paths to key servers.
- DNS: Ability to resolve addresses to key servers.
- NTP: Test the reachability of NTP servers.
- Screen capture: Capture the image of the phone screen.

Expanded Support for uaCSTA Functions

This release provides expanded support for uaCSTA call forwarding and Do Not Disturb (DND) functions.

Media Security Negotiation

Starting in UC Software 6.4.0, media security is processed separately from RFC 3329.

Outbound Caller ID on a Shared Call

A VVX phone with shared lines can send caller ID (CID) information on an outbound call. When other shared lines join in the outbound shared call, the CID displays the information if the SIP messages have CID information.

STIR/SHAKEN Calling Party ID Validation

This release supports the STIR/SHAKEN standard protocol for caller ID verification.

STUN Server Failover

When a phone fails to connect to the registered Session Traversal Utilities for NAT (STUN) server, it attempts to connect to other servers in the list based on priority and weight of the servers.

Join Zoom Meetings Using a BLF Key

Zoom users can implement Desk PhoneCompanion Mode with a BLF key to join any meetings that they're invited to. This enables them to use their phone as the meeting's audio device.

BLWT on Zoom Phones

On Zoom phones, the Barge-In/Listen/Whisper/Takeover (BLWT) feature enables users to directly monitor an active call within the same call group when assigned to a BLF key.

Security Updates

See the [Security Center](#) for the security advisories, bulletins, and related acknowledgments and recognition.

Technical Updates

For technical updates regarding UC Software and VVX products, see [Poly Engineering Advisories and Technical Notifications](#).

Installation

You must use Better Together over Ethernet (BToE) 4.3.0 or later with UC Software 6.4.0. Poly recommends that you upgrade existing BToE and Polycom Desktop Connector (PDC) applications to the latest version starting with Poly UC Software 6.4.0. If you update your BToE or PDC application without updating to UC Software 6.4.0 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 6.4.0, 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. 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 UCS 6.4.0.11527 rts180 .

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

Distributed Files	File Purpose and Application	Combined	Split
3111-17823-001.dect.ld	SIP application executable for VVX D60 wireless handset and Base Station.	No	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	Master configuration template file.	Yes	Yes
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
6.4.0	May 2021	<p>This release includes important field fixes and support for the following features:</p> <ul style="list-style-type: none">• Poly Lens Integration• Pausing When Dialing a Phone Number• Specify an Outgoing Line to a Contact• Advanced User Profile• Disable Local DND After 911 Calls• Poly Computer Audio Connector• Network Assessment Diagnostic Tools• Expanded Support for uaCSTA Functions• Media Security Negotiation• Outbound Caller ID on a Shared Call• STIR/SHAKEN Calling Party ID Validation• STUN Server Failover• Join Zoom Meetings Using a BLF Key• BLWT on Zoom Phones
6.3.1	September 2020	<p>This release includes important field fixes and support for the following features:</p> <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	<p>This release includes important field fixes and support for the following features:</p> <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
5.9.6	April 2021	<p>This release includes important field fixes.</p>

Release	Release Date	Features
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 system web interface • 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

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.
5.9.1	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 system web interface • 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

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 6.4.0.

Resolved Issues

Category	Issue No.	Description
Application	EN-197637	Phone lines lose registration and the CPU usage reaches 100% if you repeatedly set a phone location that scales with the number of lines (approximately 15 or more).
Application	EN-194999	The phone can't connect to BroadSoft XSI when you configure it with an HTTP URL, but it redirects to an HTTPS URL.
Application	EN-194232	When you enable enhanced failover on a line, the phone initiates a failback, even though there is an ongoing active call on another registered line.

Category	Issue No.	Description
Application	EN-194226	The phone incorrectly indicates that the software version is 0.0.0.0000 on the local interface when a software upgrade message displays.
Application	EN-185396	Users can't upgrade the phone over HTTPS when configured with the BroadSoft theme.
Application	EN-182569	During a consultative transfer, the phone doesn't show the caller-ID based on the P-asserted identity header.
Application	EN-180767	The phone doesn't correctly display the time-zone on the local interface and the system web interface when you configured the time-zone for a particular city using the configuration file.
Application	EN-161469	The Enhanced Feature Keys (EFK) don't work as designed when there are multiple pages for line keys.
Audio	EN-174041	When a phone connects using an Polycom Wi-Fi wireless network adapter to an active ongoing call, the active call stream experiences intermittent packet loss. It appears that the call volume reduces and almost instantly recovers.
Call Management	EN-196101	There is an incorrect 200 OK response to deregistration, where the phone treats a missing "Expires" header and "expires" attributes in the Contact header as a 200 OK with an "Expires: 0" header.
Call Management	EN-195174	The phone can't handle deregistration when the 200 OK response is missing the "Expires: 0" header and the "expires=0" attribute with the Contact header.
Call Management	EN-194228	Calls drop on phones using a shared line because the phone doesn't negotiate the video media profiles correctly, resulting in a 488 response from the server.
Call Management	EN-187558	The phone doesn't look up and display the correct result for an incoming call when you configure Reverse Number Lookup (RNL).
Call Management	EN-187303	OneTouch call park or transfer from a BLF line key may fail when hanging up or placing another call after the call park or transfer.
Call Management	EN-187123	The Personal Address Book doesn't display the contact name for incoming calls.
Call Management	EN-186881	When using <code>reg.1.server.1.retryMaxCount="3"</code> , the phone makes four attempts instead of three attempts when you enable fast failover.
Call Management	EN-186880	When you configure a phone to use multiple lines with the same Online Browsing Platform (OBP), it registers to different SBCs based on the DNS NAPTR response.
Call Management	EN-186608	When you enable Shared Call Appearance with a higher <code>dns.queryRetryCount</code> number, the primary device doesn't ring. Instead, the secondary device rings and can answer calls.

Category	Issue No.	Description
Call Management	EN-185615	The phone delays the failover process when it receives a 503 response for SUBSCRIBE messages.
Call Management	EN-184423	The phone drops all static BLF presence and repopulates the indicators when the REGISTER expires value is low.
Call Management	EN-181013	The phone doesn't retain a personal speed-dial added from a global directory file using Directory > Info > More > Add Fav.
Certificate Management	EN-181025	An additional space at the end of the SCEP request URLs causes a 400 Bad Request in some deployments.
Device Management	EN-196481	The phone doesn't recognize inputs from keys while Deutsche Telekom auto-provisioning is in progress.
General	EN-190767	BLFs doesn't resubscribe after failing back, causing the BLFs to disappear from the screen.
Network	EN-200083	When configured to use SCEP certificates for 802.1x authentication, the phone delays the authentication until the SCEP successfully obtains device certificates.
Network	EN-191437	When you configure a phone with registration as the failback mode, it incorrectly maintains multiple registrations for the line.
Network	EN-191004	Inbound SIP TCP messages randomly cause the phone to close the TCP connection and fail to send a response.
Network	EN-187039	During conference calls, while transferring the conference logs to the conference server, the phone doesn't add angular brackets in the SIP URI provided in REFER-TO header, even though the INVITE request from conference server has angular brackets in the contact header.
Network	EN-186883	When SBC failover occurs, the phone doesn't attempt to reregister to the SBC using the same weight/priority. Instead it restarts the SBC selection process from the failover proxy list.
Network	EN-186882	When SBC failover occurs from a TCP to TLS connection, the INVITE retransmission doesn't contain the crypto attribute.
Network	EN-184431	System web interface ringtone uploads fail over the boot server path.
Network	EN-183891	The phone continues to send keep alive messages to the secondary server after successfully failing back to the primary server.
Network	EN-183021	Gateway reinvites that don't have ICE SDP cause loss of audio.
Network	EN-162283	The phone can't obtain an IP address using LLDP on a VLAN.
Security	EN-191431	Phones allow Bluetooth clients to set an encryption key below the minimum size, which make the phones susceptible to security attacks if you set the encryption key to 0 .

Category	Issue No.	Description
Security	EN-186515	Security enhancements include updates to address CVE-2020-11022 vulnerabilities.
Security	EN-179508	On a Telnet connection, certain device administrator credentials display insecurely.

Known Issues

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

Note: These release notes don't provide a complete listing of all known issues that are included in the software. Issues not expected to significantly impact customers with standard voice and 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	Description	Workaround
Call Management	EN-203173	BroadSoft lines don't register when you configure the phone to use IPv6. The stack fails to retrieve the IPv6 address on the phone.	No workaround.
Messages	EN-200610	Configuring the Exchange Calendar with a generic profile with meeting reminders enabled may crash the phone application at random intervals when the meeting reminder is displayed.	Disable meeting reminders using <code>exchange.meeting.reminderEnabled="0"</code> .

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 Video Tutorials, Documents & Software, Knowledge Base, Community Discussions, Poly University, and additional services.
- The [Poly 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](#) is a program where resellers, distributors, solutions providers, and unified communications providers deliver high-value business solutions that meet critical customer needs, making it easy for you to communicate face-to-face with the applications and devices you use every day.
- The [Poly Services](#) help your business succeed and get the most out of your investment through the benefits of collaboration.

Privacy Policy

Poly products and services process customer data in a manner consistent with the [Poly Privacy Policy](#). Please direct comments or questions to privacy@poly.com.

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