



# Poly UC Software 5.9.7

## Applies to Poly VVX Business Media Phones, Poly VVX Business IP Phones, and Poly SoundStructure VoIP Interface Phones

Poly announces the release of Poly Unified communications (UC) Software 5.9.7.3480. This document provides the latest information about this release.

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### What’s New in this Release

Poly UC Software 5.9.7 is a maintenance release that has no new features, but resolves the issues listed in the Resolved Issues section.

#### *Change to Issue IDs*

The known and resolved issue IDs have a new prefix. Instead of *EN*, issues now use *VOICE*. So, starting with UCS 5.9.7, issue IDs have the format *VOICE-XXXXXX*, where *XXXXXX* represent the identifying numerals in the issue ID.

If you’re tracking an issue with an ID in the old format (*EN-XXXXXX*), you may continue to use this number to reference your issue when working with Poly Support.

# Installation

Consider the following information when installing or updating to Poly UC Software 5.9.7:

- You must use BToE 3.8.0 or later with UC Software 5.9.7. Poly recommends that you upgrade existing BToE and PDC desktop applications to the latest version starting with Poly UC Software 5.9.7. If you update the BToE or PDC application without updating to UC Software 5.9.7 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)*.



Poly recommends setting the contrast value to **25** on VVX 3XX phones when you upgrade to Poly UC Software 5.9.7.

## Download the Distribution Files

To download UC Software 5.9.7, 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 Error! Reference source not found. 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.

## 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

<i>Distributed Files</i>	<i>File Purpose and Application</i>	<i>Combined</i>	<i>Split</i>
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

<i>Distributed Files</i>	<i>File Purpose and Application</i>	<i>Combined</i>	<i>Split</i>
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	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
000000000000directory~.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

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# Release History

This section lists the release history of Poly UC Software.

## Release History

<i>Release</i>	<i>Release Date</i>	<i>Features</i>
5.9.7	October 2021	This release includes important field fixes.
5.9.6	April 2021	This release includes important field fixes.
5.9.5	October 2019	This release includes important field fixes and support for the following features: <ul style="list-style-type: none"><li>• Introduction of new parameters to Session Traversal Utilities for NAT</li></ul> 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"><li>• Third-Party Application ID Implementation on Skype for Business Phones</li></ul> 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"><li>• Reverse Name Lookup for OpenSIP</li><li>• Call Park Reminder Tone</li><li>• Microsoft Exchange Calendar using OAuth support</li><li>• Enhanced IPv6 ICMP Management</li><li>• Session Management on system web interface</li><li>• Macro for Enhanced Feature Keys Functional Improvements</li><li>• Support for Plantronics Headsets</li><li>• Software Upgrade Resiliency</li><li>• STUN Parameters</li><li>• New Language support</li><li>• Polycom Acoustic Fence Support</li><li>• Data Protection Menu</li><li>• Call and Hold Timer Configuration</li></ul> 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"><li>• DHCP IP Address Cache</li><li>• TLS Support for BToE</li><li>• Polycom Cloud Connector</li></ul> Enhancement to Wi-Fi Settings
5.8.4	May 2019	This release includes enhancements to Wi-Fi settings and other important security fixes.

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

<i>Release</i>	<i>Release Date</i>	<i>Features</i>
5.7.4	November 2018	This release includes important field fixes.
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"> <li>• Polycom EagleEye Mini Camera Support</li> <li>• Forward Error Correction</li> <li>• Simulcast Video</li> <li>• Centralized Conference Control Protocol (CCCP) Conference View Support</li> <li>• Quality of Service (QoS) for Skype for Business Video Calls</li> </ul> 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"> <li>• CERTIFICATE_DIRECTORY</li> </ul> FLK_DIRECTORY
5.8.0	June 2018	This release includes support for the following features: <ul style="list-style-type: none"> <li>• Introducing Polycom VVX business IP phones</li> <li>• OpenSIP Enhancements <ul style="list-style-type: none"> <li>➤ Enhanced IPv4 ICMP Management</li> <li>➤ Wireless Network Connectivity</li> <li>➤ Support for REST API</li> <li>➤ Uploading Logs to a USB flash drive</li> <li>➤ uaCSTA Lines</li> <li>➤ Enhancements to Check Sync Event</li> <li>➤ Early Media Call Handling Support</li> <li>➤ Voice Quality Monitoring Support for the OPUS codec</li> <li>➤ BroadSoft Aggregated Self-Presence</li> </ul> </li> <li>• Skype for Business Enhancements <ul style="list-style-type: none"> <li>➤ Hybrid Line Registration</li> <li>➤ Support for PSTN gateway on Failover</li> </ul> </li> </ul> 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.

<i>Release</i>	<i>Release Date</i>	<i>Features</i>
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.
5.7.0	December 2017	<p>This release includes support for the following features:</p> <p><b>OpenSIP Enhancements</b></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><b>Skype for Business Enhancements</b></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.

<i>Release</i>	<i>Release Date</i>	<i>Features</i>
5.6.0	July 2017	<p>This release includes support for the following features:</p> <p><b>OpenSIP Enhancements</b></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"> <li>• Group and Group Common Directory</li> <li>• Enterprise Common Directory</li> <li>• Personal Directory</li> </ul> <p><b>Skype for Business Enhancements</b></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><b>VVX D60 Enhancements</b></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 Repair with a VVX D60 Base Station, and VVX D60 Call Handoff.</p>
5.5.3	September 2017	This release includes important field fixes.
5.5.2	May 2017	<p>This release includes the following features and field fixes:</p> <ul style="list-style-type: none"> <li>• Enterprise Directory Default Search</li> <li>• Registration Line Address in Status Bar</li> <li>• Broad Works Anywhere EFK for Soft keys</li> <li>• Hide Contact Directory and Favorites</li> <li>• Personal Directory</li> <li>• BSFT Server-Based Call Logs</li> <li>• New Call Forwarding Icons</li> <li>• Updated Don't Disturb Icon</li> <li>• Expanded Support for USB Headsets</li> <li>• Support Added for CDP in VVX D60 Base Station</li> <li>• ALLOW Header in 18x Provisional Responses</li> </ul> <p>Improved BToE device lock</p>
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.



<i>Release</i>	<i>Release Date</i>	<i>Features</i>
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	<p>This release includes support for the following features:</p> <ul style="list-style-type: none"> <li>• Introduced the Polycom VVX 301/311, 401/411, 501, and 601 business media phones</li> <li>• Flexible line key customization for Skype for Business (EFLK)</li> <li>• Master Key Identifiers (MKI)</li> <li>• Shared Line appearance on Lync</li> <li>• BToE for Windows 10</li> <li>• Smart Search for Lync ABS</li> </ul> <p>Support for simplified Chinese font on VVX 101</p>
5.4.0A	September 2015	<p>This release includes support for the following features:</p> <ul style="list-style-type: none"> <li>• Microsoft Office 365 and Skype for Business Online</li> <li>• Office365 and Skype for Business Provisioning and Manageability</li> </ul> <p>Time and Date Initial Setup</p>
5.4.0	May 2015	<p>Added support for Alcatel-Lucent CTS features including:</p> <ul style="list-style-type: none"> <li>• Advanced Conference</li> <li>• Shared Call Appearance with Bridge In</li> <li>• Visitor Desk Phone</li> </ul> <p>This release also includes support for the following features:</p> <ul style="list-style-type: none"> <li>• Barge In on Busy Lamp Field Lines</li> <li>• DTMF Relay</li> <li>• SIP Instance</li> <li>• Comfort Noise</li> <li>• Opus Codec</li> <li>• DNS Server Address Override</li> <li>• Global Directory Synchronization</li> <li>• Basic Menu Lock</li> </ul> <p>Additional features including user interface improvements and resolved known issues.</p>
5.3.0	March 2015	Includes support for several Lync, BroadSoft, and OpenSIP features.

## Security Updates

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

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# Resolved Issues

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**NOTE:** Starting with UCS 5.9.7, issue IDs have the format VOICE-XXXXX, where XXXXX represent the identifying numerals in the issue ID. If you're tracking an issue with an ID in the old format (EN-XXXXXX), you may continue to use this number to reference your issue when working with Poly Support..

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The following table lists the resolved issues in UC Software 5.9.7.

## Resolved Issues in UC Software 5.9.7

<i>Category</i>	<i>Issue ID</i>	<i>Description</i>
Application	VOICE-55905	VVX 601 phones configured with a Skype for Business profile, reboot mid-call after joining a Teams meeting.
Application	VOICE-55222	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	VOICE-54959	Unable to enter a mandatory password during DT auto-provisioning.
Application	VOICE-54186	The phone can't connect to BroadSoft XSI when the URL is configured with HTTP but it redirects to an HTTPS URL.
Application	VOICE-54057	VVX phones are unable to upgrade over HTTPS when they're configured with BroadSoft theme.
Call Management	VOICE-56935	One-touch call park or transfer, using a BLF line key, may fail when hanging up or placing another call after the call part or transfer.
Call Management	VOICE-56712	When a call state moves from "offering" to "disconnected," On-Hook events aren't sent, even if an Off-Hook event was previously sent.
Call Management	VOICE-55377	When creating a conference call with two users, adding another user to the same conference by pressing the Conference softkey fails.
Call Management	VOICE-55063	Inbound PSTN calls to Skype for Business Response Group lose two-way audio after 10 minutes.
Call Management	VOICE-54178	The phone doesn't retain a personal speed-dial added from a global directory using Directory > Info > More > Add Fav.
Databases	VOICE-7795	VVX phones are unable to display call lists with the XSI feature enabled.
Directories/Address Books	VOICE-7912	VVX 500/600 phones displaying previously hidden Directories > Favorites sub-menu.
General	VOICE-56662 VOICE-54250 VOICE-7968	BLFs don't resubscribe after failing back, causing the BLFs to disappear from the screen.

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<i>Category</i>	<i>Issue ID</i>	<i>Description</i>
General	VOICE-55907	VVX phones don't send a refresh Registration once the Registration timer is expired after a fail-back success and remains in In-Register state until rebooted/restarted.
General	VOICE-55764	Missing username in a STUN bind response is treated as an error despite it not being a required attribute.
General	VOICE-55725	Meet Now conferences are missing an expiry timer. As a result, conferences never expire and the server's maximum conference limit is eventually exceeded.
General	VOICE-7822	Registered phones are displaying as unregistered on the PDMS-SP portal because update messages are either not sent at all or are sent after a long period of time.
Hardware	VOICE-55529	The USB headset doesn't work after connecting to Wi-Fi after Wi-Fi is enabled on the phone using an ObiWifi dongle.
Hardware	VOICE-7870	Cisco 531 USB headsets fail to connect after upgrading from UC software version 5.5.2 to version 5.9.6 due to a power management issue.
Network	VOICE-59215	VVX phones continue to send keep alive messages to the secondary server after successfully failing back to the primary server.
Network	VOICE-57243	Inbound SIP TCP messages randomly cause the phone to close the TCP connection and fail to respond.
Network	VOICE-57159	When signing in with Skype for Business, the phone fails to sign in and reports a failure to fetch a certificate.
Network	VOICE-55713	VVX phones can't establish TLS with the Provisioning Server due to SSL error: Unknown Certification Authority (CA).
Network	VOICE-55492	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 the conference server has angular brackets in the contact header.
Network	VOICE-55480	VVX phones in Skype for Business profile with MFA enabled display authentication failure error for the exchange calendar.
Network	VOICE-55402	When VVX phones are configured to use SCEP certificates for 802.1x authentication, authentication is delayed until SCEP successfully obtains device certificates.
Network	VOICE-55250	VVX phones, when using Autodiscover and deployed with a proxy server, intermittently disconnect from Exchange Online services.
Network	VOICE-55166	Host fails to sign in after a Guest enters an incorrect PIN and your login credentials are disabled.
Network	VOICE-55155	Unable to upload custom ringtone from boot server through system web interface.

<i>Category</i>	<i>Issue ID</i>	<i>Description</i>
Network	VOICE-8036	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 the conference server has angular brackets in the contact header.
Provisioning	VOICE-57338	O365 Skype accounts have a new e911 dial string that conflicts with local extensions.
Security	VOICE-56707	Refined how VVX phones validate the TLS certificate from the SIP server in some situations.
Security	VOICE-56327	All credentials accessible by Telnet are available to the phone administrator.
Software Updates	VOICE-54063	System web interface is using JQuery 3.5.1, which fixes a known vulnerability.
User Interface	VOICE-56748	VVX phones fail to load a JPEG background from Zoom Cloud due to missing certificates.
User Interface	VOICE-55612	The Personal Address Book contact name doesn't display for incoming calls.
User Interface	VOICE-55593	When the DHCP server's GMT offset value is set to 0, the <b>Congratulations</b> screen launches each time the device reboots.
User Interface	VOICE-55116	VVX phones don't fetch the display name when a contact is added as a buddy.

## Known Issues

**NOTE:** Starting with UCS 5.9.7, issue IDs have the format VOICE-XXXXX, where XXXXX represent the identifying numerals in the issue ID. If you're tracking an issue with an ID in the old format (EN-XXXXXX), you may continue to use this number to reference your issue when working with Poly Support..

This section identifies the known issues.

**IMPORTANT:** These release notes do not provide a complete listing of all known issues for 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.

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## Known Issues

Category	Issue ID	Release	Description	Workaround
Audio	VOICE-33214	5.9.0	When you place a call from a VVX D60 handset to a remote phone, there may be choppy audio.	No workaround.
Device Management	VOICE-26396	5.9.4	When you use a PLT C3200 model headset in BToE mode and the VVX phone is in a playback call, you can't mute the call from the Skype for Business client.	Mute the call directly from the headset.
General	VOICE-33173	5.9.0	When you execute a packet capture command from the cloud, libPcap occasionally doesn't start the packet capture.	Resend the start packet capture command.
Network	VOICE-62415	5.9.4	When the phone doesn't receive the payload format in SDP of 200 OK and 183, the phone sends DynamicRTP-Type-127 for DTMF.	Set tone.dtmf.rfc2833Control to "0".

## Get Help

For more information about installing, configuring, and administering Poly products or services, go to the [Poly Online Support Center](#).

## 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 using the applications and devices you use every day.

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- 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](mailto:privacy@poly.com).

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