



Polycom OBi Edition

Applies to Polycom VVX 150, VVX 250, VVX 350, and VVX 450 Business IP Phones, OBi Edition

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What's New

These release notes provide information on software updates, phone features, and known issues for Polycom VVX 150, VVX 250, VVX 350, and VVX 450 business IP phones, OBi Edition.

This release includes the following features:

- [Enhanced Opus Support](#)
- [Update Key Parameters Without Reboot](#)
- [Local Phone Book Import and Export](#)
- [Main Menu Customization Enhancement](#)
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- [Enhanced Caller ID Logging in Call History](#)
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- [Internal String Customization](#)
- [QR Code Generation](#)
- [Support for Cisco Discovery Protocol \(CDP\)](#)
- [Hold Notification Tone](#)

For more information on these new features, see the *Polycom VVX Business IP Phones, OBi Edition Administrator Guide*, located at [Polycom Support](#).

Enhanced Opus Support

VVX 150 business IP phones now support one Opus call. VVX 250/350/450 phones support two concurrent Opus calls, including locally mixed three-way conference calls using the Opus codec.

Update Key Parameters Without Reboot

Phone does not require a reboot when the following parameters are provisioned remotely

- SIP Services
 - Display Label
 - Display Number
 - Auth User Name
 - Auth Password
 - SIP URI
 - Xsi User Name
 - Xsi Password
 - Xsi Extension
- Name, Number or Function of Line Key
- User Preferences
 - Background Picture
 - EM50 Background Picture
 - Auto Home Page

Local Phone Book Import and Export

You can import and export phone books at **User Preferences > Phone Book Settings** using an XML file `.(<PolyPhoneBook>)`. Specify the URLs in the new configuration parameters `ImportURL` and `ExportURL`.

Main Menu Customization Enhancement

With enhanced Main Menu customization, you can do the following:

- Update existing Main Menu items to redirect to your application server.
- Add new Main Menu items to direct to your application server.
- Add new speed dial Main Menu items.

Below is an example on how to customize main menu to update call-histories to a new name and content:

Example:

```
...,call-histories;My Call-Logs;url=http://myserver/callhistory/myCallLogs.xml,...
```

Below is an example on how to add a Custom Speed Dial Menu to your Main Menu:

Example:

```
MainMenu1 = directories,calls,call-histories,all-preferences,settings,prod-info,messages,sd;Echo Server;  
number=**922222222;name="Echo Server"
```

Custom Notification Icon Enhancements

You can customize the notification bar with new icons and statuses based on the current phone state or events. These customized icons and statuses automatically refresh.

Use the `TitleBarStyle` parameter on the **Screen Item Customization** page in the system web interface.

Example:

```
TitleBarStyle =  
<TitleBarStyle>  
<Notifications list='mc,*' align='right'>  
<event/status icon="$eval(({ $event/status-name }>0) ?  
{ [http://myserver/icons/icon-label.png] } " />  
</Notifications>  
</TitleBarStyle>
```

Example for new missed call event:

```
TitleBarStyle =  
<TitleBarStyle>  
<Notifications list='mc,*' align='right'>  
<mc icon="$eval(({ $chis.missed.new }>0) ?  
{ [http://myserver/icons/miss-calls.png] } " />  
</Notifications>  
</TitleBarStyle>
```

Enhanced Caller ID Logging in Call History

Normally, the phone logs incoming calls in the call history with the original caller's ID. In the case of a call transferred from a receptionist, the recipient call history will show the receptionist caller ID. With this new update, you can now have the phone's call history display the transferred caller's ID. For example: Receptionist transferred Caller A to Caller B. With this new update, the call history in Caller B will now show Caller A caller's ID.

Use the new `X_IncomingCallerIDReplaceMap` parameter for each line to enable this behavior. The format is a digit map, so the phone can replace incoming caller ID numbers matching this digit map with a subsequent caller ID to update the call history information.

For example, the original caller's number is 2001 and the number of the transferred caller's ID is +14089991234. Set `X_IncomingCallerIDReplaceMap = (xxxx)` so that the caller ID of this call displays as +14089991234 in the call history.

Emergency Call Webhook

You can add the ability to trigger a webhook when making an emergency phone call. This feature uses the new parameter `EmergencyCallActionURL` on the **IP Phone > Phone Settings** page in the system web interface to specify the Action URL to trigger upon an emergency call.

Page Group Enhancements

OBi Edition 6.4.1 increases the number of page groups from 2 to 10 and adds the following enhancements to multicast page groups:

- Each page group has its own set of configuration parameters, and you can assign them to one or more Line Keys or Side Car Keys (VVX 450).
- The new `SpeakerVolume` parameter in each page group sets the initial speaker volume each time the phone starts playing the audio from that page group. If the value is 0, the phone uses the current speaker (ringer) volume.
- The new status parameter `Stats` in each page group is a comma-separated list of three running statistics that shows the number of packets received by each multicast group: `rx-pkts-last-hour, rx-pkts-last-minute, rx-pkt-last-ten-second`. The phone updates these values every 10 seconds.
- The phone shows a paging icon on the status bar of the phone's local interface to indicate audio playing on any multicast group.

Clear Local Phone Books and Call Histories

To prevent any previous user data from carrying over to a new user, you can erase all call histories and local phone books on the phone.

This feature uses two new write-only parameters (hidden from the system web interface). Set these parameters to `true` by ITSP provisioning (via basic HTTP GET) or with an `<ObihaiIPPhoneConfiguration>` XML app:

- `VoiceService.1.Phone.Control.ClearCallHistory`
- `VoiceService.1.Phone.Control.ClearPhoneBook`

Or equivalently, use TR69 provisioning:

- `Device.Services.VoiceService.1.Phone.Control.ClearCallHistory`
- `Device.Services.VoiceService.1.Phone.Control.ClearPhoneBook`

EM50 Background Picture Customization

You can enable and select a background picture for the Poly EM50 expansion module (side car). If you attach more than one EM50 side car, both show the same background picture.

You can load a different background image for the expansion module by specifying the image in the **User Settings > User Preferences::SideCarBackgroundPicture** parameter. The optimum image resolution is 480 pixels wide by 800 pixels high.

Progress Alert Messages Customization

You can customize progress alert messages using the `ProgressAlertStyles` parameter located on the **Screen Item Customization** page. It takes a `<ProgressAlertStyles>` XML as value.

Example:

```
<ProgressAlertStyles border='2' bordercolor='white' xpos='100' ypos='100'
width='160' height='100' opacity='240' bgcolor='red,white,0' bgimg='- ' >
  <style id='default'>
    <icon src='http://myserver/icon/alert.png' width='20' height='20'
xpos='2' ypos='2' />
    <msg size='11' font='@gfont-bold' width='150' height='70' xpos='2'
ypos='24' />
  </style>
</ProgressAlertStyles>
```

Note: `id='default'` is the only supported id.

Internal String Customization

You can customize selected words or strings on the phone's local interface using the **IP Phone > Phone Settings::CustomDictionary** parameter. For example, you can change the string **Peer Ringing to Calling** when dialing out.

Example value for CustomDictionary:

```
<dictionary>
  <item key=peering" value="Ringing" mode="I" ns="cs/>
</dictionary>
```

QR Code Generation

OBi Edition phones now support automatic QR code generation. The QR code displays the phone model and MAC address when you select any option in the phone's **Product Info** menu.

You can implement custom QR codes on VVX 250/350/450 phones using an *ObihaiIPPhoneImageFile* XML app.

Example:

```
<ObihaiIPPhoneImageFile>
  <Title>Visit My URL</Title>
  <Image>qrcode (http://mywebserver.org/auth/signup)</Image>
  <SoftKey>
    <Label>Dismiss</Label>
    <URL>SoftKey:Exit</URL>
  </SoftKey>
</ObihaiIPPhoneImageFile>
```

Support for Cisco Discovery Protocol (CDP)

Your phones can automatically configure VLAN and other network parameters using the Cisco Discovery Protocol (CDP). CDP can coexist with LLDP-MEP, but LLDP-MED always takes precedence. Set the following parameter value to enable CDP discovery:

- *WAN Settings – Internet Settings::CDP = True*

When you enable CDP, three CDP packets are sent to the switch with the same TLVs that UCS sends. Later, the CDP packets are broadcast every 60 seconds with TTL 180.

Hold Notification Tone

You can set a periodic notification tone when you have another call on hold. Set the `CallHoldRingEnable` parameter value to enable this notification:

- `Phone Settings – Calling Features::CallHoldRingEnable = True`

The notification tone is defined using the `CallParkRingTone` parameter.

Release History

This following table lists the release history of Polycom business IP phones, OBi Edition.

Release History

<i>Release</i>	<i>API Release</i>	<i>Release Date</i>	<i>Features</i>
6.4.1	6.4.1	December 2019	<p>This release includes important field fixes and support for the following features:</p> <ul style="list-style-type: none"> • Enhanced Opus support • Generic hot-desking without reboot • Local phone book import and export • Main menu customization enhancement • Custom notification icon enhancements • Enhanced caller ID logging in call history • Emergency call web hook • Page group enhancements • Clear local phone books and call histories • EM50 background picture customization • Progress alert messages customization • Internal string customization • QR code generation • Support for Cisco Discovery Protocol (CDP) • Hold notification tone
6.4.0	6.4.0	July 2019	<p>This release includes important field fixes and support for the following features:</p> <ul style="list-style-type: none"> • Support for SideCar/Expansion Module (EM50) on VVX 450 • Support for streaming live phone audio to NLP (Natural Language Processing) • Support for USB flash drive for transferring user-generated content

<i>Release</i>	<i>API Release</i>	<i>Release Date</i>	<i>Features</i>
6.3.1	6.3.1	February 2019	<p>This release includes important field fixes and support for the following features:</p> <ul style="list-style-type: none"> • DNS NAPTR Support • Enable call quality report back to PDMS-SP • Language selection • Password masking for hoteling login • Removed prefix in Number Field for BroadSoft remote office feature • Search phone book contacts list • Wi-Fi address change reboot confirmation • Background firmware update • 3CX plug-and-play provisioning with uaCSTA support • Phone app shows all pages of line keys on screen • Web hooks for call events
6.3.0	6.3.0	November 2018	Initial release of OBi Edition on VVX business IP phones

Security Updates

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

Resolved Issues

The following table lists the resolved issues for Polycom VVX business IP phones, OBi Edition 6.4.1.

Resolved Issues

<i>Category</i>	<i>Issue ID</i>	<i>Description</i>
User Interface	EN-163127	If you customize the IP Phone > Soft Keys:: CallConnected parameter to reference the current call (<code>\$calls.any.cur.guid</code>), the system may become unresponsive if someone answers a call and immediately hangs up (a few hundred milliseconds apart).

Known Issues

There are no known issues in this release.

Getting Help

For more information about installing, configuring, and administering Polycom products, go to Documents and Software at [Polycom Support](#).

To find all Polycom partner solutions, see [Strategic Partner Solutions](#).

Related Poly and Partner Resources

See the following sites for information related to this release.

- The Polycom Support Site 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 [Polycom 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 [Polycom 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 [Polycom Collaboration Services](#) help your business succeed and get the most out of your investment through the benefits of collaboration.

GETTING HELP

For more information about installing, configuring, and administering Poly/Polycom products or services, go to Polycom Support.

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