



# **Poly UC Software 6.2.0**

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

Poly announces the release of Poly Unified Communications (UC) Software, version 6.2.0. This document provides the latest information about this release.

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## UC Software 6.2.0 Supported Devices

Poly UC Software 6.2.0 supports the following Polycom endpoints.

### Phone Support

Phone Model	Skype for Business On-Premises	Skype for Business Online	Open SIP
VVX 101 business media phone	No	No	Yes
VVX 201 business media phone	Yes	Yes	Yes
VVX 301/311 business media phones	Yes	Yes	Yes
VVX 401/411 business media phones	Yes	Yes	Yes
VVX 501 business media phones	Yes	Yes	Yes
VVX 601 business media phones	Yes	Yes	Yes
VVX 150 business IP phone	No	No	Yes
VVX 250 business IP phone	Yes	No	Yes
VVX 350 business IP phone	Yes	No	Yes
VVX 450 business IP phone	Yes	No	Yes
VVX D60 Wireless Handset and Base Station	No	No	Yes
SoundStructure VoIP Interface Phone	Yes	No	Yes

Poly UC Software 6.2.0 supports the following Polycom accessories.

### Accessories Support

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 Headset

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

The following table shows the supported Plantronics headsets along with the Product IDs. This list is specific to PLT-Hub functionality used to support config control on VVX phones.

Headset Name	Product ID
Blackwire 3210	0xC055
Blackwire 3220	0xC056
Blackwire 3215	0xC057
Blackwire 3225	0xC058
Blackwire 520	0xC052
Blackwire 5220	0xC053
Blackwire 5210	0xC054

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

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

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

## ***Support for Polycom Acoustic Fence***

Polycom Acoustic Fence is now available the following headsets on Poly VVX 350, 450 business IP phones, and Polycom VVX401, 411, 501, 601 business media phones.

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



Poly recommends setting `video.disableAFOnFullScreen` parameter value to 1 for phone's optimum performance while using Polycom EagleEye Mini USB camera along with Acoustic Fence.

## What's New

Poly Unified Communications (UC) Software 6.2.0 is a release for OpenSIP and Skype for Business deployments. These release notes provide important information on software updates, phone features, and known issues.

### ***Important Note About Use of UC Software in Skype for Business Deployments***

Customers in Skype for Business deployments should only use software releases that Microsoft has qualified or maintenance releases built on a qualified release.

Microsoft qualification may fall behind Poly Generally Available dates for UC Software, hence we request customers to check whether a release has been qualified before deploying new software. For all latest Microsoft qualified releases, visit the [Polycom UC Software for Skype for Business Deployments](#) page for a list of qualified releases.



Polycom UC Software 6.2.0 isn't supported on the Polycom VVX 300, 310, 400, 410, 500, 600, and 1500 business media phones. Please refer to the End-of-Life product bulletins on Polycom support site for additional details.

### **Support for Microsoft Skype for Business 2019**

Poly UC software 6.2.0 supports the Microsoft Skype for Business 2019 application.

### **Support for Hybrid Topologies**

Poly UC Software 6.2.0 now supports the following hybrid (split-domain) topologies in your Microsoft deployment.

- Active Directory on premises
- Skype for Business Online
- Exchange on premises

For more information about these features, see [Microsoft Plan to integrate Skype for Business and Exchange](#).

### **UC Software Authenticated Access to BToE Application**

Poly UC software 6.2.0 and BToE 4.3.0 incorporate improvements that ensure VVX phones authenticate the BToE application.

Currently, VVX phones and the BToE application authenticate each other before any data communication.

In the event of an unsuccessful authentication, the TLS connection between VVX phones and the BToE application is disrupted.



If you are running BToE 3.8.0 or later with UC software 5.8.0 or later, Poly recommends that you first upgrade your BToE application to version 4.3.0 before upgrading your UC software to version 6.2.0. This ensures that you retain successful pairing between BToE and Poly UC software. For more information on upgrading the BToE application to version 4.3.0, see [EA 318](#).

## UC Software and BToE Compatibility

The following chart lists the compatibility between various UC Software and BToE versions:

BToE Version	UC Software Version	Supported Protocol
4.3.0	6.2.x 6.1.x 6.0.x 5.9.3 5.9.4 5.9.5	TLS
4.3.0	5.9.2 5.9.1 5.9.0 5.8.x	SSH
3.9.x 3.8.x	6.2.x	SSH
4.2.0 4.1.0 4.0.0	6.2.x	Not Compatible

## Add Traceroute Data to QoE Reporting

You can include traceroute information in the quality of experience (QoE) data for metrics reporting that Poly phones using Skype for Business send at the end of a call.

## Configuration File Enhancements

The following list provides configuration file enhancements that include new or changed parameters for the Poly UC Software 6.2.0 release. For more information on using configuration parameters to enable or disable features, see the latest *Polycom UC Software Administrator Guide* for your release, available at [Latest Polycom UC Software Release](#).

### `voIpProt.SIP.releaseOnSipFrag100Trying.enable`

Boolean

0 (default value) – Disable

1 (Enable) - The phone sends the BYE on SIPFrag 100 Trying NOTIFY .

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**feature.exchange2019.interop.enabled**

Boolean

0 (default value) – Disable

1 (Enable) – Device sends a read notification for voicemail after playing to mark that the voicemail has been read on the server.

**lync.E911.notificationUri.expansion.enabled**

DUT sends DL group uris instead of sending expanded members in the E911 call.

Boolean

0 (Disable) (default value) – Expansion of distribution list received as part of notification uri is not supported.

1 (Enable) – Enables expansion of distribution list received as part of notification uri

**lync.E911.notificationUri.maxUrls**Sets the limit for the number of urls expanded for Distribution Lists received as part of notification Uri when paramter `lync.E911.notificationUri.expansion.enabled` is enabled.

Integer

30 (default value)

1-100

**feature.ResetHostSettings.enabled**

1 (default) – Enables the settings when the device is switched to guest mode.

0 – Disables the settings when device switched to guest mode.

**voice.ns.hd.nonStationaryThresh**

Sets the Acoustic Fence noise suppression threshold for headsets. A lower value allows more background sound to enter, and a higher value suppresses background noise. High values can suppress the speaker's voice and impact far-end audio quality.

Integer

1 to 10

8 (default)

**Log.render.file**

When you enable this option, the phone first writes log files directly into its flash memory. The contents of the flash memory upload to a provisioning server after a predetermined period of time or when the flash memory becomes full. Poly recommends not changing this parameter.

Boolean

1 (default) – Disabled

0 – The phone is prevented from uploading its contents from memory to the server. Disabling the ability to upload log files is recommended only when necessary to reduce data traffic when the phone starts or reboots.

#### **up.rearUsbPort.lowPowerAlert.enabled**

Boolean

1 (default) – Low power alert for rear USB port shows when phone is connected to Class-0 PoE.

0 – Low power alert for rear USB port is not shown when phone is connected to Class-0 PoE.

Change causes system to restart or reboot.

#### **voIpProt.SIP.releaseOnSipFrag100Trying.enable**

Boolean

0 (default) – Disabled

1 (Enable) – VVX phone sends the BYE on SIPFrag 100 Trying NOTIFY

#### **nat.device.pollInterval**

Set the time interval for the phone to send STUN binding request to the STUN server to detect whether NAT device is rebooted.

60 seconds (default) - The phone sends the STUN binding requests to the STUN server for every 60 seconds. If NAT IP address or the port details in the STUN binding response don't match with the previous binding response, the phone automatically restarts.

0 - The phone doesn't check whether NAT device is rebooted. If NAT device is rebooted and the NAT IP address or the port is changed, the phone doesn't receive any incoming messages as the IP address and port details published in SIP register message don't match. You need to restart the phone manually to make the changes effective. Poly recommends not to set the value as 0 second.

0-900 seconds

## Security Updates

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

## Installation

Consider the following information when installing or updating to Poly UC Software 6.2.0:

- You must use BToE 4.3.0 or later with UC Software 6.2.0. Poly recommends that you upgrade existing BToE and PDC desktop applications to the latest version starting with Poly UC Software 6.2.0. If you update the BToE or PDC application without updating to UC Software 6.2.0 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 6.2.0, 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 table below. 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 6.2.0.4023 RTS82**.

## 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
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



<i>Distributed Files</i>	<i>File Purpose and Application</i>	<i>Combined</i>	<i>Split</i>
3111-48840-001.sip.Id	SIP application executable for VVX 450	No	Yes
3111-33215-001.sip.Id	SIP application executable for SoundStructure VoIP Interface phones.	No	Yes
3111-17823-001.dect.Id	SIP application executable for VVX D60 Wireless Handset and Base Station.	No	Yes
sip.Id	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

<i>Release</i>	<i>Release Date</i>	<i>Features</i>
6.2.0	February 2020	This release includes important field fixes and support for the following features: <ul style="list-style-type: none"> <li>• Support for Microsoft Skype for Business 2019</li> <li>• Support for Hybrid Topologies</li> <li>• UC Software Authenticated Access to BToE Application</li> </ul>
6.1.1	December 2019	This release includes important field fixes and support for the following features: <ul style="list-style-type: none"> <li>• Plug and Play Provisioning (PnP)</li> </ul>

<i>Release</i>	<i>Release Date</i>	<i>Features</i>
5.9.5	October 2019	<p>This release includes important field fixes and support for the following features:</p> <ul style="list-style-type: none"> <li>• Introduction of new parameters to Session Traversal Utilities for NAT</li> <li>• New parameter for Dual-Tone Multi-Frequency Tones for OPUS codec</li> </ul>
5.9.4	September 2019	<p>This release includes important field fixes and support for the following features:</p> <ul style="list-style-type: none"> <li>• Third-Party Application ID Implementation on Skype for Business Phones</li> <li>• Sign In Remotely Using Web Sign-In for Skype for Business</li> </ul>
6.1.0	August 2019	<p>This release includes important field fixes and support for following features:</p> <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 Web Configuration Utility</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> <li>• DTMF Improvements for Opus Codec</li> </ul>
5.9.3	July 2019	<p>This release includes the following new and enhancement features:</p> <ul style="list-style-type: none"> <li>• DHCP IP Address Cache</li> <li>• TLS Support for BToE</li> <li>• Polycom Cloud Connector</li> <li>• Enhancement to Wi-Fi Settings</li> </ul>
5.8.4	May 2019	<p>This release includes enhancements to Wi-Fi settings and other important security fixes.</p>

<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 Soft Key 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> <li>• DHCP IP Address Cache</li> </ul>
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 Web Configuration Utility</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> <li>• Web Sign In for Skype for Business On-Premise Deployment</li> </ul>
5.8.2	November 2018	This release includes important field fixes.
5.7.4	November 2018	This release includes important field fixes.

<i>Release</i>	<i>Release Date</i>	<i>Features</i>
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> <li>• Toggling Between audio-only or Audio-Video Calls</li> </ul>
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> <li>• FLK_DIRECTORY</li> </ul>
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> <li>➢ Reverse Name Lookup</li> </ul> </li> </ul>
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.
5.5.4	January 2018	This release includes important field fixes.

<i>Release</i>	<i>Release Date</i>	<i>Features</i>
5.7.0	December 2017	<p>This release includes support for the following features:</p> <p><b>Open SIP 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.
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 Re-pair with a VVX D60 Base Station, and VVX D60 Call Handoff.</p>
5.5.3	September 2017	This release includes important field fixes.

<i>Release</i>	<i>Release Date</i>	<i>Features</i>
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> <li>• Improved BToE device lock</li> </ul>
5.5.1	September 2016	<p>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.</p>
5.5.0	June 2016	<p>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.</p>
5.4.3	February 2016	<p>This release introduced the Polycom VVX D60 Wireless Handset and VVX D60 Base Station.</p>
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> <li>• Support for simplified Chinese font on VVX 101</li> </ul>
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> <li>• Time and Date Initial Setup</li> </ul>

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<i>Release</i>	<i>Release Date</i>	<i>Features</i>
5.4.0	May 2015	Added support for Alcatel-Lucent CTS features including: <ul style="list-style-type: none"><li>• Advanced Conference</li><li>• Shared Call Appearance with Bridge In</li><li>• Visitor Desk Phone</li><li>• This release also includes support for the following features:</li><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><li>• Additional features including user interface improvements and resolved known issues.</li></ul>
5.3.0	March 2015	Includes support for several Lync, BroadSoft, and OpenSIP features.

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# Language Support

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

- Arabic, UAE
- Chinese, Traditional
- Chinese, Simplified
- Danish, Denmark
- Dutch, Netherlands
- English, Canada
- English, United Kingdom
- English, United States
- French, Canada
- French, France
- German, Germany
- Italian, Italy
- Japanese, Japan
- Korean, Korea
- Norwegian, Norway
- Polish, Poland
- Portuguese, Brazil
- Russian, Russia
- Slovenian, Slovenia
- Spanish, Spain
- Swedish, Sweden

## Resolved Issues

The following table lists the resolved issues in UC Software 6.2.0.

### Resolved Issues in UC Software 6.2.0

<i>Category</i>	<i>Issue No.</i>	<i>Description</i>
Application	EN-144177 EN-158976	Install BToE v4.3.0 to pair the phones with UC Software 6.2.0.
Application	EN-158841	Emergency calls don't route properly. By default, the parameter <code>lync.E911.notificationUri.expansion.enabled</code> is disabled (= 0). In this case, <code>&lt;method&gt;Manual&lt;/method&gt;</code> doesn't send in the call XML body. When you enable the parameter, <code>&lt;method&gt;Manual&lt;/method&gt;</code> sends in the call XML body.



<i>Category</i>	<i>Issue No.</i>	<i>Description</i>
Call Management	EN-158668	VVX 601 phones place outbound calls without any user action.
Calling	EN-156200	After a blind transfer from VVX D60, users can't resume the call.
Conference Management	EN-157648	In a Skype for Business environment, VVX phones drop calls after a consultative transfer.
Configuration	EN-146883	The unread voicemail message count doesn't update after a voicemail message plays using Microsoft Exchange 2019.
Configuration	EN-156058	VVX phones can't synchronize modified Busy Lamp Field (BLF) lines after they are changed server-side.
Device Management	EN-160068	VVX phones show a "Cannot charge device" warning message for USB when no USB devices are connected.
General	EN-156076	The contrast ratio of the selected menu on the VVX 3XX phone is improved.
General	EN-156197	VVX phones fail to send TCP packets over the network during TCP failover.
General	EN-157204	The enhanced feature key (EFK) action string doesn't execute the URL in a browser.
General	EN-162703	Secure Real-Time Transport Protocol (SRTP) configured parameter values don't display on the VVX phone local interface and system web interface.
Logs	EN-158260	Traceroute may not be captured in the QoE report when the call duration is less than 60 seconds.
User Interface	EN-158113	VVX 501 and 601 business media phones reveal the hidden <b>Favorite</b> submenu.
User Interface	EN-158665	After you upgrade the software on VVX 601 business media phones, you may experience continuous screen touch.

## Known Issues

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



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.

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**Known Issues**

<i>Category</i>	<i>Issue ID</i>	<i>Found in Release</i>	<i>Description</i>	<i>Workaround</i>
Directories/ Address Books	EN-159522 EN-162473 EN-162697	6.2.0	When you modify the display name of a user on a Vonage server, the display name doesn't update on the monitored lines.	Modify the monitored line, or delete and re-add the monitored line.
Configuration	EN-154975	6.2.0	Adding or deleting a contact will not reflect on the VVX phone with "Unified Contact Store" in "Microsoft Exchange 2019" and "Skype for Business 2019" in an on-premises environment.	Use Microsoft Exchange 2016 instead.

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# Getting Help and Copyright Information

## GETTING HELP

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

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