



Poly UC Software 6.4.2

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

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Supported Devices

Poly UC Software 6.4.2 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	No	No	Yes
Polycom VVX 301/311 business media phones	No	No	Yes

Phone Model	Skype for Business On-Premises	Skype for Business Online	OpenSIP
Polycom VVX 401/411 business media phones	No	No	Yes
Polycom VVX 501 business media phones	No	No	Yes
Polycom VVX 601 business media phones	No	No	Yes
Poly VVX 150 business IP phones	No	No	Yes
Poly VVX 250 business IP phones	No	No	Yes
Poly VVX 350 business IP phones	No	No	Yes
Poly VVX 450 business IP phones	No	No	Yes

Poly UC Software 6.4.2 supports the following Poly accessories.

Supported Accessories

Accessories	Skype for Business	OpenSIP
Polycom VVX camera	No	Yes
Polycom VVX color expansion module	No	Yes
Polycom VVX expansion module	No	Yes
Polycom EagleEye Mini camera	No	Yes
Polycom VVX EM 50 expansion module	No	Yes

Support for Poly Headsets

Poly UC Software supports the following Poly 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 `usb.headset.config.enabled="1"`.

The following list shows the supported Poly 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 Poly Acoustic Fence

Poly Acoustic Fence is available for the following Poly 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 6.4.2 is a release for OpenSIP deployments. These release notes provide important information on software updates, phone features, and resolved issues.

Zoom Enhancements

This release supports the following enhancements for Zoom.

IP Phone Call Control from Desktop Client

With this feature, remotely control Poly phones provisioned for Zoom Phone from the Zoom Client for Meetings desktop client.

Privacy for Shared Line Group Users

You can configure phones provisioned for Zoom Phone to set an active call as private. Users toggle the **Lock** and **Unlock** softkeys to enable or disable the privacy of the active call.

Making a call private prevents other shared line group users from doing the following actions:

- Resume a call that was placed on hold.
- Perform barge, whisper, and takeover operations when a call is active.

Conference Barge for Shared Line Group Users

This feature enables conference barge on shared lines. Subject to Zoom Phone capabilities, up to 10 shared line group users can join a call via the new **Conf Barge** softkey. Users press and hold the **Conf Barge** softkey on a shared line key with a remotely active call to join the call as a full participant.

RingCentral Enhancements

This release supports the following enhancements for RingCentral.

Bridged Call Appearance (BCA)

Bridged call appearance (BCA) provides shared line capability on RingCentral platforms that use the following SIP mechanisms:

- Subscription to the *shared-appearance* package, which is an extension of the *dialog* package. It includes an appearance parameter.
- Line seize and release using out-of-dialog SIP INFO (a soft lock of appearance).
- INVITE in calls contain the `p-line-appearance` header with appearance numbers.
- Barge in and pick up remote calls using INVITE with Join/Replace

Monitoring BLF in DND

This feature enables Busy Lamp Field (BLF) monitoring of remote devices in the following Do Not Disturb (DND) states:

- When a phone monitors a remote device using BLF, the phone subscribes to the same address for DND notifications.
- When the remote device isn't in DND, the phone shows the normal BLF state with no changes.
- When the remote device is in DND, the phone shows a new icon to indicate remote DND.
- When the remote device has a BLF state change, it's reflected for the phone's line. For example, if the remote device goes active, it shows as remote active even if the phone is in DND.

DND Synchronization

With this feature, set Do Not Disturb (DND) on a single device to have that status reflect across all of your devices.

Generic Features

This release supports the following features.

Add a Mandatory Message Confirmation for Outbound Calls

Add a customized message that users must confirm before they can make outbound calls. This can be helpful in reminding users they must update their registered emergency location in situations where they've physically moved their phones.

To add a mandatory message confirmation for outbound calls:

- 1 Enable the phone lock feature by setting `phoneLock.enabled="1"`.
- 2 Do one of the following:

- Set `phoneLock.mode="MessageConfirmation"` if you want users to confirm the message.
- Set `phoneLock.mode="userPasswordAndMessageConfirmation"` if you want users to enter their password in addition to confirming the message.

3 Optional: Customize the display message using the `phoneLock.confirmationMessage` parameter.

The default message is:

```
This phone rebooted and may have been relocated. Before confirming, please ensure this phone's registered emergency location is correct. To do this, you may require access to an online service portal. Contact your phone service provider for details.
```

4 Optional: If you want the user to confirm the message after any reboot, regardless of the reason, set `phoneLock.confirmationMessage.onlyOnPowerLoss="0"`.

Note: The default setting displays the confirmation message only when the phone starts up after a power loss.

HTTP-Enabled Location Discovery Enhancements

Poly has enhanced the way that VVX phones handle HTTP-Enabled Location Discovery (HELD) requests and responses for emergency calling. HELD requests help emergency dispatchers determine the phone's dispatchable location for emergency calls. These HELD enhancements work to ensure that the phone's stored location is as current as possible. These features are enabled by default and require no further configuration.

- HELD request response processing now supports the `<locationUriSet expires>` attribute. The server uses the expires attribute value of the `locationURISet` XML element to provide the exact date and time the phone must reconnect to refresh its location data. The phone defaults to a 24-hour HELD refresh if it can't calculate an expiration interval due to an error, lack of SNTP connection, or if the calculated expiration interval is greater than 48 hours.
- HELD requests include the phone's user-agent string.

If any HELD refresh doesn't receive a response, the phone doesn't clear any locations from its memory. Instead, it uses the last successful location received. Additionally, if the phone doesn't receive a response, it retries using the value set in the existing `feature.E911.locationRetryTimer` parameter.

Security Updates

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

New TLS SIP Configuration Parameter

This release includes `sec.TLS.SIP.strictCertNameValidationToConfiguredAddresses`, a new TLS SIP configuration parameter that's enabled by default. This parameter determines what domain

name the CN or SAN entries in a TLS certificate provided by the SIP server the phone connects to must match.

This parameter takes effect when you enable `sec.TLS.SIP.strictCertCommonNameValidation`.

1 (default) – Enabled. The CN or a SAN entry must match the domain name assigned to either the `outboundProxy` or `reg.x.server.x.address` parameters.

0 – Disabled. The CN or a SAN entry must match the domain name of the server. This domain name may be retrieved from DNS queries and may be unrelated to domain names in configuration. The matching process accepts wildcards based on the value of the `voIpProt.SIP.verifyWildcardCert` parameter.

Note: The matching process accepts wildcards based on the value of the `voIpProt.SIP.verifyWildcardCert` parameter.

Technical Updates

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

Download the Distribution Files

To download UC Software, 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.id 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.id and resource files is UCS 6.4.2.3008.

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.id	SIP application executable for VVX 101 business media phones.	No	Yes

Distributed Files	File Purpose and Application	Combined	Split
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
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

Distributed Files	File Purpose and Application	Combined	Split
Warble.wav	Sample ringer sound effect.	Yes	Yes
polycomConfig.xsd	Master configuration file that contains the parameters and its values.	Yes	Yes

Revision History

This following table lists the release history of Poly Unified Communications (UC) Software.

Version History

Release	Release Date	Features
6.4.2	December 2021	<p>This release includes important field fixes and support for the following features:</p> <ul style="list-style-type: none"> • IP Phone Call Control from Desktop Client in Zoom Environments • Privacy for Shared Line Group Users in Zoom Environments • Conference Barge for Shared Line Group Users in Zoom Environments • Bridged Call Appearance (BCA) in RingCentral Environments • Monitoring BLF in DND in RingCentral Environments • DND Synchronization in RingCentral Environments • Add a Mandatory Message Confirmation for Outbound Calls • HTTP-Enabled Location Discovery Enhancements • New TLS SIP Configuration Parameter
6.4.1	July 2021	<p>This release includes important field fixes and support for the following features:</p> <ul style="list-style-type: none"> • E911 Location Information by Network Connection • Disabling Notifications for Intercom Calls in DND Mode • Shared Group Call Pickup in Zoom Environments • Alert-Info Header Enhancements • Call Forwarding Softkey

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 6.4.2.

Resolved Issues

Category	Issue ID	Description
Application	VOICE-67109	Caller ID Number is parsed incorrectly with the <code>verstat</code> string displayed on the screen when URL Dialing is Disabled.
Audio	VOICE-26596	Volume increase-Decrease bar synchronization not working properly with Plantronics DA90 USB Headset Volume Key.
Audio	VOICE-28145	Sometimes PLT HD call volume doesn't sync with the VVX HD volume – they move in opposite directions.
Call Management	VOICE-55984	VVX isn't sending OnHookEvent when a CANCEL is received to terminate the incoming call.

Category	Issue ID	Description
Call Management	VOICE-67637 VOICE-68037	Buddy Watch presence status not updating after getting a Notify Message for Presence Event after a Failover.
Call Management	VOICE-67785	Monitoring phone shows incorrect caller id with multiple incoming calls to its BLF line.
Call Management	VOICE-67839	Directed call pickup can drop the call when the handset is picked up immediately after the BLF key is pressed.
Calling	VOICE-67220	Port-ID information sent on X-Switch-Info header in SIP Register message is in incorrect format.
Calling	VOICE-68108	Emergency operators don't receive location information for an emergency call due to an improperly formatted location information XML document in the phone's SIP INVITE.
Device Management	VOICE-67133	VVX 101 phones fail to bootup during an upgrade using HTTPS protocol.
Documentation	VOICE-68082	Incorrect Poly Computer Audio Connector parameter documentation in the Poly UC Software Administrator Guide.
Endpoint Management	VOICE-60364	While inbound call to shared line is ringing, the Reject softkey is removed from the UI.
Network	VOICE-67822	Phones aren't properly processing and accepting offered LLDP configuration for voice VLAN tagging.
Shared Lines	VOICE-67113	VVX phones registered as shared line and part of a Hunt group doesn't display CID as expected for incoming calls through Hunt group.
User Interface	VOICE-22701	PC Audio icon remains present when user disables PC Audio.
User Interface	VOICE-53993	The option to edit a softkey from the phone's webpage isn't appearing.
User Interface	VOICE-54031	Users can't add Static BLF manually from Line Key Configuration Utilities from Web UI.
User Interface	VOICE-67039	After a reboot, the Audio Connector menu isn't displayed.
User Interface Configuration	VOICE-28135	"Send" softkey unnecessarily displayed on phone UI when <code>up.simplifiedPickup=1</code> is enabled with macro <code>\$FNewCall\$\$FCallPickup\$\$FDirectedPickup\$</code> in direct Call pickup scenario.
User Interface Configuration	VOICE-68013	Phone doesn't display shared call appearance when <code>voIpProt.SIP.CID.request.sourceSipMessage="ACK"</code> .

Known Issues

The following table lists the known issues in UC Software 6.4.2.

Known Issues

Category	Issue ID	Description	Workaround
Device Management	VOICE-68166	VVX phones fail to bootup during a software upgrade from a combined image using the HTTPS protocol.	Use "Split" image files instead of "Combined" image files.
Performance	VOICE-67889	VVX 101 and 201 registered with Zoom will exhibit a delay between displaying the "New Call/Dialing" and "Calling" screens.	Disable unused or non-essential features that use TLS protocol or are computationally intensive. Substitute audio codecs that use less memory and processing.
User Interface Configuration	VOICE-68146	Incoming caller ID occasionally shows unknown when unknown when <code>voIpProt.SIP.CID.request.sourceSipMessage="ACK"</code>	Remove configuration <code>voIpProt.SIP.CID.request.sourceSipMessage="ACK"</code> and Caller ID will be available while call is offering but may not be optimal after call is answered.

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 using 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.
- [Poly Lens](#) enables better collaboration for every user in every workspace. It is designed to spotlight the health and efficiency of your spaces and devices by providing actionable insights and simplifying device management.
- With [Poly+](#) you get exclusive premium features, insights, and management tools necessary to keep employee devices up, running, and ready for action.

Privacy Policy

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