



## Release Notes: SoundPoint IP - SIP

### Software Revision

These release notes cover Polycom's SoundPoint IP - SIP version 1.3.0 released to Beta June 6 and 1.3.1 released August 3, 2004. V1.3.0 should not be used in production environments employing the *Shared Call Appearance* feature due to issues found during the Beta test cycle.

### Document Revision

These release notes may be updated during the life of this release as any issues are reported. This document was last updated August 3, 2004.

### Hardware Support

This release of software is compatible with the following SoundPoint IP products:

- SoundPoint IP 300
- SoundPoint IP 500
- SoundPoint IP 600

### BootRom Requirements

Platform	Boot Rom Version
SoundPoint IP 300	2.5.0 or greater
SoundPoint IP 500	2.5.0 or greater
SoundPoint IP 600	2.3.0 or greater

The most current *bootrom.ld* file is available on the Polycom Resource Network (<http://extranet.polycom.com/>) to authorized resellers.

### 3rd Party Support

The following is a list of Certified Polycom Partners who support this release of SIP software. Additional Partners will be added as they complete their testing.

- BroadSoft BroadWorks R10 and R11  
BroadSoft Partner Configuration Guide for Polycom is available to authorized Broadsoft partners at <http://extranet.broadsoft.com>



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### Resolved Issues

The following issues have been resolved in this release:

ID	Issue
4329	Phone doesn't always reboot after "Reset to Factory Default"
5066	Presence has limitations if shared lines used
5244	Assignment of speed dial function to hard key does not work
5379	Presence status mismatch with Windows MSM 5.0
5383	No message displayed when phone sends Instant Message to Windows Messenger 5.0
5540	Phone doesn't interoperate with SIPURA2000 (audio port opened too late)
5868	DHCP Menu, Server Menu titles changed when arrow key pressed
5876	Remote hold user interface has soft keys which do nothing
5984	Stale icons left on screen after muted call
6035	Phone plays Priority Alert when it is not configured
6042	Audio Diagnostics screen not modified correctly for in-call status
6054	Problems with exiting from Audio Diagnostics screen
6073	Calls on unregistered lines cannot be disabled
6100	Call List disabling feature does not work as expected
6101	Ring tone sample plays when volume +/- keys pressed in Ring Type menu
6122	Phone does not attempt to download <mac>-phone.cfg
6222	<mac>-phone.cfg file can be saved with illegal ASCII characters in attribute name
6223	Cannot reset user settings when <mac>-phone.cfg file is corrupt
6287	Multiple 180 responses are ignored
6292	Network Settings accessible from the menu allow the user to set an invalid BootSrv Option.
6317	The phone does not build route set in 18x response
6332	Network Statistics display shows PC port as active when it isn't
6368	Contact entry with 32-digit contact number cannot be edited or deleted
6395	Transport parameter in the contact header ignored
6401	Ampersand in directory entry breaks directory load on boot
6404	Incorrect default values used if less than two codecs configured
6452	Delete key does not always delete the first character if it is alphabetic
6753	Forward does not work with Live Communications Server
6755	Phone does not return to idle screen after transfer in some cases
6777	Phone does not treat 0.0.0.0 as a substitute for NULL for outbound proxy
6883	Headset path cannot be tested using audio diagnostics
7018	Dutch "am/pm" translation has missing characters
7136	Response transport does not always follow the Via
7151	Phone takes about 18 minutes to start with misconfigured DNS server
7166	Directory contact related features do not work with some servers
7172	The call-info expiry is not honored
7200	Large directory can cause phone to take 10 minutes to start
7248	Disabling Forward configuration does not remove interface (Forward soft key)
7359	Line icon doesn't reappear after logging out from ACD
7385	jitterBufferMin parameter cannot be set lower than 40ms



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7482	Call cannot be parked from second call appearance
7484	URL dialing from Call Logs doesn't work
7506	Phone cannot monitor Windows Messenger's status
7520	'A' records are cached improperly if SRV is not attempted
7529	UPDATE method is assumed supported when Allow is missing
7557	The phone stops the call when 501 received for UPDATE
7570	Voice Mail cannot be accessed with standard IP 300 user interface
7571	Mute LED can turn off after Registration event on IP 300 and IP500
7603	Directory file can be saved with contacts outside of <item_list> element
7658	ACD login timed out automatically
7702	Call Waiting calls block outgoing DTMF signaling
7834	Number of default SIP stack log entries has been reduced
7835	Re-registration takes place too soon after a failed registration
7837	Phone can send NOTIFY with wrong x-line-id value
7878	Phone should not honor the NOTIFY state change if a call is in the Alerting state
7882	Ring Type settings can apply to the wrong line after a reboot
8011	Addresses returned by SRV lookups can be used out of order
8168	SIP stack does handle CSeq higher than 7fffffff hex
8172	A re-SUBSCRIBE can send the wrong request-URI

## Features Added

The following features have been added in this release:

ID	Issue	Administrator Guide Reference Section
3724	Added support for true blind transfer	3.2.3
3767	Added graphical private label feature	4.6.1.15
4395	Added support for SIP-based bridged line appearances	3.1.21
4443	Added support for an XHTML MicroBrowser	3.7.1
5345	Added ability to disable Call Lists individually	3.1.1
5386	Added recognition of Instant Message from Windows Messenger 5.0	5.2.4
5698	Added custom call-progress tones to country-specific selection	4.6.1.1.3
5834	Added new date formats	4.6.1.1.2
5846	Added support for directed call pick-up	3.2.6
5849	Added support for group call pick-up	3.2.7
5855	Added support for call park/retrieve	3.2.8
5897	Added support for centralized conferencing	3.2.4
5914	Added support for remote missed call notification	4.6.3.2.3
5916	Added support for server-based last call return	3.2.9
5917	Added support for ACD login/logout	3.6.3
5919	Added support for basic SIMPLE presence	5.2.4



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5920	Added support for ACD agent available/unavailable	3.6.4
5926	Added support for 484 Address Incomplete response	4.1.4.4
5993	Added support for draft-ietf-sipping-dialog-package-03.txt	5.2.1
6270	Added support for new MWI draft – draft-ietf-sipping-mwi-04.txt	5.2.1
6275	Added SNTP synchronization retry mechanism	
6329	Added interoperability support for Windows Messenger 5.0	5.2.4
6738	Added configuration option to turn on/off time/date locally	4.6.1.2
6850	Changed fail-over behavior when using static server list	4.6.2.1.2
6851	Changed registration status feedback to no longer fake registered status in certain situations	
6852	Added allowing number dialing when not registered	4.6.1.21
6856	Added using ICMP feedback to enhance fail-over performance	3.6.5
6972	Changed all time formats to "AM/PM" instead of "a.m./p.m."	
7009	Added support for sending compact headers	
7274	Changed custom configurable ring types to use non-default ringers and call-waiting tones	
7044	Changed default date format after reboot	
7129	Created new icons for new ACD features	
7357	Added ACD softkeys	
7452	Added line indicator animation for ACD logged-out state	
7558	Added making session timer optional	4.6.2.1.2
7574	Added all essential SIP configuration items to local menus	
7591	Added making Windows Messenger 5.0 support optional	
7747	Made auto call appearance focus change part of call waiting optional	
7881	Changed local menu configuration overrides to use line number rather than address as identifier	
7945	Added support for user=phone in response and request	
7967	Added configurable '+' global prefix character to E.164 user parts in sip: URIs	

## Features Removed

ID	Summary
6069	Removed call progress tone selection from user setup domain
7028	Removed duplicate configuration parameters from phone1.cfg file
7344	DND and other volatile parameters are no longer saved in flash

## Upgrading from Version 1.2.0 to 1.3.0

This section lists the changes that should be made to configuration files when using the centralized (boot server) provisioning model. For general guidelines, see the Updating and Rebooting information in Section 4.3 of the Administrator Guide.



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### *Mandatory Changes*

#### **Mandatory Changes**

- **Hold**  
The default value for `volpProt.SIP.useRFC2543hold` in `sip.cfg` has changed from 0 to 1. Set this to whatever is required.
- **User Preferences Removed from phone1.cfg**  
`up.headsetMode`, `up.useDirectoryNames`, `up.oneTouchVoiceMail` have been removed from `phone1.cfg`. They are still in `ipmid.cfg`.
- **Call Progress Tones in User Menu**  
If it is necessary to have a Call Progress Tones option in the Settings Menu on the phone, this feature must be explicitly enabled in `ipmid.cfg`. The parameters are `feature.10.name="cpt-settings"`, `feature.10.enabled="1"` (default = "0").
- **Customized Ring Types**  
If customized ring types have been configured in SIP 1.2.0 using `se.rt.[8,9,10,11].ringer` and `se.rt.[8,9,10,11].callWait`, note that these values have been changed in `ipmid.cfg` in SIP 1.3.0.

#### **Optional Changes**

- **Global '+' Prefix Support**  
Adding a global '+' prefix character to E.164 user parts in sip: URIs can be turned on by setting `volpProt.SIP.requestURI.E164.addGlobalPrefix` to 1 in `sip.cfg`.
- **MicroBrowser**  
The MicroBrowser feature is available on IP 600 phones only. It is configured in `ipmid.cfg`. The proxy used by the MicroBrowser is specified by the `mb.proxy` parameter. The home address used when the Services function key is pressed is specified by the `mb.main.home` parameter. The home address used for the optional Idle Display MicroBrowser is specified by the `mb.idleDisplay.home` parameter, with a refresh time specified by `mb.idleDisplay.refresh`. It should not be necessary to change the `mb.limits.nodes` and `mb.limits.cache` parameters. Note that if the Idle Display MicroBrowser is enabled by specifying a home address, this will replace the Idle Display specified in the "indicators" section of `ipmid.cfg`.
- **Idle Display Customized Animation**  
An Idle Display animation can be displayed. This can be customized. Note that if the Idle Display MicroBrowser is enabled, it will replace the Idle



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Display animation. The Idle Display animation is enabled using the `ind.idleDisplay.enabled` parameter. The animation can be customized by editing the existing animation or adding a new one. This is configured in the same way as other animations.

- **Send Short Form SIP Headers**

SIP 1.2.0 supported receiving short form and long form SIP headers but all SIP headers sent by the phone used long form. SIP 1.3.0 allows short form to be used when sending SIP headers. To enable this, the new `volpProt.SIP.sendCompHdrs` parameter in `sip.cfg` must be set to 1.
- **Centralized Conference**

Instead of using the phone's local resources to create a conference of three participants, the phone can be configured to use a centralized conferencing service. The address to use for this service is specified by `volpProt.SIP.conference.address` in `sip.cfg`. If this is specified, no local conferencing will be done.
- **Bridged Lines**

The phone can support bridged lines as well as private lines. Bridged lines must be configured on a SIP server and also on the phone. The `reg.x.thirdPartyName` parameter in `phone1.cfg` is used to configure bridged lines. See the Administrator Guide for details.
- **Configuring Missed Calls**

The phone can be configured to recognize all missed-call events or only those sent by a SIP server. This will affect the "missed calls" counter on the display. The parameters to control this are `call.serverMissedCall.x.enabled` in `phone1.cfg`.
- **Disable Individual Call Lists**

Call Lists can now be turned on and off individually, as well as globally. The new parameters to control individual settings are in the "feature" section of `ipmid.cfg`.
- **Disable URL Dialing**

URL Dialing can be enabled or disabled. This is controlled by the "url-dialing" parameter in the "feature" section of `ipmid.cfg`.
- **Call Park**

Calls can be parked if this feature is supported by the SIP server. To turn on the feature on the phone, the "call-park" parameter in the "feature" section of `ipmid.cfg` should be enabled.
- **Group Call Pickup**

Group call pickup can be implemented if this feature is supported by the



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SIP server. To turn on the feature on the phone, the "group-call-pickup" parameter in the "feature" section of ipmid.cfg should be enabled.

- Directed Call Pickup**  
 Directed call pickup can be implemented if this feature is supported by the SIP server. To turn on the feature on the phone, the "directed-call-pickup" parameter in the "feature" section of ipmid.cfg should be enabled.
- Last Call Return Support**  
 Last Call Return can be implemented if this feature is supported by the SIP server. To turn on the feature on the phone, the "last-call-return" parameter in the "feature" section of ipmid.cfg should be enabled. The string which should be sent to the SIP server when this feature is activated is set in the call.lastCallReturnString parameter in ipmid.cfg.
- ACD Support**  
 ACD Support can be implemented if this feature is supported by the SIP server. The ACD login/logout or checkin/checkout feature is turned on using the "acd-login-logout" parameter in the "feature" section of ipmid.cfg and also by turning on reg.x.acd-login-logout for each ACD registration in phone1.cfg. The ACD agent availability feature is turned on using the "acd-agent-availability" parameter in the "feature" section of ipmid.cfg and also by turning on reg.x.acd-agent-available for each ACD registration in phone1.cfg. For this release, all ACD parameters must be enabled at the same time i.e. ACD login-logout and ACD agent-availability in ipmid.cfg and for each ACD registration in phone1.cfg.

### Configuration File Change Details

File	Action	Parameter	Description
ipmid	added	bitmap.IP_300.x.name	Additional fields to support the IP 300 platform.
ipmid	added	bitmap.IP_500.62.name, bitmap.IP_500.63.name, bitmap.IP_500.64.name	Additional fields to support new features on the IP 500 platform.
ipmid	added	bitmap.IP_600.66.name, bitmap.IP_600.67.name, bitmap.IP_600.68.name,	Additional fields to support new features on the IP 600 platform.
ipmid	added	call.callWaiting.prompt	If set to 1, an incoming call received when another call is active will not change the User Interface focus (call appearance and soft keys). Default = 0.
ipmid	added	call.lastCallReturnString	String sent to server when "last call return" is activated.





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File	Action	Parameter	Description
ipmid	added	feature.6.name="calllist-received" feature.6.enabled="1" feature.7.name="calllist-placed" feature.7.enabled="1" feature.8.name="calllist-missed" feature.8.enabled="1" feature.9.name="url-dialing" feature.9.enabled="1" feature.10.name="cpt-settings" feature.10.enabled="0" feature.11.name="call-park" feature.11.enabled="0" feature.12.name="group-call-pickup" feature.12.enabled="0" feature.13.name="directed-call-pickup" feature.13.enabled="0" feature.14.name="last-call-return" feature.14.enabled="0" feature.15.name="acd-login-logout" feature.15.enabled="0" feature.16.name="acd-agent-availability" feature.16.enabled="0"	Feature flags for new features.
ipmid	added	ind.anim.IP_300.x.frame.y.bitmap, ind.anim.IP_300.x.frame.y.duration	Additional fields to support the IP 300 platform.
ipmid	added	ind.anim.IP_500.40, 41, 42, 43, 44.frame.y.bitmap, ind.anim.IP_500.40, 41, 42, 43, 44.frame.y.duration	Additional fields to support new features on the IP 500 platform.
ipmid	added	ind.anim.IP_600.39, 40, 41, 42, 43.frame.y.bitmap, ind.anim.IP_600.39, 40, 41, 42, 43.frame.y.duration	Additional fields to support new features on the IP 600 platform.
ipmid	added	ind.class.2.state.30, 31, 32, 33.index	Additional fields to support new features.
ipmid	added	ind.class.8.state.3.index	Additional field to support new features.
ipmid	added	ind.gi.IP_300.x.index, ind.gi.IP_300.x.class, ind.gi.IP_300.x.physX, ind.gi.IP_300.x.physY, ind.gi.IP_300.x.physW, ind.gi.IP_300.x.physH	Additional fields to support the IP 300 platform.
ipmid	added	log.level.change.mb log.level.change.ib	Additional log level control parameters for new modules.



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File	Action	Parameter	Description
ipmid	added	mb.proxy mb.idleDisplay.home mb.idleDisplay.refresh mb.main.home mb.limits.nodes mb.limits.cache	Parameters to control microbrowser on IP 600. mb.proxy determines proxy to use, can be Null or <address>:<port>. mb.idleDisplay.home specifies fully formed URL for idle display microbrowser home-page. mb.idleDisplay.refresh specifies idle display refresh time in seconds, 0 = don't refresh. mb.main.home specifies fully formed URL for microbrowser feature. mb.limits.nodes limits the number of tags the xml parser will handle, default=256. mb.limits.cache limits total size of objects downloaded for each page in bytes, default=200k.
ipmid	added	up.localClockEnabled	Turns idle display date and time on and off.
ipmid	added	voice.gain.rx.analog.chassis.IP300, voice.gain.rx.analog.ringer.IP300	Additional fields to support the IP 300 platform.
ipmid	changed	attributes under the "Animations" tag	ACD-related fields have been changed. Update this whole section.
ipmid	changed	attributes under the "bitmaps" tag	Various fields have been changed. Update this whole section.
ipmid	changed	attributes under the "bitmaps" tag	ACD-related fields have been changed. Update this whole section.
ipmid	changed	attributes under the "indicators" tag	Various fields have been changed. Update this whole section.
ipmid	changed	lcl.datetime.date.format	Changed from "D,dM" to "D,Md"
ipmid	changed	lcl.datetime.date.longFormat	Changed from 0 to 1
ipmid	changed	lcl.datetime.date.xxx	Changed default values.
ipmid	changed	se.rt.8/9/10/11.ringer, se.rt.8/9/10/11.callWait	Changed default values.
phone 1	added	call.serverMissedCall.x.enabled	If set to 0, all missed-call events will increment the counter. If set to 1, only missed-call events sent by the server will increment the counter.
phone 1	added	reg.x.acd-login-logout, reg.x.acd-agent-available	If both are set to 1 for registration 'x', the ACD feature will be enabled for that registration.
phone 1	added	reg.x.thirdPartyName	This field must match reg.x.address of the user you wish to have a Bridged Line with, reg.x.type is ignored if reg.x.thirdPartyName is not empty.
phone 1	removed	up.headsetMode, up.useDirectoryNames, up.oneTouchVoiceMail	Duplicated in ipmid.cfg



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File	Action	Parameter	Description
sip	added	volpProt.SIP.conference.address	If Null, conferences are set up on the phone locally. If set to some value, conferences are set up by the server using the conferencing agent specified by this address. The acceptable values depend on the conferencing server implementation policy.
sip	added	volpProt.SIP.requestURI.E164.addGlobalPrefix	If set to 1, '+' global prefix is added to E.164 user parts in sip: URIs. Default = 0.
sip	added	volpProt.SIP.sendCompactHdrs	If set to 1, SIP headers generated by the phone use the short form.
sip	changed	volpProt.SIP.useRFC2543hold	changed from "0" to "1"

### Known issues

The following problems are known to exist and will be addressed in a future SW Release:

ID	Issue	Workaround
1931	URL dialed calls in received and missed call lists can't be redialed	None
4310	No QoS support for signaling protocol (TCP)	The default QOS parameters will still be used for TCP signaling packets, and these may be specified in the ipmid.cfg configuration file
4908	Directory size limit does not work	Directory size should not exceed 100kBytes
5009	Only one leg of conference has audio if two other channels on Hold	Release calls on Hold before initiating a conference
5020	A maximum of 12 channels can be in use at once	Don't have more than 11 calls or 5 conferences on Hold at a time
5085	Cannot answer an incoming call while directory is being saved	None
5521	While in a menu, a quick handset on/off hook leaves the phone in an incorrect state	None
5723	Rapidly pressing termination button confuses call appearance	None
5752	Pacifier tones are buffered when calling Voice Mail	None
7003	<mac>-phone.cfg file can be saved as non-well-formed XML - excluded Unicode in attribute name	Don't use excluded Unicode characters in registration's user ID string
7521	Transfer from a shared line can be interrupted (other end of shared line can pick up call before Transfer completes)	None
7838	Incoming call to shared line which is remotely active cannot be answered	None
7839	While in a call, handsfree indicator turns off upon receiving Subscribe	None



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7974	A remote call on a shared line cannot be retrieved if a second line is active	None
8194	Presence Status may fail to update for 30min when transitioning from "Away" to "Online"	None

### Distribution

The following files constitute the 1.3.1 distribution of the SoundPoint IP SIP application. For centrally provisioned systems, copy these files to the boot server, maintaining the folder hierarchy present in the zip file. Some of the configuration files must be modified. Refer to the *SoundPoint IP SIP Administrator Guide* for details. This document can be downloaded from the Polycom Resource Network (<http://extranet.polycom.com/>) by authorized resellers.

Files	Description
sip.ld	SIP application executable (App Version 1.3.1.0056)
ipmid.cfg	Core configuration file
sip.cfg	Main SIP configuration file
phone1.cfg	Example per-phone SIP configuration
000000000000.cfg	Example master configuration file
000000000000-directory~.xml	Example per-phone local contact directory XML file (edit and then remove '~' from name to seed phones which have no directory)
SoundPointIP-dictionary.xml	Dictionary files for multilingual support included: Chinese, China (for IP 600 only) Danish, Denmark Dutch, Netherlands English, Canada English, United Kingdom English, United States French, France German, Germany Italian, Italy Norwegian, Norway Japanese, Japan (for IP 600 only) Korean, Korea (for IP 600 only) Portuguese, Portugal Russian, Russia Spanish, Spain Swedish, Sweden
SoundPointIPWelcome.wav	Start up welcome sound effect