



SoundStation Duo™ Release Notes

Polycom® UC Software 4.0.0 Rev E

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General

These release notes apply chiefly to Polycom® UC Software (UCS) 4.0.0 Rev E (version 4.0.0.26884). Note that UC Software 4.0.0 Rev E will support SoundStation Duo phones only. For a complete guide to UC Software 4.0.0 Rev E, see the SoundStation Duo Addendum in the [Polycom® UC Software Administrator's Guide 4.0.0 Rev C](#).

The Polycom UC Software 4.0.0 Rev E Release Notes contain the following sections:

- **Important Notes and Considerations in UC Software 4.0.0 Rev E** You will need to read this section in order to understand how the changes in UCS 4.0.0 affect Polycom hardware and deployment and configuration of the software.
- **Known Issues and Suggested Workarounds** This section lists existing known issues and suggests workarounds if available.
- **Reference Documents** This section lists all documents relevant to these release notes.

Important Notes and Considerations in UC Software 4.0.0 Rev E

This section contains important notes on Polycom hardware and software, including phone platform features and licenses.

SIP Platform Compatibility

SoundStation Duo and UC Software 4.0.0 Rev E are expected to support the same call servers as other Polycom SoundPoint IP and SoundStation IP phones running previously released UCS versions. At the time of the release of this document, testing and certification with several SIP call servers was still ongoing.



Note: SIP Call Server Platform Compatibility

For details on SIP call server platform compatibility for SoundStation Duo and IP, refer to [SoundStation IP Platform Compatibility](#).

Downgrading from UC Software 4.0.0 Rev E

SoundStation Duo requires UCS 4.0.0 Rev E or higher and CANNOT BE DOWNGRADED TO EARLIER UC/SIP SOFTWARE OR BOOTROM SOFTWARE.

Country Specific Considerations

Japan:

- Japanese Caller ID standard (V23 FSK) is not supported
- Cell Phone mode (2.5mm port) is not supported

Understanding Phone Platform Features and Licenses

Dual-Mode Operation

SoundStation Duo supports connectivity with SIP and circuit switched lines. The phone operates in one mode at a time even when both lines are connected and properly configured. Only incoming calls for the selected line mode will be signaled.

Automatic Failover from SIP to PSTN Mode and Failback

SoundStation Duo is set to 'Auto' mode by default and features an automatic failover from the SIP to the circuit switched line in the rare event that the connectivity with the SIP server is interrupted. The AC power supply must be connected to the Power Injection Module (PIM) first before connecting the Power over Ethernet (PoE) source to ensure uninterrupted operation.

When the connectivity with the SIP server is reestablished the phone will failback automatically from the circuit switched line to SIP as soon as an ongoing has ended. The phone will only reboot if it has been assigned a new IP address from the DHCP server.

**Note: Automatic Failover/Failback Operation**

For details on how to ensure proper failover/failback operation, refer to the [Polycom UC Software Administrator's Guide \(Rev C\)](#), available from the SoundStation Duo Support Web page.

Productivity Suite

UC Software 4.0.0 Rev E supports the Productivity Suite, which includes features such as a Corporate Directory and Visual Conference Management. UC Software 4.0.0 Rev E automatically enables the Productivity Suite; no license is required. The Voice Quality Monitoring (VQMon) feature will continue to be a licensed and paid product.

Refer to the following table for a complete list of Productivity Suite features available with UC Software 4.0.0 Rev E for SoundStation Duo. The table indicates if a feature is not supported (No), a feature is supported without a license (Yes), or a Productivity License is required to enable a feature.

Table 1: SoundStation Duo Features and Licenses

Feature	SoundStation Duo
VQMon	Productivity License
LDAP Directory	Yes
Call Recording	No
Conference Management	Yes
4-way local conference	No
Electronic Hookswitch	No
Enhanced Feature Keys	No
Customizable UI Background	No
Local SRTP Conference	Yes
Asian Language	Yes
Configurable Soft keys	No
XML API	Yes
Enhanced BLF	No
Warning Field Display	Yes
H.323 Video	No

Known Issues and Suggested Workarounds

The following issues specific to SoundStation Duo will be addressed in a subsequent release.

- 66251** British Telecom Caller ID type not correctly supported.
No workaround is currently available.
- 69882** In 'PSTN only' mode a received call is not recorded in the 'Received Calls' list when disconnected
No workaround is currently available.
- 69883** In 'PSTN only' mode an incoming call is not recorded in the 'Missed Calls' list when not answered.
No workaround is currently available.
- 71038** Ring back sound has some minor 'buzzing'.
No workaround is currently available.
- 71477** Phone cannot connect to the Polycom hosted Download Server from behind a proxy.
Use a provisioning server to upgrade phones.
- 71511** In the Web Configuration Utility, the notification pop-up about a failed Software Download request cannot be moved (only closed).
Resize browser window in order to 'move' pop-up.
- 72226** PBX analog line testing causes phone to ring.
Run the line testing only during off-hours, disable line testing for the line or set the test voltage to 25Vrms or less and duration less than 100ms
- 72961** Bellcore Caller ID detection in PSTN mode is limited in locations which have a long line length to the central office and do not use a PBX system.
No workaround is currently available.
- 73054** Call appearances not displayed correctly when pressing 'New Call' soft key while an incoming call is presented.
Reject incoming call before initiating a 'New Call'.
- 73447** In PSTN mode, the phone repeatedly issues sound effects and the voice-mail icon (envelope) appears on the status line if the SIP line is registered and voice-mail is configured for this line.
Delete all SIP registration information when used in 'PSTN only' mode.
- 73459** User Profile feature is not fully supported with SoundStation Duo. Intensive feature use may cause the phone to reboot.
No workaround is currently available.
- 73510** Help text in the Web Configuration Utility is displayed in English only.
Help text of any of the currently 19 supported languages can be applied using a provisioning server. In a future release, help text in a 2nd language (aside from the default language English) can be downloaded and displayed on demand from the Polycom hosted or a Custom Download server.

- 73615** Web Configuration Utility does not notify the user of unsupported codec combination: when iLBC is selected as the voice codec G.726QI cannot be used as the voice codec for 'push-to-talk.' *No workaround is currently available.*
- 73697** PSTN flash hook operation using country settings 'France' and 'Singapore' may not work. *Manually set 'Flash Timing' to preferred value from*
- a) *Phone's menu: 'Menu' / 3 / 2 / Admin password (default: 456) / 3*
 - b) *Web Configuration Utility: Settings / PSTN Settings*
 - c) *Choose 300ms for France and 600ms for Singapore*

Reference Documents

This section lists all documents referred to in these release notes as well as other relevant documents.

Administrators' Guides

[*Polycom UC Software Administrator's Guide \(Rev C\)*](#)

Technical Bulletins, Quick Tips, White Papers, and Engineering Advisories

[*UC Software Provisioning Best Practices \(White Paper 60806\)*](#)

[*Engineering Advisory 68081: Announcing New Polycom® UC Software Installation Changes*](#)

[*Upgrading Phones with the Software Upgrade Tool \(Feature Profile 67993\)*](#)

User Guides

[*Quick Start Guide for SoundStation Duo*](#)

[*Quick User Guide for SoundStation Duo*](#)

[*User Guide for SoundStation Duo*](#)

[*Polycom Web Configuration Utility User Guide*](#)

Miscellaneous

[*SIP/UCS Downloads Matrix*](#)