

Polycom HDA50

Polycom announces a new release of the Polycom HDA50 IP headset adapter. This document provides the latest information about the HDA50 software.

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Product Overview

Polycom HDA50 is a VoIP adapter for USB headsets. It offers audio reliability in instances when you prefer to use a soft client for call management and control. Like a desk phone, it ensures that audio traffic can be separated and prioritized.

You can manage the configuration and network interaction on the device, the native device web portal, or the PDMS-SP portal at <https://www1.obitalk.com>.



Polycom HDA50

General Features

HDA50 provides the following features and capabilities:

- Optimized for Plantronics USB headsets. Also works with third-party USB HID class headsets
- SIP Service Provider support for as many as four SIP accounts

Administrative Features and Capabilities

HDA50 provides the following administrative features and capabilities:

- Remote access for managing standalone systems at <https://www1.obitalk.com>
- Provisioning with the PDMS-SP interface to support single system, small business, and large multi-site enterprise deployments
- Industry-standard security techniques, including 802.1X authentication
- High-quality voice encoding using G.711, G.722, G.729, Opus, and iLBC algorithms
- Configurable to work with any SIP-compliant internet telephony service

Security Updates

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

Version History

The following table lists the release history for HDA50 software.

Version History

<i>Software Version</i>	<i>Release Date</i>	<i>Description</i>
3.3.0	August 2019	Initial release for Polycom HDA50 software

Known Issues

The following table lists all known issues and suggested workarounds for HDA50 software.

Known Issues

<i>Category</i>	<i>Issue ID</i>	<i>Description</i>	<i>Workaround</i>
Call Controls	EN-124808	HDA50 does not support redial on headsets.	None.
Display	EN-127851	Pressing the mute button on headsets does not display mute status on the PC screen.	None.

Products Tested in This Release

Polycom HDA50 IP headset adapters are tested extensively with a wide range of products. The following list is not a complete inventory of compatible equipment. It simply indicates the products that have been tested for compatibility with this release.

Polycom strives to support any system that is standards-compliant, and investigates reports of Polycom systems that are not interoperable with other vendor systems.



Polycom recommends that you upgrade all of your Polycom systems with the latest software versions. Any compatibility issues may already have been addressed by software updates. Go to [PolycomService/support/us/support/service_policies.html](https://polycomservice.com/support/us/support/service_policies.html) to see the current Polycom Interoperability Matrix.

- Plantronics Savi 400 Series Headsets
- Plantronics Blackwire 3200 Headset
- Plantronics Blackwire C5220T Headset
- Plantronics EncorePro 520D Headset
- Plantronics EncorePro 540 Headset
- Plantronics Voyager Focus Headset

Get Help

For more information about installing, configuring, and administering Polycom products, refer to [Polycom Support](#).

For information about Polycom partner solutions, see [Polycom Global Strategic Partner Solutions](#).

The Polycom Community

The [Polycom Community](#) gives you access to the latest developer and support information. Participate in discussion forums to share ideas and solve problems with your colleagues. To register with the Polycom Community, create a Polycom online account. When logged in, you can access Polycom support personnel and participate in developer and support forums to find the latest information on hardware, software, and partner solutions topics.

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Patent Information

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