

Polycom UC Software 4.0.15

For Polycom SoundPoint IP Desktop Phones, Polycom SoundStation IP Conference Phones, Polycom SoundStation Duo Conference Phones, Polycom VVX 500 and 1500 Business Media Phones, and Polycom SoundStructure VoIP Interface Phones

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What's New in Release 4.0.15

Polycom Unified Communications (UC) Software 4.0.15 is a maintenance release for OpenSIP deployments. These release notes provide important information on software updates, phone features, and known issues.

OpenSSL Upgrade

OpenSSL has been upgraded from version 1.0.2j to version 1.0.2q for all Polycom VVX business media phones, SoundPoint IP phones, and SoundStation IP phones, except Polycom SoundStation IP 7000 conference phones.

Added Support for Certificates from QuoVadis Limited

The following Root CAs have been added to Polycom UCS firmware:

- QuoVadis Root CA 2
- QuoVadis Global SSL ICA G2

Features and Licenses

Polycom UC Software supports the following phone features and licenses.

Productivity Suite Features and Licenses

As of release 4.0.0, Polycom UC software supports the Productivity Suite, which includes features such as a corporate directory, visual conference management, USB call recording, Polycom Desktop Connector, and Exchange Calendar.

Upgrading to the current Polycom UC software automatically enables the Productivity Suite; no license is required. The Voice Quality Monitoring (VQMon) feature continues to be a licensed and paid product.



For customers using versions of Polycom UC software prior to 4.0.0, Polycom provides a site license for all features in the Productivity Suite, except for the VQMon feature.

To obtain a license for the VQMon feature:

- 1 Go to [Polycom Voice Applications](#).
- 2 Select the **Application Downloads** tab and choose **Download a Non VQMon SITE License**.

You can also find a trial license for the VQMon feature that enables you access to the feature for a limited time.

Phone Features and Licenses

Polycom UC software 4.0.15 supports a range of features that are available on Polycom SoundPoint IP conference phones, Polycom SoundStation conference phones, Polycom VVX business media phones, and Polycom SoundStructure VoIP interface phones. The features and licenses required to operate the phones vary by phone model.

Refer to the [Polycom SoundPoint IP Desktop Phone Features and Licenses](#) table or the [Polycom SoundStation Conference Phone, Polycom VVX Business Media Phone, and Polycom SoundStructure VoIP Interface Phone Features and Licenses](#) table to find out which phone features and licenses you require for your phone model.

The following table describes features available for each phone and indicates whether a feature license is required.

- No indicates that a phone doesn't support a feature.
- Yes indicates that a phone supports a feature and no license is required.
- Yes* indicates that the phone requires you to purchase a feature license from Polycom to support a feature.

Polycom SoundPoint IP Desktop Phone Features and Licenses

Feature	Polycom SoundPoint IP Desktop Phone 321/331/335	Polycom SoundPoint IP Desktop Phone 450/550/560	Polycom SoundPoint IP Desktop Phone 650/670
4-way local conference	No	Yes	Yes
Asian languages	Chinese only	Yes	Yes
Call recording	No	No	Yes
Conference management	No	Yes	Yes
Configurable softkeys	Yes	Yes	Yes
Customizable UI background	No	Yes	Yes
Electronic hookswitch	Yes	Yes	Yes
Enhanced BLF	No	Yes	Yes
Enhanced feature keys	Yes	Yes	Yes
H.323 video	No	No	No

Feature	Polycom SoundPoint IP Desktop Phone 321/331/335	Polycom SoundPoint IP Desktop Phone 450/550/560	Polycom SoundPoint IP Desktop Phone 650/670
VQMon	Yes*	Yes*	Yes*

Polycom SoundStation Conference Phone, Polycom VVX Business Media Phone, and Polycom SoundStructure VoIP Interface Phone Features and Licenses

Feature	Polycom SoundPoint IP 5000 Conference Phone	Polycom SoundStation IP 6000 Conference Phone	Polycom SoundStation IP 7000 Conference Phone	Polycom SoundStation Duo Conference Phone	Polycom VVX 1500 Business Media Phone	Polycom VVX 500 Business Media Phone	Polycom SoundStructure VoIP Interface Phone
Asian languages	Yes	Yes	Yes	Yes	Yes	Yes	No
Conference management	No	No	Yes	Yes	Yes	Yes	No
Customizable UI background	No	No	No	No	Yes	Yes	No
Electronic hookswitch	No	No	No	No	Yes	Yes	No
Enhanced BLF	No	No	No	No	No	Yes	No
Enhanced feature keys	No	No	Yes*	No	Yes	Yes	No
H.323 video	No	No	No	No	Yes*	No	No
Local call recording	No	No	No	No	Yes	Yes	No
Pinyin character entry	No	No	No	No	Yes*	No	No
VQMon	Yes*	No	No	Yes*	Yes	Yes	No

Security Updates

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

Installation

Consider the following installation and update information when using Polycom UC software 4.0.15.

Download the Distribution Files

To download Polycom UC software 4.0.15, 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, enabling you to choose provisioning software for your phone model and maintain software versions for each model in the same root directory.

For general use, Polycom 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 [Understand the Combined ZIP and Split ZIP Files](#). If you provision your phones centrally using configuration files, download the corresponding resource file and extract the configuration files to the provisioning server, maintaining the folder hierarchy in the ZIP file.

The current build ID for the sip.id and resource files is 4.0.15.1009 rts22.

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 ZIP and Split ZIP Files

Distributed Files	File Purpose and Application	Combined	Split
2345-12360-001.sip.id	SIP application executable for Polycom SoundStation IP 321 conference phones	No	Yes
2345-12365-001.sip.id	SIP application executable for Polycom SoundStation IP 331 conference phones	No	Yes
2345-12375-001.sip.id	SIP application executable for Polycom SoundStation IP 335 conference phones	No	Yes
2345-12450-001.sip.id	SIP application executable for Polycom SoundStation IP 450 conference phones	No	Yes
2345-12500-001.sip.id	SIP application executable for Polycom SoundStation IP 550 conference phones	No	Yes
2345-12560-001.sip.id	SIP application executable for Polycom SoundStation IP 560 conference phones	No	Yes

Distributed Files	File Purpose and Application	Combined	Split
2345-12600-001.sip.ld	SIP application executable for Polycom SoundStation IP 650 conference phones	No	Yes
2345-12670-001.sip.ld	SIP application executable for Polycom SoundStation IP 670 conference phones	No	Yes
3111-30900-001.sip.ld	SIP application executable for Polycom SoundStation IP 5000 conference phones	No	Yes
3111-15600-001.sip.ld	SIP application executable for Polycom SoundStation IP 6000 conference phones	No	Yes
3111-40000-001.sip.ld	SIP application executable for Polycom SoundStation IP 7000 conference phones	No	Yes
3111-19000-001.sip.ld	SIP application executable for Polycom SoundStation Duo conference phones	No	Yes
3111-44500-001.sip.ld	SIP application executable for Polycom VVX 500 business media phones	No	Yes
2345-17960-001.sip.ld	SIP application executable for Polycom VVX 1500 business media phones	No	Yes
3111-33215-001.sip.ld	SIP application executable for Polycom SoundStructure VoIP Interface phone	No	Yes
sip.ld	Concatenated SIP application executable	Yes	No
sip.ver	Text file detailing the build-identification(s) for the release.	Yes	Yes
000000000000.cfg	Master configuration template file	Yes	Yes
000000000000-directory~.xml	Local contact directory template file. To apply on a per phone basis, replace the 0s with the MAC address of the phone and remove '~' from the file name.	Yes	Yes
applications.cfg	Contains configuration parameters for microbrowser and browser applications.	Yes	Yes
features.cfg	Contains configuration parameters for telephony features.	Yes	Yes
H323.cfg	Contains configuration parameters for the H.323 signaling protocol.	Yes	Yes
reg-advanced.cfg	Contains configuration parameters for the line and call registration and advanced phone feature settings.	Yes	Yes
reg-basic.cfg	Contains configuration parameters for the line and call registration and basic phone feature settings.	Yes	Yes
region.cfg	Contains configuration parameters for regional and localization settings such as time, date and language.	Yes	Yes

Distributed Files	File Purpose and Application	Combined	Split
sip-basic.cfg	Contains configuration parameters for the VoIP server, softswitch registration.	Yes	Yes
sip-interop.cfg	Contains configuration parameters for the VoIP server, softswitch registration, and interoperability configuration.	Yes	Yes
site.cfg	Contains configuration parameters set on a per site basis.	Yes	Yes
video.cfg	Contains configuration parameters for video connectivity.	Yes	Yes
video-integration.cfg	Contains configuration parameters for Polycom SoundStation IP 7000 conference phone and Polycom HDX integration.	Yes	Yes
SoundPointIPWelcome.wav	Start-up welcome sound effect	Yes	Yes
LoudRing.wav	Loud ringer sound effect	Yes	Yes
Warble.wav	Loud ringer sound effect	Yes	Yes

Release History

This following table shows the release history of Polycom UC software 4.0.15.

Version History

Release	Release Date	Features
4.0.15	February 2020	This release has important field fixes.
4.0.14	July 2019	This release has important field fixes.
4.0.13	October 2017	This release has important field fixes.
4.0.12	June 2017	This release has important field fixes.
4.0.11 Rev K	April 2017	New software change on Polycom VVX 500 business media phones to support new LCD panel on the phones.
4.0.11	June 2016	This release has important field fixes.
4.0.10 Rev D	April 2016	This release has important field fixes.
4.0.10	January 2016	This release has important field fixes.
4.0.9	June 2015	This release has important field fixes.
4.0.8	January 2015	This release has important field fixes.

Release	Release Date	Features
4.0.7	July 2014	This release has important field fixes.
4.0.6	March 2014	Added support for the improved touchscreen driver for the VVX 500 business media phone.
4.0.5	December 2013	Added support for GENBAND directory, Global Address Book (GAB) and Personal Address Book (PAB). Added support for Multiple Appearance Directory Number-Single Call Appearance (MADN-SCA) for Shared Line Appearance scenarios.
4.0.4 Rev C	June 2013	Added corporate directory under the Directories softkey in the call transfer menu.

Language Support

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

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

Resolved Issues

The following table lists the resolved issues in the Polycom UC software 4.0.15 release.

Polycom UC Software 4.0.15 Resolved Issues

Category	Issue Number	Description
Audio	EN-130098	The Polycom SoundStation Duo conference phone has no audio when RTP type 96 is received after a 200 OK for INVITE.
Calling	EN-119377	Holding then resuming a placed call succeeds the first time, but fails with subsequent attempts.
Calling	EN-136327	Upon dialing to an anonymous user from the call list, the phone sends the acknowledgment with spaces in the SIP request-URI causing network congestion.
Configuration	EN-148917	Phones download configuration files when the NTP server is invalid.
Display	EN-85186	Some SoundStation IP 6000 & 7000 conference phones boot up with a white display.
General	EN-108053	Added support for certificates from QuoVadis Limited.
General	EN-120583	OpenSSL is upgraded from version 1.0.2j to version 1.0.2q for all Polycom VVX business media phones, SoundStation IP conference phones, SoundPoint IP desktop phones, except for Polycom SoundStation IP 7000 conference phones.
General	EN-145734	Polycom SoundStation IP 6000 conference phones freeze after 2 to 10 days.
Network	EN-149354	The SIP registration repeatedly fails over from one SBC to another.
Network	EN-113049	Phone authentication fails for the first time when using the TLS method with Polycom certificates for 802.1x authentication.
Network	EN-139579	If the provisioning server address is configured as the hostname, the URL parsing fails.
Security	EN-158099	Cross-site scripting vulnerability (XSS) exists in UCS 4.0.14 software on VVX phones, SoundPoint IP phones, and SoundStation IP phones.
Security	EN-158098	CSRF exists in UCS 5.9.1 on VVX phones, SoundStation IP phones, and SoundPoint IP phones.
Video	EN-123334	When a RealPresence Group Series system in a video call is connected to a SoundStation IP 7000 conference phone using CLINK2 and the connection is lost then restored, the SoundStation IP 7000 conference phone goes into an idle state.
Video	EN-157878	Polycom SoundStation IP 7000 conference phones with Polycom RealPresence Group Series systems receive unexpected audio from SoundStation IP 7000 conference phones during video calls.

Known Issues

The following table lists all known issues and suggested workarounds for the Polycom UC software 4.0.15 release.



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.

Polycom UC Software 4.0.15 Known Issues

Category	Issue ID	Description	Workaround
User Interface	EN-164648	The phone web configuration utility tool interface is not accessible after a Nessus security scan.	No workaround currently available.

Updates to Previous Software Releases

This section lists new, enhanced, and discontinued software features and capabilities in previous software releases.

What's New in Polycom UC Software 4.0.14

Polycom® Unified Communications (UC) Software 4.0.14 is a maintenance release for OpenSIP deployments. These release notes provide important information on software updates, phone features, and known issues.

OpenSSL Upgrade

OpenSSL has been upgraded from version 0.9.8zg to version 1.0.2j for Polycom SoundStation IP 6000 conference phones.

Certificate Enhancements

The following certificate has been added in this release.

Certificate Updates

Certificate Common Name	RSA Public Key	Signature Algorithm	Validity Period Start	Validity Period End
QuoVadis Root CA 2 G3 https://www.quovadisglobal.be/Repository/DownloadRootsAndCRL.aspx	4096 bit	sha256WithRSAEncryption	Jan 12 18:59:32 2012 GMT	Jan 12 18:59:32 2042 GMT

The following certificate has been removed in this release.

Certificate Updates

Certificate Common Name	RSA Public Key	Signature Algorithm	Validity Period Start	Validity Period End
C=US, O=VeriSign, Inc., OU=Class 1 Public Primary Certification Authority - G2, OU=(c) 1998 VeriSign, Inc. - For authorized use only, OU=VeriSign Trust Network	1024 bit	sha1WithRSAEncryption	May 18 00:00:00 1998 GMT	May 18 23:59:59 2018 GMT

Introducing the Integrated Updater Application

In Polycom UC software 4.0.x, the Updater files and the UC software files are combined in a single, integrated software package. The Updater application is new for the UC software and replaces the BootROM application incorporated into previous software versions. The name Updater applies to UC software versions 4.0.0 or later, while the name BootROM continues to be used in UC software versions earlier than 4.0.0.

Updater Version

Polycom UC software 4.0.x firmware has new updater/bootRom **Polycom UC Updater 5.0.15.0741**.



Only Polycom SoundStation IP 6000 and 7000 conference phones require manual procedure to upgrade new updater version **Polycom UC Updater 5.0.15.0741**.

Updater Version Table

Platforms	App Version	Updater/BootROM Version
IP6000 (Mirage)	4.0.15.1009	5.0.15.0741
IP7000 (Onyx)	4.0.15.1009	5.0.15.0741

Configuration File Enhancements

The following table lists configuration file enhancements that include new or changed parameters for this Polycom UC software 4.0.14 release. For more information on using configuration parameters to enable or disable features, see the *Polycom UC Software Administrator Guide* available on the [Polycom Support - Voice](#) site.

Configuration File Enhancements for Polycom UC Software 4.0.14

Template	Parameter	Permitted Values	Change Causes Restart or Reboot
device.cfg, site.cfg	sec.TLS.protocol.browser	<p>Configure the lowest TLS/SSL version to use for handshake negotiation between phone and phone browser. The phone handshake starts with the highest TLS version irrespective of the value you configure.</p> <p>TLSv1_0 (default) SSLv2v3, TLSv1_1 and TLSv1_2 The microbrowser restarts when there is a change in the browser TLS protocol or TLS cipher settings, and the last web page displayed is not restored. The permitted values for Polycom SoundStation IP 7000 conference phones are TLSv1_0 (default) SSLv2v3</p>	No
device.cfg, site.cfg	sec.TLS.protocol.ldap	<p>Configure the lowest TLS/SSL version to use for handshake negotiation between phone and Lightweight Directory Access Protocol (LDAP). The phone handshake starts with the highest TLS version irrespective of the value you configure.</p> <p>TLSv1_0 (default) SSLv2v3, TLSv1_1 and TLSv1_2 The permitted values for Polycom SoundStation 7000 conference phones are TLSv1_0 (default) SSLv2v3</p>	No
device.cfg, site.cfg	sec.TLS.protocol.sip	<p>Configure the lowest TLS/SSL version to use for handshake negotiation between phone and SIP signaling. The phone handshake starts with the highest TLS version irrespective of the value you configure.</p> <p>TLSv1_0 (default) SSLv2v3, TLSv1_1 and TLSv1_2 The permitted values for Polycom SoundStation IP 7000 conference phones are TLSv1_0 (default) SSLv2v3</p>	No

Configuration File Enhancements for Polycom UC Software 4.0.14

Template	Parameter	Permitted Values	Change Causes Restart or Reboot
device.cfg, site.cfg	sec.TLS.protocol.sopi	<p>Configure the lowest TLS/SSL version to use for handshake negotiation between phone and SOPI. The phone handshake starts with the highest TLS version irrespective of the value you configure.</p> <p>TLSv1_0 (default) SSLv2v3, TLSv1_1 and TLSv1_2 The permitted values for Polycom SoundStation IP 7000 conference phones are TLSv1_0 (default) SSLv2v3</p>	No
device.cfg, site.cfg	sec.TLS.protocol.webServer	<p>Configure the lowest TLS/SSL version to use for handshake negotiation between phone and Web Server. The phone handshake starts with the highest TLS version irrespective of the value you configure.</p> <p>TLSv1_0 (default) SSLv2v3, TLSv1_1 and TLSv1_2 The permitted values for Polycom SoundStation IP 7000 conference phones are TLSv1_0 (default) SSLv2v3</p>	Yes
device.cfg, site.cfg	sec.TLS.protocol.xmpp	<p>Configure the lowest TLS/SSL version to use for handshake negotiation between phone and XMPP. The phone handshake starts with the highest TLS version irrespective of the value you configure.</p> <p>TLSv1_0 (default) SSLv2v3, TLSv1_1 and TLSv1_2 The permitted values for Polycom SoundStation IP 7000 conference phones are TLSv1_0 (default) SSLv2v3</p>	No

Configuration File Enhancements for Polycom UC Software 4.0.14

Template	Parameter	Permitted Values	Change Causes Restart or Reboot
device.cfg, site.cfg	sec.TLS.protocol.exchangeServices	<p>Configure the lowest TLS/SSL version to use for handshake negotiation between phone and Exchanges services. The phone handshake starts with the highest TLS version irrespective of the value you configure.</p> <p>TLSv1_0 (default) SSLv2v3, TLSv1_1 and TLSv1_2 The permitted values for Polycom SoundStation IP 7000 conference phones are TLSv1_0 (default) SSLv2v3</p>	No
device.cfg, site.cfg	device.sec.TLS.protocol.syslog	<p>Configure the lowest TLS/SSL version to use for handshake negotiation between phone and Syslog. The phone handshake starts with the highest TLS version irrespective of the value you configure.</p> <p>TLSv1_0 (default) SSLv2v3, TLSv1_1 and TLSv1_2 The permitted values for Polycom SoundStation IP 7000 conference phones are TLSv1_0 (default) SSLv2v3</p>	No
device.cfg, site.cfg	device.sec.TLS.protocol.prov	<p>Configure the lowest TLS/SSL version to use for handshake negotiation between phone and provisioning. The phone handshake starts with the highest TLS version irrespective of the value you configure.</p> <p>TLSv1_0 (default) SSLv2v3, TLSv1_1 and TLSv1_2 The permitted values for Polycom SoundStation IP 7000 conference phones are TLSv1_0 (default) SSLv2v3</p>	No

Configuration File Enhancements for Polycom UC Software 4.0.14

Template	Parameter	Permitted Values	Change Causes Restart or Reboot
device.cfg, site.cfg	device.sec.TLS.protocol.dot1x	Configure the lowest TLS/SSL version to use for handshake negotiation between phone and 802.1x authentication. The phone handshake starts with the highest TLS version irrespective of the value you configure. TLSv1_0 (default) SSLv2v3, TLSv1_0, TLSv1_1 and TLSv1_2 The permitted values for Polycom SoundStation IP 7000 conference phones is TLSv1_0 (default)	Yes
site.cfg	sec.uploadDevice.privateKey	0 (default) - While generating the Certificate Signing Request from the phone, the device private key is not uploaded to provisioning server. 1 - The device private key is uploaded to provisioning server along with the CSR.	No

Resolved Issues

The following table lists the resolved issues in Polycom UC Software 4.0.14 release.

Polycom UC Software 4.0.14 Resolved Issues

Category	Issue Number	Description
Call Management	EN-93086	Polycom phone does not perform Naming Authority Pointer (NAPTR) query for the outbound proxy while validating the incoming request using parameters <code>volpProt.SIP.requestValidation.1.method= "source"</code> and <code>voIpProt.SIP.requestValidation.1.request= "INVITE"</code> .
Calling	EN-93139	Polycom VVX business media phone continues to display the placed call list when <code>feature.callList.enabled</code> and <code>feature.callListPlaced.enabled</code> parameters are disabled.
Calling	EN-82307	Polycom phone goes to hold state immediately after the call is answered, when the phone receives two consecutive UPDATE messages during early dialog, one without a direction attribute and the other with a direction attribute as "recvonly" in the SDP.

Calling	EN-93085	Polycom SoundStation IP conference phone puts the call on hold while dialing to hunt group which has the pre-alerting feature enabled.
Calling	EN-62056	Polycom SoundStation IP conference phone goes to held state immediately when it receives "recvonly" in the initial call answer and fails to go back to active state even after re-negotiation with "sendrecv".
Calling	EN-70647	All VxWorks version 5.5 supported phone freezes while uploading logs to the boot server when the upload frequency is 3-4 seconds.
Configuration	EN-65058	Polycom SoundStation IP 5000 conference phone is unable to fetch the IP address from DHCP server during the software upgrade when the sub-option in Option 43 is incorrectly configured.
General	EN-89543	If the primary server responds with a 503 response, the phone sends delayed Refresh REGISTER to secondary server when the expiry timeout is less than 70 seconds.
General	EN-83605	When Polycom phone receives NOTIFY with terminated before the SUBSCRIBE response, the phone crashes/reboots due to a memory leak.
General	EN-58645	Polycom SoundStation IP conference phone does not offer all the codecs from previous Session Description Protocol (SDP) when resuming a call with volpProt.offerFullCodecListUponResume parameter enabled.
General	EN-85672	When the primary server does not respond, the phone sends REGISTER with new call-id and Cseq 1 to the registered secondary server during fail back.
General	EN-81595	With the re-registration on failover (RRoFO) feature enabled and transport configured as TCPpreferred, the phone do not honor the 401 challenge with authentication header for UDP if TCP connection is not successful.
Hardware	EN-67943	Polycom SoundStation IP conference phone randomly reboots during DNS lookup.
Interoperability	EN-89106	Polycom phone prepends "sip:" while relaying SIPS-URI in Record-Route/Route header.
Interoperability	EN-81177	Polycom SoundStation IP conference phone do not handle "sips:" URL in Route header correctly when user name is present.
Localization	EN-65184	Polycom phones do not display the label properly if Unicode character value for HTML entities is beyond 127.
Network	EN-66337	Polycom SoundStation IP 7000 conference phones fail to send option 60 and 125 in every 7th DHCP request message.

Network	EN-92774	Polycom phone is unable to parse NAPTR response if NAPTR response contains encoded replacement string.
Provisioning	EN-87721	The subscription for server-based call forward and DND fails over TLS.
Provisioning	EN-81581	When the Polycom phone generates Certificate Signing Request (CSR), the phone does not upload a private key to the provisioning server.
Security	EN-121039 EN-121040	Fixed security vulnerabilities.
User Interface	EN-84011	In GENBAND environments with an Oracle SBC, the phone reboots when a user presses the Hold, Transfer, or both soft keys at the same time during a call.
User Interface	EN-88155	Polycom VVX business media phone is unable to display Unicode text having Armenian characters.

What's New in Polycom UC Software 4.0.13

Upgrading to or Downgrading from Polycom UC Software 4.0.x

As of UC software 4.0.x, Polycom has changed the process of upgrading and downgrading software on the phones. To upgrade to UC software 4.0.x, you need to install the new Upgrader application. Once you have installed the Upgrader, you can install UC software 4.0.x.

To downgrade from UC software 4.0.x, you need first to install a new application called the Downgrader. Once you have installed the Downgrader, you can install an earlier UC software version.

For detailed instructions on how to upgrade and downgrade your UC software, see Polycom UC Software 4.0.x Upgrade and Downgrade Methods (Engineering Advisory 64731) on [Polycom Support](#).

Introducing the Integrated Updater Application

In Polycom UC software 4.0.x, the Updater files and the UC software files are combined in a single, integrated software package. The Updater application is new for the UC software and replaces the BootROM application incorporated into previous software versions. The name Updater applies to UC software versions 4.0.0 or later, while the name BootROM continues to be used in UC software versions earlier than 4.0.0.

Considerations for Legacy Phones

Polycom UC software 4.0.13 does not include support for the Polycom® SoundPoint® IP 300, 301, 320, 330, 430, 500, 501, 600, 601 conference phones, Polycom® SpectraLink® 84xx series Wireless Telephone, and Polycom® SoundStation® IP 4000 conference phones. These phones are termed legacy products and are supported for critical issue fixes in SIP 3.2.x (Polycom SoundPoint IP 430 conference

phone), SIP 3.1.x (Polycom SoundPoint IP 301, 320, 330, 501, 600, 601, 4000 conference phones), and SIP 2.1.x (Polycom SoundPoint IP 300, 500 conference phones). For assistance on provisioning methods that support a mix of legacy and current products, refer to *Maintaining Older Polycom Phones Beyond Their Last Supported Software Release (Technical Bulletin 35311)* on [Polycom Support](#).

Supporting Earlier Software versions

For details on platform support for previous software versions, refer to the [UC Software/SIP Software Release Matrix](#).

Managing Polycom® SoundStation® IP 7000 Conference Phones with Polycom® HDX® Integration

If your phone deployment includes Polycom SoundStation IP 7000 conference phones with Polycom HDX 4000/6000/7000/8000/9000 integration, use Recommended Software Versions for the Po table as a guide to select a recommended software version.

Recommended Software Versions for the Polycom SoundStation IP 7000 Conference Phones with Polycom HDX Systems

Polycom SoundStation IP 7000 conference phone Software Version	Polycom HDX Software Version
3.2.1 or 3.2.2 and BootROM 4.2.0	2.5.0.7, 2.5.0.8
3.2.3 and BootROM 4.2.2	2.6.0, 2.6.0.2, 2.6.1, 2.6.1.3
3.3.1 and BootROM 4.3.1	2.6.1.3, 3.0, 3.0.0.1, 3.0.0.2, 3.0.1, 3.0.2, 3.0.2.1, 3.0.3, 3.0.3.1
4.0.1 and Updater 5.0.1	3.0.3, 3.0.3.1
4.0.2 Rev B and Updater 5.0.1	3.0.4, 3.0.5, 3.1.0, 3.1.0.1
4.0.3 Rev F and Updater 5.0.1	3.1.2, 3.1.1.2, 3.1.1.3
4.0.4 and Updater 5.0.3	3.1.3
4.0.7 and Updater 5.0.4	3.1.6*
4.0.9 and Updater 5.0.8	3.1.9
4.0.10 and Updater 5.0.9	3.1.11
4.0.13 and Updater 5.0.13	3.1.11



Support is available for Polycom HDX version 3.1.2 and above only. Customers are encouraged to upgrade to Polycom HDX version 3.1.2 and above and the corresponding recommended UC Software suitable for the Polycom SoundPoint IP 7000 conference phone.

Managing Polycom® SoundStation® IP 7000 Conference Phones with Polycom® RealPresence® Group Series Integration

If your phone deployment includes Polycom SoundStation IP 7000 conference phones with Polycom RealPresence Group Series 300/500/700 integration, use Recommended Software Versions for the Po table as a guide to select a recommended software version.

Recommended Software Versions for the Polycom SoundStation IP 7000 Conference Phones with Polycom RealPresence Group Series System

Polycom SoundStation IP 7000 Conference Phone Software Version	Polycom RealPresence Group Series System Software Version
4.0.2 Rev B and Updater 5.0.1	4.0.0, 4.0.0.1
4.0.3 Rev F and Updater 5.0.1	4.0.1, 4.0.2
4.0.3F and Updater 5.0.1	4.0.1, 4.0.2
4.0.4 and Updater 5.0.1	4.1.1, 4.1.1.1
4.0.5 and Updater 5.0.1	4.1.3, 4.1.4, 4.1.5
4.0.7 and updater 5.0.4	4.2.0
4.0.7 and Updater 5.0.5	5.0.2
4.0.11 and Updater 5.0.11	5.1.2, 6.0.0, 6.0.1, 6.1.0, 6.1.1
4.0.13 and Updater 5.0.13	5.1.2, 6.0.0, 6.0.1, 6.1.0, 6.1.1, 6.1.2

Supporting the PinYin Input Mode (XT9 input)

Polycom UC software 4.0.13 supports Chinese character input mode known as PinYin. This feature is available on Polycom® VVX® 1500 business media phones and will require a feature license for activation. Refer to *Using PinYin to Input Chinese Characters on Polycom VVX Business Media Phones (FP 76554)* on [Polycom Support](#) to learn more.

Supporting the BroadSoft Hoteling Feature

Polycom UC software 4.0.13 supports Polycom SoundPoint IP 450, 550, 560, 650, and 670 conference phones for use with the BroadSoft Hoteling feature.

Supporting BroadSoft Premium Automatic Call Distribution (ACD)

Polycom UC software 4.0.13 supports Polycom SoundPoint IP 450, 550, 560, 650, and 670 conference phones and Polycom VVX 500 business media phones for use with the Broadsoft Premium ACD.



For detailed information about the ACD feature, see Using Premium Automatic Call Distribution for Call Centers (Feature Profile 76179) on [Polycom Support](#).

Resolved Issues

The following issues have been resolved for the Polycom UC software 4.0.13 release.

Polycom UC Software 4.0.13 Resolved Issues

Category	Issue Number	Description
Calling	EN-32391	When Polycom RealPresence Group Series system attempts to dial multiple calls simultaneously, only one call will connect if the Polycom SoundStation IP 7000 conference phone is plugged in as a microphone.
Calling	EN-32324	The Polycom SoundPoint IP conference phone handsets reject MIME message without a Session Description Protocol (SDP) and sends a 415-unsupported media type error message.
Calling	EN-32607	Calls to Polycom SoundStation IP conference phones do not appear on the missed calls list.
Calling	EN-30015	When the configuration parameter <code>voIpProt.SIP.RFC3261TimerI</code> is set to 1, the Polycom VVX business media phone sends 481 response code to second INVITE after rejecting initial INVITE message with 488 response even when the transaction timeout is zero, as per specification for Transmission Control Protocol (TCP) transport.
General	EN-32375	The Polycom VVX business media phone's SSL Client Hello publishes incorrect time for the GMT UNIX Time.
Network	EN-32248	The Polycom SoundStation IP 6000 and 7000 conference phones are not honoring the Maximum Segment Size (MSS) received in TCP SYN packet during the TCP handshake.

Security	EN-41471	Resolved important security vulnerabilities.
Security	EN-35538	The Polycom phone fails to login when registered to server using Built-in certificate.
User Interface	EN-32599	If the Diffie-Hellman (DH) key length is more than 128 bytes, client applications on the Polycom VVX business media phones take longer time to establish a connection.
User Interface	EN-42373	Call Forward No Answer (CFNA) ring count field defaults to incorrect value when the server call forwarding is disabled in the device and enabled on the server.

Configuration File Enhancements

The following table lists configuration file enhancements that include new or changed parameters for this Polycom UC software 4.0.13 release. For more information on using configuration parameters to enable or disable features, see the Administrator Guide for Polycom UC software for your software release available on the Polycom Voice Support site.

Configuration File Enhancements for Polycom UC Software 4.0.13 (continued)

Template	Parameter	Permitted Values	Change Causes Restart or Reboot
device.cfg, site.cfg	sec.TLS.protocol .browser	Configure the lowest TLS/SSL version to use for handshake negotiation between phone and phone browser. The phone handshake starts with the highest TLS version irrespective of the value you configure. TLSv1_0 (default) SSLv2v3, TLSv1_1 and TLSv1_2 The microbrowser restarts when there is a change in the browser TLS protocol or TLS cipher settings, and the last web page displayed is not restored. The permitted values for Polycom SoundStation IP 6000 and 7000 conference phones are TLSv1_0 (default) SSLv2v3	No
device.cfg, site.cfg	sec.TLS.protocol .ldap	Configure the lowest TLS/SSL version to use for handshake negotiation between phone and Lightweight Directory Access Protocol (LDAP). The phone handshake starts with the highest TLS version irrespective of the value you configure. TLSv1_0 (default) SSLv2v3, TLSv1_1 and TLSv1_2 The permitted values for Polycom SoundStation IP 6000 and 7000 conference phones are TLSv1_0 (default)	No

SSLv2v3

device.cfg, site.cfg	sec.TLS.protocol .sip	<p>Configure the lowest TLS/SSL version to use for handshake negotiation between phone and SIP signaling. The phone handshake starts with the highest TLS version irrespective of the value you configure.</p> <p>TLSv1_0 (default) SSLv2v3, TLSv1_1 and TLSv1_2 The permitted values for Polycom SoundStation IP 6000 and 7000 conference phones are TLSv1_0 (default) SSLv2v3</p>	No
device.cfg, site.cfg	sec.TLS.protocol .sopi	<p>Configure the lowest TLS/SSL version to use for handshake negotiation between phone and SOPI. The phone handshake starts with the highest TLS version irrespective of the value you configure.</p> <p>TLSv1_0 (default) SSLv2v3, TLSv1_1 and TLSv1_2 The permitted values for Polycom SoundStation IP 6000 and 7000 conference phones are TLSv1_0 (default) SSLv2v3</p>	No
device.cfg, site.cfg	sec.TLS.protocol .webServer	<p>Configure the lowest TLS/SSL version to use for handshake negotiation between phone and Web Server. The phone handshake starts with the highest TLS version irrespective of the value you configure.</p> <p>TLSv1_0 (default) SSLv2v3, TLSv1_1 and TLSv1_2 The permitted values for Polycom SoundStation IP 6000 and 7000 conference phones are TLSv1_0 (default) SSLv2v3</p>	No
device.cfg, site.cfg	sec.TLS.protocol .xmpp	<p>Configure the lowest TLS/SSL version to use for handshake negotiation between phone and XMPP. The phone handshake starts with the highest TLS version irrespective of the value you configure.</p> <p>TLSv1_0 (default) SSLv2v3, TLSv1_1 and TLSv1_2 The permitted values for Polycom SoundStation IP 6000 and 7000 conference phones are TLSv1_0 (default) SSLv2v3</p>	No

device.cfg, site.cfg	sec.TLS.protocol .exchangeService s	Configure the lowest TLS/SSL version to use for handshake negotiation between phone and exchanges services. The phone handshake starts with the highest TLS version irrespective of the value you configure. TLSv1_0 (default) SSLv2v3, TLSv1_1 and TLSv1_2 The permitted values for Polycom SoundStation IP 6000 and 7000 conference phones are TLSv1_0 (default) SSLv2v3	No
device.cfg, site.cfg	device.sec.TLS.p rotocol.syslog	Configure the lowest TLS/SSL version to use for handshake negotiation between phone and Syslog. The phone handshake starts with the highest TLS version irrespective of the value you configure. TLSv1_0 (default) SSLv2v3, TLSv1_1 and TLSv1_2 The permitted values for Polycom SoundStation IP 6000 and 7000 conference phones are TLSv1_0 (default) SSLv2v3	No
device.cfg, site.cfg	device.sec.TLS.p rotocol.prov	Configure the lowest TLS/SSL version to use for handshake negotiation between phone and provisioning. The phone handshake starts with the highest TLS version irrespective of the value you configure. TLSv1_0 (default) SSLv2v3, TLSv1_1 and TLSv1_2 The permitted values for Polycom SoundStation IP 6000 and 7000 conference phones are TLSv1_0 (default) SSLv2v3	No
device.cfg, site.cfg	device.sec.TLS.p rotocol.dot1x	Configure the lowest TLS/SSL version to use for handshake negotiation between phone and 802.1x authentication. The phone handshake starts with the highest TLS version irrespective of the value you configure. TLSv1_0 (default) SSLv2v3, TLSv1_0, TLSv1_1 and TLSv1_2 The permitted value for Polycom SoundStation IP 6000 and 7000 conference phones is TLSv1_0 (default)	No
sip- interop.cfg	tone.dtmf.rfc283 3Payload_OPUS	Sets the Dual Tone Multi Frequency (DTMF) payload required to use the Opus codec. 126 (default) 96 - 127	Yes
sip- interop.cfg	voIpProt.SIP.RFC 3261TimerI	0 (default) - Timer I for reliable transport will be fired at five seconds. This parameter does not cause any change for unreliable transport. 1 - Timer I for reliable transport will be fired at zero seconds.	No

site.cfg	sec.TLS.cipherList	Specifies the cipher list for all applications except web server. ALL:!aNULL:!eNULL:!DSS:!SEED:!ECDSA:!IDEA:!MEDIUM:!LOW:!EXP:!DH:!AECDH:!PSK:!SRP:!MD5:!RC4:@STRENGTH (default) String (Maximum of 1024 characters)	No
site.cfg	sec.TLS.webServer.cipherList	Specifies the cipher list for web server. ALL:!aNULL:!eNULL:!DSS:!SEED:!ECDSA:!IDEA:!MEDIUM:!LOW:!EXP:!DH:!AECDH:!PSK:!SRP:!AES256-SHA:!AES128-SHA:!MD5:!RC4:@STRENGTH (default) String (Maximum of 1024 characters)	No

What's New in Polycom UC Software 4.0.12

The Polycom UC software 4.0.12 release includes the following new features and enhancements:

Important Upgrade Notes and Considerations in Polycom UC Software 4.0.12

This section contains important notes on Polycom hardware and software.

Configuration Files

Since UC software 3.3.0, Polycom has simplified and extensively modified the configuration files, their respective parameters and defaults, and the provisioning methods. Some of the software updates in UC software 4.0.12 may not be compatible with configuration files from software releases prior to UC software 3.3.0. If you are updating to the UC software 4.0.12 from a release prior to 3.3.0, Polycom recommends reading [Technical Bulletin 60519: Simplified Configuration Enhancements in Polycom® UC Software 3.3.0](#) before you deploy the updated software.



If you use a Polycom UC software version prior to 3.3.0 and want to use a Polycom® SoundStructure® VoIP Interface phone, Polycom® VVX® 500 business media phone or Polycom® SoundStation® Duo conference phone, you need to update your existing configuration files as described in [Technical Bulletin 60519](#).

Upgrading to or Downgrading from Polycom UC Software 4.0.x

As of UC software 4.0.x, Polycom has changed the process of upgrading and downgrading software on the phones. To upgrade to UC software 4.0.x, you need to install the new Upgrader application. Once you have installed the Upgrader, you can install UC software 4.0.x.

To downgrade from UC software 4.0.x, you need first to install a new application called the Downgrader. Once you have installed the Downgrader, you can install an earlier UC software version.

For detailed instructions on how to upgrade and downgrade your UC software, see Polycom UC Software 4.0.x Upgrade and Downgrade Methods (Engineering Advisory 64731) on [Polycom Support](#).

Introducing the Integrated Updater Application

In Polycom UC software 4.0.x, the Updater files and the UC software files are combined in a single, integrated software package. The Updater application is new for the UC software and replaces the BootROM application incorporated into previous software versions. The name Updater applies to UC software versions 4.0.0 or later, while the name BootROM continues to be used in UC software versions earlier than 4.0.0.

Considerations for Legacy Phones

Polycom UC software 4.0.12 does not include support for the Polycom® SoundPoint® IP 300, 301, 320, 330, 430, 500, 501, 600, 601 conference phones, Polycom® SpectraLink® 84xx series Wireless Telephone, and Polycom® SoundStation® IP 4000 conference phones. These phones are termed legacy products and are supported for critical issue fixes in SIP 3.2.x (Polycom SoundPoint IP 430 conference phone), SIP 3.1.x (Polycom SoundPoint IP 301, 320, 330, 501, 600, 601, and 4000 conference phones), and SIP 2.1.x (Polycom SoundPoint IP 300 and 500 conference phones). For assistance on provisioning methods that support a mix of legacy and current products, refer to *Maintaining Older Polycom Phones Beyond Their Last Supported Software Release (Technical Bulletin 35311)* on [Polycom Support](#).

Supporting the PinYin Input Mode (XT9 input)

Polycom UC software 4.0.12 supports Chinese character input mode known as PinYin. This feature is available on Polycom® VVX® 1500 business media phones and will require a feature license for activation. Refer to *Using PinYin to Input Chinese Characters on Polycom VVX Business Media Phones (FP 76554)* on [Polycom Support](#) to learn more.

Supporting the BroadSoft Hoteling Feature

Polycom UC software 4.0.12 supports the following Polycom phones for use with the BroadSoft Hoteling feature: Polycom SoundPoint IP 450, 550, 560, 650, and 670 conference phones.

Supporting BroadSoft Premium Automatic Call Distribution (ACD)

Polycom UC software 4.0.12 supports the following Polycom phones for use with the BroadSoft Premium ACD: Polycom SoundPoint IP 450, 550, 560, 650, and 670 conference phones and Polycom VVX 500 business media phone.



For detailed information about the ACD feature, see *Using Premium Automatic Call Distribution for Call Centers (Feature Profile 76179)* on [Polycom Support](#).

Resolved Issues

The following issues have been resolved for the Polycom UC software 4.0.12 release.

Polycom UC Software 4.0.12 Resolved Issues

Category	Issue Number	Found in Release	Description
Calling	VOIP-121789	UCS 4.0.11	The Polycom SoundPoint IP conference phones do not switch back to the local ring tone during blind transfers.
Configuration	VOIP-118008	UCS 4.0.11	The changed settings in the MAC-web.cfg file of the phone does not get uploaded to the path provided in the OVERRIDES_DIRECTORY through Web Configuration Utility.
General	VOIP-118307	UCS 4.0.10	Special characters such as '() {} #' are not supported in the line authentication password field of the phone while entering the user login credentials.
General	VOIP-111907	UCS 4.0.10	When dialing a contact from the corporate directory, if the corporate directory is scrolled multiple times, the Polycom SoundPoint IP 560 and 670 conference phones might reboot.
General	VOIP-122934	UCS 5.2.0, UCS 4.1.1, UCS 4.0.11	If the compatibility view is not set on Polycom SoundPoint IP conference phone, the web pages are not displayed on Internet Explorer 11.
General	VOIP-120400	UCS 4.0.9	The Polycom SoundPoint IP 650 conference phones restart occasionally in an irregular pattern.
General	VOIP-114168	UCS 4.0.8	When dialing a contact selected from the corporate directory search, the Polycom SoundPoint IP450 conference phone restarts automatically within two seconds.
General	VOIP-114347	UCS 4.0.8	When updating the configuration from the phone menu, if dir.local.readonly parameter is set to 1 and provisioning server is unreachable, the phone restarts automatically.
General	VOIP-123101	UCS 4.0.11	During a call, if the volpProt.SIP.musicOnHold.uri is configured, the Polycom SoundPoint IP conference phone does not send the SDP information in the session refresh INVITE.
General	VOIP-120795	UCS 4.0.11	In a simultaneous ring environment, when an incoming call is received, the call drops.

Network	VOIP-117354	UCS 4.0.10	The phone displays a "Request Failed" error on a successful blind transfer when the Session Description Protocol (SDP) origin session-id and session-version does not match with the previous INVITE request.
Network	VOIP-118668	UCS 4.0.8	During boot-up, if the switch takes time to respond to the phone as a part of the Link Layer Discovery Protocol (LLDP), the Polycom SoundPoint IP conference phone might not pick up the correct VLAN ids from LLDP.
Network	VOIP-124271	UCS 4.0.11	When Link Layer Discovery Protocol (LLDP) packets receive empty port description with Type Length Value being 0, the phone ignores VLAN.
Network	VOIP-122825	UCS 5.4.5, UCS 4.0.4, UCS 4.0.11	When sending Session Description Protocol (SDP) offer in a transfer scenario, if an INVITE without SDP is received, the sec.srtp.offer is not considered.
Network	VOIP-121141	UCS 5.4.1, UCS 5.1.3, UCS 5.1.3, UCS 4.0.8	When Maximum Transmission Unit (MTU) is reduced on VVX 1500 phone, high load occurs on Session Border Controller (SBC) due to excessive fragmented packets.
Provisioning	VOIP-120547	UCS 4.0.9	The Polycom SoundPoint IP 6000 conference phone stops responding after a period of time when a Multi Line Telephone Systems (MTLS) connection is used for provisioning periodically.
Provisioning	VOIP-125679	UCS 4.0.8, UCS 4.0.10	The Polycom SoundPoint IP 5000 conference phones send a subscribe message every 30 seconds over the TLS even when the subscription has not expired.
Security	VOIP-122626	UCS 5.4.5	All GlobalSign Root R3 CA certificates are not shown to be supported.
Security	VOIP-124676	UCS 5.5.1	Polycom VVX business media phones do not allow HTTPS provisioning as Let's Encrypt certificate is not on the list of trusted certificates.
Security	VOIP-121529	UCS 5.5.1	When generating a Certificate Signing Request (CSR) on Polycom VVX business media phones, the phone's private key is sent to the provisioning server along with the CSR.
User Interface	VOIP-123568	UCS 4.0.11	During an incoming call, there is no option to disable the call center status information being displayed.
User Interface	VOIP-120740	UCS 4.0.11	When Line Registration is disabled on the phone, a "Line Unregistered" pop-up text message and a warning icon display. Set up.warningLevel to 2, available in releases 4.0.12 and later, to suppress the warnings.

Web Interface	VOIP-120618	UCS 4.0.10	The Web Server Configuration feature cannot be enabled on the Polycom SoundStation IP conference phones when disabled through configuration file.
Web Interface	VOIP-126409	UCS 4.1.1	Polycom SoundStation IP 5000 conference phone has a memory leak issue that results in a medium-security vulnerability (CVSSv3 score = 5.4) in the web interface. An independent security researcher, Francis Alexander, has reported this vulnerability to Beyond Security's SecuriTeam Secure Disclosure program, who in turn alerted Polycom.

Configuration File Enhancements

The following table lists the configuration file enhancements that include new or changed parameters for this Polycom UC software 4.0.12.

Configuration File Enhancements

Parameter Template	Permitted Values
<code>feature.callCenterCallInformation.enable</code>	1 (default) - Call Center status information displayed while receiving an incoming call. 0 - Does not display Call Center status information. The Call Center information can be viewed by pressing Call Info soft key.
<code>up.warningLevel</code>	0 (default) - Displays warning icon and a pop-up message for all warnings. 1 - Displays a warning icon and pop-up messages only for critical warnings. 2 - Does not display any warning icon or pop-up message.
<code>call.switchToLocalRingbackWithoutRTP</code>	0 (default) - The phone does not switch back to local ringback if Real-Time Transport Protocol (RTP) is stopped. 1 - The phone switches back to local ringback if RTP is stopped.
<code>device.sec.TLS.constTimeFlag.enabled</code>	1 (default) - Enables constant time flag for BIG NUM calculation during Multi Line Telephone Systems (MLTS) connection. 0 - Disables constant time flag.

<code>voIpProt.SIP.renewSubscribeOnTLSRefresh</code>	1 (default) - For an as-feature-event, the SUBSCRIBE message is sent along with the RE-REGISTER when Transport Layer Security (TLS) breaks. 0 - The SUBSCRIBE and RE-REGISTER messages is sent at different times.
<code>device.net.lldpFastStartCount</code>	Specifies the number of consecutive Link Layer Discovery Protocol (LLDP) packets the phone sends at the time of LLDP discovery. 5 (default) 3 to 10 LLDP packets are sent every seconds during this extended discovery period.
<code>net.lldp.extendedDiscovery</code>	Specifies the duration of time that LLDP discovery continues after sending the number of packets defined by the parameter <code>device.net.lldpFastStartCount</code> . 0 (default) 0 to 3600 LLDP packets are sent every 5 seconds during this extended discovery period.

What's New in Polycom UC Software 4.0.11 Rev K

This release has a new software change and resolved issues from previous releases.

Important Upgrade Notes and Considerations in UC Software 4.0.11 Rev K

Important Update

Impacted: All Polycom® SoundPoint® IP conference phone, Polycom® SoundStation® IP conference phone, and Polycom® VVX® business media phone.

Details: This release includes a critical fix (VOIP-116371) that corrects a problem with Polycom phones manufactured with a serial number or MAC address in the range 64167F as opposed to 0004F2. Without this fix, customers using Polycom phones with the new serial number range will see impaired performance.

Recommendation: Polycom recommends that this release be used for all phones going forward. Phones with older serial numbers or MAC addresses will continue to work correctly with this build with no impact.

New Features in 4.0.11 Rev K

This section lists additions, changes, removals, enhancements, and configuration file parameter changes to Polycom UC software 4.0.11 Rev K beside their respective Polycom tracking identification numbers.

New or Enhanced Features

The Polycom UC software 4.0.11 Rev K software version includes the features and functionality of version 4.0.11, with the addition of important field fixes.

New Display Component on Polycom® VVX® 500 Business Media Phones

Polycom VVX 500 business media phones manufactured as of May 2017 are being shipped with the new display component from a secondary component vendor. When the Polycom VVX 500 business media phone encounters an incompatible version of UC software on the provisioning server that does not support the new component, the phone installs the UC software and you may experience a flicker. This release includes a software change that makes it compatible with the new display component.

What's New in Polycom UC Software 4.0.11

This release has a new software change and resolved issues from previous releases.

New Features in 4.0.11

This section lists additions, changes, removals, enhancements, and configuration file parameter changes to Polycom UC software 4.0.11 beside their respective Polycom tracking identification numbers.

New or Enhanced Features

The 4.0.11 software version includes the features and functionality of version 4.0.10, with the addition of important field fixes.

Resolved Issues

The following issues have been resolved for the Polycom UC software 4.0.11 release.

Polycom UC Software 4.0.11 Resolved Issues

Category	Issue No.	Found in Release	Description
Calling	VOIP-115888	4.0.9	Outbound calls from the Multiple Appearance Directory Number (MADN) lines now display the called number.
Calling	VOIP-116267	4.0.9	Phones now use the contact uniform resource identifier (URI) and Tel URI in the request line of the BYE message. When the reg.1.telUri parameter is disabled, the phone uses the contact URI and the call ends. When the reg.1.telUri parameter is enabled, the phone uses the Tel URI and the call ends.

Calling	VOIP-117314	5.4.2	Ringer and paging, hands-free and Push-to-talk (PTT), and handset and headset loudness in phones are now boosted up to full scale when a low power signal is received. For more details on the configuration parameters added for this issue, see Polycom UC .
Calling	VOIP-117387	4.0.9	Outbound calls from the MADN lines now show the called number without any issue.
Cisco	VOIP-108644	4.0.8	Polycom SoundStation IP 6000 conference phone no longer displays the “DHCP failed” message when connected to a Cisco® Catalyst® 2960-X switch with ports set to auto negotiate.
Configuration	VOIP-115998	4.0.8 4.0.9	Polycom SoundStation IP 550 conference phones now send network address translation (NAT) keep alive messages to the call server without any issue.
Configuration	VOIP-117275	4.0.10	Polycom SoundStation IP 7000 conference phone performance has been improved by increasing the available free space.
Functionality	VOIP-112880	4.0.9	If the phone auto-answers a click-to-dial call, the phone plays the correct ringtone and not the reboot ringtone.
Functionality	VOIP-116990	4.0.10	Phone works fine and no longer causes issues during an incoming call while the phone is under any of the menus from the Home Screen and the call is ended by the far end before the call is answered.
General	VOIP-113784	4.0.9	Forwarding a call manually no longer causes any issues even if <code>feature.urlDialing.enabled</code> parameter is disabled.
General	VOIP-114780	4.0.8 4.0.9 4.0.10	During an incoming page, if the volume is increased in the phone, the phone now retains the increased paging volume.
General	VOIP-117261	5.4.4 4.0.10	During an outage, the phone now falls back to the secondary server and sends the SUBSCRIBE message for registration and presence.
Security	VOIP-113939	5.4.1	The following two StartCom Root CA certificates are added to the Polycom trusted CA bundle: <ul style="list-style-type: none"> StartCom Certification Authority StartCom Certification Authority G2
User Interface	VOIP-114192	4.0.9	The Forward After Rings UI no longer gets over lapped with its value configured.

Configuration File Enhancements

The following table includes configuration file enhancements for this release.

Polycom UC Software 4.0.11 Configuration File Enhancements

Parameter	Permitted Values	Default
call.shared.preferCallInfoCID	0 or 1	0
<p>If the value is 0, the Caller-ID information received in the 200 OK status code will not be ignored if the NOTIFY message received with caller information includes display information. If the value is set to 1, the Caller-ID information received in the 200 OK status code will be ignored if the NOTIFY message received with caller information includes display information.</p>		
voice.handsetHeadset.rxdg.offset	9 to -12	0
<p>Offsets the RxDg range of the handset and headset by the specified number of decibels.</p>		
voice.ringerPage.rxdg.offset	9 to -12	0
<p>Offsets the RxDg range of the ringer and hands-free Page by the specified number of decibels.</p>		
voice.handsfreePtt.rxdg.offset	9 to -12	0
<p>Offsets the RxDg range of the hands-free and hands-free Push-to-Talk (PTT) by the specified number of decibels.</p>		
volpProt.SIP.newCallOnUnRegister	0 or 1	1
<p>If the value is set to 1, the phone generates a new caller-ID from the "From" tag while re-registering. If the value is set to 0, the phone does not generate a new caller-ID from the "From" tag while re-registering.</p>		
volpProt.SIP.looseContact	0 or 1	0
<p>If the value is 0, the ephemeral port is added to the contact header in the Transport Layer Security connection (TLS) case. If the value is set to 1, the port parameter will not be added to the contact header message or SIP messages.</p>		
call.autoAnswer.playTone.enable	0 or 1	1

If call.autoAnswer.playTone.enable is enabled, the auto-answer tone is played.
If call.autoAnswer.playTone.enable is disabled, the auto-answer tone is not played.

Get Help

For more information about installing, configuring, and administering Polycom products, refer to Documents and Downloads at [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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