Poly UC Software 5.9.8

Applies to Poly VVX Business Media Phones, Poly VVX Business IP Phones, and Poly SoundStructure VoIP Interface Phones

Contents

Supported Phone Models

Poly UC Software 5.9.8 supports the following Poly endpoints:

- VVX 601
- VVX 501
- VVX 450
- VVX 401/411
- VVX 350
- VVX 301/311

- VVX 250
- VVX 150
- VVX 101/201

The following phones are supported in UC Software 5.9.8 but don't receive new feature updates:

- VVX 600
- VVX 500
- VVX 400/410
- VVX 300/310

What's New in This Release

Poly Unified Communications (UC) Software 5.9.8 includes software updates, resolved issues, and the following new functionality:

- VVX 300/310, 400/410, 500 and 600 now supports Poly Lens
- Cloud connection status now available on the system web interface

VVX 300/310, 400/410, 500 and 600 now supports Poly Lens

VVX 300/310, 400/410, 500, and 600 can now connect to Poly Lens and report analytical information to Poly Lens

Cloud connection status now available on the system web interface

You can now check your cloud connection status on the system web interface when your phone shares data with Poly Lens using the parameter `feature.lens.enabled=1`.

Security Updates

See the Security Center for the security advisories, bulletins, and related acknowledgments and recognition.

Technical Updates

For technical updates regarding UC Software and SoundStation products, see Poly Engineering Advisories and Technical Notifications.

Download the Distribution Files

To download Poly UC software 5.9.8, 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.ld 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, Poly recommends using the split resource file that corresponds to the phone models for your deployment. To match the correct UC software resource file to your phone model, see the 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.ld and resource files is UCS 5.9.8.5760.

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
3111-40250-001.sip.ld	SIP application executable for VVX 101 business media phones.	No	Yes
3111-40450-001.sip.ld	SIP application executable for VVX 201 business media phones.	No	Yes
3111-46135-002.sip.ld	SIP application executable for VVX 300 business media phones.	No	Yes
3111-48300-001.sip.ld	SIP application executable for VVX 301 business media phones.	No	Yes
3111-46161-001.sip.ld	SIP application executable for VVX 310 business media phones.	No	Yes
3111-48350-001.sip.ld	SIP application executable for VVX 311 business media phones.	No	Yes
3111-46157-002.sip.ld	SIP application executable for VVX 400 business media phones.	No	Yes
3111-48400-001.sip.ld	SIP application executable for VVX 401 business media phones.	No	Yes

Distributed Files	File Purpose and Application	Combined	Split
3111-46162-001.sip.ld	SIP application executable for VVX 410 business media phones.	No	Yes
3111-48450-001.sip.ld	SIP application executable for VVX 411 business media phones.	No	Yes
3111-44500-001.sip.ld	SIP application executable for VVX 500 business media phones.	No	Yes
3111-48500-001.sip.ld	SIP application executable for VVX 501 business media phones.	No	Yes
3111-44600-001.sip.ld	SIP application executable for VVX 600 business media phones.	No	Yes
3111-48600-001.sip.ld	SIP application executable for VVX 601 business media phones.	No	Yes
3111-48810-001.sip.ld	SIP application executable for VVX 150	No	Yes
3111-48820-001.sip.ld	SIP application executable for VVX 250	No	Yes
3111-48830-001.sip.ld	SIP application executable for VVX 350	No	Yes
3111-48840-001.sip.ld	SIP application executable for VVX 450	No	Yes
3111-33215-001.sip.ld	SIP application executable for SoundStructure VoIP Interface phones.	No	Yes
sip.ld	Concatenated SIP application executable.	Yes	No
dect.ver	Text file detailing build-identifications for the VVX D60 handset.	Yes	Yes
sip.ver	Text file detailing build-identifications for the release.	Yes	Yes
000000000000.cfg	Master configuration template file.	Yes	Yes
000000000000-directory~.xml	Local contact directory template file. To apply for each phone, replace the (zeroes) with the MAC address of the phone and remove the ~ (tilde) from the file name.	Yes	Yes
applications.cfg	Configuration parameters for microbrowser and web browser applications.	Yes	Yes
device.cfg	Configuration parameters for basic device configuration.	Yes	Yes

Distributed Files	File Purpose and Application	Combined	Split
features.cfg	Configuration parameters for telephony features.	Yes	Yes
firewall-nat.cfg	Contains configuration parameters for telephony features.	Yes	Yes
H323.cfg	Configuration parameters for the H.323 signaling protocol.	Yes	Yes
lync.cfg	Contains Lync/Skype for Business-specific configuration parameters.	Yes	Yes
pstn.cfg	Contains parameters for Public Switched Telephone Network (PSTN) use.	Yes	Yes
reg-advanced.cfg	Contains configuration parameters for the line and call registration and advanced phone feature settings.	Yes	Yes
reg-basic.cfg	Configuration parameters for line and call registration and basic phone settings.	Yes	Yes
region.cfg	Configuration parameters for regional and localization settings such as time, date, and language.	Yes	Yes
sip-basic.cfg	Configuration parameters for the VoIP server and softswitch registration.	Yes	Yes
sip-interop.cfg	Configuration parameters for the VoIP server, softswitch registration, and interoperability configuration.	Yes	Yes
site.cfg	Configuration parameters set for each site.	Yes	Yes
video.cfg	Configuration parameters for video connectivity.	Yes	Yes
video-integration.cfg	Configuration parameters for Polycom SoundStation IP 7000 conference phone and Polycom HDX system integration.	Yes	Yes
Welcome.wav	Startup welcome sound effects.	Yes	Yes
LoudRing.wav	Sample loud ringer sound effect.	Yes	Yes
Polycom-hold.wav	Sample ringer sound effect.	Yes	Yes
Warble.wav	Sample ringer sound effect.	Yes	Yes
polycomConfig.xsd	Master configuration file that contains the parameters and its values.	Yes	Yes

Revision History

This following table lists the release history of Poly Unified Communications (UC) Software 5.9.8.

Version History

Release	Release Date	Features
5.9.8	August 2023	This release includes important field fixes and the following new functionality: • VVX 300/310, 400/410, 500 and 600 phones now support Poly Lens • Cloud connection status now available on the system web interface
5.9.7F	September 2022	This release includes important field fixes and the following feature: • Poly Lens support
5.9.7	December 2021	This release includes important field fixes.
5.9.6	April 2021	This release includes important field fixes.
5.9.5	October 2019	This release includes important field fixes and support for the following features: • Introduction of new parameters to Session Traversal Utilities for NAT • New parameter for Dual-Tone Multi-Frequency Tones for OPUS codec
5.9.4	September 2019	This release includes important field fixes and support for the following features: • Third-Party Application ID Implementation on Skype for Business Phones • Sign In Remotely Using Web Sign-in for Skype for Business
5.9.3	July 2019	This release includes the following new and enhancement features: • DHCP IP Address Cache • TLS Support for BToE • Polycom Cloud Connector • Enhancement to Wi-Fi Settings
5.9.2	March 2019	This release includes important field fixes.
5.9.1	January 2019	This release includes enhancement to VLAN ID and Wi-Fi dongle support.

Release	Release Date	Features
5.9.0	December 2018	This release includes important field fixes and support for the following features: • Session Traversal Utilities for NAT (STUN) • Device Analytics Support for PDMS-SP • Multilevel Precedence and Preemption (MLPP) for Assured Services - Session Initiation Protocol (AS-SIP) • Support for H.264 Packetization Mode • Enhanced Busy Lamp Field (BLF) • Busy Lamp Field Hold Alerting • Busy Lamp Field (BLF) Spontaneous Call Appearance on Per BLF Basis • Enhanced Feature Key Macro Actions • Retrieve Logs from Support Information Package Page in the system web interface. • Simple Certificate Enrollment Protocol • Privacy for Call Logs and Contacts • Enhancement to Wireless Network Connectivity • Call Hold Timer • GZIP Encoding of SIP INFO Messages • Enhanced Boss-Admin for VVX phones • Web Sign In for Skype for Business On-Premise Deployment

Language Support

The SSIP phone 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 UC Software 5.9.8.

Resolved Issues

Issue ID(s)	Description
VOICE-76599	The caller's information did not display when remote pickup was used on a shared line.
VOICE-76462	An incoming BLF call dropped when using the Answer softkey and lifting the handset at the same time.
VOICE-75290	A Root CA certificate used to validate the server certificates of servers were making TLS connections that had expired.
VOICE-75259	Phones were not properly processing and accepting offered LLDP configuration for voice VLAN tagging.
VOICE-75235	Poly VVX phones displayed a duplicate IP address message preventing the phone from completing its provisioning.
VOICE-74169	External PSTN calls are not getting transferred when using the BroadSoft Executive Assistant feature.
VOICE-72764	VVX 500 provisioned with NAPTR outbound proxy will not dynamically switch between SIP-TCP with RTP and SIP-TLS with SRTP when processing calls.
VOICE-72371	VVX phones displayed an incorrect BLF name when the information received contained the Cyrillic alphabet or the & symbol.
VOICE-72041	An additional space at the end of the SCEP request URLs caused a 400 Bad Request in some deployments.
VOICE-71493	Lens frequently reported the phone as offline when it is powered on and otherwise working as expected.
VOICE-70237	A special character in some certificate generation parameters caused the phone to create an incorrect Certificate Signing Request.
VOICE-68803	The phone incorrectly rejected calls with an SDP offer containing the OPUS codec and a ptime parameter containing an unsupported value.
VOICE-68318	The volume on a VVX250 increased two levels on a single push when using the volume buttons.
VOICE-68242	The Buddy Watch status was freezing and didn't update until a reboot was performed.

Issue ID(s)	Description
VOICE-67113	A forced CID update occurred on shared lines when there were inconsistent notifications between INVITEs or INVITE and UPDATE on shared lines.

Known Issues

There are no known issues in UC Software 5.9.8.

Get Help

For more information about installing, configuring, and administering Poly products or services, go to the Poly Online Support Center.

Related Poly and Partner Resources

See the following sites for information related to this product.

- Poly Support is the entry point to online product, service, and solution support information. Find product-specific information such as Knowledge Base articles, Support Videos, Guides & Manuals, and Software Releases on the Products page, download software for desktop and mobile platforms from Downloads & Apps, and access additional services.

- The Poly Document Library provides support documentation for active products, services, and solutions. The documentation displays in responsive HTML5 format so that you can easily access and view installation, configuration, or administration content from any online device.

- The Poly Community provides access to the latest developer and support information. Create an account to access Poly support personnel and participate in developer and support forums. You can find the latest information on hardware, software, and partner solutions topics, share ideas, and solve problems with your colleagues.

- The Poly Partner Network is a program where resellers, distributors, solutions providers, and unified communications providers deliver high-value business solutions that meet critical customer needs, making it easy for you to communicate face-to-face using the applications and devices you use every day.

- The Poly Services help your business succeed and get the most out of your investment through the benefits of collaboration. Enhance collaboration for your employees by accessing Poly service solutions, including Support Services, Managed Services, Professional Services, and Training Services.

- With Poly+ you get exclusive premium features, insights and management tools necessary to keep employee devices up, running and ready for action.

- Poly Lens enables better collaboration for every user in every workspace. It is designed to spotlight the health and efficiency of your spaces and devices by providing actionable insights and simplifying device management.

Privacy Policy

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