



# Poly UC Software 6.4.6

## Applies to Polycom VVX Business Media Phones and Poly VVX Business IP Phones

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### Supported Devices

Poly UC Software 6.4.6 supports the following Poly endpoints.

## Supported Phones

Phone Model	Skype for Business On-Premises	Skype for Business Online	OpenSIP
Polycom VVX 101 business media phones	No	No	Yes
Polycom VVX 201 business media phones	No	No	Yes
Polycom VVX 301/311 business media phones	No	No	Yes
Polycom VVX 401/411 business media phones	No	No	Yes
Polycom VVX 501 business media phones	No	No	Yes
Polycom VVX 601 business media phones	No	No	Yes
Poly VVX 150 business IP phones	No	No	Yes
Poly VVX 250 business IP phones	No	No	Yes
Poly VVX 350 business IP phones	No	No	Yes
Poly VVX 450 business IP phones	No	No	Yes

Poly UC Software 6.4.6 supports the following Poly accessories.

## Supported Accessories

Accessories	Skype for Business	OpenSIP
Polycom VVX camera	No	Yes
Polycom VVX color expansion module	No	Yes
Polycom VVX expansion module	No	Yes
Polycom EagleEye Mini camera	No	Yes
Polycom VVX EM 50 expansion module	No	Yes

## Support for Poly Headsets

Poly UC Software supports the following Poly headsets and the Plantronics Hub software on VVX 401/411, 501, and 601 business media phones and on VVX 250, 350, and 450 business IP phones.

By default, this feature is disabled. To enable this feature, set `usb.headset.config.enabled="1"`.

The following list shows the supported Poly headsets. This list is specific to the Plantronics-Hub functionality used to support configuration control on VVX phones.

- Blackwire 3210 headset

- Blackwire 3220 headset
- Blackwire 3215 headset
- Blackwire 3225 headset
- Blackwire 520 headset
- Blackwire 5220 headset
- Blackwire 5210 headset

Refer to the Plantronics Hub software client to determine the product ID of your headset.

## ***USB Headset Support for Poly Acoustic Fence***

Poly Acoustic Fence is available for the following Poly USB headsets on Polycom VVX 401/411, 501, and 601 business media phones and Poly VVX 350 and 450 business IP phones.

- Blackwire C5220 USB headset
- Blackwire C5210 USB headset
- Blackwire C3220 USB headset
- Blackwire C3210 USB headset
- Savi 420 headset

## ***Poly Headset Compatibility***

Refer to the Poly Compatibility Guide at <https://compatibility.plantronics.com/deskphone> for the most current list of headsets compatible with Poly desktop phones.

## **What's New in This Release**

Poly Unified Communications (UC) Software 6.4.6 is a maintenance release for OpenSIP deployments. These release notes include important information on resolved issues.

## **Improved call recovery after TCP connection interruptions**

Some calls may be recovered after a brief network interruption in cases where either the TCP stream used for SIP messaging is closed by the far end with a TCP FIN or RST, or, when a TCP keep-alive fails to receive a TCP ACK. The phone will attempt to reconnect through its list of candidate proxies and if the phone restores its registration via the same proxy IP address it was registered to before the failure, a re-INVITE will be sent for each call active at the time of the interruption so that contact information may be refreshed.

### **Configuration**

None

# Resolved Issues

The following table lists the resolved issues in UC Software 6.4.6.

## Resolved Issues

Issue ID(s)	Description
VOICE-76523	Users cannot answer, hang up, or adjust the volume from a Voyager headset paired to the BT700 on a VVX phone running 6.4.4 or 6.4.5 software.
VOICE-76890	When a non-Poly USB headset is connected to the phone the audio coming through the headset was clipping on some VVX 250, 350 and 450 phones.
VOICE-76246	Parked Call Icon disappeared after 10 minutes.
VOICE-76155	New Hardware revision VVX 250, 350 and 450 phones may randomly reboot when idle.
VOICE-75906	VVX phones running 6.4.0 and above will append "Unknown" to the Caller ID when displaying the incoming call screen
VOICE-75642	Phones may not be able to recover TCP/TLS registration after a connection is temporarily interrupted.
VOICE-75238	Call lists menu on VVX phones showed Chinese and Polish characters when custom Croatian language was configured.
VOICE-75071	The SCEP sourced CA certificate is not included in the list of trusted CAs when a TLS profile's CA list is set to "All"
VOICE-74281	If a VVX phone calls to a party that then broadcasts SMS as SIP MESSAGE requests using the call's SIP dialog, the phone may incorrectly drop the call.
VOICE-73365	Improve interoperability with different SCEP servers.
VOICE-77128	When an IP address is added to the set of a phone's proxies/servers via DNS, and re-registration after failover with periodic failback is enabled, the phone will gradually exhaust its resources and eventually cease to maintain its SIP registration(s)
VOICE-76216	In rare scenarios phones can select an incorrect SIP registration expires value which will cause the line to be temporarily unregistered.

# 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 VVX products, see [Poly Engineering Advisories and Technical Notifications](#).

# Download the Distribution Files

Starting with the UC Software 6.4.3 release, the combined UC Software package is no longer available. You must now download the distribution files as a split software package in ZIP file format. The split software package is smaller, downloads more quickly, and contains sip.ld files for each phone model. This enables you to choose provisioning software for your phone model and maintain software versions for each model in the same root directory.

If you're provisioning your phones centrally, using configuration files, download the corresponding resource file and extract the configuration files to the provisioning server. Make sure that you maintain the folder hierarchy in the ZIP file.

## ***UC Software Build IDs***

The following table contains the build IDs for the sip.ld files for the UC Software 6.4.6 release:

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**Note:** The UC Software 6.4.6 release contains two sets of build versions. When you use the phone's web browser to update the software, the details page displays the respective software version.

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<b>sip.ld</b>	<b>Build ID</b>
3111-xxxxx-001.sip.ld	6.4.6.2494
3111-xxxxx-021.sip.ld	6.4.6.2453

## ***Available Split ZIP Files***

The following table lists the files distributed in the split ZIP file.

## Split ZIP Files

Distributed Files	File Purpose and Application
3111-40250-001.sip.ld	SIP application executable for VVX 101 business media phones.
3111-40450-001.sip.ld	SIP application executable for VVX 201 business media phones.
3111-48300-001.sip.ld	SIP application executable for VVX 301 business media phones.
3111-48350-001.sip.ld	SIP application executable for VVX 311 business media phones.
3111-48400-001.sip.ld	SIP application executable for VVX 401 business media phones.
3111-48450-001.sip.ld	SIP application executable for VVX 411 business media phones.
3111-48500-001.sip.ld	SIP application executable for VVX 501 business media phones.
3111-48600-001.sip.ld	SIP application executable for VVX 601 business media phones.
3111-48810-001.sip.ld	SIP application executable for VVX 150
3111-48820-001.sip.ld	SIP application executable for VVX 250
3111-48830-001.sip.ld	SIP application executable for VVX 350
3111-48840-001.sip.ld	SIP application executable for VVX 450
3111-48820-021.sip.ld	SIP application executable for VVX 250 new HW revision
3111-48830-021.sip.ld	SIP application executable for VVX 350 new HW revision
3111-48840-021.sip.ld	SIP application executable for VVX 450 new HW revision
sip.ver	Text file detailing build-identifications for the release.
000000000000.cfg	Master configuration template file.
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.
Welcome.wav	Startup welcome sound effect.
LoudRing.wav	Sample loud ringer sound effect.
Polycom-hold.wav	Sample ringer sound effect.
Warble.wav	Sample ringer sound effect.

## ***Important Downgrading Information***

The June 2022 hardware revision of VVX 250, 350, and 450 models can't be downgraded below the factory loaded UC Software 6.4.3. See the latest [Poly Engineering Advisories and Technical Notifications](#) for more information.

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**Note:** VVX x50 models shipped prior to June 2022 do not have any downgrading restrictions.

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## Revision History

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

### Version History

Release	Release Date	Features
6.4.6	November 2023	This release includes important field fixes and support for the following feature: <ul style="list-style-type: none"><li>Improved call recovery after TCP connection interruptions.</li></ul>
6.4.5	April 2023	This release includes important field fixes and support for the following features: <ul style="list-style-type: none"><li>RingCentral enhancements</li><li>Poly Lens improvements</li></ul>
6.4.4	February 2023	This release includes important field fixes.
6.4.3	June 2022	This release includes important field fixes, support of hardware component changes to a new revision of VVX 250, VVX 350, VVX 450 and VVX EM50, and support for the following features: <ul style="list-style-type: none"><li>Server redundancy on a registered line</li><li>New Zoom Phone "Warm Transfer" Interoperation</li><li>BootROM to perform software updates</li></ul>
6.4.2	January 2022	This release includes important field fixes and support for the following features: <ul style="list-style-type: none"><li>IP Phone Call Control from Desktop Client in Zoom Environments</li><li>Privacy for Shared Line Group Users in Zoom Environments</li><li>Conference Barge for Shared Line Group Users in Zoom Environments</li><li>Bridged Call Appearance (BCA) in RingCentral Environments</li><li>Monitoring BLF in DND in RingCentral Environments</li><li>DND Synchronization in RingCentral Environments</li><li>Add a Mandatory Message Confirmation for Outbound Calls</li><li>HTTP-Enabled Location Discovery Enhancements</li><li>New TLS SIP Configuration Parameter</li></ul>

Release	Release Date	Features
6.4.1	July 2021	<p>This release includes important field fixes and support for the following features:</p> <ul style="list-style-type: none"> <li>• E911 Location Information by Network Connection</li> <li>• Disabling Notifications for Intercom Calls in DND Mode</li> <li>• Shared Group Call Pickup in Zoom Environments</li> <li>• Alert-Info Header Enhancements</li> <li>• Call Forwarding Softkey</li> </ul>
6.4.0	May 2021	<p>This release includes important field fixes and support for the following features:</p> <ul style="list-style-type: none"> <li>• Poly Lens Integration</li> <li>• Pausing When Dialing a Phone Number</li> <li>• Specify an Outgoing Line to a Contact</li> <li>• Advanced User Profile</li> <li>• Disable Local DND After 911 Calls</li> <li>• Poly Computer Audio Connector</li> <li>• Network Assessment Diagnostic Tools</li> <li>• Expanded Support for uaCSTA Functions</li> <li>• Media Security Negotiation</li> <li>• Outbound Caller ID on a Shared Call</li> <li>• STIR/SHAKEN Calling Party ID Validation</li> <li>• STUN Server Failover</li> <li>• Join Zoom Meetings Using a BLF Key</li> <li>• BLWT on Zoom Phones</li> </ul>

## Language Support

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

- Arabic, UAE
- Chinese, Traditional
- Chinese, Simplified
- Czech, Czech Republic
- Danish, Denmark
- Dutch, Netherlands
- English, Canada
- English, United Kingdom
- English, United States
- French, Canada
- French, France



- German, Germany
- Hungarian, Hungary
- Italian, Italy
- Japanese, Japan
- Korean, Korea
- Norwegian, Norway
- Polish, Poland
- Portuguese, Brazil
- Romanian, Romania
- Russian, Russia
- Slovenian, Slovenia
- Spanish, Spain
- Swedish, Sweden

## Known Issues

There are no known issues in UC Software 6.4.6.

## 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

Poly products and services process customer data in a manner consistent with the [Poly Privacy Policy](#). Please direct comments or questions to [privacy@poly.com](mailto:privacy@poly.com).

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