



Polycom UC Software FAQ

Frequently Asked Questions

The Overall Solution

Q: What is Polycom UC Software?

A: A software release for SIP phones supporting the VVX 3x0, 4x0, 500, 600, VVX 1500 and SoundStation IP products.

Q: Can I buy a phone with specific software versions preloaded?

A: Polycom cannot guarantee a specific UC Software version be pre-loaded on your handset. To ensure you have the required software loaded, please visit the Polycom support website to download the version of UCS you need or to perform a software update. The UC Software will also be uploaded to the ZTP server and the upgrade server that will allow end users to upgrade to the latest release available.

Q: Do the VVX Phones support dual registration to Lync and other SIP proxy?

The current UCS release does not support dual registration for VVX devices.

Q: Why isn't the entire SIP portfolio supported?

A: Some of the older phone models, have technical limitations such as memory or CPU speed that will not support all the enhanced features offered by this software. We opted to cover our most popular VVX products that have heavy customer demand.

Q: What languages will be supported?

A: English, French, Spanish, Dutch, Italian, Russian, German, Brazilian Portuguese, Russian, Japanese, Korean, Simplified Chinese, Traditional Chinese, Swedish, Norwegian, Danish

Languages are user selectable via the settings menu on the phone.

Q: Does VVX support video calls with the Lync 2010 or 2013 client?

A: Yes, the VVX does support Video calling on Lync 2010 with limitations on forking calls with multiple endpoints for the same user. In addition if a customer deploys Polycom RealPresence to do transcoding between H.264 to RTV, video will be supported between Lync and VVX. Also note that VVX can support peer-to-peer video calls in the Lync server environment that support H.264 (Lync variant). However video is not supported for Lync conferencing (Lync AVMCU)

Q: Does VVX support Lync 2013?

A: Yes, the VVX line of products does support Lync 2013. However, video calls are not supported with Lync 2013.

Q:Lync Licensing for UC Software? What is it?

A: The Lync SKU (<provide a list of SKUs in a table?>) includes a license for using Lync, as well as being configured to be Lync ready out of the box. A non-Lync SKU phone can run Lync software, but requires a separate Lync license to be purchased. The Polycom licensing is an honor based UC Software License for Lync compatibility License to be used for Polycom UC s/w on VVX, SPIP, SSIP and Sound Structure platforms. MSRP: \$15.00, DC8 (30% discount); ASP to disti. \$10.50 (No mtc or renewal fees)

Q:Does the BroadSoft UC-One Application work on Polycom VVX Business Media Phones?

A: Yes, The Polycom BroadSoft UC-One application integrates with the BroadSoft Enterprise Directory and BroadCloud services—a set of hosted services by BroadSoft—to provide three features on Polycom® VVX® 300, 310, 400, 410, 500, and 600 business media phones. The following are the BroadSoft UC-One features available on the VVX business phones:

- BroadSoft Directory Displays information for all users in the enterprise.
- BroadCloud Presence Enables users to share presence information with the BroadTouch Business Communicator (BTBC) client application.
- BroadCloud Favorites Enables users to mark contacts as favorites with the BroadTouch Business Communicator client application.
- (Delivered in UCS5.3.0) UC-One Call Control Features
 - Broadworks Anywhere – A native fixed convergence solution within BroadWorks® that lets end-users designate a single phone number for all incoming and outgoing calls, regardless of which phone they are currently using — mobile, office PBX, home, etc. Once the call is active, the user is able to pick up any of the other devices registered and continue the call, for example, move from a desk phone to a mobile phone when leaving their desk.
 - Simultaneous Ring Personal – Create a list of up to 10 numbers, including PSTN, Mobile, that will simultaneously ring when someone calls your Broadworks number.
 - Remote Office – Allow a separate offsite number to be configured as a remote office location. When this feature is active, all calls to your office phone are forwarded to your remote office number.
 - Anonymous Call Reject – Instruct the server to reject any calls that have restricted their caller ID information.
 - Hide Number – Hide the caller ID information for outgoing calls.

These features are available on all Polycom VVX business media phones running Polycom **UC Software 5.0.0 or later**. These features require support from the BroadSoft BroadWorks R18 SP1 platform with patches and the BroadSoft BroadCloud services.

Q: I need help setting Up the Polycom BroadSoft UC-One Application. Where can I get information and resources?

A: You can read about [setting up the Polycom BroadSoft UC One Application here](#).

Q: What are the features that are included in each the UCS release?

A: Please visit the [UC Software Feature summary](#) to find the specific release and what is included in the release.

Q: What is Acoustic Fence? Does it work on all VVX models?

A: Acoustic Fence is Polycoms proprietary noise cancellation solution for users who use headsets or the phone handset. It cancels out background noise to produce clear audio, even in noisy environments such as a call center. This feature requires no additional hardware, and is available on all VVX platforms.



Q: Where can I find more information about Polycom's portfolio of solutions for Microsoft?

A: http://www.polycom.com/products/microsoft_optimized_solutions/index.html

Q: Where can I download the latest UC Software?

http://support.polycom.com/PolycomService/support/us/support/voice/polycom_uc/index.html