



DATA SHEET

Polycom UC Software

The industry's most feature-rich software for IP-enabled devices running in open SIP and Microsoft environments

Conference with confidence

Polycom UC Software is the industry's leading, unified communications (UC) software platform for open standards-based communication. Whether your distributed teams engage your customers via IM, video conferencing, voice communications, UC Software ties it all together at the desktop. Polycom UC Software powerful feature set enables Polycom devices to integrate seamlessly into a wide variety of open SIP UC environments improving communication and collaboration between your business and your customers.

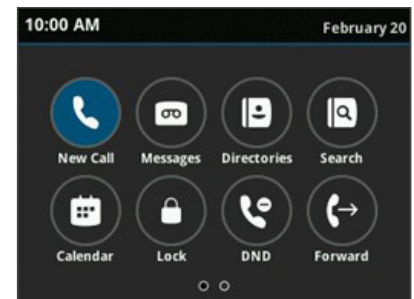
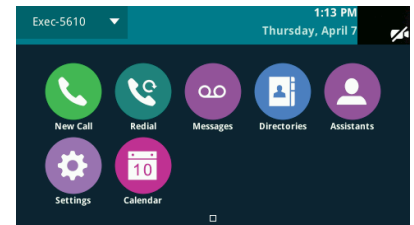
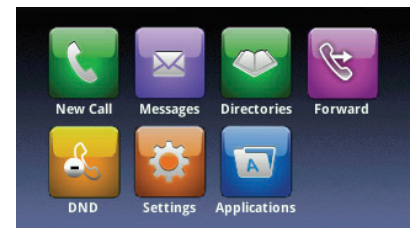
Broadest interoperability and investment protection

A powerful, Open SIP software platform, Polycom UC Software integrates more than 60 industry-leading call control platforms. The standards-based integration capabilities of UC Software make it the optimum unified communication layer to consolidate your communication components and simplify your IT environment. Complementing previous IT investments of any small business or enterprise, UC Software is easy to deploy and simple to manage. Polycom UC Software improves the usability and manageability of Polycom VVX products for all 'Open SIP' partners and enables existing Polycom customers to migrate their phone offerings from Polycom SoundPoint IP to Polycom VVX products. Polycom UC Software offers important Skype for Business telephony features required for large scale adoption of Polycom VVX products with Skype for Business, Microsoft Cloud PBX (Skype for Business Online with Office 365), and Microsoft Lync 2013 or 2010 deployments. Polycom UC Software also provides support for the latest networking protocols, with support for both IPv4 and IPv6, providing investment protection as networks grow and migrate to IPv6. With the latest release, UC Software also provides support for wireless network connectivity for VVX Business Media phones via a plug in WiFi dongle.

Additionally, UC Software provides support for IP Multimedia Systems (IMS), allowing customers to bridge between their mobile and fixed line services.

Maximize end-user productivity at the desktop

UC Software enables your knowledge workers and managers to reach the right person at the right time via the right communication mode. Polycom UC Software reduces communication delays and failures, which helps businesses and individuals be more productive. Polycom UC Software makes navigation easy and provides the broadest set of Open SIP and unified communications features. The software's wide range of advanced features save time on everyday tasks and enriches communications, ultimately improving end-user productivity across every layer of the organization.



Benefits

- Improves desktop productivity for users at all levels of the organization
- Simple to deploy, easy to administer, upgrade and maintain
- Reduces downtime through robust security options
- Leverages existing communication investments, third-party UC and productivity applications
- Compatibility with multiple industry standard call control platforms, Open SIP and Skype for Business
- Compatible with IPv6 when used in Open SIP deployments

By upgrading to Polycom UC Software, enabled endpoint devices provide at-a-glance access to such capabilities as viewing and managing Exchange calendars/contacts, updating instant messaging status on the phone's large touch screen display, and receiving meeting reminders/alerts while still providing easy access to corporate directories. VVX 600 Business Media phones can now bridge the gap between desktop and mobile phones with the ability to pair a cell phone with a VVX Business Media phone over Bluetooth.

Polycom UC software delivers advanced productivity applications to save time on everyday tasks using a standards based open application protocol and microbrowser.

This open-standards approach, combined with a set of REST APIs latest release, provides third-party developers with maximum flexibility to build and customize unique solutions for customers in a wide range of industries. The Polycom Acoustic Fence™ feature of UC Software helps in noisy environments such as call centers or large open plan offices; Polycom Acoustic Fence provides the best possible audio quality, reducing strain on the far end user who no longer has to struggle to differentiate between background noise and what is being said. Additionally, users can also save time by extending their PC to their desk phone through a simple point-and-click interface to activate phone features directly through their PC using the Polycom Desktop Connector. The Polycom Desktop Connector (PDC) simplifies your team's communication tasks by giving them convenient access to the screens of their desk phones by way of the mouse attached to their PCs.

UC Software for Federal

Polycom UC Software is the best choice for delivering advanced telephony features in Federal environments. Polycom UC Software provides support for critical US Federal Security standards such as FIPS 140-2 on all VVX models except VVX 501 and VVX 601. UC Software also supports AS-SIP. Along with robust security and broad feature support, UC Software running on VVX Business Media Phones provides the best feature set with the highest level of security required for critical US Federal deployments.

Polycom BroadSoft UC-One integration

The Polycom BroadSoft integrates with a BroadSoft enterprise directory and BroadCloud services—a set of hosted services that BroadSoft runs—to provide three features on Polycom VVX 300, 400, 500 and 600 series business media phones.

- The Enhanced Call park feature can be used to park a call directly to a contact's line. This feature enhances the user experience by providing audio and visual indication when

the call is parked against a phone line and also provides a mechanism to view the remote party details and retrieve the parked call without the need of remembering the feature access codes

- Directory integration—Unified presence information with the BroadTouch Business Communicator (BTBC) client applications on other devices; for example, work and mobile phone numbers
- Search and display of all Broadsoft directories—Group, Group Common, Enterprise, Enterprise Common and Personal directory contacts
- UC-One presence—Unified presence information for contacts with the BroadTouch Business Communicator (BTBC) client applications on other devices
- UC-One contacts and favorites—Synchronized UC One contacts, personal groups and favorites with BroadTouch Business Communicator (BTBC) client applications
- UC-One Self Presence—The aggregated presence state of the primary user is shown on the display, aligning with the presence state set through the Broadworks call control platform
- BroadSoft Enhanced Executive—Assistant feature allowing for closer integration of Executive and Assistant functionality, including call screening and filtering, and management of executive calls by the assistant
- Broadsoft Flexible Seating—Improves on the existing hoteling feature by ensuring that, when a user logs into a host phone, all aspects of the configured guest profile are applied to the host phone
- Qualified UCS latest release against BroadWorks R21

BroadWorks UC-One integration

- Broadworks Server Based Call Waiting
- Broadworks Server Based Redial
- Broadworks Server Based DND
- Broadworks Server Based Call Forward

These features require the BroadSoft BroadWorks R18 SP1 platform with patches and the BroadSoft BroadCloud services.

- Broadsoft User Experience Theme
- Presence
- BS contact directory search
- Filter search
- Favorites

Microsoft Skype for Business/ Lync enhancements

- Common Area Phone
- Hot Desking
- Web Proxy Auto Discovery (WPAD)
- Skype for Business Cloud PBX interoperability (Office 365)
- Skype for Business interoperability
- Lync 2013 interoperability
- Compliant for Lync 2010 and 2013
- Basic Lync telephony (including with Lync soft client)
- Better Together over Ethernet (BToE)
- Shared Line Appearance (Boss/Admin)
- Address Book Service (ABS)
- Audio media path support with BToE
- Smart Search
- Flexible Line Keys
- Music on Hold
- Calendar Support / Meeting Reminders
- Visual Voicemail
- Federated calling between networks
- Branch office resiliency
- Exchange calendar integration
- Pin authentication
- Enhanced Presence support
- Active Directory support
- Skype for Business/Lync in-band device update
- PIN Authentication—Makes use of ADAL functionality on the PC to improve the security of the phone and simplify logging in using a PIN
- Multiple Emergency Dial Plans
- Hot Desking/Common Area Phone
- Web Proxy Support
- Citrix VDI Support
- BToE Static Pairing
- Skype for Business look and feel
- Skype for Business Hybrid Registration
- Skype for Business Simplified PSTN Failover/Failback
- Reverse Name Lookup

Open SIP desktop features

- Verify missed call tracking on non-shared lines
- Message waiting status improvements

Polycom UC Software complete calling features

- Automatic off-hook call placement (hot dialing)
- Call media recording/playback
- Call timer
- Call waiting (visual, audible, per-line)
- Call Forward and Private Hold for shared lines
- Distinctive incoming call treatment (visual, audible)
- Do not disturb (DND)
- Automatic/remote answer on headset using electronic hook-switch
- Local three-way and four-way conference with conference management
- One-touch speed dial, redial
- Call hold, diversion (forward), transfer (consultation, blind), pickup
- Calling, called, connected party identification
- Caller ID privacy
- Conference bridging
- Centralized conference bridge support
- Local call forwarding (all, busy, no answer)—destination shown on idle display
- Automatic call distribution (ACD)
- Automatic answer (intercom)
- Busy lamp field (BLF)/Attendant console
- Call park/retrieve
- Directed call pickup
- Group call pickup
- Hold, resume, answer, conference remote control
- Hunt group—sequential calling
- Last call return
- Shared call appearances (SCA)—shared line on multiple phones

- Shared call/bridged line appearance
- Audible call ended indication
- Auto-answer a page with a muted microphone
- PTT and Multicast group paging
- Emergency Instant Message Display

Audio processing

- SILK codec (only for VVX 501 and 601)
- Audio Codecs: G.711, G.729AB, G.722, G.722.1, G.722.1 Annex C, iLBC, Siren 14, Siren 22, L16/8000/16000/32000/44100/48000
- Opus
- Siren 7 (Skype for Business)
- Automatic gain control
- Background noise suppression
- Comfort noise fill
- DTMF tone generation/DTMF event RTP payload
- Low-delay audio packet transmission
- Jitter buffer and packet loss concealment
- Rx: soft limiter, tone control
- Customizable Rx and Tx equalization
- Voice activity detection (VAD)
- Multicast RTP
- Digital headset
- Individual volume settings with visual feedback for each audio path
- Polycom Acoustic Fence (with user control)

Video features and processing (VVX 1500 Only)

- Video on VoLTE networks
- Polycom CMA presence
- Video Codecs: H.261, H.263, H.264, H.323
- H.235 security
- ITU-T G.719 vocoder (fast video update via RFC 5104)
- Near-end camera control
- Video quality manipulation (configurable video call rate)

- Picture-in-picture, local camera playback
- Video call/three-way video conference

Network, provisioning, and server

- IPv6 and IPv4 support—including dual IPv4/IPv6 mode
- Emergency proxy routing
- Registration multi-homing
- DHCP support
- User Controlled Download
- SNTP time discovery from DHCP
- PoE 802.3af for power requirements notification
- SIP over TCP
- Two-Way Active Measurement Protocol (TWAMP) per RFC5357
- VLAN—CDP, DHCP VLAN discovery, LLDP-MED for VLAN discovery
- NAT support (static, keep alive, MCP NAT traversal)
- Administrator configuration website
- FTP/TFTP/HTTP/HTTPS server based central provisioning for mass deployments. Provisioning server redundancy supported
- Local UI SIP configuration menu
- Automatic configuration change polling
- URL syntax for boot server address
- AT&T SAS-VP management v3
- DHCP—option 60 string/binary configurable, option 125 as per RFC 3925, vendor ID information
- Simplified configuration and provisioning
- Self contained and fault tolerant configuration requiring no restart or reboot, simplified configuration file arrays, default parameters included in UC Software
- SIP-Synchronized
- Obsolete and legacy platform coexistence
- Boot server discovery via DHCP INFORM
- Automatic application upgrade/downgrade, network file transfer client

- Automatic provisioning support for individual images
- Automatic BootBlock upgrade
- New image format for individual images
- Remote reboot via SIP NOTIFY with check-sync for phone updates
- Remote reboot using HTTP (requires license)
- Provisioning server redundancy with DNS-A Records
- Quick setup button
- SIP server redundancy (DNS SRV, static) SIP server fall-back for survivability (DNS, static DNS)
- SIP proxy/SBC registration
- Survivable Remote Site Telephony (SRST)
- Redundant boot server support (DNS name discovery, URL lists, georedundancy, re-registration on fail over)
- Web configuration utility
- Host name for DHCP registration
- Distributed polling for software upgrades
- Support for TR-069 provisioning
- Wireless connectivity via ObiWiFi5G
- Collection of log files on USB for trouble shooting

Security features

- Enhanced 911 Location support
- Support for FIPS 140-2 security protocols
- User and administrator passwords
- Per-method request challenges
- Configurable digest realm
- Serialized user-agent header
- Signed image support
- HTTPS secure provisioning and BootROM provisioning
- SIP Transport Layer Security (TLS)—mutual authentication, configurable cipher suites
- Support for TLS 1.0/1.1/1.2
- SRTP media encryption

- SIP NTLM authentication (basic, version 2)
- Network DoS attack mitigation (ICMP flood, broadcast storm, VLAN filter, multicast filter)
- OpenSSL library
- Configuration file downloadable custom TLS certificates
- Device certificates
- 802.1x Authentication and EAPOL
- Phone lock
- JITC latency management via configuration
- Custom device certificates
- Encrypted configuration files
- Support for URL syntax with password for boot server
- User profiles
- Multiple TLS profiles
- AS-SIP (Assured Services—SIP)/MLPP (Multilevel Precedence and Preemption)
- Voice over Secure IP (Encrypted RTP media streams)

Interoperability and integration

- Interoperability with a wide variety of SIP call servers (refer to Polycom's Partner Program for additional information)
- Windows Messenger 5.1 and Office Communicator support for presence and instant messaging
- C-link integration, SoundStation IP 7000 daisy chaining, provisioning over c-link, video via Polycom HDX, Polycom SoundStructure solutions
- Exchange Calendaring (VVX 1500, VVX 500, SpectraLink 8400 phones)
- Polycom Desktop Connector (VVX 1500 VVX 500 business media phones)
- CMA Management (VVX 1500 phone)
- REST APIs for 3rd party application development
- uaCSTA (Basic and Minimal Profiles per TR-087) for PC based call management

Microbrowser

- Idle browser with interaction
- Table support
- Check boxes and radio buttons
- XHTML browser for application
- Push API, telephony XML API (Webkit browser (V VX))
- HTTP push
- SIP signaling associated web content (SSAWC)—open a URL provided in a SIP message
- API telephony event: successful line registration
- Microbrowser invokes reboot or reconfiguration
- Ability to control allowable characters in the input fields
- Display custom soft-keys in the input fields
- Ability to use the dial-pad to select entries from a list
- Play .wav files while off-hook using speakerphone

Protocol compliance

- RFC 3261: SIP basic (UDP, TCP, TLS, ETSI TS 102)
- RFC 3262: PRACK
- RFC5357: TWAMP
- RFC 3263: DNS
- RFC 5357: TWAMP
- RFC 3264: SDP
- RFC 3265: NOTIFY
- RFC 3515: REFER
- RFC 3891: SIP replaces header
- RFC 3892: call transfer
- RFC 3842: message waiting summary and indication event
- RFC 4235: INVITE-initiated dialog event package
- RFC 3856: presence event package
- RFC 3325: asserted identity
- RFC 3311: UPDATE method
- RFC 3361 Dynamic Host Configuration Protocol (DHCP-for-IPv4) Option for Session Initiation Protocol (SIP) Servers

- RFC 2308: negative caching of DNS queries (DNS NCACHE)
- RFC 1738: uniform resource locators (URL)
- RFC 4662: event notification extension for resource lists
- RFC 3711: SRTP media security
- RFC 3389: RTP payload for comfort noise
- RFC 1889, 3550: transport protocol for real-time applications
- RFC 1890, 3551: RTP profile for audio/video conferences with minimal control
- RFC 3555: MIME type registration of RTP payload formats
- RFC 2833: RTP payload for DTMF digits, telephony tones, telephony signals
- RFC 3611: RTP control protocol extended reports (RTCP-XR)
- RFC 5104: fast video update via RTCP
- RFC 3925: DHCP option 25
- RFC3266 Reason Header Field
- RFC3911 SIP Join Header
- RFC3959 Early Session Disposition Type for SIP
- RFC 3984 RTP Payload Format for H.264 video
- RFC4575 SIP Event Package for Conference State
- RFC5952 IPv6 Text Representation
- RFC5954 Essential Correction for IPv6 ABNF and URI Comparison in RFC 3261
- TS24.229 3GPP IMS Base Spec (partial)
- RFC2460 Internet Protocol Version 6 Specification
- RFC4291 IPv6 Addressing Architecture
- RFC4861 Neighbor Discovery for IPv6
- RFC4862 Multimedia Terminal Adapter Management
- RFC4443 Internet Control Message Protocol (ICMPv6)
- RFC1981 Path MTU Discovery for IPv6
- RFC6157 IPv6 Transition in SIP
- RFC3266 Support for IPv6 in Session Description Protocol (SDP)

- RFC3315 Dynamic Host Configuration Protocol for IPv6 (DHCPv6)
- RFC3646 DNS Configuration options for DHCPv6
- RFC3736 Stateless DHCP Service for IPv6
- RFC3319 DHCPv6 Options for SIP
- RFC4075 SNTP Configuration Option for DHCPv6

System management

- Event and error logging
- Syslog reporting (TLS)
- Menu-driven hardware diagnostics
- CPU, DSP CPU, network load, memory graphs
- Upload tech-support information
- Voice quality metrics (RTCP-XR and SIP reporting)
- Diagnostic menu configuration file statistics
- Upload current configuration files to boot server for diagnostics and troubleshooting
- User accessible network diagnostics
- Reset phone to factory defaults
- Warning and error notifications management
- Improved boot-up behavior
- Basic Device Monitoring via Polycoms ObiTalk cloud service

Localization

- Unicode multilingual user interface: English (US, Canada, UK), Danish, Dutch, French (France, Canada), German, Italian, Norwegian, Polish, Portuguese, Russian, Slovenian, Swedish, Chinese (simplified and traditional), Korean, Japanese
- Downloadable and customizable UI text strings (V VX 600 and Polycom V VX Camera)
- Voice Quality monitoring-compliant with RFC6035
- Configurable fonts and indicators local features
- Call logs/call lists (placed, received, missed, speed dial)

- Configurable volume reset behavior
- Local, group and corporate (LDAP) contact directories including support for OpenLDAP
- Context sensitive volume control
- Flexible line appearance (one or more line keys can be assigned per line extension)
- Handset, headset, and speakerphone
- Configurable idle display image
- Microphone mute
- Missed call notification
- Configurable time and date display
- Multiple line registrations per device
- Soft key driven user interface
- Screen capture utility
- System status monitoring
- Music on hold
- Multi-stage dialing
- Voicemail (message waiting notification/indicator)
- Enhanced feature keys (EFK)—speed dials, configurable soft keys, macros
- Statically controlled BLF, call park/retrieve
- Configurable, customizable call progress tones (.wav file)
- Local dial plans/digit map
- Configurable feature keys
- Customizable audio sound effects (.wav)
- Power-on welcome sound effect
- Notification profiles (VVX 500, VVX 600, VVX Camera and VVX 1500)
- Audio/video toggle (VVX 500, VVX 600 and VVX Camera)
- Improved call list management (VVX 500, VVX 600, and VVX 1500)
- Persistent ring volume after reboot
- USB keyboard support (VVX 600 and VVX Camera)
- ESK and EFK do not require a reboot
- Next-gen contact directory
- Predictive dialing (VVX 500, VVX 600 and VVX Camera)
- Flexible home screen layout (VVX 500, VVX 600 and VVX Camera)
- Flexible line key assignment
- Selectable Modern and Classic UI Themes (VVX 500 and VVX 600)

Learn more

For more information on Polycom UC Software, visit www.polycom.com/uc-software.

About Polycom

Polycom helps organizations unleash the power of human collaboration. More than 400,000 companies and institutions worldwide defy distance with video, voice and content solutions from Polycom. Polycom and its global partner ecosystem provide flexible collaboration solutions for any environment that deliver the best user experience and unmatched investment protection.

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