

# MaxCS 8.0 and 8.5 Polycom Firmware 5.5.1 Rev Q Update

MaxCS 8.0 and 8.5 now support Polycom firmware 5.5.1 Rev Q for VVX model phones.

This document provides steps for upgrading firmware for Polycom phones that have already been deployed. It also includes other Polycom operational notes.

## Updating Polycom Phones to Firmware 5.5.1 Rev Q

AltiGen recommends that you follow these procedures to update your organization's Polycom VVX phones to firmware version 5.5.1:

1. If you want to disable the firmware auto-upgrade feature, in order to roll out the firmware change on a specific timeline, follow these steps:
  - a. In MaxCS Administrator, select **System > Polycom Configuration**.
  - b. Clear the *Upgrade VVX Firmware to...* option.



Firmware Version

Supported SoundPoint Phone: 4.0.4.2906

Supported Conference Phone: 4.0.8.1608, 4.0.8.1972

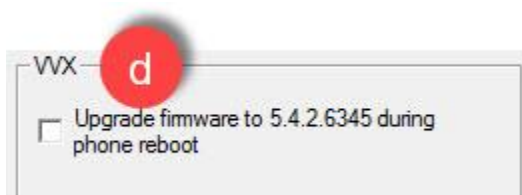
Supported VVX Phone: 5.4.2.2834,

Current VVX Phone firmware on MaxCS: 5.4.2.6345

Upgrade VVX firmware to 5.4.2.6345 during phone reboot if the phone is not associated with an extension number.

A red circle with the letter 'b' is overlaid on the checkbox.

- c. Select **PBX > AltiGen IP Phone Configuration**. Switch to the **Polycom** tab.
- d. Select a Polycom extension and clear the *Upgrade firmware to...* option in the *VVX* section. Repeat for each Polycom extension.



VVX

Upgrade firmware to 5.4.2.6345 during phone reboot

A red circle with the letter 'd' is overlaid on the checkbox.

- Download firmware version 5.5.1 Rev Q (Split) from the Polycom website:

[http://downloads.polycom.com/voice/voip/uc\\_sw\\_releases\\_matrix.html](http://downloads.polycom.com/voice/voip/uc_sw_releases_matrix.html)

**Polycom UC Software Release Matrix For VVX Phones**  
 The Polycom SoundPoint IP (SPIP) and SoundStation IP (SSIP) Software Release Matrix can be found [here](#).

Release	Release Notes	VVX 101	VVX 201	VVX 300/310	VVX 301/311	VVX 400/410	VVX 401/411	VVX 500	VVX 501	VVX 600	VVX 601
5.5.2 Combined	View	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
5.5.2 Split											
5.5.1 Rev Q Combined	View	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
5.5.1 Rev Q Split <b>2</b>											
5.5.1 Rev P Combined	View	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
5.5.1 Rev P Split											

Extract all of the files to this folder on the MaxCS server: \Altiserv\PolyComFW\VVX

- When you are ready to push the new firmware to some or all Polycom phones, in MaxCS Administrator select **System > Polycom Configuration** and check the *Upgrade VVX Firmware to...* option.

Then, for the specific phones that you want to upgrade, select **PBX > AltiGen IP Phone Configuration** and switch to the **Polycom** tab. Select the Polycom extension and check the *Upgrade firmware to...* option. The firmware will download to the phone the next time the phone is rebooted. (To force the phone to reboot immediately, click **Save and Reboot Polycom Phone.**)

## Enhancements Included with Firmware 5.5.1 Rev Q

The following VVX features are now supported with firmware 5.5.1 Rev Q:

- BLF
- Line Park

## Operational Notes

- MaxCS now supports these *additional* VVX models:
  - VVX 301/311
  - VVX 401/411
  - VVX 501
  - VVX 601

- When a user performs a long-press transfer (holding down the **Transfer** button for several seconds), a Blind (Unattended) transfer is performed immediately. This is a change from previous releases, where the user was offered a choice before the transfer was initiated.
- The VVX phone will not support the Do Not Disturb (DND) feature if the user has connected a D60 handset with the phone.