

Polycom VVX 500 or VVX 600 - 20 second audio delay to external party

Last Modified on 01/31/2022 1:48 pm EST

Issue:

On a Wave system, when a Polycom VVX 500 or VVX 600 user is connected to a caller on an external SIP trunk, the external user may not hear them for about 20 seconds.

Affected calls have one or more of the following attributes...

- Call recording - System, Queue, or ad-hoc
- Conference
- Queue call

Cause:

This issue has been observed on these specific VVX phones when Video calling is enabled, whether or not a camera is present.

If reviewing a packet capture, the video codecs will be noted in the SDP of an INVITE packet as below:

```
> Frame 3716: 1406 bytes on wire (11248 bits), 1406 bytes captured (11248 bits) on interface 0
> Ethernet II, Src: Polycom_80:79:25 (00:04:f2:80:79:25), Dst: AxiomTec_52:31:74 (00:60:e0:52:31:74)
> Internet Protocol Version 4, Src: 10.120.142.38, Dst: 10.120.142.10
> User Datagram Protocol, Src Port: 5060, Dst Port: 5060
v Session Initiation Protocol (INVITE)
  > Request-Line: INVITE sip:Conference@10.120.142.10 SIP/2.0
  > Message Header
  v Message Body
    v Session Description Protocol
      Session Description Protocol Version (v): 0
      > Owner/Creator, Session Id (o): - 1643650001 1643650001 IN IP4 10.120.142.38
      Session Name (s): Polycom IP Phone
      > Connection Information (c): IN IP4 10.120.142.38
      > Bandwidth Information (b): AS:512
      > Time Description, active time (t): 0 0
      Session Attribute (a): sendrecv
      > Media Description, name and address (m): audio 2230 RTP/AVP 0 8 18 101
      > Media Attribute (a): rtpmap:0 PCMU/8000
      > Media Attribute (a): rtpmap:8 PCMA/8000
      > Media Attribute (a): rtpmap:18 G729/8000
      > Media Attribute (a): fmp:18 annexb=no
      > Media Attribute (a): rtpmap:101 telephone-event/8000
      > Media Description, name and address (m): video 2232 RTP/AVP 109 34
      > Media Attribute (a): rtpmap:109 H264/90000
      > Media Attribute (a): fmp:109 profile-level-id=42800d; packetization-mode=0
      > Media Attribute (a): rtpmap:34 H263/90000
      > Media Attribute (a): fmp:34 CIF=1;QCIF=1;SQCIF=1
      [Generated Call-ID: 3eb4b0b3f12a5dbe880d263381807925]
```

Workaround:

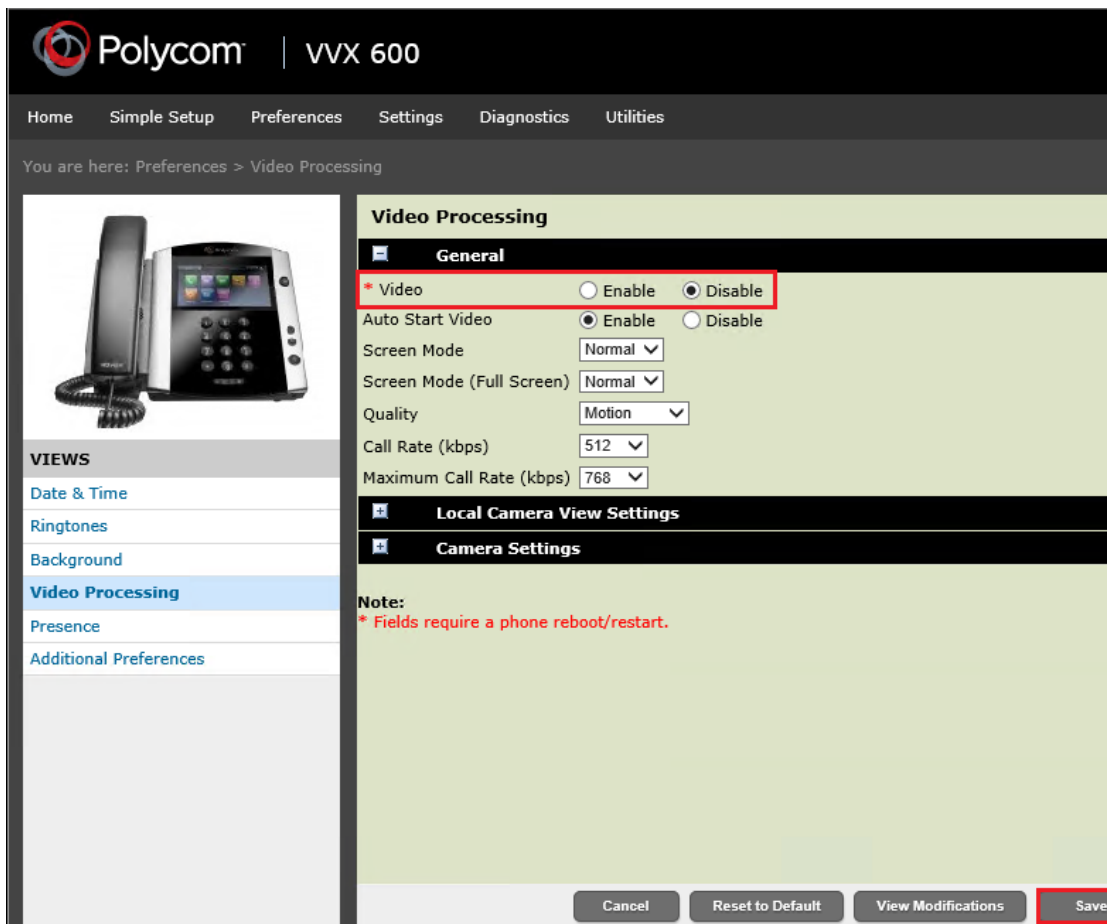
The easiest method to workaround this issue is to simply disable Video Processing on these phones as shown below.

1. Discover the phone's IP address. Go to Home -> Settings -> Status -> Network -> TCP/IP Parameters.
2. Use a web browser and navigate to http:// or https:// (which response may be determined by the firmware version of the phone) and login under the 'Admin' user.

- If the password is unknown, try to contact Support as a next step.
3. Once logged in go to Preferences and click on 'Video Processing'.



4. For the 'Video' option, click 'Disable' and then 'Save' at the bottom of the screen. **The phone will reboot.**



5. Once the phone has rebooted / re-registered, calls using the features noted in the 'Issue' section can be re-tested to verify they are working as expected.

If still having issues at this point, please contact Support for additional assistance.