

Mitel 6800 Series SIP Phones

58014472 REV03

4.2.0 SERVICE PACK 2 RELEASE NOTES

NOTICE

The information contained in this document is believed to be accurate in all respects but is not warranted by Mitel Networks™ Corporation (MITEL®). The information is subject to change without notice and should not be construed in any way as a commitment by Mitel or any of its affiliates or subsidiaries. Mitel and its affiliates and subsidiaries assume no responsibility for any errors or omissions in this document. Revisions of this document or new editions of it may be issued to incorporate such changes.

No part of this document can be reproduced or transmitted in any form or by any means - electronic or mechanical - for any purpose without written permission from Mitel Networks Corporation.

Trademarks

The trademarks, service marks, logos and graphics (collectively "Trademarks") appearing on Mitel's Internet sites or in its publications are registered and unregistered trademarks of Mitel Networks Corporation (MNC) or its subsidiaries (collectively "Mitel") or others. Use of the Trademarks is prohibited without the express consent from Mitel. Please contact our legal department at legal@mitel.com for additional information. For a list of the worldwide Mitel Networks Corporation registered trademarks, please refer to the website: <http://www.mitel.com/trademarks>.

Mitel 6800 Series SIP Phones 4.2.0 SP2 Release Notes

58014472 REV03 - July 2016

®,™ Trademark of Mitel Networks Corporation
© Copyright 2016, Mitel Networks Corporation
All rights reserved

About This Document	1
Release Notes Topics	1
General Information	2
Release Content Information	2
Hardware Supported	2
Bootloader Requirements	2
Important 6800 Series SIP Phone Firmware Upgrade Information	3
Important M685i Expansion Module Firmware Downgrade Information	3
Enhancements and Issues Resolved in Release 4.2.0 SP2.	4
Contacting Mitel Support	7

ABOUT THIS DOCUMENT

This document provides details on new features, enhancements to existing features, and/or issues resolved for the Mitel 6800 series (6863i, 6865i, 6867i, 6869i, and 6873i) SIP phones for Release 4.2.0 Service Pack (SP) 2.



Note: This release applies to the phone models mentioned above only.

For more detailed information about features associated with each phone, and for information on how to use the phones, see your model-specific *SIP Phone Installation Guide* and the *SIP Phone User Guide*. For detailed information about more advanced features, see the *6800 Series SIP Phone Administrator Guide* and/or the *Development Guide XML API For Mitel SIP Phones*.

RELEASE NOTES TOPICS

Topics in these release notes include:

- General Information
- Enhancements and Issues Resolved in Release 4.2.0 SP2
- Contacting Mitel Support

GENERAL INFORMATION

RELEASE CONTENT INFORMATION

This document provides release content information on the Mitel 6800 series SIP phone firmware.

MODEL	RELEASE NAME	RELEASE VERSION	RELEASE FILENAME	RELEASE DATE
6863i	Generic SIP	4.2.0 SP2	58014540-REV03	July 2016
6865i	Generic SIP	4.2.0 SP2	58014541-REV03	July 2016
6867i	Generic SIP	4.2.0 SP2	58014542-REV03	July 2016
6869i	Generic SIP	4.2.0 SP2	58014543-REV03	July 2016
6873i	Generic SIP	4.2.0 SP2	58014544-REV03	July 2016

HARDWARE SUPPORTED

This release of firmware is compatible with the following Mitel SIP portfolio products:

- 6863i
- 6865i
- 6867i
- 6869i
- 6873i

BOOTLOADER REQUIREMENTS

This release of firmware is compatible with the following Mitel SIP portfolio product bootloader versions:

- 6863i: Boot2 1.0.0.0 or higher
- 6865i: Boot2 1.0.0.0 or higher
- 6867i: Boot2 1.0.0.6 or higher
- 6869i: Boot2 1.0.0.6 or higher
- 6873i: Boot2 1.0.1.9 or higher

IMPORTANT 6800 SERIES SIP PHONE FIRMWARE UPGRADE INFORMATION



WARNING: DO NOT ATTEMPT TO UPGRADE YOUR PHONE TO RELEASE 4.2.0 SP2 FROM A RELEASE LOWER THAN 4.2.0 WHEN IN WEB RECOVERY MODE. DOING SO WILL CAUSE YOUR PHONE TO BECOME NON-OPERATIONAL.

IMPORTANT M685I EXPANSION MODULE FIRMWARE DOWNGRADE INFORMATION

If you upgrade your phone from a release lower than 4.2.0 to Release 4.2.0 SP2 and an M685i Expansion Module is attached, the M685i Expansion Module will also upgrade to align itself with the new UI changes.

If downgrading the phone with an M685i Expansion Module from Release 4.2.0 SP2 to a firmware version of Release 4.1.0 (or below), it is required to first downgrade to a Release 4.1.0 Hot Fix or 4.1.0 Service Pack and then to the Release 4.1.0 (or below) firmware version in such scenarios.

This will ensure the UI of the M685i Expansion Module is aligned with the UI at all times.

ENHANCEMENTS AND ISSUES RESOLVED IN RELEASE 4.2.0 SP2

This section describes the enhancements to previously developed features implemented on the SIP phones in Release 4.2.0 SP2 as well as issues resolved on the SIP phones in Release 4.2.0 SP2.

The following table provides the enhancement or issue number and a brief description of each enhancement or issue:



Note: Unless specifically indicated, the items below apply to the all the 6800 SIP phones.

ENHANCEMENT/ ISSUE NUMBER	DESCRIPTION
SIP	
ENH42542	<p>An enhancement has been implemented in Release 4.2.0 SP2 with regards to DNS A record flow behavior for SIP outbound proxies using persistent TLS.</p> <p>When the "sip outbound support" parameter is enabled and the phone is configured to use the DNS A query method to resolve FQDNs for outbound proxies, if multiple IP addresses are provided, the phone establishes a persistent TLS connection with the first flow target IP provided in the list; all SIP message will then be sent through this TLS connection. Time-To-Live (TTL) from the A record response is used for caching and future queries.</p> <p>If a DNS re-query is initiated and the IP address of the current flow target is on the DNS A response list in any position, the phone will renew using the current flow target's IP address. If the IP address of the current flow target has been removed from the DNS A response, or if the IP address of the current flow target is not reachable, the phone will then proceed to disconnect from the current flow target and establish a connection with the first IP address provided on the list.</p> <p>In previous releases, if TTL expired and a SIP request was required, the phone would initiate a DNS A re-query and would attempt to establish a connection with the first IP provided on the list. Therefore, if the IP address of the current connected flow target was on the DNS A response list but was listed as the second or third IP address, the phone would disconnect from the current flow target and establish a connection with the first IP address provided on the list.</p>
DEF42081/CLN42467	<p>When using the phone with the MiCloud Telepo platform, an issue was observed whereby in certain race condition cases (i.e. when the phone receives a re-INVITE before receiving an ACK for the 200OK response of the initial INVITE) the phone did not handle the re-INVITE correctly. This issue has been resolved.</p>
DEF42499/CLN42503	<p>With the "sip outbound support" parameter enabled, an issue was observed whereby if the flow network connection switched to the a new target (due to a flow failover scenario), the flow keep alive was not sent to the new target as was expected. This issue has been fixed.</p>

ENHANCEMENT/ ISSUE NUMBER	DESCRIPTION
UI	
ENH42545	<p>In previous releases, a "<i>UI Enhancements for Failed Call-on-Hold Retrieval Scenarios</i>" feature was implemented whereby the phones would display an error message when an attempt to retrieve a call on hold failed. Moreover, users were then able to drop the call on hold by pressing the Goodbye key.</p> <p>In Release 4.2.0 SP2, this functionality has been extended to failed blind transfer retrieval scenarios. As some platforms do not send NOTIFY messages regarding call transfer progress details during blind transfer scenarios, issues can arise if the transfer target does not answer the transferred call. In Release 4.2.0 SP2, when using the phones with these platforms, retrieving a call that has been blind transferred will now result in an error message being displayed. Users are then able to press the Goodbye key to drop the blind transferred call after the failed retrieval attempt.</p>
DEF42128/CLN42469	<p>When using the phone with the MiCloud Telepo platform, attempting to retrieve an in-progress blind transfer call caused an issue whereby users were unable to initiate another call until the alerting state was cleared by the system. This issue has been corrected.</p>
DEF42473/CLN42489	<p>An issue was observed whereby Directory searches for names with diacritical characters were not being parsed correctly by the phone. This issue has been resolved.</p>
DEF42571	<p>6863i: When using the phone with the MiCloud Telepo platform, if a user attempted to record a call via a conference to a recording server, after establishing the conference, the cursor was sometimes positioned on the first call and at other times positioned on the second call. Additionally, audio from the remote party was not being passed through to the recording server. These issues have been fixed.</p>
Audio	
ENH41916/DEF42626	<p>In a Secure Real-time Transport Protocol (SRTP) environment, when a re-INVITE is sent but there is no change to the media Synchronization Source (SSRC) identifier, as per RFC3711 the phone must not reset its Rollover Counter (ROC) to zero. Certain call managers do not adhere to RFC3711 and with these call managers one-way audio may be observed after a re-INVITE is sent (e.g. in a call hold/unhold scenario).</p> <p>To allow interoperability with these call managers that do not adhere to RFC3711 ROC processing, the "srtp loose roc" parameter has been introduced. By default (i.e. when the parameter is not defined or if the parameter is defined as "0") the phone strictly adheres to RFC3711 and does not reset the ROC to zero after a re-INVITE. Enabling this parameter (i.e. by defining the parameter as "1") the phone loosely adheres to RFC3711 and resets the ROC to zero after a re-INVITE.</p>
DEF42292/CLN42468	<p>6867i: When using the phone with the MiCloud Telepo platform, an issue was observed whereby establishing audio between a confxfer host and target took longer than expected. This issue has been corrected.</p>
DEF42313/CLN42469	<p>6865i: When using the phone with the MiVoice MX-ONE call manager, if the "rtp symmetric port" feature was disabled, an issue was observed whereby the phone would send RTP packets to the wrong destination port. This issue has been fixed.</p>

Enhancements and Issues Resolved in Release 4.2.0 SP2

ENHANCEMENT/ ISSUE NUMBER	DESCRIPTION
DEF42444/CLN42462	When using the phones with the MiCloud Telepo platform, various audio issues were observed when attempting to establish a conference call due to the handling of Music on Hold functionality. These issues have been resolved.
DEF42633/CLN42637	An intermittent issue was observed whereby the phone, with the live dialpad feature enabled, did not play the ringback tone if digits were entered very quickly and the phone initiated number matching functionality. This issue has been corrected.
Network	
ENH40891	The 6800 Series SIP phones now support the forwarding of Multiple Spanning Tree Protocol (MSTP) messages from the LAN port to the PC port in Release 4.2.0 SP2. This ensures issues regarding network loops are not created if, for example, a user accidentally connects both the LAN and PC ports of the phone to a switch with MST enabled.
XML	
ENH40882	6867i/6869i with K680i: An enhancement has been implemented in Release 4.2.0 SP2 whereby characters entered using the K680i keyboard while on the home/idle screen with the Live Keyboard feature enabled are now held in a buffer until an XML page with an InputScreen takes control of the input.
DEF42479/CLN42507	6873i: A stability issue was observed when a user attempted to use the Directory search function on a MiVoice 5000 XML-based Directory application. This issue has been fixed.
DEF42509	When the phone was downloading and playing an alarm melody file, an issue was observed whereby the melody would continue to play even after a "Melody.Stop" command was executed. This issue has been resolved.
DEF42525	6863i and 6865i: An issue was observed whereby the last word of the first line would at times be repeated on the second line of the phone's display in certain XML applications. This issue has been corrected.

CONTACTING MITEL SUPPORT

If you have read this release note, and consulted the Troubleshooting section of your phone model's manual and still have problems, please contact Mitel Support via one of these methods:

North America

- Toll Free at 1-800-574-1611
- Online at <http://www.mitel.com/content/mitel-technical-support>

Outside North America

Please contact your regional Mitel Technical Support.

