

# Mitel 6800 Series SIP Phones

58015265 REV 04

4.3.0 SERVICE PACK 2 GA RELEASE NOTES



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### Mitel 6800 Series SIP Phones 4.3.0 SP2 GA Release Notes

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## About This Document

This document provides details on the 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 4.3.0 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 *Mitel 6800 Series SIP Phones 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 4.3.0 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	4.3.0 SP2 GA	58015039-REV 04	May 2017
6865i	Generic SIP	4.3.0 SP2 GA	58015040-REV 04	May 2017
6867i	Generic SIP	4.3.0 SP2 GA	58015041-REV 04	May 2017
6869i	Generic SIP	4.3.0 SP2 GA	58015042-REV 04	May 2017
6873i	Generic SIP	4.3.0 SP2 GA	58015043-REV 04	May 2017

### Hardware Supported

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

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

### Bootloader Requirements

This release 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 4.3.0 SP2 FROM A RELEASE LOWER THAN 4.2.0 WHEN IN WEB RECOVERY MODE. DOING SO WILL CAUSE YOUR PHONE TO BECOME NON-OPERATIONAL.**

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## Important M685i Expansion Module Firmware Downgrade Information

If you upgrade your phone from a release lower than 4.2.0 to Release 4.3.0 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 4.3.0 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.

## NEW FEATURES IN RELEASE 4.3.0 SP2

This section describes the new features in SIP Phone Release 4.3.0 SP2. The following table summarizes each new feature and provides a link to more information within this release note. Each feature also specifies whether it affects the Administrator, the User, or the XML Developer.

FEATURE	DESCRIPTION
<a href="#">Filter VDP Parameters</a>  (For Administrators)	In earlier releases, changes made by the VDP user were uploaded to the server. In release 4.3.0 SP2, a change has been made to ensure that a list of blacklisted parameters are not uploaded to the server (in user_local.cfg) and are instead, saved in the file local.cfg.  <b>*New for all 6800 series SIP Phones</b>
<a href="#">Unsubscribe Disabled At Reboot</a>  (For Administrators)	An enhancement is made in release 4.3.0 SP2 wherein the unsubscribe request is disabled and the SIP phone sends only an unregister request prior to reboot.  <b>*New for all 6800 series SIP Phones</b>
<a href="#">LED Blinking Disabled for Missed Calls</a>  (For Administrators)	In release 4.3.0 SP2, an enhancement is made wherein the blinking of LEDs attached to the "Callers" key to notify missed calls is disabled when the call log is handled by the call server API.  <b>*New for all 6800 series SIP Phones</b>
<a href="#">Import Local Directory</a>  (For Users and Administrators)	With release 4.3.0 SP2, users can import the local directory data from WebUI to make it convenient when switching or upgrading SIP phones.  <b>*New for all 6800 series phones</b>
<a href="#">PUBLISH Request with Random Call-ID</a>  (For Administrators)	With release 4.3.0 SP2, an enhancement is made wherein the phone generates a random Call-ID with every PUBLISH request sent. In previous releases, the phone used to send PUBLISH requests with the same Call-ID.  <b>*New for all 6800 series phones</b>
<a href="#">Edit SoftKey By Press and Hold Function</a>  (For Users)	With release 4.3.0 SP2, the user can now edit the already configured speed dial softkey by using the "Press and Hold" feature.  <b>*New for 6867i, 6869i and 6873i phones</b>
<a href="#">Enable SIP Registration With Line Key Configuration</a>  (For Administrators)	In release 4.3.0 SP2, a new configuration parameter " <b>sip registration require line key</b> " is created which allows a SIP line account to be registered only when a softkey (top or bottom), a programmable or an expansion module key line is configured.  <b>*New for all 6800 series phones</b>

## ADDITIONAL INFORMATION

### FILTER VDP PARAMETERS

In earlier releases, when a hotdesk user is logged in, all configuration changes made in the phone prior to logging out are either uploaded to the network or saved to the local configuration.

In release 4.3.0 SP2, when a hotdesk user is logged in, a list of configuration parameters are stored locally in the phone thereby eliminating the need to upload the blacklisted parameters to the hotdesk server prior to log out.

The firmware implements this feature automatically in the background and no parameter or configuration is required. This feature is new to all 6800 series SIP phones.

The following are the blacklisted configuration parameters that are stored locally on the phone:

- dhcp
- ip
- subnet mask
- default gateway
- dns1
- dns2
- ethernet port 0
- ethernet port 1
- eap type
- identity
- 802.1x root and intermediate certificates
- 802.1x local certificate
- 802.1x private key
- 802.1x trusted certificates
- tagging enabled
- vlan id
- vlan id port 1
- tos sip
- tos rtp
- tos rtcp
- tos priority map
- priority non-ip
- dhcp option 132 vlan id enabled



- dhcp config option override
- https user certificates

## IMPORT LOCAL DIRECTORY

With Release 4.3.0 SP2, users can import the local directory data from WebUI when switching or upgrading SIP phones. This feature is new to all 6800 series SIP phones.

An import mechanism is created at the WebUI which facilitates the following:

- Export local directory through WebUI on the old phone as a CSV file.
- Import local directory through WebUI from the CSV file on the new phone.
- Local directory is replaced by the data from the CSV file.

The import mechanism does not work in the following scenarios:

- No record is detected in the CSV file.
- Number of records in the CSV file exceed 1000.

The duplicates are ignored from the CSV file when import is performed.

This feature allows user to make bulk changes in the local directory by modifying the exported CSV file and importing it back.

The feature is not available when the directory is disabled or when the directory is replaced with a XML script.

## LED BLINKING DISABLED FOR MISSED CALLS

When the call log is handled by the call server API, the LED attached to the "Callers" key blinks to notify missed calls. An enhancement is made in release 4.3.0 SP2 wherein the blinking of LED is disabled when there are missed calls listed in the SIP Phone.

The administrators can configure this feature using the configuration files. By default the feature is disabled.

### *Enable or Disable Blinking of LEDs For Missed Calls Using Configuration Files*

Use the following parameter to enable or disable blinking of LEDs for missed calls in SIP Phone:

PARAMETER –	CONFIGURATION FILES
<i>missed calls callers indicator disabled</i>	startup.cfg, [mac].cfg
DESCRIPTION	Enable or disable blinking of LED attached to the Callers key to notify missed calls at the call server integration call log init or update.
FORMAT	Boolean
DEFAULT VALUE	0

<b>RANGE</b>	0 - 1 0 (LED attached to the callers key does blink when missed calls are listed) 1 (LED attached to the callers key does not blink when missed calls are listed)
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**EXAMPLE** missed calls callers indicator disabled: 1

## UNSUBSCRIBE DISABLED AT REBOOT

An enhancement is made in release 4.3.0 SP2 wherein the unsubscribe request is disabled and the SIP phone sends only an unregister request prior to reboot.

The administrators can configure this feature using the configuration files. By default the feature is disabled. To enable it, the parameter should be set to 0.

### *Enable or Disable Unsubscribe Before Rebooting Using Configuration Files*

Use the following parameter to enable or disable unsubscribe before rebooting the SIP Phone:

<b>PARAMETER –</b> <i>sip unsubscribe before reboot</i>	<b>CONFIGURATION FILES</b> startup.cfg, <mac>.cfg
<b>DESCRIPTION</b>	Enable or disable unsubscribe request prior to rebooting the SIP phone.
<b>FORMAT</b>	Boolean
<b>DEFAULT VALUE</b>	1
<b>RANGE</b>	0 - 1 0 (only sends unregister before rebooting) 1 (sends unsubscribe and unregister before rebooting)
<b>EXAMPLE</b>	sip unsubscribe before reboot: 0

## EDIT SOFTKEY BY PRESS AND HOLD FUNCTION

In previous releases, the speed dial keys in 6800 series phones could be configured on softkeys through a "pnh" (press and hold) procedure.

Editing the softkey using WebUI or TUI (**Settings -> Dialing -> Speed Dial Edit**) was not user friendly.

With Release 4.3.0 SP2, the user can now edit the previously configured speed dial softkey using the "Press and Hold" feature. This feature is implemented only on 6867i, 6869i, 6873i phones and not on 6863i and 6865i phones.



## ENABLE SIP REGISTRATION WITH LINE KEY CONFIGURATION

In Release 4.3.0 SP2, a new configuration parameter “**sip registration require line key**” is created which allows a SIP line account to be registered only when a softkey (top or bottom), a programmable key or an expansion module key line is configured. This feature is new for all 6800 series phones.

The administrators can configure this feature using the configuration files. By default the feature is disabled. To enable it, the parameter should be set to 1.

### *Enabling/Disabling SIP Registration Require Line Key Using Configuration Files*

Use the following parameter to enable or disable this feature:

PARAMETER –	CONFIGURATION FILES
<i>sip registration require line key</i>	startup.cfg, <mac>.cfg
DESCRIPTION	Enable or disable SIP line account registration with a configured softkey line.
FORMAT	Boolean
DEFAULT VALUE	0
RANGE	0 - 1 0 (Disabled) 1 (Enabled)
EXAMPLE	sip registration require line key: 1

## ISSUES RESOLVED IN RELEASE 4.3.0 SP2

This section describes the enhancements to previously developed features implemented on the 6800 series SIP phones in Release 4.3.0 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.

DEFECT	DESCRIPTION	RESOLUTION
DEF43856	In a conference call using a 6873i phone and Plantronics Blackwire C720 USB Headset, after the third caller joins the call, the 6873i phone user cannot hear the third caller because the headset receive volume drops to a low level.	Problem resolved
DEF43797	In the Chariot setup, the port is not set in the Contact header when the phone sends a 1xx response to an incoming call which causes emergency call issues.	Problem resolved by initializing a member variable in CSipPacket class.
DEF42999/ CLN43859	The discreet ringing does not function when the ring tone is set to UK or Australia.	Problem resolved
DEF43841/ CLN43857	When the phone was upgraded from firmware 4.2.0.2023 to 4.3.0.1058, an incorrect ring tone (Euro ring tone played instead of UK) was played during ringback.	Problem resolved
DEF43833/ CLN43835	When the phone was used with firmware 4.3, a data loss was observed on the last Programmable Expansion Module connected to the phone (backlight on but no softkeys).	Problem resolved by storing the highest index of expansion module received from the variable storing the number of active expansion module.
DEF43531	In 6873i phones, when enhanced pickup is enabled and the phone is configured with topsoftkeys 1 to 12, where the topsoftkey 12 is a BLF key and when a call is placed to the extension monitored by topsoftkey 12, on call pick up the topsoftkey12 becomes unresponsive. At this point, all other topsoftkeys are also unresponsive. When the monitored extension reverts to the idle state, the TUI becomes responsive.	Problem resolved.

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DEFECT	DESCRIPTION	RESOLUTION
CLN43801	The 6800 series phones do not respond to SIP NOTIFY messages when configured with persistent TLS and sips symmetric tls signaling is set to 2 due to a mismatch in the TLS port to send a SIP request and the Contact port set in the sip request.	Problem resolved. The TLS connection failed retry time can now be configured by adding a configurable integer parameter "sip persistent tls connection retry time" to control the failed persistent connection retry time. By default, the parameter is set to 30 seconds and the parameter ranges between 0 through 3600.
DEF43763/ DEF43604	In 6800 series SIP Phones, after a firmware upgrade to 4.3.0, the softkeys appear briefly on the phone display when making an outgoing call and the phone is in the alerting state. The phone also randomly displays (with or without softkeys displayed) a red line above the display text.	Problem resolved
DEF43738	6873i phones reboot when user calls MNS on key positions 22,33 or 44.	Problem resolved
CLN43787	The 6800 series SIP Phones stop config download after reboot when the configuration settings are provided through XML.	Problem resolved
DEF43704	In 6800 series SIP Phones it was observed that the call waiting tone does not play correctly when an INVITE is sent with "alert-Info BellCore-dr" header.	Problem resolved
DEF43660/ CLN43682	When a SIP Phone with customized ring tone receives an INVITE with Alert-Info in the SIP header, the phone continues to ring.	Problem resolved
DEF39843/ CLN43724	For 6867i SIP Phones, it is observed that the NTP server is queried twice by the phone.	Problem resolved
DEF43659/ CLN43706	The firmware sometimes does not upgrade at auto resync even when the terminal has a configuration that points to a new firmware. It was observed that the check resync time was not correctly followed.	Problem resolved
ENH43687	The SIP Phone used to send PUBLISH requests with the same Call-ID.	An enhancement is made wherein the phone generates a random Call-ID with every PUBLISH request sent.
DEF43608	An intermittent SIP engine crash was reported on the SIP phone which was introduced by a Null pointer.	Problem resolved
CLN43671	During an active call it was observed that the SIP phone displays an idle state at irregular intervals and the TUI does not reflect the call information.	Problem resolved

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DEFECT	DESCRIPTION	RESOLUTION
DEF43571	During a network scan, the 6867i phones are observed to be slow and unresponsive losing registration at times. However after a re-register or reboot, the phone could be accessed.	Problem resolved
DEF43605	The https://ip-address/capture.html web page is not protected and can be accessed without the a username and password request.	Problem resolved Admin level protection is provided.
DEF43563	The 6867i phones reboot on every network pen testing scan.	Problem resolved
CLN43602	During an active call, a multicast page intervention is observed even when the allow barge configuration is disabled and the page audio merges with the call.	Problem resolved
CLN43601	A page barge-in is reported on a 6737i call even if the allow barge configuration is disabled.	Problem resolved
CLN43580	When the phone sends rtcp-xr reports through PUBLISH request, the Local ID and OrigID fields in VQ statistics are not set correctly for incoming calls.	Problem resolved When generating a rtcp-xr report, the LocalID is always set to be same as the current local address of the SIP account and the OrigID is set to be same as the LocalID for an outgoing call.
CLN44023	In MiVoice 400 server, the line state and presence state icon colors for BLF list appear mixed.	Problem resolved
DEF43662	After the SIP password is changed through the admin portable, the phone fails to place the call on hold as the media server returns 403 Failed Authorization. The phone sent the old password for digest authentication.	Problem resolved

## Contacting Mitel Support

If you have read this release note, consulted the Troubleshooting section of your phone model's manual, and still have problems, please contact Mitel Support through one of the following 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.

