

Mitel 6800/6900 Series SIP Phones

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5.0.0 Service Pack 1 Release Notes



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Mitel 6800/6900 Series Phones 5.0.0 Service Pack 1 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) and 6900 Series (6920, 6930, and 6940) SIP Phones for Release 5.0.0 Service Pack (SP) 1.

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

For detailed information about features associated with each phone, and for information about how to use the phones, see your model-specific *SIP Phone Installation Guide* and the *SIP Phone User Guide*. For detailed information about the advanced features, see the *Mitel 6800/6900 Series SIP Phones Administrator Guide* and the *Development Guide XML API For Mitel SIP Phones*.

Release Notes Topics

This release notes includes the following topics:

- General Information
- Firmware Upgrade and Downgrade Information
- New Features in Release 5.0.0 SP1
- Additional Information
- Issues Resolved in Release 5.0.0 SP1
- Contacting Mitel Support

General Information

Release Content Information

This section provides release content information about the Mitel 6800 and 6900 Series SIP Phone firmware.

Model	Release Name	Release Version	Release Filename	Release Date
6863i	Generic SIP	5.0.0 SP1	58015370-REV03	January 2018
6865i	Generic SIP	5.0.0 SP1	58015370-REV03	January 2018
6867i	Generic SIP	5.0.0 SP1	58015370-REV03	January 2018
6869i	Generic SIP	5.0.0 SP1	58015370-REV03	January 2018
6873i	Generic SIP	5.0.0 SP1	58015370-REV03	January 2018
6920	Generic SIP	5.0.0 SP1	58015370-REV03	January 2018
6930	Generic SIP	5.0.0 SP1	58015370-REV03	January 2018
6940	Generic SIP	5.0.0 SP1	58015370-REV03	January 2018

Hardware Supported

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

- 6863i
- 6865i
- 6867i
- 6869i
- 6873i
- 6920
- 6930
- 6940

Bootloader Requirements

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

- 6863i: Boot2 1.0.0.0 and later
- 6865i: Boot2 1.0.0.0 and later
- 6867i: Boot2 1.0.0.6 and later
- 6869i: Boot2 1.0.0.6 and later

- 6873i: Boot2 1.0.1.9 and later
- 6920: Boot2 2.1.0.0 and later
- 6930: Boot2 2.1.0.0 and later
- 6940: Boot2 2.1.0.0 and later

Important Firmware Information

6800 Series SIP Phone Firmware Upgrade Information

CAUTION: DO NOT ATTEMPT TO UPGRADE YOUR PHONE TO RELEASE 5.0.0 SP1 FROM A RELEASE LOWER THAN 4.2.0 WHEN IN WEB RECOVERY MODE. DOING SO WILL CAUSE YOUR PHONE TO BECOME NON-OPERATIONAL.

M685i and M695 Expansion Module Firmware Upgrade and Downgrade Information

If you upgrade your phone from a release lower than 4.2.0 to Release 5.0.0 SP1 and your phone has an M685i Expansion Module attached, the expansion module will also upgrade to align itself with the new UI changes.

If you are downgrading your phone from Release 5.0.0 SP1 to a firmware version of Release 4.3.0 or earlier and your phone has an M685i Expansion Module attached, you must first downgrade to Release 4.1.0 Hot Fix or 4.1.0 Service Pack and then to the Release 4.3.0 or earlier firmware version. This ensures that the UI of the M685i Expansion Module is always aligned with the phone UI.

Do not plug an M695 into a 6800i model. Ensure that an M695 is plugged into a 6920, 6930 or 6940 Phone. The 5.0.0 SP1 firmware pushes a new hardware ID into the M695, M685i, and M680i Expansion Modules which requires PKMs to be plugged to the correct phone models.

With 5.0.0 SP1 release, PKMs upgrade to version 3.1.0.2. This version supports a new UI as per 5.0.0 SP1 release. If you downgrade the phone firmware to 4.3.0.SP1 GA release or earlier versions, the PKM does not downgrade which causes a mismatch of UI and icons. This is a known issue. PKM version downgrade is not supported.

Note: M695 PKMs are supported only on the 6900 models. M685i and M680i continue to be supported on 6800i models only. M685i and M680i are not supported on 6900 models.

New Features in Release 5.0.0 SP1

This section describes the new features in SIP Phone Release 5.0.0 SP1. The following table summarizes each new feature and provides a link to more information about the feature. Each feature also specifies whether it primarily concerns administrators, users, or XML developers.

Feature	Description
Call Forward Busy or Call Forward No Answer Option to Turn Off MWI LED (For users)	With Release 5.0.0 SP1, when Call Forward is set to either "Call Forward Busy" or "Call Forward No Answer" options, the MWI LED on the phone is turned off. New for all 6800 and 6900 Series SIP Phones
Handle 5xx Response During VDP Login (For users and administrators)	An enhancement is made wherein during a VDP auto login procedure, when the phone receives a 500 or 503 response, the VDP user retries to auto login after every 300 seconds. New for all 6800 and 6900 Series SIP Phones
Hash Password Support for SIP Authentication (For administrators)	Release 5.0.0 SP1 supports configuration of digest authentication a1 hash as opposed to the clear text password. A new configuration parameter "sip lineN hash" is introduced in this release to support provisioning of digest authentication (a1 hash). New for all 6800 and 6900 Series SIP Phones
Additional Parameters in VDP Filter List (For administrators)	In release 5.0.0 SP1, additional configuration parameters are added to the VDP filtering feature for 6800 and 6900 series SIP phones. New for all 6800 and 6900 Series SIP Phones
Edit Speed Dial Key (For users)	The user can now edit the already configured speed dial softkey using the "Press and Hold" feature. New for all 6900 Series SIP Phones
Picture Refresh (For users and administrators)	A time to live mechanism is implemented for the avatars to refresh the image cache periodically thereby keeping the phone updated with the most recent images. New for all 6800 and 6900 Series SIP Phones

Additional Information

Call Forward Busy or Call Forward No Answer Option to Turn Off MWI LED

With Release 5.0.0 SP1, when Call Forward is set to either “Call Forward Busy” or “Call Forward No Answer” options, the MWI LED on the SIP phone turns off.

The LED turns on only when Call Forward is set to “Call Forward All”.

Handle 5xx Response During VDP Login

Previously, when a VDP user attempts to log in and receives a 503 or 500 response from VDP configuration server (HTTP or HTTPS only), the phone fails to send further requests and no longer auto logs in. This scenario is only applicable when high security is disabled.

An enhancement is made wherein during a VDP auto login procedure, when the phone receives a 500 or 503 response, the VDP user retries to auto login after every 300 seconds. The phone continues to retry until a positive response is received from the server.

Hash Password Support for SIP Authentication

Release 5.0.0 SP1 supports configuration of digest authentication a1 hash as opposed to the clear text password.

A new configuration parameter “**sip lineN hash**” is introduced in this release to support provisioning of digest authentication (a1 hash). When this parameter is configured, sip lineN hash will override the existing parameter “sip lineN password”.

Configure Digest Authentication a1 Hash Using the Configuration Files

Administrators can configure the hash password support for SIP authentication by defining the following parameter in the configuration files.

Parameter	sip lineN hash
Description	Password supported for SIP authentication in hashed format.
Configuration Files	startup.cfg, [mac].cfg, [model].cfg
Format	Text
Default Value	N/A
Range	Alpha numeric characters
Example	sip lineN hash: *****

The following lists the limitations to the new parameter:

- Applies to lineN and global line.
- Works with the 401 and 407 responses.
- If the configuration parameter “mask sip password” is enabled, when local.cfg and server.cfg are downloaded from the troubleshooting page in Web UI, the hash value is masked.

Additional Parameters in VDP Filter List

When a hotdesk user logs in, all configuration changes made prior to log out need to be either uploaded to network, or saved to local config. Previously, all hotdesk user's configurations were synchronized to the server, including the network dependency parameters such as IP address, DHCP setting, TLS certificate settings, and so on.

Since the hotdesk user configuration is required to be independent of the network, a change was implemented, to have a list of network parameters stay on the phone (saved in local.cfg instead of user-local.cfg). This helps in avoiding mal-configurations when the VDP user switches networks.

In release 5.0.0 SP1, additional VDP filtering parameters are added to the list of configuration parameters. The firmware implements this feature automatically in the background and no parameter or configuration is required.

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

- Advanced network settings
 - lldp
 - lldp interval
 - sip rport
- Troubleshooting parameter page
 - log server ip
 - log server port
 - log mac
 - log module
 - log module linemgr
 - log module user interface
 - log module misc
 - log module sip
 - log module dis
 - log module dstore
 - log module ept
 - log module ind
 - log module kbd
 - log module net

- log module provis
- log module rtpt
- log module snd
- log module prof
- log module xml
- log module stun
- log module lldp

- Watchdog setting
 - watchdog enable

- Crash file retrieval
 - upload system info server
 - upload system info on crash
 - upload system info manual option

- Configuration server settings page

- Download protocol

- TFTP
 - tftp server
 - tftp path
 - alternate tftp server
 - alternate tftp path
 - use alternate tftp

- FTP
 - ftp server
 - ftp path
 - ftp username
 - ftp password

- HTTP
 - http server
 - http path
 - http port

- HTTPS
 - https server
 - https path
 - https port

- Auto resync
 - auto resync mode
 - auto resync time
 - auto resync max delay

- auto resync days
- TLS Support
 - sips root and intermediate certificates
 - sips local certificate
 - sips trusted certificates
 - sips private key
- Action uri
 - action uri poll
 - action uri poll interval
 - action uri startup
 - action uri registered
 - action uri registration event
 - action uri xml sip notify
 - action uri blf
 - action uri incoming
 - action uri outgoing
 - action uri offhook
 - action uri onhook
 - action uri connected
 - action uri disconnected
- Paging
 - paging group listening
- HTTPS Client Method
- 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

Edit Speed Dial Key

With release 5.0.0 SP1, the users can now edit the previously configured speed dial softkey using the "Press and Hold" feature.

Picture Refresh

In release 5.0.0.SP1, a time to live mechanism is implemented for the avatars to refresh the image cache periodically and keep the phone updated with the most recent images.

A new configuration parameter “**picture refresh timeout**” is introduced which when expires, sends request for Avatar pictures and updates the image cache with the most recent pictures.

Administrators can enable this feature using the configuration files.

Enabling or Disabling Picture Refresh Timeout Using Configuration Files

Use the following parameter to enable or disable the timeout period for picture refresh feature.

Parameter	picture refresh timeout
Description	Indicates the timeout in hours for a downloaded picture.
Configuration Files	startup.cfg, [mac].cfg
Format	Integer
Default Value	0 (no timeout)
Range	0-672
Example	picture refresh timeout: 24 (deletes downloaded images after 24 hours to be downloaded again)

Issues Resolved in Release 5.0.0 SP1

This section describes the issues resolved on the SIP phones in Release 5.0.0 SP1

The following table provides the issue number and a brief description of each issue.

DEFECT	DESCRIPTION
DTP-27971	No dial tone was heard when lifting the handset of the SIP phone after updating the BLF key. This issue is resolved.
DTP-28454/ DEF43426/ CLN44609	For 6873i SIP phones, it was observed that the phone restarts repeatedly, approximately 3-4 times an hour. However, the same behavior was not observed on reducing the number of MNS-keys from 20 to 11. This issue is resolved.
DTP-28455/ DEF44526/ CLN44610	A reboot on 6867i SIP phone was reported by due to usage of a null pointer while validating a SIP through header. This issue is resolved.
DTP-28456/ DEF44375/ CLN44611	For 6800 series SIP phones, it was reported that the phone reboots with a "SipEngine Crashed" error placing calls on Hold, Transfer and Park functions. This issue is resolved.
DEF43881/ CLN44049	For a 6800 series SIP phone with 2 pages of top softkeys and one of the bottom softkey configured as the phone's caller list, it was observed that on pressing the callers list softkey when the phone was in idle state, the phone displayed the callers list but on pressing "quit" to go back to the idle screen, the display goes back to the second page of top softkeys instead of the first. This issue is resolved.
DEF44283/ CLN44567	For MiCloud Telepo platform, it was observed that the second blind transfer fails if the music on hold is enabled and the phone receives no response for the call within 60 seconds. This issue is resolved.
DEF44560	The "idle screen error messages suppression" configuration parameter was not working. This issue is resolved.
DTP-27966	It was observed that the phone could not register to MiVoice400 using the TLS protocol through MiVoice Border Gateway. This issue is resolved.
DTP-27770	When a call is made from a MiCollab Mobile softphone to a 6873i SIP phone connected to MX-ONE, the call is established but no audio is heard. This issue is resolved.

DTP-27981	When E.164 number format was used for joining a MiCollab Meeting Center, the phone failed to send the "+" sign in the dialed number, which led to failure in joining the Micollab Meeting Center. This issue is resolved.
DTP-27782	For Telepo accounts, it is observed that the user can view the user image on the Speed Dial key but the image is not visible during a call. This issue is resolved.
DTP-27990	For Telepo accounts, it is observed that the SIP phone fails to include the expansion module header in the HTTP GET messages prior to reading mac.lic. This issue is resolved.
DEF43985	For Telepo, it was observed that during a CTI initiated call, the phone displays the correct Callee information in the ringing state but as soon as the Callee answers the call, incorrectly displays the PAI information. This issue is resolved.
DTP-27922	A noise was heard on the SIP phones at irregular intervals during an active call. This issue is resolved.
DEF44533/ CLN44578	For 6873i SIP phone, the phone fails to accept the pushed content using a secure socket. This issue is resolved.
DTP-27994	With 6867i and 6869i SIP phones, after answering an incoming call on the phone while displaying an XML page, the FLTK_TASK crashes on the following incoming call. This issue is resolved.
DTP-28047	For USB headset, the following additional USB vendor ID is now supported: a) 0x0D9A for RTX wired usb headset b) 0x0D8C and 0x2EA1 for JPL wired usb headset
DEF43405/ CLN44605	A regression was reported in the search field exit function of the directory application. The user was unable to scroll and select a specific entry from the search list. This issue is resolved.
DEF43342/ CLN44606	During an active call, on pressing and holding the bottom softkey of a 6873i SIP phone, it was observed that the phone did not send the DTMF after releasing the softkey. This issue is resolved.
CLN44604	An issue was observed with the SIP phones wherein the BLF list was working incorrectly due to the presence of a double dash "--" in the Calling Line ID Last Name (CLID) on Broadsoft. This issue is resolved.

DTP-28397/ CLN44601	For M685i expansion module, it was observed that when there was no delay between the NOTIFY of defining key and NOTIFY of the changing color, the pseudo LED icon color on the phone was randomly updated. However, this behavior of the expansion module was not observed when there was even 50 ms delay between the two NOTIFY messages. This issue is resolved.
DTP-28411	Issues related to volume in the 'Play Melody' feature have been addressed.
DTP-28399/ CLN44602	When the XML for 'melody.stop' was sent immediately after 'melody.play', the phone ignored the 'stop.melody' and continued playing the melody. This issue is resolved.
DTP-28061	It was observed that randomly the user was unable to answer an incoming call on the 6873i SIP phone since the phone was in off hook seize state when an incoming call appeared. This issue is resolved.
DTP-28053	An issue was reported by Orange wherein the mute/unmute key does not function when accessed from the personal directory page but the LED continues to blink. This issue is resolved.
DTP-28275	For the 6863i SIP phone, unsupported audio modes are removed from the Options menu. This phone model only supports Speaker and Handset and hence the Audio mode option is removed from the TUI.
DTP-28393	For Telepo accounts, when a call was placed from the Mitel softphone using the "call with Deskphone" option and the caller hangs up before the callee receives the call, the phone continues to ring on the callee's end since the Mitel deskphone did not send cancel in a call control case. This issue is resolved.
DTP-28580/ DEF44343	For 6800 series phones, an issue was observed with the transport protocol of recording interface. This issue is resolved.
DTP-28651	The minimum supported value for "user config upload" parameter is changed to 5 due to few performance issues seen with lower values.
DTP-28594	Intermittently parameter 'web interface blacklist duration' would not block IPs immediately. A fix was made to block the requests at starting of the processing instead of at the end.
DTP-28207	An intermittent SIP engine crash was reported on the SIP phone which was introduced by a Null pointer. This issue is resolved.

DTP-28780 In a rare scenario, the SIP phone was displaying a “Server-Error 500” message in response to a key press. This issue is resolved.

DTP-29237 With Release 5.0.0 SP1, 6800 phones now support the validation of TeliaSonera Root Certificate from Telia.

DTP-28513 For 6863i and 6865i SIP phones, it was observed that random characters were missing from the default display on the idle screen. This issue is 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.

