

# Mitel 6800/6900 Series SIP Phones

5.1 SP1 (5.1.0.1024)

Release Notes

Dec 7, 2018



## About this document

This RN (Release Note) is intended for Customer Service and Installation Personnel involved in the installation and maintenance of the the Mitel 6800/6900 series of SIP phones.

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Mitel 6800/6900 series of SIP Phones  
5.1 SP1 (build 5.1.0.1024) Release Notes  
December 7<sup>th</sup>, 2018

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# Release Notes for the Mitel 6800/6900 series of SIP Phones for release 5.1 SP1

This document describes the following components related to the Mitel 6800/6900 Series of SIP Phones for release 5.1 SP1 (build 5.1.0.1024).

- Product enhancements and functional changes
- System and Application/Client Requirements plus Firmware upgrade information
- Where to find the latest version of our guides
- Firmware release history
- Product areas improved in this release
- Known limitations

We strongly recommend you review the information and instructions found in the *Mitel 6800/6900 Series of SIP Phones Administration Guide* before downloading, installing, or upgrading your software.

## Product enhancements and functional changes from SIP 5.1 SP1

The following table describes product enhancements and functional changes for the Mitel 6800/6900 series of SIP Phones and release 5.1 SP1. Each feature also specifies which SIP phone it applies to and whether it primarily concerns administrators, users, or XML developers.

Product area	Description
Feature Enhancement  6800 & 6900 Series of SIP Phones Chinese Support on MX-ONE	6800 and 6900 SIP series of Phones Support for Chinese Characters <ul style="list-style-type: none"> <li>• Limited to MX-ONE Call Manager deployments only</li> <li>• The translations are initially limited to the following endpoints               <ul style="list-style-type: none"> <li>○ 6867, 6869 and M685 PKM</li> <li>○ 6920, 6930 and M695 PKM</li> </ul> </li> <li>• The associated Quick Reference and User Phone Guides will be offered in Chinese.               <ul style="list-style-type: none"> <li>○ The SIP 5.1 SP1 Administrator Guide will only be offered in English</li> </ul> </li> </ul> <p><i>Please see 'Additional Information' in the next section and the Administration guide for further details.</i></p>
Feature Alignment  6800 & 6900 Series of SIP Phones for MiVO400 and MiV5000 Call Managers  (For administrators & End-Users)	Support if SIP 5.1 new content for Mitel 6800 and 6900 series of SIP phones on the MiV5000 and MiVO400 Call Managers <ul style="list-style-type: none"> <li>• SIP 5.1 was not aligned with MiV5000 and MiVO400 Call Manager releases so it's content will be aligned with SIP 5.1 SP1.</li> </ul> <p><i>Please refer the SIP 5.1 Release Notes and the Administration guide for further details.</i></p>

## Additional Information

- **6800 and 6900 SIP series of Phones Support for Chinese Characters**

- NOTES:

- Chinese language support is currently provided for 6920, 6930, 6867i and 6869i phones against MX-ONE deployments only.
  - Please do not attempt to enable Chinese language support on other Mitel SIP phone models, as it will not function. Phones will not download the Font file and will display '?' marks in place of Chinese characters.
- MX-ONE requires a configuration setting for Chinese language support.
- Only the associated Quick Reference and User Phone Guides will be offered in Chinese.
- The SIP 5.1 SP1 Administrator Guide will only be offered in English

- Procedure to enable Chinese Character support of the SIP phones

1. Place the font.gz file and Chinese language files, at the same location on your configuration server folder
  - a. Make sure [font\\_zh\\_Hans.tar.gz](#) file is not renamed.

If this file is renamed, then phone won't read and install the file.

2. Add parameter "language 1: lang\_zh\_cn.txt" in configuration file (ex: startup.cfg)
3. Reboot the phone (make sure phone is pointed to your configuration folder)
  - a. The phone will reboot twice. During first reboot cycle phone download the font file + language file. During second reboot phone applies the files
4. Now, go to Options - Language in TUI and Chinese language will be visible

# Installation and Firmware Upgrade Information for Mitel 6800/6900 SIP Phones with Release 5.1

The following section includes a description of the requirements and relevant details for Mitel 6800/6900 SIP series of phones accessories, PBX integrations, Applications along with Firmware installation notes.

## Supported Mitel SIP Series of Phones and Accessories

The following table provides information regarding supported Mitel SIP series of Phones and Accessories for Release 5.1. (Will update this section with missing details)

Mitel Product	Part Number	SIP Firmware File	Comment
6863i	80C00005AAA-A	6863i.st	
6865i	80C00001AAA-A	6865i.st	
6867i	80C00002AAA-A	6867i.st	
6869i	87-00081AAA-A	6869i.st	
6873i	50006790	6873i.st	
6920	50006767	6920.st	Shipped with Mitel MiNET FW installed For Mitel Call Managers only
6930	50006769	6930.st	Shipped with Mitel MiNET FW installed For Mitel Call Managers only
6940	5006770	6940.st	Shipped with Mitel MiNET FW installed For Mitel Call Managers only
6800/6900 Cordless Handset (Bluetooth)	50006763	None	For 6873i, 6930 and 6940 SIP phones only
DECT Headset (Integrated) (NA)	51305332 (NA) 51305335 (INT)	1.11 (embedded with 6900 FW file)	For 6930 and 6940 SIP phones only
M685i PKM	80C00007AAA-A	3.1.0.3 (embedded with 6900 FW file)	For 6800 SIP phones only
M695 PKM	50006874	3.1.0.3 (embedded with 6900 FW file)	For 6900 SIP phones only
Mitel WLAN Adaptor	51304977 (NA) 51305106 (INT)	Version 1.0.2	New version to be released
3 <sup>rd</sup> Party Headsets (Bluetooth, USB and Analog)		Please refer to the Mitel SIP Phone User guides and Headset Vendor's Web site for compatibility	

## PBX Integrations

This following table describes supported Mitel Call Manager systems and SW versions that integrate with Mitel's 6800/6900 series of SIP phones and firmware release 5.1.

Supported Platform	Version	Comment
Please refer to Mitel Call Manager release notes for updated Mitel 6800/6900 SIP phone compatibility details.		
MiVoice MX-One	Rel 6.0 SP3 and 7.0	
MiVoice 5000	None	SIP 5.1 not supported yet
MiVoice Office 400	Rel 6.0 SP1	Initial support of SIP 5.1 content
MiVoice Office 250	6.3 SP1 and AppSuite 5.1 SP2 (contains 6900 SIP 5.1)	6900 SIP Phones Only <b>NOTE:</b> Requires integration with MiVoice Office Application Suite 5.1 or later
Telepo	4.7	6800 SIP Phones Only
OpenCom Mitel 100	Mitel-100 R12.1 SP4	6800 SIP Phones Only
ClearSpan	Rel 22	6800 SIP Phones Only
SIP Interoperability	<p>Ongoing interoperability with a number of third-party SIP servers and is declared and expanded through the Mitel SIP Centre of Excellence (SIP CoE).</p> <p>For more information, refer to the following SIP CoE Knowledge Base articles available on Mitel On-Line:</p> <ul style="list-style-type: none"> <li>• <b>SIP Configuration Guides</b> provide configuration recommendations and feature limitations for the Mitel MiVoice and third-party SIP servers.</li> </ul>	

**NOTE:** Refer to the applicable *Mitel Communications Manager Engineering Guidelines* for additional information, including network deployment recommendations

## Application and Client Requirements

You must meet the minimum software level requirements for each application and client listed below so that the applications and clients will function correctly with this Release. Please refer to your Mitel Call Manager Release notes for further details

Application	Compatible Software Release	Comment
MiVoice Border Gateway	10.0 SP1, 10.1	
Mitel MiCollab (for Meeting Center Support)	8.0, 8.1	
Mitel Mass Notification	1.0	
iOS for MobileLink on the 6900 SIP Phone	11.1, 11.3, 12.0	
Android for MobileLink on the 6900 SIP Phone	6.0.1, 7.0, 8.1.0, 9.0	

## Important 6800 Series SIP Phone Firmware Upgrade Information

**CAUTION** - DO NOT ATTEMPT TO UPGRADE YOUR PHONE TO RELEASE 5.1 FROM A RELEASE LOWER THAN 4.2.0 WHEN IN WEB RECOVERY MODE. DOING SO WILL CAUSE YOUR PHONE TO BECOME NON-OPERATIONAL.

**M685i & M695 Expansion Module Firmware Upgrade and Downgrade Information** - If you upgrade your phone from a release lower than 4.2.0 to Release 5.1 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 5.1 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.



## Where to find the latest information

You can access the most up-to-date versions of the following documents from <http://edocs.mitel.com>.

- Mitel SIP Phone and Accessory Installation Guides (phone model and accessory specific) for installation details.
- SIP Phone Users Guides (model specific) for detailed information about features associated with each phone and for information about how to use the phones [<http://edocs.mitel.com/UG>]
- Mitel 6800/6900 series SIP Phones Administrator Guide for detailed information about the advanced features.
- Development Guide XML API For Mitel SIP Phones for custom applications.

For answers to frequently asked questions, troubleshooting information, post-release hotfixes, and technical bulletins, see the Mitel Knowledge Base accessible through Mitel Online. Login through the Mitel Connect portal: <https://connect.mitel.com/connect/>. [Need to confirm this is valid and review this with Tech 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: [Need to confirm this is valid and review this with Tech Support](#)

### 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.

## Software release history

The following table details historical Global firmware releases for the Mitel 6800/6900 Series of SIP phones.

Firmware Build	Release Name	Release Date	Comment
4.3.0.1041	SIP 4.3 Service Pack 1	Feb 2 ,2017	For 6800 SIP Phones only
4.3.0.2036	SIP 4.3 Service Pack 2	May 19 <sup>th</sup> , 2017	For 6800 SIP Phones only
4.5.0.39	SIP Release 4.5	Nov 30 <sup>th</sup> , 2017	For 6800 SIP Phones only
5.0.0.151	SIP Release 5.0	Jul 31 <sup>st</sup> 2017	Introduction of 6900 series SIP phones for Mitel Call Managers only
5.0.0.1018	SIP 5.0 Service Pack 1	Jan 31 <sup>st</sup> , 2018	6800 and 6900 SIP phones
5.0.0.2036	SIP 5.0 Service Pack 2	May 28 <sup>th</sup> , 2018	6800 and 6900 SIP phones
5.1.0.227	SIP Release 5.1	Oct 19 <sup>th</sup> , 2018	6800 and 6900 SIP phones
5.1.0.229	SIP Release 5.1_HF1	Nov 8 <sup>th</sup> , 2018	6800 SIP Phone customer fixes
5.1.0.1024	SIP 5.1 Service Pack 1	Dec 7 <sup>th</sup> , 2018	6800 and 6900 SIP phones

## Product areas improved in this release

The following customer-reported issues were resolved in SIP Release 5.1 SP1.

<b>Tracking Number</b>	<b>Headline</b>
DTP-38793	GS-267976 Self-avatar picture ID is not refreshing
DTP-38260	GS-266844 6930 fails to handle incoming call when an USB headset is in use
DTP-38123	GS-266765 MAC address already exist on Mitel RCS
DTP-36849	CLONE - GS-257708 Phone goes to hung state when "Directory" used with Broadsoft XSI
DTP-36848	CLONE - CC-257371 BROADSOFT XSI DIRECTORY does not pull all files until you press directory button
DTP-36618	GS-262365;SIP terminal crashes when configured with MiVoice call recorder
DTP-35545	GS-261867;6867i phone performs unexpected transfert REFER
DTP-35410	GS-260127;6920 SIP terminal on softkey 6 one BLF key not blinking
DTP-34519	GS-261074;6800 & 6900 Directory using Active Directory
DTP-34269	GS-260103;Hotel room with DND: call to front desk sometimes rejected not answered
DTP-34226	GS-259866;Mitel 6867i phone reboots after calling out of the missed call log
DTP-34169	GS-259926;5.0.0.1018 : 6867i 802.1x certificates are lost during upgrade
DTP-32808	GS-257814 6869i answers incoming call => no audio path on DHSG headset
DTP-29898	GS-249519 Missed Calls Indicator pops up again after Redial Key + Cancel keys are pressed - Broadworks specific

## Known Product Limitations

The following section describes key known product limitations for the 6800/6900 SIP Series of phones with SIP 5.1 SP1

<b>Tracking Number</b>	<b>Headline</b> <i>Details</i>
	None to highlight