

Mitel 6800/6900 Series SIP Phones

5.1 SP3 (5.1.0.3069)

Release Notes

November 8th, 2019



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 SP3 (build 5.1.0.3069) Release Notes
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Release Notes for the Mitel 6800/6900 series of SIP Phones for release 5.1 SP3

This document describes the following components related to the Mitel 6800/6900 Series of SIP Phones for release 5.1 SP3 (build 5.1.0.3069).

- 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 SP3

This following table describes product enhancements and functional changes for the Mitel 6800/6900 series of SIP Phones and release 5.1 SP3. Each feature also specifies which SIP phone it applies to and whether it primarily concerns administrators, users, or XML developers.

Product area	Description
Security/Privacy 6800 & 6900 Series of SIP Phones (For Administrators)	Log Issue and Audio Diagnostics are now configurable <ul style="list-style-type: none">• By default, Log Issue and Audio Diagnostics are NOW not displayed on the phone's UI.• The system administrator needs to set the configuration parameters to enable or disable the Log Issue option. <i>Please see Additional Information and Administration guide for further details.</i>
Feature Enhancement 6800 & 6900 series of SIP Phones (For Administrators)	E.164 Support <ul style="list-style-type: none">• Currently limited to Mitel MX-ONE deployments but please reference <i>Please see Additional Information and Administration guide for further details.</i>
Feature Enhancement 6800 & 6900 series of SIP Phones (For End Users & Administrators)	India Standard Time Zone Support (IST) <ul style="list-style-type: none">• Available for all 6800 and 6900 SIP phone deployments and may also be setup as configurable by the end user <i>Please see the User and Administration guides for further details.</i>
Feature Enhancement 6865 and 6867 SIP Phones (For End Users & Administrators)	Username Alphanumeric input Order <ul style="list-style-type: none">• A configuration parameter username alphanumeric input order is available for the 6863i and 6865i IP phones allowing administrators the ability to change the default behavior of the keypad input order during username and password prompts.• By default, keypad input order during username and password prompts changes from uppercase letters to the respective digit and then to lowercase letters with each successive press of the key.

Product area	Description
	<i>Please see the User and Administration guides for further details.</i>
Feature Enhancement 6800 & 6900 series of SIP Phones (For End Users & Administrators)	Mute DTMF Playback <ul style="list-style-type: none"> A new configuration parameter that enables or disables the mute of local DTMF playback tone when the phone is in Dialing or Off-hook state. <i>Please see the Administration guide for further details.</i>
Feature Enhancement 6800 & 6900 series of SIP Phones (For Administrators)	802.1x mutual Authentication <ul style="list-style-type: none"> A new configuration to configure the 802.1x Protocol on your phone. <i>Please see the Administration guide for further details.</i>

Additional Information

Log Issue and Audio Diagnostics are now Configurable

By default, Log Issue and Audio Diagnostics are NOW not displayed on the phone's UI. The system administrator needs to set the configuration parameters to enable or disable the Log Issue option.

- When log issue parameter is disabled (which is the default); logging levels for all modules will default to 1 unless configured differently in configuration files.
- Please see the Admin guide for details

E.164 Support

E.164 is the international telephone numbering plan that ensures each device on the PSTN has a globally unique number. E.164 numbers are formatted as [+] [country code] [subscriber number including area code] and can have a maximum of 15 digits.

- The support from the phone side is that users should be able to dial numbers with the leading '+' symbol.
- Users can dial E.164 numbers from 6800 and 6900 series IP phones. The support for inserting the '+' symbol is provided to users in the following ways:
 - When dialing from the phone, users can insert the '+' symbol by a long-press of the '0' key.
 - When entering an E.164 number as a number entry in the directory from the phone UI, users can insert the '+' symbol by a long-press of the '0' key.
 - When entering an E.164 number as a number entry in the keypad Speed dial from the phone UI, users can insert the '+' symbol by a long-press of the '0' key.
 - On 6940 and 6873i IP phones:
 - Users can insert the '+' symbol by a long-press of the '0' key.
 - While using the virtual keyboard, users can long-press the '=' symbol for the '+' symbol to pop up, which they can select.

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.

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 6800 FW file)	For 6800 SIP phones only
M695 PKM	50006874	3.1.0.11 (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 rd 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 SP3.

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 7.2	
MiVoice 5000	Rel 6.5 SP4 Rel 7.0 SP1	
MiVoice Office 400	Rel 6.1 HF3	
MiVoice Office 250	6.3 SP4 with AppSuite 5.2 SP1	6900 SIP Phones Only NOTE: Requires integration with MiVoice Office Application Suite 5.1 or later
Telepo	Rel 4.8 FP6 Rel 5.0 FP	
OpenCom Mitel 100	Mitel-100 R12.1 SP5	6800 SIP phones Only
ClearSpan	Rel 20.1	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"> • SIP Configuration Guides provide configuration recommendations and feature limitations for the Mitel MiVoice and third-party SIP servers. 	

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	10.1 SP3, 11.0	
Mitel MiCollab (for Meeting Center Support)	8.x, 9.x	
Mitel Mass Notification	1.0	
iOS for MobileLink on the 6900 SIP Phone	10.x, 11.x, 12.x, 13.x	
Android for MobileLink on the 6900 SIP Phone	7.0, 8.x, 9.x, 10.x	

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 Document Center
<https://www.mitel.com/document-center/devices-and-accessories/ip-phones>

Mitel has migrated all content available on edocs.mitel.com (accessing which currently requires a login) to [Document Center](#). New releases of all documents will be available ONLY in the Document Center. If you encounter any problem with accessing content on Document Center, submit a ticket via the Site Feedback link located in the footer of every page within www.mitel.com.

- For 6800 SIP phones
 - <https://www.mitel.com/document-center/devices-and-accessories/ip-phones/6800-series>
- For 6900 SIP phones
 - <https://www.mitel.com/document-center/devices-and-accessories/ip-phones/6900-series>
- 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
- 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://miaccess.mitel.com>.

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.

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 th , 2017	For 6800 SIP Phones only
4.5.0.39	SIP Release 4.5	Nov 30 th , 2017	For 6800 SIP Phones only
5.0.0.151	SIP Release 5.0	Jul 31 st 2017	Introduction of 6900 series SIP phones for Mitel Call Managers only
5.0.0.1018	SIP 5.0 Service Pack 1	Jan 31 st , 2018	6800 and 6900 SIP phones
5.0.0.2036	SIP 5.0 Service Pack 2	May 28 th , 2018	6800 and 6900 SIP phones
5.1.0.227	SIP Release 5.1	Oct 19 th , 2018	6800 and 6900 SIP phones
5.1.0.229	SIP Release 5.1_HF1	Nov 8 th , 2018	6800 SIP Phone customer fixes
5.1.0.1024	SIP 5.1 Service Pack 1	Dec 7 th , 2018	6800 and 6900 SIP phones
5.1.0.2040	SIP 5.1 Service Pack 2	May 3 rd , 2019	6800 and 6900 SIP phones
5.1.0.3069	SIP 5.1 Service Pack 3	Nov 8 th , 2019	6800 and 6900 SIP phones

Product areas improved in this release

The following customer-reported issues were resolved in SIP Release 5.1 SP3.

Tracking Number	Headline
DTP-33335	GS-258715;Problem BIP 6867i
DTP-34834	GS-260191;Incorrect spacing of soft keys in ringing state
DTP-37227	GS-265079 Paging when phone is locked
DTP-39067	GS-268805: Chariot: Phone sends unwanted packets to IP-addresses from firewall parameter - 6867i
DTP-39240	GS-262020 Delay when answering operator call with headset
DTP-40634	GS-272060 6869i Options Menu 'Log Issue' translation to german/spanish/italian/portuguese too long for display
DTP-40945	GS-272647 6863i ring volume control
DTP-41120	GS-273028 DECT headset battery level report on 69XX TUI is always 0%
DTP-41139	GS-272276 USB headset on 6873 and 6940 does not work anymore
DTP-41212	GS-273210 SIP phone 6867i shows yesterday in the call log for calls after 4PM today

Tracking Number	Headline
DTP-41408	GS-273424 Chariot: Phone doesn't handle "AastraIPPhoneExecute" with >3 URIs correctly
DTP-41508	GS-273554 Mitel 6867,6940 security issue.
DTP-41514	GS-273578 68xx / 69xx: Custom ringtone lost after reboot
DTP-41546	GS-273587: After returning inquiry call on SIP Phone 6865i call ends on speaker
DTP-41911	GS-268550 802.1x problem after upgrading from 5.0.0.1018 to 5.1.0.1012 and 5.1.0.227 - 6867i
DTP-41970	GS-274294 delay with please wait message on sip phones when press Received callers list key and Redial key
DTP-42142	GS-271763 Call to loudspeaker after canceled transfer call on Mitel SIP phone
DTP-42292	GS-274800 6940 with Mobile Integration: hold tone missing/one way audio
DTP-42351	GS-274917 Problems with certificate on Google Chrome and Mitel SIP 68xxi- 69xxi
DTP-42412	GS-274297 EAP 802.1x failure after upgrade 6867i from version 5.0.0.1018 to 5.1.0.1024
DTP-42663	GS-274165 6863i and 6865i uses alpha input for numeric registration
DTP-43342	GS-276775 6940 some messages displayed in English during startup although language French
DTP-43382	GS-272114 No voice in Bluetooth Handset and Headset on 2nd incoming call
DTP-43389	GS-276869 6930 : message new firmware for M695 not properly translated to French language
DTP-43447	GS-270703 Swisscom: reboot loop of 6867/69i when adding "an empty contact" via softclient
DTP-43503	CLONE - GS-260289;Swisscom: RecoveryMode despite of MaxBootCount0 on File-Server RST
DTP-43505	CLONE - GS-260289;Swisscom: RecoveryMode despite of MaxBootCount0 on File-Server RST
DTP-43542	GS-276874 Swisscom: XSI contact sync to XSI Personal Phone List broken
DTP-43573	GS-270447 USB-Headset not working with 5.1SP1
DTP-43575	GS-275446 phones 68xxi are muted at answer of call when DHSG headset Jabra is in use
DTP-43731	GS-269134 Mitel 6867 with three M685, first module freeze
DTP-43907	CLONE- CC-276723 After loss of service phones fail to resubscribe
DTP-43915	GS-276983 One-sided communication at the operator
DTP-43934	GS-276584 Delay to establish the voice following external transfer to 6xxx
DTP-44072	CLONE - GS-267089 Noise on Internal Communication
DTP-44082	CC-277946 mapped hardkey 3 and 4 as Line does not show correct LED color (RED) for SCA line definition
DTP-44088	CLONE - GS-273891 After Firmware update to 5.1.0.1024 some 6867i didn't boot anymore
DTP-44133	CLONE - CC-268906 6873i not able loading background image after upgrade to 5.1
DTP-44229	GS-271327 6869 Operator randomly answer on Speaker

Tracking Number	Headline
DTP-44305	GS-278519 Call waiting tone for 2nd call keeps on going, when toneset is set to Mexico
DTP-44353	GS-276007 Call Hold via CTI does not work.
DTP-44900	GS-279228 Long delay in transferring calls from SIP extension using MNS
DTP-45048	GS-275033 USB headset issues since upgrade from 5.0.0.2041 to 5.1.0.1032
DTP-45378	GS-278412 problem with recording function
DTP-45681	GS-280539 W custom ring tone, BLF ring splash changed and not functional before call
DTP-45811	GS-280910 Crackling noise after being unhold G722
DTP-45973	GS-279970 Again issues with Sennheiser USB Headsets now on 5.1.0.2047 - Also see GS-270447 / DTP-39813
DTP-46826	CLONE: DTP-46577 GS-281629 "web interface blacklist duration: 0" does not disable the blacklist feature
DTP-46841	CLONE - GS-276889 phones 68xxi are muted at answer of call when USB headset Jabra is in use
DTP-46850	Clone:: GS-280965 Phone freezes after '484 address Incomplete'
DTP-47166	GS-282646 Check for security and vulnerability for Mitel 68xxi and 69xx phones
DTP-47873	GS-283592 Line 1 and 2 are lost following electrical reboot of the 69xx
DTP-47947	GS-276983 One-sided communication at the operator
DTP-48160	GS-284143 5.1.0.2048o 6867i OBS Auto answer with Plantronics headset

Known Product Limitations

The following section describes key known product limitations for the 6800/6900 SIP Series of phones with SIP 5.1 SP3

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