

# Mitel 6800/6900 Series SIP Phones

[5.0 Service Pack 2 \(5.0.0.2036\)](#)

[Release Notes](#)

[June 6, 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  
5.0 SP2 ([build 5.0.0.2036](#)) Release Notes  
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# Release Notes for the Mitel 6800/6900 series of SIP Phones for release 5.0 SP2

This document describes the following components related to the Mitel 6800/6900 Series of SIP Phones for release 5.0 SP2 (build 5.0.0.2036).

- 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

The following table describes product enhancements and functional changes for the Mitel 6800/6900 series of SIP Phones and release 5.0 SP2. Each feature also specifies which SIP phone it applies to and whether it primarily concerns administrators, users, or XML developers.

Product area	Description
Hardware  (For administrators)  6900 Series SIP Phones	Support for the next HW revision of 6900 SIP series of phones. <ul style="list-style-type: none"><li>• The next revision of 6900 series of SIP phones and corded handsets has updated component designs that have a dependency on the 5.0 SP2 firmware.</li></ul> <i>Please see the 6900 SIP phone Install Guide for further information</i>
Security/Privacy  (For administrators)  6800 & 6900 Series of SIP Phones	Changes to improve security vulnerabilities and privacy in the product. <ul style="list-style-type: none"><li>• The default security algorithm now commences with TLS 1.2 where previously it was TLS 1.0.</li><li>• The phone will now negotiate the highest possible TLS version in the handshaking process.</li></ul> <i>Please see the Administration guide for further information.</i>

## Additional Information (this section may be removed in GA version of Release Notes as the Admin Guide will cover the required details)

### 1. Support for the next HW revision of 6900 SIP series of phones.

- The next revision of 6900 series of SIP phones includes updated components that have a dependency on the 5.0 SP2 SIP firmware. These enhancements resulted in a repositioning of the USB and handset interfaces being on the back of the 6920 and 6930 phones along with an updated corded handset design.
  - The enhanced 6900 SIP phones will be shipped have protection built in to SIP firmware versions older than 5.0 SP2 from being installed.
  - The new version 6900 SIP phones are identified by a HW version of B.X
  - The handset has an indented circle in the hook-switch crevice. It is backward compatible with older HW versions of the 6900 SIP phone.

### 2. Make TLS 1.2 the default protocol version for https when the phone is set for TLS Preferred

- With Release 5.0.0 SP2, the phone initiates a TLS connection with the highest supported TLS version and falls back to the selected protocol version.
  - If the TLS version is set to TLSv1.0, the phone starts the negotiation with TLSv1.2.
    - If the server supports TLSv1.2, the phone communicates on TLSv1.2
    - If the server supports TLSv1.1, the phone communicates on TLSv1.1
    - If the server supports TLSv1.0, the phone communicates on TLSv1.0
    - If the server supports SSLv3.0, the phone terminates the TLS connection as minimum TLS version is set to TLSv1.0
  - If TLS version is set to TLSv1.1, the phone starts the negotiation with TLSv1.2.
    - If the server supports TLSv1.2, the phone communicates on TLSv1.2
    - If the server supports TLSv1.1, the phone communicates on TLSv1.1
    - If the server supports TLSv1.0, the phone terminates the TLS connection as the minimum TLS version is set to TLSv1.1
    - If the server supports SSLv3.0, the phone terminates the TLS connection as the minimum TLS version is set to TLSv1.1
  - If the TLS version is set to TLSv1.2, the phone starts the negotiation with TLSv1.2.
    - If the server supports TLSv1.2, the phone communicates on TLSv1.2.
    - If the server supports TLSv1.1, the phone terminates the TLS connection as the minimum TLS version is set to TLSv1.2.
    - If the server supports TLSv1.0, the phone terminates the TLS connection as the minimum TLS version is set to TLSv1.2.
    - If the server supports SSLv3.0, the phone terminates the TLS connection as minimum TLS version is set to TLSv1.2.
  - If the "Preferred TLS" option is selected, the phone starts the negotiation with TLSv1.2 and falls back till SSLv3.0.

# Installation and Firmware Upgrade Information for Mitel 6800/6900 series of SIP Phones with Release 5.0 SP2

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 5.0 SP2. (Will update this section with missing details)

Mitel Product	Part Number	Firmware File	Comment
6863i	80C00005AAA-A	<a href="#">58015370_REV04_5.0.0.2036_SP2-6863i</a>	
6865i	80C00001AAA-A	<a href="#">58015371_REV04_5.0.0.2036_SP2-6865i</a>	
6867i	80C00002AAA-A	<a href="#">58015372_REV04_5.0.0.2036_SP2-6867i</a>	
6869i	87-00081AAA-A	<a href="#">58015373_REV04_5.0.0.2036_SP2-6869i</a>	
6873i	50006790	<a href="#">58015374_REV04_5.0.0.2036_SP2-6873i</a>	
6920	50006767	<a href="#">58015375_REV04_5.0.0.2036_SP2-6920</a>	Shipped with Mitel MiNET FW installed  For Mitel Call Managers only with SIP 5.0 FW
6930	50006769	<a href="#">58015376_REV04_5.0.0.2036_SP2-6930</a>	Shipped with Mitel MiNET FW installed  For Mitel Call Managers only with SIP 5.0 FW
6940	5006770	<a href="#">58015377_REV04_5.0.0.2036_SP2-6940</a>	Shipped with Mitel MiNET FW installed  For Mitel Call Managers only with SIP 5.0 FW
6800/6900 Cordless Handset (Bluetooth)	50006763	None	For 6873i, 6930 and 6940 SIP phones only
M685i PKM	80C00007AAA-A	None	For 6800 SIP phones only
M695 PKM	50006874	None	For 6900 SIP phones only
Mitel WLAN Adaptor NA	51304977 (NA)	Version 1.0	

Mitel Product	Part Number	Firmware File	Comment
	51305106 (INT)		
3rd Party Headsets (Bluetooth, USB and Analog)		Please refer to the Mitel SIP Phone User guides & Headset Vendor 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 5.0 SP2.

Supported Platform	Version	Comment
Please refer to Mitel Call Manager release notes for updated Mitel 6800/6900 SIP phone compatibility details.		
MiVoice MX-One	Minimum MX-ONE 5.0 SP5 HF1 Recommend 6.3 SP2 HF2	
MiVoice 5000	Minimum MiV5000 R6.4 SP2 Recommend MiV5000 R6.5 SP1	
MiVoice Office 400	Minimum R5.0 HF1 Recommended Release 5.0 HF4, Release 6.0	Note: Mitel 6800 available with limitation in: Release 3.2 (Mitel 6863/6865/6867/6869) Release 4.0 (Mitel 6873)
ClearSpan	Minimum R19sp1	6800 SIP Phones Only
Telepo	Minimum Telepo 4.5 Recommended 4.6 SP2	6800 SIP Phones Only
MiVoice Office 250	6.3 and AppSuite 5.1 (contains 6900 SIP 5.0)  6.3 SP1 and AppSuite 5.1 SP1 (contains 6900 SIP 5.0 SP2)	6900 SIP Phones Only <b>NOTE:</b> Requires integration with MiVoice Office Application Suite 5.1 or later
SIP Interoperability	Ongoing interoperability with a number of third-party SIP servers and is declared and expanded through the Mitel SIP Centre of Excellence (SIP CoE).  For more information, refer to the following SIP CoE Knowledge Base articles available on Mitel On-Line:	

Supported Platform	Version	Comment
	<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 Calk Manager Release notes for further details

Application	Compatible Software Release	Comment
MiVoice Border Gateway	10.0 SP1	
Mitel MiCollab (for Meeting Center Support)	8.0	
Mitel Mass Notification	1.0	
iOS for MobileLink on the 6900 SIP Phone	10.0	
Android for MobileLink on the 6900 SIP Phone	6.0.1	

## Important 6800 Series SIP Phone Firmware Upgrade Information

**CAUTION:** DO NOT ATTEMPT TO UPGRADE YOUR PHONE TO RELEASE 5.0.0 SP2 FROM A RELEASE LOWER THAN 4.2.0 WHEN IN WEB RECOVERY MODE. DOING SO WILL CAUSE YOUR PHONE TO BECOME NON-OPERATIONAL.

## M685i & M695 Expansion Module Firmware Upgrade and Downgrade Information

If you upgrade your phone from a release lower than 4.2.0 to Release 5.0.0 SP2 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 SP2 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
5.0.0.118	SIP 5.0 Service Pack 1	Jan 31 <sup>st</sup> , 2018	For 6800 and 6900 SIP phones

## Product areas improved in this release

The following customer-reported issues were resolved in SIP Release 5.0 SP2.

Tracking Number	Headline
DTP-31535	GS-255193 Blank Screen on Phone after Goodbye key in XML screen
DTP-30792	GS-252603 Change of timezone require an extra restart compared to 4.3.0
DTP-30639	GS-248620 68xxi recording displayed without recording invoked
DTP-30586	CLONE - GS-251387 Chariot: VDP/Exchange login frequently impossible when primary DNS Server fails
DTP-30349	GS-252883: No possible to upload custom ringtones after the update 5.0.0.1018
DTP-29936	GS-251642 server error 500 when try to retrieve a blind transfer
DTP-29931	GS-243144 Unable to un-mute an intercom call when bluetooth handset is connected
DTP-29801	CC-251130 6867i and using handsfree on the phone.
DTP-29680	GS-251019 Can't transfer a call to a phone with voice mail active
DTP-29537	CLONE - GS-247329 No transfer soft key after answering a call on a 6873 acting as an operator
DTP-29423	GS-244234 No Audio on Bluetooth Handset after answering an operator call
DTP-29358	GS-249475 Mitel SIP Phone crashed after tried to transfer a call
DTP-28876	GS-247329 No transfer soft key after answering a call on a 6873 acting as an operator
DTP-28583	GS-246902 MNS Pickup with headset on 6867i is very slow
DTP-28381	GS-243968 Pickup call to forked user still rings on one device
DTP-28262	GS-244409 Can't Answer Operator Call with Headset

## Known Product Limitations

The following section describes known product limitations for the 6800/6900 SIP Series of phones with SIP 5.0 SP2.

Jira Tracking Number	Headline
DTP-31363	When changing languages on 6900 the line names do not update



Powering connections

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