

Mitel 6800/6900 Series SIP Phones

6.3 (6.3.0.73)

Release Notes

Sept 26th, 2022



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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6.3 (build 6.3.0.73) Release Notes
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Release Notes for the Mitel 6800/6900 series of SIP Phones for release 6.3

This document describes the following components related to the Mitel 6800/6900 Series of SIP Phones for release 6.3 (build 6.3.0.73).

- 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 6.3

This following table describes product enhancements and functional changes for the Mitel 6800/6900 series of SIP Phones and release 6.3. Each feature also specifies which SIP phone it applies to and whether it primarily concerns administrators, users, or XML developers.

Product area	Description
No new features for this release, Just customer fixes	

Additional Information

None for this release

Installation and Firmware Upgrade Information for Mitel 6800/6900 SIP Phones with Release 6.3

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 6.3.

Mitel Product	Part Number	SIP Firmware File	Comment
6863i	80C00005AAA-A	6863i.st	Not supported on MiVO250, MiCloud Connect and MiVC
6865i	80C00001AAA-A	6865i.st	Not supported on MiVO250, MiCloud Connect and MiVC
6867i	80C00002AAA-A	6867i.st	Not supported on MiVO250, MiCloud Connect and MiVC
6869i	87-00081AAA-A	6869i.st	Not supported on MiVO250, MiCloud Connect and MiVC
6873i	50006790	6873i.st	Not supported on MiVO250, MiCloud Connect and MiVC
MK680i Keyboard		None	For 6867i, 6869i and 6920 SIP phones only
MK680i Expansion Module		None	For 6865i, 6867i and 6869i SIP phones only
6905	50008301	6905.st	Shipped with Mitel MiNET FW installed For Mitel Call Managers only except MiCloud Connect & MiVC
6910	50006766	6910.st	Shipped with Mitel MiNET FW installed For Mitel Call Managers only
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
6920t	50008351	6920.st	Shipped with Mitel MiNET FW installed For Mitel Call Managers only
6930t	50008352	6930.st	Shipped with Mitel MiNET FW installed For Mitel Call Managers only
6930L	50008367	6930.st	Shipped with Mitel MiNET FW installed For Mitel Call Managers only
6930Lt	50008368	6930.st	Shipped with Mitel MiNET FW installed For Mitel Call Managers only

Mitel Product	Part Number	SIP Firmware File	Comment
6940	50006770	6940.st	Shipped with Mitel MiNET FW installed For Mitel Call Managers only
6970	50008271	6970.st	Shipped with Mitel MiNET FW installed For Mitel Call Managers only Generic SIP only for MiVC
6900_6800 Series Wall Mount Kit		None	
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	5.0.0.5 (embedded with 6800 FW file)	For 6800 SIP phones only
M695 PKM	50006874	5.0.0.5 (embedded with 6900 FW file)	For 6900 SIP phones only
Mitel WLAN Adaptor	51304977 (NA) 51305106 (INT)	Version 1.0.3	
Mitel H10 USB Headset		See Jabra Direct support	See page 9 'Where to find the latest information' for details
Mitel H20 Analog Headset		See Jabra Direct support	See page 9 'Where to find the latest information' for details
Mitel H30 USB Headset		See Jabra Direct support	See page 9 'Where to find the latest information' for details
Mitel H40 DECT Cordless Headset		See Jabra Direct support	See page 9 'Where to find the latest information' for details

PBX Integrations

This following table describes latest supported Mitel PBX systems and SW versions that integrate with Mitel's 6800/6900 series of SIP phones and firmware release 6.3. **Please note that some PBXs may not have yet released aligned SW.**

Supported Platform	Version	Comment
Please refer to Mitel PBX Release notes for updated Mitel 6800/6900 SIP phone compatibility.		
MiVoice MX-ONE	R7.5	GA in Nov 2022
MiVoice 5000	R7.2 SP3 TMA	
MiVoice Office 400	pending	

Supported Platform	Version	Comment
BroadSoft BroadWorks	R21.SP1	6800 SIP phones only

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.x, 11.2, 12.x	
Mitel MiCollab (for Meeting Center Support)	8.x, 9.x	
Mitel Mass Notification	1.x	
iOS for MobileLink on the 6900 SIP Phone	13.x, 14.x, 15.x	
Android for MobileLink on the 6900 SIP Phone	10.x, 11.x, 12.x	

Important 6800 Series SIP Phone Firmware Upgrade Information

CAUTION – DO NOT ATTEMPT TO UPGRADE YOUR PHONE TO RELEASE 6.0 FROM A RELEASE LOWER THAN 4.2.0 WHEN IN WEB RECOVERY MODE. DOING SO WILL CAUSE YOUR PHONE TO BECOME NON-OPERATIONAL.

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.
- Third-Party and Mitel Headset Compatibility Guide for Mitel IP Phones for a list of compatible headsets and additional setup details
- 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 main 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
5.1.0.1024	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
5.1.0.3070	SIP 5.1 Service Pack 3	Nov 18 th , 2019	6800 and 6900 SIP phones
5.1.0.4040	SIP 5.1 Service Pack 4	Feb 12 th , 2020	6800 and 6900 SIP phones
5.1.0.5046	SIP 5.1 Service Pack 5	May 15 th , 2020	6800 and 6900 SIP phones
5.1.0.6044	SIP 5.1 Service Pack 6	Oct 15 th , 2020	6800 and 6900 SIP phones
5.1.0.7030	SIP 5.1 Service Pack 7	Feb 19 th , 2021	6800 and 6900 SIP phones
5.10.8012	SIP 5.1 Service Pack 8	Oct 4 th , 2021	6800 and 6900 SIP phones
6.0.0.368	SIP 6.0	Apr 30 th , 2021	6800 and 6900 SIP phones
6.1.0.146	SIP 6.1	Nov 1 st , 2021	6800 and 6900 SIP phones
6.1.0.1037	SIP 6.1 SP1	Jan 4 th , 2022	6800 and 6900 SIP phones
6.2.0.29	SIP 6.2	Mar 22 nd , 2022	6900 phones for RingCentral support <u>only</u>
6.2.0.1014	SIP 6.2 SP1	May 9 th , 2022	6800 and 6900 SIP phones
6.3.0.73	SIP 6.3	Sept 16th, 2022	6800 and 6900 SIP phones

Product areas improved in this release

The following customer-reported issues were resolved in SIP Release 6.3.

Tracking Number	Headline
DTP-68176	HAC Failure on 69XX handset
DTP-67960	6900 does not pick up the vlan advertised by LLDP
DTP-66964	6873i console phones freezing
DTP-66604	***CAP Account ILWU Local 13 *** receptionist 6940 phone locks up and becomes unusable.
DTP-66519	Unheard VM not lighting up the MWI LED correctly on the physical phone. (Chamberlain Hrdlicka Attorneys at Law-N20)
DTP-66358	BLF/MNS ringtone is less loud than normal ringtone on 68xx/69xx phones
DTP-66352	RQST00001017004; Wrong default language
DTP-66288	call termination Mitel6865i
DTP-66147	diverse wrong or missing time zone names and codes used by 6800/6900
DTP-65949	Syslog Time Zone Issue (Chamberlain Hrdlicka Attorneys at Law) - N20
DTP-65908	Mitel DECT 112 (RTX) Phone - Static Audio on Extension to Extension Calls DECT phone to desk phone (69XX) after 15 mins duration. - (CDD - A02)
DTP-65358	Problems with NTP time setting in an isolated network
DTP-65356	Teleworker does not register in MiV400 since upgrade to MiV 400 R7.0
DTP-64929	Mitel 6940 - Touch keyboard delay
DTP-64453	69XX Phones Have Feedback When Calling an Overhead Paging System
DTP-64323	SIP phone does not perform correctly with regards to MX-ONE AS 159 value
DTP-64209	ENG-586438 - BCA Call Merge Failure (Dylan Clark-N26)

Known product limitations

The following section describes key known product limitations for the 6800/6900 SIP Series of phones with SIP 6.3.

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