

# Mitel 6800/6900 Series SIP Phones

6.1 (6.1.0.146)

Release Notes

Nov 3<sup>rd</sup>, 2021



## 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  
6.1 (build 6.1.0.146) Release Notes  
Nov 3<sup>rd</sup>, 2021

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# Release Notes for the Mitel 6800/6900 series of SIP Phones for release 6.1

This document describes the following components related to the Mitel 6800/6900 Series of SIP Phones for release 6.1 (build 6.1.0.146).

- 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 6.1

This following table describes product enhancements and functional changes for the Mitel 6800/6900 series of SIP Phones and release 6.1. 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 (For Administrators and End Users)  North American PBX's only	Ray Baum's Act Compliance (Enhanced 911) <ul style="list-style-type: none"><li>• This feature mainly focuses on the Section 506 which refers to the rules adopted by the FCC requiring enterprises utilizing multi-line telephone systems (MLTS) to provide automated dispatchable location for all 911 calls.</li><li>• It establishes the concept of dispatchable location for Interconnected VoIP services and other 911 capable services. It is critical to achieve successful emergency outcomes for calls that originate from multi-line telephone systems (MLTS).</li><li>• The MLTS (Multi-line Telephone Systems) provides a dispatchable location for 911 calls that includes street address, apartment, suite to adequately identify the location of the calling par</li></ul> <p><i>Please see the SIP 6.1 Admin Guide and applicable PBX documentation for further details.</i></p>
Feature Enhancement (For End Users)	PCLink (PC Audio Support) <ul style="list-style-type: none"><li>• A 6930 and 6940 Bluetooth enabled phones can be paired with your Bluetooth enabled PC for supported Video Conferencing applications.</li><li>• Audio can be streamed though your 6930 or 69340 Speaker , Integrated DECT headset, wired handset, analog or wired headset.</li><li>• Operates with Windows 10 or MAC OS.</li></ul>

Product area	Description
6930 and 6940 IP phones for all Mitel Call Managers adopting r6.1	<p><i>Please Additional Information for Important details</i></p> <p><i>Please see the PCLink Quick Reference and 6930 &amp; 6940 User Guides for further details.</i></p>
<p>Feature Enhancement (For Administrators &amp; End Users)</p> <p>6800 &amp; 6900 IP phones for all Mitel Call Managers</p>	<p>Screensaver timer changes</p> <ul style="list-style-type: none"> <li>Screen saver timer range has changed from 0 - 7200 to 1 - 14400 on 6920, 6930, 6940, 6970, 6867i, 6869i, and 6973i IP Phones.</li> <li>IP phones will no longer support the complete disabling of the screen saver</li> </ul> <p><i>Please see the 6900 User &amp; SIP 6.1 Admin and applicable Mitel PBX Guides for further details</i></p>
<p>Security Enhancement (For Administrators)</p> <p>6800 &amp; 6900 IP phones for all Mitel Call Managers <u>except</u> MiVoice Connect</p>	<p>Change of default to HTTPS for WEB Ui Access</p> <ul style="list-style-type: none"> <li>HTTPS is now default for WebUi access</li> </ul> <p><i>Please see the SIP 6.1 Admin Guide for further details</i></p>
<p>Feature Enhancement (For Administrators)</p> <p>6970 IP Conference phones for all supporting Mitel Call Managers</p>	<p>Add loudness config option for 6970 IP Conference phone</p> <ul style="list-style-type: none"> <li>Support for increased loudness on the 6970.</li> <li>Managed via applicable PBX Admin portals</li> </ul> <p><i>Please see applicable Mitel PBX documentation for further details</i></p>
<p>Feature Enhancement (For End Users and Administrators)</p> <p>6900 IP phones on MiVoice Connect</p>	<p>Extension Monitor 1-press</p> <ul style="list-style-type: none"> <li>Extension monitors on the 6900 IP phones now behave similar to the IP400 series of phones.</li> </ul> <p><i>Please see MiVoice Connect documentation for further details</i></p>
<p>Feature Enhancement (For End Users and Administrators)</p> <p>6900 IP phones on MiVoice Connect</p>	<p>BCA/SCA Auto Answer</p> <ul style="list-style-type: none"> <li>BCA/SCA on the 6900 IP phones now behave similar to the IP400 series of phones.</li> </ul> <p><i>Please see MiVoice Connect documentation for further details</i></p>
<p>Feature Enhancement (For Admins)</p>	<p>Support Director setting of 6900 IP phone iDECT audio mode</p> <ul style="list-style-type: none"> <li>Support for Director setting of iDECT headset audio quality (Narrowband or Wideband)</li> </ul>

Product area	Description
6900 IP phones on MiVoice Connect	<i>Please see MiVoice Connect documentations for further details</i>

## Additional Information

### PCLink (PC Audio Support)

- PCLink is designed to extend audio to your 6930 or 6940 IP phone via Bluetooth only for supported Video applications on your PC as specified in the QR Guide.
- The Audio settings are configured in the Application and NOT on the PC
  - If the PC audio settings are configured for the 6930 or 6940, behaviors are inconsistent and may not be reliable. You allow will received all PC audios including Notifications tones and alerts. This is not a supported setup.
- PCLink and MobileLink cannot work together. Only one feature can be used at a time.

## Installation and Firmware Upgrade Information for Mitel 6800/6900 SIP Phones with Release 6.1

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 6.1.

Mitel Product	Part Number	SIP Firmware File	Comment
6863i	80C00005AAA-A	6863i.st	Not supported on MiVO250, MiCloud Connect and MiVoice Connect
6865i	80C00001AAA-A	6865i.st	Not supported on MiVO250, MiCloud Connect and MiVoice Connect
6867i	80C00002AAA-A	6867i.st	Not supported on MiVO250, MiCloud Connect and MiVoice Connect
6869i	87-00081AAA-A	6869i.st	Not supported on MiVO250, MiCloud Connect and MiVoice Connect
6873i	50006790	6873i.st	Not supported on MiVO250, MiCloud Connect and MiVoice Connect
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 & MiVoice Connect
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 MiVoice Connect
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	51310035	See Jabra Direct support	See page 7 'Where to find the latest information' for details
Mitel H20 Analog Headset	51310036	See Jabra Direct support	See page 7 'Where to find the latest information' for details
Mitel H30 USB Headset	51310027	See Jabra Direct support	See page 7 'Where to find the latest information' for details
Mitel H40 DECT Cordless Headset	51310038 (NA) 51310039 (UK) 51310040 (EMEA)	See Jabra Direct support	See page 7 'Where to find the latest information' for details

## 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.



## 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 6.1. **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	R7.3 SP3	
MiVoice 5000	R7.2 SP1	
MiVoice Office 400	R7.1	GA in Q2 2022
MiVoice Office 250	R6.3 SP7	6900 SIP Phones Only GA in Nov 2021
BroadSoft BroadWorks	R22	6800 SIP phones only
Metaswitch	CFS R9.5	6800 SIP phones only
MiVoice Connect	R19.2 Sp2	6900 SIP phones only GA in Nov 2021
SIP Interoperability	<p>Ongoing interoperability with a number of third-party SIP servers, 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, 11.2	
Mitel MiCollab (for Meeting Center Support)	8.x, 9.x	
Mitel Mass Notification	1.0	
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	

## 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](http://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](http://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 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
5.1.0.2040	SIP 5.1 Service Pack 2	May 3 <sup>rd</sup> , 2019	6800 and 6900 SIP phones
5.1.0.3070	SIP 5.1 Service Pack 3	Nov 18 <sup>th</sup> , 2019	6800 and 6900 SIP phones
5.1.0.4040	SIP 5.1 Service Pack 4	Feb 12 <sup>th</sup> , 2020	6800 and 6900 SIP phones
5.1.0.5046	SIP 5.1 Service Pack 5	May 15 <sup>th</sup> , 2020	6800 and 6900 SIP phones
5.1.0.6044	SIP 5.1 Service Pack 6	Oct 15 <sup>th</sup> , 2020	6800 and 6900 SIP phones
5.1.0.7030	SIP 5.1 Service Pack 7	Feb 19 <sup>th</sup> , 2021	6800 and 6900 SIP phones
5.1.0.8012	SIP 5.1 Service Pack 8	Oct 4 <sup>th</sup> , 2021	6800 and 6900 SIP phones
6.0.0.368	SIP 6.0	Apr 30 <sup>th</sup> , 2021	6800 and 6900 SIP phones
<b>6.1.0.146</b>	<b>SIP 6.1</b>	<b>Nov 3<sup>rd</sup>, 2021</b>	<b>6800 and 6900 SIP phones</b>

## Product areas improved in this release

The following customer-reported issues were resolved in SIP Release 6.1.

Tracking Number	Headline
DTP-64629	ENG-586594- Call quality when making or receiving calls.
DTP-64438	Mitel Emergency Call Alert when user did not dial 911 - related: ENG-586533
DTP-64217	ENG-586410 - Call transfer failed
DTP-64201	6900 issues with Park and Intercom functionality in Connect Client - ENG-586210
DTP-64130	CLONE - 6920- Pre Dialing a number then pressing the Speaker button causes the phone to reset.
DTP-64055	6900- Supported WirelessFinest headset has low volume
DTP-64051	Call Pickup key does not display the details of the calls parked.
DTP-63849	CLONE - -When calls was place to EXT 85575 their desk phone would not ring. Their assistant would get the calls and put them on hold for her and nothing would show on their phone.
DTP-63531	6900 - Heavy Outbound Static Internal XFer Calls // 03691126
DTP-63520	CLONE - 03691196 - 6900 phones USB headset not working.
DTP-63273	DOC: Font size have changed with new FW 6.0.0.368
DTP-62968	IP 6900 - Unable to transfer calls using disconnect button on headset
DTP-62683	CLONE 6.1.0 - 6800 slow response with Clearspan SCA line call
DTP-62471	CLONE -Phones did not come back in service after pushed for an upgrade to 6.0.0.377
DTP-62414	6940 - Action Not Permitted - Active MobileLink cell phone call goes out of BT range; returns & XMon fails
DTP-62410	RQST00000974670: Wrong name fetched from directory if last digits of number matches (DTP-50891)
DTP-62401	CLONE -6867i reboot loop using lang_ar.txt (Arabic language)
DTP-62339	DECT headset battery documentation and performance
DTP-62282	Picking up handset does not automatically dial entered number after on hook dialing
DTP-62184	5.1.0.7040: not possible to save new contact with + in number
DTP-62182	Clearspan SCA - call disconnect after placing the call on hold - related to DTP-62179
DTP-62170	Customer upgraded to 19.2 and is seeing the following CVE's in the security scan CVE-2008-5161 CVE-2016-2183 CVE-2015-2808 CVE-2013-2566 CVE-2015-4000
DTP-61678	CLONE - CAP - Stuck call on 6930

## Known Product Limitations

The following section describes key known product limitations for the 6800/6900 SIP Series of phones with SIP 6.1.

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

