

# Mitel 6800/6900 Series SIP Phones

6.3 SP1 (6.3.0.1020)

Release Notes

Jan 13<sup>th</sup>, 2023



## 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  
6.3 SP1 (build 6.3.0.1020) Release Notes  
Jan 13<sup>th</sup>, 2023

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# Table of Contents

Release Notes for the Mitel 6800/6900 series of SIP Phones for release 6.3 SP1 .....	1
Product enhancements and functional changes from SIP 6.3 SP1 .....	1
Additional Information .....	1
Installation and Firmware Upgrade Information for Mitel 6800/6900 SIP Phones with Release 6.3 SP1.2	
<b>Supported Mitel SIP Series of Phones and Accessories</b> .....	2
<b>PBX Integrations</b> .....	3
<b>Application and Client Requirements</b> .....	4
Where to find the latest information .....	5
Software release history .....	6
Product areas improved in this release .....	7
Known product limitations .....	7

# Release Notes for the Mitel 6800/6900 series of SIP Phones for release 6.3 SP1

This document describes the following components related to the Mitel 6800/6900 Series of SIP Phones for release 6.3 SP1 (build 6.3.0.1020).

- 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 SP1

This following table describes product enhancements and functional changes for the Mitel 6800/6900 series of SIP Phones and release 6.3 SP1. Each feature also specifies which SIP phone it applies to and whether it primarily concerns administrators, users, or XML developers.

Product area	Description
Security Enhancement (For Administrators) 6800 & 6900 IP phones for all Call Managers	SSH access Disablement <ul style="list-style-type: none"><li>• By default, SSH access to the 6800/6900 SIP phones is now disabled</li></ul> Please see the SIP 6.3 SP1 Administration Guide for further detail.

## Additional Information

**None for this release**

## Installation and Firmware Upgrade Information for Mitel 6800/6900 SIP Phones with Release 6.3 SP1

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 SP1

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	
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
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
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

Mitel Product	Part Number	SIP Firmware File	Comment
			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 SP1 **Please note that some PBXs may not have yet released aligned SW.**

Supported Platform	Version	Comment
<b>Please refer to Mitel PBX Release notes for updated Mitel 6800/6900 SIP phone compatibility.</b>		
MiVoice MX-ONE	R7.4 SP2	
MiVoice 5000	R8.0 SP1	
MiVoice Office 400	R7.0	
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](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 main releases for the Mitel 6800/6900 Series of SIP phones.

<b>Firmware Build</b>	<b>Release Name</b>	<b>Release Date</b>	<b>Comment</b>
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
5.1.0.1024	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
5.10.8012	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
6.1.0.146	SIP 6.1	Nov 1 <sup>st</sup> , 2021	6800 and 6900 SIP phones
6.1.0.1037	SIP 6.1 SP1	Jan 4 <sup>th</sup> , 2022	6800 and 6900 SIP phones
6.2.0.29	SIP 6.2	Mar 22 <sup>nd</sup> , 2022	6900 phones for RingCentral support <u>only</u>
6.2.0.1014	SIP 6.2 SP1	May 9 <sup>th</sup> , 2022	6800 and 6900 SIP phones
6.3.0.73	SIP 6.3	Sept 16 <sup>th</sup> , 2022	6800 and 6900 SIP phones
<b>6.3.0.1020</b>	<b>SIP 6.3 SP1</b>	<b>Jan 13<sup>th</sup>, 2023</b>	<b>6800 and 6900 SIP phones</b>

## Product areas improved in this release

The following customer-reported issues were resolved in SIP Release 6.3 SP1.

Tracking Number	Headline
DTP-71037	CLONE - IP 6930 will not connect to new Dell firmware version 6.7.1.8
DTP-70892	CLONE for SIP 6.3.0 SP1 - Phone does not reboot automatically after Factory reset when it's 1x authenticated
DTP-70891	CLONE for SIP 6.3.0 SP1 - MiVoice 5000 R7.2 SP1 : 69xx / 6.1.0.146 make an outgoing call to external set, important delay before sending audio packets to remote party
DTP-70844	CLONE for SIP 6.3.0 SP1 - Directory issue after firmware upgrade
DTP-70843	CLONE for 6.3.0.SP1 - 6930 phone loose the directory and does not ask for the directory file again.
DTP-70114	CLONE - 6863i 6.1.0.171 in PoE restarts randomly
DTP-69200	considerable Audio delay increase with 6.0+ builds comparing to 5.1.0.7042
DTP-68913	XSI user password saved in clear text
DTP-68725	Directory issue after firmware upgrade
DTP-68400	Mic remains muted on 68xx phones with incoming ICOM call
DTP-68016	6863i 6.1.0.171 in PoE restarts randomly
DTP-66747	Phone does not reboot automatically after Factory reset when it's 1x authenticated
DTP-66630	Hearing Ring Back Tone after the call is connected
DTP-65843	MiVoice 5000 R7.2 SP1 : 69xx / 6.1.0.146 make an outgoing call to external set, important delay before sending audio packets to remote party

## Known product limitations

The following section describes key known product limitations for the 6800/6900 SIP Series of phones with SIP 6.3 SP1.

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