

# Mitel 6900w Series of SIP Phones

6.3.1 SP1 (6.3.1.1030)

Release Notes

October 17<sup>th</sup>, 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 6900w series of SIP phones.

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Mitel 6900w series of SIP Phones  
6.3.1 SP1 (build 6.3.1.1030) Release Notes  
Oct 17<sup>th</sup>, 2022

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# Release Notes for the Mitel 6900w series of SIP Phones for release 6.3.1 SP1

This document describes the following components related to the Mitel 6900w Series of SIP Phones for release 6.3.1 (build 6.3.1.1030).

- 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 6900 Series of SIP Phones Administration Guide* before downloading, installing, or upgrading your software.

## Product enhancements and functional changes from SIP 6.3.1.1030

This following table describes product enhancements and functional changes for the Mitel 6900w series of SIP Phones and release 6.3.1 SP1. Each feature also specifies which SIP phone it applies to and whether it primarily concerns administrators, End users, or XML developers.

Product area	Description
Feature Enhancement (For End Users & Administrators)  6900w SIP phones for MX-ONE, MiVO5000 and MiVO400 Call Managers	New 6940 SIP phone hardware variant with the following changes. <ul style="list-style-type: none"><li>• Updated Dual Core 1.Ghz processor</li><li>• POE 802.3.af (EEE Ethernet) – Class 3</li><li>• Embedded WiFi 802.11 a/b/d/g/n support<ul style="list-style-type: none"><li>◦ 802.11d not supported in the USA</li></ul></li><li>• Bluetooth 5.2 support</li><li>• Backwards compatible with previous MiVB, MBG and MiCollab SW releases</li></ul> <p>The 6920w and 6930w SIP phones were previously released with SIP 6.3.1 (build 6.3.1.132)</p> <p><i>Please see the Mitel 6940w Product/Service announcement bulletin and Additional Information section below for more detailed <b>important</b> information along with the 6940w Install, Quick Reference, User, and the SIP 6.3.1 SP1 Administration Guide.</i></p>
Feature Enhancement (For End Users & Administrators)	Embedded support for WiFi. <ul style="list-style-type: none"><li>• Embedded WiFi 802.11 a/b/d/g/n support<ul style="list-style-type: none"><li>◦ 802.11d not supported in the USA</li></ul></li><li>• WPA2 Personal and Enterprise compliant</li></ul>

Product area	Description
Embedded WiFi support for 6940w SIP phone	<i>Please see the Additional Info section below for very important information along with the SIP 6.3.1 SP1 Administration, 6940w User and Quick Reference Guides for further details.</i>
Feature Enhancement (For End Users & Administrators)	<p>Embedded support for Bluetooth devices</p> <ul style="list-style-type: none"> <li>• Bluetooth v5.2 support</li> <li>• Connectivity for Mitel approved Bluetooth Headsets</li> <li>• Support for Mitel Cordless Handset</li> <li>• Support for the Mitel S720 managed as a Headset device</li> </ul> <p><i>Please see the Additional Info section below for <b>very important</b> information along with the SIP 6.3.1 SP1 Administration, 6940w User and Quick Reference Guides for further details.</i></p>
Embedded Bluetooth support for 6940w SIP phones	

## Additional Information

### Firmware Support

- The SIP R6.3.1 SP1 firmware stream currently is limited for support of the 6920/30/40w SIP phones.
  - Support for the 6900 series of SIP phones currently requires SIP R6.3 or earlier firmware builds. They are targeted be added within the same firmware stream as the 6900w in a future release.
  - See the **‘Important 6900w SIP Phone Firmware Upgrade Information’** section on page 4 for other details pertaining to the SIP R6.3.1 SP1 release.

### Embedded WiFi

- Please be aware of the following when deploying a 6900w SIP phones with WiFi..
  - The phone requires a LAN connection for initial deployment so to enable WiFi.
  - WiFi can only be enabled on the phone by someone with Administrator access.
  - Once configured, an AC L6 48V Power Adaptor is recommended as a POE LAN connection to power the phone may result in networking conflicts. **(Please see Known Project limitations section on Page 7)**
  - The 6900w LAN and PC ports are automatically disabled when WiFi is enabled.
  - If duplicate SSID's are presented in the 'Available Networks' menu in WiFi Settings, the one at the top is the higher grade of service such as 5GHz and the next likely 2.4Ghz.
  - Only 1 SSID can be enabled. If you migrate your phone to a different WiFi SSID, it needs to be configured which deletes the existing SSID connection.
  - WiFi can be enabled through a SIP local.cfg file
  - WiFi currently cannot be configured through the 6900w WEB page.

### Embedded Bluetooth Support

- Please be aware of the following when connecting a 6900w phone to a Mitel supported Bluetooth device.
  - Support of Mitel PCLink and MobileLink are not available and will be delivered in a follow up release
  - The Mitel S720 Bluetooth speaker is only supported as a Headset therefore does not have Volume and Mute synchronization

# Installation and Firmware Upgrade Information for Mitel 6900w SIP Phones with Release 6.3.1 SP1

The following section includes a description of the requirements and relevant details for Mitel 6900w 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 6900w Phones and Accessories for Release 6.3.1 SP1.

Mitel Product	Part Number	Firmware Version	Comment
6920w	50008385	6920w.st	Shipped with Mitel MiNET FW installed For Mitel Call Managers only
6930w	50008386	6930w.st	Shipped with Mitel MiNET FW installed For Mitel Call Managers only
6940w	50008387	6940w.st	Shipped with Mitel MiNET FW installed For Mitel Call Managers only
AC Adaptor L6 48V	50006814 (Universal) 50006822 (NA) 50006824 (EU)	None	Also available in 10 Pack bundles
6800_6900 Series Wall Mount Kit	50006921	None	
6800/6900 Cordless Handset (Bluetooth)	50006763	None	For 6930/40w SIP phones only
DECT Headset (Integrated)	51305332 (NA) 51305334 (INT)	1.11.0 (embedded with 6900w FW file)	For 6930/40w SIP phones only
M695 PKM	50006874	5.0.0.5 (embedded with 6900 FW file)	
Mitel H10 USB Headset	51310035	See Jabra Direct support	See page 9 'Where to find the latest information' for details
Mitel H20 Analog Headset	51310036	See Jabra Direct support	See page 9 'Where to find the latest information' for details
Mitel H30 USB Headset	51310037	See Jabra Direct support	See page 9 'Where to find the latest information' for details
Mitel H40 DECT Cordless Headset	51310038 (NA) 51310039 (UK / INT) 51310040 (EMEA)	See Jabra Direct support	See page 9 'Where to find the latest information' for details
S720 BT Speakerphone	51306580 50006983 (USB AC Adaptor)	See Jabra Direct support	
Mitel WLAN Adaptor	51304977 (NA) 51305106 (INT)	Mitel WLAN Adaptor	Only recommended if more than 1 6900w phones is being deployed as it supports up to 14 devices

## PBX Integrations

This following table describes latest supported Mitel PBX systems and SW versions that integrate with Mitel's 6900w series of SIP phones and firmware release 6.3.1 SP1. **Please note that some PBXs may not have yet released aligned SW.**

Supported Platform	Backward Compatible Version (phone appears as 6920/30)	Support for w-Models (phone is recognized as a w-model)	Comment
Please refer to Mitel PBX Release notes for updated Mitel 6900w SIP phone compatibility.			
MiVoice MX-ONE	R6.3, R7.1, R7.3, R7.4	R7.5 (Target Dec)	
MiVoice 5000	R6.5 SP7*, R7.0*, R7.1*, R7.2*	R7.2 SP3, R8.0	
MiVoice Office 400	R6.3, R7.0	R7.1 (Target Feb)**	

\* Backwards compatibility only supported if the automatic update of SIP phones is disabled. A MiVoice 5000 article has been published on Knowledge Base to explain how to operate with older SW releases.

\*\* Support for programming of MobileLink key on the 6920w being delivered in R7.1 – w-models will still be recognized as their current equivalents.

**NOTE:** Refer to the applicable *Mitel Call Manager (PBX) 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	11.4, 12.0	
Mitel MiCollab (for Meeting Center Support)	9.6	
MiCC-B	9.3.5	

## Important 6900w SIP Phone Firmware Upgrade Information

The phone comes from the factory (out of the box) with a MiNET firmware build that will automatically go to the CDN to download the SIP GA firmware build if it can't find it via normal firmware upgrade mechanism.

## 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 6900w SIP phones
  - <https://www.mitel.com/document-center/devices-and-accessories/ip-phones/6900-series>
- Mitel 6900w SIP Phone and Accessory Installation Guides (phone model and accessory specific) for installation details.
- SIP Phone 6900w Users Guides (model specific) for detailed information about features associated with each phone and for information about how to use the phones
- Mitel 6900w 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 6900w 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 6900w Series of SIP phones.

Firmware Build	Release Name	Release Date	Comment
6.3.1.1030	SIP 6.3.1 SP1	Oct 17 ,2022	Inaugural release of the Mitel 6940w SIP phone along with 6920/30w SIP phone fixes
6.3.1.132	SIP 6.3.1	Aug 31 ,2022	Inaugural release of the Mitel 6920w & 6930w SIP phones

## Product areas improved in this release

The following customer-reported issues were resolved in SIP Release 6.3.1 SP1 as it is the inaugural release.

Tracking Number	Headline
DTP-69146	<p>No Speech when using AMR-WB codec between 69x0w and 69x0 telephone</p> <ul style="list-style-type: none"><li><i>In general, the 6900w SIP phone did not support AMR codecs.</i></li><li><i>Now is supported but for Wideband AMR codec only. There is no plan to support Narrowband Codec</i></li></ul>

## Known product limitations

The following section describes key known product limitations for the 6900w SIP Series of phones with SIP 6.3.1 SP1. Fixes are generally planned to be delivered in a follow up release.

Tracking Number	<div>Headline</div> <div>Details</div>
DTP-70189	802.1x: Device at the PC port cannot authenticate <ul style="list-style-type: none"> <li><i>The 6900w does not pass through the required detail to authenticate another 6900w connected via the PC port</i></li> <li><i>Workaround: Do not connect 6900w phones via their PC port.</i></li> </ul>
DTP-70126	802.11d: Initial SSID scan list does not show the SSID using channel 12 or 13 when country code=non US (GB) <ul style="list-style-type: none"> <li><i>Workaround: the refresh Available network softkey updates the SSID list and will display Channel 11 and 12 SSID's</i></li> </ul>
DTP-70110	6920w/ 30w, Jabra USB Headsets can't play xml wav <ul style="list-style-type: none"> <li><i>Workaround: Use another headset, speaker or handset</i></li> </ul>
DTP-69968	6940w Bluetooth handset & headset - Display update may cause clicks in BT audio <ul style="list-style-type: none"> <li><i>Workaround: use Analog / USB headsets or speaker and wired handsets</i></li> </ul>
DTP-69749	6940w: BT handset: Clicking sound heard in handset when volume increased or decreased via phone <ul style="list-style-type: none"> <li><i>Workaround: none</i></li> </ul>
DTP-69286	Up to 1.5 audio delay may occur when using 6940w Bluetooth handset <ul style="list-style-type: none"> <li><i>Only experienced on a MiV5000 and transpires over a lengthy call of multiple hours</i></li> </ul>
DTP-70274	6940w Audio transmit may be delayed by up to 1.5 sec on External calls <ul style="list-style-type: none"> <li><i>Only experienced on a MiV5000 and is a similar issue to DTP-65843 on 6940 which has been fixed</i></li> </ul>