



Avaya One-X® Deskphone H.323 Release 6.2.3 Readme

This file is the Readme for the Avaya One-X® Deskphone H.323 Release 6.2.3 for the 9608, 9611G, 9621G, and 9641G IP deskphones. This file describes the contents of the December 2012 release software distribution package.

H.323 6.2.3 software is supported on the 9608, 9611G, 9621G and 9641G IP deskphones only and when used with Avaya Aura® Communication Manager, IP office and B5800 Branch Solution. The H.323 6.2.3 software will not load or operate on any other models.

To upgrade your 9600-Series IP deskphones:

1. Unzip the zip file in the root directory of your HTTP server.
2. Make the adjustments required by your environment to your 46xxsettings.txt file.
3. Reset your Avaya 9600-Series IP deskphone.

Avaya IP Office Compatibility

Please see desired IP Office release documentation for info.

Avaya B5800 Compatibility

Please see desired B5800 release documentation for info.

Avaya Aura® Communication Manager Compatibility

Although the 9608, 9611G, 9621G and 9641G IP deskphones are supported on Avaya Aura® Communication Manager 5.2.1 and later, use the latest Communication Manager release with these models of IP deskphones. See the "Communication Manager Software & Firmware Compatibility Matrix" at <http://support.avaya.com> for the supported software/firmware versions of the Media Server, Media Gateway, and circuit packs.

CM 6.2 is the minimum version required for native support of the 9608, 9611G, 9621G and 9641G IP deskphones.

- For CM releases prior to 6.2, administer the 9608, 9611G, 9621G and 9641G IP deskphone as a 9650 IP deskphone.

CM 5.2.x is the minimum version required to support the following features:

- PE DUP functionality.
- Enhanced support for Station Lock feature to lock local applications like Contacts, Call Log or A-Menu.
- Mark calls in missed call log when they are redirected.

For more details see the H.323 configuration section in the CM Administration Guide which you can download from <http://support.avaya.com>.

H.323 6.2 Deskphones General Quality Improvement

Avaya has made significant improvements to our development and testing processes within H.323 Release 6.2. Hundreds of engineers have been engaged in testing and inspecting H.323 6.2 software in order to deliver a high quality, stable, reliable, and feature rich solution upon which you can rely on for your critical business success.

Avaya employs a highly disciplined quality approach end to end; from improved software development practices, extensive code inspection, enhanced product verification and widespread live user trials. Stabilizing the foundation of the product has been the highest priority with special emphasis on quality as the number one goal of the release. This release of software reflects the most demanding and stringent practices and criteria ever used with an endpoints program in Avaya's history.

Avaya increased the focus on real-world solution testing by replicating customer network topologies and use case scenarios spanning the solution to thoroughly exercise how the phones are used by our customers. Extensive live system trials were part of the qualification process: the H.323 6.2 software has been deployed on thousands of phones and dozens of sites and unique live environments, far exceeding any previous endpoints trial. The new enhancements to logging and diagnostics available in this release will enable Avaya to address any issues that may arise more quickly and effectively than with previous releases.

Avaya fully recognizes the responsibility and trust you place in us in achieving your business success. To deliver you a high quality, stable, reliable, and feature rich solution with the IP deskphones we have undergone the utmost rigor with H.323 Release 6.2 to deliver the highest quality solution possible.

In addition to adding the new features which are described in the next section, stabilizing the foundation of the product has continued to be our highest priority target also for release 6.2.3.

New Features in H.323 6.2.3

Support for option to activate mute when Shared Control causes the speakerphone to go off-hook

An application that uses Shared Control can cause the telephone to go off-hook on speakerphone even though the user is not at the telephone. Since this can be a privacy concern, CM and the telephones now support an option by which the speakerphone will be

automatically muted in this scenario, and will remain muted unless mute is deactivated by a user at the telephone.

The functionality is available only for customers using CM 6.2 FP1 and above.

Customers using CM 6.2 FP1 who had previously configured the 96x1 aliased to 96x0, will need to re-program the deskphones to avail of this functionality.

Support for improved activation of Agent Greetings

To improve the operation of the Agent Greeting feature, CM and the telephones now support a mechanism by which the Agent ID is automatically downloaded to the telephone after an agent logs in. Hence, agent personalized greetings will be available in cases where they have not been previously, such as logins via Computer-Telephony Interface (CTI) applications.

The functionality is available only for customers using CM 6.2 FP1 and above.

Certificate renewal clarification:

Certificate renewal is initiated when the date and time of the deskphone's local clock reaches (or exceeds, if the deskphone starts up after) the date and time that corresponds to the expiration of a percentage of the certificate's valid lifetime (as specified in the certificate's Validity object) that is equal to the value of MYCERTRENEW.

Dates and times specified in certificates are in Greenwich Mean or Universal Time (GMT/UT) but the deskphone does not know the offset of its local clock relative to GMT/UT, so renewal is initiated assuming that there is no offset, which may result in renewal starting up to 12 hours earlier or later than the specified time. Since certificate lifetimes are typically on the order of a year or more, ignoring the offset relative to GMT/UT is expected to be well within the precision of the value of MYCERTRENEW. However, if a certificate with a very short lifetime is used for testing purposes, it should be assumed that the local time is GMT/UT.

Even though the value of MYCERTRENEW is allowed to be set to values that correspond to from 1% to 99% of the certificate's lifetime, SCEP servers typically do not expect, and may reject, renewal requests that are received before at least 50% of the certificate's lifetime has expired. Setting MYCERTRENEW to values less than 50 is supported for testing purposes, but corresponding server administration may be required.

New Features in H.323 6.2.2

Provide user option for bi-directional headset identification

The SP1 Release for H323 6.2 introduced support for ringing on certain wireless headsets from Jabra and Plantronics. You can enable ringing on the wireless headset using this feature. To enable and use this feature, the base unit of the wireless headset should be connected to the phone and you must configure SET HEADSETBIDIR 1 in the settings file.

In this Release, the deskphones expand that functionality by giving the user the same selection capability. The new user option is listed under the Call Settings menu, and is called "Headset Signaling". The default is the current value of HEADSETBIDIR is Off (On means the headset is assumed to be bi-directional; Off means the headset is assumed not to be bi-directional). The user has normal access to this new option, can toggle back and forth from Off to On, and the final choice takes effect when the option is Saved.

Phone-based conditional auto-answer

You can have the deskphone automatically answer incoming calls, or a subset of incoming calls, independently of the auto-answer setting on CM. This functionality requires at least one new settings file parameter, AUTOANSSTAT, and may require either or both of two others, AUTOANSALERT and AUTOANSSTRING, as noted below.

If AUTOANSSTAT is set to 0, the deskphone never auto-answers. This is the default value.

If AUTOANSSTAT is set to 1, the deskphone auto-answers all calls, unless AUTOANSSTRING is non-null.

If AUTOANSSTAT is set to 2, the deskphone auto-answers all calls on primary call appearances unless AUTOANSSTRING is non-null, but never auto-answers calls on bridged call appearances.

If AUTOANSSTAT is set to 3, the deskphone auto-answers all calls only if the user has logged into a call center as an agent, unless AUTOANSSTRING is non-null. If the user has not logged into a call center, the deskphone does not auto-answer any calls.

If AUTOANSSTAT is set to 4, the deskphone auto-answers all calls on primary call appearances only if the user has logged into a call center as an agent, unless AUTOANSSTRING is non-null, but never auto-answers calls on bridged call appearances. If the user has not logged into a call center, the deskphone does not auto-answer any calls.

In the statements above, "AUTOANSSTRING" refers to a new settings file parameter. If it is null (the default), it is ignored and only AUTOANSSTAT is used to determine if a call is auto-answered or not. If AUTOANSSTRING is non-null, the incoming call is auto-answered if both AUTOANSSTAT allows the call to be answered, AND if the incoming call's display message includes the contents of AUTOANSSTRING anywhere in the message. In general, it is

expected (but not required) that AUTOANSSTRING would be non-null when AUTOANSSTAT is 3 or 4.

The deskphone will NOT auto-answer by AUTOANSSTAT if the user is dialing, or is already on an active call. This means the user will not be interrupted if the phone is being used. The deskphone will auto-answer by AUTOANSSTAT if all calls appearances are in Idle or some of the call appearances are in Held but there are still Idle call appearances. The deskphone will auto-answer with the current "audio path" device (under Call Settings screen).

Given that the deskphone auto-answers the call, if audible alerting would normally be provided for the incoming call, if AUTOANSALERT has value "1", the deskphone provides normal audible alerting for the auto-answered call. If AUTOANSALERT has value "0" (the default), the deskphone does NOT provide audible alerting for the auto-answered call, even if audible alerting would otherwise be provided.

New Features in H.323 6.2.1

Bidirectional wireless headset support

The SP1 Release for H323 6.2 includes support for ringing on certain wireless headsets from Jabra and Plantronics. You can enable ringing on the wireless headset using this feature. To enable and use this feature, the base unit of the wireless headset should be connected to the phone and you must configure SET HEADSETBIDIR 1 in the settings file.

When you switch on the base unit the either of the following scenarios may result.

1. When user goes off-hook with the headset or switches from non-headset device to headset, the wireless headset will be activated.
2. When user goes on-hook with headset or switches from headset device to non-headset, the wireless headset is deactivated.

When an incoming call arrives:

- If the phone is in idle state, a ringing tone is heard in the wireless headset.
- If the phone is already in a headset call, a short beep is heard in the wireless headset.

Controlling headset by settings file

The HEADSYS parameter is re-introduced.

HEADSYS specifies whether the deskphone will go on-hook if the headset is active when a Disconnect message is received.

The default value of HEADSYS is tied to the value of CALLCTRSTAT.

If CALLCTRSTAT has value 1 (meaning the phone is a call center phone), then the default of HEADSYS is 1; If CALLCTRSTAT has value 0 (meaning the phone likely not a call center phone), then the default of HEADSYS is 0. In either case, though, the administrator would have the normal ability to override defaults by explicitly setting HEADSYS in the settings file – in non-call center environment only (when CALLCTRSTAT is 1 and agent is logged in, the value of HEADSYS will always be treated as 1).

Note: Customers using Call center features without configuring "CALLCTRSTAT", should have "HEADSYS" parameter set to "1".

Enhancements in H.323 6.2

- Bluetooth support for 9641G
 - May be turned off by settings file
 - See documentation for more information.
- Wireless headset ring. Ringing is supported on wireless headsets. It is supported with Plantronics WO1 Base + AVP 62-1 cable + Hydra WH100 headset.
 - Jabra (cable # 14201-33) doesn't support the incoming call alert.
- Local Timer stop watch feature.
The desk phones now support a local timer (stop watch) feature. The agent is able to select the Local Timer Feature and to start a stop watch.
- WML buttons: The capability to define WML buttons with functions is extended to allow the implementation of call control capabilities.
- Visiting user profile: A user will be able to log into any 9600 series Deskphone within the configured network of systems using their unique user identifier and password.
- The following new system parameters have been added to the list of 9600 Series H.323 Customizable System Parameters
 - AGTCALLINFOSTAT - Automatically invokes the Call-info permission flag; for Call Center use only.
 - AGTFWDBTNSTAT - Disables/enables the Forward button permission flag; for Call Center use only.
 - AGTGREETINGSTAT - Sets the agent greeting permission flag; for Call Center use only.
 - AGTLOGINFAC - Indicates the Feature Access Code to be used by agents when logging in to a Call Center; for Call Center use only.
 - AGTSPKRSTAT - disables/enables the speakerphone permission flag; for Call Center use only.
 - AGTTIMESTAT - suppresses the date/time presentation flag; for Call Center use only.
 - AGTTRANSLTO - Translation for "to" as used on the call server; for Call Center use only.
 - AGTTRANSCLBK - Translation for "callback" as used on the call server; for Call Center use only.
 - AGTTRANSLPRI - Translation for "priority" as used on the call server; for Call Center use only.

- AGTTRANSLPK - Translation for "park" as used on the call server; for Call Center use only.
- AGTTRANSLICOM - Translation for "icom" as used on the call server; for Call Center use only.
- CALLCTRSTAT - Call center functionality flag; for Call Center use only.
- OPSTATCC - OPSTAT override flag; for Call Center use only.
- TIMERSTAT - Controls whether the User Timer Timer On and Timer Off softkeys display on the Deskphone or not.
- ADMIN_HSEQUAL - specifies handset audio equalization standards compliance
- DEFAULTRING - specifies the default ring tone
- BLUETOOTHSTAT - specifies whether the user is given an option to enable Bluetooth
- HEADSETBIDIR specifies whether an alerting tone is generated on the headset interface
- RECORDINGTONE specifies whether Call Recording Tone will be generated on active calls
- RECORDINGTONE_INTERVAL specifies the number of seconds between Call Recording Tones
- RECORDINGTONE_VOLUME specifies the volume of the Call Recording Tone in 5dB steps
- SSH_ALLOWED specifies whether SSH is supported
- SSH_BANNER_FILE specifies the file name or URL for a custom SSH banner file
- SSH_IDLE_TIMEOUT specifies the number of minutes of inactivity
- LANGLARGEFONT specifies the name of the language file for the display of large text
- The Management Information Base (MIB), available on the Avaya support site has been updated for several new parameters and to increase the number of syslog event messages in the endptRecentLog and endptResetLog parameters.
- The deskphone display now combines the Title line and the Prompt line shown on other 9600 Series IP Deskphones into one Status line. The Status line appears as the second display line, under the Top line.
- Headset RX gain (volume) levels were increased by average of 2-5dB.
- Weather and clock indications.
Powered by "World Weather Online" <http://www.worldweatheronline.com> and "The Weather Channel" <http://www.weather.com/>

Call Center enhancements

- Agent greeting support:
 - Greeting maximum size is 10 seconds, and about 6 greetings can be saved.
 - Manual recording of agent greetings is supported.
 - Agent Greetings can be saved on the phone between logins by the same Agent.
 - Automatic prompting for greeting.
 - Greetings can be automatically triggered per event such as time of day, answering a call, ANI, VDN and prompted digits.
- Agent login and logout detection via CTI or Abrv-dial.
- User Timer extended after call is over.
- Call appearance is now 15 characters wide for VDN name for touch phones, for button phones it must be 12 or 24 characters wide, depending on screen width.
- The Agent can press the UUI-INFO button to get the UUI information displayed If this information

does not fit on the allocated display area the content will scroll on the line

- The Agent can use the Caller info button to view secondary information about the ongoing call (collected digits, qcalls, q-time, trk-id, VuStat display, and uui-info).
- Call Recording Tone administrable.
- Dual headset adapter support.

The agent desk phone, with the dual headset adapter box, provides two headset ports for the agent and the supervisor using the standard RJ9.

H.323 6.2.3 Package Content

The H.323 6.2.3 package contains all the files necessary to upgrade Avaya new or previously installed IP deskphones to H.323 6.2.3 load.

The following files are included in each package:

- S9608_11HALBR6_2_3_13_V452.tar - The 6.2.3 H.323 phone application tar file for 9608 and 9611G models.
- S9621_41HALBR6_2_3_13_V452.tar - The 6.2.3 H.323 phone application tar file for the 9621G and 9641G models.
- S96x1_UKR_V13r61_V13r61.tar – The 6.2.3 H.323 Kernel and root file system tar file.
- 96x1Hupgrade.txt – This file is downloaded by the 9608/9611G/9621G/9641G IP deskphones and instructs the phones on how to upgrade. **DO NOT EDIT** this file. You **MUST USE** the 96x1Hupgrade.txt file included in this package to upgrade an H.323 software
- Sixteen predefined language files for phone display:
 - mlf_S96x1_V76_arabic.txt
 - mlf_S96x1_V76_chinese.txt
 - mlf_S96x1_V76_dutch.txt
 - mlf_S96x1_V76_english_large.txt
 - mlf_S96x1_V76_french_can.txt
 - mlf_S96x1_V76_french_paris.txt
 - mlf_S96x1_V76_german.txt
 - mlf_S96x1_V76_hebrew.txt
 - mlf_S96x1_V76_italian.txt
 - mlf_S96x1_V76_japanese.txt
 - mlf_S96x1_V76_korean.txt
 - mlf_S96x1_V76_portuguese.txt
 - mlf_S96x1_V76_russian.txt
 - mlf_S96x1_V76_spanish.txt
 - mlf_S96x1_V76_spanish_latin.txt
 - mlf_S96x1_V76_template_english.txt
- av_csca_pem_2032.txt (Avaya Call Server Root Certificate)
- av_prca_pem_2033.txt (Avaya Product Root CA certificate)
- release.xml

The signatures in the signatures subdirectory of the .zip distribution packages are only intended to be used by the file server, and the file server that is on the CM6.0 Utility Server is the only file server that currently supports this.

System specific parameters should be entered into the 46xxsettings.txt file which is available for separate download at <http://support.avaya.com>

The H.323 6.2.3 package is available in the following versions:

- Versions with encryption enabled
 - 96x1-IPT-H323-R6_2_3_13-011613.zip
 - 96x1-IPT-H323-R6_2_3_13-011613.tar
- Versions with encryption disabled
 - 96x1-IPT-H323-R6_2_3_13U-011613.zip
 - 96x1-IPT-H323-R6_2_3_13U-011613.tar

H.323 6.2.3 Known Issues

The following table includes desk phone known issues:

| ID | Issue Description |
|----------|---|
| 87889231 | Call Center: When CALLCTRSTAT is 1 and agent is logged in, the value of HEADSYS will always be treated as 1. |
| 67890234 | Phone does not support using DNS for WML host name Solution: Please use IP address for the WML host name |
| 87853345 | Synchronization issue between phone and agent after a network outage that causes phone reset and login, causing audio issues when answering a call Solution: CM Fixes (MR defsw113036) were delivered to the following releases: 5.2.1sp14.00 6.0.1sp10.00 6.2sp00.00 cm6.3 base *Synchronization issue is that the device chosen (speaker/headset/handset) is not synchronized. Choosing that device several times will cause synchronization. |
| 98845491 | Please do not use barge-in audio push after normal audio push, a reset might be occur. |
| 23881209 | When several certificates are provided and the first is invalid, phone will not continue to download other certificate Solution: Please use valid certificates |
| 87713109 | Call Center: Switching audio devices (Handset \ headset\ Speaker) while agent greeting is being played, will cause agent greeting to stop. Solution: Do not switch audio devices while the greeting is being played. |
| 87698543 | Call Center: The agent greeting icon will appear only on the phone screen. The greeting will work properly. Solution: Moving back to the phone screen will show the greeting indication; |
| 11267365 | When failing from LSP to main on TTS environment, phone gets dial tone only after 10 minutes. Solution: Press speaker button 5-6 times. |
| 56507845 | If the HTTP server is down, and the user is registered by static IP address and modifies call server IP address, changes are not reflected on the phone. Solution: Verify that the HTTP server is up and running before making administrative changes. |
| 63578285 | If a phone is ringing while a failover between primary and secondary CMs in a Processor Ethernet duplicate setup occurs, the ringing for the current call will stop. The phone will keep alerting silently until the call is answered or disconnected Solution: The ringing will continue to function properly in the next call. |
| 78450542 | Arabic language is not supported on the 9608 deskphones. |
| 85569712 | After performing a downgrade of software, changing CM configuration of Button Module parameters and then upgrading again, labels are not updated on Button Module. Solution: Perform a “Clear” operation. |

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| 83587034 | <p>When moving between states "After call" and "Auto-in", an Incorrect status line information appears.</p> <p>This problem is observed on 9611G phones only.</p> <p>Solution: Change the extension's configuration on CM to be administered as a 9650.</p> <p>CM Fixes (MR defsw100727) were delivered to the following releases:</p> <ul style="list-style-type: none"> · CM 6.0.1 SP04.00 · CM 5.2.1 SP10.00 |
| 97360938 | <p>If CM reboots while an agent is logged in and in Aux-work mode, the headset will remain in off hook mode although the headset led turns off</p> <p>Solution: The LED will start functioning after the first incoming or outgoing call.</p> |
| 9000333 | <p>After playing an existing greeting and using the RESTART softkey to re-record the greeting, the agent greeting icon will not be updated. Solution: Go to agent greeting screen and play one of the greeting, the icon will be updated correctly from this point on</p> |
| 65747453 | <p>If OPSTAT is 00x or 0, OPTSTATCC and CALLCTRSTAT are set to 1, Advanced options functionality is not blocked</p> |
| 34747847 | <p>When CALLCTRSTAT is set to 1 and OPSTAT is set to default on button phones, option &settings menu is not displayed.</p> |
| 87899676 | <p>If the connection to the LSP is broken during H.323 registration, the phone will go into Discover mode</p> <p>Solution: The administrator should check the reason for unavailability of the servers and after fixing the connectivity, reset the phone.</p> |

H.323 6.2.3 Resolved Issues

H.323-6.2.3 release provides continued improvement and optimization to stability, robustness and reliability.

The following table includes the resolved issues which are relevant when the phone is administered by a Communication Manager, Call Center or IP Office:

| ID | Issue Description |
|----------|---|
| 23738234 | 'Drop' softkey appears on active ACD/DAC calls when AGTACTIVESK is set to 2 and no manual greeting is recorded |
| 54714054 | Transport Company. Issue: 96x1 VPN does not upgrade while NVHTTPSRVR has DNS and not IP |
| 54768645 | Connectivity is lost for PCs which are connected to the phones, when PCs are swapped |
| 43758232 | Issues when receiving multicast packets of specific kind |
| 34749232 | 9611 Redial not showing all digits |
| 23585332 | Backlight does not go off when 96x1 has only Bridge Appearances. |
| 34501533 | 96x1 Phones are not renewing the downloaded CA certificate as per the value set in MYCERTRENEW parameter |
| 34729543 | 9611G speaker volume is dropping for a second or two while 2nd call appearance is ringing |
| 45785432 | Issues with backup restore against the Avaya utility server |
| 76437276 | Not friendly to Transfer a call when using SpeedDial button |
| 32565221 | Unwanted line display on the top of the screen |
| 45747722 | Cities outside of United states and Canada are showing up with states instead of country. |
| 45758054 | phone doesn't validate certificate time in WML |
| 34781543 | intermittent Hyperactivity on 96x1 sets |
| 46724568 | 1st call appearance get stuck when the 2nd call appearance is dropped |
| 48644038 | Issues with Button modules on 9608 on rare occasions |
| 90780122 | When disabling nr-regisration phone doesn't jump to the first ESS |
| 98788908 | 9608 IP phone is tagging L2Q COS Priority 5 but advertising a value of 6 via LLDP from the phone. |
| 98811529 | Robustness in case of very high rates of broadcast and multicast |
| 87814454 | Support of certificate key length of 2048 |
| 98797234 | Ringtone volume is too loud at its lowest level for 9641 & 9621 with S/N greater than 11WZ03556030 & 10WZ44650000 respectively. |
| 78794798 | Synchronization issues between the phone and Jabra headset |
| 30781500 | Resilience against phone hyperactivity usage |
| 91839982 | Certificate key length change from 1024 to 2048 will not trigger certificate download |
| 98834876 | 96x1 phones not able to renew the identity certificate issued through SCEP. |
| 87845586 | Redial softkey is not always presented in CC environment |

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| 76844875 | When using phone auto answer local feature, Zip tone is too loud |
| 23825908 | During secure backup restore invocation, intermittent stability issues |
| 78859576 | One way talk path issues When seeing issues against the DHCP server |
| 87825976 | When issuing specific CM commands, while second call appearance is in use, phones reset intermittently |
| 89915234 | Users which obtained 6.2.3.12 version and are using 9621G or 9611G with the Serial Number format: yy5Nxxxxxxxx and yyFCxxxxxxxx, where yy is 12 or 13, may notice on 9611G lack of sharpness and on 9621G they may experience upside down display due to a software bug |

H.323 6.0/6.1/6.2/6.2.1/6.2.2 resolved Issues

Issues resolved in previous releases and service packs, which are also included in this version:

H.323 6.2.2 Resolved Issues

| ID | Issue Description |
|-----------|---|
| 65619189 | When the AGTTRANSLTO is set to "to" and the language on CM is not English, the associated VDN greeting is not played. |
| 69651553 | Certificate is not downloaded with a 46xxsettings file of small size. |
| 98655987 | On specific scenario soft key misplacement |
| 65648523 | Issues with WML proxy authentication |
| 89650043 | Call Log issues when using abrv-dialing |
| 13710000 | While user is on active call on 1st CA, the next incoming call also gets auto-answered |
| 43642732 | Bluetooth interoperability improvements |
| 87677423 | Issues in case of broadcast flooding or multicast flooding (starting with 01) |
| 12539943 | Fix of AGTVUSTATID behavior in case of multiple VU-STAT buttons administrated |
| 44672209 | The active CA is not highlighted when transferring a call using a busy indicator FB button |
| 98651033 | Issues with station call during recording of agent greeting |
| 98683923 | Sometimes when using rich ringtone, short alert heard at speaker of agent's 9621 prior to agent greeting on incoming customer call |
| 98650233 | Issues with agent greeting after putting a call on hold, dropping a call or when an incoming call is received on second call appearance |
| 98709934 | White noise in headset and handset |
| 99662233 | After admin presses clear values on the phone, the message: "clearing values" is not presented on the phone |
| 87498532 | Desk phone sends out GRQ instead of KARRQ once CM6 PE duplicate doing soft interchange with "sever -i" |
| 43673723 | Agent greeting issues on DID call scenario |

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| 23539932 | AGTVUSTATID parameter was previously known as AGTIDVUSTAT |
| 92501510 | When the value of MYCERTRENEW parameter is set at the settings file, Phones do not renew at accurate times. |
| 72705921 | When changing a device after agent login, agent greeting doesn't play |
| 02703353 | Implement Stop button during greeting playing in Call Center |
| 87715623 | while recording a greeting mute functionality is disabled |
| 87667532 | Button phones - Call Screening programmed on button modules should have no visual indication after IP office reboot |
| 98709976 | White noise in headset and handset on specific scenario |
| 76725564 | Soft keys are not displayed correctly with AGTACTIVESK. |
| 65680134 | Issues with DHCP under specific network conditions |
| 76437289 | Enhancement when transferring a call using speed dial button |

6.2.1 Resolved Issues

| ID | Issue Description |
|----------|--|
| 56634582 | White line border on screen saver. |
| 36628959 | 9608G running 6.2 issues with DHCP option 242. |
| 12617865 | On rare occasions, audio is heard on both the headset and the handset. |
| 35630173 | When using BT headset with 9641G phone calls are disconnected. |
| 58605145 | When using Russian language, incorrect speed is shown in network information menu (100M instead of 1G). |
| 63642585 | <p>Agent greetings cannot be cleared from the phone using the menu.</p> <p>Details: SP1 provides support for a new setting file parameter as detailed below:</p> <ul style="list-style-type: none"> Adding new parameter AGTGREETLOGOUTDEL, with a default value of 0. If AGTGREETLOGOUTDEL equals 1, then the agent greeting will be removed upon agent logout.(This implies that it is obtained from the server during each login). <p>If AGTGREETLOGOUTDEL equals 0 or is not present in settings file, agent file data will not be removed.</p> |
| 75575846 | Desk phones delayed boot on specific cases. |
| 59568782 | Irregular behavior of status line on desk phones on main screen during agent login/logout or when moving between agent states. |
| 99627349 | US Zip codes not working with the new Weather API. |
| 75630486 | Wrong German translation for "History". Subject to user interpretation. |
| 78633286 | Screen Saver image stays in one place and no longer moves around. |
| 41625235 | Weather application issue. |

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|----------|---|
| 15635045 | Station file on the HTTP server gets overwritten with agent greeting data in a certain scenario. |
| 65634985 | Voice quality issues, echo, feedback and noise in specific scenarios. |
| 75649325 | Agent greeting is playing to active call when another call arrives on bridged appearance. |
| 15582212 | Headset does not turn off after agent logs off from a 9641G deskphone, without making any call. |
| 96638852 | <p>Ability to change configuration such that additional release button would not appear in the first page of soft keys.</p> <p>Details: The AGTACTIVESK parameter in the settings file can be used to configure the appearance of the Release and Transfer softkeys on the Agent's deskphone. This feature is applicable only when the Agent's deskphone is in the Active Call state.</p> <p>When AGTACTIVESK is set to 0 the Release button will appear on the <u>first</u> row of softkeys and Transfer button will appear on the <u>second</u> row of softkeys.</p> <p>When AGTACTIVESK is set to 1 the Release button will appear on the <u>second</u> row of softkeys and Transfer button will appear on the <u>first</u> row of softkeys.</p> <p>When AGTACTIVESK is set to 2, the Release button is not displayed at all. Only the Hold/Conf./Transfer/Drop softkeys are displayed.</p> <p>Note: The default value of AGTACTIVESK is 0.</p> |
| 58436956 | Missing authentication when using APS created Secure Backup Application. |
| 68599369 | Contact names are not fully displayed when using Korean language. |
| 35588378 | When VPNCODE is configured with 7 digits, user is not able to go into VPN menu by giving access code in A menu. |
| 73610075 | Button phones: Topline is not getting updated on the phone screen and on Feature screen when phone screen width is half and user switches from phone screen to feature screen and vice versa. |
| 67630045 | When using BT headset with 9641G phone and answering via speaker or handset, calls are disconnected. |
| 85385975 | 9621G and 9641G in VPN mode, do not respond to PING command (FW 6.016S / 6.016T) when used in VPN mode. |
| 85429345 | Phone automatically logs in to USB credentials even if the user does not press Login button. |
| 65542445 | Unsaved greetings are displayed in agent greeting list screen. |
| 33585258 | When the extension of a registered phone with BM12 is taken by another phone, the "Login" soft key is missing and the phone cannot register by any |

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| | name again. |
| 86633666 | EEPROM values incorrect leading to incorrect handset and headset audio levels. |
| 95634045 | PC port of the phone is not working after undocking the laptop. |
| 75613086 | Ring-Ping does not work with rich ring-style. |
| 48589825 | Text Entry Request is missing when trying to customize Set Absence Text on 9621G Deskphone. |
| 59612354 | HEADSYS parameter does not function in Release 6.2, as it had worked previously. HEADSYS specifies whether the deskphone will go on-hook if the headset is active when a Disconnect message is received. The default value of HEADSYS is tied to the value of CALLCTRSTAT. If CALLCTRSTAT has value 1 (meaning the phone is a call center phone), then the default of HEADSYS is 1; If CALLCTRSTAT has value 0 (meaning the phone likely not a call center phone), then the default of HEADSYS is 0. In either case, though, the administrator would have the normal ability to override defaults by explicitly setting HEADSYS in the settings file – in non call center environment (when CALLCTRSTAT is 1 and agent is logged in, the value of HEADSYS will always be treated as 1). Note: Customers using Call center features without configuring "CALLCTRSTAT", should have "HEADSYS" parameter set to "1". |
| 45595276 | Several translation issues for Japanese and Large text. |
| 36448687 | Corrupted XML push messages are not handled properly by the phone. |

6.2 Resolved Issues

| ID | Issue Description |
|----------|---|
| 46357777 | The call-forward icon for Team Button is not displayed. |
| 31331036 | For phones administered as a team, the on hook/off hook status of a member phone is not updated on the 9621G & 9641G deskphones unless Phone button is pressed. |
| 89379447 | On 9608 deskphones, in some cases, the display screen may appear to shift a line downwards causing the softkeys to disappear from view. |
| 23315823 | Sometimes there is short delay in DTMF tones played when digits are dialed. |
| 99333887 | In rare cases, while using the speakerphone mode for dialing, the DTMF tone for last digit double chirps, that makes the end user feel that the number has been misdialled. |
| 32478014 | The phone does not reset its IP address, after it receives DHCPNAK message from the server. |
| 29341954 | In rare cases the phone stops responding while in screen saver mode. |
| 49494945 | Phone fails to establish call while register in Standard Local Survivability (SLS). |
| 41460834 | On rare occasions, the phone might stop responding or reboot while configuring the CRAFT menu. |

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| 90451047 | When a user tries to delete characters entered in the login screen, the display is not updated though the characters are deleted. This only occurs on the button phones (9608 and 9611G). |
| 64466050 | QTest is not supported. |
| 23403673 | If automatic exclusion is enabled on the phone and you disable exclusion while on a call, the Conference, Hold, Transfer and Drop soft keys are replaced by a Bridge button. Note: The new CM release will fix this issue. |
| 65505605 | In TTS and non-TTS environments where there LSP servers have different gatekeeper IDs, the phone only tries to connect to the first LSP. |
| 18490835 | In 9608/9611G deskphone on the Contacts page, during add or edit contact, when user returns again to the page of adding new symbols, the cursor might disappear. |
| 93519818 | Display username does not work when the username starts from I such as in Irene. |
| 86560457 | A non administrated button in the CM is ignored instead of being placed as an empty button on the phone screen. |
| 58561821 | Headset RX volume is not loud enough. Gain levels should be increased by 2 to 5dB. |
| 23562791 | If the user removes the headset and starts a fresh discovery after successful Bluetooth pairing, BTPI_EVT_SEARCH_RES is received 10 times (shows the same MAC address in every event) and then btpid receives fatal signal 11. |
| 27591464 | No voice path after 200 simple calls. |
| 22453438 | Corrupted Prompt Line. |
| 71429592 | If the phone reboots while in visiting user mode, the phone does not log in automatically after startup. |
| 35468849 | Auto dial labels on BM connected to 9608 deskphone are shown incorrectly |
| 12252327 | Deskphones do not respond to RSVP requests. |
| 77277777 | Deskphone time is drifting without external sync messages. |
| 28278264 | Deskphones SBM button updates problem after power-cycle. |
| 21342890 | The UI is not refreshed in the CC Environment |
| 78360719 | Posted messages do not work properly with 9608/9611 in split screen mode. |
| 24386278 | Deskphone subscribes to push server when registering in unnamed mode |
| 10390748 | Deskphone parameter "PERSONALWAV" default value is 9. It should be 1. |
| 36391387 | Softkey label is truncated in WML browser. |
| 89408911 | AGC settings file values are stored in HTTP backup file even though no change was made by the user. |
| 45412438 | 9641G phone requests an 802.1X password even though the 802.1X authentication is disabled on the switch. |
| 28425867 | The 9621/9641G deskphone truncates the second digit from weather temperature. |
| 38428679 | On the 9608 deskphone functions are missing, e.g. transfer, as the display has been shifted down by one line. |

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| 17430827 | Delay in dialed digits being displayed on phone. |
| 27431180 | The DTMF feedback and display of digits are delayed in split screen mode on 9611G deskphone. |
| 39431266 | Sluggish response of key press in power save mode. |
| 92432416 | The deskphone doesn't prefer to take DHCP Offer with Option 242 |
| 82452077 | The PHONE screen is not changed to main menu screen in response to an off-hook or an incoming call. |
| 47467692 | WML proxy authentication doesn't work. |
| 17470384 | 9611 deskphone cannot save contacts to USB flash drive. |
| 22493589 | The ZipTone is not heard as audio cut-through is almost 400ms. |
| 17493659 | AGC parameters in setting file do not have any effect on the phone. |
| 50497173 | After 6.020S installation, when the guest login time expires during a call, the phone will reboot and will drop the call. |
| 12510889 | Distorted dial tone after an off hook (outgoing calls are enabled). |
| 19513476 | The phone boots up with a blank screen. |
| 26522937 | Very slow performance of WML on deskphones with R6.0. |
| 51527170 | Pulsating dial tone and fragmented rtp audio. |
| 48537183 | Calls answered on speaker have low volume. |
| 33548368 | User hears "click" when shuffling is turned on. |
| 28598190 | Contacts Backup/Restore fails on 6.2. |
| 32491637 | Call Center environment - Users must preview the complete greeting from the start to the end. Stopping the preview in the middle prevents the user from playing this greeting during a call. |
| 21436379 | Call Center environment - the Release soft key button is missing while the agent is in ring back state while establishing a call. This only happens if the parameter RINGBKFEATURES is set to null and agent greetings are not used. |
| 89467363 | Call Center environment - reviewing an agent greeting during a call results in no audio path for the call. |
| IPT0005749 1 | Call Center agents do not hear zip tones for incoming ACD call. |
| 27425994 | Bad audio on IP Office call server. |
| 34366474 | Cannot register a 9608 deskphone to B5800/IP Office with French character in button label. |
| 32514257 | When the DHCP server is down, reusing the previous received IP address from the server is not supported. |
| 62470049 | Using Sleep mode on a phone over VPN might cause to the phone to reboot or not operate correctly. |

6.0 Service packs Resolved issues

| ID | Issue Description |
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| wi00920894 | Upgrading the 9621G to different service packs while using CM Utility server with HTTPS is now possible. |

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| wi00920421 | In rare cases, an incoming call would cause the 9641G phone to ring continuously and then reboot. The issue is now resolved. |
| wi00920911 | Transfer of audio and text to 9611G and 9608 phones possible now with ANS push server. |
| wi00920945 | The phone now displays the corresponding name for an incoming call from an existing contact. |
| wi00920625 | A call to an idle phone after its backlight turns off, results in continuous ringing and a reboot sometimes. The issue is now resolved. |
| wi00920514 | Incorrect EHS timing values were causing issues with some headsets. The issue is now resolved. |
| wi00920973 | Contacts pairing was not working on incoming calls if a + sign was used with the number, example +919850881431. The issue is now resolved. |
| wi00920746 | When the user presses the contacts button while on “ <i>Extension in use #to register</i> ” screen, a continuous error beep was heard. The issue is now resolved. |
| wi00919541 | Configuring a 9608 phone having a station name greater than 16 chars long, would result in the topline displaying the call timer with last digit missing. The issue is now resolved. |
| wi00920524 | On an incoming call to a phone having the Send All Calls (SAC) feature activated, timer gets stuck on Top line Status Message (TSM), if SAC button is pressed immediately after ending call. This issue is now resolved. |
| wi00920339 | On 9641G sets, the weather application information can now be saved. |
| wi00919048 | On the web browser of the 964G touch screen phones, the alignment for the check boxes and option buttons is now correct. |
| wi00920796 | For 9608 and 9611G phones, call timer on TSM would be overlapped by Caller info. The issue is now resolved. |
| wi00920980 | After logout, the Extension field was not be pre-populated with last used extension, if parameter QKLOGINSTAT is set to \"0\" in the 46xxsettings file. The issue is now resolved. |
| wi00921082 | Audio quality for narrow band handset in 9641G has been improved. |
| wi00920804 | The contacts edit number field has been increased to display up to 18 numbers on the 9621G & 9641G phones. |
| wi00920985 | H.323 6.0 SP4.1 TTS causes a registration issue where the Tcp socket is not yet completed. |
| wi00921023 | The Phone screen was not being updated properly when SBMs (Button Modules) are attached sometimes. The issue is now resolved. |
| wi00920902 | The 964G phone updated with H.323 R6.0 SP4.1 would sometimes stop responding and reboot after last call of several calls. The issue is now resolved. Related issue wi00919714: After setting personal ring-tones and rebooting, another ring-tone would be active. The issue is now resolved and personal ringtone is played as per the selection. |
| wi00921124 | A resource leakage that led to outage of descriptors has been fixed. |
| wi00920604 | On phones, personalized ringtone would not be saved when the phone was logged out and then logged in from another extension. The issue is now resolved. |
| wi00920808 | AUDIOSTHS and AUDIOSTHD parameters are now working. |

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| wi00921125 | You can now perform HTTP backup if port other than 80 is set. |
| wi00925034 | 9641G using H.323 6.0 SP4.1 (6.016T) with Button Module attached and with setting of PHNSCRALL1 would lock up and reset during transfer. The issue is now resolved. |
| wi00920220 | Phone user configured volume settings are now retained between reboots. |
| wi00921079 | Improved AGC response now maintains comfortable voice levels for contact center phones. |
| wi00921178 | The World clock and Weather application working now in VPN scenario on setting WLMPORT value other than 8080. |
| wi00919760 | On receiving a call from a softphone in shared control, the phone does not display redial option for call although call was displayed in history. The issue is now resolved. |
| wi00920697 | SNMP query (MIB walk) working properly when device is registered for SNMP at CM. |
| wi00924478 | Contact name can now display more than 12 characters. |
| wi00920806 | For second incoming call, ring alert was too short. The issue is now resolved. |
| wi00921165 | In some configurations, the user would experience high level of jitter influencing voice quality. The issue is now resolved. |
| wi00929219 | When user presses headset button to answer call, the handset equalizer profile was activated resulting in audio quality issue. The issue is now resolved. |
| wi00921080 | Improved AGC for phones. |
| wi00924755 | 9608 deskphone fails to upgrade over VPN when VLAN tagging is used. |
| wi00920306 | 9608 deskphones would truncate some Korean words specified in mlf_xxx_korean.txt file. The issue is now resolved. |
| wi00925787 | VPN NAT-T inter-operability issue with Cisco ASA 8.2 is now resolved. |
| wi00924494 | On the 9641G, feature buttons were not displayed for administered options where 2 Button Modules were connected. |
| wi00932018 | The AUDIOENV parameter in settings file now works as configured to manage the transmit gain of headset audio. |
| wi00928107 | 9608 and 9621G phone would stop responding if WMLIDLE TIME and URI parameters were set in 46xxsetting file. The issue is now resolved. |
| wi00932894 | The phone would ring continuously even after dropping the call when using priority calling FAC. The issue is now resolved. |
| wi00929218 | In some cases, after using the phones for long period, the user would experience slowness in response time. The issue is now resolved. |
| wi00932612 | Improved interoperability with Plantronic wired headsets (Models AWH45ON & AWH55) in on/off hook state and with on hook signals. |
| wi00930715 | Topline push now working properly in phones through Avaya push demo server. (only applicable for patch 6.017C users) |
| wi00927313 | Incoming alert is now displayed on UI for incoming call while screen saver is on. (only applicable for patch 6.017C users) |
| wi00927605 | The phone plays the selected personalized ring only applicable for patch 6.017C users. |
| 39305254 | Upgrading 9621G deskphone may fail while using HTTPS in certain cases. |
| 80328689 | The phone enters a loop if both LLDP MED Network policy TLV & VLAN |

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| | NAME TLV are advertised in the Extreme switch simultaneously. |
| 31356847 | In some cases, softkeys are not updated after pressing drop softkey |
| 52369137 | Incoming ringtone alert for 1st CA gets stopped at all, when user toggles 2nd CA while the first CA is busy in incoming call. |
| 71297037 | There is about 1 second of speech drop-out in the phone every ten seconds. The RTP is clean. |
| IPT00057229 | Bad audio quality after upgrade from 12S to 12Y. |
| 22298658 | Garble on shuffled calls (Bad timestamp issue). |
| 42262258 | Date and time freezes on the display. |
| 21264849 | Stutter dial tone after upgrade from SP2 to 12t in Extended Rebind state. |
| IPT00057417 | The same SSRs are used by more than one phone within minutes of each other |
| IPT00055467 | 9608 & 9611G: Noise on active call, when second call is ringing at 2nd appearance. |
| 51205348 | No dialtone on 9608/11 phones. |
| IPT00056118 | 9611G deskphone with 802.1x authentication enabled does not switch to voice VLAN from data VLAN. |
| 34235456 | Phone loops and reboots after displaying \"Retrieval in Progress\" |
| IPT00057473 | Phone does not contact the HTTP server if the DHCP has HTTPSRVR entry as FQDN.15 |
| IPT00057398 | ARP sent every 40 seconds at customer site. |
| IPT00056561 | \"USB Device Detected\" warning displayed on phone screen intermittently, even if no USB device is attached. |
| IPT00057384 | Complete softkey button sometimes not seen during transfer operation. |
| IPT00057390 | When vlanTest set to less than 10, phones move from voice VLAN to Data VLAN. |
| 62378447 | Deskphone fails on ESS interchange scenario. |
| 67306649 | Deskphones SDES information in RTCP packets contains some non-printable characters. |
| 21287449 | Calls establishment fail on 9608 deskphone in SLS mode in G430, on 6.0 SP3. |
| IPT00057011 | No ARQs are sent to ESS when TCP link lost while user is on call. |
| 55524638 | Deskphone loses track of TCP-KA failures when failover happens while on a Call + user presses Switch FBs. |
| IPT00056489 | Audio quality needs an improvement - Audio parameter modifications for speaker device. |
| IPT00056494 | H.323 DHCP release for the data VLAN is broadcast but not unicast. |
| IPT00057367 | DTMF tone stuck during dialing. |
| IPT00057618 | Last feature button is \"duplicated\" and unusable. |
| IPT00055882 | While transferring or making a conference call the highlight of 2nd call-appr changes to 1st call-appr when CM audit runs. |
| 23171621 | Deskphones have stutter dial tone when going off hook with receiver or |

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| | SPEAKER. |
| IPT00056619 | Improper call log history display for long numbers. |
| 43241649 | Login fails when restoring truncated _96xxdata.txt |
| 21281549 | Network performance goes down when PC with 1 Gbit port is connected to the PC port of 9641G phone |
| 33307369 | Deskphones do not update ringer after transfer for external calls. |
| IPT00056036 | 9641G deskphones fwd icon not shown on the topline. |
| 32247179 | Very slow performance of WML on deskphones running R6.0. |
| 21290449 | On 9608 deskphones, Japanese Unicode label is not shown correctly with Phone Display Language set to English. |
| 98307269 | \\"enter\\" is not seen on VPN login screen using 9608 with German translation |

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This library's function is primarily to read and display MNG animations. It is not meant as a full-featured image-editing component! It does however offer creation and editing functionality at the chunk level. (future modifications may include some more support for creation and or editing)

Harfbuzz (delivered with Qt 4.5)

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pam 1.0.1-2

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libcap 2.06

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zlib 1_2_3

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THE BASIC LIBRARY FUNCTIONS

Written by: Philip Hazel Email local part: ph10 Email domain: cam.ac.uk University of Cambridge Computing Service, Cambridge, England.

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libstdc++ 4.3_2

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bind 9.5.0-29.b2

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Http Curl 7.15.1

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racoon2

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Xinetd 2.3.14-3.1

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db4 4.6.21-1

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