Avaya IP Deskphone H.323 Release 6.3.0.37 Readme

This file is the Readme for the Avaya IP Deskphone H.323 Release 6.3 for the 9608, 9611G, 9621G, and 9641G IP Deskphones. This file describes the contents of the August 2013 release software distribution package.

H.323 6.3 software is supported on the 9608, 9611G, 9621G and 9641G IP Deskphones only and when used with Avaya Aura® Communication Manager, IP Office and IP Office Branch Solution (please see compatibility note below for each server). The H.323 6.3 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.

Please note that the feature <u>Voice Initiated Dialing</u> is no longer supported as of this software release.

This Software release supersedes all previous Avaya IP Deskphone H.323 software releases and service packs. Avaya recommends that all customers upgrade both new and installed IP Deskphones to this version at their earliest convenience. Customers are very strongly encouraged to read both the Readme (Release Notes) and Admin Guide regarding updates in this release including new settings file parameters, as changes have the potential to impact operation.

Avaya IP Office and IP Office Branch Solution Compatibility

See IP Office release documentation on support.avaya.com, by desired release number, for more information.

IP Office users should use the telephone firmware provided by IP Office administration only and not deploy telephone firmware separately. IP Office and Deskphone software are tested and delivered as a package and should not be deployed separately without the approval of IP Office Product Management and/or IP Office CPE; For more info and documentation of Compatibility of features with IP Office, please refer to the relevant IPO documentation.

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, the recommendation is to deploy with the latest available Communication Manager release. 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 Communication Manager Administration Guide which you can download from http://support.avaya.com.

New Features and changes in H.323 6.3

- Turkish and Polish language support for IP Office
- VPN support for IP Office
- EAP-TLS support for network authentication, including Single Reboot Deployment. EAP-TLS is a more secure authentication method than EAP-MD5.
- HTTP Redirection supported for faster file downloading. HTTP Redirection allows multiple servers to be used to download files to IP Deskphones without the need to configure different values of HTTPSRVR (or TLSSRVR) for different groups of Deskphones. Use HTTP Redirection to speed up and balance firmware upgrades to many Deskphones spread over multiple sites.
- Identity Certificate Authentication for TLS. You can use TLS (HTTPS) to help protect private user data contained in backup/restore files, to encrypt the files during transmission, and require authentication to read or write the files.
- Single Sign On for Local Device API Support. The Deskphone can now detect a PC application that is connected through the phone PC port and receive log in and logout commands through a PC application. The PC application can be developed to automatically log in the phone when the PC is logged in or log out when the PC is logged out. Contact Avaya DevConnect to find business partners that have developed client applications for use with the deskphone. Development documentation for customers/partners that wish to develop their own client application is also available under: https://downloads.avaya.com/css/P8/documents/100174196. For farther questions please contact Oliver Bengtsson, bengtsso@avaya.com.
- For wireless headsets connected through the ESH cables, you can now disable headset ringing and permit on hook/off hook operations only, please view admin and user guides for farther info.
- Support of new World Online API post August 2013 to enable full details presentation of World Clock feature.

- The following new system parameters have been added to the list of 9600 Series H.323 Customizable System Parameters:

  o SYSAUDIOPATH: To set the default audio path to the speaker or the headset, or allow the call center agent to select the audio path.

  o CCLOGOUTIDLESTAT: To configure the headset LED to remain on after the call center agent logs out.
  Note: The craft menu access procedure was changed: in order to check whether the headset LED is ON agent must press the mute button twice.
  You can gain access to the craft menu when phone is on headset off-hook idle state.

  o PHY2_AUTOMDIX_ENABLED: To configure automatic recognition of crossover or straight Ethernet cables on the deskphone PC port (Auto MDIX). By default, Auto MDIX is enabled on the PC port. Disabling Auto MDIX prevents accidental network loops when both the deskphone line interface and the PC interface are connected to a network switch with no loop prevention mechanisms, for example, Spanning Tree.

  o DOT1XWAIT specifies whether the telephone will wait for 802.1X to complete before proceeding with startup and initiating DHCP. Default value is 0, which means that when the 802.1X Supplicant is started, startup will continue without waiting for 802.1X authentication to complete, =1 Startup will not continue

  o New parameter LOCALZIPTONEATT was added to control the local phone ziptone heard when using AUTOANSSTAT 1. Note – If Auto answer is configured on the CM and not using the AUTOANSSTAT setting, this parameter does not influence that zip tone volume. The parameter name is LOCALZIPTONEATT and valid range is between 0-95 (0 being the loudest, 95 lowest).

  o New LEDMODE parameter added to support different LED behavior. OLD behavior would be maintained as default (LEDMODE 0) and would mean that the red led is controlled locally by the phone. New behavior may be obtained by setting LEDMODE to 1 and would mean the buttons red LEDs are controlled by CM (this will align the 96x1 phone behavior to the 16xx behavior). For example, Button module and phone LED changes are aligned according to call state etc.

  o SSO_ENABLED: To implement the Single Sign-On (SSO) feature. Additional related parameters added are – SSO_REGISTERED_MODE, SSO_LOCK_SYNC,SSO_DISCONNECT_ACTION, SSO_DISCONNECT_FACS, SSO_CLIENT_CERT. Details and explanation of Single sign on and API usage can be found in the admin guide and Single Sign On application note on the Avaya support site.

  o LLDP_XMIT_SECS specifies the rate in seconds at which LLDP messages will be transmitted. Valid values are 1 through 3600; the default value is 30. Main usage is for SSO application to discover the phone faster.

  o AGTSPKRSTAT: Modified to allow the call center agent to use the SPEAKER button to release an ongoing call.

- Voice Initiated Dialing (VID) is no longer supported.

Changes in H.323 6.2.4

The DEBUG option is available for use only if you change the default password to the craft menu through the PROCPSWD parameter.

The new value of the PROCPSWD parameter must be 4 to 7 numeric digits, "0000" through "9999999". However if value of PROCPSWD is less than 4 digits after you install R6.2.4 or later, the value will be changed back to the default value of 27238.

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 Communication Manager. 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 set the "HEADSYS" parameter 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.

- o OPSTATCC - OPSTAT override flag; for Call Center use only.
- o TIMERSTAT - Controls whether the User Timer Timer On and Timer Off softkeys display on the Deskphone or not.
- o ADMIN_HSEQUAL - specifies handset audio equalization standards compliance
- o DEFAULTRING - specifies the default ring tone
- o BLUETOOTHSTAT - specifies whether the user is given an option to enable Bluetooth
- o HEADSETBIDIR specifies whether an alerting tone is generated on the headset interface
- o RECORDINGTONE specifies whether Call Recording Tone will be generated on active calls
- o RECORDINGTONE_INTERVAL specifies the number of seconds between Call Recording Tones
- o RECORDINGTONE_VOLUME specifies the volume of the Call Recording Tone in 5dB steps
- o SSH_ALLOWED specifies whether SSH is supported
- o SSH_BANNER_FILE specifies the file name or URL for a custom SSH banner file
- o SSH_IDLE_TIMEOUT specifies the number of minutes of inactivity
- o 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:
  - o Greeting maximum size is 10 seconds, and about 6 greetings can be saved.
  - o Manual recording of agent greetings is supported.
  - o Agent Greetings can be saved on the phone between logins by the same Agent.
  - o Automatic prompting for greeting.
  - o 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, Abrv-dial or FAC/autodial.
- 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 6.3 Package Contents

The H.323 6.3 package contains all the files necessary to upgrade Avaya new or previously installed IP deskphones to H.323 6.3 load.

The following files are included in each package:

- S9608_11HALBR6_3_0_37_V452.tar - The 6.3 H.323 phone application tar file for 9608 and 9611G models.
- S9621_41HALBR6_3_0_37_V452.tar - The 6.3 H.323 phone application tar file for the 9621G and 9641G models.
- – The 6.3 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 H.323 software.
- 18 predefined language files for phone display:
  - mlf_S96x1_V87_arabic.txt
  - mlf_S96x1_V87_chinese.txt
  - mlf_S96x1_V87_dutch.txt
  - mlf_S96x1_V87_english_large.txt
  - mlf_S96x1_V87_french_can.txt
  - mlf_S96x1_V87_french_paris.txt
  - mlf_S96x1_V87_german.txt
  - mlf_S96x1_V87_hebrew.txt
  - mlf_S96x1_V87_italian.txt
  - mlf_S96x1_V87_japanese.txt
  - mlf_S96x1_V87_korean.txt
  - mlf_S96x1_V87_polish.txt
  - mlf_S96x1_V87_portuguese.txt
  - mlf_S96x1_V87_russian.txt
  - mlf_S96x1_V87_spanish.txt
  - mlf_S96x1_V87_spanish_latin.txt
  - mlf_S96x1_V87_template_english.txt
  - mlf_S96x1_V87_turkish.txt
- av_csca_pem_2032.txt (Avaya Call Server Root Certificate)
- av_prca_pem_2033.txt (Avaya Product Root CA certificate)
- 96x1mibDRAFT.txt for reference
- AvayaMenuAdmin.txt template for reference
- 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 6.3 package is available in the following versions:
- Versions with encryption enabled
    - 96x1-IPT-H323-R6_3_0_37-072313.zip
    - 96x1-IPT-H323-R6_3_0_37-072313.tar

- Versions with encryption disabled
    - 96x1-IPT-H323-R6_3_0_37U-072313.zip
    - 96x1-IPT-H323-R6_3_0_37U-072313.tar

H.323 6.3 Known Issues

The following table includes deskphone known issues:

ID	Issue Description
98786413	In some cases, when you move a phone between two CM servers that have the same station number with different configurations, the phone will not load the new configuration. Solution: Open the station details screen in CM and perform any update to the form. This triggers a configuration update to the phone and resolves the issue.
32789467	Using the IP redirect feature, the deskphone does not display the correct redirect server URL during the bootup sequence. The deskphone shows the original server UR instead.
45919453	EAP-TLS authentication for 802.1x was tested with the Windows 2008 radius server and LINUX free radius. Cisco ACS 5.2 is not supported.
88954207	If the phone is in off-hook idle mode in the following CM version: CM 6.3 CM 6.2 SP0 and later CM 6.0.1 SP 10 and later CM 5.2.1 SP 14 and later, Users may hear a short dial tone sound in the currently active audio device when a failover occurs.
78947729	If Audio report feature is active, the phone responds slowly for a few seconds until the report is complete.
55970281	When using EAP-TLS authentication in 802.1x and authentication fails, the user will be presented with a failure screen. Pressing the "Clear" or "Bksp" touch buttons (on 9641 and 9621 phone models) in that screen may cause the phone to hang and reboot. Solution: Use the default userID (MAC address), and do not press the "Clear" and "Bksp" buttons on 9641 and 9621 phone models.
78633998	In case the phone backup file is manually removed from the backup server, and then the phone reboots, the next backup operation would not backup parameters different from default Solution: Please do not manually remove backup files from the backup server
32698543	Call Center: The agent greeting icon appears only on the phone screen. The greeting works properly. Solution: Return to the phone screen to show the greeting indication;
89713124	Call Center: Switching audio devices (handset, headset or speaker) while agent greeting is being played causes the agent greeting to stop. Solution: Do not switch audio devices while the greeting is being played.
98657640	Touch phones: User timer is not displayed on the status line while on an active call, when 'PHNSCRALL' is set 1.
90889232	Call Center: When CALLCTRSTAT is 1 and agent is logged in, the value of HEADSYS will always be treated as 1.
32747845	When CALLCTRSTAT is set to 1 and OPSTAT is set to default on button phones, the option & settings menu is not displayed.
98747432	If OPSTAT is 00x or 0, OPTSTATCC and CALLCTRSTAT are set to 1, Advanced options functionality is not blocked
89704032	When 'Timerstat' is set to 1 and 'Timer on' softkey is chosen, while on active call user timer blinks when the seconds advance.

ID	Issue Description
76578234	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 The ringing will continue to function properly in the next call.
29507842	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.
32450532	Arabic language is not supported on the 9608 desk phones.
98569721	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.
98714323	If you of press a second Call Appearance at the same time that an auto answer greeting is being played, you hear both dial tone and greeting at the same time
89887234	If you use barge-in audio push after normal audio push, the deskphone may reset.
89890247	Phone does not support using DNS for WML host name or trusted push server Solution: Please use IP address for WML host name or TPS host name
38899632	If the administrator executes "Disable nr-registration" in CM, and no other server in the alternate gate keeper list is available, the phones will remain in discover mode until the alternate gate keeper will become available and won't return to the main, even if "Enable nr-registration" is executed on it. Solution: When you use "disable nr-regisration" make sure you have at least one active ESS or LSP in the network. If you've already issued the command - the alternate gate keeper must be brought up or the phones needs to be rebooted in order to get back to the main.
32881267	When several certificates are provided and the first is invalid, phone will not continue to download other certificate Solution: Use valid certificates
89958254	Team button alert is shorter when using headset
32950047	In Hebrew or Arabic, the "Enter" and "Bksp" soft keys are switched on VPN startup. Solution: When using those system languages, after entering a password, press "Bksp" to Enter and vice versa
38952534	The agent greeting feature (including agent greeting recording) does not function with Bluetooth headsets. Only wired or DECT headsets are supported.
78950343	Setting Log to file "ON" and changing "Serial Port" to "CLI" prevents SBM button modules operation. Solution: Change "Serial Port" back to "Adjunct" once debugging is completed. You can do this through the Craft menu. Note: The DEBUG option is available for use only if you change the default password to the craft menu through the PROCPSWD parameter. The new value of the PROCPSWD parameter must be 4 to 7 numeric digits, "0000" through "9999999". However if value of PROCPSWD is less than 4 digits after you install R6.2.4 or later, the value will be changed back to the default value of 27238.

ID	Issue Description
89958639	The deskphone does not support WML of Push display when its title contains "&" or "<"
89966733	The deskphone supports getting only one HTTP file server from LLDP. Multiple HTTP file servers can be configured on many other ways such as settings file, DHCP, CRAFT menu etc
89003348	After playing an existing greeting and using the RESTART soft key to re-record the greeting, the agent greeting icon will not be updated. Solution: Go to agent greeting screen and play one of the greetings. The icon will be updated correctly from this point on.

98587098	When moving between states "After call" and "Auto-in", an Incorrect status line information appears. This problem is observed on 9611G phones only. Solution: Change the extension's configuration on CM to be administered as a 9650. CM Fixes (MR defsw100727) were delivered to the following releases: • CM 6.0.1 SP04.00 • CM 5.2.1 SP10.00
89853343	Synchronization issue between phone and agent after a network outage that causes phone reset and login, causing audio issues when answering a call Solution: Communication Manager 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.
32955976	When running against specific versions of CM - the Auto-In LED remains lit on phone after failover from Main to ESS Workaround: Upgrade to CM version 6.2 FP2/3 or CM 6.0.1 SP 10.
23966728	Phone supports getting only one HTTP file server from LLDP. Workaround: Multiple HTTP file servers can be configured using other ways such as settings file, DHCP and CRAFT menu.
90977178	For 9608 and 9611, in guest login screen, the softkeys will disappear after 2 wrong login attempts. This will prevent users from trying a third time. Workaround: press the "OK" key on the phone and the password field will appear. Enter the correct password and press the "Up" arrow button. All the keys will appear on the screen.
78889709	If the phone connect to the network using VPN, the BRURI parameter contain FQDN address and not IP Address and the phone is logged out and sleep mode is activated, backup/restore will stop working until the next phone reboot. Solution: please configure IP and not FQDN when the phone is behind VPN

H.323 6.3 Resolved Issues

H.323-6.3 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
	After August 2013 - World Clock feature does not display the correct data. World Online API will no longer work after August 2013, beginning September 1st a new API is required to obtain data for the World Clock phone feature. When using the World Clock feature on the IP phone, after API support expires and on firmware without the new API change, the user will see an error with a message: "Could not access internet service".
73663218	Jitter Statistics in RTCP packets do not show the correct value.
46922778	The ringtone volume is also changed whenever the user changes the speaker volume.
27869645	Slow internet rate for a PC which is working in 1GBps while the phone network port is connected to a 100Mbps switch port (inactive flow control).
93915362	VPN tunnel establishment fails due to a long duration of certificate confirmation.
55940782	Two phones which are logged in via VPN, receive the same duplicated IP address if the first two bytes of their MAC addresses are the same.
18920196	Button module labels disappear after a network outage.
34967756	Even though the BRURI address isn't defined in the settings file, 9608 displays "retrieval failure" during login, instead of ignoring the restore operation. Occurs in IP Office mode only.
90931678	Phone does not display umlauts on the third row when working as a call center agent.
12972554	When calling back to a missed call with a 2 digits extension, the whole log of missed calls is cleared, instead of clearing only the missed call entry.
87971315	When speaker is configured to "one way talk path", headset and handset get stuck on mute mode even though the mute LED isn't glowing.
72961508	Phone reports incorrect uptime in SNMP query responses.
63978409	Red and green LEDs do not function according to call states. Applies to 9608 and 9611 only.
25978445	New LEDMODE parameter added to support different LED behavior. OLD behavior would be maintained as default (LEDMODE 0). New behavior may be obtained by setting LEDMODE to 1 (this for example will align Button module and phone LEDS in case of team button used, red led changes according to call state etc)
07957398	If the phones are configured to work with 802.1X authentication, but the network switches are configured with "Force Authorize" (no Authentication) - then the phone will refuse to connect to the network.
23961523	Incorrect sysuptime reported in SNMP MIB 2: (iso.org.dod.internet.mgmt.mib-2.system.sysUpTime.0)

ID	Issue Description
35976045	Chinese underscode letters in WML application are shown as strikethrough
54957424	When changing the password on CM during an active call, the call gets dropped in case a headset was in use.
25983456	SCEP failure timeout was increased. The phone will now allow longer time for SCEP to complete.
25952985	MYCERTCN parameter support for serial Number ("$SERIALNO")
25766985	Phones do not register to CM after VPN tunnel has been established over SR 4134 , Avaya VPN Gateway 3050/3070
25972045	When using 1XC in shared control mode with 96x1, setting - Turn On Mute for Remote Off-hook Attempt is set to 'y' on station form along with a specific CM patch where CM sends mute twice – the phone turns off mute.

H.323 6.0/6.1/6.2/6.2.1/6.2.2/6.2.3/6.2.4 resolved Issues

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

H.323 6.2.4 Resolved Issues

ID	Issue Description
21894913	Tuning frequencies used with bi-directional feature. This change includes support for Jabra ESH Cable firmware 1.5
87943172	Blank screen appears in split screen mode on specific scenarios
98938654	When six feature identifiers are defined via IDLEFEATURES parameter and two of the feature identifiers are not valid in CM, the sixth feature identifier did not appear in the soft key
78913448	In case of adding SSH_ALLOWED to the settings file with a different value than default and removing it without reverting it - the SSH_ALLOWED parameter do not take default value
78891032	On specific cases - agent greeting sound in slower speed
78800123	Issues seen after extensive continues one hour testing of audio push every 5 seconds
78928345	9611 in half screen mode doesn't display caller info on top line
78921143	Issues with flow control
67934232	Button module is not registered when changing the module type (BM12 and BM24)
56753343	Rare delays with phones connecting to call servers upon CM upgrades
56772632	When using IPO - Issues seen on active calls in case the connection to IPO is lost temporarily and retrieved
67920356	Changing the speaker volume changes the ringtone volume as well.

ID	Issue Description
56877156	When using IPO - local DTMF duration when dialing last digit is sometimes too long
56904032	RTCP field population is sometimes missing
45924843	Button phones: Topline does not toggle in Half Screen mode
56941168	A delay of toggling the timer on topline when phone in half-width and length of topline info is precisely at the end of the line(26-30 characters)
65827222	Audible Call-Pkup alerting not working on phones if a "rich" ringing tone is chosen
67817245	Issues seen when VID is enabled when having network issues
43863043	In German language the call log history displayed number overlaps time information
78833956	Issues when connecting 2 button modules (SBM24) to the phone when multiple interaction occurs with the BM (for example - multiple team buttons, features and calls configured on the BM)
65914658	Issues seen with BM12 when multiple interaction occurs with the BM (for example - multiple team buttons, features and calls configured on the BM)
89849876	When the phone has DNS server defined and IP address configured for WMLHOME, the WML page loading is slower
98829843	UI issues with first line appearance when phone password is reseted from CM during phone operation
19910232	Issues with failover during active call or headset on (for example auto in state) [Internal issues fixed- Active shuffled call drops immediately when LSP failover happens]
67881467	Debug - log to file parameter in debug mode was with wrong default when clearing values
43839654	Backlight soft key position is not fixed with a specific configuration
56920032	Issues with ring ping on IPO
12823876	Random issues retrieving greetings

H.323 6.2.3 Resolved Issues

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

ID	Issue Description
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
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
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: yy5Nxxxxxxxxx and yyFCxxxxxxxxx, 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 6.2.2 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
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).

ID	Issue Description
63642585	Agent greetings cannot be cleared from the phone using the menu. Details: SP1 provides support for a new setting file parameter as detailed below: • 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). If AGTGREETLOGOUTDEL equals 0 or is not present in settings file, agent file data will not be removed.
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.
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 sceanarios.
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	Ability to change configuration such that additional release button would not appear in the first page of soft keys. 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. When AGTACTIVESK is set to 0 the Release button will appear on the first row of softkeys and Transfer button will be appear on the second row of softkeys. When AGTACTIVESK is set to 1 the Release button will be appear on the second row of softkeys and Transfer button will appear on the first row of softkeys. When AGTACTIVESK is set to 2, the Release button is not displayed at all. Only the Hold/Conf./Transfer/Drop softkeys are displayed. Note: The default value of AGTACTIVESK is 0.
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.

ID	Issue Description
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 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.

ID	Issue Description
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 misdialed.
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.
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

ID	Issue Description
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	The 9641G deskphone 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.
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.
IPT00057491	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.

ID	Issue Description
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
wi00920894	Upgrading the 9621G to different service packs while using CM Utility server with HTTPS is now possible.
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 "Extension in use #to register" 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.

ID	Issue Description
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.
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-operatibility 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)

ID	Issue Description
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 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 SSRCs 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 \"Retrevial 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.

ID	Issue Description
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 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)

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Xinetd 2.3.14-3.1

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db4 4.6.21-1

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If distribution of object code is made by offering access to copy from a designated place, then offering equivalent access to copy the source code from the same place satisfies the requirement to distribute the source code, even though third parties are not compelled to copy the source along with the object code.

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If such an object file uses only numerical parameters, data structure layouts and accessors, and small macros and small inline functions (ten lines or less in length), then the use of the object file is unrestricted, regardless of whether it is legally a derivative work. (Executables containing this object code plus portions of the Library will still fall under Section 6.)

Otherwise, if the work is a derivative of the Library, you maydistribute the object code for the work under the terms of Section 6.

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