



Avaya IP Deskphone H.323 Release 6.6.1 Readme

This file is the Readme for the Avaya IP Deskphone H.323 Release 6.6.1 for the 9608, 9608G, 9611G, 9621G, 9641G, 9641GS IP Deskphones. This file describes the contents of the Nov 2015 (6.6.1.15) software distribution package.

H.323 6.6.1 software is supported on the 9608, 9608G, 9611G, 9621G, 9641G and 9641GS IP Deskphones only and when used with Avaya Aura[®] Communication Manager. The H.323 6.6.1 software will not load or operate on any other models.

This release supersedes all previous Avaya IP Deskphone H.323 6.x.x software releases. Avaya recommends that all customers using Avaya IP Deskphone H.323 6.x.x software upgrade to this version at their earliest convenience.

The information in this document is accurate as of the issue date and subject to change.



Please refer to the advisements in this file for important information prior to deploying this software.

Minimum IP Deskphone Software Releases

The 9611G IP Deskphone Global (Comcode 700504845/700501429) must use either Deskphone H.323 6.4.0.14 or later software Deskphone SIP 6.4.0.33 or later software.

The 9608G IP Deskphone (Comcode 700505424/ 700507946) and 9608 IP Deskphone Global (Comcode 700504844/700507947) must use either Deskphone H.323 6.3.1.16 or later software or Deskphone SIP 6.3.1.13 or later software.

The 9641GS IP Deskphone (Comcode 700505992/700509409/700509981) must use either Deskphone H.323 6.6.0.29 or later software or Deskphone SIP 6.5.0.17 or later software.

Attempts to downgrade these models to lower versions of software will be rejected. If these models are implemented in an environment that uses lower versions of software for other 9608/9611G/9621G/9641G IP Deskphones, it is recommended to use a mechanism to differentiate the software loads such as different HTTP servers or different GROUPs.

Avaya Aura® Communication Manager Compatibility

Although the 9608, 9608G, 9611G, 9621G, 9641G and 9641GS IP Deskphones are supported on Avaya Aura® Communication Manager 6.2 and later, Avaya recommends you to deploy the deskphones and conference phone 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.

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

Avaya IP Office Compatibility

Avaya recommends deploying the Avaya IP Deskphone H.323 Release 6.6.1 with IPO release 9.1

New features in H.323 6.6.1

H.323 Release 6.6.1 is a service pack containing only bug fixes.

H.323 6.6.1 Package Contents

The H.323 6.6.1 software package contains all the files necessary to upgrade Avaya new or previously installed 9608/9608G/9611G/9621G/9641G/9641GS IP deskphones to the H.323 6.6.1 load.

The following files are included in each package:

- S9608_11HALBR6_6_1_15_V474.tar - The 6.6.1 H.323 phone application tar file for 9608, 9608G and 9611G models.
- S9621_41HALBR6_6_1_15_V474.tar - The 6.6.1 H.323 phone application tar file for the 9621G, 9641G and 9641GS models.
- S96x1_UKR_V25r10_V25r10.tar – The 6.6.1 H.323 Kernel and root file system tar file.
- 96x1Hupgrade.txt – This file is downloaded by the 9608/9608G/9611G/9621G/9641G/9641GS 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.
- 19 predefined language files for phone display:
 - mlf_96x1_V132_arabic.txt
 - mlf_96x1_V132_chinese.txt
 - mlf_96x1_V132_dutch.txt
 - mlf_96x1_V132_english_large.txt
 - mlf_96x1_V132_french_can.txt
 - mlf_96x1_V132_french_paris.txt
 - mlf_96x1_V132_german.txt
 - mlf_96x1_V132_hebrew.txt
 - mlf_96x1_V132_italian.txt
 - mlf_96x1_V132_japanese.txt
 - mlf_96x1_V132_korean.txt
 - mlf_96x1_V132_polish.txt
 - mlf_96x1_V132_portuguese.txt
 - mlf_96x1_V132_russian.txt
 - mlf_96x1_V132_spanish.txt
 - mlf_96x1_V132_spanish_latin.txt
 - mlf_96x1_V132_template_en.txt
 - mlf_96x1_v132_thai.txt
 - mlf_96x1_V132_turkish.txt
- av_prca_pem_2033.txt (Avaya Product Root CA certificate)
- Avaya-96x1IPTelephone-MIB.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.

The H.323 6.6.1 package is available in the following versions:

- Versions with encryption enabled
 - 96x1-IPT-H323-R6_6_1_15-102015.zip
 - 96x1-IPT-H323-R6_6_1_15-102015.tar
- Versions with encryption disabled
 - 96x1-IPT-H323-R6_6_1_15U-102015.zip
 - 96x1-IPT-H323-R6_6_1_15U-102015.tar

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

H.323 6.6.1 Resolved Issues

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
12812	Call log for conference call is incorrect and logs both parties with the correct number but with error of having the same contact name.
12572	Improved noise reduction for white noise at high volume
12064	When clearing button module custom label from Communication Manager the phone sends multiple HTTP put request to the backup server instead of one message
12029	When AUDASYS is configured as 2 the phone still provide audible ringing though the default ringing volume should be zero (no ringing).
11814	When working with MVIPTTEL as the backup server phone will boot up and go into authentication window
12619	When configuring SYSAUDIOPATH=2 in the 46xxsettings file, the phone works with Headset audio path. After logoff and login with another extension the audio path becomes Speaker (default) and not headset as in the 46xxsettings file.
12912	Rebooted phone that was registered as guest login will boot up with the guest login extension acts as the primary one. Due to that user has the ability to do guest login again and if user logged out it will go into login window instead of registering as the primary extension.
12274	Phone A and Phone B (to which Phone A has a bridge appearance) are on a call. If there is an incoming call to phone A and the user press the "drop ans" softkey on phone A both the existing and the new incoming calls will be dropped.
12148	On Microsoft IIS 7 and later if Windows Authentication is enabled the deskphone Backup operation fails.
12102	When setting "log out" softkey from the 46xxsettings.txt it will not be added to the phone
12904	Login page display only 11 digits while extension number can be up to 13 digits
12777	9608/9611 6.6.0.29 isn't displayed in Utility Server firmware menu
12719	Setting rich tone ringer on the phone menu and doing reset the phone will revert to CM default configuration at the next reboot
12552	VPN devices drops calls when phone is renewing VPN tunnel with the Avaya 4134 Secure Router Gateway
12730	When dialing from LDAP record using the detail page to dial out the deskphone will append the + sign to the number. This will cause the call to fail on CM.
11983	HTTPS doesn't work in VPN environment
12166	Deskphone will unregister from IPO in some network scenario where there is packet loss
12763	Phone doesn't send syslog over VPN

ID	Issue Description
11960	If in backup authentication screen, user presses the Bluetooth icon, deskphone will get stuck in the Bluetooth menu. To recover this state user has to reset the device

H.323 6.6.1 unresolved issues

The following table includes unresolved issues with this release of software which were known as of the issue date for this document.

ID	Issue Description
13068	When using MV_IPTEL as WML browser with a home page including a wbmp format picture, the deskphone might reboot when trying to access this page. Workaround: delete the picture from the home page or use other type of HTTP server such as Microsoft IIS 7 or Avaya Utility Server.
13057 13056	RTCP reports payload type as PCMU even if other codec is used. RTCP misses DSCP parameter.
13009	Phone will go into rolling reboot when connected to HP switch with PoE. Workaround: disable "LLDP Detection" on HP switch.
12988	Re-entering the password field in the login window will cause login to fail. Workaround: delete the existing entry in the password field and re-enter the password
12987	Phone will fail to initiate a second call from call history while on active call. Workaround: put the active call on hold by either picking a new call appearance or using the hold softkey. Next go to history and make the call from one of the entries.
12890	In IPO environment doing a user login on top of an already logged in extension, the A menu will show incorrect the original phone configuration. This happens though the phone retrieved the new extension backup file. The issue happens only the first time entering the A-menu. Workaround: Re-entering the A-menu will show correctly the configuration retrieved from the backup file.
12785	Agent greeting retrieval causes memory leak. Workaround: SET AGTGREETLOGOUTDEL 0 in setting file, this will avoid the agent greeting retrieval if the same agent login on same phone.
12680	In rare cases phone will fail to register after network outage. Workaround: disconnect and reconnect the phone cable
12627	Sennheiser EZX80 Bluetooth does not work for audio Transfer from deskphone to the headset
12135	In some rare cases SNMP will not be available after phone restart. Solution: reset again the phone
12001	When feature, call appearance or bridged appearance is added on Station form for an existing station and CADISPMODE is set to 1 the labels set in the wrong order. Solution: Disconnect the Button Modules, logout, login and connect the Button Modules.

ID	Issue Description
11469	Call Appearance line numbers does not displays after rebooting the phone when personalize label given for extension.
11886	Phone displays incoming call icon with conference call when CALLAPPRSELMODE and CADISPMODE set to 1.
11981	When deskphone boot up and automatically log in with extension and agent, phone does not always retrieve extension backup file. Solution: manually logout and login the extension.
11986	SLA is not supported over VPN.
12026	Entered Thai characters do not display if language changed to English.
11877	When the phone is connected in IP Office environment, the call features (such as call pickup) cannot be accessed from "HOME" screen more than once. Solution: go to any other screen, then go back to "HOME" screen and activate the desired call feature again.
11911	Korean only: Entering long personalized labels in feature screen will over write the feature checkbox. Solution: Shorten the personalized labels to fit the free space near the checkbox
11041	Network delay values are high when a call is created between deskphone and E129 endpoints.
10773	When a reset command is sent to the phone using a SAT terminal, talk path is lost but the phone doesn't reset immediately as expected. Solution: The reset will take place after the user disconnects the call.
10907	When the SLMCAP parameter of the settings file is set to 1, the SLA client will not be able to capture packets. Solution: Set the value of SLMCAP to 2 to allow capturing of packets.
10873	Agent greeting of type VDN, will not work if VDN name configured on CM exceeds 15 characters. The phone supports 15 characters or less. Solution: Configure VDN names on CM to have 15 characters or less.
10861	Incoming calls display the caller name from the CM server, not the local contact name. When the information from the CM server contains an alphanumeric name. For example, if the caller information in the CM is "John 123" and the name is saved in the local contact list as "John W", the phone screen displays "John 123" during the call, and "John W" in the call history.
10859	Changes to the "Match Criteria" field while editing an agent greeting of type VDN/ANI is not saved. Solution: Editing any other field in addition to the match criteria will cause the values to be saved - for example change the greeting name by one letter.
10409	The deskphone software supports both the Avaya Communication Manager and the Avaya IP Office Call Managers. A restore to factory defaults is required before switching between the Communication Manager environment and the Avaya IP Office environment. Failing to do so may result in various operational issues. Solution: For any abnormal behavior of the phone after switching between CM and IPO, go to CRAFT menu and clear values.
10225	When changing MD5 to TLS and also changing user name on the server, the phone's authentication fails. Solution: Clear values through CRAFT menu.
9939	The deskphone supports SRTP AES 128 HMAC 80 cryptographic Suite only. Other cryptographic suites (un-authenticated suites and HMAC 32 based suites) are not supported.

ID	Issue Description
9194	When Cisco Access Control Server (ACS 5.2) is configured for re-authentication timeout, using TLS session tickets to renew authentication, the phone does not re-authenticate. Solution: reboot the phone
10118	By opening a second call appearance and start dialing, agents are able to go back to the first call appearance and disconnect the live call.
10642	When configuring the phone for large fonts and the display includes a call forward icon, a ringer off icon and more than 10 missed calls, the Media Quality Indicator would override the time field on the screen. Solution: use normal font size when configuring the phone to display a Media Quality Indicator.
10082	Manual restore does not work when there is a logged in contact center agent. Solution: Log out the contact center agent, and keep the phone logged in to CM. The manual restore will work correctly at this state. Once the operation completes, log in the contact center agent again.
3609	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. Solution: Make the first incoming or outgoing call and the LED will then start functioning.
7864	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.
7894	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.
9477	If Audio report feature is active, the phone responds slowly for a few seconds until the report is complete.
6339	In case the phone backup file is manually removed from the backup server, and then the phone reboots, the next backup operation would backup default parameters only. Solution: To ensure that the backup operation uses the correct backup parameters, do not remove the phone backup file from the backup servers manually
7131	In a 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.
8892	Call Center: When CALLCTRSTAT is 1 and agent is logged in, the value of HEADSYS will always be treated as 1.
7474	If OPSTAT is 00x or 0, OPTSTATCC and CALLCTRSTAT are set to 1, Advanced options functionality is not blocked.
7040	When 'Timerstat' is set to 1 and 'Timer on' softkey is chosen while on an active call, the user timer blinks when the seconds advance. Solution: Use 'Timer on' softkey during idle state (not during an active call).
5782	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.

ID	Issue Description
5078	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.
4505	Arabic language is not supported on the 9608 desk phones.
5697	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.
7143	If you press a second call appearance while an auto answer greeting is being played, you hear the dial tone and the greeting at the same time.
8872	If you use barge-in audio push after normal audio push, the deskphone may reset.
8902	Phone does not support using DNS for WML host name or trusted push server Solution: Use IP address for WML host name or TPS host name.
8812	When several certificates are provided and the first is invalid, phone will not continue to download other certificate. Solution: Use valid certificates.
9582	Team button alert is shorter when using headset.
9500	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.
9525	The agent greeting feature (including agent greeting recording) does not function with Bluetooth headsets. Only wired or DECT headsets are supported.
9503	When setting the Log to file parameter at the CRAFT menu to ON and changing the Serial Port to "CLI", SBM button modules stop working. 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.
9586	The deskphone does not support WML of Push display when its title contains "&" or "<".
10033	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.
5870	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

ID	Issue Description
	CM 5.2.1 SP10.00
8533	<p>Synchronization issue between phone and agent after a network outage that causes phone reset and login, causing audio issues when answering a call</p> <p>Solution:</p> <p>Communication Manager Fixes (MR defsw113036) were delivered in the following releases:</p> <ul style="list-style-type: none"> 5.2.1sp14.00 6.0.1sp10.00 6.2sp00.00 cm6.3 base <p>*Synchronization issue is that the device chosen (speaker/headset/handset) is not synchronized. Choosing that device several times will cause synchronization.</p>
9559	<p>When running against specific versions of CM - the Auto-In LED remains lit on phone after failover from Main to ESS</p> <p>Solution: Upgrade to CM version 6.2 FP2/3 or CM 6.0.1 SP 10.</p>
9667	<p>Phone supports getting only one HTTP file server from LLDP.</p> <p>Solution: Multiple HTTP file servers can be configured using other ways such as settings file, DHCP and CRAFT menu.</p>
9771	<p>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.</p> <p>Solution: 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.</p>
8897	<p>If the phone is connected to the network using VPN, the BRURI parameter contains FQDN address and not the IP address, and the phone is logged out and sleep mode is activated, backup/restore will stop working until the next phone reboot.</p> <p>Solution: Configure IP and not FQDN when the phone is behind VPN.</p>

Appendix 1 – Supported Hardware

H.323 6.6.1 software is supported on the following models of IP Deskphones.

Comcode	Short Description	Model	Note
700480585	9608	9608D01A	
700504844	9608 GLOBAL	9608D02A	
		9608D02B	Must use SIP 6.3.1.13 or later, or H.323 6.3.1.16 or later.
700501428	9608 (TAA)	9608D02A	
700507947	9608 GLOBAL (TAA)	9608D02B	Must use SIP 6.3.1.13 or later, or H.323 6.3.1.16 or later.
700505424	9608G	9608D03A	Must use SIP 6.3.1.13 or later, or H.323 6.3.1.16 or later.
700507946	9608G GLOBAL (TAA)		
700480593	9611G	9611GD01A	
700501429	9611G (TAA)	9611GD01A	
700504845	9611G GLOBAL	9611GD02A	
		9611GD02B	Must use SIP 6.4.0.33 or later, or H.323 6.4.0.14 or later.
700507948	9611G GLOBAL (TAA)	9611GD02B	Must use SIP 6.4.0.33 or later, or H.323 6.4.0.14 or later.
700480601	9621G	9621GD01A 9621GD01C	
700506514	9621G GLOBAL	9621GD01C	
700500254	9621G (TAA)	9621GD01A 9621GD01C	
700506516	9621G GLOBAL (TAA)	9621GD01C	
700480619	9621G W/O FACEPLATE	9621GD01B 9621GD01D	
700480627	9641G	9641GD01A 9641GD01C	
700506517	9641G GLOBAL	9641GD01C	
700501431	9641G (TAA)	9641GD01A 9641GD01C	
700506519	9641G GLOBAL (TAA)	9641GD01C	
700480635	9641G W/O FACEPLATE	9641GD01B 9641GD01D	
700505992	9641GS GLOBAL	9641GD03A	Must use SIP 6.5.0.17 or later, or H.323 6.6.0.29 or later.
700509409	9641GS GLOBAL (TAA)	9641GD03A	
700509981	9641GS GLOBAL W/O FACEPLATE	9641GD03B	

Appendix 2 – Release History

The following table provides a history of the H323 6.2.x/6.3.x/6.4.x/6.6.x software releases. The "ID" column shows the identifier of this software which is seen on the "About Avaya one-X" or "About Avaya IP Deskphone" menu item.

Release	ID	Date	Link to Readme file
6.2.0	6.2009	February 2012	http://support.avaya.com/css/P8/documents/100157541
6.2.1	6.2119	June 2012	http://support.avaya.com/css/P8/documents/100162786
6.2.2	6.2209	July 2012	http://support.avaya.com/css/P8/documents/100165091
6.2.3	6.2312	January 2013	http://support.avaya.com/css/P8/documents/100169016
6.2.4	6.2408	May 2013	http://support.avaya.com/css/P8/documents/100172170
6.3.0	6.3037	August 2013	http://support.avaya.com/css/P8/documents/100174163
6.3.1	6.3116	January 2014	http://support.avaya.com/css/P8/documents/100177992
6.4.0	6.4014	June 2014	http://support.avaya.com/css/P8/documents/100180543
6.6.0	6.6029	April 2015	http://support.avaya.com/css/P8/documents/101009359
6.6.1	6.6115	November 2015	http://support.avaya.com/css/P8/documents/101016318

License Agreements

The 96x1 H.323 6.6.x Third Party Terms document is available under the following path:

<https://support.avaya.com/helpcenter/getGenericDetails?detailId=C200922314304731046>

(Please scroll to the 96x1 H.323 section).