Avaya IP Deskphone H.323 Release 6.6.2 Readme

This file is the Readme for the Avaya Deskphone H.323 Release 6.6.2 software. This file describes the contents of the May 2016 (**6.6.2.29**) software distribution package.

Avaya Deskphone H.323 6.6.2 software is supported on the Avaya 9608, 9608G, 9611G, 9621G 9641G and 9641GS IP Deskphones only and when used with Avaya Aura® Communication Manager and Avaya IP Office™. The Avaya Deskphone H.323 6.6.2 software will not load or operate on any other models.

This release supersedes all previous Avaya Deskphone H.323 6.x.x software releases. Avaya recommends that all customers using Avaya 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.

Avaya Aura® Communication Manager Compatibility

The Avaya 9608, 9608G, 9611G, 9621G, 9641G, and 9641GS IP Deskphones using Avaya Deskphone H.323 Release 6.6.2 software are supported on:

- Avaya Aura® Platform 6.2 FP4 (Avaya Aura® Communication Manager 6.3.6, Avaya, Avaya Aura® System Manager 6.3.8) and associated service packs
- Avaya Aura® Platform 7.0.0 (Avaya Aura® Communication Manager 7.0.0, Avaya Aura® System Manager 7.0.0) and associated service packs
- Avaya Aura® Platform 7.0.1 (Avaya Aura® Communication Manager 7.0.1, Avaya Aura® System Manager 7.0.1) and associated service packs

Avaya Aura® Communication Manager 7.0.1.0 is the minimum requirements to support the following feature:

- TTS with TLS

Avaya IP Office™ Compatibility

The Avaya 9608, 9608G, 9611G, 9621G, 9641G, and 9641GS IP Deskphones using Avaya Deskphone H.323 Release 6.6.2 software are supported on:

- IP Office™ 9.0 Service Pack 5
- IP Office™ 9.1 and associated service packs.
- IP Office™ 10.0

New features in H.323 6.6.2

Avaya Deskphone H.323 Release 6.6.2 contains the following new features:

New with this release	Description
TTS with TLS	Deskphone H.323 6.6.2 supports the use of TLS in conjunction with TTS (Time To Service).
Retain user setting for volume on reboot or login.	The volume settings for headset, handset, speaker, and ringing are saved in flash memory so that they will persist following a reboot. Additionally, they are backed up to the HTTP server such that the same settings will be used when a user logs into a different deskphone. ***Note:*** *Only supported with Communication Manager.*
Recovery from incorrect username/password entry.	Pressing the "Reset" softkey when the deskphone is in the process of discovering will result in a clearing of the previously-entered username/password.
Support for TLS 1.2	Deskphone H.323 6.6.2 upgrades TLS to support TLS 1.2. In addition, a configuration parameter (TLS_VERSION) has been added to restrict the use of TLS 1.0/1.1.

Documentation for H.323 6.6.2

The following documentation has been updated to support this release of software.

- Installing and Maintaining Avaya 9608/9608G/9611G/9621G/9641G/9641GS IP Deskphones H.323
- Administering Avaya 9608/9608G/9611G/9621G/9641G/9641GS IP Deskphones H.323
- Using Avaya 9608/9608G/9611G IP Deskphones H.323
- Using Avaya 9621G/9641G/9641GS IP Deskphones H.323
- 9600 Series IP Deskphones Overview and Specification

The following documentation has not been updated and is included below for reference.

- Using Avaya 9621G/9641G/9641GS IP Deskphones H.323
- Using 9600 Series H323 in a Call Center
- Avaya 9608/9608G/9611G IP Deskphones H.323 Quick Reference
- Avaya 9621G/9641G/9641GS IP Deskphones H.323 Quick Reference
- Avaya 9608/9608G/9611G/9621G/9641G IP Deskphones H.323 Call Center Quick Reference
- Guide to Icons – Avaya 9608/9608G/9611G/9621G/9641G IP Deskphones
- Application Note: EAP-TLS with 9600 Phones
- VPN Setup Guide for 9600 Series IP Deskphones
- Single Sign On for Local Devices – API Guide
- Avaya Deskphone H.323/SIP for 9600 Series – API Guide

These documents are available on http://support.avaya.com under "9600 Series IP Deskphones" -> "H.323 6.6.x" -> Documents

H.323 6.6.2 Package Contents

The H.323 6.6.2 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 6.6.2 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.
- S9608_11HALBR6_6_2_29_V474.tar - The 6.6.2 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.
- S9621_41HALBR6_6_2_29_V474.tar - The 6.6.2 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.
- S96x1_UKR_V27r10_V27r10.tar – The 6.6.2 H.323 Kernel and root file system tar file.
- S9608_11_HALKRR6_6_2_29.bin – The 6.6.2 H.323 application binary file for 9608G and 9611G models.
- 96x1Hupgrade.txt – This file is downloaded by the 9608/9611G/9621G/9641G/9641GS IP deskphones and instructs the phones on how to upgrade.
- 19 predefined language files for phone display:
    - mlf_96x1_V148_arabic.txt
    - mlf_96x1_V148_chinese.txt
    - mlf_96x1_V148_dutch.txt
    - mlf_96x1_V148_english_large.txt
    - mlf_96x1_V148_french_can.txt
    - mlf_96x1_V148_french_paris.txt
    - mlf_96x1_V148_german.txt
    - mlf_96x1_V148_hebrew.txt
    - mlf_96x1_V148_italian.txt
    - mlf_96x1_V148_japanese.txt
    - mlf_96x1_V148_korean.txt
    - mlf_96x1_V148_polish.txt
    - mlf_96x1_V148_portuguese.txt
    - mlf_96x1_V148_russian.txt
    - mlf_96x1_V148_spanish.txt
    - mlf_96x1_V148_spanish_latin.txt
    - mlf_96x1_V148_template_en.txt
    - mlf_96x1_V148_thai.txt
    - mlf_96x1_V148_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.x/7.x 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. **New or changed configuration parameters with this release of software are shown in Appendix 3.**

The H.323 6.6.2 package is available in the following versions:
- Versions with encryption enabled
    - 96x1-IPT-H323-R6_6_2_29-050316.zip
- Versions with encryption disabled
    - 96x1-IPT-H323-R6_6_2_29U-050316.zip

Note: .tar files are no longer generated for Deskphone H.323 software.

Note: Deskphone H.323 6.6.1 binary files are included with this package as those are required for interim upgrades from a release prior to Deskphone H.323 6.6.1 to Deskphone H.323 6.6.2 or later to enable SHA2 image signature validation. Refer to the "Support for SHA2-signed software files" section for further information.

Advisements with H.323 6.6.2 software

9611G Global – Minimum Software Release

The 9611G IP Deskphone Global (Comcode 700504845/700501429, Model ID 9611GD02B) must use either Deskphone SIP 6.4.0.33 or later software or Deskphone H.323 6.4.0.14 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 IP Deskphones, it is recommended to use a mechanism to differentiate the software loads such as different HTTP servers or different GROUPs.

9611G Global – Minimum Software Release

The 9611G IP Deskphone Global (Comcode 700504845/700501429, Model ID 9611GD02C) must use either Deskphone SIP 7.0.1.0.45 or later software or Deskphone H.323 6.6.2.29 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 IP Deskphones, it is recommended to use a mechanism to differentiate the software loads such as different HTTP servers or different GROUPs.

9608G and 9608 Global – Minimum Software Release

The 9608G IP Deskphone (Comcode 700505992/700507946, Model ID 9641GD03A) and 9608 IP Deskphone Global (Comcode 700504844/700507947, Model ID 9608D02B) must use either Deskphone SIP 6.3.1.13 or later software or Deskphone H.323 6.3.1.16 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 IP Deskphones, it is recommended to use a mechanism to differentiate the software loads such as different HTTP servers or different GROUPs.

9608G Global – Minimum Software Release

The 9608G IP Deskphone (Comcode 700505424/700507946, Model ID 9608GD03B) must use either Deskphone SIP 7.0.1.0.45 or later software or Deskphone H.323 6.6.2.29 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 IP Deskphones, it is recommended to use a mechanism to differentiate the software loads such as different HTTP servers or different GROUPs.

9641GS – Minimum Software Release

The 9641GS IP Deskphone (Comcode 700505992/700509409/700509981, Model ID 9641GD03A)) must use either Deskphone SIP 6.5.0.17 or later software or Deskphone H.323 6.6.0.25 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 IP Deskphones, it is recommended to use a mechanism to differentiate the software loads such as different HTTP servers or different GROUPs.

Interworking – TLS 1.2

Deskphone H.323 6.6.2 and later software upgrades TLS to support TLS 1.2.

Deskphone H.323 6.6.2 also adds a new configuration parameter (TLS_VERSION) which can be used to configure the Deskphone to only use TLS 1.2. Care must be taken to only use this parameter when all components to which the deskphone will communicate can also support TLS 1.2.

Interworking – HTTPS - MVIPTEL, IIS 6

Deskphone H.323 6.6.2 and later software does not support secure HTTP (HTTPS) with MVIPTEL or IIS 6. MVIPTEL is end-of-support by Avaya and IIS 6 is end-of-support by Microsoft. Customers using either of these servers are recommended to upgrade to a current version of an HTTPS server which supports TLS 1.2.

Support for SHA2-signed software files

As part of the security enhancements in Deskphone H.323 6.6.2 or later software, the software files are signed using SHA-256 digital signatures. Deskphone H.323 6.6.1 software files are signed using SHA-1 digital signatures only and capable of SHA-1 and SHA-256 digital signature verification. Deskphone H.323 6.6.0 and earlier software files are signed using SHA-1 digital signatures only and capable of SHA-1 digital signature verification. Customers upgrading from Deskphone H.323 6.6.0 or earlier will automatically upgrade to Deskphone H.323 6.6.1 and from there to Deskphone H.323 6.6.2 or later. This interim upgrade is automatic but will result in an additional reset during this particular upgrade.

Interworking – Avaya Diagnostic Server (ADS)

Avaya Diagnostic Server 2.5.3 is required to support Deskphone H.323 Release 6.6.2 or later software.

H.323 6.6.2 Resolved Issues (since H.323 6.6.1)

The following table includes issues which are resolved with this release of software compared to H.323 6.6.1.15.

External ID	Internal ID	Issue Description
1-9328465534 1-9328465534	H32396X1-13057 H32396X1-13056	RTCP reports payload type as PCMU even if other codec is used. RTCP misses DSCP parameter.
1-9331136863	H32396X1-13009	Phone will go into rolling reboot when connected to HP switch with PoE.
1-9326400961 1-9303749525	H32396X1-12988	Re-entering the password field in the login window will cause login to fail.
1-9303749630	H32396X1-12987	Phone will fail to initiate a second call from call history while on active call.
1-7428903721	H32396X1-12785	Agent greeting retrieval causes memory leak.
1-6369276514	H32396X1-12680	In rare cases phone will fail to register after network outage.
	H32396X1-11956	HTTPS backup/restore does not work in a VPN environment
1-6377495223	H32396X1-12293	"Ans Drop" softkey will drop both calls if station that answered the call is on speakerphone with another phone that is a bridged appearance.
1-9324389002	H32396X1-12979	Wrong values of sysLocation/sysContact/sysName returned in SNMP walk
1-9331534877	H32396X1-13022	Phone reboots when it tries to restore a corrupted backup file.
1-9383143063	H32396X1-13174	Cannot call forward to contact if smart enbloc dialing is enabled.
1-9388894972	H32396X1-13223	one-X Communicator is configured with "Desk Phone" mode. If the deskphone is used by one-X Communicator, and then released, some of the contacts are removed.
1-9454359801	H32396X1-13227	one-X Communicator is configured with "Desk Phone" mode. If the deskphone is used by one-X Communicator, and then released, the QTP settings of the deskphone are changed.
1-9408765020	H32396X1-13228	Contact pairing intermittently does not work.
1-8641587531	H32396X1-13354	one-X Agent is configured with "Desk Phone" mode. During a consultative transfer, calls are sometimes dropped if the user returns quickly to the original call.
1-9940424661	H32396X1-13359	9641G/9641GS is configured with Quick Touch Panel and a call-pickup button. If an incoming call is answered using the call-pickup button on the Features screen, the QTP disappears.
1-11131034913	H32396X1-13568	Following a CM forced interchange, some deskphones did not successfully register back.
1-9303749694	H32396X1-13010	When the "Enhanced Call Forward" button is used, sometimes the sequence is recorded in the Call Log even though it should not be.

External ID	Internal ID	Issue Description
1-1121835865	H32396X1-13606	Team button does not show red lamp on 9608/9608G/9611G when monitored station answers and incoming call.
	H32396X1-13586	Deskphone cannot register to CM after accessing a VPN network via security router SA2330.
	H32396X1-13645	Deskphones is configured with GUESTDURATION 1 and GUESTWARNING 5 and a valid HTTP backup/restore server. User logs into the phone as a visiting user. After the Visiting User warning screen is shown, the user changes the ringer/handset/headset speaker volume. The phone is then logged out automatically. After logging back in the phone, the phone is unable to do any automatic/manual backup/restore.
	H32396X1-13005	Deskphone is stuck and rebooted when doing a guest login.
1-10390170265	H32396X1-8892	Call Center: When CALLCTRSTAT is 1 and agent is logged in, the value of HEADSYS will always be treated as 1.
1-11476446568	H32396X1-13830	Phone is configured to provide EU ringtone. After logging out and back in, the deskphone rings with US ringtones.
1-11340538873	H32396X1-13697	Phone is configured to display "Log Out" on a softkey when idle. Intermittently, the "Log Out" softkey does not appear at the end of a call.

Unresolved issues in H.323 6.6.2

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

External ID	Internal ID	Issue Description
	H32396X1-13936	In case AGC is turned on and user is playing dial tone on speaker for several seconds under a noisy environment, speaker volume level may be decreased a bit as part of AGC tuning. **Workaround**: The issue has no impact on functionality or any other volume settings or volume heard, but if you would still like to avoid this, you may eliminate environment noise or disable AGC settings (please view admin guide for other affect turning AGC may have prior)
	H32396X1-13900	Intermittently, if CRAFT is being accessed quickly during boot, user may see some delay. **Workaround:** After a few seconds, user may use CRAFT or in case CRAFT is being accessed at any time after the phone is already completed booting up, no delay is seen.
	H32396X1-13897	IPO: In case IPO system backup and restore is done during a call, Phone may remain in Discovery mode. **Workaround**: Reboot the phone.
	H32396X1-13896	In case Backup\Restore server is unavailable, phone does not display "Retrieval Failed" message on top line right after login. **Workaround**: Message will be seen correctly for any change saved on backup (volume change, call log Etc.)
	H32396X1-13875	When using VPN with VLAN configured running against VPN Juniper SSG 220 and Cisco ASA 5505 VPN gateways, phone may intermittently not get the file from the HTTP server. **Workaround**: Setup may be changed to not use VLAN over VPN.
	H32396X1-13868	In case of 2 DHCP servers are used - if the first DHCP offer comes without option 242 and second DHCP offer is with valid option 242, phone will get IP of first DHCP and loops waiting for LLDP **Workaround**: Reboot the phone and it will boot with required IP from correct DHCP.
	H32396X1-13863	After logging out guest user, phone shows "Backup failed" message **Workaround:** This is a UI issue. Please ignore the message; Backup was done correctly and all settings had been saved prior, the message will disappear after half a second.

External ID	Internal ID	Issue Description
	H32396X1-13856	On old headsets, such as Plantronics AWH65+, which aren't officially supporting EHS, there is sometimes noise on EHS GPIO pulse from the headset. Such noise may occasionally cause issues identifying on\off hook events from the headset. Though this is known with this specific headset, same issue may also occur on other old headsets which may also present such noise on EHS pulse. **Workaround**: As the problem depends on each noise level, in case phone does not recognize on\off hook headset press, user should attempt pressing again. In case many missed events are being experienced, headset\cable should be replaced.
	H32396X1-13853	There may be rare cases in which BM is not properly updated. **Workaround:** plugout and plug in the BM
	H32396X1-13838	On very rare cases, when using HTTP authentication, authentication screen may come up during different scenarios and show up on top of other screens. **Workaround:** In order to avoid interferences, user may 1) Configure user name and password in settings file in the form of: SET BRURI "http://iis:<password!>@<IP>/backup" 2) Enter username password when screen appear to user first time
	H32396X1-13826	Limitation when using CTASTAT: In case of setting CTASTAT to any other value than 2 (default), Edit dialing function will wait for interdigit timeout vs. being treated like ENBLOC. **Workaround:** If you do not wish edit dialing will wait for interdigit timeout, please keep CTASTAT value 2 (default).
	H32396X1-13818	On rare cases, world clock may not appear correctly on 9641GS **Workaround:** If the problem repeats itself, please clear the phone and set Language files and SYSLANG in the 46xxsettings file. Once the phone comes up with language files issue will be resolved.
	H32396X1-13796	Intermittently, user cannot enter User ID on the HTTP authentication screen. **Workaround**: Navigate down to the "password" field and then back up to the "User ID" field.
	H32396X1-13767	Cancelling audio push using headset button while on a headset call results in no audio. **Workaround:** Use "Cancel" softkey to cancel the audio push.

External ID	Internal ID	Issue Description
	H32396X1-13657	Backup file on the HTTP server is manually changed to reflect Display Language = English. User changes the display language to a non-English language and then does a manual restore. The display remains blank although the backup/restore is done successfully. **Workaround:** Press the Phone button.
	H32396X1-13701	On 802.1x, when setting MYCERTCN to $MACADDR in 46xxsetting, Phone uses SERIALNO in Device ID instead of MAC.
	H32396X1-13386	There is currently no MIB support to CTASTAT parameter. Though this parameter exists in the MIB file, querying it will return empty value.
1-9252483795 1-9348183035	H32396X1-13050	Time on deskphone will drift (~ 40 seconds every 24 hours) if CM is not configured to periodically update the time/date.
	H32396X1-13068	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.
	H32396X1-12890	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.
	H32396X1-12135	In some rare cases SNMP will not be available after phone restart. **Solution:** reset again the phone
	H32396X1-12001	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.
	H32396X1-11469	Call Appearance line numbers does not displays after rebooting the phone when personalize label given for extension.
	H32396X1-11886	Phone displays incoming call icon with conference call when CALLAPPRSELMODE and CADISPMODE set to 1.
	H32396X1-11981	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.

External ID	Internal ID	Issue Description
	H32396X1-11986	SLAMon is not supported over VPN.
	H32396X1-12026	Entered Thai characters do not display if language changed to English.
	H32396X1-11877	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.
	H32396X1-11911	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
	H32396X1-11041	Network delay values are high when a call is created between deskphone and E129 endpoints.
	H32396X1-10773	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.
	H32396X1-10873	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.
	H32396X1-10861	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.
	H32396X1-10859	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.
	H32396X1-10409	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.

External ID	Internal ID	Issue Description
	H32396X1-10225	When changing MD5 to TLS and also changing user name on the server, the phone's authentication fails. **Solution:** Clear values through CRAFT menu.
	H32396X1-9939	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.
	H32396X1-9194	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
	H32396X1-10118	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.
	H32396X1-10642	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.
	H32396X1-10082	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.
	H32396X1-7864	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.
	H32396X1-7894	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.
	H32396X1-9477	If Audio report feature is active, the phone responds slowly for a few seconds until the report is complete.

External ID	Internal ID	Issue Description
	H32396X1-6339	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
	H32396X1-7131	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.
	H32396X1-7474	If OPSTAT is 00x or 0, OPTSTATCC and CALLCTRSTAT are set to 1, Advanced options functionality is not blocked.
	H32396X1-7040	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).
	H32396X1-5782	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.
	H32396X1-5078	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.
	H32396X1-4505	Arabic language is not supported on the 9608 desk phones.
	H32396X1-5697	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.
	H32396X1-7143	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.
	H32396X1-8872	If you use barge-in audio push after normal audio push, the deskphone may reset.
	H32396X1-8902	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.

External ID	Internal ID	Issue Description
	H32396X1-8812	When several certificates are provided and the first is invalid, phone will not continue to download other certificate. **Solution**: Use valid certificates.
	H32396X1-9582	Team button alert is shorter when using headset.
	H32396X1-9500	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.
	H32396X1-9525	The agent greeting feature (including agent greeting recording) does not function with Bluetooth headsets. Only wired or DECT headsets are supported.
	H32396X1-9586	The deskphone does not support WML of Push display when its title contains "&" or "<".
	H32396X1-9667	Phone supports getting only one HTTP file server from LLDP. **Solution**: Multiple HTTP file servers can be configured using other ways such as settings file, DHCP and CRAFT menu.
	H32396X1-8897	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. **Solution**: Configure IP and not FQDN when the phone is behind VPN.

Appendix 1 – Supported Hardware

H.323 6.6.2 software is supported on the following models of IP Deskphones.

Comcode	Short Description	Model	Note
700500254	9601	9601D01A	Ships with SIP software.
700506783	9601 GLOBAL	9601D01B	Ships with SIP software. **Must use SIP 6.3.1.21 or later.**
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 GLOBAL	9608GD03A	**Must use SIP 6.3.1.13 or later, or H.323 6.3.1.16 or later.**
		9608GD03B	**Must use SIP 7.0.1.0.46 or later, or H.323 6.6.2.29 or later.**
700507946	9608G GLOBAL (TAA)	9608GD03A	**Must use SIP 6.3.1.13 or later, or H.323 6.3.1.16 or later.**
		9608GD03B	**Must use SIP 7.0.1.0.46 or later, or H.323 6.6.2.29 or later.**
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.**
		9611GD02C	**Must use SIP 7.0.1.0.46 or later, or H.323 6.6.2.29 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.**
		9611GD02C	**Must use SIP 7.0.1.0.46 or later, or H.323 6.6.2.29 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 6.6.0.25 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	May 2015	http://support.avaya.com/css/P8/documents/101009359
6.6.1	6.6115	Nov 2015	http://support.avaya.com/css/P8/documents/101016318
6.6.2	6.6229	May 2016	http://support.avaya.com/css/P8/documents/101023924

Appendix 3 – New/Changed 46xxsettings.txt parameters

The latest version of the 46xxsettings.txt file can be downloaded from
https://support.avaya.com/downloads/download-
details.action?contentId=C200907101616160372125345&productId=P0553.

New parameters.

```
## H323SIGPROTOCOL specifies which security profiles are enabled with H.323 signaling.
##  The phone publishes (in the GCF message) the list of security profiles configured in H323SIGPROTOCOL.
##  The phone ignores responses from call server with security profiles that are not configured in H323SIGPROTOCOL.
##  Value  Operation
##   0   TLS, Annex-H and Challenge authentication are allowed (default).
##   1   TLS and Annex-H are allowed.
##   2   TLS only is allowed
##  Note: The security profile in ip-network-region support can be configured as "H323TLS" for TLS, "strong" for both TLS and Annex-H,
##  "pin-eke" for Annex-H and "challenge" for Challenge authentication.
##  This parameter is supported by:
##     96x1 H.323 R6.6.2 and later releases
##  SET H323SIGPROTOCOL 1


##  CTASTAT - Call Type Analysis Status
##  Controls whether call type analysis algorithm in the Avaya Communication Manager is used
##  during certain dialing behaviors.
##    1 use smart enbloc if smart enbloc is enabled/supported by Avaya Communication Manager by History, Redial and WML browser,
but not for Contacts.
##    2 use smart enbloc if smart enbloc is enabled/supported by Avaya Communication Manager by History, Redial, WML browser and
Contacts.
## SET CTASTAT 1


## TLS_VERSION controls TLS version used for all TLS connections (except SLA monitor agent)
## Value  Operation
## 0       TLS versions 1.0 and 1.2  are supported (default).
## 1     Only TLS1.2 and up are permitted.
## This parameter is supported by:
##     96x1 SIP 7.0.1.0 and later releases
##     96x1 H.323 6.6.2 and later releases
## SET TLS_VERSION  1
```

Changed parameters (changes noted in red).

```
##################### AUDIO TUNING FILE ###################
##
## TUNING_FILE specifies the file name or URL for an audio tuning file.
##  The value can contain 0 to 255 characters; the default value is null ("").
##  Note that audio tuning files must be provided by Avaya.
##  This parameter is supported by:
##     96x1  SIP  R6.3 and later
##     96x1 H.323 6.6.2 and later
## SET TUNING_FILE ""
```

Appendix 4 – New/Changed backup file entries

The following entries have been added to the backup/restore file:

Parameter Name	Meaning/Use	Value Range/ Format	Default
HANDSETVOLUME	The handset volume.	Integer 1-8	4
RINGERVOLUME	The ringer volume.	Integer 0-8	5
SPEAKERVOLUME	The speaker volume.	Integer 1-8	5
HEADSETVOLUME	The headset volume.	Integer 1-8	4

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