

Issue: 1.0

Date: November 22, 2010

Avaya one-X ®Deskphone SIP for 9608, 9611G, 9621G, and 9641G Telephones Release 6.0

This file is the readme for the Avaya one-X[™] Deskphone SIP Edition release 6.0 for 9608, 9611G, 9621G, and 9641G model IP Telephones. With the introduction of the 9608, 9611G, 9621G, and 9641G telephones a new telephone power module was introduced. The new power module is called the IP Phone Single Port Power over Ethernet Injector 10/100/1000, and is the only supported Telephone Power Module for the 9608, 9611G, 9621G and the 9641G IP Deskphones. The remainder of this file describes the contents of Release SIP 6.0 software distribution package.

Avaya one-X® Deskphone SIP 6.0 is software for the 9608, 9611G, 9621G and 9641G IP Telephones that supports the SIP protocol. This release is recommended for installation with Avaya Aura[™] Session Manager 6.0 and later and Avaya Aura[™] Communication Manger 6.0 and later including Avaya Aura[™] Survivable Remote. The Avaya one-X Deskphone SIP 6.0 software is also compatible with SIP Enablement Services 4.x or 5.x with Communication Manager 4.x or 5.x.

New Features introduced as part Release 6.0 (compared to earlier 96xx releases)

∨ 8 Line button LEDs on 9611 & 9608

✔ Support for BM12 button module for 9608, 9611G and 9641G

∨ Split screen support on 9608 and 9611 models

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Details of SIP Release 6.0

▼ Recommended SIP Transport Protocols

SIP Proxy / Phone Connection Type	UDP	ТСР	TLS
SES (as primary controller)	Supported	Recommended	Recommended
Avaya Aura™ Session Manager (as primary controller)	Supported	Recommended	Recommended
AudioCodes (as secondary controller)	Supported	Recommended	Supported
Avaya Aura [™] Survivable Remote. (as Primary controller)	Supported	Recommended	Recommended
Cisco ISR (as secondary controller)	Supported	Recommended	Not supported
Avaya Aura [™] Presence server 6.0. Presence support for SM, not needed for presence on SES	Not supported	Not supported	Not supported

Table of Phone Connection Types for Survivability Configurations

'Recommended' means minimal latency in the detection of a Failover condition

- Ø The Audiocodes SIP gateways tested for interoperability are the MP114 and MP118; the recommended firmware revision, 5.60A.010.005, is available at the Avaya Support Site.
- Ø The Cisco gateways tested for interoperability are the Cisco [ISR] ; the minimum firmware revision is c2800nm-ipbasek9-mz.124-20.YA2.bin
- Ø When the phone is failed over to a non-Avaya secondary controller (AudioCodes/Cisco): We expect all the phones in the environment are operating in same transport protocol. There may be a few call-based issues if the phones are using different transport protocols.

Deskphone SIP 6.0 is functionally equivalent to Deskphone SIP 2.6 on the 96x0 models EXCEPT that the following features do not yet meet our quality goals and should not be used.

- **v** Presence
 - Ø Presence feature is not supported on Presence Server for SM environment in this release. But is supported for the SES environment.
- ✔ WML Browser
 - Ø WML browser is not supported.
- **v** Push functionality
 - Ø Push functionality is not supported.
- ✔ Korean language support
 - Ø Korean language display and text entry not supported
- v NAT
 - Ø New 9600 phones SIP telephones should not be provisioned behind a NAT with private network addresses when the CM and SES switching fabric are provisioned on a different network.

Known Issues of Release 6.0

Issues Observed specific to SIP 6.0 for 9608/11G/21G/41G:

- Ø 9608/11G phone is configured to be used in full width mode. If another user logs in and this extension was previously used in half width mode, both top red LEDs glow. Features or call appearances aligned with these two LEDs are working properly. So if this specific call appearance is used or the feature button is activated, then the LEDs show proper status information.
 - This ticket will be fixed in a patch release targeted by mid of January 2011.
- Ø 9608 phone shows "No Ethernet" when set phy1stat=6 in 46xxsettings.txt
 - Workaround: Set the value of phy1stat to less than 6 when connecting to 1000 mbps switch
- Ø Phone displays the personalized labels of the previous user when a new user logs into the same phone

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- Workaround: Go to Applications screen and press Restore Default Button Labels.
- Ø 9621G/41G : User cannot make a call or drop an active call in search contact screen.
 - Work around: Press phone hard button and then make or drop a call.
- Ø Autodial: Cannot edit Autodial feature when phone is registered with SM. This is a SM issue (SM is sending Auto dial as read only mode in PPM response).
 - Workaround: Administer Autodial with extensions on CM. It is working in SES environment.
- Ø The primary user phone (registered inactive with home SES server) display shows "user logged in at another location" fails to auto login when the visiting user (registered on visited server) logged out.
 - Work around: Re-login the primary phone again.
- Ø SNTP: Phone gets in unstable state when entering SNTP address as FQDN.
 - Workaround: Use IP address instead of FQDN in the settings file.
- Ø Sometimes Phone displays Blank screen instead of Login Screen after Log-Out.
 - Workaround: Logout again using craft admin menu procedures.
- Ø Phone calls could be blocked while on full logging mode. If all logging categories are enabled, the phone performance is impacted.
 - Workaround: Do not enable logging or reduce the logging to the minimum categories needed.
- Ø PPM contact search is not supported prior to SM 6.1 release.
- Ø Phone is sending register request for all the controllers but is not displaying them as an active controller list.
 - Workaround: Logout and login or transport type to be changed from TCP to TLS and again from TLS to TCP. Phone updates the status.
- Ø Phone is downloading http message when CONFIG_SERVER_SECURE_MODE is 2 and transport type is TLS
 - Workaround: SET CONFIG_SERVER_SECURE_MODE = 1 when transport type is TLS
- Ø Phone lock soft key is disappearing if edit dialing option and calendar option is enabled.This happens when in the calendar option menu, and you are dialing from a calendar entry.The lock key issue also happens when dialed using edit dialing.
 - Workaround: Log out and log in again to enable lock key.

- Ø Missed call count is not displaying on top left corner, if counter is from 10 to 99 missed calls. Instead "...." is being displayed.
- Ø Active call failover Icon on CA line is not displaying on 9611G, 9621G & 9641G Phones.
- Ø MWI is not updated if user logs out and new user logs in and MWI has active entry. This MWI information is for the previous user, but displayed for new user logged in.
 - Workaround: Log out and log in again to update MWI LED status.
- Ø PPM download is delayed by 1-2 min if call is in conference state, while fall back.
 - Workaround: Finalize the call, completes the PPM download .
- Ø Phones are not caching the added contact in failover mode when the failover is to a third-party gateway.
 - Workaround: When fall back to primary gateway, logout and login again .
- Ø Host is displaying transfer soft key in a third party conference call. This soft key is not supported in this scenario.
- Ø 9608 phone is not displaying call forward destination field in features screen in half width mode screen.
 - Workaround: Change presentation to insert user information in full width mode.
- Ø 1XC Communicator shared control: In this case the phone is set to edit dialing mode. An extension is dialed on 1XC communicator, the dialed digits are entered on the new 9600 phone in edit dial mode. But there is no option on the 1XC to make a call in this scenario.
 - Workaround: Clicking on "call" soft key on new 9600 phone.
- Ø The Calendar option is not displaying on a call appearance in the Home screen if the phone language is Hebrew, Arabic or Korean. This happens when you change from a Latin based language to Hebrew, Arabic or Korean.
 - Workaround: Perform a reboot of the phone, if you changed the language to Hebrew, Arabic or Korean and calendar support is needed.
- Ø 9641G/9621G is showing a Latin based on-screen keyboard when phone language is set to Hebrew.
 - Workaround: All text entry should be done via Hebrew multi-tap on the dial pad.
- Ø 9608/9611G In half width mode, some text could appear truncated.
- Ø 9641G/9621G/9611G Phones are not displaying Failover icon in call appearance line.
- Ø Slide noise is submitted on the headset after dropping a call. This is only noticeable after ending a call, if a headset was used before.

- Ø Softkeys could appear blank in the following specific scenario.
 - Contact and history list is empty.
 - Menu: Options & Settings/Assign Speed Dial Entries.
 - If "Assign" softkey is pressed phone displays only "Back" softkey.
 - If Navigation OK button is pressed, all softkeys are blank and phone displays the topline message "Assigning speed dial".
- Ø Ping is not supported if the HTTPS server is selected from the ping softkey.
- Ø If language is set to Hebrew or Arabic and the unlock softkey is pressed, user can enter password digits from right to left side. If password is entered completely and cursor is moved from left to right the password is visible.
- Ø Hebrew language alignment issues:
 - Extension number is aligned left instead of right
 - Icon of call status (for example the icon of "off hook") is aligned right instead of left.
 - In the feature page headlines are aligned right instead of left
 - In contact the three points of a long number are not to the right of the number
- Ø 9611 "Send All Calls "activation symbols is not displaying on quick touch button.
- Ø 9608/9611 Phone, Both side LED button glows continuously in half width mode.
 - Workaround: Log out and login the phones.
- Ø SIP 6.0 : Phone is not displaying calendar option properly on call appearance line.
 - Workaround: Logout and login the phone displays calendar options.
- Ø SIP 6.0:96x1 Incorrect reason header in 380 response causing CM is rejects.
- Ø 9611/08 Phone's are not displaying date & time if we set half width to full width in an active call
 - Workaround: Do not change full width to half width mode in an active call.
- Ø 9611/08 Phones are displaying hold symbol and mute symbol on top line in half width mode for an active call.
- Ø 96x1 Phone's not entering to A-menu in limited phone service.
- Ø 9621/41 Phone lock soft key is disappearing if we enable edit dialing option and calendar option
 - Workaround: Logout the phone and login again to get the lock symbol available.
- Ø Redial soft key is not displaying when we dial first time.
 - Workaround: Press A-menu and exit then we can see the Redial soft key.

- Ø If extension is entered without providing password, phone is not displaying "User name or password incorrect ".
- Ø This release SIP 6.0 is not supporting larger text options.
- Ø Top line of the phone display could get blank if user goes off-hook and then on-hook in contact, Avaya-menu or history application.
 - Workaround: Press Phone button. Top line of the display shows date & time again.

Feature Compatibility Matrix for Communication Manager (CM) and SIP Enablement Server (SES)

A number of the new features in Release 6.0 depend on recent CM and SES versions as shown in the table below.

	Minimum CM	Minimum SES Version
Release 6.0 Feature	Version Required	Required
Compatibility Matrix		
SBM-24 button module – Feature button assignments and operation	5.0	5.1
SBM-24 button module – Autodial assignments and operation	5.0	5.1.2
SBM-24 button module – Bridged Call Appearance (BCA) and Call Appearance (CA) operation	5.1.2	5.1
Auto Answer	5.0	5.0
Deactivation of Call Forward On Busy Do Not Answer	5.2	5.2

Features from prior SIP phone releases that have dependencies on CM and SES versions are shown in the table below:

Prior SIP Release Feature Compatibility Matrix	Minimum CM Version Required	Minimum SES Version Required
Visiting User (Applicable for SES environment only)	5.0	5.0
Extend Call	5.0	5.0
All features other than those noted in this these tables	4.0	4.0

Basic steps for setting up new 9600 Series SIP telephones (The 9608, 9611G, 9621G and 9641G are the newest members to the 9600 series):

The basic steps for setting up new 9600 SIP telephones:

- ▼ Define an HTTP Server to host the telephone firmware downloads and settings files
- ✔ Define a list of SIP Proxies
- ✔ Define SIPDOMAIN
- ▼ Define a Time Server (SNTP protocol) and parameters
- ✓ Provision CM/SES/SM for new 9600 telephones (For CM 5.2 and later provision the 9608, 9611G, 9621G and 9641G as 9640SIP set type and for CM 5.1 and prior releases provision them as 9600SIP set types)
- ✔ Optionally, if DHCP is used in the network, appropriate DHCP scope needs to be provisioned on the phone.
- ✔ Recommended configuration is only long form should be configured on system manager and user should register with only the long form.

Long form (Enterprise canonical number) registration support started with SIP release R2.6. The user logs in with the long form number. The long form number consists of a constant prefix and a unique short form number. For ex: **91204101***31090* where **91204101** is the private prefix and *31090* is the short form number.

Setting up Primary and Secondary Controllers

The minimal settings required for provisioning SIP Proxies are: Copyright Avaya 2010 All rights reserved Page 8 of 111 ✓ SIPDOMAIN: The domain name that the phones operate in. All proxies are assumed to support the same domain.

SIP_CONTROLLER_LIST: This parameter consolidates SIP controller parameters for IP address, port, and transport protocol into a single configuration parameter. The parameter setting should be a list of controller information where the format for each controller entry is "host:port;transport=xxx"

SIMULTANEOUS_REGISTRATIONS: This parameter should be set to the number of Session Managers that the phone will register with in the configuration.

Example: SET SIP_CONTROLLER_LIST proxy1:5060;transport=tcp,proxy2:5060;transport=tcp

SIP CONTROLLER LIST (setting through Windows DHCP server):

In DHCP scope option set as

SIP_CONTROLLER_LIST="Proxy1:<port>;transport=xxx,Proxy2:<port>;transport=y yy"

Where: Proxy1 is the primary SES server address and Proxy2 is the secondary SIP server address. And xxx and yyy are the transport protocols of respective server.

OR:

SIP_CONTROLLER_LIST="Proxy1,Proxy2:<port>;transport=xxx"

In the later case, the first controller will take default port (5061) and transport type (TLS) and second controller will take assigned values in the SIP_CONTROLLER_LIST.

SIP CONTROLLER LIST (setting through Linux DHCP server (httpd.conf)

In the below examples, Proxy1 is the primary SES server address and Proxy2 is the secondary SIP server address. And xxx and yyy are the transport protocols of respective server.

For Linux, we would have to use '\' as an escape character for quoting the value inside the already quoted *name* = *value* pair.

eg. When using single SIP CONTROLLER

"HTTPSRVR=aaa.aaa.aaa.aaa,SIP_CONTROLLER_LIST=\"xxx.xxx.xxx.sxx:5060;transport=tcp\"";

When using Multiple SIP CONTROLLERs , please follow the below examples

"HTTPSRVR=aaa.aaa.aaa.aaa,SIP_CONTROLLER_LIST=\"xxx.xxx.xxx.xxx:5060;transport=tcp,yyy.y yy.yyy.yyy:5060;transport=tcp\"";

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- **Note**: When viewing the SIP proxy list from the Craft menu, it may contain additional proxies obtained from other data sources which cannot be deleted through the Craft menu. Only proxies entered through the Craft menu can be deleted. Further settings are optional:
- ✓ CONFIG_SERVER_SECURE_MODE When the phone is using HTTPS to communicate with PPM, it reuses the connection per HTTP 1.1.Specifies the communication mode used to access the configuration server. This parameter applies only to new 9600 phones models.

```
0 for use HTTP (default)SIP 6.0
1 for use HTTPS
2 for use HTTPS if SIP transport mode is TLS; otherwise, use HTTP
Note: Default value is 0 in SIP 6.0 on the new 9600 phones.
Default value is 1 in SIP 2.6 and 0 in SIP 2.5 release.
```

✔ DISCOVER_AVAYA_ENVIRONMENT: Indicates how server support for Avaya SIP Telephony (AST) capabilities will be determined. The default setting is "1" (AUTO), which means that the support for AST will be determined automatically. Setting DISCOVER_AVAYA_ENVIRONMENT to "0" (NO) means that the SIP proxy server does not support AST.

FAILBACK_POLICY: This is a string 'admin' or 'auto'. When set to 'auto' (the default), if the phones detect that a disabled primary server has recovered, they will attempt to register to the highest priority available controller in the SIP proxy server list, and will stop using the Secondary. If set to 'admin', the phones will never autonomously attempt to leave a working server. Admin failback needs to be invoked from the system manager for that particular user. Please leave this parameter to its default value i.e 'Auto'

- ✔ RDS_INITIAL_RETRY_TIME: Parameter that indicates the initial delay for a retry for connecting to the PPM server. The default value is 2 seconds and provisioning is through the settings file and can be set in the range of 2 to 60 seconds.
- ✓ RDS_MAX_RETRY_TIME: Parameter that indicates the maximum delay interval before giving up on connecting to the PPM server. The default value is 600 seconds and provisioning is through the settings file and can be set in the range of 2 to 3600 seconds.
- ✓ RDS_INITIAL_RETRY_ATTEMPTS: Parameter that indicates how many times PPM adaptor should try to download from PPM before giving up on connecting to the PPM server. The default value is 15 attempts and provisioning is through the settings file and can be set in the range of 1 to 30 attempts.
- ✓ SIPREGPROXYPOLICY: This is a string, 'alternate' or 'simultaneous'. If set to 'alternate' (the default), the phones will only register to one server at a time. If set to 'simultaneous', the phones will maintain an active registration on all provisioned servers. Simultaneous is only supported in a Session Manger (SM) environment.
 - Recommendation is alternate for SES environment or SM-nonAST. For SM environment the recommendation is simultaneous.

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- ✓ 100REL_SUPPORT: If we set 100REL_SUPPORT 0 then phone doesn't 100rel in Supported header and so in case of any 18x response phone doesn't respond with PRACK. So this disables the reliable response capability on the phone. When we set it to default value as 1, then phone sends 100rel in Supported header and responds any 18x response with PRACK.
- ✓ Note: CONTROLLER_SEARCH_INTERVAL: This is the time that the phone waits to complete the maintenance check for monitored controllers. This value is the wait period in seconds. Range is 4secs to 3600secs..

For SIP 6.0 recommended option for this setting is 16 seconds ,so

SET CONTROLLER_SEARCH_INTERVAL 16

Invalid Proxy Settings

If an invalid proxy server address is programmed on the phone (via the administration screen, accessed through Craft procedures, or via the settings file) and a login is attempted and cancelled, rebooting the phone is not sufficient to recover as the phone will continue to attempt to contact the invalid proxy.

Procedure for erasing an invalid proxy server address During the re-boot sequence, press the "Program" soft key to present the CRAFT menu, select the CLEAR option to clear the phone values and reboot the phone. The valid proxy values can be re-programmed by adding them to the settings file before the reboot, or through phone programming from the CRAFT menu during the boot.

9608, 9611G, 9621G, and 9641G phones SIP Release 6.0 Package Contents

The package contains the readme file and all the files necessary to upgrade Avaya's new 9600 IP telephones to SIP Release 6.0. The following files are included in each package

v	S96x1_SALBR6_0_V452.tar	– The 9600 6.0 SIP phone application tar file for	
		9608,9611G,9621G and 9641G phones	
v	S96x1_UKR_V2_V2.tar	– The 9600 6.0 SIP Kernel and root file system tar file	
		9608, 9611G, 9621G and 9641G phones	

- ✓ 96x1Supgrade.txt This file is downloaded by the Avaya IP telephones and instructs the telephones on how to upgrade. **DO NOT EDIT** this file. You MUST USE the 96x1Supgrade.txt file included in this package to upgrade to 6.0 SIP for 9608,9611G,9621G and 9641G phones
 - Note that this file is designed for environments in which all 9608, 9611G, 9621G and 9641G endpoints will be upgraded to SIP 6.0 phone application and kernel / root file system files. This file will only be used by the 9608, 9611G, 9621G and 9641G. Earlier 9600 series phones use a different upgrade.txt file (*96xxupgrade.txt*).
- ✓ release.xml An XML-format text file that is designed to be used with Avaya Integrated Management (AIM) through the Software Update Manager (SUM).
- **∨** Fifteen predefined language files:
 - Ø Mlf_Arabic.xml
 - Ø Mlf_BrazilianPortuguese.xml
 - ${\it 0}$ Mlf_CanadianFrench.xml
 - Ø Mlf_CastilianSpanish.xml
 - ${\it 0}$ Mlf_Chinese.xml
 - Ø Mlf_Dutch.xml
 - \emptyset Mlf_English.xml
 - ${\it 0}$ Mlf_German.xml
 - Ø Mlf_Hebrew.xml
 - Ø Mlf_Italian.xml
 - Ø Mlf_Japanese.xml
 - Ø Mlf_Korean.xml
 - Ø Mlf_LatinAmericanSpanish.xml
 - Ø Mlf_ParisianFrench.xml
 - Ø Mlf_Russian.xml
- **∨** Eight extended Korean ring tone files:
 - Ø KoreanRT1.xml
 - Ø KoreanRT2.xml
 - Ø KoreanRT3.xml
 - Ø KoreanRT4.xml
 - Ø KoreanRT5.xml

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- Ø KoreanRT6.xml
- Ø KoreanRT7.xml
- Ø KoreanRT8.xml
- **v** Four certificate files:

.

```
    Ø av_csca_pem_2032.txt Avaya Call Server CA certificate with an expiration date of 2032
    Ø av_prca_pem_2033.txt Avaya Product Root CA certificate with an expiration date of 2033
```

- ${f 0}$ av_sipca_pem_2011.txt Avaya SIP Root CA certificate with an expiration date of 2011
- $\pmb{\textit{Ø}}$ av_sipca_pem_2027.txt Avaya SIP Root CA certificate with an expiration date of 2027

To upgrade your Avaya 9608, 9611G, 9621G and 9641G IP Telephones to SIP Release 6.0:

- ✓ Unzip and extract the executable file to the root directory of the outbound file directory of your HTTP server.
- **∨** Make any adjustments required by your environment to your 46xxsettings.txt file.

Other configurations files

```
§ 46xxsettings.txt System specific parameters should be entered into this file.
This file is not included in the package and available on the Avaya support side.
```

One provisioning example may be helpful. Assumptions:			
 96xx SIP telephone IP address: 10.10.10.20 SIP telephone network mask: 255.255.255.0 SIP telephone gateway: 10.10.10.1 HTTP file server: 10.10.20.200 SES IP address (primary controller): 10.10.20.192 TLS transport protocol, default so not explicitly specified in setting AudioCodes/Cisco IP address(secondary controller): 10.10.20.193 TCP transport protocol, explicitly set in setting file SNTP Server IP address: 10.10.30.147 The SIP domain: mynetwork.com Time zone where IP telephone is provisioned: Eastern Daylight Savings Time (following the current rules where Daylight Savings Time begins on the first Sunday of April and ends on the last Sunday of October – for more information on provisioning DST see the 4600 Series IP Telephone LAN Administration Guide) 			
The following are a minimum group of settings for the 46xxsettings.txt file to make the 96xx telephone operational			
	SET SNTPSRVR	10.10.30.147	
	SET GMTOFFST	-5:00	
	SET DSTOFFSET	1	
SET DSTSTART		1SunApr2L	
SET DSTSTOP		LSunOct2L	
SET SIP_CONTROLLER_LIST		10.10.20.192:5061;transport=tls,10.10.20.193:5060;transport=tcp	
	SET SIP_MODE	0	
	SET SIPDOMAIN	mynetwork.com	
	SET SIMULTANEOUS REGISTRATIONS 2 The number of Session Managers		
If the 96x1 SIP telephone is not acquiring its address courtesy of a DHCP server, it must be provisioned on the phone, itself, through the use of the phone administration menu. Once in the "Admin Procedures" menu, the "ADDR submenu will allow the administrator to provision the following fields:			
	Phone:	10.10.20	
	Router:	10.10.10.1	

Mask:255.255.255.0HTTP File Server:10.10.20.200

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iputils 20071127

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NDisc6 0.9.9

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QDate::weekNumber (delivered with Qt 4.5)

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Phonon Module (delivered with Qt 4.5)

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QImage (delivered with Qt 4.5)

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pam 1.0.1-2

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libcap 2.06

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zlib 1_2_3

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flex 2.5.35-1

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libstdc++ 4.3_2

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bind 9.5.0-29.b2

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SNTP 4.2.4p0-1.fc7

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Http Curl 7.15.1

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Xinetd 2.3.14-3.1

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db4 4.6.21-1

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