

# Mitel 6800/6900 Series SIP Phones

6.4 (6.4.0.2009)

Release Notes

Aug 7, 2024



## About this document

This RN (Release Note) is intended for Customer Service and Installation Personnel involved in the installation and maintenance of the the Mitel 6800/6900 series of SIP phones.

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Mitel 6800/6900 series of SIP Phones  
6.4 (build 6.4.0.2009) Release Notes  
Aug 7<sup>th</sup>, 2024

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# Release Notes for the Mitel 6800/6900 series of SIP Phones for release 6.4 SP2

This document describes the following components related to the Mitel 6800/6900 Series of SIP Phones for release 6.4 SP2 (build 6.4.0.2009).

- Product enhancements and functional changes
- System and Application/Client Requirements plus Firmware upgrade information
- Where to find the latest version of our guides
- Firmware release history
- Product areas improved in this release.
- Known limitations.

We strongly recommend you review the information and instructions found in the *Mitel 6800/6900 Series of SIP Phones Administration Guide* before downloading, installing, or upgrading your software

## Product enhancements and functional changes from SIP 6.4

This following table describes product enhancements and functional changes for the Mitel 6800/6900 series of SIP Phones and release 6.4 SP2. Each feature also specifies which SIP phone it applies to and whether it primarily concerns administrators, users, or XML developers.

Product area	Description
Feature Enhancement (For End Users & Administrators)	<p>6800/6900 SIP phone Screen saver is cancelled when MNS (BLF) rings</p> <ul style="list-style-type: none"><li>• When the 6800/6900 SIP phone screen saver is active, calls to the ODN, EDN &amp; SCA keys immediately cancel the screen saver, showing the calling key/line and other details etc. But if the call is to an MNS key it doesn't cancel the screen saver, just rings the phone and flashes the line key.</li></ul> <p><i>Please see the SIP 6.4 SP2 Administration Guide along with applicable SIP Call server for further details</i></p>

## Additional Information

- Please note that the language files have been updated for this release

# Installation and Firmware Upgrade Information for Mitel 6800/6900 SIP Phones with Release 6.4 SP2

The following section includes a description of the requirements and relevant details for Mitel 6800/6900 SIP series of phones accessories, PBX integrations, Applications along with Firmware installation notes.

## Supported Mitel SIP Series of Phones and Accessories

The following table provides information regarding supported Mitel SIP series of Phones and Accessories for Release 6.4 SP2.

Mitel Product	Part Number	SIP Firmware File	Comment
6863i	80C00005AAA-A	6863i.st	
6865i	80C00001AAA-A	6865i.st	
6867i	80C00002AAA-A	6867i.st	
6869i	87-00081AAA-A	6869i.st	
6873i	50006790	6873i.st	
K680i Keyboard		None	For 6865i, 6867i, 6869i and 6873i SIP phones only
K680i Expansion Module		None	For 6865i, 6867i and 6869i, 6873i SIP phones only
6905	50008301	6905.st	Shipped with Mitel MiNET firmware active
6910	50006766	6910.st	Shipped with Mitel MiNET firmware active
6915	50008384	6915.st	Shipped with Mitel MiNET firmware active
6920	50006767	6920.st	Shipped with Mitel MiNET firmware active
6930	50006769	6930.st	Shipped with Mitel MiNET firmware active
6920t	50008351	6920.st	Shipped with Mitel MiNET firmware active
6930t	50008352	6930.st	Shipped with Mitel MiNET firmware active
6930L	50008367	6930.st	Shipped with Mitel MiNET firmware active
6930Lt	50008368	6930.st	Shipped with Mitel MiNET firmware active
6940	50006770	6940.st	Shipped with Mitel MiNET firmware active
6970	50008271	6970.st	Shipped with Mitel MiNET firmware active
6920w	50008385	6920w.st	Shipped with Mitel MiNET firmware active
6930w	50008386	6930w.st	Shipped with Mitel MiNET firmware active
6940w	50008387	6940w.st	Shipped with Mitel MiNET firmware active
AC Adaptor L6 48V	50006814 (Universal) 50006822 (NA)	None	Also available in 10 Pack bundles

Mitel Product	Part Number	SIP Firmware File	Comment
	50006824 (EU)		
6900_6800 Series Wall Mount Kit		None	
6800/6900 Cordless Handset (Bluetooth)	50006763	None	For 6873i, 6930/40 & 6930w/40w SIP phones only
DECT Headset (Integrated) (NA)	51305332 (NA) 51305335 (INT)	1.11 (embedded with 6900 FW file)	For 6930/40 & 6920w//30w/40w SIP phones only
M685i PKM	80C00007AAA-A	5.0.0.7 (embedded with 6800 FW file)	For 6800 SIP phones only Supported on 6565i, 6867i, 6869i & 6873i only
M695 PKM	50006874	5.0.0.7 (embedded with 6900 FW file)	For 6900/6900w SIP phones only Supported on 6920/30/40 and 'W' variants only
Mitel WLAN Adaptor	51304977 (NA) 51305106 (INT)	Version 1.0.3	
Mitel H10 USB Headset		See Jabra Direct support	See page 7 'Where to find the latest information' for details
Mitel H20 Analog Headset		See Jabra Direct support	See page 7 'Where to find the latest information' for details
Mitel H30 USB Headset		See Jabra Direct support	See page 7 'Where to find the latest information' for details
Mitel H40 DECT Cordless Headset		See Jabra Direct support	See page 7 'Where to find the latest information' for details

## Important 6800 Series SIP Phone Firmware Upgrade Information

**CAUTION** – DO NOT ATTEMPT TO UPGRADE YOUR PHONE TO RELEASE 6.0 FROM A RELEASE LOWER THAN 4.2.0 WHEN IN WEB RECOVERY MODE. DOING SO WILL CAUSE YOUR PHONE TO BECOME NON-OPERATIONAL.

## PBX Integrations

This following table describes latest supported Mitel PBX systems and SW versions that integrate with Mitel's 6800/6900 series of SIP phones and firmware release 6.4 SP2. Please note that some PBXs may not have yet released aligned SW.

Supported Platform	Required SW Version	Comment
MiVoice MX-ONE	R7.7 SP1	R7.7 SP1 target release date is Sept 2024
MiVoice 5000	R8.2 SP1 (*)	Target release date is Q4 2024
MiVoice Office 400	R7.1 SP2 HFx	Target release date is Sept 2024
MiVoice Connect	R20.0 SP1	Target release date is Q4 2024
Ring Central MVP	n/a	Target release date is to be determined
BroadSoft BroadWorks	Not Supported yet	

(\*) - will provide TMA package(s) with SIP 6.4 SP2 for MV5000

**NOTE:** Refer to the applicable *Mitel Communications Manager Engineering Guidelines* for additional information, including network deployment recommendations

## Application and Client Requirements

You must meet the minimum software level requirements for each application and client listed below so that the applications and clients will function correctly with this Release. Please refer to your MiVoice Release notes for further details

Application	Compatible Software Release	Comment
MiVoice Border Gateway	10.x, 11.5 SP2	
Mitel MiCollab (for Meeting Center Support)	9.x	
IP Revolution	23.0.1.1	
MiCC-B	10.0	
iOS for MobileLink on the 6900 SIP Phone	16.x, 17.x	
Android for MobileLink on the 6900 SIP Phone	13.x, 14.x	
Windows OS for PCLink	11, 10	
MAC OS for Windows OS	14,13,12	

## Where to find the latest information

You can access the most up-to-date versions of the following documents from Document Center  
<https://www.mitel.com/document-center/devices-and-accessories/ip-phones>

*Mitel has migrated all content available on [edocs.mitel.com](http://edocs.mitel.com) (accessing which currently requires a login) to [Document Center](#). New releases of all documents will be available ONLY in the Document Center. If you encounter any problem with accessing content on Document Center, submit a ticket via the Site Feedback link located in the footer of every page within [www.mitel.com](http://www.mitel.com).*

- For 6800 SIP phones
  - <https://www.mitel.com/document-center/devices-and-accessories/ip-phones/6800-series>
- For 6900 SIP phones
  - <https://www.mitel.com/document-center/devices-and-accessories/ip-phones/6900-series>
- Mitel SIP Phone and Accessory Installation Guides (phone model and accessory specific) for installation details.
- SIP Phone Users Guides (model specific) for detailed information about features associated with each phone and for information about how to use the phones
- Mitel SIP Phones Administrator Guide for detailed information about the advanced features.
- Third-Party and Mitel Headset Compatibility Guide for Mitel IP Phones for a list of compatible headsets and additional setup details
- Development Guide XML API For Mitel SIP Phones for custom applications.

For answers to frequently asked questions, troubleshooting information, post-release hotfixes, and technical bulletins, see the Mitel Knowledge Base accessible through Mitel Online. Login through the Mitel Connect portal: <https://miaccess.mitel.com>.

If you have read this release note, consulted the Troubleshooting section of your phone model's manual, and still have problems, please contact Mitel Support through one of the following methods:

### North America

- Toll free at 1-800-574-1611
- Online at <http://www.mitel.com/content/mitel-technical-support>

### Outside North America

Please contact your regional Mitel Technical Support.



## Software release history

The following table details historical Global firmware main releases for the Mitel 6800/6900 and 6900w Series of SIP phones.

Firmware Build	Release Name	Release Date	Comment
<b>6.4.0.2009</b>	<b>SIP 6.4 SP2</b>	<b>Aug 7<sup>th</sup>, 2024</b>	<b>6800,6900 &amp; 6900w SIP phones</b> <b>SIP 6.4 SP1 was not released to market</b>
6.4.0.132	SIP 6.4	April 17 <sup>th</sup> , 2024	6800,6900 & 6900w SIP phones
6.3.0.3035	SIP 6.3 SP3	Nov 1 <sup>st</sup> , 2023	6800 and 6900 SIP phones
<b>6.3.3.57</b>	<b>SIP 6.3.3</b>	<b>Sep 29 ,2023</b>	<b>6900w Series of SIP phones</b>
6.3.0.2037	SIP 6.3 SP2	Jun 28 <sup>th</sup> , 2023	6800 and 6900 SIP phones
6.3.0.1020	SIP 6.3 SP1	Jan 13 <sup>th</sup> , 2023	6800 and 6900 SIP phones
<b>6.3.2.85</b>	<b>SIP 6.3.2</b>	<b>Mar 14 ,2023</b>	<b>6900w functionally now on par with 6900 SIP phone</b>
<b>6.3.1.1030</b>	<b>SIP 6.3.1 SP1</b>	<b>Oct 17 ,2022</b>	<b>Inaugural release of the Mitel 6940w SIP phone</b>
6.3.0.73	SIP 6.3	Sept 16 <sup>th</sup> , 2022	6800 and 6900 SIP phones
<b>6.3.1.132</b>	<b>SIP 6.3.1</b>	<b>Aug 31 ,2022</b>	<b>Inaugural release of the Mitel 6920w &amp; 6930w SIP phones</b>
6.2.0.1014	SIP 6.2 SP1	May 9 <sup>th</sup> , 2022	6800 and 6900 SIP phones
6.2.0.29	SIP 6.2	Mar 22 <sup>nd</sup> , 2022	6900 phones for RingCentral support <u>only</u>
6.1.0.1037	SIP 6.1 SP1	Jan 4 <sup>th</sup> , 2022	6800 and 6900 SIP phones
6.1.0.146	SIP 6.1	Nov 1 <sup>st</sup> , 2021	6800 and 6900 SIP phones
6.0.0.368	SIP 6.0	Apr 30 <sup>th</sup> , 2021	6800 and 6900 SIP phones
5.10.8012	SIP 5.1 Service Pack 8	Oct 4 <sup>th</sup> , 2021	6800 and 6900 SIP phones
5.1.0.7030	SIP 5.1 Service Pack 7	Feb 19 <sup>th</sup> , 2021	6800 and 6900 SIP phones
5.1.0.6044	SIP 5.1 Service Pack 6	Oct 15 <sup>th</sup> , 2020	6800 and 6900 SIP phones
5.1.0.5046	SIP 5.1 Service Pack 5	May 15 <sup>th</sup> , 2020	6800 and 6900 SIP phones
5.1.0.4040	SIP 5.1 Service Pack 4	Feb 12 <sup>th</sup> , 2020	6800 and 6900 SIP phones
5.1.0.3070	SIP 5.1 Service Pack 3	Nov 18 <sup>th</sup> , 2019	6800 and 6900 SIP phones
5.1.0.2040	SIP 5.1 Service Pack 2	May 3 <sup>rd</sup> , 2019	6800 and 6900 SIP phones
5.1.0.1024	SIP 5.1 Service Pack 1	Dec 7 <sup>th</sup> , 2018	6800 and 6900 SIP phones
5.1.0.227	SIP Release 5.1	Oct 19 <sup>th</sup> , 2018	6800 and 6900 SIP phones
5.0.0.2036	SIP 5.0 Service Pack 2	May 28 <sup>th</sup> , 2018	6800 and 6900 SIP phones
5.0.0.1018	SIP 5.0 Service Pack 1	Jan 31 <sup>st</sup> , 2018	6800 and 6900 SIP phones
5.0.0.151	SIP Release 5.0	Jul 31 <sup>st</sup> 2017	Introduction of 6900 series SIP

Firmware Build	Release Name	Release Date	Comment
			phones for Mitel Call Managers
4.5.0.39	SIP Release 4.5	Nov 30 <sup>th</sup> , 2017	For 6800 SIP Phones only
4.3.0.2036	SIP 4.3 Service Pack 2	May 19 <sup>th</sup> , 2017	For 6800 SIP Phones only
4.3.0.1041	SIP 4.3 Service Pack 1	Feb 2 ,2017	For 6800 SIP Phones only

## Product areas improved in this release

The following customer-reported issues were resolved in SIP Release 6.4 SP2

Tracking Number	Headline
DTP-75415	6930 - if placing a call on hold and immediately hanging up the handset, call disconnects
DTP-75413	One way audio on 6865i when the phone is intruded and is monitored (CSTA)
DTP-75341	6940/6940w - SIP 6.3.3 / 6.3.0 : Catalunya/Spanish : wrong translations

## Known product limitations

The following section describes key known product limitations for the 6800/6900 SIP Series of phones with SIP 6.4 SP2. Resolution is generally targeted for the next release.

Tracking Number	Headline
	<ul style="list-style-type: none"> <li>○ <i>Details</i></li> </ul>
DTP-74950	<p>E for on hook does not work in speed dial for 6970</p> <ul style="list-style-type: none"> <li>○ <i>When a softkey is being configured in the phone for speed dial, adding 'E' into the number that needs to be dialed should generate a 'Hook' event.</i></li> <li>○ <i>This feature is not functioning on the 6970</i></li> </ul>