



Avaya one-X® H.323 R3.1.1 for the 9600 Series IP Deskphones Readme.

This file is the readme for the Avaya one-X® Deskphone H.323 firmware for the 9610, 9620, 9620C, 9620Lite, 9630, 9630G, 9640, 9640G, 9650, 9650C and 9670G IP Deskphones. This file describes the contents of the, March 2010 software distribution package.

The reason for the March, 2010 software release is to provide new feature functionality in the areas of:

- ✓ Networking
- ✓ Security

New features introduced as part of Avaya one-X® H.323 R3.1.1

- ✓ Networking
 - ∅ IP office support (not for 9610 and 9670G IP Deskphone)
 - § Support of Phone application control by IP Office
 - § Support of Call Log application control by IP Office
 - § Support of Contact application control by IP Office
 - § Avaya one-X® Deskphones can be connected virtually to IP Office via VPN
 - § Number of button label characters has been increased to 15
 - § Avaya one-X® Deskphones connected to IPO do not support USB login, USB Contacts, USB pictures and Guest Login.
- ✓ Security
 - ∅ Number of characters for VPN login and password has been increased to 30.
 - ∅ Character '@' has been added to VPN authentication screen (login screen), during boot procedure

Known issues of Avaya one-X® H.323 R3.1.1

- ✓ Upgrade/Downgrade:
 - ∅ Do not set the HTTPPORT before upgrading from 1.5 to the 2.0 or 3.x loads. After upgrading if you have set the HTTPPORT you need to manually reset the HTTPPORT back to 80 while downgrading to earlier load.
 - ∅ Do not CLEAR the phone when upgrading or downgrading in a VLAN environment or the phone may go into an infinite loop after downloading the boot file. To recover if the phone goes into such infinite loop you will have to remove the L2QVLAN ID information from DHCP 242 option or 46xxsettings.txt file and provide the HTTP/TLS file server address here
- ✓ Voice Initiated Dialing
 - ∅ When the number of contact entries is greater than 100, the phone may take some time initializing (during boot up and loading a new language file) and when making contact entry changes, during which time the Voice softkey will not be functional.
 - ∅ Using invalid VOX files will result in phone reboots

- ∅ Do not unplug USB stick while loading VOX file. This will block contacts. A reboot will re-enable access to contacts
- √ Administering features on softkeys
 - ∅ The four parameters associated with Administering Features on Softkeys (IDLEFEATURES, DIALFEATURES, TALKFEATURES, and RINGBKFEATURES) can be administered with more than the maximum number of values specified in Table 9 of the Admin guide (for example, three values for RINGBKFEATURES). Nonetheless, the telephone will populate softkeys with all the administered features. Also, if RINGBKFEATURES has 4 features listed, only the 1st three are visible on softkeys.
- √ Administering features on feature buttons
 - ∅ Team button should be administered only on the:
 - Auxiliary buttons of a 9650 IP Deskphone, or
 - Any buttons on a SBM-24 button module, or
 - First 6 feature buttons for 9640 & 9630 IP Deskphones, or
 - First 3 feature buttons for 9650 & 9620 IP Deskphones
- √ Avaya Menu Administration with WML applications
 - ∅ The correct values to use for this release are AMTYPE 6 for Digital Screensaver, AMTYPE 5 for the Guest Login feature, AMTYPE 4 for the local About Avaya Screen, AMTYPE 3 for the local Logoff Application, AMTYPE 2 is for local phone settings and AMTYPE 1 is for WML application.
- √ Customized screen saver feature
 - ∅ For best results use pixel sizes as follows:
 - For 9610 IP Deskphone use 160 x 160
 - For 9620 IP Deskphone use 320 x 160
 - For 9670G IP Deskphone use 640 x 480
 - All other 9600 Series IP Deskphone types, use 320 x 240
 - ∅ Customized screen saver feature works only with valid JPEG images which have "FF D8" in the starting Hex code.
 - ∅ Check the JPEG image file extension referenced in the settings file for the screen saver feature - valid JPEG Image files with file extensions such as ".jfif", ".jpe", ".jif" and ".jpg" all show as type "JPEG File" in Windows Explorer but must be referenced with the actual filename extension in the phone settings file.
 - The actual image filename can be verified either from a Windows Command Prompt directory listing or by un-checking the "Hide Extensions for known file types" in Windows Explorer folder view options.
- √ USB flash drive feature
 - ∅ USB Flash drive compatibility –
 - The phone supports USB 1.1 compliant flash drives that are formatted with the FAT16 or FAT32 file system.
 - USB Flash Drives with the NTFS file system and USB 2.0 drives that are not compliant to the USB 1.1 standard are not supported.
 - ∅ While certain types of USB thumb drives, data phones, PDAs or portable music devices will meet the compatibility criteria, there may be situations where a drive may not be supported by the Avaya 9600 Series IP Deskphones.
 - ∅ USB devices that are password protected/encrypted, or otherwise contain native management software, may not function properly.
 - ∅ The USB drive must be connected directly to the USB port on the Spice phone. Using a USB cable may cause compatibility problems.
 - ∅ Do not disconnect the USB device until all read/write operations are completed. Avaya will not be responsible for lost, damaged or corrupted data. It is recommended that a backup of the USB drives content is made prior to using it with the Avaya 9600 Series IP Deskphones.

- Ø If the USB Flash Drive is not detected by the phone and the phone is powered by PoE, check the 9600 Series IP Deskphones Administrator Guide for information on the USBPOWER parameter in the settings file and operation of the PoE Class Power Switch on the phone.
 - Ø Improper insertion of USB Flash Drive or loose connection may result in a USB OHCI device error.
 - Ø If an error is received while trying to access USB flash drive, use the EXIT softkey to cancel the operation. Ensure that the USB drive is not write-protected and that the 9xxxContacts.txt file is not read-only.
 - Ø The 9xxxcontacts.txt must be located in the root directory of the USB drive to be properly accessible by the Avaya 9600 Series IP Deskphones.
 - Ø A contact name will be truncated to 20 characters when importing contacts from the USB flash drive.
 - Ø Do not set WMLIDLETIME to the same value as SCREENSAVERON. In this case the phone might reboot.
- ✓ Contacts and Call Log
- Ø The Call Log feature may not insert ARS FAC for calling out if the logged call was a pickup call.
 - Ø Users may observe that for some numbers in the Call Log they can be dialed successfully from Call Log but not from Contacts when the number is saved to Contacts. The phone always dials a number exactly as saved by the Contacts user. As a user convenience, the Call Log number is modified to insert any necessary prefixes before dialing.
 - § Ensure that the Contacts call number includes all prefixes for the relevant dial-plan rules for your location and the call destination.
- ✓ Power Management
- Ø The IEEE switch position during boot time is stored and read always. So, if switch is on 'H' during boot time and then it is changed to 'L' after boot up, phone will not show power management screen if two SBM modules are connected when phone is Powered over Ethernet since 'H' position of switch will be read which says phone is in class 3 power mode..
- ✓ VPN
- Ø When using the IP Deskphones on the public network via VPN, the VLAN has to be deactivated.
 - Ø If the phone gets a new IP address from network after Sleep mode, it reboots while reactivating the connection and updating the IP Address.
 - Ø If the phone gets a new IP address from network caused by new Security Association, it reboots to reestablish the connection and update the IP Address.
 - Ø UI for RSA Authentication manager Pin Code reset is not supported. If the user needs to set the New PIN code, he needs to contact the RSA Admin and set the new PIN code using the Self service console of RSA.
- ✓ Others
- Ø When a change is made to the display language on the station form, the phone will automatically go into HTTP POST backup.
 - Ø When Japanese, Chinese or Korean Unicode support is configured on the Avaya Aura™ Communication Manager but the phone does not have the Japanese, Chinese or Korean language files loaded, the phone will display the Communication Manager feature labels in English only. To recover from this problem, configure Japanese, Chinese or Korean language files for the phone and either use the CRAFT Clear function or dial the FAC code to force download of labels from Communication Manager. Logging out the phone and logging back in will not force the button labels to be downloaded.

- Ø 9600 Series IP Deskphone stays on off-hook state for approximately 7 seconds after deactivating the station due to a delay in Communication Manager sending the Disconnect and Lamp update messages.
- Ø The new feature to allow HTTP port to be configured for file download, will now download binary files from the default port of 80, unless another port is explicitly assigned to HTTPPORT in the settings file. The HTTPPORT should be set to 81 in the case that download of files is required from the Root folder of the Call Manager.
- Ø Upgrading to S2.0/S3.x will yield an additional handset icon for team buttons. This icon is functional only with recent Communication Manager releases (see Communication Manager Compatibility section).
- Ø In some instances when a Bluetooth headset is paired successfully, the corresponding successful message is not displayed.
- Ø In case of No/Low sidetones use these settings:
 - SET AUDIOSTHD 9
 - SET AUDIOSTHS 9
- Ø RTCPMON parameter values in the 46xxsettings file are ignored; instead the RTCPMON IP address must be configured in the Communication Manager System Parameter IP options.
- Ø Pass-through mode configuration option (in Craft 802.1X Procedure) is always provided for consistency, irrespective of the existence of PHY2. As 9610 doesn't have PHY2, this may confuse users when they configure the 9610 phone's 802.1X settings.
- Ø For 9610 phones screen saver is not appearing if WMLIDLETIME < SCREENSAVERON and IDLEAPP = Contacts.
- Ø After moving through different web labels, defined in Avaya-Admin-Menu, Refresh/Home Softkey might refresh and show up wrong label.
- Ø A top line push message does not show up immediately if a restore message is shown on the top line. After the restore message timeout, the push message is displayed.
- Ø Having more than one CJK language file on phone can display unintelligible characters on some screens
- Ø Duration for Audio Multicast Pushes is limited to about 4 minutes.
- Ø Administer the SAC feature button (without extensions) before any SAC feature button with extensions

Known issues in Avaya one-X® H.323 R3.1.1 caused by Avaya Aura™ Communication Manager

MR Number	Description	Fixed in
IPT00042063	After transferring a Conference, Call state is not changing from ringing to active call state even after answering the call.	Communication Manager 5.2 load 943
IPT00044572	All calls get dropped while pressing AnsDrop softkey in active conference state	Communication Manager 5.2 load 943

List of Patches Integrated in Avaya one-X® H.323 R3.1.1

3.024	Fix to support old DHCP server
3.101	Number of characters for VPN login and password has been increased to 30
3.125	9620L Contrast control

Avaya one-X® H.323 R3.1.1 for 9600 Series IP Deskphones Release package contents

For more information on upgrading or configuring the Avaya 9600 Series IP Deskphones, see the Avaya one-X® Deskphone for 9600 Series IP Deskphones Administrator Guide for details. For information on using the 9600 Series IP Deskphones, see the user and quick reference guides for each model. All documents are available at <http://support.avaya.com>.

The package contains all the files necessary to upgrade Avaya 9600 Series IP Deskphones to Avaya one-X® H.323 R3.1.1. The following files are included in each package:

- ✓ hb96xxua3_11.bin (signed binary for Boot Burner Application for all but 9670 models)
- ✓ hb9670ua3_11.bin (signed binary for Boot Burner Application for 9670 models)
- ✓ ha96xxua3_11.bin (signed binary for IPT Domestic Application for all but 9670 models)
- ✓ ha9670ua3_11.bin (signed binary for IPT Domestic Application for 9670 models)
- ✓ 96xxupgrade.txt - To upgrade to R3.1.1, you must change your 96xxupgrade.txt file. The sample upgrade script that is included in this package is generic, in that it will upgrade all existing 9600 IP Deskphones to Avaya one-X® H.323 R3.1.1. If you have other phones that are using this script for other firmware upgrades and installations, please note the changes between the scripts. Make a backup copy of your current upgrade script, and incorporate the binary name changes for release 3.1.1 into your 96xxupgrade.txt file. If you are going to modify your 46xxsettings file, make a backup copy of this file, and incorporate the feature changes for release 3.1.1.
- ✓ Eight Language and Grammar files for Voice Initiated Dialing Feature:
 - Ø DUN_S20_v3.tar (Dutch)
 - Ø ENG_S20_v3.tar (UK English)
 - Ø ENU_S20_v3.tar (US English)
 - Ø FRF_S20_v3.tar (Parisian French)
 - Ø GED_S20_v3.tar (German)
 - Ø ITI_S20_v3.tar (Italian)
 - Ø PTB_S20_v3.tar (Brazilian Portuguese)
 - Ø SPE_S20_v3.tar (Spanish)
- ✓ Sixteen predefined language files for phone display:
 - Ø mlf_S31_v50_arabic.txt
 - Ø mlf_S31_v50_chinese.txt
 - Ø mlf_S31_v50_dutch.txt
 - Ø mlf_S31_v50_english_large.txt
 - Ø mlf_S31_v50_french_can.txt
 - Ø mlf_S31_v50_french_paris.txt
 - Ø mlf_S31_v50_german.txt
 - Ø mlf_S31_v50_hebrew.txt
 - Ø mlf_S31_v50_italian.txt
 - Ø mlf_S31_v50_japanese.txt

- Ø mlf_S31_v50_korean.txt
- Ø mlf_S31_v50_portuguese.txt
- Ø mlf_S31_v50_russian.txt
- Ø mlf_S31_v50_spanish.txt
- Ø mlf_S31_v50_spanish_latin.txt
- Ø mlf_S31_v50_template_english.txt

- ✓ release.xml (describes the contents of the distribution package in an XML-based format)
- ✓ av_prca_pem_2033.txt (Avaya Product Root CA certificate)

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

Configuration of easy access to WML Applications, presented under the AVAYA Menu should be entered into AvayaMenuAdmin.txt file. This file is used to set up the AVAYA Menu presentation as a mixture of WML applications and local applications.

9610 IP Deskphone configuration has to be done differently from the other phones. WML files are configured in either the EXT#_9610data.txt or 9610data.txt and the 46xxsettings.txt files.

The Avaya Language Localization Tool allows you to create a downloadable language file with customer defined display strings for Software Release 3.1.1. This is available on the support.avaya.com site.

To upgrade your Avaya 9600 Series IP Deskphones:

- ✓ Unzip the zip or executable file in the root directory of the outbound file directory of your HTTP server.
- ✓ Make any adjustments to your 46xxsettings.txt file.
- ✓ Reset your Avaya 9600 Series IP Deskphones.

Avaya Aura™ Communication Manager Compatibility:

- Ø Communication Manager 5.2 is the minimum version required to support the following features:
 - § Enhanced support for Station Lock feature to lock local application like Contacts, Call Log or A-Menu
 - § Mark calls in missed call log when they are redirected
- Ø Communication Manager 5.1 is the minimum version required to support the following features:
 - § Log calls as missed on busy phone, if the phone is busy because of DND, LNCC or all incoming call appearances are busy
 - § Mark calls in missed call log when they are picked up by another user
- Ø Communication Manager 4.0 is the minimum version required for native support of the 9600 Series IP Deskphones and support of the following features:
 - § TTS
 - § SRTP

§ Feature buttons on a softkey

Ø Communication Manager 4.0.3 or Communication Manager 5.0 Service Pack 2 is required to take full advantage of Team Button feature functionality.

Ø Interoperability with Communication Manager 3.x releases:

§ Communication Manager releases prior to 4.0 do not provide native support for the 9600 Series IP Deskphones; it is recommended that the 9610 and 9620 IP Deskphones be administered as a 4610 IP Deskphone and that the 9630,9640 and 9650 IP Deskphone be administered as a 4620/4621 IP Deskphone.

§ Communication Manager 3.1.4+ is required to support 9600 Series IP Deskphones 3.0+. The phone will not register to former CM loads.

✓ For 9600 SRTP operation the Communication Manager 4.0 must be provisioned with the first SRTP policy listed below :

Ø 1-srtp-aescm128-hmac80

Ø 2-srtp-aescm128-hmac32

Ø 3-srtp-aescm128-hmac80-unauth

Ø 4-srtp-aescm128-hmac32-unauth

Ø 5-srtp-aescm128-hmac80-unenc

Ø 6-srtp-aescm128-hmac32-unenc

Ø 7-srtp-aescm128-hmac80-unenc-unauth

Ø 8-srtp-aescm128-hmac32-unenc-unauth

✓ For more details refer to the H.323 configuration guide in the Communication Manager Administration Guide.

IP Office (IPO) COMPATIBILITY:

IP Office Release 6 provides native support of the 9620, 9630, 9640 and 9650 IP Telephones. Information regarding the configuration and operation of these phones with IP Office is available <http://marketingtools.avaya.com/knowledgebase>.

VPN Gateway COMPATIBILITY:

Spice 3.1.1 firmware has been tested using following gateways. The appropriate settings are defined in VPN setup guide.

- √ Juniper / Netscreen
 - Ø Juniper / Netscreen NS Series.
 - Ø Juniper / Netscreen SSG 5, 20, 140, 320M, 500 series.
 - Ø Juniper / Netscreen ISG 1000 & 20000 series.
- √ Cisco
 - Ø Cisco 3000 Concentrator series.
 - Ø Cisco ASA series.
 - Ø Cisco ISR 2800, 3800 and Cisco 1841.
 - Ø Cisco ASR 1000 series IPSec routers.
 - Ø Cisco Catalyst 6500 series IPSec VPN Systems.
- √ Nortel
 - Ø Contivity 1100, 3050, 3070.
 - Ø Nortel IPSec vpn routers 1750, 2700, 2750, 5000.
- √ Checkpoint
 - Ø Connectra Appliances and Software.
 - Ø VPN-1 UTM (Unified Threat management).

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