



Avaya One-X® Deskphone H.323 Release 3.1 Service Pack 3 Readme

This file is the Readme for the Avaya One-X® Deskphone H.323 Release 3.1 Service Pack 3 (H.323 3.1 SP3) for the 9610, 9620, 9620C, 9620L, 9630, 9630G, 9640, 9640G, 9650, 9650C and 9670G IP Deskphones. This file describes the contents of the November 2011, Service Pack software distribution package.

H.323 3.1 SP3 software is supported on the 9610, 9620, 9620C, 9620L, 9630, 9630G, 9640, 9640G, 9650, 9650C and 9670G IP Deskphones only and when used with Avaya Aura® Communication Manager. It will not load or operate on any other models. It is also not supported when these models are used with Avaya IP Office or Avaya B5800 Branch Gateway.

This Service Pack supersedes all previous Avaya One-X Deskphone H.323 Release 3.1 service packs. Avaya recommends that all customers upgrade both new and installed IP Deskphones to this version at their earliest convenience.

Customers who use 802.1x for authenticating their phones on their network, i.e. they have 802.1x Supplicant enabled on their phones, should refer to the advisement on 802.1x later in this document.

To upgrade your 9600-Series IP Deskphones:

1. Unzip the zip file in the root directory of your HTTP server.
2. Make any adjustments required by your environment to your 46xxsettings.txt file.
3. Reset your Avaya 9600-Series IP Deskphone.

This document was updated in April 2012 to change the download location for the R3.941a patch.

Avaya Aura® Communication Manager (CM) Compatibility

Although the 9600-Series IP Deskphones are supported on Avaya Aura® Communication Manager 3.1.4 and higher, we recommend using the latest Communication Manager release with these models of IP Deskphones. See the "Communication Manager Software & Firmware Compatibility Matrix" at <http://support.avaya.com> for the supported software/firmware versions of the Media Server, Media Gateway, and circuit packs.

CM 4.0 is the minimum version required for native support of the 9610/9620/9620C/9620L/9630G/9640/9640G/9650/9650C IP Deskphones.

- For CM releases prior to 4.0, it is recommended that the

9610/9620/9620L/9620C be administered as a 4610SW and that the other models be administered as a 4620SW.

The 9670G is not natively supported. For CM releases prior to 4.0, it is recommended that the 9670G be administered as a 4620SW. For CM releases of 4.0 or higher, it is recommended that the 9670G be administered as a 9630.

CM 5.2.x is the minimum version required to support the following features:

- PE DUP functionality
- 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

CM 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

CM 5.0 or CM 4.0.3 Service Pack 4 is required to take full advantage of Team Button feature functionality.

CM 4.0 is the minimum version required for support of the following features:

- TTS
- SRTP
- Feature buttons on a Soft Key

Interoperability with CM 3.1.x+ releases:

- CM 3.1.3 is required to enable the "SNMP without reset" feature
- CM 3.1.2 is required for personalization of button labels. Use of an earlier release of CM may result in corrupted button labels.
- CM 3.1 is required to enable G.722 wide band audio.

The 9610/9620/9620L/9620C/9630G/9640/9640G/9650/9650C/9670G IP phones are not supported with CM releases earlier than R013x.01.2.639.1.

For SRTP operation the CM 4.0 must be provisioned with the first SRTP policy listed below:

- 1-srtp-aescm128-hmac80
- 2-srtp-aescm128-hmac32
- 3-srtp-aescm128-hmac80-unauth
- 4-srtp-aescm128-hmac32-unauth
- 5-srtp-aescm128-hmac80-unenc
- 6-srtp-aescm128-hmac32-unenc
- 7-srtp-aescm128-hmac80-unenc-unauth
- 8-srtp-aescm128-hmac32-unenc-unauth

For more details refer to the H.323 configuration section in the CM Administration Guide which can be downloaded from <http://support.avaya.com>.

Avaya IP Office (IPO) Compatibility

Note that the H.323 3.1 SP3 software may not be included in the latest IP Office Service Pack.

The 9620L/9620C/9630G/9640/9640G/9650/9650C IP Deskphones are supported on IP Office 6.0 or later and IP500 V2 hardware only.

IP Deskphone software is included in the IP Office software download available from <http://support.avaya.com>.

Please consult the IP Office Technical Bulletin(s) for details on specific IP Office software compatibility and the included version of IP Deskphone software.

Avaya B5800 Branch Gateway (B5800) Compatibility

Note that the H.323 3.1 SP3 software may not be included in the latest B5800 Service Pack.

The 9620L/9620C/9630G/9640/9640G/9650/9650C IP Deskphones are supported on B5800 6.1 or later.

IP Deskphone software is included in the B5800 software download available from <http://support.avaya.com>.

Please consult the B5800 Release Note(s) for details on specific B5800 software compatibility and the included version of IP Deskphone software.

H.323 3.1 SP3 Package Content

The H.323 3.1 SP3 package contains all the files necessary to upgrade Avaya new or previously installed IP Deskphones to H.323 3.1 SP3.

The following files are included in each package:

- hb96xxua3_1_03_S.bin - signed binary for Boot Burner Application for all but 9670 models
- hb9670ua3_1_03_S.bin - signed binary for Boot Burner Application for 9670 model
- ha96xxua3_1_03_S.bin - signed binary for IPT Domestic Application for all but 9670 models
- ha9670ua3_1_03_S.bin - signed binary for IPT Domestic Application for 9670 model
- 96xxupgrade.txt – To upgrade to this service pack, 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 phones to this service pack. If you have other phones that are using this script for other software 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 this release 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 this service pack.
- Sixteen predefined language files for phone display:
 - mlf_S31_v54_arabic.txt
 - mlf_S31_v54_chinese.txt
 - mlf_S31_v54_dutch.txt
 - mlf_S31_v54_english_large.txt
 - mlf_S31_v54_french_can.txt
 - mlf_S31_v54_french_paris.txt
 - mlf_S31_v54_german.txt
 - mlf_S31_v54_hebrew.txt
 - mlf_S31_v54_italian.txt
 - mlf_S31_v54_japanese.txt
 - mlf_S31_v54_korean.txt
 - mlf_S31_v54_portuguese.txt
 - mlf_S31_v54_russian.txt
 - mlf_S31_v54_spanish.txt
 - mlf_S31_v54_spanish_latin.txt
 - mlf_S31_v54_template_english.txt
- Eight Language and Grammar files for Voice Initiated Dialing Feature
 - DUN_S20_v3.tar (Dutch).
 - ENG_S20_v3.tar (UK English)
 - ENU_S20_v3.tar (US English)
 - FRF_S20_v3.tar (Parisian French)
 - GED_S20_v3.tar (German)

- ITI_S20_v3.tar (Italian)
- PTB_S20_v3.tar (Brazilian Portuguese)
- SPE_S20_v3.tar (Spanish)
- av_prca_pem_2033.txt (Avaya Product Root CA certificate)
- 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 CM 6.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>

The H.323 2.1 SP3 package is available in the following versions:

- 96xx-IPT-H323-R3_1_3-112211.zip
- 96xx-IPT-H323-R3_1_3-112211.tar

Important Note for customers that use 802.1x to authenticate phones on their network

Customers who use 802.1x for authenticating their phones on their network, i.e. they have 802.1x Supplicant enabled on their phones, should **NOT** upgrade to H.323 3.1 SP3. Upgrading to H.323 3.1 SP3 will cause the Supplicant on their phones to be turned OFF, with the result that they will no longer be able to connect to the data network.

Customers who use 802.1x for authenticating their phones on their network should upgrade to R3.941a, available at:

ftp://ftp.avaya.com/incoming/Up1cku9/AvayaT4APP/IPT/96xxPatchesAndSoftware/R3.1SP3xx/96xx-IPT-H323-R3_941-112911.zip

This patch contains the contents of H.323 3.1 SP3, but without turning OFF 802.1x Supplicant on the phones, thus avoiding the problem of their phones being disconnected from the network.

Please note, this advisory does **NOT** apply to customers who do not use 802.1x to authenticate phones (i.e. the Supplicant on their phones is turned OFF) but instead use it to authenticate devices connected to the network via the secondary Ethernet port on the phones. Such customers can safely upgrade to H.323 3.1 SP3.

Enhancement to Call Log Backup functionality

With this Service Pack, customers now have the ability to specify the frequency of Call Log Backups.

The default behavior of the 96x0 phones is to backup the Call Log as soon as it is updated because of activity on the phone. However, in high call volume environments, this can cause a lot of network activity and load the HTTP(S) servers.

Therefore customers now have the ability to specify the frequency with which the Call Logs on the phones will be backed up. To implement this feature, two new parameters have been introduced and these can be set via the 46xxsettings.txt file. The two parameters are described below.

CLBACKUPTIMESTAT

Valid values: 0 (default) – Call Log Backup Timer is disabled and phone backs up the Call Log whenever it changes.

1 - Call Log Backup Timer is enabled. Phone will back up the Call Log based on the interval specified by the parameter **CLBACKUPTIME** (see below).

CLBACKUPTIME

Valid values: 10 to 60 (default 15) – This parameter specifies in minutes the time interval between Call Log Backups i.e. phone will back up the Call Log every **CLBACKUPTIME** minutes, if the Call Log has changed since the last backup.

Issues resolved with H.323 3.1 SP3

H.323 3.1 SP3 provides fixes to issues not resolved in prior releases. This software release is based on H.323 3.1 SP2 and includes a improvements from post SP2 interim patches.

Issues resolved in this release include:

WI number	Patch	Issue
wi00917317	3.046a	96xx: 5% of the attempts to display a specific image(.wbmp image) , the image is shown corrupted on the display
wi00920501	3.110j	96xx FW : With TTS disabled, phones drop active calls incase of an uncontrolled interchange
wi00918009	3.119d	96XX phones auto re-login after logoff via IP-hoteling or take over on other phone and reboot
wi00918519	3.119g	Switching to new extension using IP Hoteling R3.119f does not update Top line
wi00940504	3.147e	With UNNAMEDREGISTRATION enabled on CM, and disabled on phone, phone does not automatically re-register back to CM incase the extension is taken over by a remote phone and then relinquished
wi00918422	3.149a	Stuck tone heard intermittently when dialing on 9650
wi00918684	3.158a	Phone does not come up correctly and gets stuck if DHCP server Lease expires
wi00919454	3.165b	Phone is defaulting to TCP Keep Alive interval of 30 seconds when other ip-network-region parameters such as RTCP reporting is changed on CM
wi00918824	3.169a	Sometimes loud noise is heard by near end user using headset when the far end user is talking
wi00919137	3.180a	96xx phones not doing DHCP Release in Data VLAN when moving from Data VLAN to voice VLAN.
wi00919082	3.183a	9620L does not register if settings file is not in fileserver directory.
wi00919707	3.186a	96xx IPO contact not working with extended characters

wi00920168	3.190b	Call appearance 1 disappears when personalizing button labels with a certain sequence of steps.
wi00919440	3.191a	3.1 SP1:9670 phone reboots after logout - login process
wi00919561	3.197a	96xx SNMP mib-2.interfaces counters not increasing
wi00918463	3.901a	9670: Phone audio path is on speaker when handset lifted
wi00920564	3.905a	SBM labels get truncated after upgrading 9670 to R3.1SP2 from 3.171b
wi00920067	3.907a	IP Phone 9630 goes into reboot loop if BRURI is enabled and backup/restore server is not reachable.
wi00920506	3.908a	96xx: Phone should display the 802.1X ID screen as soon as it receives the first EAPOL Request-Identity Frame from the switch and if the current 802.1X Password is NULL
wi00920516	3.912a	R31SP2:Send-All-Calls button does not work with 3.1SP2
wi00920505	3.913a	Corrupted backup files cause 96xx phones to hang
wi00921067	3.913b	Intermittently, 96xx phones freeze on logoff and re-login
wi00920654	3.915a	R31SP2: Phones stay in infinite loop when receiving Domain Name in DHCP offer message.
wi00921064	3.920b	9670 phone reboots while trying to show network information after pressed scroll bar on phone screen
wi00921072	3.920b	R31SP2:9670 phones with H.323 firmware 3.1 SP2 have stuttered touch tones when dialing.
wi00920991	3.921a	R31SP2:Unable to make calls from Bridge Appearance after 9630 upgrade
wi00920964	3.923a	802.1x setting of DOT1X=1 and DOT1XSTAT=0 causes 96xx phones to throw exception
wi00920011	3.925a	9620: Pair Contacts to Calls feature does not work well in Japanese
wi00919924	3.926a	Duplex ESS - On server interchange, 96xx phone takes 12 minutes to register to newly active server

wi00920951	3.929a	96x0: all saved preferences for the 9641 phone have disappeared after user switches to 9650
wi00921047		Default NV values not being saved in NVRAM, if not found in NVRAM - appears as 802.1x enabled when upgrading to SP2 + disable 802.1x by default
wi00935150		Additional changes to completely address the issue wi00921047:Default NV values not being saved in NVRAM, if not found in NVRAM - appears as 802.1x enabled when upgrading to SP2
wi00958403		IP Deskphone running H.323 3.1 SP1/SP2 is not able to upgrade/downgrade using the http server on IP Office or B5800. They are also not able to retrieve 46xxsettings.txt configuration files or user-specific data backup files.
wi00919115	GRIP 2183	Enhancement: HTTP/HTTPS Call Log Backup using timer

Unresolved issues in H.323 3.1 SP3

WI number	Issue
wi00919463	Bad audio with Plantronics Bluetooth device on 9670 phones.
wi00917728	Tx clipping on 96xx when far end speaks loudly. This problem is experienced on the handset only
wi00918817	R3.1: 96xx freezes due to memory leak when https callog backup is enabled
wi00920664	9630G auto-negotiates the Secondary Ethernet interface to 10 Mbps.
wi00949513	Significant data loss between PC and network when using a 9670G where the LAN is 100Mbps and PC port is 1Gbps
wi00946659	Backup/restore fails on 96X0 stations when backing up to a IIS7 windows server with authentication
wi00920478	9670 HTTPS download of settings.txt fails with some Web Servers such as Utility server.
wi00939378	Phone should ignore invalid VLAN ID and come up with default VLAN ID in the extended rebind state.
wi00921021	96xx: phone reboot caused by web browser memory leak/fragmentation
wi00935183	Phone does not stop Transmit Audio Push when Push server sends a STOP pushed content
wi00940948	No "Text size" option on 9670 phone after installing large font
wi00933684	96xx: On an active call, if the user transitions from handset to speaker and then releases the call, the red light of speaker button is still active.
wi00939147	The default button label screen is not displayed after changing Call server IP of phone.
wi00953621	R3.1SP2: After taking over an extension or after logging in with a new extension, 96x0 phones with SBM24 fail to backup personalized button labels.

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