



SIP Software Release 4.3 for 11xx / 12xx IP Deskphones Read me document

Avaya is pleased to announce the availability of SIP software Release 4.3 for 1100 / 1200 Series IP Deskphones. SIP Software Release 4.3 provides a number of feature enhancements and quality improvements. Release 4.3 is available in the following software versions for the following IP Deskphones:

SIP Software Release 4.3	
Hardware Model	Software
1120E IP Deskphone	04.03.09
1140E IP Deskphone	04.03.09
1165E IP Deskphone	04.03.09
1220 IP Deskphone	04.03.09
1230 IP Deskphone	04.03.09

Avaya recommends an upgrade to this release of software for all applicable IP Deskphones and Call Servers at the earliest convenience. **Note:** For IP Office 8.0, an upgrade to this SIP Software Release 4.3 is a requirement. This SIP Software Release is compatible with the following Call Server platforms:

- Avaya IP Office R8.0 (1220, 1230, 1120E, 1140E IP Deskphones only)
- Avaya CS1000 R7.0 and 7.5. (1220, 1230, 1120E, 1140E, 1165E IP Deskphones)
- Avaya CS2100 SE13 (1220, 1230, 1120E, 1140E, 1165E IP Deskphones)

This SIP Software Release 4.3 is planned to be supported with Avaya B5800 Branch Gateway Release 6.2 upon GA of that platform.

SIP software Release 4.3 for IP Deskphones is available for download from the "Downloads Page" on the Avaya Support Portal located at:

https://support.avaya.com/css/appmanager/css/support/Downloads/P0599#wlp_Downloads_Page. Using the pull down tab, select 'SIP 4.3'. The software is available by phone model, and the Readme document is kept here as well.

Note: These SIP software loads have not been introduced as the default loads for the IP Deskphones shipped from Avaya.

Enhancements

SIP Software Release 4.3 for 1100 Series and 1200 Series IP Deskphones includes additional features primarily in support of Avaya IP Office 8.0 systems but also includes enhancements based on customer feedback of existing functionality. This is the third subsequent release of SIP Software for 1100 Series and 1200 Series IP Deskphones with IP Office, with each release providing additional capabilities to support customers transitioning from UNISim-based BCM solutions to the Avaya IP Office solution based on SIP software.

New features added for IP Office 8.0 include:

- Additional integration between the Avaya 1100 Series and 1200 Series IP Deskphones with the Avaya IP Office OneX™ portal application which allows an 1120E, 1140E, 1220, or 1230 to be used in conjunction with the Avaya IP Office OneX™ portal application on the user's co-located PC. In addition to controlling the 1120E,

1140E, 1220, or 1230 IP Deskphones through the IP Office One-X™ application to make phone calls, enhanced functionality with SIP 4.3 delivers support for Hold and Talk events, enabling the IP Deskphone user more control through the IP Office One-X™ application to join conference bridges or put calls on hold and retrieve them.

- 1220 and 1120E IP Deskphones are enhanced to show labels assigned to buttons when there is an alert of an incoming call. Previously when the receiver was lifted and a call made, the call information was displayed at the top of the screen, making the labels on the programmable feature / line keys not visible. Now the information is displayed on a different part of the display so this information is visible to the end-user, and the features or lines programmed on the keys can be accessed when this information is being displayed.
- Enhancement to the IP Office administrative interface to improve automatic software updates including an extension to the 'Remote check for update' feature which enables configuration files to be downloaded in a background mode. In this way, the IP Deskphone software upgrades are transparent to the user. SIP Release 4.3 introduces new logic for the 'check-sync' event and provides support for updating dialing plans and language files, while the user is still able to use the phone. This functionality makes it easier for customers to ensure their IP Deskphones stay current with the latest software and configuration files they have available on their provisioning server.
- Support for a 'Hotline' option that can be set via User Preferences enables a user to be configured to a hotline and all calls the user makes will be directed to the hotline. Implementing the new "hotlineURL" command in the user preferences is used to make the Hotline option user specific. The parameter of this command defines if the Hotline option is enabled or disabled. If the 'hotlineURL" parameter is defined (has any value) then for the current profile the Hotline option will be enabled and the URL will be the one defined by this command (and the hotline parameters defined in the System Configuration file will be ignored). If the "hotlineURL" parameter in User Preferences has no value the hotline values will be applied from the System Configuration file.
- Support for configuring User Preferences via the Custom Keys file (standard update mechanism) or by changing these settings manually at the phone. The Custom Keys file was extended to support sections including user preferences and is in the same format as the prefs.txt file which is stored on the flash memory of the IP Deskphone. After downloading custom keys file, this information is merged with information from the prefs.txt file. If a parameter has a new value in the custom keys file then the old value will be replaced. If any parameter is not provisioned via the custom keys file, the old parameter with corresponding value will be used.
- Improved display messaging including suppressing 'Emergency Calls Only' message from being displayed on the IP Deskphones in the event that the IP Office is down or un-reachable.

Additional enhancements that are relevant to other Call Servers include the following list. Note that DHCP enhancements are also applicable to IP Office, but other items are not.

- Improved Server Profile management with enhanced switchover to basic phone capabilities, now with support for two different configuration parameters. This enhancement will allow the IP Deskphones to support separate configuration parameters for a Primary and a Secondary server. SIP Release 4.3 enables the IP Deskphone to use a different set of capabilities or features when registered with the B5800 Avaya Branch Gateway Release 6.2 in centralized deployments versus when registered with the core server. Note that ABG Release 6.2 is now at GA under a Controlled Introduction.
- DHCP configuration enhancements to align 1100 Series and 1200 Series IP Deskphones to Avaya 96xx Series IP Deskphone functionality to preserve IP address and other configuration attributes so these values are maintained on a server switchover and phone reboot in centralized deployments.
- Extension of DHCP mechanisms to include a configurable timer for DHCP discovery. Supports configuration of initial DHCP timeout and number of retries as per RFC1541. This feature extension allows the IP Deskphones to operate better in Power over Ethernet environments where power can be applied to the Deskphones and the

network at the same time, and helps avoid the scenario where the IP Deskphone times out before the DHCP server is back on line and ready to provide configuration information to the IP Deskphones.

- Support for a new DHCP configuration parameter: DHCP_UNTAG_ENABLED. This DHCP enhancement aligns phone behavior of the 1100 Series and 1200 Series IP Deskphones with Avaya 96xx Series IP Deskphones for this functionality. When this feature is enabled, and the IP Deskphone is configured to use VLAN, and it does not receive a response from the DHCP server through the Voice VLAN, then the IP Deskphone attempts to get an IP address in 'no VLAN' mode, and sends an untagged DHCP request.
- Ability to customize the soft key labels including enabling MADN DN display on keys instead of User IDs. The IP Deskphone supports automatically picking up the labels from the custom keys file for line keys, and there is a simple user interface on the phone that allows editing the label on line keys like there is for the other types of keys. This addresses wi00727368.(not applicable to IP Office)
- Volume control added for second call paging tone. This allows the user to adjust the volume of the paging tone that the phone makes to alert the user to an incoming second call, when the user is already on the phone. This addresses wi00706421 (not applicable to IP Office)
- 1165E IP Deskphone audio configuration to support Australia-specific S004 Type Approval requirements. This addresses work item wi00859285, and allows the 1165E IP Deskphone to be sold in Australia and New Zealand. Note that the 1165E IP Deskphone is not supported with IP Office.

A more complete description of these new feature enhancements is included in product documentation and Administration Guides. See the list of related product documentation later in this Readme document.

Quality Improvements

The SIP Software Release 4.3 for IP Deskphones continues to improve the overall quality of the IP Deskphone software through the delivery of ongoing resolution of customer reports and Avaya identified work items. Numerous quality improvements have been delivered and six customer cases have been closed with this SIP 4.3 software release.

The following issues previously reported as Product Advisements have been addressed in this SIP Software Release 4.3.

wi00904438	External – Location Prompt issue in SIP 3.0.65 after upgrade from SIP 2.0
wi00929178	External – 1120E SIP – phone takes ~10 mins to login in some of the cases
wi00865989	External – SIP phone 1120E doe not respond SSH request
wi00870605	External – SIP 3.2 1120E phone DNS queries sends corp.nortel.com
wi00900034	External – 1120E phones may revert to old user upon upgrade from SIP 2 to SIP 3.0.65
wi00727368	External – MADN Key Label is confusing
wi00882687	SIP Set registered to IPO endlessly reboots after login second account. IP Office does not support multiple logins, but if this is attempted, the IP Deskphone will no longer enter the endless reboot scenario

IP Deskphone Compatibility

The following Software files contain SIP Software Release 4.3 compatible with the following IP Deskphones:

PEC	Description	Software File
NTYS03xxE6	1120E IP Deskphone	SIP1120e04.03.09.00.bin
NTYS05xxE6	1140E IP Deskphone	SIP1140e04.03.09.00.bin
NTYS07xxE6	1165E IP Deskphone	SIP1165e04.03.09.00.bin
NTYS19xx70E6	1220 IP Deskphone	SIP12x004.03.09.00.bin
NTYS20xx70E6	1230 IP Deskphone	SIP12x004.03.09.00.bin

Note: Early vintages of some phone models have smaller memory capacity than models built later. IP Deskphones with smaller memory may go through a number of reboots before the SIP 4.3 upgrade is installed. See Product Advisements later in this Readme document for more information.

Call Server Compatibility and Requirements

SIP Software Release 4.3 is compatible with the Call Servers listed below.

- Avaya IP Office 8.0
- Avaya CS1000 Release 7.0, 7.5
- Avaya CS2100 SE13

Product Advisements

The following is a list of advisements associated with SIP software release 4.3. Some advisements remain from previous releases of software, whereas other advisements reflect new or changed behavior introduced with SIP software release 4.3.

Wi00963425	In some cases, calls made from the Outbox / Redial list are made to the wrong number. This issue will be addressed in the upcoming SIP Software Release 4.3 Service Pack 1 that will be available in February 2012.
Wi00962509	In some cases in a 3 way conference call, if the added party hangs up, there is no audio path for the remaining two parties. This is not an issue on IP Office or CS1000 since the server hosts all conference calls. This issue will be addressed in the upcoming SIP Software Release 4.3 Service Pack 1 that will be available in February 2012.
Wi00961725	An "Add" softkey appears when adding a directory entry, but the softkey has no effect if pressed. To add a new directory entry, the user should follow the prompts on the display and press 'Next' which is displayed as a softkey. This issue will be addressed by removing the 'Add' softkey that currently appears in the upcoming SIP Software Release 4.3 Service Pack 1 that will be available in February 2012.
wi00953901	Specific parameters related to NAT traversal, VQMON configuration, SRTP settings, SSH settings, CA server settings, and audio codec settings, cannot be specified in server profiles. This issue will be addressed in SIP Software Release 4.3 Service Pack 1 to align with availability of Avaya B5800 Branch Gateway Release 6.2 planned for February 2012 general availability.
wii00951206	1230 set has no dialtone when intercom selected - intermittent. In a couple of instances, it has been observed that when the handset is lifted there is no dial tone, but the '>' prompt is displayed and a call can be made. After the call is made and then released, the problem is cleared and dial tone is available for the next call. This issue will be addressed in the upcoming SIP Software Release 4.3 Service Pack 1 that will be available in February 2012.

wi00947254 When connected to CS1000, and upon language set-up across a two-user scenario, when setting the language for the second user after the first user has been set to a language other than English, the phone displays English in the language field (instead of the language setting of User 1) and you cannot change the language to English for the 2nd User, but you can change to another language. The suggested workaround is to either change to another language and then change again to English, or logout User 2, then login User 1 and change the language to English. At that time, the language of User 2 can be changed to English. This issue will be addressed in the upcoming SIP Software Release 4.3 Service Pack 1 that will be available in February 2012.

wi00944806 No localization for Paging Volume – Paging tone section from Preferences menu. The sub-menu item in the IP Deskphone Preferences menu is displayed in English, no matter what language is set on the phone. This issue will be addressed in the upcoming SIP Software Release 4.3 Service Pack 1 that will be available in February 2012.

Note User data such as custom ring tones, images, etc. must not exceed a total of 500kB. There may be not enough space in the file system for other data (e.g. phone logs, language files, user preferences, address books, Inbox/Outbox, etc.).

Note: Some earlier vintages of 1120E and 1140E IP Deskphones may go through a number of reboots before the SIP Software Release 4.3 upgrade is installed, due to a different memory configuration on these earlier models. This was changed from previous communication that indicated these older vintages of 1120E and 1140E IP Deskphones were not supported at all. See the chart below for vintages of 1120E and 1140E IP Deskphones that may exhibit this behavior.

IP Phone 1120E

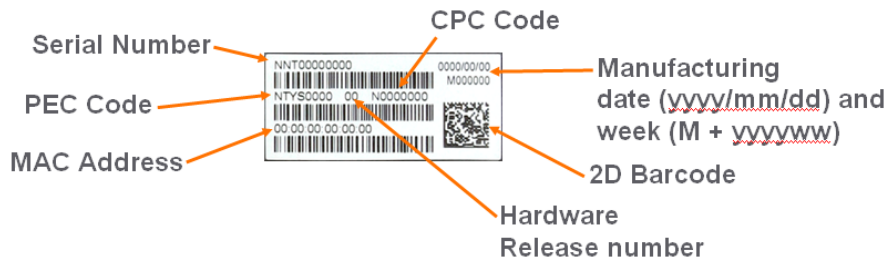
NTYS03AC	N0132697	IP Phone 1120E Graphite w/ Icon Keys w/o PS
NTYS03ACE6	N0132699	IP Phone 1120E Graphite w/ Icon Keys w/o PS (RoHS)
NTYS03BC	N0132698	IP Phone 1120E Graphite w/ Eng Keys w/o PS
NTYS03BCE6	N0132700	IP Phone 1120E Graphite w/ Eng Keys w/o PS (RoHS)
NTYS03BCGSE6	N0132701	IP Phone 1120E Graphite w/ Eng Keys w/o PS (GSA)
NTYS03CAE6	N0142351	IP Phone 1120E (SIP) Graphite w/ Icon Keys w/o PS (RoHS)
NTYS03DAE6	N0142352	IP Phone 1120E (SIP) Graphite w/ Eng Keys w/o PS (RoHS)

IP Phone 1140E

NTYS05AC	N0132702	IP Phone 1140E Graphite w/ Icon Keys w/o PS
NTYS05ACE6	N0132704	IP Phone 1140E Graphite w/ Icon Keys w/o PS (RoHS)
NTYS05BC	N0132703	IP Phone 1140E Graphite w/ Eng Keys w/o PS
NTYS05BCE6	N0132705	IP Phone 1140E Graphite w/ Eng Keys w/o PS (RoHS)
NTYS05BCGSE6	N0132706	IP Phone 1140E Graphite w/ Eng Keys w/o PS (GSA)
NTYS05CAE6	N0142353	IP Phone 1140E (SIP) Graphite w/ Icon Keys w/o PS (RoHS)
NTYS05DAE6	N0142354	IP Phone 1140E (SIP) Graphite w/ Eng Keys w/o PS (RoHS)

1120E and 1140E IP Deskphones with PEC codes later than those in the table above will not show this behavior. That is, 1120E with PEC Codes with 'D' in them (NTYS03ADE6, NTYS03BDE6) or higher (where this character in the PEC Code is 'D' 'E', 'F' or beyond) will not show this behavior. Similarly, 1140E PEC Codes NTYS05AEE6, NTYS05BEE6, NTYS05BEG6 or above will not show this issue.

The below Figure provides an explanation of where to identify the PEC and Hardware Release Number on the white product label (located on the back of the IP Deskphone).



The following Product Advisements are related to known product behavior related to network conditions, hardware and accessories.

IP Deskphone's performance will be diminished during broadcast storms (applies to all the IP Deskphones)

By default, network traffic to the IP Deskphone will be accepted based on the packet's destination MAC address. The phone will therefore accept, in addition to all unicast packets sent to the phone's MAC address, all broadcast and multicast packets as well. If the network environment results in a high amount of broadcast or multicast traffic, the IP Deskphone's performance may be impacted.

If "Voice 802.1Q" is enabled on the phone, the phone can then be provisioned to filter some or all of the broadcast or multicast traffic. If "VLAN Filter" is enabled, packets will be accepted by the phone based on the packet's destination MAC address as well as the packet's VLAN tag. Untagged packets and packets with a VLAN tag different from the Voice VLAN ID will be prevented from reaching the phone. This will protect the voice application from excessive traffic sent to the broadcast address or to the multicast addresses. But please be aware, if VLAN filtering is enabled on the phone, one must ensure that voice packets are tagged with the appropriate VLAN ID as they exit the network switch, else the packets will be dropped by the filter.

Throughput may be slow for large file transfers on conversions from GigE to 100Mbit (applies to the 1120E, 1140E, and 1165E IP Deskphones)

In networks in which a PC is connected to the IP Deskphone's PC port and the PC's NIC speed is 100Mbit but the network speed is at GigE, large file transfers to the PC can take quite a long time. This is an issue with large file transfers only. Due to the speed mismatch between the phone's two ports the buffers in the phone can overflow resulting in retransmissions.

Although the IP Deskphones support Ethernet flow control (802.3x), the support is only implemented on the phone's PC port, not on the phone's network port. Ethernet flow control is a mechanism where the IP Deskphone can request a brief "pause" from the transmitting Ethernet device if the IP Deskphone buffers are about to overflow.

Ethernet flow control cannot be implemented on the phone's network port, since it impacts the phone's voice quality. As a result, in environments where the network is GigE but the PC NIC is only 100Mbit, large file transfers from the network to the PC can take quite a long time. On the other hand, since Ethernet flow control is implemented on the phone's PC port, in environments where the PC NIC is GigE but the network is only 100Mbps, large file transfers should be well managed by the phone's Ethernet flow control mechanism. Note the 1165E IP Deskphone is not supported on IP Office.

Some models of Plantronics Bluetooth headset may unexpectedly become unpaired (applies to the 1140E and 1165E IP Deskphones)

An issue was uncovered with certain Plantronics Bluetooth headsets (including the formerly validated Plantronics Voyager 510/510S) in which the headset may unexpectedly become unpaired. If the unpair occurs during an active call, all audio will be lost to and from the headset. In such a situation the call will remain active and the user is recommended to switch to handset or handsfree. Due to the severity of this issue, Avaya does not recommend the use of the Plantronics Voyager 510/510S headset with these IP Deskphones. The 1165E IP Deskphone is not supported with IP Office.

Backlight Interaction with USB devices (applies to the 1120E and 1140E IP Deskphones)

Some USB devices (i.e. Mice or Keyboards) send regular coordinate update messages to the phone even when the device is not being used. This can cause the sleep mode for the backlight to not be properly invoked.

Power disruption during software upgrade will corrupt the upgrade (applies to all the IP Deskphones)

During a software upgrade, if a power disruption is experienced by the phone, the software upgrade will fail. In some instances a power disruption during an upgrade may also corrupt the existing software on the phone. If this corruption should occur, the phone will fail over into its boot code known as "BootC". BootC will automatically try to restore the phone's software from the image on a call server. But for the 1100 Series and the 1200 Series IP Deskphones, if the phone's software was obtained from a TFTP server instead, in order to restore, or upgrade, the software from BootC a manual TFTP download from BootC must be performed. **NOTE: Caution should be exercised to avoid power disruptions during software upgrades.**

References and Related Documents

SIP Release 4.3 for IP Deskphones related documents are available on <http://support.avaya.com> using the following product path. Changes and Enhancements in SIP Release 4.3 have been documented in this product bulletin and have been integrated into User and Administration Guides noted below.

For SIP on 1100 Series IP Deskphones:

http://support.avaya.com/css/Products/P0599/All_Documents

For SIP on 1200 Series IP Deskphones:

http://support.avaya.com/css/Products/P0600/All_Documents

SIP Release 4.3 for IP Deskphones documentation includes the following materials:

- NN43112-101 Avaya 1120E IP Deskphone with SIP Software User Guide
- NN43113-101 Avaya 1140E IP Deskphone with SIP Software User Guide
- NN43170-100 Avaya 1165E IP Deskphone with SIP Software User Guide
- NN43110-301 Avaya 1100 Series Expansion Module for SIP Software User Guide
- NN43170-600 SIP Software for Avaya 1100 Series IP Deskphones - Administration
- NN43170-101 Avaya 1220 IP Deskphone with SIP Software User Guide
- NN43170-102 Avaya 1230 IP Deskphone with SIP Software User Guide

- NN43139-100 Avaya 1200 Series Expansion Module for SIP Software User Guide
- NN43170-601 SIP Software for Avaya 1200 Series IP Deskphones – Administration

For IP Office User Guides:

<https://support.avaya.com/css/Products/P0160/User%20Guides>

- AV40050-104 Avaya 1120E IP Deskphone with SIP Software - User Guide
- AV40050-105 Avaya 1140E IP Deskphone with SIP Software - User Guide
- AV40050-111 Avaya 1200 Series IP Deskphones with SIP Software - User Guide

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HTTP Server functionality is provided by the GoAhead WebServer 2.1,

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