ADTRAN The Network Access Company

Release Notes
IP 700 Series Phones

Firmware Version 1.3.13
March 9th, 2010

Contents

Purpose

Firmware Release 1.3.13 provides solutions to address several field issues.

Firmware Release 1.3.13 is Generally Available (GA) firmware. Prior to the GA release this firmware has been subjected to both Design Verification and Product Qualification testing as well as completed field beta testing in both supervised and unsupervised capacity. Results obtained during this testing have been evaluated and the code has been determined to be ready for general availability. Issues discovered during testing but not addressed in this build are listed as Errata in Appendix A.

Documentation may be found in ADTRAN's Knowledgebase, http://kb.adtran.com.

Important Notices

Bootrom Upgrade Required

When upgrading to firmware version 1.3.13, a bootrom upgrade to version 1.3.12 is also required. The bootrom files for each phone are included in the firmware download bundle.

Summary of Bug Fixes

This section highlights bug fixes included in firmware version 1.3.13.

Resolved multiple lockup issues

Issue Detail
- Several lockup conditions were resolved that could have occurred while a call was being transferred or while the phone was idle.

Line Key locks up on receipt of 604 Does Not Exist

Issue Detail
- When placing a call out a SIP Trunk to a number that is not a valid number, a SIP 604 Does Not Exist can be received. If the phone receives a 604, a busy signal is played and pressing End Call, Goodbye, or hanging up the handset does not clear the call.

Phone locks up during boot process with corrupt XML file

Issue Detail
- If the phone downloaded a corrupt XML language file, it would lock up and fail to recover. Now the phone dismisses the file and continues the boot process. However, this is done without notice to the user.

Navigation key press misinterpreted

Issue Detail
- In some cases when the down arrow was pressed on the Navigation key, the interpreted key press could be the left or right arrow.

Setting HeadsetCtl True in a config file causes low ring volume after reboot

Issue Detail
- The HeadsetCtl parameter can be set in a specific phone config file or within adtran_customer.txt on the NetVanta 7000 Series. If this parameter is set to "True" and the phone is rebooted, the ringing volume of the phone will be very low only if the phone ring volume was at maximum at the time of reboot.

Audio occasionally heard on both handset and speakerphone

Issue Detail
- When answering a call with the handset, on occasion the audio is heard on both the handset and speakerphone.

Ring Type 8 only rings for 1-2 seconds

Issue Detail
- When Ring Type 8 was selected, it would only ring for 1-2 seconds and stop ringing audibly. The call would still be presented visibly and could be answered.

Ringback is not produced after a second

Issue Detail
- Sometimes after a transfer the phone would present the user with 1 second of ring back and then silence until the call was finally answered.

Fast busy played while ringing and off-hook

Issue Detail
- A few incidents were found where the phone would play a fast busy signal while ringing to indicate an incoming call.

Disabling Caller ID pop-up causes issue with Answer softkey

Issue Detail

- When reg.x.calleridpopup is set to "false" to disable the Caller ID pop-up the Answer softkey will cause another line to go off hook when pressed.

User cannot enter a password from the front panel during factory default

Issue Detail

- If a phone is factory defaulted, the setup password will not be accepted from the keypad of the phone until a config is loaded that specifies SetupPassword.

The "#" character is not processed properly

Issue Detail

- When "#" is used for the end of a speed dial or SPRE code, it is not correctly interpreted as the end of dialed digits.

Upgrade Instructions

To upgrade your IP 700 Series Phones, you will need to complete 3 basic steps:

1. Upload the new firmware files to your boot server via FTP.
2. Update the adtran_firmware_7xx.txt file to reflect the new software image name. See below for how to update this file.
3. Reboot the phones and confirm they download the new firmware images.

These steps are outlined in more detail below.

Uploading the new firmware

If you are using the NetVanta 7000 Series products, you can FTP the new firmware to the ADTRAN folder on the CFLASH of the product.

If you are using another SIP server, then you can upload the new firmware to the boot server used for this SIP server.

Updating "adtran_firmware_7xx.txt" via the NV7000 web interface

In the NetVanta 7000 Series products as of AOS A2.03.00, you can select the desired firmware version for the IP 706 and IP 712 phones within the web interface of the NV7000. It is located in IP Phone Globals, under Boot Settings, on the Default Firmware tab.

Updating "adtran_firmware_7xx.txt" manually

If you are using another SIP server/Boot server, there are config parameters used to tell the phone which version of application and boot firmware is the latest for the phone. In older versions of AOS, these parameters are contained within 2 files called "adtran_firmware_706.txt" and "adtran_firmware_712.txt". Below is an example of the contents of one of these files.

AppName apadt6r1313.ebin
BootName btadt6r1312.ebin

AppName defines the application firmware image name and BootName defines the bootrom firmware image name. All filenames are keyed to the phone type. In this example, the application filename is "apadt6r1313.ebin" which indicates this file is for the IP 706 phone. The application filename for the IP 712 would be "apadt12r1313.ebin".

Once these files are updated to reflect the new versions, upload them to the boot server and replace any existing copies there.

Rebooting the phones and confirming upload

From the NetVanta 7000 Series products, you can select the phone MAC addresses and click Sync Phones on the IP Phone Configs web page. You can confirm the FTP download of the new firmware by using the command "debug ip ftp-server" on the Command Line Interface of the NetVanta 7000 Series product.

Appendix A – Errata for 1.3.13

The following is a list of errata that still exists in 1.3.13

Phone stops ringing audibly after 60 seconds

Issue Detail
- When receiving a call, the phone will ring for 60 seconds but will then stop ringing audibly.

Errata Justification
- The call pop-up window is still displayed and the call can still be answered.

Phone freezes while changing Misc. Settings and using French language file

Issue Detail
- When using the French language and changing the Misc. Settings (Headset Switch Hook, MWI Cadence, and HFAAI), the phone menu response may slow down or lock up.

Errata Justification
- Rebooting the phone will clear the condition. This issue will be addressed in a future version of firmware.

Phone may freeze during certain operations

Issue Detail
- An incident of the phone freezing during operation or while idle has been reported with the latest firmware.

Errata Justification
- This issue is still being investigated and will be addressed in a future version of firmware.

NetVanta UC: Voicemail redirection issue

Issue Detail
- When IP 700 Series phones are used as remote phones off a NetVanta UC Server solution, calls from the phone that coverage to voicemail fail. When the internal extension called does not answer, the remote phone continues to ring but the call fails to go to voicemail.

Errata Justification
- This issue will be addressed in a future version of firmware.

Apostrophe truncates Personal Directory

Issue Detail
- When an apostrophe is present in a field (such as Bob's, Doctor's, etc), the Personal Directory contents following the apostrophe are truncated.

Errata Justification
- Removing the apostrophe from the entry prevents this issue.
- This issue is still being investigated and will be addressed in a future version of firmware.

Phone Label or Display Name can overflow into line label

Issue Detail
- A Phone Label over 24 characters or a Display Name over 15 characters may overflow characters in the SIP From, To, and Contact fields in SIP messages.

Errata Justification
- Reducing the length of the Phone Label or Display Name for the phone config eliminates this issue.

Apostrophe in NV7000 Status Group names not working

Issue Detail
- If the phone config contains a NetVanta 7100 Status Group with an apostrophe in it, the SIP SUBSCRIBE message from the phone will be incorrectly formatted.

Errata Justification
- Removing the apostrophe from the Status Group name on the NV7000 prevents this issue.

Lockup condition with Asterisk transfer

Issue Detail
- When using the phones with Asterisk version 1.6.1.4, the phone will lockup when trying to transfer a call.

Errata Justification
- This issue will be addressed in a future version of firmware.

Unable to answer incoming ring group call

Issue Detail
- Occasionally, a phone in a NV7000 Ring Group will ring to indicate an incoming call but the call cannot be answered by picking up the handset or pressing the Speakerphone key.

Errata Justification
- This issue is still being investigated and will be addressed in a future version of firmware.

Users can override line key with speed dial

Issue Detail
- From the menu of the phone, users can change the configuration of a line key from a registered extension to a speed dial. The phone must be factory defaulted to remove the speed dial.

Errata Justification
- This issue is still being investigated and will be addressed in a future version of firmware.

DTMF tones continue to play on subsequent calls

Issue Detail
- If you hang up a call on a phone while it is receiving RFC 2833 DTMF events, future received calls will always hear the last tone received.

Errata Justification
- It is not common for the phone to receive RFC 2833 events.
- This issue is still being investigated and will be addressed in a future version of firmware.

Overhead soft key does not work on an idle phone

Issue Detail
- If you press the Overhead soft key on an idle phone, nothing happens. If you go off-hook and press the Overhead key, an INVITE to *30 is correctly sent.

Errata Justification
- This issue will be addressed in a future version of firmware.

No RTP sent from phone after answering the second of two ringing calls

Issue Detail
- If a phone receives an incoming call from an extension and a second incoming call from a trunk and the second (trunk) call is answered first, no outbound audio will be sent.

Errata Justification
- This issue will be addressed in a future version of firmware.

When ringing, phone will intermittently seize an idle line instead of the ringing line

Issue Detail
- With the French language loaded, on occasion picking up the handset seizes an idle line instead of the ringing line. The user can then seize the correct line by pressing the key.

Errata Justification
- This issue will be addressed in a future version of firmware.

Line label incorrect when call is picked up from Public Hold

Issue Detail
- When a call is picked up from public hold, the SLA line label shows the registration username, not the caller ID.

Errata Justification
- This issue will be addressed in a future version of firmware.

Lost audio on inbound call to Ring Group

Issue Detail
- Occasionally, on an inbound call to a Ring Group the first 2-3 seconds of outbound audio to the caller is lost.

Errata Justification
- This issue will be addressed in a future version of firmware.

Calls with packetization period other than 20ms fail

Issue Detail
- Calls with packetization periods other than 20ms will be disconnected by the phone with a BYE as only 20ms packetization periods are currently supported.

Errata Justification
- This issue may be addressed in a future version of firmware.

Speakerphone always activates on NV7000 Paging Group calls

Issue Detail
- When a call is placed to a NV7000 Paging Group, the speakerphone activates once the call connects even if the handset is already active.

Errata Justification
- Pressing the Speakerphone button will deactivate it and allow the call to continue on the handset.
- This issue will be addressed in a future version of firmware.

SCA registrations incorrectly formatted with 6 or more private extensions

Issue Detail
- When a phone config where there are 6 or more private extensions, the SIP REGISTER message for Shared Call Appearances or Shared Line Accounts is incorrectly formatted.

Errata Justification
- This issue will be addressed in a future version of firmware.

Dial delay timers are not enforced

Issue Detail
- When "DialDelayPbx" and "DialDelayExternal" are set to "0", the phone should wait until the Dial soft key is pressed to send an INVITE unless a Dial Plan entry is matched. However, the phone will wait 3 seconds and sent the INVITE anyway.

Errata Justification
- This issue will be addressed in a future version of firmware.

Missed call logged on successful unattended transfer

Issue Detail
- When a call is sent to the phone via an unattended transfer, the initial call from the transferor is cancelled once the transfer completes. This results in a missed call being reported on the phone.

Errata Justification
- This issue will be addressed in a future version of firmware.

Dialing via a NV7000 Status Group BLF key does not log a placed call

Issue Detail
- When dialing an extension by pressing the NV7000 Status Group BLF key for that extension, the call does not get recorded in the Placed Calls list.

Errata Justification
- This issue will be addressed in a future version of firmware.