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Release Notes IP 700 Series Phones

Firmware Version 1.3.14
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Purpose

Firmware Release 1.3.14 provides solutions to address several field issues.

Firmware Release 1.3.14 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 1.3.14, 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 1.3.14.

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 send the INVITE anyway.

[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.

Phone lockup due to malformed SIP packet

Issue Detail

- If a malformed SIP packet was received by the phone, a lockup could occur.

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.

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.

Phone lockup during transfer with long dial plan

Issue Detail

- If the dial plan exceeded 256 characters when stored by the phone, a lockup could occur when a transfer was attempted.

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 apadt6r1314.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 “apadt6r1314.ebin” which indicates this file is for the IP 706 phone. The application filename for the IP 712 would be “apadt12r1314.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 1.3.14

The following is a list of errata that still exists in 1.3.14

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 lockup following an unattended transfer

Issue Detail

- It is possible for a phone to lockup if another action is performed immediately following an unattended transfer.

Errata Justification

- This issue and the cases where it may occur are still being evaluated. This issue will be addressed in a future version of firmware.

Call Queue Pickup Greeting not played

Issue Detail

- When answering a call from a NetVanta 7000 Call Queue, the configured Pickup Greeting is not played.

Errata Justification

- The call can be answered and processed normally without the greeting. This issue will be addressed in a future version of firmware.

Accept greeting from NetVanta 7000 FindMe-FollowMe not played

Issue Detail

- When answering a call delivered by the FindMe-FollowMe feature of the NetVanta 7000 Series products, the greeting prompting the user to "Press 1 to accept" is not heard.

Errata Justification

- The call can be answered and processed normally without the greeting. This issue will be addressed in the next 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.

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 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.

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 AOS.

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.

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.