

# Mitel 6800/6900 Series SIP Phones

6.4 SP5 (6.4.0.5013)

Release Notes

May 2<sup>nd</sup>, 2025



## About this document

This RN (Release Note) is intended for Customer Service and Installation Personnel involved in the installation and maintenance of the the Mitel 6800/6900 series of SIP phones.

## NOTICE

The information contained in this document is believed to be accurate in all respects but is not warranted by Mitel Networks™ Corporation (MITEL®). Mitel makes no warranty of any kind with regards to this material, including, but not limited to, the implied warranties of merchantability and fitness for a particular purpose. The information is subject to change without notice and should not be construed in any way as a commitment by Mitel or any of its affiliates or subsidiaries. Mitel and its affiliates and subsidiaries assume no responsibility for any errors or omissions in this document. Revisions of this document or new editions of it may be issued to incorporate such changes.

No part of this document can be reproduced or transmitted in any form or by any means - electronic or mechanical - for any purpose without written permission from Mitel Networks Corporation.

## TRADEMARKS

The trademarks, service marks, logos, and graphics (collectively "Trademarks") appearing on Mitel's Internet sites or in its publications are registered and unregistered trademarks of Mitel Networks Corporation (MNC) or its subsidiaries (collectively "Mitel") or others. Use of the Trademarks is prohibited without the express consent from Mitel. Please contact our legal department at [legal@mitel.com](mailto:legal@mitel.com) for additional information. For a list of the worldwide Mitel Networks Corporation registered trademarks, please refer to the website: <http://www.mitel.com/trademarks>.

Mitel 6800/6900 series of SIP Phones  
6.4 (build 6.4.0.5013) Release Notes  
May 1<sup>st</sup>, 2025

®,™ Trademark of Mitel Networks Corporation  
© Copyright 2025, Mitel Networks Corporation  
All rights reserved

# Table of Contents

Release Notes for the Mitel 6800/6900 series of SIP Phones for release 6.4 SP5 .....	1
Product enhancements and functional changes from SIP 6.4 SP5 .....	1
Additional Information .....	1
Installation and Firmware Upgrade Information for Mitel 6800/6900 SIP Phones with Release 6.4 SP5.2	
<b>Supported Mitel SIP Series of Phones and Accessories</b> .....	2
<b>PBX Integrations</b> .....	4
<b>Application and Client Requirements</b> .....	4
Where to find the latest information .....	5
Software release history .....	6
Product areas improved in this release .....	7
Known product limitations .....	7

# Release Notes for the Mitel 6800/6900 series of SIP Phones for release 6.4 SP5

This document describes the following components related to the Mitel 6800/6900 Series of SIP Phones for release 6.4 SP5 (build 6.4.0.5013).

- Product enhancements and functional changes
- System and Application/Client Requirements plus Firmware upgrade information
- Where to find the latest version of our guides
- Firmware release history
- Product areas improved in this release.
- Known limitations.

We strongly recommend you review the information and instructions found in the *Mitel 6800/6900 Series of SIP Phones Administration Guide* before downloading, installing, or upgrading your software

## Product enhancements and functional changes from SIP 6.4 SP5

This following table describes product enhancements and functional changes for the Mitel 6800/6900 series of SIP Phones and release 6.4 SP5. Each feature also specifies which SIP phone it applies to and whether it primarily concerns administrators, users, or XML developers.

Product area	Description
Feature Enhancement	None for this release

## Additional Information

- None

# Installation and Firmware Upgrade Information for Mitel 6800/6900 SIP Phones with Release 6.4 SP5

The following section includes a description of the requirements and relevant details for Mitel 6800/6900 SIP series of phones accessories, PBX integrations, Applications along with Firmware installation notes.

## Supported Mitel SIP Series of Phones and Accessories

The following table provides information regarding supported Mitel SIP series of Phones and Accessories for Release 6.4 SP5.

Mitel Product	Part Number	SIP Firmware File	Comment
6863i	80C00005AAA-A	6863i.st	
6865i	80C00001AAA-A	6865i.st	
6867i	80C00002AAA-A	6867i.st	
6869i	87-00081AAA-A	6869i.st	
6873i	50006790	6873i.st	
K680i Keyboard		None	For 6865i, 6867i, 6869i and 6873i SIP phones only
K680i Expansion Module		None	For 6865i, 6867i and 6869i, 6873i SIP phones only
6905	50008301	6905.st	Shipped with Mitel MiNET firmware active
6910	50006766	6910.st	Shipped with Mitel MiNET firmware active
6915	50008384	6915.st	Shipped with Mitel MiNET firmware active
6915 V2	50008415	6915d.st	Shipped with Mitel MiNET firmware active
6920	50006767	6920.st	Shipped with Mitel MiNET firmware active
6930	50006769	6930.st	Shipped with Mitel MiNET firmware active
6920t	50008351	6920.st	Shipped with Mitel MiNET firmware active
6930t	50008352	6930.st	Shipped with Mitel MiNET firmware active
6930L	50008367	6930.st	Shipped with Mitel MiNET firmware active
6930Lt	50008368	6930.st	Shipped with Mitel MiNET firmware active
6940	50006770	6940.st	Shipped with Mitel MiNET firmware active
6970	50008271	6970.st	Shipped with Mitel MiNET firmware active
6920w	50008385	6920w.st	Shipped with Mitel MiNET firmware active
6930w	50008386	6930w.st	Shipped with Mitel MiNET firmware active
6940w	50008387	6940w.st	Shipped with Mitel MiNET firmware active
AC Adaptor L6 48V	50006814 (Universal) 50006822 (NA)	None	Also available in 10 Pack bundles

Mitel Product	Part Number	SIP Firmware File	Comment
	50006824 (EU)		
6900_6800 Series Wall Mount Kit		None	
6800/6900 Cordless Handset (Bluetooth)	50006763	None	For 6873i, 6930/40 & 6930w/40w SIP phones only
DECT Headset (Integrated) (NA)	51305332 (NA) 51305335 (INT)	1.11 (embedded with 6900 FW file)	For 6930/40 & 6920w//30w/40w SIP phones only
M685i PKM	80C00007AAA-A	5.0.0.7 (embedded with 6800 FW file)	For 6800 SIP phones only Supported on 6565i, 6867i, 6869i & 6873i only
M695 PKM	50006874	5.0.0.7 (embedded with 6900 FW file)	For 6900/6900w SIP phones only Supported on 6920/30/40 and 'W' variants only
Mitel WLAN Adaptor	51304977 (NA) 51305106 (INT)	Version 1.0.3	
Mitel H10 USB Headset		See Jabra Direct support	See page 6 'Where to find the latest information' for details
Mitel H20 Analog Headset		See Jabra Direct support	See page 6 'Where to find the latest information' for details
Mitel H30 USB Headset		See Jabra Direct support	See page 6 'Where to find the latest information' for details
Mitel H40 DECT Cordless Headset		See Jabra Direct support	See page 6 'Where to find the latest information' for details

## Important 6800 Series SIP Phone Firmware Upgrade Information

**CAUTION** – DO NOT ATTEMPT TO UPGRADE YOUR PHONE TO RELEASE 6.0 FROM A RELEASE LOWER THAN 4.2.0 WHEN IN WEB RECOVERY MODE. DOING SO WILL CAUSE YOUR PHONE TO BECOME NON-OPERATIONAL.

## PBX Integrations

This following table describes latest supported Mitel PBX systems and SW versions that integrate with Mitel's 6800/6900 series of SIP phones and firmware release 6.4 SP5. Please note that some PBXs may not have yet released aligned SW.

Supported Platform	Required SW Version	Comment
MiVoice MX-ONE	None	No plan to align with 6.4 SP5
MiVoice 5000	R8.2 SP2 TMA	Target release date is May 2025
MiVoice Office 400	None	No plan to align
MiVoice Connect	None	No plan to align
BroadSoft BroadWorks	Version 24	

**NOTE:** Refer to the applicable *Mitel Communications Manager Engineering Guidelines* for additional information, including network deployment recommendations

## Application and Client Requirements

You must meet the minimum software level requirements for each application and client listed below so that the applications and clients will function correctly with this Release. Please refer to your MiVoice Release notes for further details

Application	Compatible Software Release	Comment
MiVoice Border Gateway	10.x, 11.5 SP2, 12.x	
Mitel MiCollab (for Meeting Center Support)	9.x, 10.x	
IP Revolution	23.0.1.1	
MiCC-B	10.0	
iOS for MobileLink on the 6900 SIP Phone	16.x, 17.x	
Android for MobileLink on the 6900 SIP Phone	13.x, 14.x	
Windows OS for PCLink	11, 10	
MAC OS for Windows OS	14,13,12	

## Where to find the latest information

You can access the most up-to-date versions of the following documents from Document Center  
<https://www.mitel.com/document-center/devices-and-accessories/ip-phones>

*Mitel has migrated all content available on [edocs.mitel.com](http://edocs.mitel.com) (accessing which currently requires a login) to [Document Center](#). New releases of all documents will be available ONLY in the Document Center. If you encounter any problem with accessing content on Document Center, submit a ticket via the Site Feedback link located in the footer of every page within [www.mitel.com](http://www.mitel.com).*

- For 6800 SIP phones
  - <https://www.mitel.com/document-center/devices-and-accessories/ip-phones/6800-series>
- For 6900 SIP phones
  - <https://www.mitel.com/document-center/devices-and-accessories/ip-phones/6900-series>
- Mitel SIP Phone and Accessory Installation Guides (phone model and accessory specific) for installation details.
- SIP Phone Users Guides (model specific) for detailed information about features associated with each phone and for information about how to use the phones
- Mitel SIP Phones Administrator Guide for detailed information about the advanced features.
- Third-Party and Mitel Headset Compatibility Guide for Mitel IP Phones for a list of compatible headsets and additional setup details
- Development Guide XML API For Mitel SIP Phones for custom applications.

For answers to frequently asked questions, troubleshooting information, post-release hotfixes, and technical bulletins, see the Mitel Knowledge Base accessible through Mitel Online. Login through the Mitel Connect portal: <https://miaccess.mitel.com>.

If you have read this release note, consulted the Troubleshooting section of your phone model's manual, and still have problems, please contact Mitel Support through one of the following methods:

### North America

- Toll free at 1-800-574-1611
- Online at <http://www.mitel.com/content/mitel-technical-support>

### Outside North America

Please contact your regional Mitel Technical Support.



## Software release history

The following table details historical Global firmware main releases for the Mitel 6800/6900 and 6900w Series of SIP phones.

Firmware Build	Release Name	Release Date	Comment
<b>6.4.0.5013</b>	<b>SIP 6.4 SP5</b>	<b>May 1, 2025</b>	<b>6800,6900 &amp; 6900w SIP phones</b>
6.4.0.4006	SIP 6.4 SP4	Feb 21, 2025	6800,6900 & 6900w SIP phones
6.4.0.3022	SIP 6.4 SP3	Nov 21, 2024	6800,6900 & 6900w SIP phones
6.4.0.2009	SIP 6.4 SP2	Aug 7th, 2024	6800,6900 & 6900w SIP phones
6.4.0.132	SIP 6.4	April 17 <sup>th</sup> , 2024	6800,6900 & 6900w SIP phones
6.3.0.3035	SIP 6.3 SP3	Nov 1 <sup>st</sup> , 2023	6800 and 6900 SIP phones
<b>6.3.3.57</b>	<b>SIP 6.3.3</b>	<b>Sep 29 ,2023</b>	<b>6900w Series of SIP phones</b>
6.3.0.2037	SIP 6.3 SP2	Jun 28 <sup>th</sup> , 2023	6800 and 6900 SIP phones
6.3.0.1020	SIP 6.3 SP1	Jan 13 <sup>th</sup> , 2023	6800 and 6900 SIP phones
<b>6.3.2.85</b>	<b>SIP 6.3.2</b>	<b>Mar 14 ,2023</b>	<b>6900w functionally now on par with 6900 SIP phone</b>
<b>6.3.1.1030</b>	<b>SIP 6.3.1 SP1</b>	<b>Oct 17 ,2022</b>	<b>Inaugural release of the Mitel 6940w SIP phone</b>
6.3.0.73	SIP 6.3	Sept 16 <sup>th</sup> , 2022	6800 and 6900 SIP phones
<b>6.3.1.132</b>	<b>SIP 6.3.1</b>	<b>Aug 31 ,2022</b>	<b>Inaugural release of the Mitel 6920w &amp; 6930w SIP phones</b>
6.2.0.1014	SIP 6.2 SP1	May 9 <sup>th</sup> , 2022	6800 and 6900 SIP phones
6.2.0.29	SIP 6.2	Mar 22 <sup>nd</sup> , 2022	6900 phones for RingCentral support <u>only</u>
6.1.0.1037	SIP 6.1 SP1	Jan 4 <sup>th</sup> , 2022	6800 and 6900 SIP phones
6.1.0.146	SIP 6.1	Nov 1 <sup>st</sup> , 2021	6800 and 6900 SIP phones
6.0.0.368	SIP 6.0	Apr 30 <sup>th</sup> , 2021	6800 and 6900 SIP phones
5.10.8012	SIP 5.1 Service Pack 8	Oct 4 <sup>th</sup> , 2021	6800 and 6900 SIP phones
5.1.0.7030	SIP 5.1 Service Pack 7	Feb 19 <sup>th</sup> , 2021	6800 and 6900 SIP phones
5.1.0.6044	SIP 5.1 Service Pack 6	Oct 15 <sup>th</sup> , 2020	6800 and 6900 SIP phones
5.1.0.5046	SIP 5.1 Service Pack 5	May 15 <sup>th</sup> , 2020	6800 and 6900 SIP phones
5.1.0.4040	SIP 5.1 Service Pack 4	Feb 12 <sup>th</sup> , 2020	6800 and 6900 SIP phones
5.1.0.3070	SIP 5.1 Service Pack 3	Nov 18 <sup>th</sup> , 2019	6800 and 6900 SIP phones
5.1.0.2040	SIP 5.1 Service Pack 2	May 3 <sup>rd</sup> , 2019	6800 and 6900 SIP phones
5.1.0.1024	SIP 5.1 Service Pack 1	Dec 7 <sup>th</sup> , 2018	6800 and 6900 SIP phones
5.1.0.227	SIP Release 5.1	Oct 19 <sup>th</sup> , 2018	6800 and 6900 SIP phones
5.0.0.2036	SIP 5.0 Service Pack 2	May 28 <sup>th</sup> , 2018	6800 and 6900 SIP phones
5.0.0.1018	SIP 5.0 Service Pack 1	Jan 31 <sup>st</sup> , 2018	6800 and 6900 SIP phones

Firmware Build	Release Name	Release Date	Comment
5.0.0.151	SIP Release 5.0	Jul 31 <sup>st</sup> 2017	Introduction of 6900 series SIP phones for Mitel Call Managers
4.5.0.39	SIP Release 4.5	Nov 30 <sup>th</sup> , 2017	For 6800 SIP Phones only
4.3.0.2036	SIP 4.3 Service Pack 2	May 19 <sup>th</sup> , 2017	For 6800 SIP Phones only
4.3.0.1041	SIP 4.3 Service Pack 1	Feb 2 ,2017	For 6800 SIP Phones only

## Product areas improved in this release

The following customer-reported issues were resolved in SIP Release 6.4 SP5

Tracking Number	Headline
DTP-78539	68xx/69xx SIP Phones - Unauthenticated File Upload
DTP-78530	call history numbers are listed twice
DTP-78526	Unauthenticated Command Injection Vulnerability found in 68xx/69xx SIP Phone
DTP-78252	No ring back tone played by 69xx for an external call
DTP-78190	RQST00001139347: SCA key in 69xx presents caller number while ringing. 68xx does not
DTP-78022	"collapsed softkey screen offset bottom" does not work as expected
DTP-77843	audio on headset and loudspeaker after call pickup

## Known product limitations

The following section describes key known product limitations for the 6800/6900 SIP Series of phones with SIP 6.4 SP5. Resolution is generally targeted for the next release.

Tracking Number	Headline
	<ul style="list-style-type: none"> <li>○ <i>Details</i></li> </ul>
	None
	<ul style="list-style-type: none"> <li>•</li> </ul>
	<ul style="list-style-type: none"> <li>•</li> </ul>