



Product Bulletin

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Firmware Maintenance Release 0604D9F and 0625C1B for Phase II IP Phones (2001, 2002 & 2004) and IP Phone 1140E Respectively

REVISION HISTORY

Date	Revision #	Summary of Changes
3-Feb-06	Original bulletin	This is the original publication
13-Feb-06	Rev1	MPLR21148 patch information

Introduction

Nortel* is pleased to announce the general availability of a maintenance release of firmware version 0604D9F for the Phase II IP Phone 2001, Phase II IP Phone 2002, Phase II IP and Phone 2004. Nortel is also pleased to announce the general availability of a maintenance release of firmware version 0625C1B for the IP Phone 1140E. These maintenance releases provide both enhancements for greater functionality as well as deliver general quality improvements.

Nortel recommends an upgrade to these maintenance releases of firmware for all applicable IP Phones and Call Servers at the earliest convenience. This maintenance release is being provided as a no charge update to all customers.

Enhancements

Disable PC port on the Phase II IP Phone 2001/2002/2004

In support of certain corporate security policy requests that there be no open Ethernet ports on their networks, the 0604D9F maintenance release now allows the PC port on the Phase II phones to be disabled. The default, consistent with existing operation, is that the PC port is enabled. This functionality already exists on the IP Phone 1140E.

To configure the PC Port settings on a Phase II IP Phone 2001/2002/2004:

1. Reset the phone by disconnecting and re-connecting power.
2. When the Nortel logo appears, press each of the four soft keys in sequence.
3. If no other configuration changes are required, press **OK** repeatedly until the “**PC Port? 1-ON 0-OFF**” option appears.
4. Press 1 to enable the PC Port or 0 to disable the PC Port.
5. Select **OK** to confirm the change.
6. Restart the IP Phone.

When the IP Phone is restarted, the firmware sets the PC Port status accordingly.

Use Cached IP Address (Phase II IP Phone 2001/2002/2004 only)

In support of requests to allow a phone, which has been configured to use DHCP, to remain in service in the event of a DHCP server failure (or loss of connection to the DHCP server) the 0604D9F maintenance release now allow the phone to use a cached IP address. **The use of a cached IP address, however, is not compliant to the DHCP specification.** The default setting is compliant with the DHCP specification resulting in service denial until connection to the DHCP server can be re-established. Only if Cached IP is enabled will the phone be more resilient in the event of broken communication to the DHCP server

To configure a Phase II IP Phone 2001/2002/2004 to use Cached IP Address:

1. Reset the phone by disconnecting and re-connecting power.
2. When the Nortel logo appears, press each of the four soft keys in sequence.
3. If no other configuration changes are required, press **OK** repeatedly until the “**Cached IP? 0-NO 1-YES**” option appears.
4. Press 0 (default) to not cache the IP address, or press 1 to cache the IP address.
5. Select **OK** to confirm the change.
6. Restart the IP Phone.

When the IP Phone is restarted, the firmware sets the Cached IP status accordingly.

Increase Default Ringer Volume (IP Phone 2001/2002/2004)

In the 0604D9F maintenance release, the default ringer volume on the Phase II has been raised to 2 bars from 1 bar. The IP Phone 1140E default ringer volume is already set to 2 bars.

Interworking with Citrix Application Gateway release 5.3.3 improvements (IP Phone 2001/2002/2004/1140E)

The 0604D9F and 0625C1B maintenance releases provide enhancements to the interworking with Citrix Application Gateway release 5.3.3. For more information on the capabilities introduced with Citrix Application Gateway 5.3.3 refer to Sales and Marketing Bulletin [SM-2005-0300-GLOBAL](#).

Information on the Citrix Application Gateway is also available on the Nortel Select Product external and channel web pages at www.nortel.com/citrix-pic and on Citrix's corporate web site at: <http://citrix.com/English/ps2/products/feature.asp?contentID=21017>

Local control enabling headsets feature Bluetooth wireless technology (IP Phone 1140E only)*

In addition to the TFTP-based option which was available with initial introduction of the IP Phone 1140E, the 0625C1B maintenance releases adds the capability to locally control whether or not wireless headsets featuring *Bluetooth* technology can be enabled.

To configure *Bluetooth* wireless technology on an IP Phone 1140E:

1. Double-press the **Services** key.
2. Press 3 on the dialpad to access the **Network Configuration** menu or use the Up/Down navigation keys to scroll and highlight the Network Configuration option.
3. Use the Right navigation key to navigate to the **Enable Bluetooth** combo box. The current setting is displayed.
4. Press **Enter** to start the edit mode.
5. Use the Up/Down navigation keys to scroll to and highlight the desired mode.
 - Auto – (default) *Bluetooth* wireless technology setting is received through TFTP configuration
 - Yes – *Bluetooth* wireless technology is enabled on the IP Phone 1140E
 - No – *Bluetooth* wireless technology is disabled on the IP Phone 1140E
6. Press **Enter** to select the mode and to close the list.
7. Press the **Apply&Reset** soft key to save the change and to restart the phone. The new mode takes affect when the IP Phone 1140E restarts.

For information on using a wireless headset featuring *Bluetooth* technology with the IP Phone 1140E, refer to the IP Phone 1140E User Guide.

Quality Improvements

These maintenance releases resolves the issues previously identified in:

- PAA-2005-0371-Global
- PAA-2005-0324-Global
- Technical Bulletin 2005006028
- Technical Bulletin 2005006300

Outstanding Known Issue

Although the 0604D9F firmware release greatly improves the overall quality of the Phase II IP Phone 2001, 2002 and 2004, this firmware release still includes an outstanding known issue:

Issue – In an environment where an SRG or Branch Office solution is deployed and the Phase II IP Phones are configured with Citrix XAS support, intermittently the Phase II IP Phones, after a reboot, will not complete registration with the SRG/Branch Office and the Main Office. The probability of a failed connection is random. Because of the random nature of the failure, one or more phone manual resets should bypass the issue. In the event that one experiences a high occurrence of this issue, the workaround is to take the Citrix XAS off-line, reset the phone(s), and then bring the Citrix XAS back on-line after the phone(s) reboots. A fix for this issue has been identified and is under development and will be made available as soon as possible.

IP Phone Compatibility

This maintenance release is compatible with the following IP Phones:

PEC	Description	Firmware file
NTDU90AA16	IP Phone 2001 (Ethergray) with Icon keycaps	0604D9F.bin
NTDU90BA16	IP Phone 2001 (Ethergray) with English Text label keycaps	0604D9F.bin
NTDU90AA70	IP Phone 2001 (Charcoal) with Icon keycaps	0604D9F.bin
NTDU90BA70	IP Phone 2001 (Charcoal) with English Text label keycaps	0604D9F.bin
NTDU90AB70	IP Phone 2001 (Charcoal with Bezel) with Icon keycaps	0604D9F.bin
NTDU90BB70	IP Phone 2001 (Charcoal with Bezel) with English Text label keycaps	0604D9F.bin
NTDU91AA16	IP Phone 2002 (Ethergray) with Icon keycaps	0604D9F.bin
NTDU91BA16	IP Phone 2002 (Ethergray) with English Text label keycaps	0604D9F.bin
NTDU91AA70	IP Phone 2002 (Charcoal) with Icon keycaps	0604D9F.bin
NTDU91BA70	IP Phone 2002 (Charcoal) with English Text label keycaps	0604D9F.bin
NTDU91AB70	IP Phone 2002 (Charcoal with Bezel) with Icon keycaps	0604D9F.bin
NTDU91BB70	IP Phone 2002 (Charcoal with Bezel) with English Text label keycaps	0604D9F.bin
NTDU92AA16	IP Phone 2004 (Ethergray) with Icon keycaps	0604D9F.bin
NTDU92BA16	IP Phone 2004 (Ethergray) with English Text label keycaps	0604D9F.bin
NTDU92AA70	IP Phone 2004 (Charcoal) with Icon keycaps	0604D9F.bin
NTDU92BA70	IP Phone 2004 (Charcoal) with English Text label keycaps	0604D9F.bin
NTDU92AB70	IP Phone 2004 (Charcoal with Bezel) with Icon keycaps	0604D9F.bin
NTDU92BB70	IP Phone 2004 (Charcoal with Bezel) with English Text label keycaps	0604D9F.bin
NTYS05AA	IP Phone 1140E Graphite with Icon Keycaps	0625C1B.bin
NTYS05BA	IP Phone 1140E Graphite with English keycaps	0625C1B.bin

IP Phone 2004 (NTEX00), Phase 1 IP Phone 2002 (NTDU76), and Phase 1 IP Phone 2004 (NTDU82) cannot load these maintenance releases.

Call Server Compatibility and Requirements

This maintenance release is compatible with the following Nortel Call Servers:

Call Server	Notes / Advisements
CS 1000 4.5 - X21 4.50W - IP Line 4.50.75 or later - SS 4.50.75 or later	<p><i>Nortel recommends an upgrade to these maintenance releases at the earliest opportunity.</i></p> <p>The Communication Server 1000 Currency File has been modified to include these maintenance releases. For details on using Element Manager to download the maintenance releases and upgrade the IP Phones, refer to NTP 553-3001-365.</p>
CS 1000 4.0 - X21 4.00T - IP Line 4.00.31 or later - SS 4.00.31 or later	<p><i>Nortel recommends an upgrade to these maintenance releases at the earliest opportunity.</i></p>
Succession Enterprise 3.0 - X21 3.00 - IP Line 3.10.81 or later - SS 2.10.81 or later	<p><i>Nortel recommends an upgrade to these maintenance releases at the earliest opportunity.</i></p>
Meridian 1 25.40B	<p><i>Nortel recommends an upgrade to the 0604D9F maintenance release on the Phase II IP Phone 2002 and Phase II IP Phone 2004 at the earliest opportunity.</i></p> <p>The Phase II IP Phone 2001 and IP Phone 1140E are not supported on this platform.</p>
SRG 200/400 1.0 (BCM 3.7 based)	<p><i>Nortel recommends an upgrade to the 0604D9F maintenance release at the earliest opportunity.</i></p> <p>A patch is required on the SRG 1.0 system to upgrade the Phase II IP Phone firmware to 0604D9F. The patch is available at the www.nortel.com/support web site in the SRG 1.0 section.</p> <p>Firmware release 0604D9F includes a known issue with the SRG where the Phase II IP Phones are configured with Citrix XAS support. See <i>Outstanding Know Issue</i> section above for more details.</p> <p>The IP Phone 1140E is not yet supported on this platform.</p>

SRG 50 1.0	<p><i>Nortel recommends an upgrade to the 0604D9F maintenance release at the earliest opportunity.</i></p> <p>If the “Main” is Communication Server 1000 release 4.5, no patch is necessary to upgrade the Phase II IP Phone firmware to 0604D9F. But if the “Main” is Communication Server 1000 release 3.0 or 4.0, a patch is required on the “Main” to allow the SRG50 to upgrade the Phase II IP Phone firmware to 0604D9F. The patch is MPLR21148 and is available on the Meridian PEP library.</p> <p>Firmware release 0604D9F includes a known issue with the SRG 50 where the Phase II IP Phones are configured with Citrix XAS support. See <i>Outstanding Know Issue</i> section above for more details.</p> <p>The IP Phone 1140E is not yet supported on this platform.</p>
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Firmware Download Instructions

To download the file from the Nortel web site, follow these instructions:

Note: You will need to log in to complete the steps below.

1. Access the www.nortel.com/support web site.
2. Select “**A-Z**” from the “**Find Products**” section.
3. Select “**I**” in the Products A-Z section.
4. For IP Phone 2001/2002/2004 firmware, scroll to “**IP Phone 2001**” and select “**Software**”. Select the “**IP Phone 2001/2002/2004 version D9F Firmware (Phase 2 sets only)**” link and download the file.
5. For IP Phone 1140E firmware, after step 3 scroll to “**IP Phone 1140E**” and select “**Software**”. Select the “**IP Phone 1140E Firmware Release 0625C1B**” link and download the file.
6. Refer to the applicable NTP for instructions on loading the firmware on the IP Phones.

For Communication Server 1000 release 4.5, the Currency File has been modified to include these maintenance releases. For details on using Element Manager to download the maintenance releases and upgrade the IP Phones, refer to NTP 553-3001-365

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