

Software Build Notice

Mitel Connect ONSITE Mobility Router Software Version
9.6.2307.112

September 5th, 2023

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OVERVIEW

Mitel Connect Mobility Router Software 9.6.2307.112 is a released build of software that is now available for download.

NOTE: If you are running build 9.6.2307.112 in conjunctions with 19.3 SP3 HF1 or 19.3 SP3 HF2 you will need to install the following patch on the PBX [Partner link](#) [Customer link](#).

The Build Notice provides supplemental information to the current Mitel Connect Mobility documentation suite and other essential information to ensure a successful migration, upgrade or new installation.

NEW FOR MITEL CONNECT MOBILITY (ALL BUILDS)

- SCA-2902 - Support codec G722
- Adding configuration to registration with device
- CMR – DECT phone support
- CMR – NEW CMR UI replacing the Adobe flash with angular js.
- Support TLS 1.2 in CMR

NEW PHASED FEATURES FOR CONNECT MOBILITY

Connect Mobility Features	Minimum build supported
Mobility iOS 9.3.1/9.3.0 support & additional device support	CMR 9.0.82.119.0
Mobility logging improvements	CMR 9.0.82.119.0
Support for wildcard certificates	CMR 9.0.82.119.0

NEW DEVICES

- Supported devices are listed in the Platform Support Guide.

NO LONGER SUPPORTED

- Mobility –Blackberry Mobility Clients
- Video interop between the Mitel Connect Mobility Client (CMC) and Mitel Connect Desktop Client
- Third-Party PBXs
- Third-Party Instant Messaging and Unified Communication systems
- G729b and AMR Codecs

UPGRADE INFORMATION

IMPORTANT TIPS

1. Refer to the Upgrade ShoreTel Mobility section of the Mitel Connect ONSITE Migration Notes for detailed information about preparing for and migrating to Mitel Connect Mobility.
2. Certificates are a key part of the improvements to the security architecture for Connect. If the certificates are not installed properly it may adversely impact your Mitel System. Depending on your customer's needs, Certificates may need to be ordered in advance of the migration. Review the Certificate procedures in Mitel's Technical documentation and listen to Webinars (found by searching on Certificates and Tech Talks):
3. Mobility 9.0 clients are compatible the Mobility Router 8.0 and later. In order to ensure full feature functionality, we recommend using the latest Client and Router versions.
4. Mitel Connect Mobility Router (CMR) 9.0 is only compatible with Mobility Mitel Connect Mobility Clients (CMC) 9.0.
5. Within CMR 9.0 local users are no longer supported. Local users will need to be changed to external users after the migration. Other changes are required as well as documented in the Mitel Connect ONSITE Migration Notes (see link above).
6. To ensure users can successfully re-provision existing devices, administrators should verify that "Prevent users from changing devices by re-provisioning" is unchecked on the Mitel Connect Mobility Router (CMR). This setting is available via Configuration > Groups and Users > Groups > User Options > Provisioning.

UPGRADE PATHS

Supported Server and Client upgrade paths are:

- CMR 7.1 (all GA builds) > Mitel Connect Mobility Router 9.0
- CMR 8.x (all GA builds) > Mitel Connect Mobility Router 9.0
- CMC 8.x (all GA builds) > Mitel Connect Mobility Clients 9.0

UPGRADE INSTRUCTIONS

MOBILITY ROUTER INSTALL/UPGRADE

Details of the Mobility Router Install/Upgrade can be found in the Mitel Connect Mobility Router Administrator's Guide.

CLIENT INSTALL/UPGRADE

iOS

Download and install/upgrade the latest client from the iTunes AppStore by accessing the following link.

<http://itunes.apple.com/us/app/shoretel-roamanywhere-client/id479054518?mt=8>

Documentation for the iOS client (including installation) can be accessed from the Mitel Connect for iPhone & iPad User Guides.

ANDROID

Download and install/upgrade the latest client from the Google Play Store by accessing the following link.

<https://play.google.com/store/apps/details?id=com.shoretel.RADialer>

Documentation for the Android client (including installation) can be accessed from the Mitel Connect for Android User Guide.

SOFTWARE AND FIRMWARE VERSIONS

The following are the latest builds released tested with CMR build 9.6.2307.112. To use the latest Mobility 9.0 features, the client and CMR need to be at or greater than the builds below.

CMR Version:	9.6.2307.112
Android Client (Connect App) Version	10.11.2304.109
iOS Client (Connect App) Version	10.11.2304.111

TIPS & TRICKS

GENERAL

- 9.5.1712.481 CMR build and higher come with default TLS version, set to 1.0. However, if customers/partners are concerned about the TLS security, they can change the TLS version to 1.1 or 1.2, by changing the RAST configuration in the CMR Admin Portal as follows:
- Configuration->System->Networking->Remote Access->Protocol->TLS/TCP->Min TLS version
- Video interop between the Mitel Connect Mobility Client (CMC) and the Mitel Connect Desktop Client is not supported.
- iOS Native Cell Calls – Due to the nature of the iOS design from Apple CMC incoming cellular calls will put active CMC VoIP calls on hold without warning. However, on the new Mitel Connect for Mobile App, this limitation is fixed.
- Handover Wi-Fi/Cell – Typically takes up to 6 seconds to handover and silence may be experienced at this time. NOTE: On the new Mitel Connect for Mobile App, Automatic Handover is turned off, by default. This setting can be found at Settings -> VoIP Settings -> Automatic Handover.
- Video - When a video call reverts back to an audio call transfer is no longer available (ENG-131509).
- ENG-411836 – Mitel Connect Mobility Client (CMC) does not update presence (busy, meeting, etc.) for clients with enhanced mobility.
 - Current Behavior: - User A (configured with enhanced mobility) gets and answers call on CMC. User A's buddies or other enterprise contacts show him in an "AVAILABLE" status and do not see him actively on a call.
 - Desk phone and Connect Client do not show "BUSY" when User A is on a call.
 - The Call Handling Mode (CHM) always shows available so other contact, users or buddies always see User A's status as available and do not know User A is on a call.

TO CAPTURE CLIENT LOGS

Client:

1. Go to Settings ->Advanced -> Troubleshooting (on old Mitel Mobility Client) OR Go to Settings -> Troubleshooting -> Logging (on new Mitel Connect Client)
2. Enable SIP logging (may restart the client)
3. Choose clear logs

Replicate the reported issue, once you are done

4. Go to Settings ->Advanced -> Troubleshooting OR Press 0123# Call (on old iOS Mitel Mobility Client) or Go to Settings -> Troubleshooting -> Logging (on new iOS Mitel Connect Client) (NOTE: 0123# does NOT work on new Mitel Connect Client on iOS)
5. Choose upload or email log. Give it any name you like.

Mobility Router (for uploaded logs):

1. Go to Troubleshooting>Client Log.
2. Select the log you just uploaded, save it, and send it to Mitel

vCMR (SUPPORTED SINCE MOBILITY 8.0)

The latest .ova file to install the vCMR download links can be found on the Mitel Support Website. **The vCMR cannot be put into service without the appropriate licenses.**

- New vCMR Customers - Order the licenses through your normal ordering channels.
- Migrations from Physical CMR – Email your request to Licensekeyrequest@shoretel.com. After migrating you will no longer be authorized to use your physical CMR.
- Changing the MAC Address- The license you will receive from Mitel will include the license keys and a MAC address. Change the MAC address of the VM using the procedure contained in the “Mitel Virtual Mobility Router Deployment Guide” that can also be found on the Mitel Support site.

KNOWN ISSUES

KNOWN DEFECTS NOT RESOLVED

Here are some known issues affecting CMR 9.6.2304.102

Defect Number	Description	Workaround
MIVC-5464	Mobility OVA Cannot be Deployed in VMware	Deploy the OVA from 9.6.2105.105 and perform an in place upgrade from the GUI

DEFECTS RESOLVED

Reference: Search for RESOLVED ISSUES on the support site at: <https://miaccess.mitel.com/>.