Release Bulletin

Software version VS-IS 9.6.3.0

To : All Zenitel Offices & Partners

17 Nov 2026

Release of VS-IS 9.6.3.0

Zenitel is pleased to announce the release of **VS-IS 9.6.3.0.** The package contains the following software and firmware:

Firmware image	Category	Devices
VSFF8-9.6.3.0	Video intercoms	TKIV+ / TCIV+ / TMIV+ / TEIV+ / ZSD
VSFF6-9.6.3.0	Desktop/operator stations	IPDM-V2 / CRM-V-2 / IP-CROR
VSFT-9.6.3.1	Audio intercoms and amplifiers	TCIS / TMIS / TFIE / TFIX-V2 / IPHDT / TKIS / TKIE / ECPIR / EAPII / EAPFX / VR3G / ENA / IP-LCM / EINS / IPVRS
VSFF8MP-9.6.3.0	Display stations	ZMK-1 / ZDD-1
VSFF8MN-9.6.3.0	IP speakers and speaker kits	ZIPS
Zenitel IMT 3.14.3.0	Intercom Management Tool (IMT)	

Highlights

Cisco Webex Calling Support (SIP Mode)

Introduces SIP interoperability enhancements for integration with Cisco Webex Calling.

New Product Support: ZIPS Audio Kits

Introduces firmware support for the new Zenitel Indoor IP Speaker Kit (ZIPS-K) and Outdoor IP Speaker Kit (ZIPS-KOE).

Audio & Acoustic Improvements

General audio and acoustic enhancements across supported intercom and speaker devices to improve voice clarity and performance.

Handset Tone Test on IP Heavy Duty Phones (IPHDT)

General audio and acoustic enhancements across supported intercom and speaker devices to improve voice clarity and performance.

Cybersecurity Enhancements

Includes security hardening measures and fixes for identified vulnerabilities. For further information, refer to the release notes and Zenitel Security Advisories.

Deprecation Notice: Legacy ENA Amplifiers

VS-IS 9.6.3.0 is the final supported firmware release for legacy amplifiers ENA2100-AC (Item No. 1023102100) and ENA2200 (Item No. 1023102200).

Availability / Download

VS-IS 9.6.3.0 is now available on Zenitel Wiki: https://wiki.zenitel.com. Please refer to the "**Release Notes**" and "**Downloads**" sections for detailed information and access to all relevant software packages.

Device software compatibility

VS-IS 9.6.3.0 is compatible with **ICX-AlphaCom**, **IC-Edge** and **SIP** modes. Device configuration and firmware upgrades are supported through Zenitel **Intercom Management Tool (IMT)** version 3.14.3.0.

For devices operating with **Zenitel Connect**, use VS-IS firmware **version 10.0** or later, found on Zenitel Connect Firmware Download page. Firmware version 10.x is not compatible with ICX-AlphaCom, IC-EDGE or standalone SIP operation.

Practical information

As updates may be released at any time, we recommend regularly checking the Wiki to ensure you are using the latest available version. To download software, a valid username and password are required.

If you do not have an account, click on the "**Downloads**" icon on the Wiki main page, click "**Request one here**", and complete the request form.

Please use your company email address when submitting the form. Requests submitted using free email services (such as Gmail, Hotmail, or Yahoo) will not be approved.

Feedback & Support

If you have any questions related to this bulletin, please contact your local Zenitel sales representative. We look forward to further developing our cooperation and are grateful for your continued business and support.

Zenitel Group

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