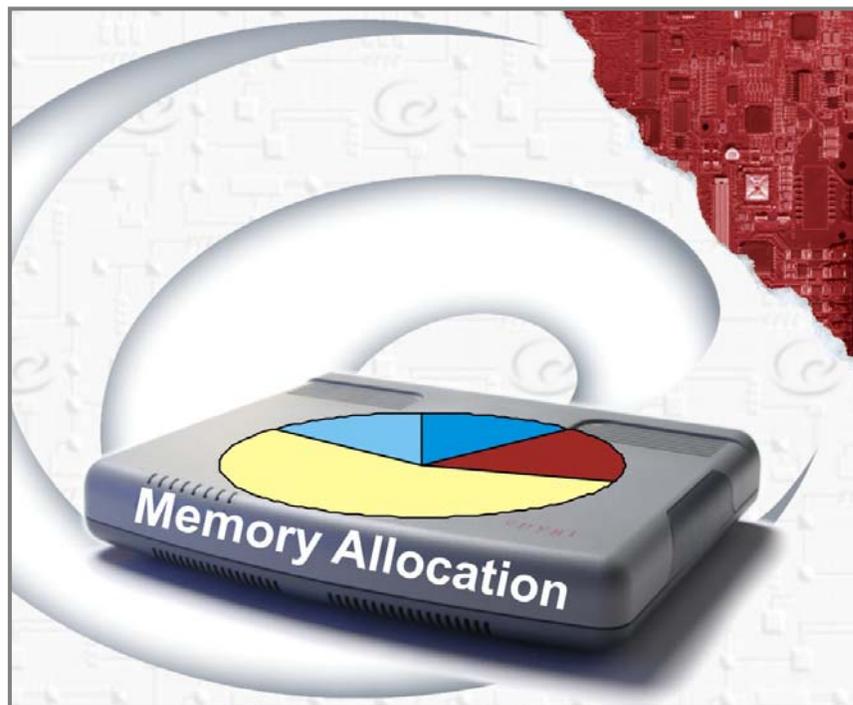

Memory Management on Quadro IP PBXs



Revision: 2.1

Abstract: This document provides information on memory management of Quadro IP PBXs.

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Document Revision History

Revision	Date	Description	Applicable to SW	Applicable to models
1.0	25-Dec-06	Initial release	4.0.x	IP PBXs
2.0	12-Oct-07	Updated for SW 4.1.x Info on memory sizes of Quadro IP PBXs with new hardware added Values in table 1 and 2 corrected	4.1.x	IP PBXs
2.1	05-Dec-07	Edits	4.1.x	IP PBXs

1 Introduction

This document provides information on memory size and memory allocation of Quadro IP PBXs. It specifically describes the total storage space available on the Quadro2x, Quadro4x, and Quadro16x models and the default distribution of storage among extensions on these models. A scheme is provided to estimate an amount of space required for storing custom system messages of a given duration.

2 Assumptions

The following assumptions are made in this document:

- SW 4.1.x is running on the Quadro IP PBX.
- No language pack is installed on the Quadro. The use of a language pack reduces the total space by about 2-4 MB depending on the language.

Except for Section [6](#), other sections will additionally assume that no USB flash drive is installed on the Quadro.

3 Total Memory Sizes on Quadro IP PBXs

The total memory size of a Quadro IP PBX varies depending on the Quadro model, hardware and software versions. The hardware version of a Quadro is found on the label attached to the unit.

[Table 1](#) lists the total memory size available on basic models of a Quadro IP PBX with different hardware versions.

Table 1 Total Memory Sizes

IP PBX Model	Hardware version	Memory Size in Megabytes (MB)
Quadro2x	SASY-MICRO-0101-0002	41 MB
	SASY-MICRO-0101-0001	10 MB
Quadro4x/ Quadro16x	SASY-SOHO-0103-xxxx	38 MB
	SASY-SOHO-0102-0100	7.2 MB

The total memory size of a Quadro IP PBX can be viewed on the **System→Status→Memory Status** page (see Figure 1). The size displayed on this page is expressed in time units and is calculated using a specific codec selected on the **Telephony→Voice Mail Common Settings** page (see Figure 2).

The screenshot shows the 'Quadro Status - Memory Status' page. At the top, there is a navigation menu with 'Main', 'System', 'Users', 'Telephony', 'Internet Uplink', and 'Network'. The 'System' menu item is highlighted. The Epygi logo and 'TQuadro268' are in the top right corner, with a refresh interval of 572 seconds. The main title is 'Quadro Status - Memory Status'. Below it, a 'General Information' section shows 'Memory size: 2 hour 5 min 23 sec'. A table displays memory usage for various system components. A 'Call Statistics' section shows '0 record(s)'. There are 'Back' and 'Help' buttons at the bottom. The footer contains the copyright notice: 'Copyright (C) 2007 Epygi Technologies, Ltd. All rights reserved.'

User Space for Extension	Voice Mailbox	System Messages	Free Space	Total Space
System memory	0 sec	0 sec	25 min 4 sec	25 min 4 sec
00	0 sec	0 sec	1 min 15 sec	1 min 15 sec
90	0 sec	0 sec	15 min 2 sec	15 min 2 sec
11	0 sec	0 sec	1 min 15 sec	1 min 15 sec
12	0 sec	0 sec	1 min 15 sec	1 min 15 sec
13	0 sec	0 sec	1 min 15 sec	1 min 15 sec
14	0 sec	0 sec	1 min 15 sec	1 min 15 sec
99	0 sec	0 sec	0 sec	0 sec
	0 sec	0 sec	2 hour 2 min 36 sec	2 hour 2 min 36 sec

Figure 1 Viewing the Memory Status

The screenshot shows the 'Voice Mail Common Settings' page. The navigation menu includes 'Main', 'System', 'Users', 'Telephony', 'Internet Uplink', and 'LAN Services'. The 'System' menu item is highlighted. The Epygi logo and 'TQuadro268' are in the top right corner. The main title is 'Voice Mail Common Settings'. Under 'Recording Codec', a dropdown menu is set to 'G.729a (CS-ACELP speech coding at 8 kbit/s rate)'. Under 'Memory Allocation', there are two radio buttons: 'Embedded Memory Storage' (which is selected) and 'External USB Flash'. There are 'Save', 'Back', and 'Help' buttons at the bottom. The footer contains the copyright notice: 'Copyright (C) 2006 Epygi Technologies, Ltd. All rights reserved.'

Figure 2 Selecting the voice mail recording codec

[Table 2](#) summarizes the memory sizes on basic Quadro IP PBX models expressed in time units for different recording codecs. Note that codecs providing a higher rate of compression increase the storage size in terms of time.

Table 2 Memory sizes in time units for different recording codecs

Quadro Model Recording codec	Quadro2x		Quadro4x / Quadro16x	
	SASY-MICRO-0101-0001	SASY-MICRO-0101-0002	SASY-SOHO-0102-0001	SASY-SOHO-0103-xxxx
G.711u	22 min	1 hr 15 min	15 min	1 hr 15 min
G.711a	22 min	1 hr 15 min	15 min	1 hr 15 min
G.726-16	1 hr 30 min	5hr	1 hr	5 hr
G.726-24	1 hr	3hr 30 min	40 min	3 hr 15 min
G.726-32	45 min	2 hr 30 min	30 min	2 hr 30 min
G.726-40	35 min	2 hr	25 min	2 hr
G.729a	3 hr	10 hr 15 min	2 hr	10 hr
iLBC	1 hr 45 min	6 hr 15 min	1 hr 15 min	6 hr

4 Memory Allocation on a Quadro IP PBX

By default, the Quadro IP PBX assigns a certain default percentage of the total memory to all extensions: user extensions and auto attendants. For user extensions, this is shared memory to be used for storing the user’s voice mails and custom voice messages.

Table 3 lists the default distribution of the total memory among user extensions and the default auto attendant on basic models of a Quadro IP PBX. The **System memory** is used for storing universal extension recordings (see Section 5.4).

Table 3 Default distribution of memory on basic models of Quadro IP PBXs

Quadro Model	Memory size as a percentage of the total memory			
	Extension		Attendant	System memory
	Onboard	IP line		
Quadro2x	5%		1%	1%
Quadro4x	1%		1%	1%
Quadro16x	2%	1%	1%	1%

The administrator can manually modify the default memory size allocated for an extension. This is done from the **Users→Extensions Management→Edit Entry** page (see Figure 3). The maximum value in the **Percentage of System Memory** drop-down list on this page equals the maximum free space currently available on the Quadro IP PBX.

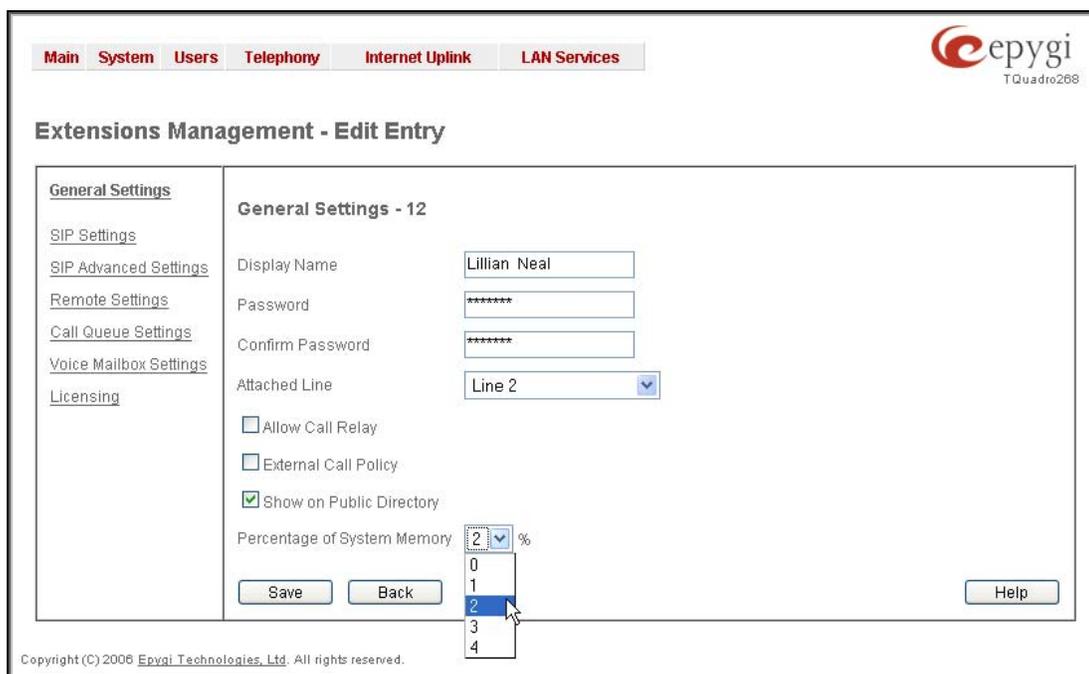


Figure 3 Modifying the default memory size

The memory size in time units corresponding to the assigned percentage can also be viewed on the **System**→**Status**→**Memory Status** page (see Figure 1, the **Total Space** parameter for an extension).

Please note: The memory size displayed on the **Memory Status** page is calculated according to the selected voice mail recording codec (see Figure 2), which is set to G.729a by default. Custom system messages are recorded using the PCMU (G.711u) codec (see Section 5.2). Therefore, to estimate the duration corresponding to an assigned percentage of memory using the PCMU codec, first change the recording codec to PCMU (see Figure 4).

Quadro Status - Memory Status

Memory size: 15 min 40 sec

User Space for Extension	Voice Mailbox	System Messages	Free Space	Total Space
System memory	0 sec	0 sec	25 min 4 sec	25 min 4 sec
00	0 sec	0 sec	1 min 15 sec	1 min 15 sec
90	0 sec	0 sec	15 min 2 sec	15 min 2 sec
11	0 sec	0 sec	1 min 15 sec	1 min 15 sec
12	0 sec	0 sec	1 min 15 sec	1 min 15 sec
13	0 sec	0 sec	1 min 15 sec	1 min 15 sec
14	0 sec	0 sec	1 min 15 sec	1 min 15 sec
99	0 sec	0 sec	0 sec	0 sec
	0 sec	0 sec	2 hour 2 min 36 sec	2 hour 2 min 36 sec

Call Statistics: 0 record(s)

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Figure 4 Memory sizes calculated with the G.711u codec

5 Custom System Messages

The complete list of system messages that can be changed to a user-defined (custom) message is provided in [Table 4](#).

The Voice Mail Greeting, Incoming Blocking, Outgoing Blocking, Out of Office messages and Extension User's Name can be recorded directly from the phone handset or uploaded from the Quadro web management. The Hold Music, Call Queue Welcome, Call Queue and New Voice Message Notification messages can be uploaded from the web management only. To ensure an acceptable quality, it is recommended to upload previously recorded voice messages, rather than recording them from the handset. For more information about uploading custom voice messages, please refer to the Quadro IP PBX manuals and online help.

Table 4 The list of custom voice messages

Messages	Description
Voice Mail Greeting	Played to callers that reach the extension's VM.
Incoming Blocking Message	Played to callers that call from numbers blocked by the extension user.
Outgoing Blocking Message	Played to the extension user when they dial a number that has been blocked by the administrator.
Extension User's Name	Played in the Extensions Directory.
Out of Office Message	Played to callers that call an extension with the Out of Office feature enabled.
Hold Music	Played to parties on hold.
Call Queue Welcome Message	Played to callers joining the extension's call queue.
Call Queue Message	Played to callers in the queue.
New Voice Message Notification	Informs about the receipt of a new voice mail message.

5.1 Limitation on Message Durations

All the custom voice messages, except the hold music, are limited to 5 minutes in duration. The duration of the hold music is limited to the maximum space available for an extension.

Please note: There is a general limitation when uploading custom voice messages. The maximum size of an uploaded file is limited to 7.5 MB.

5.2 Requirements on the Format

All custom voice messages on a Quadro IP PBX must comply with the following requirements to be accepted by the Quadro:

- **File format** - The name of the file format varies depending on the tool used for recording a message. In Cool Edit Pro or Adobe Audition, for example, the required format is called *A/mu Law Wave*. In Windows Sound Recorder it is called *CCITT* (see the next paragraph below).
- **Sample Rate** – 8000
- **Resolution** – 16 bit
- **Channels** – mono

The following instructions describe how to record a custom system message using Windows Sound Recorder:

1. Go to Start→Programs→Accessories→Entertainment→Sound Recorder.
2. Use a microphone or headset to record a message or open an existing recording to change it to the required format.
3. Once recording is complete, click on File→Save As.
4. Use the **Change** button below **Save as type** to change the **Format** to *CCITT A-Law*, and the attributes to *8,000 Hz; 8/16 Bit; Mono*.
5. Save the file locally on your PC to upload it later to the Quadro.

5.3 Computing the Required Percentage of Space

To estimate the percentage of total space required for storing custom system messages of a given duration (for example, 3 minutes), follow these steps:

1. Multiply the desired duration expressed in minutes by 480 KB. This is the space required to store a one-minute recording using the PCMU codec:

$$3 \times 480 \text{ KB} = 1,440 \text{ KB} \sim 1.4 \text{ MB.}$$

2. Calculate what percentage of the total memory the required space takes. For example, on the Quadro16x with hardware version SASY-SOHO-0103-xxxx, the required percentage for a 3-minute custom system message will be the following:

$$(1.4 \text{ MB} / 38 \text{ MB}) \times 100 \% \sim 4 \%$$

If the user also needs additional space for voice mail, compute the required percentage in the following way:

3. Divide the desired duration for voice mail by the total space on the Quadro expressed in minutes and multiply the result by 100. For example, on the Quadro16x, the required percentage for a 4-minute voice mailbox will be computed as follows (assuming that the G.729 is used as the recording codec):

$$(4 / 600) \times 100\% \sim 1 \%$$

Therefore, to allow the user to store a 3-minute custom system message and a 4-minute voice mailbox, the administrator should assign at least 5% of the total space to the extension. If this value is not listed in the **Percentage of System Memory** drop-down list, the administrator should free some space on the system, for example, by reducing the storage allocated for other extensions.

[Table 5](#) summarizes the memory sizes in MB and the corresponding percentage of the total memory required to store custom hold music of 1 to 12 min durations on the Quadro16x.

Table 5 Memory Size for recorded Hold music

Duration of custom hold music in minutes	Approximate memory size in MB	Approximate percentage of memory on Quadro16x
1	0.5 MB	2 %
2	1 MB	3 %
3	1.5 MB	4 %
4	2 MB	6 %
5	2.5 MB	7 %
6	3 MB	8 %
7	3.5 MB	10 %
8	4 MB	11 %
9	4.5 MB	12 %
10	5 MB	14 %
11	5.5 MB	15 %
12	6 MB	16 %

5.4 Universal Extension Recordings

Universal extension recordings are intended to replace the default system messages for all extensions on the Quadro IP PBX. Once uploaded, they are used on all extensions unless the extension user uploads/records their own custom system message(s).

The list of default system messages, and thus the universal extension recordings, coincides with the list given in [Table 4](#). The exception is the Extension User's Name recording that is specific to each extension.

To replace any default system message with a universal extension recording, follow these steps:

1. Open the **Users→Extensions Management** page.
2. Click on the **Upload Universal Extension Recordings** link (see Figure 5).
3. On the **Upload Universal Extension Recordings** page, click the appropriate **Upload** link to replace the corresponding default system message (see Figure 6).

The **Percentage of System Memory** setting on this page indicates the total space allocated for storing the above-listed messages.

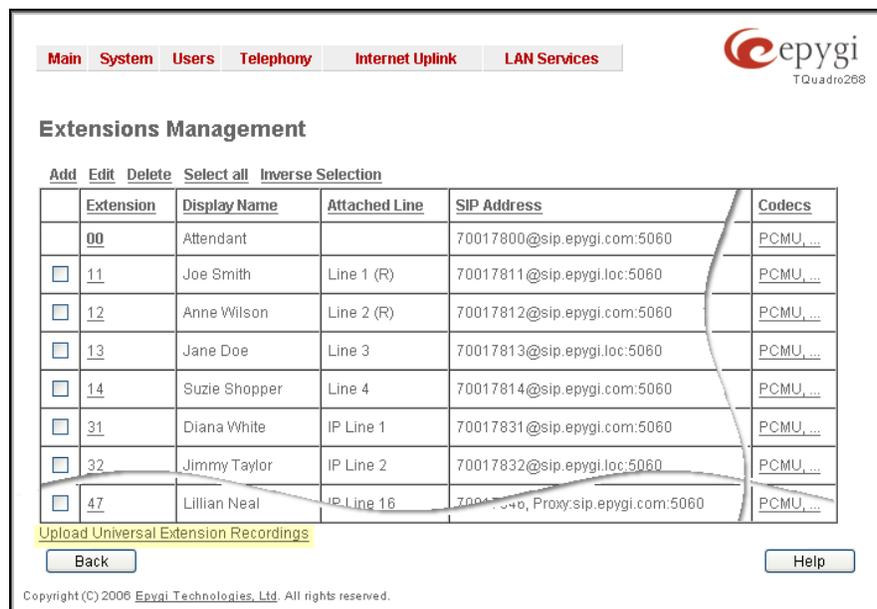


Figure 5 Opening the Upload Universal Extension Recordings page

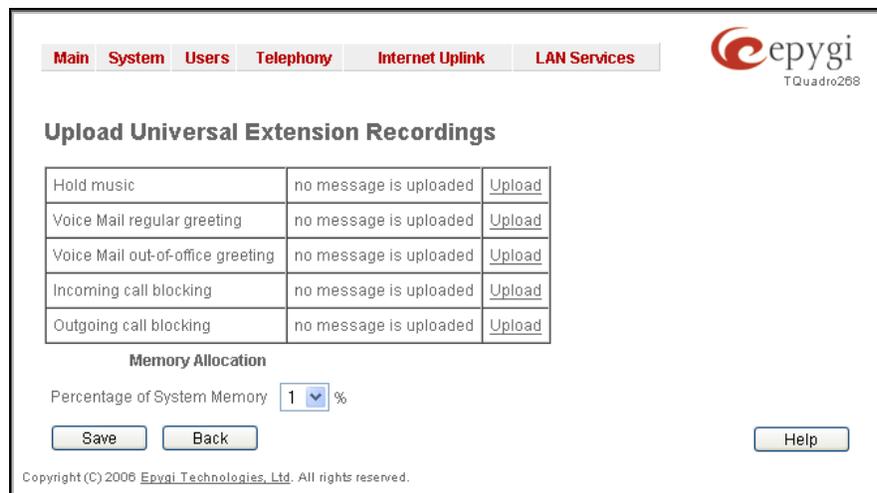


Figure 6 Uploading universal extension recordings

6 Increasing Quadro's Memory with a USB Flash Drive

Please note: This section applies only to Quadro 4x and 16x models.

By default, all voice data on the Quadro is stored on the system embedded memory. The voice data includes universal extension recordings, custom system messages used on auto attendants and extensions as well as the voice mails of extensions. If the size of the embedded memory is insufficient to hold the needed amount of voice data, the administrator may install a USB flash drive and configure the Quadro to use it.

The following step-by-step instructions describe how to install a USB flash drive on a Quadro:

1. Insert the USB flash drive into the USB port on the rear panel of the Quadro.
2. Open the **Telephony**→**Voice Mail Common Settings** page and select the **External USB Flash** checkbox (see Figure 2).
3. Click on **Save**.
4. Click on **"yes"** when asked for the USB flash drive formatting.

As a result of formatting, the Quadro will do the following:

1. Erase all data on the drive and create the file structure of the Quadro extensions on it.
2. Copy all voice data from the embedded memory to the drive.

The first step, formatting the drive without copying the voice data, can also be executed by pressing the **Clear USB Flash** button.

Once a USB flash drive is formatted, the Quadro will automatically mount the drive each time it is plugged in again with no request for formatting.

To switch over to the embedded memory again, first un-mount the drive and then unplug it. Removing the drive without un-mounting it first may result in corrupting the voice data stored on the USB flash drive. To un-mount the drive, select the **Embedded Memory Storage** on the **Voice Mail Common Settings** page and click on **Save**. Once the Quadro starts using the embedded memory again, it will restore the voice data available at the time the USB flash drive was installed.