Release Notes for QX2000 6.2.18, Edition 1

1 Introduction

This Release Notes describes hardware and firmware requirements to use with the

QX2000 firmware 6.2.18 Date: July 17, 2018

Additional enhancements, bug fixes and known issues incorporated in this firmware will be listed as known.

Date: July 17, 2018

2 Requirements

2.1 Hardware Requirements

- The firmware (FW) can be used on QX2000 model only.
- The model name is shown on the front panel of the unit.

2.2 Firmware Requirements

Attention: The firmware upgrade to **6.2.18** can **ONLY** be done from 6.0.2 and higher versions.

2.3 Supported IP Phones

Listed below are the Epygi Supported IP phones with the corresponding software (firmware) versions that are tested and recommended for use with QX2000 FW 6.2.18.

Note:

- The **Auto Configuration** and **PnP** services are described in detail in the Configuring Epygi Supported IP Phones with QX IP PBXs guide.
- Any known issues and limitations regarding the usage of the QX2000 FW 6.2.18 telephony services and features for each IP phone described in detail in the QX IP PBX Features on Epygi Supported IP Phones guide.

Vendor	Model	SW/FW Version	PnP		Auto Configuration
			PnP (Multicast)	Assisted PnP (DHCP options 66/67)	
Akuvox	R15(P)	15.0.5.235	Yes	Yes	Yes
Akuvox	SP-R53(P)	53.0.6.115	Yes	Yes	Yes
Alcatel	IP2015 (IP15)	1.0.7A-0	No	No	Yes
Alcatel	Temporis IP100	1.0.6A-0	No	No	Yes
Alcatel	Temporis IP150	1.0.6A-0	No	No	Yes
Alcatel	Temporis IP200	13.60.0.89	Yes	Yes	Yes
Alcatel	Temporis IP300	1.0.7B-0	No	No	Yes
Alcatel	Temporis IP600	14.60.0.89	Yes	Yes	Yes
Alcatel	Temporis IP700G	1.0.7A-0	No	No	Yes
Alcatel	Temporis IP800	15.60.0.89	Yes	Yes	Yes
AudioCodes	310HD	1.6.0_build_37	No	No	Yes
AudioCodes	320HD	1.6.0_build_37	No	No	Yes
Cisco	SPA303	7.4.9c	No	Yes	Yes
Cisco	SPA501G	7.4.9c	No	Yes	Yes
Cisco	SPA509G	7.4.9c	No	Yes	Yes
Cisco	SPA525G2	7.4.9c	No	Yes	Yes
Fanvil	C58/C58P	2.3.233.129	No	Yes	Yes
Fanvil	C62/C62P	2.3.235.128	No	Yes	Yes
Fanvil	C400	11.20.12.2.B	No	Yes	Yes
Fanvil	C600	11.20.12.2.B	No	Yes	Yes

Vendor	Model	SW/FW Version	PnP		Auto Configuration
			PnP (Multicast)	Assisted PnP (DHCP options 66/67)	
Fanvil	F52/F52P	2.3.123.78	No	Yes	Yes
Fanvil	H2/H2S	2.0.2.2776	Yes	Yes	Yes
Fanvil	H3	2.0.2.2770	Yes	Yes	Yes
Fanvil	H5	2.0.2.2770	Yes	Yes	Yes
Fanvil	X3/X3P	1.3.511.1821	Yes	Yes	Yes
Fanvil	X3S/X3G	2.0.3.3049	Yes	Yes	Yes
Fanvil	X4/X4G/X4S	2.0.2.2830	Yes	Yes	Yes
Fanvil	X5/X5G	1.3.511.1821	Yes	Yes	Yes
Fanvil	X5S	R0.7.0.1	Yes	Yes	Yes
Fanvil	X6	R0.5.3	Yes	Yes	Yes
Grandstream	GXP1100	1.0.8.6	No	Yes	Yes
Grandstream	GXP1105	1.0.8.6	No	Yes	Yes
Grandstream	GXP1160	1.0.8.6	No	Yes	Yes
Grandstream	GXP1165	1.0.8.6	No	Yes	Yes
Grandstream	GXP1400	1.0.8.6	No	Yes	Yes
Grandstream	GXP1405	1.0.8.6	No	Yes	Yes
Grandstream	GXP1450	1.0.8.6	No	Yes	Yes
Grandstream	GXP1615/1610	1.0.4.55	No	Yes	Yes
Grandstream	GXP1625/1620	1.0.4.55	No	Yes	Yes
Grandstream	GXP1628	1.0.4.55	No	Yes	Yes
Grandstream	GXP1630	1.0.4.55	No	Yes	Yes
Grandstream	GXP1760	1.0.0.48	No	No	Yes
Grandstream	GXP1782/1780	1.0.0.48	No	No	Yes
Grandstream	GXP2100	1.0.8.6	No	Yes	Yes
Grandstream	GXP2110	1.0.8.6	No	Yes	Yes
Grandstream	GXP2120	1.0.8.6	No	Yes	Yes
Grandstream	GXP2124	1.0.8.6	No	Yes	Yes
Grandstream	GXP2130	1.0.7.99	No	Yes	Yes
Grandstream	GXP2135	1.0.7.99	No	Yes	Yes
Grandstream	GXP2140	1.0.7.99	No	Yes	Yes
Grandstream	GXP2160	1.0.7.99	No	Yes	Yes
Grandstream	GXP2170	1.0.7.99	No	Yes	Yes
Grandstream	GXP2200	1.0.3.27	No	Yes	Yes
Grandstream	GXV3140	1.0.7.80	No	Yes	Yes
Grandstream	GXV3175	1.0.3.76	No	Yes	Yes
Grandstream	GXV3240	1.0.3.62	No	Yes	Yes
Grandstream	GXV3275	1.0.3.62	No	Yes	Yes
Htek	UC902	2.0.4.4.33	No	No	Yes
Htek	UC903	2.0.4.4.33	No	No	Yes
Htek	UC912G	2.0.4.4.33	No	No	Yes
Htek	UC912P	2.0.4.4.33	No	No	Yes
Htek	UC923	2.0.4.4.33	No	No	Yes
Htek	UC924	2.0.4.4.33	No	No	Yes

Vendor	Model	SW/FW Version	PnP		Auto Configuration
			PnP (Multicast)	Assisted PnP (DHCP options 66/67)	
Htek	UC924E	2.0.4.4.33	No	No	Yes
Htek	UC926	2.0.4.4.33	No	No	Yes
Htek	UC926E	2.0.4.4.33	No	No	Yes
Mitel (Aastra)	6730	3.3.1.4305-SIP	Yes	Yes	Yes
Mitel (Aastra)	6731	3.3.1.4305-SIP	Yes	Yes	Yes
Mitel (Aastra)	6735	3.3.1.8140-SIP	Yes	Yes	Yes
Mitel (Aastra)	6737	3.3.1.8140-SIP	Yes	Yes	Yes
Mitel (Aastra)	6739	3.3.1.4305-SIP	Yes	Yes	Yes
Mitel (Aastra)	6753	3.3.1.4305-SIP	Yes	Yes	Yes
Mitel (Aastra)	6755	3.3.1.4305-SIP	Yes	Yes	Yes
Mitel (Aastra)	6757	3.3.1.4305-SIP	Yes	Yes	Yes
Mitel (Aastra)	9143	3.3.1.4305-SIP	Yes	Yes	Yes
Mitel (Aastra)	9480	3.3.1.4305-SIP	Yes	Yes	Yes
Mitel	6863	4.2.0.2023-SIP	Yes	Yes	Yes
Mitel	6865	4.2.0.2023-SIP	Yes	Yes	Yes
Mitel	6867	4.2.0.2023-SIP	Yes	Yes	Yes
Mitel	6869	4.2.0.2023-SIP	Yes	Yes	Yes
Panasonic	KX-HDV130	03.004	Yes	Yes	Yes
Panasonic	KX-HDV130NE, KX-HDV130X	06.101	Yes	Yes	Yes
Panasonic	KX-HDV230	03.004	Yes	Yes	Yes
Panasonic	KX-HDV230NE, KX-HDV230X	06.101	Yes	Yes	Yes
Panasonic	KX-TGP550T04	12.17	No	No	Yes
Panasonic	KX-UT123 (NE/RU/X)	01.302	No	No	Yes
Panasonic	KX-UT136 (NE/RU/X)	01.302	No	No	Yes
Polycom	SoundPoint IP 330	3.3.5.0247	No	Yes	Yes
Polycom	SoundPoint IP 331	4.0.13.1445	No	Yes	Yes
Polycom	SoundPoint IP 335	4.0.13.1445	No	Yes	Yes
Polycom	SoundPoint IP 450	4.0.13.1445	No	Yes	Yes
Polycom	SoundPoint IP 550	4.0.13.1445	No	Yes	Yes
Polycom	SoundPoint IP 650	4.0.13.1445	No	Yes	Yes
Polycom	SoundPoint IP 670	4.0.13.1445	No	Yes	Yes
Polycom	SoundStation IP 5000	4.0.13.1445	No	Yes	Yes
Polycom	SoundStation IP 6000	4.0.13.1445	No	Yes	Yes
Polycom	VVX 300/310	5.7.0.11768	No	Yes	Yes
Polycom	VVX 301/311	5.7.0.11768	No	No	Yes
Polycom	VVX 400/410	5.7.0.11768	No	No	Yes
Polycom	VVX 401/411	5.7.0.11768	No	No	Yes
Polycom	VVX 500	5.7.0.11768	No	No	Yes
Polycom	VVX 600	5.7.0.11768	No	Yes	Yes
Polycom	VVX 1500	5.7.0.11768	No	Yes	Yes
QOSIP	Q7104/Q7204	1.0.3.98	No	No	Yes

Vendor	Model	SW/FW Version	PnP		Auto Configuration
			PnP (Multicast)	Assisted PnP (DHCP options 66/67)	
snom	300	8.4.35	Yes	Yes	Yes
snom	320	8.4.35	Yes	Yes	Yes
snom	360	8.4.35	Yes	Yes	Yes
snom	370	8.7.5.35	Yes	Yes	Yes
snom	720	8.9.3.60	Yes	Yes	Yes
snom	760	8.9.3.60	Yes	Yes	Yes
snom	821	8.7.5.35	Yes	Yes	Yes
snom	870	8.7.5.35	Yes	Yes	Yes
snom	D345	8.9.3.60	Yes	Yes	Yes
snom	D375	8.9.3.60	Yes	Yes	Yes
snom	D710/710	8.9.3.60	Yes	Yes	Yes
snom	D715/715	8.9.3.60	Yes	Yes	Yes
snom	D725	8.9.3.60	Yes	Yes	Yes
snom	D745	8.9.3.60	Yes	Yes	Yes
snom	D765	8.9.3.60	Yes	Yes	Yes
snom	m9	9.4.7	Yes	Yes	Yes
snom	MeetingPoint	8.7.5.35	Yes	Yes	Yes
snom	M700 (M85/M65/M25)	03.24.0007	Yes	Yes	Yes
Spectralink	KIRK Wireless Server 300	PCS14C_	No	No	Yes
Spectralink	KIRK Wireless Server 6000	PCS14C_	No	No	Yes
VTech	ErisStation VCS754	1.1.4.0-0	No	No	Yes
VTech	ErisTerminal VSP600 (VSP601)	1.1.4.1-0	No	No	Yes
VTech	ErisTerminal VSP715	1.1.4.0-0	No	No	Yes
VTech	ErisTerminal VSP725	1.1.4.0-0	No	No	Yes
VTech	ErisTerminal VSP726	2.0.3.2-0	Yes	Yes	Yes
VTech	ErisTerminal VSP735	1.1.4.0-0	No	No	Yes
VTech	ErisTerminal VSP736	2.0.3.2-0	Yes	Yes	Yes
Yealink	CP860	37.81.0.10	Yes	Yes	Yes
Yealink	CP920	78.81.0.15	Yes	Yes	Yes
Yealink	CP960	73.80.0.25	Yes	Yes	Yes
Yealink	SIP-T19P	31.72.0.1	Yes	Yes	Yes
Yealink	SIP-T19P E2	53.81.0.25	Yes	Yes	Yes
Yealink	SIP-T20P	9.72.0.1	Yes	Yes	Yes
Yealink	SIP-T21P	34.72.0.1	Yes	Yes	Yes
Yealink	SIP-T21P E2	52.81.0.25	Yes	Yes	Yes
Yealink	SIP-T22P	7.72.0.1	Yes	Yes	Yes
Yealink	SIP-T23G(P)	44.81.0.25	Yes	Yes	Yes
Yealink	SIP-T26P	6.72.0.1	Yes	Yes	Yes
Yealink	SIP-T27G	69.81.0.25	Yes	Yes	Yes
Yealink	SIP-T27P	45.81.0.25	Yes	Yes	Yes
Yealink	SIP-T28P	2.72.0.1	Yes	Yes	Yes
Yealink	SIP-T29G	46.81.0.25	Yes	Yes	Yes

Vendor	Model	SW/FW Version	PnP		Auto Configuration
			PnP (Multicast)	Assisted PnP (DHCP options 66/67)	
Yealink	SIP-T32G	32.70.0.130	Yes	Yes	Yes
Yealink	SIP-T38G	38.70.0.125	Yes	Yes	Yes
Yealink	SIP-T40G	76.81.0.110	Yes	Yes	Yes
Yealink	SIP-T40P	54.81.0.110	Yes	Yes	Yes
Yealink	SIP-T41P	36.81.0.25	Yes	Yes	Yes
Yealink	SIP-T41S	66.81.0.25	Yes	Yes	Yes
Yealink	SIP-T42G	29.81.0.25	Yes	Yes	Yes
Yealink	SIP-T42S	66.81.0.25	Yes	Yes	Yes
Yealink	SIP-T46G	28.81.0.25	Yes	Yes	Yes
Yealink	SIP-T46S	66.81.0.25	Yes	Yes	Yes
Yealink	SIP-T48G	35.81.0.25	Yes	Yes	Yes
Yealink	SIP-T48S	66.81.0.25	Yes	Yes	Yes
Yealink	SIP VP-T49G	51.80.0.100	Yes	Yes	Yes
Yealink	SIP-T52S	70.81.0.10	Yes	Yes	Yes
Yealink	SIP-T54S	70.81.0.10	Yes	Yes	Yes
Yealink	SIP-T56A	58.80.0.25	Yes	Yes	Yes
Yealink	SIP-T58A/V	58.80.0.25	Yes	Yes	Yes
Yealink	VP-530	23.70.0.40	Yes	Yes	Yes
Yealink	W52P	25.30.0.20	Yes	Yes	Yes

2.4 Interaction with Other Epygi Software Releases

Use the latest SW and FW versions for other Epygi products to achieve maximum compatibility with QX2000 FW 6.2.18:

- QXE1T1, QXFXO4 and QXISDN4 gateways used in the Share mode should have FW 6.2.18 or higher.
- QXFXS24 should have FW 6.2.18 or higher for PnP configuration.
- Auto Dialer SW 1.0.11 or higher should be used.
- Desktop Communication Console (DCC) SW 1.18 or higher should be used.
- iQall (IOS application) version 1.1.0 and iQall (Android application) version 1.0.4 or higher should be used.
- Epygi Hotel Console (EHC) SW 1.0.7 or higher should be used.
- Epygi Media Streamer (EMS) SW 2.4 or higher should be used.
- HotCall Add-In SW 2.5 or higher should be used.
- HotKeyCall SW 1.14 or higher should be used.
- Bulk User Extensions Importer version 1.4 or higher should be used.
- QX-Quadro Configuration Console (QCC) SW 2.3 or higher should be used.
- CallControl Pack SW 5.8.0 or higher should be used.
- To use QX2000 with a 3PCC or Click2Dial application, the Allow 3pcc/Click2Dial Access option should be enabled for each extension using this feature.

3 New Features

The table below indicates a high-level list of new features that have been added beginning with the most recent QX2000 FW release.

<table>
<tr><th>Release</th><th>New Features</th></tr>
<tr><td rowspan="2">6.2.18</td><td>Added support allowing to configure MTU size on LAN1 and VLAN interfaces.</td></tr>
<tr><td>Added P-Asserted Identity (PAI) support for Mitel (Aastra) IP phones. The PAI option is configurable from IP Phone Templates. It is enabled by default.</td></tr>
<tr><td rowspan="8">6.2.11</td><td>Added auto configuration support for the new Htek UC902, UC903, UC912G, UC912P, UC923, UC924E and UC926E IP phones.</td></tr>
<tr><td>Added Htek UC46 (LCD) expansion module support for Htek UC924, UC924E, UC926 and UC926E IP phones.</td></tr>
<tr><td>In the Call Alert Settings added a new Leave a Voice Message option, allowing to leave the actual message as a voice mail, available for playback on the defined extension(s).</td></tr>
<tr><td>Added a new Advertisement Interval option in Redundancy Settings page which allows to specify the time interval between the advertisement packets that are being sent to the Backup device.</td></tr>
<tr><td>Added a new Allow Concurrent Calls to Parent-Child Group option, allowing to control handling of calls to Parent-Child group:
If selected, incoming calls continue ringing on available phones when one of the phones in Parent-Child group is busy or rejects the call.
If not selected, incoming calls will follow busy state rules (Busy Call Forwarding, Call Queue, VMS, etc.) depending on what is configured, if any of the phones in the Parent-Child group is busy. If all extensions in the Parent-Child group are free and are ringing, and any of them presses Reject button (or somehow else declines the incoming call), then the entire group will be considered as busy. Therefore, incoming call will follow busy state rules depending on what is configured. Note: If the Call Waiting Service is enabled on the Parent extension, then extensions of Parent-Child group will receive the second call.</td></tr>
<tr><td>Added a new Reset All function in the Multi-functional Programmable Keys (MPKs) for IP phones, allowing to clean the MPKs configuration quickly for the selected IP line, IP Phone Template and Receptionist. Note: This option is not programmed to remove already configured MPKs from the IP Phone.</td></tr>
<tr><td>Added new failover reason – Other. The system will use next matching routing pattern(s) in case of Server Failure Responses (5xx messages) and Global Failure Responses (6xx messages).</td></tr>
<tr><td>Added possibility to access QX2000 WEB GUI using HTTP. Enter the following line http://xxx.xxx.xxx.xxx/unsecure in the address bar of the browser to access WEB GUI, where xxx.xxx.xxx.xxx is the IP address or hostname of the QX.</td></tr>
<tr><td>6.2.6</td><td></td></tr>
<tr><td rowspan="5">6.2.5</td><td>Added auto configuration support for the new Polycom VVX 301/311 and VVX 401/411 IP phones.</td></tr>
<tr><td>Added Phone Book service support for Polycom phones.</td></tr>
<tr><td>Added Watching – Call Interception support for Fanvil phones.</td></tr>
<tr><td>Added support for SNMP v3.</td></tr>
<tr><td>Added support for TLSv1.1 and TLSv1.2.</td></tr>
</table>

Release	New Features
	Security enhancements: Users will be redirected to HTTPS for the QX Login and Logout pages. This will allow to encrypt traffic between user's device (PC, smartphone, etc.) and the QX. Note: • Check and reconfigure **Port Forwarding** settings on the router, if the QX is located behind router to make sure that there is also Port Forwarding for HTTPS. • If you have already configured **Port Forwardings** to access the devices located on the QX LAN side, then check the entered address link to be with HTTP (instead of HTTPS) or reconfigure the Port Forwarding to HTTPS.
	Added support in **EAC** to show the Agent Status Statistics, Queue Statistics in hourly/minutely basis, as well as to generate Reports for selected **Hours** and **Minutes**.
	Added a new **Deactivate** button on the **IP Lines** page allowing to change the status for selected group(s) of IP lines to inactive (free).
	Added a new **Use Epygi SIP Server** button on the **Conference Management** and **ACD Queues** pages to allow quick SIP registration of Conference extensions and ACD queues on Epygi SIP Server.
	Added a new **Billed Extension** column in the **Call History** pages to provide information about the extensions that are charged for the calls.
	Added support to provide QX users with e-mail, sms and event notifications in case of calls (emergency calls, etc.) completed through the respective call routing rules.
6.2.1	Added PnP and auto configuration support for the new **Yealink CP920, CP960, SIP-T40G, SIP-T52S**, **SIP-T54S**, **SIP-T56A** and **SIP-T58A/V** conference, audio and video phones.
	Added PnP and auto configuration support for the new **Fanvil H2/H2S**, **H3**, **H5**, **X3S/X3G**, **X5S** and **X6** IP phones.
	Added PnP and auto configuration support for the new **snom D745** and **Akuvox R15(P)** IP phones.
	Added auto configuration support for the new **Htek UC924** and **UC926** IP phones.
	Added PnP and auto configuration support for the new **Panasonic KX-HDV130** and **KX-HDV230** IP phones.
	Added a new **Call Completion Fee** option in the Calling Cost Control allowing to calculate call cost per the number of completed calls.
	Added new **Auto Reload Queue Statistics** option in EAC settings allowing to automatically reload (refresh) Queue Summary pages.
	Added a new option for **Agent status by Queue, by Date (Summary)** report in EAC which allows to show the status duration in percentage.
6.1.50	Added PnP and auto configuration support for the new **Grandstream GXP1615**, **GXP1628**, **GXP1630**, **GXP2135** and **GXP2170** IP phones.
	Added auto configuration support for the new **Grandstream GXP1760** and **GXP1782/1780**, IP phones.
	Added PnP support for the **Grandstream GXP1610** and **GXP1625/1620** IP phones.
	Added PnP and auto configuration support for the new **Mitel 6869** IP phone.

<table>
<tr><th>Release</th><th>New Features</th></tr>
<tr><td rowspan="8"></td><td>Added support for the new Calling Cost Control licensable feature. This feature allows to limit and control the cost of calls through the routing rules. The following changes are done concerning mainly the Extensions Settings and the Call Routing.
You can assign a credit amount for each specific extension for making calls through the "payable" routing rules.
It allows to configure and use "payable" call routing rules to be used only by extensions with a calling credit assigned.
The overall calling costs for "payable" routing rules are calculated and reported in the call history.</td></tr>
<tr><td>Configuration Management enhancements
Added a new option to allow the EAC data to be backed up and saved along with the system configuration and voice data. The EAC data includes the EAC Chat database, Agents' Status and Call Statistics.
Added a new service to restore the system configuration and voice data together with the EAC data. Note: The current EAC data with system configuration will be overwritten after configuration restore.</td></tr>
<tr><td>Added a new Click to Dial & Announce feature allowing the Dial & Announce service to be activated on the QX extensions by using the 3PCC Request URI method from a WEB browser.</td></tr>
<tr><td>Added the SSH FTP (SFTP) support, which allows to send the configuration backup files to an FTP server using the secure FTP connection.</td></tr>
<tr><td>Added a new Archive Now option on the Call History – Archiving Settings page, allowing to archive immediately the available data.</td></tr>
<tr><td>Added new Reporting types in EAC: CDRs by Agent, by Queue, by Date and CDRs by Queue, by Agent, by Date.</td></tr>
<tr><td>Added the new Enable VLAN Tagging option. This option is used to enable/disable setting the VLAN ID and priority for IP phones. Note: The provided IP address will always be from the VLAN network.</td></tr>
<tr><td>The Client Code Identification option can be activated and used by other billing systems as well as it is done for RADIUS server.</td></tr>
</table>

4 Changed Features

The table below provides a high-level list of changed features that have been changed beginning with the most recent QX2000 FW release.

Release	Changed Features
6.2.18	Major Security Enhancements
	The default MTU size for VLAN interfaces has been decreased from 1500 to 1432 bytes.
	The configured SRTP policy of PBX extension will be provided to the Yealink IP phones during configuration.
	The configured DTMF parameters of PBX extension will be provided to the IP phones during configuration.
6.2.11	The maximum length of API ID field for Clickatell SMS Gateway has been increased up to 128 symbols.
	The recommended FW version has been changed for some of supported Htek phones. For UC924 and UC926 from 2.0.4.2.24 to 2.0.4.4.33.
	GUI Enhancements for the following pages: • Admin Settings of the extensions (user, auto attendant, etc.) • User Settings of the extensions • Call History • Conference History
	Depending on the IP phone model, the Use Session Timer option will be enabled for the configured IP line.
	The default Line Appearance has been increased from 2 to 5 for each IP line.
6.2.6	Network and Broadcast IP addresses will not be included into Usable Host IP Range. These IPs will be reserved for network purposes.
6.2.5	The Second LAN Interface Settings have been moved from the hidden page to the Network→Second LAN page.
	The function of Mixed mode for Recording Storage Settings has been updated to keep the call recordings safe in case of FTP failure. Now this mode allows to send recordings to FTP server immediately together with keeping a copy in the local storage.
	The recommended FW version has been changed for Yealink CP860 from 37.80.0.30 to 37.81.0.10.
	The recommended FW version has been changed for some of the Polycom phones. For Polycom SoundPoint IP 331, IP 335, IP 450, IP 550, IP 650, IP 670 from 3.3.5.0247 to 4.0.13.1445, for SoundStation IP 5000 and IP 6000 from 3.3.5.0247 to 4.0.13.1445, for VVX 300/310, VVX 400/410, VVX 500 and VVX 600 from 4.1.7.1210 to 5.7.0.11768, for VVX 1500 from 3.3.5.0247 to 5.7.0.11768.
	The first programmable key on Polycom phones is reserved for the phone account.
	The Call Quality Warning in the System Events has been modernized to show information about the callee, caller and call date/time.
	GUI enhancements for Call History and Conference History pages.
	Redundancy feature has been redesigned to allow sending VRRP packets to unicast IP address (virtual IP) of slave device. Note: Having VRRP packets sent via unicast IP address will allow Redundancy feature to work in scenario when the master and backup devices are located in different places, meaning that there is router between master and backup.

Release	Changed Features
6.2.1	The **PSTN Gateways Line Sharing** mechanism has been changed and updated, bringing more stability, improving the connection between PBXs and Gateways. Important Note: Please update the firmware version to **6.2.1** both on QX2000 and QX Gateway(s) to be able successfully connect the devices and share the lines.
	Added option allowing to share and synchronize the configured Incoming Interdigit Service settings with QXISDN4 and QXE1T1 gateways when connected with QX2000 in shared mode.
	The allowed duration of recorded voice mail sent as attachment via e-mail has been increased from 3 to 5 minutes, when G729a codec is used for recording voice mails. Note: If G711u codec is used for recording, the attached voice mail will not be truncated before being sent via e-mail.
	The timezone database has been updated on QX IP PBXs: • The current local time has been corrected for Israel, Venezuela, Shri Lanka, Apia, Samoa and Fiji. • Added new timezone Nukualofa, Tonga (GMT+14).
	New **Date/Time** pickers have been implemented for all applicable GUI pages, allowing to select or define the date/time options easier and conveniently.
	Enhancements for the **Call History – Call Cost** page: • Added new filtering options supporting multicriteria searching for payable call records. • Added support to download the displayed CDRs in the (*.log) and (*.csv) formats respectively.
	The recommended FW version has been changed for **Yealink SIP-T40P** from 54.81.0.25 to 54.81.0.110.
	The recommended FW version has been changed for some of **snom** phones. For **snom 720, 760, D710/710, D715/715, D725, D765** from 8.7.5.35 to 8.9.3.60 and for **D345, D375** from 8.9.3.35 to 8.9.3.60.
	Panasonic KX-UT123 and **KX-UT123NE** IP phones have been merged and renamed to **KX-UT123 (NE/RU/X)**.
	Panasonic KX-UT136 IP phone has been renamed to **KX-UT136 (NE/RU/X)**.
	The recommended FW version has been changed for some **Panasonic** phones. For **KX-UT123 (NE/RU/X)** and **KX-UT136 (NE/RU/X)** from 01.221 to 01.302.
	Akuvox SP-R53P/SP-R53 IP phone has been renamed to **Akuvox SP-R53(P)**.
	The recommended FW version has been changed for **Akuvox SP-R53(P)** IP phone from 53.0.1.23 to 53.0.6.115.
	Added **nexogy**, **ClarityTel** and **Adiptel** as the new carriers to the VoIP Carrier Wizard list.
	Added a new option allowing to select Conference extensions from the **Unconditional**, **Busy, No Answer** and **Unregistered** Call Forwarding lists.
	The default TLS port number (5061) will be selected for SIP.
6.1.50	The recommended FW versions have been changed for some **Grandstream** IP phones. For **GXP1610** and **GXP1625/1620** from 1.0.2.27 to 1.0.4.55, for **GXP2130**, **GXP2140** and **GXP2160** from 1.0.5.23 to 1.0.7.99.
	The recommended FW versions have been changed for **Mitel** IP phones. For **6863**, **6865** and **6867** from 4.0.0.92-SIP to 4.2.0.2023-SIP.
	The maximum number of Watched Extensions for **DCC Pro** has been increased: for **QX20** from 30 to 32, for **QX50** and **QXISDN4+** from 30 to 50, for **QX200** from 100 to 200, for **QX500** and **QX2000** from 100 to 300.
	The HTML5 **Date/Time picker** is implemented for Date/Time selection.
	The backup configuration filename format has been updated and will include the installed firmware version of the QX: **config_[Hostname]_[Firmware Version]_[Date/Time].bin**

Release	Changed Features
	Added option allowing to display Media Streamer's allocated and used memory space on the **Status→System Status→Memory** page.
	Added new option allowing to select and change **Schedule State** from WEB GUI.
	The **Network Capture** page has been moved to **Maintenance→Diagnostics→Network Capture** page.
	GUI Enhancements for **Call Routing Table.**
	GUI Enhancements on the **Setup→Licensed Features** page.
	GUI Enhancements for **IP Phone Templates.**

5 Fixed Issues

Issues fixed since version 6.2.11:

T: Title
D: Description

20298	T:	SNMP service doesn't work properly on QX2000
	D:	
20292	T:	P-Asserted-Identity parameter isn't transferred to the IP phones, when the call comes from External Party
	D:	
20290	T:	Shared FXO Lines don't appear on the FXO Line Settings page (Master device) after successful PSTN Line Sharing connection in a specific scenario
	D:	
20262	T:	Conference server is not detecting pressed "in-band" DTMFs if the initial call is offering "out-band"
	D:	
20257	T:	PSTN Line Sharing mechanism stops working in a specific scenario
	D:	
20213	T:	System plays the wrong message in a specific scenario
	D:	Scenario: 1. Call comes from externally party to ACD Queue. 2. System plays RTP streaming channel to caller configured as Background Music. 3. The call is forwarded to auto attendant via No Answer Redirect service. 4. System continues playing RTP streaming channel instead of playing messages configured on the auto attendant.
20179	T:	Call Routing rules are not being removed after deleting the PSTN Line Sharing entry
	D:	

6 Known Issues

T: Title
D: Description
C: Consequences
Fix: How to avoid the situation, or what to do in case the situation has occurred

20074	T:	Fanvil IP Phones have issue with firmware downgrade in general. Fanvil Phones stop working when downgrading the firmware, even if you downgrade to Epygi recommended version
	D:	
	C:	
	Fix:	Don't downgrade the firmware on Fanvil IP Phones. Will be fixed by in next version.
20036	T:	Sometimes the "Transfer Failed" notification is raised (shown) on Fanvil X6 display, though the transfer is successful
	D:	
	C:	No consequences, as actually the transfer (Blind and Consultative Transfer) is successfully completed.
	Fix:	Will be fixed in the next release.
20035	T:	Call disconnect in some calling scenarios with snom phones
	D:	In some calling scenarios, like picking up the parked call or using the local authentication in routing, the call might be disconnected if the call originator is a snom phone.
	C:	
	Fix:	Will be fixed in the next release.
19894	T:	Automatic "Daylight Saving Time" doesn't work on Fanvil IP phones
	D:	
	C:	
	Fix:	Workaround: Create an IP Phone Template for Fanvil phones, select the "manual" option for "Daylight Saving Time". Attach this template to the IP lines for Fanvil phones. Will be fixed in future release by Fanvil.
19805	T:	The BLF indication (for programmable keys) on snom phones is switched off after the subscription timeout expires, regardless of the actual state of the BLF event
	D:	The issue appears on snom 3xx and 8xx series running 8.7.5.35 firmware version.
	C:	
	Fix:	Workaround: The issue is solved in snom 8.7.5.44 beta firmware.
19463	T:	3-way conference doesn't work on Grandstream GXP1100 and GXP1105 IP phones in a specific scenario
	D:	3-way call conference cannot be established on Grandstream GXP1100 or GXP1105 phones when they receive a call.
	C:	
	Fix:	Workaround: Login into WEB GUI of the phone and assign 3-way conference key as a MPK. Use this key to initiate 3-way call conference when the phone is already in the active call. Will be fixed in future release.
19446	T:	After changing QX2000 LAN IP configuration, the phones configured from LAN side lose registration
	D:	After changing QX LAN IP configuration (changing the network part of the IP address) the system doesn't reboot phones automatically.
	C:	IP phones lost registration.
	Fix:	Workaround: Reboot phones manually. Will be fixed in future release.

18839	T:	It's not possible to park a call twice to the same call park extension by using programmable key on Yealink T32G and T38G
	D:	Upon successful call park/pick up the second attempt to park the call, using the park ext. programmable key fails. The problem is happening only if you park the call to the same park extension (by pressing Call Park key).
	C:	
	Fix:	Workaround: Park the call to different call park extension.
18549	T:	Could not dial out (*1) or use any other moderator feature while welcome message file has been playing
	D:	Could not dial out (*1) or use other moderator features while welcome message file has been playing. You should listen to the whole welcome message file first, after that use moderator features. It is recommended to keep the welcome message to a short duration.
	C:	
	Fix:	Will be fixed in future release.
18548	T:	Part of conference recording is lost after recording pause/resume
	D:	When pausing the conference recording and then resuming it again, the final recording contains only the part after resuming.
	C:	
	Fix:	Will be fixed in future release.
17404	T:	Calls which are done using Call Relay (*2) on the auto attendant are not shown in Call History
	D:	Only the call to attendant is shown in the call history. The call leg after call relay is missing in the call history in case if the external caller is terminating the call first.
	C:	
	Fix:	Workaround: Use feature code *1 instead of *2 for call relay. Will be fixed in future release.
16683	T:	Find Me / Follow Me does not work for incoming Secure RTP call
	D:	Though the call came with SRTP option the FM/FM is making unsecure calls.
	C:	As a result, the call is not established.
	Fix:	Will be fixed in future release.
16635	T:	Shared Mailbox watching does not work when using "Allow access to Shared Mailbox for enabled extensions" option in Many Extension Ringing configuration
	D:	Extension has Many Extension Ringing enabled with a few extensions configured for Shared Mailbox.
	C:	However, in the IP Line settings, the **Shared VMail Ext. xxx** option is not listed in the drop-down list on **IP Lines→MPK** page.
	Fix:	Workaround: Use the **Shared Mailbox: Edit Voice Mailbox Access List** link in the Voice Mailbox Settings for extension. Will be fixed in future release.
16533	T:	A problem with incoming Secure RTP call in a specific scenario
	D:	When incoming Secure RTP call is connecting to the destination via Call Routing table, QX always tries to connect it as an unsecure call and the call is being dropped due to the media parameters incompatibility.
	C:	
	Fix:	Will be fixed in future release.
15942	T:	It is not possible to pick up (via pickup group) the call to extension with FM/FM enabled
	D:	
	C:	
	Fix:	Will be fixed in the next releases.

7 General Hints

7.1 Firmware Installation and Update

The steps below describe shortly the QX2000 manual installation procedure used to install the firmware from scratch. This would be used to install version 6.1.45 or for Emergency Recovery of a system. This procedure will result in a system that is at factory defaults. Please refer to QX1000/2000 System Recovery Procedure document for more details.

1. Turn on the PC.
2. Insert CD/DVD disk including installation program to the DVD ROM.
3. Restart (reset) the PC.
4. Installation will start automatically after PC reboot. After the successful installation, the PC will automatically shut down (this may take from 10-15 minutes). The beep sound will indicate that the installation successfully completed.
5. Turn on the PC and quickly remove the installation CD/DVD disk from the DVD ROM.

Attention: It is recommended to back up the configuration for emergency purposes prior to upgrading the firmware. You can do that from Maintenance→Backup/Restore→Backup and download current Configuration page. The current configuration will remain after the firmware update. Moreover, the locally saved voice mails and call recordings, all custom messages and call history will be saved during the upgrade.

To perform the manual firmware update:

1. Go to the Maintenance→Firmware→Manual Firmware Update page.
2. Click the Download Configuration link to back up the current configuration (recommended).
3. Click the Choose File button to browse for image.bin file.
4. Click Save to start uploading the file.
5. Click Yes to proceed the firmware upgrade.

Note: The update process takes about 5 minutes. Normal operation will be stopped during that time.

7.2 Limitations and Restrictions

- The Network Capture size is limited to 24 MB. This will put a limitation on the duration of captured file.
- The Call Capture duration is limited to 160 seconds.
- The capture duration is limited to 160 seconds in DSP Capture hidden page.
- In case if Voice Mail Recording Codec is other than PCMU, the maximum length of voice message sent by email is limited to 5 minutes.
- The Voice Mailbox size is limited to 500 voice mails for each extension.