



Release Note Quadro4Li 5.3.72, Edition 1

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1 Introduction

This Release Note describes hardware and software requirements to use with the

Quadro4Li software 5.3.72 Date: March 30, 2015

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

Date: April 3, 2015

2 Requirements

2.1 Hardware requirements

- The software can be used on all Quadro4Li models.
- The model name is written on the back plate of the unit and the model number is on the bottom label.

2.2 Software requirements

- A software upgrade can be made from 5.0.4 or later software.

2.3 Supported SIP phones

Listed below are the Epygi Supported SIP phones with the corresponding firmware versions that are tested and recommended for use with Quadro4Li 5.3.72 SW. All the phones in this list can be automatically configured to work with Quadro4Li 5.3.72 SW.

Please Note: For the most of phones Quadro supports both the PnP and the auto configuration options. For some specific phones the auto configuration option is supported only.

Using of the configuration options on each specific SIP phone is described in detail in the **Configuring Epygi Supported IP Phones** document.

Please Note: Any known issues and limitations regarding usage of Quadro4Li 5.3.72 SW telephony services and features on these SIP phones are described in detail in the **Epygi IP PBX Features on Epygi Supported IP Phones List** document.

Both mentioned documents are available at www.epygi.com and can be found under the Support Portal.

Vendor	Model	Software
Aastra	6751i (51i)	version: 2.6.0.2019-SIP
Aastra	6757iCT	version: 2.6.0.2019-SIP
Aastra	9143i (33i)	version: 2.6.0.2019-SIP
Aastra	9480i (35i)	version: 2.6.0.2019-SIP
Aastra	9480iCT(35iCT)	version: 2.6.0.2019-SIP
Akuvox	SIP-R53P	53.0.1.23
Alcatel Temporis	IP200	13.60.0.89
Alcatel Temporis	IP600	14.60.0.89
Alcatel Temporis	IP800	15.60.0.89
Audiocodes	310HD	1.6.0_build_37
Audiocodes	320HD	1.6.0_build_37
Cisco	SPA303	7.4.9c

Vendor	Model	Software
Cisco	SPA501G	7.4.9c
Cisco	SPA509G	7.4.9c
Cisco	SPA525G2	7.4.9c
Fanvil	C58/C58P	2.3.233.129
Fanvil	C62/C62P	2.3.235.128
Fanvil	F52/F52P	2.3.123.78
Grandstream	GXP1400	Program-1.0.4.13
Grandstream	GXP1405	Program-1.0.4.13
Grandstream	GXP1450	Program-1.0.4.9
Grandstream	GXP2000	Program-1.2.5.3
Grandstream	GXP2100	Program-1.0.4.9
Grandstream	GXP2110	Program-1.0.4.9
Grandstream	GXP2120	Program-1.0.4.9
Grandstream	GXP2124	Program-1.0.4.10
Grandstream	GXP2130	Program-1.0.3.9
Grandstream	GXP2140	Program-1.0.3.9
Grandstream	GXP2160	Program-1.0.3.9
Grandstream	GXP2200	Program-1.0.3.25
Grandstream	GXV3140	Program-1.0.7.3
Grandstream	GXV3175	Program-1.0.3.22
Grandstream	HT286	Program-1.1.0.26
Mitel (Aastra)	6730	version: 2.6.0.2019-SIP
Mitel (Aastra)	6731	version: 2.6.0.2019-SIP
Mitel (Aastra)	6735	version: 3.2.2.7137-SIP
Mitel (Aastra)	6737	version: 3.2.2.7137-SIP
Mitel (Aastra)	6739	version: 3.2.2.2088-SIP
Mitel (Aastra)	6753	version: 2.6.0.2019-SIP
Mitel (Aastra)	6755	version: 2.6.0.2019-SIP
Mitel (Aastra)	6757	version: 2.6.0.2019-SIP
Panasonic	KX-TGP550T04	12.17
Panasonic	KX-UT123	01.061
Panasonic	KX-UT123NE	01.221

Vendor	Model	Software
Panasonic	KX-UT136	01.061
Spectralink	KIRK wireless server 300	PCS14C_
Spectralink	KIRK wireless server 6000	PCS14C_
Polycom	SoundPoint IP 330SIP*	UC SIP software 3.3.5.0247
Polycom	SoundPoint IP 331SIP*	UC SIP software 3.3.5.0247
Polycom	SoundPoint IP 335SIP*	UC SIP software 3.3.5.0247
Polycom	SoundPoint IP 450SIP*	UC SIP software 3.3.5.0247
Polycom	SoundPoint IP 550SIP*	UC SIP software 3.3.5.0247
Polycom	SoundPoint IP 650SIP*	UC SIP software 3.3.5.0247
Polycom	SoundPoint IP 670SIP*	UC SIP software 3.3.5.0247
Polycom	SoundStation IP 5000*	UC SIP software 3.3.5.0247
Polycom	SoundStation IP 6000*	UC SIP software 3.3.5.0247
Polycom	VVX 1500*	UC SIP software 3.3.5.0247
Polycom	VVX 300/310	UC SIP software 4.1.7.1210
Polycom	VVX 400/410	UC SIP software 4.1.7.1210
snom	300	snom300-SIP 8.4.35
snom	320	snom320-SIP 8.4.35
snom	360	snom360-SIP 8.4.35
snom	370	snom370-SIP 8.4.35
snom	710	snom710-SIP 8.7.3.15
snom	720	snom720-SIP 8.7.3.15
snom	760	snom760-SIP 8.7.3.15
snom	821	snom821-SIP8.4.35
snom	870	snom870-SIP8.4.35
snom	m9	9.4.7
snom	MeetingPoint	snomMP-SIP 8.4.35
snom	PA1	8.4.35
Yealink	SIP-T19P	SW version: 31.72.0.1
Yealink	SIP-T20P	SW version: 9.72.0.1
Yealink	SIP-T21P	SW version: 34.72.0.1
Yealink	SIP-T22P	SW version: 7.72.0.1
Yealink	SIP-T26P	SW version: 6.72.0.1

Vendor	Model	Software
Yealink	SIP-T28P	SW version: 2.72.0.1
Yealink	SIP-T32G	SW version: 32.70.0.130
Yealink	SIP-T38G	SW version: 38.70.0.125
Yealink	SIP-T41P	SW version: 36.72.0.1
Yealink	SIP-T42G	SW version: 29.72.0.1
Yealink	SIP-T46G	SW version: 28.72.0.1
Yealink	VP-530	23.70.0.40
Yealink	W52P	25.30.0.20

Please Note: Quadro IP phones firmware control mechanism will not upgrade snom firmware version from 6.x to 7.x. This should be done manually via snom web site. Once the snom firmware version is 7.x, the Quadro's firmware control will automatically upgrade/downgrade the phone to Epygi's recommended version but not to 6.x.

Please Note: In the model's list the Polycom phones with (*) sign are also presented as **Polycom-xx-Pre-3.3.0** due to backward incompatibility of UCSoftware 3.1.1 configuration. It is recommended to use **Pre-3.3.0** models with Application SIP software 3.2.2.0477.

Please Note: The usage of Key System Emulation (KSE) services is limited currently to the following IP phone models with the perspective to enlarge the list with new models in the future:

Vendor	Model	Software
Aastra	6757iCT	version: 2.6.0.2019-SIP
Aastra	9143i (33i)	version: 2.6.0.2019-SIP
Aastra	9480i (35i)	version: 2.6.0.2019-SIP
Aastra	9480iCT(35iCT)	version: 2.6.0.2019-SIP
Mitel (Aastra)	6730	version: 2.6.0.2019-SIP
Mitel (Aastra)	6731	version: 2.6.0.2019-SIP
Mitel (Aastra)	6735	version: 3.2.2.7137-SIP
Mitel (Aastra)	6737	version: 3.2.2.7137-SIP
Mitel (Aastra)	6739	version: 3.2.2.2088-SIP
Mitel (Aastra)	6755	version: 2.6.0.2019-SIP
Mitel (Aastra)	6757	version: 2.6.0.2019-SIP
snom	320	snom320-SIP 8.4.35
snom	360	snom360-SIP 8.4.35
snom	370	snom370-SIP 8.4.35

Vendor	Model	Software
snom	710	snom710–SIP 8.7.3.15
snom	720	snom720–SIP 8.7.3.15
snom	760	snom760–SIP 8.7.3.15
snom	821	snom821–SIP 8.4.35
snom	870	snom870–SIP 8.4.35

Please Note: There is an issue with duplicated keys on snom 370 phones. For details see **16753** under Known issues.

2.4 Interaction with other Quadro SW releases

- QuadroISDN or QuadroFXO external PSTN gateways used in the shared mode should have SW 5.1.12 or higher to achieve maximum feature functionality with the Quadro4Li 5.3.72 SW.
- QuadroFXS 16 Gateway should have SW 5.2.1 or higher for PnP configuration with the Quadro4Li 5.3.72 SW.
- QuadroMFXS 26 Gateway should have SW 5.2.6 or higher for PnP configuration with the Quadro4Li 5.3.72 SW.
- QXFXS24 should have SW 6.0.13 or higher for PnP configuration to achieve maximum feature functionality with the Quadro4Li 5.3.72 SW.
- ActiveX Control SW 5.3.0 or higher should be used with 3pCC functions with the Quadro4Li 5.3.72 SW.
- Auto Dialer SW 1.0.5 or higher should be used with the Quadro4Li 5.3.72 SW.
- DCC SW 1.8 or higher should be used with the Quadro4Li 5.3.72 SW.
- QX–Quadro Configuration Console (QCC) SW 2.1 or higher should be used with the Quadro4Li 5.3.72 SW.
- HotCall Add–In SW 2.3 or higher should be used with the Quadro4Li 5.3.72 SW.
- HotKeyCall SW 1.10 or higher should be used with the Quadro4Li 5.3.72 SW.
- To use Quadro4Li 5.3.72 SW with a 3pcc or Click2Dial application the “3pcc/Click2Dial Login Allowed” checkbox should be enabled for each extension(s) using this feature.
- Epygi Media Streamer (EMS) SW 2.4 or higher should be used with the Quadro4Li SW 5.3.72.

3 New Features History

The table below indicates a high-level list of new features that have been added beginning with the most recent Quadro4Li 5.3.x SW release.

Release	New Features
5.3.72	Added PnP and auto configuration support for the new Grandstream GXP2130 IP phone.
	Added Receptionist support for Grandstream GXP2140 IP Phone.
5.3.63	Added PnP and auto configuration support for the new Yealink T19P, T21P, T41P, T42G IP phones.
	Added auto configuration support for the new Fanvil F52/F52P, C58/C58P IP phones.
	Added PnP and auto configuration support for the new Grandstream 2140, 2160 IP phones.
5.3.62	
5.3.61	Added support for the new iQall.
	Added support for Mobile Toggling. This is a licensed feature and allows to switch the active call from the desk phone to an iPhone/Android running the iQall App and vice versa, without disconnecting the call in progress.
	Added PnP and auto configuration support for the new Akuvox SP-53P IP phone.
	Added support for failover to the next DNS SRV path when making SIP calls. The SIP DNS SRV Failover Timeout can be configured in the hidden menu <code>generalconfig.cgi</code> .
	PnP and auto configuration support for the new Grandstream GXP2200 IP phone.
	New "Ignore Empty Channel Identification in CALL PROCEEDING Msg" checkbox in the ISDN trunk advanced settings.
	Class of Service (CoS). Each extension can be assigned a CoS that will allow the use of Call Routing entries with the matching CoS assigned.
	Added PnP and auto configuration support for new IP phones: Polycom VVX 300/310/400/410, Aastra 6735i, Yealink SIP-T46G.
	For Call Park extensions the call back number can be configured after the park timeout expires.
	Added possibility to paste copied IP addresses, instead of typing it manually.
	Added authorization details for all SIP request messages.
Auto provisioning improvement of Cisco SPAXxx phones in case of 3rd party DHCPs.	

Release	New Features
	<p>New Overall Calling Time Limit feature. This feature allows a total call duration for all calls to be configured over a specific time frame for each Call Routing entry. Once the total duration has been reached, the entry can be disabled, allowing calls to use the next available route.</p>
	<p>Added RTP Channel option in the Attendant Ringing Announcement.</p>
	<p>An option in the generalconfig.cgi hidden page was added to remove the "Diversion" header from SIP Invite messages sent out from the Quadro. If an incoming call is being forwarded back to the PSTN, the Quadro will add the "Diversion" header into the outgoing SIP Invite. However, many ITSPs do not support this and reject the call if the "Diversion" header is present.</p>
	<p>PnP and auto configuration support for new IP phones: Aastra 6737i and Yealink W52P.</p>
5.3.20	<p>A new warning in the security audit for the case when the filtering on the routing rule is enabled, but the Source Call Type is set to anything but PBX.</p>
	<p>New Automatic Fax Receiving Mode.</p>
	<p>A new feature code (*84) for manually configuring and switching no answer call forwarding on the phone handset.</p>
	<p>New "URL" functionality in IP Phones advance settings.</p>
	<p>Yealink IP phone configuration support enhanced to auto-detect the phone firmware and to provide the proper configuration.</p>
	<p>The injected DTMF duration and pause is now configurable from GUI in the hidden menu fxocfg.cgi.</p>
	<p>Support for the new Epygi Desktop Communication Console (DCC) application (with a license key).</p>
	<p>The Caller ID based services are improved by adding the presence state of the extension for use with the DCC application.</p>
	<p>Extension watching permission in the Extensions Management→Edit entry page. The watching is enabled by default for all local PBX extensions.</p>
	<p>The maximum number of active calls in Find Me/Follow is now configurable. If the number is set to 1 then only one active call will be possible and the next call will go to voice mail. If that number is >1 then the next call will ring the Find Me/Follow phones which are not on a call.</p>
	<p>Added option for the Auto Attendant Customized Scenario to download the generated script in VXML format.</p>
	<p>Added capability to activate Voicemail profile based on caller id and presence state.</p>
	<p>PnP and auto configuration support for new IP phones: snom 720, snom 760, Yealink SIP T32G, Yealink SIP T38G, Yealink VP 530.</p>
	<p>The Zero-Out redirection in the Call Queue settings is modified with a new option to redirect the call to the Voice Mail of the extension, or to another destination.</p>

Release	New Features
5.3.10	Added Collect call feature for calls to ISDN PRI/BRI
	LDAP support for Yealink IP phones.
	<p>The Call Park feature has been expanded with a Directed Call Park method. This allows users to define the call park extension they wish to park the call on.</p> <p>There are two methods available: 1) Hold the current call, and then dial the call park extension number; 2) Assign the call park extension to a key on the phone and then, just press the key during an active call.</p>
	New Call Intercept feature. A new feature code has been added allowing users to dial *94 followed by the extension number to intercept an inbound call on another extension.
	IP Phone Key Assignment Templates are now available to define a set of extensions mapped to keys on IP phones. These templates can be used for multiple IP phones to streamline installation and configuration of multiple phones.
	The Find Me/Follow Me announcement message is now customizable. Users can remove the message, use the default, define a new recording or use music on hold.
	Added the option to review and modify the system default Find Me/Follow Me welcome message like other universal extension messages using the admin *75 feature code on the phone.
	Added the option to review and modify the user's personal Find Me/Follow Me welcome message like other personal greeting messages using the extensions *0 feature code on the phone.
	Added support for P-Asserted-Identity header field defined in RFC 3325. This is important to retain original caller information even after a call is transferred within the office.
	Statistics gathered from the Find Me/Follow Me have been improved for greater visibility of call flow.
	Auto configuration support for new IP phones: Snom m9, Panasonic KX-TGP550T04, KX-UT123-B, KX-UT136-B, Audiocodes 320HD and 310HD.
	A new option to use RTP streaming channel for playing Hold Music is added to the "Universal Extension Recordings" configuration page. This allows using an external RTP as default Hold Music for all extensions.
	Intercom settings are improved. Now it will be possible to define whether the phone should make a sound when Intercom is activated. The default is silence.
	Added support for T.38 faxing on IP lines for use on devices such as an ATA for faxing.
	The VoIP carrier wizard is improved which allows creating the outbound routing rules not only by prefix but also by 7 and 10 digit pattern.
A new warning in the security audit for the case when the filtering on the routing rule is enabled, but the Source Call Type is set to anything but PBX.	

Release	New Features
5.3.10	<p>A new MS Exchange Server option has been added in the Use External Voice Mail settings for extension. This allows keeping recorded voice messages into one universal inbox.</p>
	<p>PnP and auto configuration support for Grandstream GXP1400/1405/1450/2100/2110 IP phones.</p>
	<p>Basic auto configuration support for Polycom KIRK Wireless server 6000 IP phone.</p>
	<p>Security enhancement. A new security check has been added to prevent an external 3PCC or Click2Dial application from using any of the Quadro features unless specifically authorized from the user's extension settings. The new option (3pcc/Click2Dial Login Allowed) is displayed when doing an edit on the extension and is disabled by default.</p> <p>Please note. If the Quadro extension is currently being used with some 3PCC or Click2Dial application, then this option will need to be enabled after the firmware update or the feature will no longer work. Epygi applications that use 3PCC, such as HotCall and HotKeyCall, do not rely on this setting to be enabled to work.</p>
	<p>Auto Attendant Customized builder to create Interactive Voice Response (IVR) scenarios from the Quadro GUI.</p>
	<p>Support for the new Epygi Auto Dialer application (with a license key).</p>
	<p>TDVC and H.263+ codecs support.</p>
	<p>Language pack support for Polycom IP phones. Polycom phones change the GUI to the installed custom language.</p>
	<p>Local Admin password management enhanced. The local admin login password for GUI access is alphanumeric and a second numerical password can be entered for accessing settings from the phone handset, such as the Auto Attendant greeting messages.</p>
	<p>The Administrator password for phones is added as an item in the security audit.</p>
	<p>Auto configuration support for Cisco SPA303, SPA501G, SPA509G, SPA525G2 phones.</p>
	<p>PnP and auto configuration support for Grandstream GXP2120 and GXV3175 phones.</p>
	<p>PnP support for Grandstream GXV3140 video phone</p>
	<p>PnP and auto configuration support for Yealink VP-2009P model flavor.</p>
<p>Added the falsealertmsg.cgi hidden page to make timeout for false ALERT message configurable. So that Quadro may send to ISDN false ALERT message after some timeout (defined in timeout value) if ISDN side does not receive any ringing from Quadros high level applications.</p>	

4 Changed Features History

The following table provides a high-level list of changed features that have been changed beginning with the most recent Quadro4Li release.

Release	Changed Features
5.3.72	Aastra IP phones (6730i,6731i,6735i,6737i,6739i,6753i,6755i,6757i) have been renamed to Mitel (Aastra) 6730, 6731, 6735, 6737, 6739, 6753, 6755 and 6757.
	Polycom KIRK wireless server 300, KIRK wireless server 6000 stations have been renamed to Spectralink KIRK wireless server 300 and Spectralink KIRK wireless server 6000 accordingly. Please Note. Quadro doesn't support the KWS's own redundancy feature for these stations.
	The max number of Line appearance for SPA525G2 is changed from 2 to 10.
	New parameters have been added to Aastra IP phones templates.
	Recommended firmware versions for Grandstream GXP2140, GXP2160 have been changed from 1.0.2.9 to 1.0.3.9.
	Changed the behavior for Polycom phone display in case of incoming calls to watched extensions. Show or not the call appearance/caller's ID on incoming calls to watched extensions is configurable now.
	The "User Name" is changed to "User Name/DID Number" in the SIP Registration Settings for extension. Beside the registration user name on the SIP server, DID number from ITSP is supported also.
5.3.63	The SMTP Host field in System Mail Settings has been extended to 48 characters long.
5.3.62	
5.3.61	Changed the Access List function for Call Park extensions to be similar to Call Pickup. If a password is set for the Call Park extension, when the parked call is answered the system will prompt for a password only if the user's extension is not listed in the access list.
	The method for using VLANs to configure the IP phones has been enhanced to allow the phones to be switched from the Epygi VLAN to the Epygi LAN or WAN without having to do a factory reset on the phone, which is currently required. The enhancement will not affect currently configured IP Phones using the Epygi VLAN.
	New parameters have been added to Yealink IP phones templates.
	Possibility to pass PIN description to the CDR downloaded file.
	For Time Limited Call routing entries the weekly/monthly start day has been added.
	Quadro LOGO changed
	Line Appearance is set to 4 for KX-UT133/KX-UT136 phones
Added display names after extension numbers in the Many Extension Ringing Groups, allowing users to easily find the desired extension.	

Release	Changed Features
	<p>Added display names after extension numbers in the Auto Attendant "Create Scenario" page, allowing users to easily find the desired extension.</p> <p>The Grandstream GXP2124 phone is added to the phone model list for the Receptionist Configuration Wizard.</p> <p>Added VoIPVoice.it as a new carrier to the VoIP Carrier Wizard list.</p> <p>Improvement on "Caller ID Based Services" page. Now user is able to navigate to the appropriate setting by clicking the links on the ON/OFF status of the service.</p> <p>When configuring an IP phone in the IP Line settings, it is now possible to paste a copied MAC address for the IP phone.</p> <p>Changed the behavior when making changes to parameters that require the IP phone to be rebooted to take effect. The system will prompt to reboot the IP phones after changing the SRTP policy, IP phones template, transport type, and the registration username and password.</p> <p>The IP Lines Settings table is now scrollable. Disabled IP lines are hidden from the list by default.</p> <p>Improved the way Day/Time settings are shown on the Call Routing GUI. When there is no rule with Time of Day set, the DT column and the DT description in the glossary are removed from the bottom of the page. Also, the Call Routing Table's brief view will now show an icon of a clock in the DT column.</p> <p>The "VLAN Settings" page has been moved from "DHCP Settings for the VLAN Interface" as a submenu to the Network in the main menu.</p>
5.3.20	<p>Changed the behavior when making changes to parameters that require the IP phone to be rebooted to take effect. The system will prompt to reboot the IP phones after changing the SRTP policy, IP phones template, transport type, and the registration username and password.</p> <p>Added Use RTP proxy mode in Call routing for PBX type calls.</p> <p>snom PA1 template enhancement: "Intercom Policy" has been added for snom PA1. Its default value is set to "off".</p> <p>Distinctive Ring tones have been changed for Yealink phones.</p> <p>snom 7xx phones (720 & 760) have been upgraded to FW version 8.7.3.15.</p> <p>Recommended FW version for Yealink T3X and VP530 phones is updated to public Version 70 (3x.70.0.100/23.70.0.40 accordingly).</p> <p>New FW recommendations for Aastra , Grandstream, Cisco and Yealink IP phones.</p> <p>Added Speed dial based services for Polycom.</p> <p>Added "Park", DirPckUp, "Bargeln" soft keys on Polycom UCSoftware.3.3.1 or higher.</p> <p>Language Pack update for Aastra, Alcatel, Grandstream GXP2000 and Polycom (FW 3.3.1.F) IP phones.</p> <p>Voice mail Specific Profile selection is simplified using the drop-down list of the</p>

Release	Changed Features
	<p>created profiles.</p> <p>Aastra IP phone template enhancements: Added Callers List Script field, Call Waiting/ Hold Reminder/Stutter Tones and Password protected “Options” checkboxes.</p> <p>Restored the "Edit Watch Access List" link in the extension settings.</p> <p>Yealink T2x phones default settings updated.</p> <p>Added voipvoice.it as a new carrier to the VoIP Carrier Wizard list.</p>
5.3.10	<p>IP line capacity increased: 16 lines by default, additional 8 with license key.</p> <p>All preconfigured functions have been removed from Aastras' Programmable Keys Configuration.</p> <p>Improved the voice message played when collecting the user logs using feature code *82.</p> <p>Improved the voice message played when user marks the call using feature code *81.</p> <p>Added the option to delete the uploaded global speed dialing directory.</p> <p>Added Kebu.it as a new carrier to the VoIP Carrier Wizard list.</p> <p>The name of Login/Call Relay column in the Extensions Management is changed to External Access, which indicates whether the GUI login, 3pcc/Click2Dial login or Call Relay options are enabled on the extension.</p> <p>New FW recommendations for snom phones.</p> <p>Some of the system voice messages are improved.</p> <p>New FW recommendations for snom, Grandstream and Polycom phones.</p> <p>Added information regarding video codec's under the Details in the call statistics</p> <p>Added P-asserted identity header in all SIP messages that contain "p-preferred identity" or "Remote-party-ID".</p> <p>Changed the SIP parser for proper processing of From: field in header if URI scheme is included.</p> <p>The SIP IDS configuration options are available in the SIP IDS settings page.</p> <p>The “3pcc/Click2Dial Login Allowed” checkbox is available when editing multiple extensions at the same time.</p> <p>The Skype service is added in the VoIP Carrier list.</p>

5 Fixed Issues

Issues fixed since version 5.3.63:

18626	T:	A problem with Yealink T38G phone in the Receptionist Phone Configuration Wizard
	D:	When selecting the Yealink T38G IP phone model to be used by the receptionist, the drop down menu for all 6 expansion modules is showing blank.
18412	T:	DSS key doesn't work correctly as Call Park on Yealink T38G phone
	D:	The DSS programmable key doesn't work correctly when configured for Call park in IP line settings for Yealink T38G phone: It doesn't light up when the call is parked; It doesn't allow call parking without pressing the HOLD button before.
18021	T:	VLAN DHCP continues to function even after VLAN interface is disabled
	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.

18839	T:	It's not possible to park a call twice pressing the park ext. key on Yealink T32G and T38G
	D:	Upon successful call park/pickup the second attempt to park the call, using the park ext. programmable key fails. The problem is happening only if we park the call to the same park extension (by pressing CallPark key).
	C:	
	Fix:	Workaround: park the call to a different call park extension. Will be fixed in the next releases.
18759	T:	The STUN service doesn't work when the firewall level is set to "High".
	D:	When the firewall level is set to "High" Quadro doesn't release STUN packets, because firewall prohibits them to be created and sent.
	C:	
	Fix:	To make STUN service working need to add the STUN server IP address in the "SIP access" filtering rule. Will be fixed in the next releases.
18707	T:	An issue with extension watching on Fanvil C62 phone
	D:	If a programmable key is configured to watch an extension you cannot pickup the call addressed to that extension by pressing the key.
	C:	
	Fix:	Will be fixed in the next releases.
18651	T:	GXP2200, GXV3175 and GXV3140 IP phones are forced to make secure calls by default, even though in phone Web GUI the SRTP Mode is configured as "Enabled but not forced"
	D:	
	C:	
	Fix:	Go to the Codec Settings for the extension attached to that phone, select "Make and accept only unsecure calls" option in the Secure RTP Settings and reset the phone to factory defaults. Will be fixed in the next releases.
18556	T:	PPTP fails connecting to Windows 8/8.1 when MSCHAPv2 Encryption type is something else than NO MPPE
	D:	
	C:	
	Fix:	Will be fixed in the next releases.

18372, 17709	T:	A problem with configuring programmable keys in IP line Advanced Settings page for Grandstream GXP2124, GXP 2140 and GXP2160 phones
	D:	In case if in the Programmable Keys configuration page for GXP2124, GXP2140 and GXP2160 phones all six Line keys are configured with some functions the phones becomes none functional: the dial tone is lost, the keys and buttons on phone keyboard stop working.
	C:	
	Fix:	Do not use all six line keys when configuring programmable keys. Keep at least two line keys unused to be able to make/receive calls. Or use Multi-Purpose Keys instead. Will be fixed in some next FW version for the mentioned phones.
18186	T:	A fake error message when pressing successful calls tab in the Call Statistics
	D:	When pressing this tab just after a successful call termination, sometimes the following error is displayed: "Log file seems to be corrupted. Please clear all records".
	C:	
	Fix:	Pressing this tab once more will resolve the problem. Will be fixed in the next releases.
18112	T:	Watching does not work properly configured on Akuvox SP-R53P phone
	D:	If a programmable key is configured to watch an extension it allows only calling to that extension. You cannot pickup the call addressed to that extension by pressing that key.
	C:	
	Fix:	Will be fixed in the next releases.
17404	T:	Call which is done after Call Relay (*2) on auto attendant is not shown in Call Statistics
	D:	Only the call to attendant is shown in the call statistics. The call leg after call relay is missing in the call statistics in case if the external caller is terminating the call first.
	C:	
	Fix:	Use feature code *1 instead of *2 for call relay. Will be fixed in the next releases.
17282		An issue with Intercom service on snom 8xx phones
	D:	When the snom 8xx phone series (tested with snom models 821, 870 running FW version's 8.4.32, 8.4.33) have watched extensions configured and the status of the watched extension has changed (e.g. the watching phone receives or makes a call), immediately the next intercom call to the snom phone does not activate the intercom but continuously rings the phone.
	C:	As a result, if the calling phone is configured as a watched extension, the

		snom phone never activates the intercom for that caller.
	Fix:	Will be fixed in some future FW release for snom.
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 the next releases.
16753	T:	An issue with duplicated keys on snom 370 phones
	D:	Quadro4L is in Key System Emulation mode. When pressing one of the Shared Line Appearance (SLA) keys, a second key on the phone is also lit. E.g. Pressing key 6 will also light key 4, pressing key 5 will also light key 3, etc.
	C:	
	Fix:	Should be fixed by snom in the future firmware versions.
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 for Advanced→Programmable Keys Configuration .
	Fix:	Use the "Shared Mailbox: Edit Voice Mailbox Access List" link in the Voice Mailbox Settings for extension. Will be fixed in the next releases.
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, Quadro 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 the next releases.
16468	T:	MAC address recognition problem in the FXS Gateway Management" page
	D:	In the page Line Settings→IP Line Settings→FXS Gateway Management , if FXS Gateway is added manually, the system cannot recognize MAC address of FXS Gateway entered in uppercase.
	C:	As a result the "Edit" and "Reboot" functional buttons become unusable and then it is not possible to edit existing records or reboot the registered FXS Gateways.
	Fix:	Enter the MAC address in lowercase. Will be fixed in the next releases.
16037	T:	After changing Quadro LAN IP configuration (IP address or subnet mask) IP phones lose registration and become unusable

	D:	
	C:	
	Fix:	After changing Quadro LAN IP configuration first reboot the unit then reboot the IP phones. Will be fixed in the next release.
15942	T:	It is not possible to pickup (via pickup group) the call to extension with Find Me/Follow Me enabled
	D:	
	C:	
	Fix:	Will be fixed in the next releases.
14909	T:	Paging and intercom services do not work on the Grandstream BT100 IP phone
	D:	
	C:	
	Fix:	Currently BT100 has no support for paging/intercom.
14797	T:	Call Interception does not work on Grandstream GXP2000 configured as a receptionist, when extensions are watched on expansion module
	D:	
	C:	
	Fix:	Use basic seven keys instead of expansion module. Will be fixed in the future releases.
14156	T:	Impossible to track who answered the call coming to SLAs
	D:	Scenario: When Quadro is configured in Key System Emulation mode and incoming FXO call is answered by the phone, it is not possible to track from the active call list or call statistics pages who answered the calls.
	C:	
	Fix:	Under investigation, will be fixed in the next release.
13802	T:	An issue with configuring Aastra IP phones as local extensions for Quadro IP PBX
	D:	After changing the LAN IP address for the Quadro, the 480i, 9133i and 55i Aastra phones with currently recommended 1.4.1.2000 firmware are not registering after restart.
	C:	
	Fix:	They must be factory reset to register again. Under investigation; will be fixed in the future FW versions for Aastra phones.
13471	T:	An issue with configuring IP phones as local extensions for Quadro IP PBX
	D:	Plug and Play and Auto configuration of IP phones is impossible with the modified "HTTP Server Port" on the Quadro.

	C:	
	Fix:	Add the changed http port value in the "option tftp-server-name" row ("dhcpd.conf.lan" file) for each IP phone. Example: "option tftp-server-name "http://172.30.38.1:8080". Will be fixed in the future releases.
13380	T:	Aastra IP phone is not ringing when it is used in many extensions ringing list
	D:	Scenario: <ol style="list-style-type: none"> 1. Many Extension Ringing is enabled on a virtual extension with an Aastra phone in the list. 2. Distinctive Ringing is enabled on that virtual extension with Nickname that contains space.
	C:	When a call with no Caller ID comes to that extension, the Aastra phone in many extensions ringing list does not ring.
	Fix:	The problem is solved if there is a Caller ID available on the incoming call or if the Nickname does not contain spaces. This problem is limited to Aastra IP phones only.
12190	T:	Some of the voice mail services could be unavailable if external Voice Mail is in use for extension
	D:	In this scenario some of the features, for example Zero-out and entering the VMS directly with option "1" will not work.
	C:	
	Fix:	This is normal, as those features are the Quadro's internal VMS system features. If external VMS system is used, user gets the features of that external system.
11519	T:	An issue with distinctive ringing on the snom and Aastra IP phones
	D:	Snom and Aastra phones ring only once if the distinctive ringing is enabled with the "winter" ringing pattern.
	C:	
	Fix:	Use other ringing patterns for distinctive ringing on snom and Aastra IP phones.
	T:	Aastra, snom, Grandstream and Thomson IP phones may disconnect if you press "Mute" button for a long time (60 min)
	D:	
	C:	
	Fix:	Under investigation; will be fixed in the future releases.

7 Upgrading Instructions

In general, the configuration of a system will remain after the software update.

7.1 Technical Advisory

Attention: For manually configured IP phones, it is now required to have the **SIP Registration Timeout** parameter set to 120 seconds or more on your IP phone. Values less than 120 seconds will not be accepted by the Quadro and will cause the IP phone registration failure on the Quadro.

7.2 General hints

It is recommended to execute the update by downloading the software first to a PC located in the LAN of the Quadro and perform the firmware update from the LAN side. This is to ensure that the Internet connection will not affect the upgrade process. In general, the configuration of a system will remain after the software update. Remember that some data is lost during upgrade:

- **Call Statistics**

Workaround – to save the existing call statistics, download it to the PC from Call Statistics→Statistics Settings before performing the firmware update.

- **Voice mails**

Workaround – save the recorded voice mails from the Voice Mailbox before performing the firmware update.

- **All custom voice greetings**

Workaround – backup and download all configuration and voice data to a PC.

- **All custom recordings for the custom Auto Attendant**

Workaround – backup and download all configuration and voice data to a PC.

- **Pending events**

- **Transfer statistics for the network**

- **DHCP leases**

The following steps describe how to correctly perform the firmware update:

1. Save the current configuration by doing a Backup and Download of all config and voice data (**System→Configuration Management→Backup and download all config and voice data**).
2. Perform the Firmware Update.
3. Restore the configuration that was saved in Step 1 (**System→Configuration Management→Upload and Restore all config and voice data**).

This is necessary to restore the extension custom voice messages and the custom Auto Attendant messages.

7.3 Limitations and restrictions

- The memory used by "DSP Capture", "Call Capture" and "Network Capture" hidden pages is limited to 3 MB. This will put a limitation on the duration of captured file.
- In case if voice mail recording codec is other than PCMU, the maximum length of VM sent by email is limited to 3 minutes.
- The number of VMs in the mailbox for one extension is limited to 300.
- Use Session Timer in IP Line Settings is deselected by default.