

Release Note Quadro6L 5.0.26, Edition 1

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1 Introduction

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

Quadro6L software 5.0.26 Date: February 20, 2009

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

Date: March 11, 2009

2 Requirements

2.1 Hardware requirements

- The software can be used on all Quadro6L 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 4.1.25 or later software.

2.3 Supported and Tested SIP phones

Below is the list of SIP phones with the corresponding firmware versions that supported by Epygi and are recommended for optimal compatibility with Quadro6L.

Vendor	Model	Software
SNOM	300	Application: snom300-SIP 7.3.7
SNOM	320	Application: snom320-SIP 7.3.7
SNOM	360	Application: snom360-SIP 7.3.7
SNOM	370	Application: snom370-SIP 7.3.7
Aastra	480i	Application version: 1.4.3.23
Aastra	9112i	Application version: 1.4.3.23
Aastra	9133i	Application version: 1.4.3.23
Aastra	51i	Application version: 2.3.1.26
Aastra	53i	Application version: 2.3.1.26
Aastra	55i	Application version: 2.3.1.26
Aastra	57i	Application version: 2.3.1.26
QCM		4.1.12

Please Note: Any problems and limitations on the SIP phones listed below are described in detail in the **Quadro Features on Supported IP Phones** document.

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.

In the list below are the SIP phones with the corresponding firmware versions that are tested by Epygi. The document **Quadro Features on Tested IP Phones** describes the problems and limitations on the SIP phones that have been tested by Epygi.

Vendor	Model	Software
CISCO	7960	POS3-07-4.00
IpDialog	ST201	Application: SipTone 1.2.0 rc Z_21
POLYCOM	SoundPoint IP 300SIP	Application: SIP software 3.1.1.0137
POLYCOM	SoundPoint IP 330SIP	Application: SIP software 3.1.1.0137
POLYCOM	SoundPoint IP 501SIP	Application: SIP software 3.1.1.0137
POLYCOM	SoundPoint IP 601SIP	Application: SIP software 3.1.1.0137
POLYCOM	SoundPoint IP 550 SIP	Application: SIP software 3.1.1.0137
POLYCOM	SoundPoint IP 650 SIP	Application: SIP software 3.1.1.0137
SIPUra	SPA 841	3.1.4(a)
Thomson	ST 2030 SIP	APP Version: V1.57
Berkshire (ATL)	5000	SW version: 22102154
Grandstream	BT200	Program- 1.1.6.16
Grandstream	BT100	Program- 1.1.0.3
Grandstream	GXP2000	Program- 1.1.6.16
Linksys	SPA921	SW version: 5.2.8
Linksys	SPA922	SW version: 5.2.8
Linksys	SPA941	SW version: 5.2.8
Linksys	SPA942	SW version: 5.2.8

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

Please Note: Any problems and limitations on the SIP phones listed below are described in detail in the **Quadro Features on Supported IP Phones** document. The document **Quadro Features on Tested IP Phones** describes the problems and limitations on the SIP phones that have been tested by Epygi. Both documents are available on www.epygi.com and can be found under the Support section.

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:

- Aastra 480i
- Aastra 9133i
- Aastra 55i
- Aastra 57i
- Snom 320
- Snom 360
- Snom 370

3 New Features History

The table below indicates a high-level list of new features that have been added beginning with the most recent Quadro6L release.

Release	New Features
5.0.26	Auto configuration support for the following Linksys IP phone models: SPA941, SPA942, SPA921, SPA922
5.0.22	Added possibility for blind transfer of SLA calls directly to voice-mail and to extension
	Added possibility to use separate DID in outgoing calls
	Added possibility to activate 8 additional IP lines with key (without SLA support)
	Added SLA support for Snom IP phones
	Added possibility to connect IP phones to Quadro from WAN side (the default way of IP phone configuration) with 3d party DHCP server
5.0.10	Added Key System Emulation support (shared line appearance)
	Added silent VM recording option in the Voice Mail Settings
	Added Custom Profiles for Voice Mail Settings
	Programmable Keys Configuration page added in the IP Line Settings for Snom, Aastra (except for Snom300 and Aastra51i, 9112i). There is an advanced link on IP Lines page to configure the programmable buttons for each phone model for the "watched" extensions and for standard services such as "DND".
	DHCP Advanced Settings added
	Added PBX-Intercom call type in Call Routing wizard and 3 options to enable Intercom service
	Added 3PCC checkbox in Call Routing Wizard
	Local authentication parameters are shown in Details column of Call Statistics
	Check/Update Now button added in Automatic Firmware Update page
	Added SNMP status and configuration changes
	The results of system configuration backup & download are reflected in the system events
	Snom and Aastra phones automatically get rebooted when the Quadro is rebooted
	Added auto configuration support for the following Polycom IP phone models: Soundpoint IP 330, Soundpoint IP 550 and Soundpoint IP 650
	Adjusted timezone parameters for Venezuela according to new standards
	Added Kickback feature allowing not to lose the call after blind transfer
4.1.40	Added support for the following IP phone models: Aastra51i, Snom370
	IP phones do not lose registration after Quadro soft reboot (i.e. if the reboot is not initiated by disconnecting/reconnecting the power or pressing the reset button on the back of the Quadro)

Release	New Features
	Possibility to upload and customize system messages (in the uploadownmessages.cgi hidden page)
	Attendant Ringing Announcement is now available both for default and custom AA Scenarios and the selection is moved to the bottom in Attendant Scenario Settings page
	Possibility to change the default memory size to be allocated as a temporary storage for unified FAX message (in the extmanagement.cgi hidden page)
	The 3PCC Settings option was added under Telephony menu
	Multiedit support in Extensions Management for Codec Settings
	Possibility to change the signaling procedure for hold process in case the "Send Hold Music to Remote Party" is enabled on the extension
	Possibility to change static, running logos, links and browser mini logo (accessible from loadlogo.cgi hidden page)
	Support for HotCall Add-In
	SIP Address Resetting function in the Extensions Management for restoring the default SIP settings of extensions
	Added PnP for the Aastra53i, Aastra55i, Aastra57i, Aastra57iCT
4.1.30	

4 Changed Features History

The following table provides a high-level list of new features that have been changed beginning with the most recent Quadro6L release.

Release	Changed Features
5.0.26	
5.0.22	For Snom phones, the "Call join on Xfer (2 calls)" setting is configurable in the phone GUI
	Adjusted timezone parameters for Venezuela according to new standards
	Added status info in 3PCC settings
	Added scrollbars in the tables for Call Routing and Extension Management pages
5.0.10	The minimum value of SIP Registration Timeout parameter for IP lines is limited to 120 seconds. For more details see Technical Advisory chapter.
	The memory used by "DSP Capture", "Call Capture" and "Network Capture" hidden pages is limited to 3 Mb. This limits the duration of captured file
	The no-answer timeout range for extensions is increased to 180 seconds
	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
	The firmware version control for IP lines is forcefully disabled to avoid problems on the phone during FW upgrade. If user is sure he needs that, he should re-enable that after upgrade
	Use Session Timer in IP Line Settings is deselected by default
4.1.40	The number of IP lines changed to 10
	SNMP is disabled in default configuration
	Call bandwidth usage statistics is temporarily removed
	The Call Park feature has been changed so that pressing the pound key (#) is no longer required if a password has not been assigned to the CP Extension
	IP line status and SIP registration status are shown in separate pages under Quadro Status
	The "SIP Tunnels to Slave Devices" and "SIP Tunnels to Master Devices" shown under Quadro status only if there is at least one SIP tunnel active of the corresponding type
	The "SIP Trunk" is renamed to "SIP Tunnel"
	Increased the logs capacity of the Quadro by archived logging
	New Zealand Daylight Savings Changed
	The default domain name "epyki-config.com" replaced with "epyki-config.loc"
	The default registration timeout for all IP phones is set to 1 hour
	Telephone Event Draft Support checkbox removed from RTP Settings
4.1.30	Best Matching Algorithm is modified

5 Fixed Issues

Issues fixed since version 5.0.22:

Incorrect IP address in the Status page for Symmetric NAT	
D:	If the remote extension is located behind the symmetrical NAT, Status - IP Lines Registration Status LAN IP address should be displayed for NAT. Currently WAN IP address is displayed.
C:	
FXO may hang up in case of KSE usage	
D:	In some scenarios with KSE usage FXO may hang up and became unavailable.
C:	
A problem with call forwarding on SLA	
D:	Scenario: If some of SLAs are SIP and they are using "Master" SLA's settings, and if configuring Call Forwarding in the SLA that is using other "Master" SLA's settings, the forwarding on SLA-s will not work.
C:	
Accessing the Quadro's WEB GUI using HTTPS may crash the system 15271	
D:	If user accesses Quadro GUI via HTTPS, the Quadro may hung up and become inaccessible.
C:	
SIP "P-Asserted-Identity" field processing improvement 15568	
D:	
C:	Calls through certain ITSP providers may fail when transferring and forwarding.
Quadro may crash in case of incoming SIP call with G.723 codec in the SIP INVITE codec list 15525	
D:	
C:	
While checking System/Status/Network Status- Watch WAN and then doing a Refresh, the statistics change to LAN Interface Statistics 14777	
D:	
C:	No consequences

6 Known Issues

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

It is impossible to login as 'admin' after making changes on "Advanced PPP Settings" page 9549	
D:	You cannot login to the Quadro as 'admin' after making changes on the "Advanced PPP Settings" page. You can only login as 'user'.
C:	No consequences
Fix:	Restart the Quadro to resolve this.
One way audio with IPsec VPN in the scenario "Gateway<->Remote Subnet" 9327	
D:	Scenario: <ol style="list-style-type: none"> 1. Establish an IP-Sec connection between two Quadros (connection type is "Quadro <-> Remote Subnet"). 2. Make an SIP call from Quadro1 (gateway) to Quadro2 (remote subnet).
C:	The call is established, but there is no audio in Quadro1. The same result will occur when calling from Quadro2 to Quadro1. A direct call cannot be established at all.
Fix:	Add an additional "Quadro <> Remote Gateway" tunnel in IPsec configuration. With two tunnels: "Quadro <> Remote Gateway", "Quadro <> Remote Subnet" in IPsec VPN configuration this issue will resolved.
Call interception fails in a specific scenario with a watched extension in the many extension ring list 9399	
D:	Scenario: <ol style="list-style-type: none"> 1. Use Snom360 for receptionist extension (for example, extension #31), 2. Configure Many Extension Ringing on ext. #31 with extensions #31 and #12 in the MER list, 3. Configure extensions #11 and #12 as watched extensions, 4. Make a call to extension #31, 5. The phones for extensions # 31 and #12 will start ringing. 6. The programmable key for the ext. #12 is flashing on the receptionist's ext. #31, 7. Pressing that key the receptionist stops ringing, but ext. #12 is still ringing, 8. Hang-up the phone for that caller's extension.
C:	Call interception on the receptionist's line fails. The light for ext. #11 will stay ON on the ext. #31.
Fix:	This problem is specific for Snom phones only. When using a Snom phone, calls should be answered on your own extension and not the watched extension.
Firmware update cannot be completed when "High availability" is enabled in SIP Settings page 12306	
D:	Scenario: <ol style="list-style-type: none"> 1. Using SIP Timers radio button in Telephony-SIP Settings, define the timeouts of the SIP messages retransmission as "High availability". 2. Try to make firmware update.
C:	Firmware update will hang and not complete
Fix:	Set the SIP Timer to RFC3261 standard before firmware update. Under investigation, will be fixed in the future releases.

An issue with configuring IP phones as local extensions for Quadro IP PBX		13471
D:	Plug and Play and Auto configuration of IP phones isn't possible with changed "HTTP Server Port" on the Quadro.	
C:		
F:	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.	
Call disconnect on the Aastra IP phones		13773
D:	Scenario: <ol style="list-style-type: none"> 1. Aastra IP phone is configured as a local extension on the Quadro 2. "Use Session Timer" option is selected for the IP line attached to the Aastra IP phone. 	
C:	Call received on the Aastra phone is disconnected after 4 minutes 50 seconds. This is an interoperability issue between Quadro "Use Session Timer" functionality and the Aastra's currently recommended firmware.	
F:	Disable "Use Session Timer" option for that IP line. Under investigation, will be fixed in the next release.	
An issue with distinctive ringing on the Snom and Aastra IP phones		11519
D:	Snom and Aastra phones ring only once if the distinctive ringing is enabled with the "winter" ringing pattern.	
C:	No consequences	
Fix:	Use other ringing patterns for distinctive ringing.	
Impossible to track who answered the call coming to SLAs		14156
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.	
When taking the held call on the SLA line from another phone, the CallerID is wrong		14016
D:	Scenario: Instead of the original caller's CallerID being displayed, a SLAX is displayed.	
C:		
Fix:	Under investigation, will be fixed in the next release.	
It is not possible to customize the hold music for SLA calls		14154
D:	Scenario: It is not possible to customize the hold music played when holding the SLA call.	
C:		
Fix:	Under investigation, will be fixed in the future releases.	
After editing the SLA Name the changes do not automatically appear on the IP phone		14358
D:		
C:	No consequences.	
Fix:	When changing the SLA name, go to the IP Line Settings for that IP phone and push the Save button. Then reboot the IP phone. Will be fixed in the future releases.	

Call Routing local authentication information is missing in the call statistics for local extension to extension calls		14652
D:		
C:	No consequences	
Fix:	Will be fixed in the next release.	
Extension watching stops functioning on a receptionist phone after running system configuration wizard		14828
D:		
C:		
Fix:	Reboot the receptionist phone to restore the extension watching. Will be fixed in the next release.	
IPSec crashes in a scenario		14648
D:	Scenario: <ol style="list-style-type: none"> 1. Create some VPN IPSec connection and Start it. 2. During the connection click on the "Connecting" status link. 3. After that go to any page (f.e. Networking Tools, Diagnostics ...) and press the "Back" button on this page. 	
C:	As a result IPSec crashes and system shows "HTTP Error 500: Your system seems to be unstable. Please reboot it. In case this error reappears, please contact our customer support on www.epygi.com! " error message.	
Fix:	Wait for about 5 min if system recover this or reboot the Quadro to resolve this problem. Will be fixed in the future releases.	
Call Interception doesn't work on GrandStream GXP2000 configured as receptionist, when extensions watched on expansion module		14797
D:		
C:		
Fix:	Use basic 7 keys instead of expansion module. Will be fixed in the future releases.	
Call disconnects when the transfer attempts		15307
D:	If the "Do Not Send External Re-INVITE" checkbox is enabled, the calls through some of national ITSP providers disconnects during the attempt to transfer.	
C:		
Fix:	Will be fixed in the next release.	
Custom Voice Mail profile doesn't work in a specific scenario		15314
D:	Scenario: <ol style="list-style-type: none"> 1. Create a new voicemail profile for an extension on the Quadro (e.g. "afterhours") 2. Configure the specific settings for the profile "afterhours" (upload a custom VM greeting, zero-out, etc.) 3. Add a "PBX-Voicemail" type call routing for activating the "afterhours" profile 4. Route all PSTN calls to that routing 	
C:	When calling from PSTN the default VM settings are activated instead of the specified profile.	
Fix:	Will be fixed in the future releases.	
In case of Call Hunting No Answer Call Forwarding service doesn't work		13942
D:		
C:		
Fix:	Will be fixed in the next release.	

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 Quadro6L and perform the firmware update from the LAN side. This is to ensure that the Internet connection will not affect the upgrade process.

Additionally, it is recommended to backup the existing configuration prior to upgrading.

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.
- **Transfer statistics for the network**
- **Event log**
- **DHCP leases**