# Release Note Quadro6L 5.3.11, Edition 1

# 1 Introduction

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

**Quadro6L software 5.3.11 Date: October 9, 2012**

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

# Date: October 19, 2012

# 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 8.4.35 |
| snom | 320 | Application: snom320-SIP 8.4.35 |
| snom | 360 | Application: snom360-SIP 8.4.35 |
| snom | 370 | Application: snom370-SIP 8.4.35 |
| snom | 720 | Application: snom720-SIP 8.7.2.9 |
| snom | 760 | Application: snom760-SIP 8.7.2.9 |
| snom | 821 | Application: snom821-SIP 8.4.35 |
| snom | 870 | Application: snom870-SIP 8.4.35 |
| snom | MeetingPoint | Application: snomMP-SIP  8.4.35 |
| Aastra | 9143i (33i) | Application version: 2.5.2.1010 |
| Aastra | 9480i (35i) | Application version: 2.5.2.1010 |
| Aastra | 9480iCT (35iCT) | Application version: 2.5.2.1010 |
| Aastra | 6753i | Application version: 2.5.2.1010 |
| Aastra | 6755i | Application version: 2.5.2.1010 |
| Aastra | 6757i | Application version: 2.5.2.1010 |
| Aastra | 6757iCT | Application version: 2.5.2.1010 |
| Aastra | 6730i | Application version: 2.5.2.1010 |
| Aastra | 6731i | Application version: 2.5.2.1010 |
| Aastra | 6739i | Application version: 3.0.1.38 |

**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 |
|---|---|---|
| Audiocodes | 310HD | 1.6.0_build_37 |
| Audiocodes | 320HD | 1.6.0_build_37 |
| Cisco | SPA525G2 | 7.4.8 |
| Cisco | SPA303 | 7.4.8 |
| Cisco | SPA501G | 7.4.8 |
| Cisco | SPA509G | 7.4.8 |
| Polycom | SoundPoint IP 330SIP* | Application: SIP software 3.3.1.0933 |
| Polycom | SoundPoint IP 331SIP* | Application: SIP software 3.3.1.0933 |
| Polycom | SoundPoint IP 335SIP* | Application: SIP software 3.3.1.0933 |
| Polycom | SoundPoint IP 450SIP* | Application: SIP software 3.3.1.0933 |
| Polycom | SoundPoint IP 550SIP* | Application: SIP software 3.3.1.0933 |
| Polycom | SoundPoint IP 650SIP* | Application: SIP software 3.3.1.0933 |
| Polycom | SoundStation IP 5000* | Application: SIP software 3.3.1.0933 |
| Polycom | SoundStation IP 6000* | Application: SIP software 3.3.1.0933 |
| Polycom | VVX 1500* | Application: SIP software 3.3.1.0933 |
| Polycom | KIRK wireless server 300 | PCS08__ |
| Polycom | KIRK wireless server 6000 | PCS08__ |
| Panasonic | KX-TGP550T04 | 12.17 |
| Panasonic | KX-UT123-B | 01.061 |
| Panasonic | KX-UT136-B | 01.061 |
| snom | PA1 | 8.4.32 |
| snom | m9 | 9.4.7 |
| Grandstream | GXP1400 | Program- 1.0.1.83 |
| Grandstream | GXP1405 | Program- 1.0.1.83 |
| Grandstream | GXP1450 | Program- 1.0.1.83 |
| Grandstream | GXP2000 | Program- 1.2.5.3 |
| Grandstream | GXP2100 | Program- 1.0.1.83 |
| Grandstream | GXP2110 | Program- 1.0.1.83 |
| Grandstream | GXP2120 | Program- 1.0.1.83 |
| Grandstream | GXV3140 | Program- 1.0.7.3 |
| Grandstream | GXV3175 | Program- 1.0.3.22 |
| Grandstream | HT286 | Program- 1.1.0.26 |
| Yealink | SIP-T20P | SW version: 9.50.0.50 |
| Yealink | SIP-T22P | SW version: 7.50.0.50 |
| Yealink | SIP-T26P | SW version: 6.50.0.50 |
| Yealink | SIP-T28P | SW version: 2.50.0.50 |
| Yealink | SIP-T32G | SW version: 32.0.0.130 |
| Yealink | SIP-T38G | SW version: 38.0.0.130 |
| Yealink | VP-2009P | 22.21.0.40/22.30.0.60 |
| Yealink | VP-530 | 23.70.0.15 |

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

**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:

- Aastra 480i
- Aastra 480iCT
- Aastra 9133i
- Aastra 9480i
- Aastra 9480iCT
- Aastra 9143i
- Aastra 55i
- Aastra 57i
- Aastra 57iCT
- Aastra 6730i
- Aastra 6731i
- Aastra 6739i
- snom 320
- snom 360
- snom 370
- snom 720
- snom 760
- snom 820
- snom 821
- snom 870

**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

QuadroFXS 16 Gateway should have SW 5.2.1 or higher for PnP configuration with the Quadro6L SW 5.3.11.

ActiveX Control SW 5.3.0 or higher should be used with 3pCC functions with the Quadro6L SW 5.3.11.

AutoDialer SW 1.0.5 or higher should be used with the Quadro6L SW 5.3.11.

DCC SW 1.8 or higher should be used with the Quadro6L SW 5.3.11.

To use Quadro6L SW 5.3.11 with a 3pcc or Click2Dial application need to enable the "3pcc/Click2Dial Login Allowed" checkbox for the used extension(s).

# 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 |
|---|---|
| **5.3.11** | Support for the new Epygi Desktop Communication Console (DCC) application (with a license key). |
| | The Caller ID based services are improved by adding the presence state of the extension for use with the DCC application. |
| | Extension watching permission in the Extensions Management-Edit entry page. The watching is enabled by default for all local PBX extensions. |
| | 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. |
| | Added option for the Auto Attendant Customized Scenario to download the generated script in VXML format. |
| | Added capability to activate Voicemail profile based on caller id and presence state. |
| | PnP and auto configuration support for new IP phones: snom 720, snom 760, Yealink SIP T32G, Yealink SIP T38G, Yealink VP 530. |
| | 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. |
| | LDAP support for Yealink IP phones. |
| | 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. 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. |
| | 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. |

| Release | New Features |
|---------|--------------|
|         | 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 warring 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. |
|         | 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. |
|         | PnP and auto configuration support for Grandstream GXP1400/1405/1450/2100/2110 IP phones. |
|         | Basic auto configuration support for Polycom KIRK Wireless server 6000 IP phone. |
| 5.2.47  | 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. **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. |
|         | Auto Attendant Customized builder to create Interactive Voice Response (IVR) scenarios from the Quadro GUI. |
|         | Support for the new Epygi Auto Dialer application (with a license key). |
|         | TDVC and H.263+ codecs support. |
|         | Language pack support for Polycom IP phones. Polycom phones change the GUI to the installed custom language. |
|         | 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. |
|         | The Administrator password for phones is added as an item in the security audit. |
|         | Auto configuration support for Cisco SPA303, SPA501G, SPA509G, SPA525G2 phones. |
|         | PnP and auto configuration support for Grandstream GXP2120 and GXV3175 phones. |
|         | PnP support for Grandstream GXV3140 video phone |
|         | PnP and auto configuration support for Yealink VP-2009P model flavor. |
| 5.2.26  |  |
| 5.2.25  | New Quadro System Security Management page added with security diagnostics and a security audit |
|         | Secure system mail allowing to work with TLS or SSL mail servers |
|         | A new option in Call Routing - Local AAA Table: Authentication by PIN code |
|         | Possibility to enable/disable TLS functionality for IP Lines and extensions |
|         | A new option in the extension voice mail settings under the Send new voicemail notifications via e-mail, allowing differentiating between fax messages and voicemail messages when deciding whether or not to receive email notifications, with or without attachments. |
|         | Admin password management enhanced. The 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. |
|         | PnP and auto configuration support for snom 821 |
|         | PnP and auto configuration support for Aastra 6739i phone |
|         | Auto configuration support for Grandstream GXV3140 video phone |
|         | PnP and auto configuration support for Yealink VP-2009 video phone |
|         | Auto configuration support for snom PA1 paging system |
|         | Polycom KIRK Wireless server 300 phone support |

| Release | New Features |
|---|---|
| | Downloaded call statistics enhancements to include detailed information regarding the used interface for each call (PSTN, ISDN, etc), if call had been forwarded, transferred, etc. |
| | Viewing the Call Statistics on the Quadro GUI has been updated to select the number of records per page |
| | Full support for Secure RTP (SRTP) to encrypt voice packets. |
| | Full support for TLS (Transport Layer Security) protocol (RFC 2246) to provide communications privacy for the SIP messaging port over the Internet. The protocol allows client/server applications to communicate in a way that is designed to prevent eavesdropping of the SIP messages. |
| | HD codecs such as G.722 and G.722.1 are now supported in pass-through mode. |
| | Security enhancement. Password strength checking has been added in the IP Lines settings table for configuring IP Phones.  The system will provide feedback on whether the chosen password is weak.  An option is also provided to let the system create a strong, random password.  Password strength enforcement can be configured in the hidden menu generalconfig.cgi. |
| | Security enhancement. Protection against certain SIP DoS attacks has been added by enabling the "SIP IDS" feature in the hidden menu generalconfig.cgi.  Enabling this option will automatically block malicious IPs in the firewall. |
| | Global speed dialing.  Configured in Telephony/Call Routing/Global Speed Dial Directory. An Excel .CSV file can be used to upload the entries in the format: Code, Number (e.g. 44, 9726921166). Each entry should be on a new line. |
| | Emergency Call Interrupt feature in the Caller ID based services. A new feature that will allow specific Caller Ids to be configured so that a call received from one of these numbers will immediately disconnect the call in progress and ring the user's extension. |
| | System logging enhancement.  If a user encounters a problem while on a phone call the pertinent details related to the call can be saved.  The user will dial *82 (getting dialtone and dial *82 from the same or a different phone) as soon as the problem occurs.  The details will be saved until the next time someone enters *82.  When the systemlogs are downloaded it will contain the details from the most recent *82 entry. |
| | The voicemail to email option can now be configured in Telephony/Voice Mail Common Settings so that the subject of the email contains a user defined text along with selected system variables (e.g. caller id). |
| | Option to select the format of FAX in Voice Mail sent by email. Defined in Telephony/Voice Mail Common Settings. TIFF or PDF can be used. |
| | A prompt to the user is provided with the option to save the system configuration prior to executing a firmware update |
| | Authorized phones database can now be used with a custom auto attendant scenario. This allows callers to bypass authentication in custom auto attendants for user's who have been included in the authorized phone database. |
| | Configurable auto attendant Callback Response Delay allows users to specify a timeout before the system will try to call back the user. |
| | Configurable auto attendant callback activation timeout from the GUI, which allows activating automatic Call Back for trusted PSTN and SIP callers not after the one - two rings as previously defined, but during the time frame specified in the GUI. So now users can configure the activation timeout in seconds needed to wait for initiating the callback. This configuration is accessible from the hidden menu "extmanagement.cgi". |
| | Allow the Automatic Callback feature to be used to call back to the originating caller using the "Auto" call type. User can select "Auto" as the "Callback Call Type", while leaving the "Callback Destination" field empty. This will allow to callback to the caller using the Caller ID for callback. |
| | Quadro FXS gateway PnP support |
| | Full VLAN support for IP Phones (multiple subnets/DHCP) |

| Release | New Features |
|---|---|
|  | Support for T38 FAX proxy (from standalone IP Phone in the LAN to outside) |
|  | Yealink IP phone enhancements. PnP and auto configuration support for T20, T22 and T26 models. Advanced button configuration added in the IP Line Settings. Receptionist configuration support for add on modules. A custom logo image can now be displayed. |
|  | Polycom IP phone enhancements. PnP and auto configuration for Polycom IP335 and IP450 models. Advanced button configuration added in the IP Line Settings. Receptionist configuration support for add on modules. Custom data files for Polycom IP phones can now be uploaded from the hidden menu ipphonesdirectory.cgi. |
|  | PnP and auto configuration for Aastra 6730i phone |
|  | PnP and auto configuration for snom 870 and snom MeetingPoint |
| 5.1.6 | Added possibility for automatically switching between **KSE** and **PBX** modes (in the hidden kseswitch.cgi page) |
|  | Telematrix IP phones auto configuration support |
|  | Call Forking (FindMe/FollowMe service) |
|  | Call max duration (disconnecting call after specified time) |
|  | Yealink T28 IP phone auto configuration |
|  | Reason header in SIP CANCEL message (prevents the call from being reported as "missed" if it was picked up by another extension) |
|  | Auto configuration and compatibility for Polycom VVX 1500 video phone |
|  | Automatic logout for HotDesking phones |
|  | Hot Desking capability enabled for remote extensions |
|  | Line appearance added on Remote Extensions |
|  | Park slot segmentation (access list for call parking and retrieve) |
|  | 3PCC: capability for 3pcc programmer to modify username |
|  | Shared Voice Mailbox |
|  | Call routing table debug/tracing tools (new events raised from Routing rule: call failover, fail, success) |
|  | Aastra 6731i autoconfiguration and PnP |
|  | Polycom Soundpoint IP 331 auto configuration and PnP |
|  | 3PCC: ability to differentiate call failure reasons (different error codes) |
|  | Music on Hold can originate from the Epygi Media Streamer which is a software application running on a PC that can have a playlist of MP3 files. |
|  | The Quadro Call Statistics (CDR) can be automatically sent via email or uploaded to an FTP or TFTP server. |
|  | Added possibility to download the call statistic in CSV format |
|  | Plug and Play for Polycom IP Phones |

| Release | New Features |
|---------|--------------|
|  | Click To Dial (CTD) feature updated to allow calls to be initiated from a Website, connecting two parties together via the Quadro. There are two options to make the call: (a) Using the HTTP request to specific URI from a third party WEB page or application; (b) Using a special hidden page on Quadro's WebGUI (in the hidden menu callcontrol.cgi) |
|  | New system events added to track IP phones registration status |
|  | A custom logo image can be displayed on snom 360, 370 and 820 IP Phones |
|  | Speed Dial numbers can now be updated from the phone handset (*76) |
|  | Outgoing Call Blocking can be updated from the phone handset (*79) |
|  | Hot Desking feature.  This allows a single phone (IP or analogue phone) to be used by many users. Users can login to the Hot Desking phone (*78) using their extension number, and get all the credentials of their extension until they logout (*78). |
|  | Virtual extensions can be optioned to provide a simulated ring back.  The VE can be assigned to a receptionist phone and this option will now give him/her the option to answer the call before it goes to voice mail. |
|  | Zero-out on Auto Attendant |
|  | The Automatic Call Back option has been expanded to include callback to SIP callers. Previously, this feature was specific to PSTN callers. |
|  | TLS/SSIP support added to send and receive encrypted SIP messages from designated peers |
|  | Video phone support (proxy mode) |
|  | The Unconditional Call Forwarding option has been enhanced so that enabling/disabling the feature from the handset can include the designated caller Ids. |
|  | Load balancing for the FXO lines |
|  | Easier for extensions to forward their calls to external numbers without compromising the security of Call Routing entries that have the PBX filtering option enabled. |
|  | Possibility for a user to designate a bad call in the system logs by dialing *81 after releasing the bad call. |
|  | The Quadro system voice messages can be browsed and updated from a PC using 3PCC |
|  | New features in 3pcc: Using the SIP Dialog package the call states for extensions can be viewed and tracked. |
|  | New features in 3pcc: This feature allows the 3pcc application to subscribe to the Quadro's extension's list and receive an event notification the list has changed. |
|  | New features in 3pcc: The connect function has been added which allows the application to use an extension's authentication parameters (extension number, password). After successful connection establishment an application can manipulate options on the extension. |
|  | New features in 3pcc: Capability to upload the contents of legible configuration files and do the configuration update via 3pCC |
|  | An option to "Discard Non-Numeric Symbols" is added in the Call Routing Wizard to delete extra characters that might be received in the caller id. |
|  | Possibility to append the called number to the caller id using the format <dialednum:range>. This will allow the user to appropriately answer a call based on the number that was dialed. |
|  | snom M3 support |

| Release | New Features |
|---------|--------------|
|  | snom820 auto-configuration support |
|  | Ability to download "packages" of CGI's in legible format |
|  | The configuration templates that the Quadro uses for the IP Phones can now be modified. |
|  | Added possibility to configure TX, RX gains for Aastra phones from IP phones templates |
|  | Ability to remotely access the Auto Attendant and use the admin login menu (*75) to update the AA greeting messages. Previously this login was only accessible from an extension. |
|  | Capability to configure emergency numbers from the VoIP Carrier Wizard |
| 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 |

| Release | New Features |
|---------|--------------|
|  | 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) |
|  | 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 changed features that have been changed beginning with the most recent Quadro6L release.

| Release | Changed Features |
|---------|------------------|
| 5.3.11 | All preconfigured functions have been removed from Aastras' Programmable Keys Configuration. |
| | Improved the voice message played when collecting the user logs using feature code *82 |
| | Improved the voice message played when user marks the call using feature code *81 |
| | Added the option to delete the uploaded global speed dialing directory |
| | Added Kebu.it as a new carrier to the VoIP Carrier Wizard list |
| | 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. |
| | New FW recommendations for snom phones. |
| | Some of the system voice messages are improved. |
| | New FW recommendations for snom, Grandstream and Polycom phones. |
| 5.2.47 | Added information regarding video codec's under the Details in the call statistics |
| | Added P-asserted identity header in all SIP messages that contain "p-preffered identity" or "Remote-party-ID". |
| | Changed the SIP parser for proper processing of From: field in header if URI scheme is included. |
| | The SIP IDS configuration options are available in the SIP IDS settings page. |
| | The "3pcc/Click2Dial Login Allowed" checkbox is available when editing multiple extensions at the same time. |
| | The Skype service is added in the VoIP Carrier list |
| | The default is changed to the regular **PBX** working mode |
| 5.2.26 | |
| 5.2.25 | Extension Login permission to access the Quadro GUI. The login is disabled by default for all extensions. |
| | Multiple DHCP subnet support (two subnets allowed instead of one, making it possible to have about 500 devices getting DHCP from Quadro). |
| | The "Send Hold Music to remote IP party" is enabled by default in the Basic services for extensions |
| | The Developer Logging is enabled by default |
| | Changed the behavior of intercom and paging to not interrupt current active call by default |
| | Intercom option has been changed so that an audible sound is now provided to the called phone to alert the person when the microphone is opened. |
| | Indication of BLF/MWI subscription count and raising an event if the upper limit is reached |
| | Allowing to have multiple recording sessions regardless of the "max mail/recording duration" setting on the VM |
| | The Secure RTP options in the Extension Codecs are available when editing multiple extensions at the same time. |
| | Multiple SMS numbers can be allowed in SMS destination fields, separated by SMS provider required delimiter (the comma for Clickatell) |
| | The SoTel SIP trunk is modified in the VoIP Carrier Wizard |
| 5.1.6 | After using the feature code *79 (for outgoing call blocking) from phone handset to block a dialed number the "Send Message to Caller Party " option should be enabled automatically |
| | The limitation for the number of entries in the local AAA table has been eliminated |
| | Terminology corrections in the Call Routing WEB GUI |
| | Added new VoIP carriers to the VoIP Carrier Wizard list (Acf2i and babyTEL) |

| | |
|---|---|
| | The "Automatic Firmware Update" link is moved from "Configuration Management" to "Firmware update" page |
| | The auto-configuration and PnP support are added for Polycom SoundStation IP 6000 |
| | Added new VoIP carriers to the VoIP Carrier Wizard list |
| | Adding extensions to Paging and Call Pickup groups has been simplified |
| | The expiration date for trial keys are shown under the Features menu |
| | The Call Routing Management option for the Auto Attendant has been changed from *7 to *77.  This option allows entries in the Call Routing Table  to be remotely enabled/disabled. |
| | Possibility to multi-edit the some of the extension's Voice Mailbox Settings |
| | A prefix is added to the Caller ID to identify calls returned by the Kickback option |
| | It is possible to upload the Call Queue messages as Universal Extension Recordings |
| | The timeout for automatic Call Back feature is changed. To activate automatic Call Back the PSTN callers should disconnect the call not after the two rings as previously, but just after one. |
| | The "MAC address" widget behavior is changed to be like IP address widget: if user presses 2 digits/letters, the cursor moves to the next text field. |
| **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 "epygi-config.com" replaced with "epygi-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 5.2.47:**

| An issue with the Emergency Interrupt feature on snom IP phones | 16391 |
|---|---|
| D: | The Emergency Interrupt fails when snom phone is in a 3-way call. Instead of ringing the phone call goes to VM directly |
| C: | |

| An issue when using the variable "Date" in the subject of voice mail send by email | 16150 |
|---|---|
| D: | If the subject $[VM_DATE] is placed at the end of the subject line, then Voice Mail will not send as an attachment. |
| C: | Add an underscore (_) after the $[VM_DATE]. Or put the $[VM_DATE] in the beginning or between other subjects in the subject line. |

| No audio on both sides if you hold the call, then unhold it after the Holding reminder on snom phone running FW 8.4.32 | |
|---|---|
| D: | This problem is specific for snom 3xx models only.<br>When the "Holding reminder" option is set to 'on', the phone reminds you with a short beep after timeout of 30 sec that you still have somebody on hold. Unholding the call after Holding reminder will bring to the audio loss on both sides. |
| C: | |

| Some of the functions in the Programmable Keys Configuration page for IP lines are not working for Polycom phones | 16682 |
|---|---|
| D: | The "Speed Dial" and "Call recording" features are not working for Polycom phones when configured in the Programmable Keys Configuration page |
| C: | |

| A problem with "Remove VM On Send" option in Voice mail settings | 16432 |
|---|---|
| D: | If this option is enabled new VMs are removed from the extension mailbox even if sending the new VM via e-mail fails because the mail server is unreachable or mail address is incorrect |
| C: | |

| One way audio in a scenario when Holding/Retrieving the PSTN call | 17245 |
|---|---|
| D: | Scenario:<br>**1.** ext. A is configured to watch the ext. B<br>**2.** PSTN (E1/T1) call comes to ext. B and the functional key of the ext. A shows the ringing state for ext. B<br>**3.** ext. A presses the functional key and intercepts the call to ext. B<br>**4.** ext. A holds the call<br>**5.** ext. A retrieves the call |
| C: | Result: ext. A hears the PSTN, but the PSTN doesn't hear the ext. A |

# 6 Known Issues

D:       Description
C:       Consequences
F:       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 | |
| F: | Restart the Quadro to resolve this. | |
| | **One way audio with IPSec VPN in the scenario "Gateway<->Remote Subnet"** 9327 | |
| D: | Scenario:<br>  **1.** Establish an IP-Sec connection between two Quadros (connection type is "Quadro <-> Remote Subnet").<br>  **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.<br>A direct call cannot be established at all. | |
| F: | 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:<br>  **1.** Use Snom360 for receptionist extension (for example, extension #31),<br>  **2.** Configure Many Extension Ringing on ext. #31 with extensions #31 and #12 in the MER list,<br>  **3.** Configure extensions #11 and #12 as watched extensions,<br>  **4.** Make a call to extension #31,<br>  **5.** The phones for extensions # 31 and #12 will start ringing.<br>  **6.** The programmable key for the ext. #12 is flashing on the receptionist's ext. #31,<br>  **7.** Pressing that key the receptionist stops ringing, but ext. #12 is still ringing,<br>  **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. | |
| F: | 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. | |
| | **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:<br>  **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 | |
| F: | 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: | | |
| F: | 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: | | |
| F: | Under investigation, will be fixed in the next release. | |

| | | |
|---|---|---|
| **Call Interception doesn't work on GrandStream GXP2000 configured as receptionist, when extensions watched on expansion module** | | **14797** |
| D: | | |
| C: | | |
| F: | Use basic 7 keys instead of expansion module. Will be fixed in the future releases. | |

| | | |
|---|---|---|
| **It is impossible to pickup (via pickup group or extension watching) the call to extension with Find Me/Follow Me enabled** | | **15942** |
| D: | | |
| C: | | |
| F: | Will be fixed in the next releases. | |

| | | |
|---|---|---|
| **Any change in the Quadro LAN IP configuration makes it impossible to use the auto configuration for supported IP Phones** | | **16037** |
| D: | Changing the LAN IP or Subnet Mask in Quadro LAN IP configuration makes it impossible to use auto configuration for supported IP Phones | |
| C: | | |
| F: | Discard the changes to resolve this issue. Will be fixed in the next releases. | |

| | | |
|---|---|---|
| **MAC address recognition problem in the FXS Gateway Management" page 16468** | | |
| D: | In the page Line Settings-> IP Line Settings->FXS Gateway Management, if FXS Gateway is added manually, the system can't recognize MAC address of FXS Gateway entered in uppercase. | |
| C: | As a result the "Edit" and "Reboot" functional buttons become unusable that makes not possible to edit existing records or reboot the registered FXS Gateways. | |
| F: | Enter the MAC address in lowercase. Will be fixed in the next releases. | |

| | | |
|---|---|---|
| **A problem with incoming Secure RTP call in a specific scenario** | | **16533** |

| | |
|---|---|
| D: | When incoming Secure RTP call is connecting to the destination via Call Routing table, Quadro always tries to connect it as an un-secure call and the call is being dropped due to the media parameters incompatibility. |
| C: | |
| F: | Will be fixed in the next releases. |

**Find me/follow me doesn't work for incoming Secure RTP call                16683**

| | |
|---|---|
| D: | Though the call came with SRTP option the FM/FM is making unsecure calls |
| C: | As a result the call isn't established |
| F: | Will be fixed in the next releases. |

**An issue with duplicated keys on snom 370 phones                16753**

| | |
|---|---|
| D: | Quadro6L 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: | |
| F: | Should be fixed by snom in the future firmware versions. |

**The configuration page for Expansion Module is missing when configuring Yealink T28 and T26 as receptionist phones                16971**

| | |
|---|---|
| D: | In Receptionist Management wizard the Expansion module configuration pages are not available for Yealink T28 and T26 phones. |
| C: | |
| F: | Will be fixed in the next release. |

**An issue with Intercom service on snom 8xx phones                17282**

| | |
|---|---|
| D: | When the snom phone of 8xx series (tested with snom phones 821, 870 running FW version's 8.4.32, 8.4.33) have some watching configured for it's functional keys and the status of the watching resource is changed (e.g. the watching phone receives or makes a call), immediately the next intercom call to the snom phone doesn't activate the intercom but continuously ring 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. |
| F: | Will be fixed in some future FW release for snom. |

**Local authentication doesn't work for a call scenario                16784**

| | |
|---|---|
| D: | Local authentication configured in the Local AAA table by User Login or by PIN code is ignored for the following call scenario; a SIP call to Quadro Auto Attendant, then call to a SIP destination. |
| C: | Quadro doesn't ask for authentication in this case. |
| F: | Will be fixed in the next releases. |

**The snom phone doesn't allow multiple call park/retrieve                17340**

| | |
|---|---|
| D: | Upon successful call park/retrieve on snom the call couldn't be parked again. |
| C: | |
| F: | Will be fixed in some future FW release for snom. |

**Shared Mailbox doesn't work when using "Allow access to Shared Mailbox for enabled extensions" option in Many Extension Ringing configuration    16635**

| | |
|---|---|
| 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. |
| F: | Use the "Shared Mailbox: Edit Voice Mailbox Access List" link in the Voice Mailbox Settings for extension. Will be fixed in the next 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 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**

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.