

# Release Note QuadroM32x 5.3.61 Edition 1

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## 1 Introduction

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

**QuadroM32x software 5.3.61 Date: March 28, 2014**

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

Date: March 31, 2014

## 2 Requirements

### 2.1 Hardware requirements

- The software can be used on all QuadroM32x 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

**Attention:** The software upgrade to 5.3.61 can **ONLY** be done from 5.2.47 and higher 5.2 versions. Before updating to 5.3.61 the unit should be updated to 5.2.47 or higher 5.2 version first.

### 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 QuadroM32x SW 5.3.61. All the phones in this list can be automatically configured to work with QuadroM32x SW 5.3.61.

**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 on Quadro** document.

**Please Note:** Any known issues and limitations regarding usage of QuadroM32x SW 5.3.61 telephony services and features on these SIP phones are described in detail in the **Quadro Features on Epygi Supported IP Phones** document.

Both mentioned documents are available at [www.epygi.com](http://www.epygi.com) and can be found under the Channel's Portal.

Vendor	Model	Software
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-SIP 8.4.35
snom	870	snom870-SIP 8.4.35
snom	MeetingPoint	snomMP-SIP 8.4.35
snom	PA1	8.4.35
snom	m9	9.4.7
Aastra	6730i	version: 2.6.0.2019-SIP
Aastra	6731i	version: 2.6.0.2019-SIP
Aastra	6735i	version: 3.2.2.7137-SIP
Aastra	6737i	version: 3.2.2.7137-SIP
Aastra	6739i	version: 3.2.2.2088-SIP
Aastra	6753i	version: 2.6.0.2019-SIP

Aastra	6755i	version: 2.6.0.2019-SIP
Aastra	6757i	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
Cisco	SPA501G	7.4.9c
Cisco	SPA509G	7.4.9c
Cisco	SPA525G2	7.4.9c
Fanvil	C62	2.2.75.28
Polycom	SoundPoint IP 330SIP*	UC SIP software 3.3.1.0933
Polycom	SoundPoint IP 331SIP*	UC SIP software 3.3.1.0933
Polycom	SoundPoint IP 335SIP*	UC SIP software 3.3.1.0933
Polycom	SoundPoint IP 450SIP*	UC SIP software 3.3.1.0933
Polycom	SoundPoint IP 550SIP*	UC SIP software 3.3.1.0933
Polycom	SoundPoint IP 650SIP*	UC SIP software 3.3.1.0933
Polycom	SoundPoint IP 670SIP*	UC Software 3.3.1.0933
Polycom	SoundStation IP 5000*	UC SIP software 3.3.1.0933
Polycom	SoundStation IP 6000*	UC SIP software 3.3.1.0933
Polycom	VVX 300/310*	UC SIP software 4.1.4.7430
Polycom	VVX 400/410*	UC SIP software 4.1.4.7430
Polycom	VVX 1500*	UC 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	01.061
Panasonic	KX-UT123NE	01.221
Panasonic	KX-UT136	01.061
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	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
Yealink	SIP-T20P	SW version: 9.61.0.85
Yealink	SIP-T22P	SW version: 7.61.0.80
Yealink	SIP-T26P	SW version: 6.61.0.83
Yealink	SIP-T28P	SW version: 2.61.0.80
Yealink	SIP-T32G	SW version: 32.70.0.100
Yealink	SIP-T38G	SW version: 38.70.0.100
Yealink	SIP-T46G	SW version: 28.71.0.170
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 UC Software 3.1.1 configuration. It is recommended to use **Pre-3.3.0** models with Application SIP software 3.2.2.0477.

## 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 QuadroM32x SW 5.3.61.

QuadroFXS 16 Gateway should have SW 5.2.1 or higher for PnP configuration with the QuadroM32x SW 5.3.61.

QuadroMFXS 26 Gateway should have SW 5.2.6 or higher for PnP configuration with the QuadroM32x SW 5.3.61.

ActiveX Control SW 5.3.0 or higher should be used with 3pCC functions with the QuadroM32x SW 5.3.61.

Auto Dialer SW 1.0.5 or higher should be used with the QuadroM32x SW 5.3.61.

DCC SW 1.8 or higher should be used with the QuadroM32x SW 5.3.61.

Quadro SMR system SW 1.9 or higher should be used with the QuadroM32x SW 5.3.61.

To use QuadroM32x SW 5.3.61 with a 3pcc or Click2Dial application the "3pcc/Click2Dial Login Allowed" checkbox should be enabled for each extension(s) using this feature.

### 3 New Features History

The table below indicates a high-level list of new features that have been added beginning with the most recent QuadroM32x SW release.

Release	New Features
5.3.61	
5.3.60	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 <b>SIP DNS SRV Failover Timeout</b> can be configured in the hidden menu generalconfig.cgi
5.3.58	PnP and auto configuration support for the new Grandstream GXP2200 IP phone.
5.3.55	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
5.3.53	New <b>Overall Calling Time Limit</b> 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.
	A new feature code for FXS phones. While on a 3-way call, pressing FLASH+0 allows the user to disconnect from the call while the two remaining participants stay connected.
	Added RTP Channel option in the Attendant Ringing Announcement.
	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.
	PnP and auto configuration support for new IP phones: Aastra 6737i and Yealink W52P.
5.3.23	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.
	New Automatic Fax Receiving Mode.
	A new feature code (*84) for manually configuring and switching no answer call forwarding on the phone handset.
	PnP and auto configuration support for new IP phones: snom 710, Alcatel Temporis IP200/IP600/IP800, Grandstream GXP2124.
	Auto configuration support for new Fanvil C62 IP phone.
	New "URL" functionality in IP Phones advance settings.
	Recording for barge-in call.
	Support for Yealink T2x's hybrid configuration ( M7+M1 ).
5.3.19	GUI login for Recording Box extension. The Recording Box extension can be used to access the appropriate Recording Box via Quadro WEB interface by extension name and password.
	The Diversion header can be mapped from an E1/T1 connection to a SIP connection.
	Yealink IP phone configuration support enhanced to auto-detect the phone firmware and to provide the proper configuration.

Release	New Features
<b>5.3.13</b>	<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>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 &gt;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>The Call Recording feature is improved to also allow recording for pass-through calls.</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> <p>Added Collect call feature for calls to E1/T1(CAS R2 MFC and for ISDN PRI/BRI)</p> <p>Enhanced the E1/T1 Diagnostic Tests</p> <p>E1/T1 settings enhanced to add the Redirecting Number for calls that have been forwarded prior to being received by the Quadro. This allows the original Caller Id to be sent in the Redirect number element field and the Caller ID in the Calling Party number.</p> <p>LDAP support for Yealink IP phones.</p>
<b>5.3.5</b>	<p>The Add Multiple Extensions feature is improved which allows the assignment of the IP Lines to be selected when configuring multiple extensions.</p> <p>A new <b>MS Exchange Server</b> option has been added in the <b>Use External Voice Mail</b> settings for extensions. This allows voice messages to be kept in one universal inbox.</p>
<b>5.3.3</b>	<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. 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> <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.</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>The CDR database has been improved adding archiving up to 30 days. Additionally, CDR uploading redundancy mechanisms are added to ensure records are not getting lost during CDR server downtime or network outage.</p> <p>The maximum number of stored CDRs has been increased from 1000 to 10000</p> <p>Statistics gathered from the ACD feature and Find Me/Follow Me have been improved for greater visibility of call flow.</p>

Release	New Features
	<p>A few new options have been added to the GUI based Auto Attendant IVR builder integrated into the Quadro IP PBXs. Repeated message play count, repeated message timeout duration and timeout after welcome message options are now included in the AA IVR builder tool.</p> <p>Auto configuration support for new IP phones: snom m9, Panasonic KX-TGP550T04, KX-UT123-B, KX-UT136-B, Audiocodes 320HD and 310HD.</p> <p>A special configuration page is added for simple direct mapping of E1/T1 DID numbers to extension numbers. The configuration screen is accessible from E1T1 Trunk settings page on CCS trunk types only. This mapping works for both incoming and outgoing E1/T1 calls, and allows for easy streamlined installation for the majority of E1T1 setups.</p> <p>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.</p> <p>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.</p> <p>Call conferencing features are enhanced regarding the Moderator Rights Management, conference call terminations options, and the conference statistics.</p> <p>Added support for T.38 faxing on IP lines for use on devices such as an ATA for faxing.</p> <p>The Maximum recording count option has been restored back in the Recording Box Settings.</p> <p>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.</p>
<b>5.2.48</b>	<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>
<b>5.2.47</b>	
<b>5.2.46</b>	<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><b>Please note.</b> 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 AutoDialer 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 and auto configuration support for Yealink VP-2009P model flavor.</p>
<b>5.2.40</b>	
<b>5.2.39</b>	<p>Support for Video Conferencing (with a license key).</p> <p>PnP support for Grandstream GXV3140 video phone</p>
<b>5.2.26</b>	<p>New Quadro System Security Management page added with security diagnostics and a security audit</p> <p>Secure system mail allowing to work with TLS or SSL mail servers</p> <p>A new option in Call Routing - Local AAA Table: Authentication by PIN code</p>



Release	New Features
	<p>Possibility to enable/disable TLS functionality for IP Lines and extensions</p> <p>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.</p> <p>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.</p> <p>PnP and auto configuration support for snom 821</p> <p>PnP and auto configuration support for Aastra 6739i phone</p> <p>Auto configuration support for Grandstream GXV3140 video phone</p> <p>PnP and auto configuration support for Yealink VP-2009 video phone</p> <p>Auto configuration support for snom PA1 paging system</p> <p>Polycom KIRK Wireless server 300 phone support</p> <p>Call recording soft button implementation for Polycom phones</p> <p>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.</p> <p>Viewing the Call Statistics on the Quadro GUI has been updated to select the number of records per page</p>
<b>5.2.12</b>	
<b>5.2.10</b>	<p>Full support for Secure RTP (SRTP) to encrypt voice packets.</p> <p>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.</p> <p>HD codecs such as G.722 and G.722.1 are now supported in pass-through mode.</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>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).</p> <p>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.</p>



Release	New Features
	<p>A prompt to the user is provided with the option to save the system configuration prior to executing a firmware update</p> <p>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.</p> <p>Configurable auto attendant Callback Response Delay allows users to specify a timeout before the system will try to call back the user.</p> <p>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".</p> <p>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.</p> <p>Quadro FXS gateway PnP support</p> <p>Full VLAN support for IP Phones (multiple subnets/DHCP)</p> <p>Support for T38 FAX proxy (from standalone IP Phone in the LAN to outside)</p> <p>Yealink IP phone enhancements. PnP and auto configuration support for T20, T22 and T26 models. Advanced button configuration added in the IP Line Settings. A custom logo image can now be displayed.</p> <p>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.</p> <p>PnP and auto configuration for Aastra 6730i phone</p> <p>PnP and auto configuration for snom 870 and snom MeetingPoint</p>
<b>5.1.38</b>	Ability to configure speed-dial buttons of snom IP phones via IP phone template mechanism
<b>5.1.31</b>	<p>Telematrix IP phones auto configuration support</p> <p>Call Forking (FindMe/FollowMe service)</p> <p>Call max duration (disconnecting call after the specified time)</p> <p>ACD: zero-out</p> <p>Yealink phone auto configuration</p> <p>Reason header in SIP CANCEL message (prevents the call from being reported as "missed" if it was picked up by another extension)</p> <p>Auto configuration and compatibility for Polycom VVX 1500 video phone</p> <p>ACD: agent easy login/logout buttons (including the status indication)</p> <p>Automatic logout for HotDesking phones</p>

Release	New Features
	<p>Hot Desking capability enabled for remote extensions</p> <p>Line appearance added on Remote Extensions</p> <p>Park slot segmentation (access list for call parking and retrieve)</p> <p>3PCC: capability for 3pcc programmer to modify username</p> <p>Barge-in/Whisper/Listening (*93,*92,*91) (with a license key)</p> <p>ACD: ACD calls to agent should never reach their voicemail</p> <p>DHCP support on VLAN (including IP phones VLAN support)</p> <p>Shared Voice Mailbox</p> <p>Call routing table debug/tracing tools (new events raised from Routing rule: call failover, fail, success)</p> <p>Aastra 6731i autoconfiguration and PnP</p> <p>Polycom Soundpoint IP 331 auto configuration and PnP</p> <p>3PCC: ability to differentiate call failure reasons (different error codes)</p> <p>Added possibility to download the call statistic in CSV format</p> <p>Added possibility to play Hold Music to conference participants unless moderator will join the conference</p> <p>Added possibility for conference participants to mute/unmute their phones during the conference by pressing pound sign (#)</p>
<b>5.1.21</b>	<p>Added possibility for unregistered user to activate the conference call by entering the password for conference moderator</p> <p>Added zero-out option to the ACD call queue</p>
<b>5.1.18</b>	<p>Automatic Call Distribution support (with a license key)</p> <p>Call recording (with a license key)</p> <p>Music on hold can originate from an audio source that is streaming music or broadcasting live via an IP connection (i.e. internet radio channel).</p> <p>The Quadro Call Statistics (CDR) can be automatically sent via email or uploaded to an FTP or TFTP server.</p> <p>While playing back a voice mail the user can rewind (pressing "4") or skip forward (pressing "6"). The amount of seconds to advance or rewind can be optioned for each extension. Default = 3 secs.</p> <p>Plug and Play for Polycom IP Phones</p> <p>VLAN support</p> <p>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)</p>

Release	New Features
	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)
	E1 MELCAS digital hookflash feature added for E1 CAS to SIP calls
	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 (including FXO gateways)
	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
	snom820 auto-configuration support
	Ability to download "packages" of CGI's in legible format

Release	New Features
	The configuration templates that the Quadro uses for the IP Phones can now be modified.
	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

## 4 Changed Features History

The following table provides a high-level list of changed features that have been changed beginning with the most recent QuadroM32x release.

Release	Changed Features
<b>5.3.61</b>	
<b>5.3.60</b>	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.
<b>5.3.58</b>	New parameters have been added to Yealink IP phones templates.
	Possibility to pass PIN description to the CDR downloaded file.
<b>5.3.55</b>	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
<b>5.3.53</b>	Added display names after extension numbers in the Many Extension Ringing Groups, allowing users to easily find the desired extension.
	Added display names after extension numbers in the Auto Attendant "Create Scenario" page, allowing users to easily find the desired extension.
	The Grandstream GXP2124 phone is added to the phone model list for the Receptionist Configuration Wizard.
	The behavior for the announcement that informs callers that the call is being recorded has been changed so that the announcement is no longer captured in the recorded file.
	Added VoIPVoice.it as a new carrier to the VoIP Carrier Wizard list.
	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.
	When configuring an IP phone in the IP Line settings, it is now possible to paste a copied MAC address for the IP phone.
	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.
	The IP Lines Settings table is now scrollable. Disabled IP lines are hidden from the list by default.
	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.
	The " <b>VLAN Settings</b> " page has been moved from " <b>DHCP Settings for the VLAN Interface</b> " as a submenu to the <b>Network</b> in the main menu.
<b>5.3.23</b>	Added <b>Use RTP proxy</b> mode in Call routing for PBX type calls.
	Improved the GUI for Recording Box; recordings are displayed as tabbed page (1000 recordings per page).
	snom PA1 template enhancement: " <b>Intercom Policy</b> " has been added for snom PA1. Its default value is set to "off".
	Distinctive Ring tones have been changed for Yealink phones.
	snom 7xx phones (720 & 760) have been upgraded to FW version 8.7.3.15.
	Recommended FW version for Yealink T3X and VP530 phones is updated to public Version 70 (3x.70.0.100/23.70.0.40 accordingly).
	New FW recommendations for Aastra, Grandstream, Cisco and Yealink IP phones.

Release	Changed Features
	<p>Added Speed dial based services for Polycom.</p> <p>Added "Park", DirPckUp, " BargeIn" 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 <b>Specific Profile</b> selection is simplified using the drop-down list of the created profiles.</p> <p>Aastra IP phone template enhancements: Added <b>Callers List Script</b> field, <b>Call Waiting/ Hold Reminder/Stutter Tones</b> and <b>Password protected "Options"</b> checkboxes.</p>
5.3.19	<p>Restored the "Edit Watch Access List" link in the extension settings.</p> <p>Yealink T2x phones default settings updated.</p>
5.3.13	<p>Call statistics archive mechanism improved to support fast and accurate loading. The maximum number of records in a page is limited to 500. Added "Clear all Records" button. Archiving should run if the maximum record count – 10 000 is reached even if the method of collecting is set to "Archive by time interval".</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>
5.3.5	<p>Changed the limitation for Conference ID length. Now it should be possible to create a conference with ID of 20 digit length.</p> <p>The timeout for the directed Call Park method is changed from two seconds to five seconds. To park a call, put the call on Hold and dial the Call Park extension number. This needs to be done within the five second timeout. If the five second timeout is exceeded, then the Quadro will consider it as an attempt for retrieving the parked call. Once the call is parked, it can also be retrieved by dialing the same Call Park extension.</p> <p>New FW recommendations for snom phones.</p> <p>Some of the system voice messages are improved.</p>
5.3.3	<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 <b>Login/Call Relay</b> column in the Extensions Management is changed to <b>External Access</b>, which indicates whether the GUI login, 3pcc/Click2Dial login or Call Relay options are enabled on the extension.</p>
5.2.48	<p>New FW recommendations for snom, Grandstream and Polycom phones.</p>
5.2.47	
5.2.46	<p>The maximum number of Successful Call Statistics has been increased from 1000 to 10000 when a CF card is installed.</p> <p>Added option in ACD configuration to prevent the calls to agent in target group during selected period.</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-preffered 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>
5.2.40	
5.2.39	<p>Multiple SMS numbers can be allowed in SMS destination fields, separated by SMS provider required delimiter (the comma for Clickatell)</p> <p>The SoTel SIP trunk is modified in the VoIP Carrier Wizard</p> <p>The Skype service is added in the VoIP Carrier list</p>
5.2.26	<p>The Call Recording settings page is updated with a second, more simplistic method for enabling extensions. Either of two modes can be used: Basic view and Advanced view.</p>

Release	Changed Features
	<p>Improvements in Call Recordings FTP retransmission mechanism.</p> <p>Extension Login permission to access the Quadro GUI. The login is disabled by default for all extensions.</p> <p>Multiple DHCP subnet support on M32x (two subnets allowed instead of one, making it possible to have about 500 devices getting DHCP from Quadro).</p> <p>LMR (Land Mobile Radio) support for QuadroM (E1/T1 to IP gateway capable of taking a channelized T1 to Multicast RTP IP streams by DS0 for use in a Radio over IP network)</p> <p>The "Send Hold Music to remote IP party" is enabled by default in the Basic services for extensions</p> <p>The Developer Logging is enabled by default</p> <p>The SIP Server text field is changed to empty by default for auto attendant (00) and two FXS extensions.</p> <p>The default for "Maximum recording duration" is changed to 1 hour in the "Recording box settings" and "Call recording settings"</p> <p>The Secure RTP options in the Extension Codecs are available when editing multiple extensions at the same time.</p>
<b>5.2.12</b>	
<b>5.2.10</b>	<p>Changed the behavior of intercom and paging to not interrupt current active call by default</p> <p>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.</p> <p>Indication of BLF/MWI subscription count and raising an event if the upper limit is reached</p> <p>Allowing to have multiple recording sessions regardless of the "max mail/recording duration" setting on the VM/recording box</p> <p>FTP retransmission mechanism improvement and manual FTP upload request from WebGUI. Call recordings can be manually uploaded from Web GUI.</p>
<b>5.1.38</b>	<p>The SIP server value for Broadvox in the VoIP Carrier Wizard was changed</p> <p>Added an option in the Automatically Download Call Statistic page to choose the download format</p> <p>The VM-to-email text for FAX mail was changed to be different from the regular voicemail text</p> <p>An audible sound to the called phone is provided in case of intercom call</p>
<b>5.1.31</b>	<p>The common limitation of 300 as the maximum recordings count for recording boxes has been eliminated. Now the call recording count is configurable per recording box extension, the available range is of 50-2000 recordings</p> <p>The configuration for the call recording is redesigned</p> <p>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</p> <p>The limitation for the number of entries in the local AAA table has been eliminated</p>
<b>5.1.21</b>	<p>Added new VoIP carriers to the VoIP Carrier Wizard list (Acf2i and babyTEL)</p> <p>The "Automatic Firmware Update" link is moved from "Configuration Management" to "Firmware update" page</p> <p>The auto-configuration and PnP support are added for Polycom SoundStation IP 6000</p> <p>The auto-configuration support is added for Yealink T28 IP phone</p>



Release	Changed Features
	Changed the view of advanced configuration page for the snom 820 IP phone
<b>5.1.18</b>	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

## 5 Fixed Issues

### Issues fixed since version 5.3.60:

<b>DID Service in E1/T1 trunk settings doesn't work properly in a scenario</b>		<b>18161</b>
D:	<p>The "DID service" does not work properly if less than 4 digits are coming to the Quadro from Telco.</p> <p>For example, there are two DIDs assigned to 2 different extensions:          DID 123456101 assigned to ext.110;          DID 123456102 assigned to ext.111;</p> <p>If from Telco, only the last 3 digits(or less than 3) are coming(let's say 102), you don't know to which extension the call will go to, to ext.110 or to ext.111 or may be even it will not match to any extension. The behavior is sporadic.</p> <p>If 4 or more digits are coming from Telco (like 6102, or 56102) - all works well.</p>	
<b>The DHCP server on VLAN is not started correctly</b>		<b>18135</b>
D:	<p>In case when Subnet Mask in VLAN interface is something other than (255.255.255.0), the DHCP server in VLAN will not start.</p>	

## 6 Known Issues

D: Description

C: Consequences

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

<b>It is impossible to login as 'admin' after making changes on "Advanced PPP Settings" page</b>		<b>9549</b>
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.	
<b>One way audio with IPSec VPN in the scenario "Gateway&lt;-&gt;Remote Subnet"</b>		<b>9327</b>
D:	Scenario: <ol style="list-style-type: none"> <li>1. Establish an IP-Sec connection between two Quadros (connection type is "Quadro &lt;-&gt; Remote Subnet").</li> <li>2. Make an SIP call from Quadro1 (gateway) to Quadro2 (remote subnet).</li> </ol>	
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.	
<b>Call interception fails in a specific scenario with a watched extension in the many extension ring list</b>		<b>9399</b>
D:	Scenario: <ol style="list-style-type: none"> <li>1. Use snom360 for receptionist extension (for example, extension #31),</li> <li>2. Configure Many Extension Ringing on ext. #31 with extensions #31 and #12 in the MER list,</li> <li>3. Configure extensions #11 and #12 as watched extensions,</li> <li>4. Make a call to extension #31,</li> <li>5. The phones for extensions # 31 and #12 will start ringing.</li> <li>6. The programmable key for the ext. #12 is flashing on the receptionist's ext. #31,</li> <li>7. Pressing that key the receptionist stops ringing, but ext. #12 is still ringing,</li> <li>8. Hang-up the phone for that caller's extension.</li> </ol>	
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.	
<b>An issue with configuring IP phones as local extensions for Quadro IP PBX</b>		<b>13471</b>
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.	
<b>Some of the Quadro voice mail services could be unavailable if external Voice Mail is in use for extension</b>		<b>12190</b>
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.
<b>snom, Aastra, Grandstream and Thomson IP phones may disconnect if you press "Mute" button for a long time (60 min)</b>	
D:	
C:	
Fix:	Under investigation, will be fixed in the future releases.
<b>Aastra IP phone is not ringing when it is used in many extensions ringing list 13830</b>	
	Scenario: <ol style="list-style-type: none"> <li>1. Many extension ringing is enabled on a virtual extension with an Aastra phone in the list</li> <li>2. Distinctive Ringing is enabled on that virtual extension with Nickname that contains space</li> </ol>
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 doesn't contain spaces. This problem is limited to Aastra IP phones only.
<b>An issue with configuring Aastra IP phones as local extensions for Quadro IP PBX 13802</b>	
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.
<b>An issue with distinctive ringing on the snom and Aastra IP phones 11519</b>	
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 on snom and Aastra IP phones.
<b>Call Interception doesn't work on GrandStream GXP2000 configured as a receptionist, when extensions are watched on expansion module 14797</b>	
D:	
C:	
Fix:	Use basic 7 keys instead of expansion module. Will be fixed in the future releases.
<b>Paging and intercom services do not work on the GrandStream BT100 IP phone 14909</b>	
D:	
C:	
Fix:	Currently BT100 has no support for paging/intercom.
<b>IP phone doesn't go back to the normally idle state automatically when the recording had been started via the Record button and the call was released 15729</b>	
D:	The "Recording started" message remains on the phone screen after one of the parties terminate the call by going on-hook.
C:	Only incoming calls to IP phone are possible in this state.
Fix:	Need to use "Exit" button to retrieve the IP phone functionality. Will be fixed in the future releases.
<b>It is not possible to pickup (via pickup group) the call to extension with FindMe/FollowMe enabled 15942</b>	
D:	

C:	
Fix:	Will be fixed in the next releases.
<b>After changing Quadro LAN IP configuration (IP address or subnet mask) IP phones lose registration and become unusable 16037</b>	
D:	
C:	
Fix:	After changing Quadro LAN IP configuration first reboot the Quadro then reboot the IP phones. Will be fixed in the next release.
<b>MAC address recognition problem in the FXS Gateway Management" page 16468</b>	
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 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.
<b>A problem with incoming Secure RTP call in a specific scenario 16533</b>	
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:	
Fix:	Will be fixed in the next releases.
<b>An issue with wrongly displayed "Start Recording" message in the Active Calls 16184</b>	
D:	The recording type is set to "start automatically"; the number of allowed parallel call recordings is exhausted, therefore the recording for the next call cannot be started, but the "Start Recording" is wrongly shown in the Active Calls page.
C:	
Fix:	Will be fixed in the next releases.
<b>Find me/follow me doesn't work for incoming Secure RTP call 16683</b>	
D:	Though the call came with SRTP option the FM/FM is making unsecure calls
C:	As a result the call isn't established
Fix:	Will be fixed in the next releases.
<b>ACD behavior becomes incorrect in case of troubles with 3pcc connection to an application</b>	
D:	It affects to ACD calls
C:	
Fix:	Will be fixed in the next release.
<b>An issue with Intercom service on snom 8xx phones 17282</b>	
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.
Fix:	Will be fixed in some future FW release for snom.
<b>Call which is done after Call Relay(*2) on auto attendant isn't shown in call statistics 17404</b>	
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.

<b>Shared Mailbox watching doesn't work when using "Allow access to Shared Mailbox for enabled extensions" option in Many Extension Ringing configuration 16635</b>	
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.
<b>Using Call Intercept to directly answer an incoming ACD call fails 17555</b>	
D:	When ACD calls to an extension of an agent and Call Intercept is used from another extension to answer the call with the feature code (*94 + extension number), the caller hears nothing and the incoming call continues ringing. Hanging up the call from caller to "direct pickup", leaves an active call.
C:	
Fix:	Will be fixed in the next releases.
<b>The Programmable Keys don't function on Grandstream GXP2124 phone if configured using Line Keys in IP line Advanced Settings 17709</b>	
D:	
C:	
Fix:	Use <b>Multi-Purpose Keys</b> when programming Keys. Will be fixed in some next FW version for GXP2124.
<b>An issue with extension watching on Fanvil C62 phone</b>	
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.
<b>A problem with uppercase letters in the skill name for the ACD configuration 18096</b>	
D:	When calling to the ACD group, that has agents with skill defined in uppercase letter, then the skill weight for that group will be zero (0).
C:	
Fix:	Will be fixed in the next releases.
<b>Watching doesn't work properly configured on Akuvox SP-R53P phone 18112</b>	
D:	<p>1. 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.</p> <p>2. If a programmable key is configured to watch a Park Answer Ext.#, then it isn't work at all. You cannot watch the call parked to the corresponding Park Answer Ext. and you cannot retrieve the calls parked to that extension.</p>
C:	
Fix:	Will be fixed in the next releases.

## 7 Upgrading Instructions

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### 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 Quadro SW requirements for upgrading to 5.3

**Attention:** The software upgrade to 5.3 can **ONLY** be done from 5.2.47 and higher 5.2 versions. Before updating to 5.3 the unit should be updated to 5.2.47 or higher 5.2 version first.

### 7.3 General hints

It is recommended to execute the update by downloading the software first to a PC located in the LAN side 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** (only when embedded memory storage is used)  
Workaround - to save the existing call statistics, download it to the PC from Call Statistics-Statistics Settings before performing the firmware update. It is also recommended to use an external Compact flash memory to keep the call statistics safe.
- **Voice mails** (only when embedded memory storage is used)  
Workaround - save the recorded voice mails from the Voice Mailbox before performing the firmware update. It is also recommended to use an external Compact flash memory to keep the voice mails safe.
- **Call recordings** (only when embedded memory storage is used)  
Workaround - save the recorded calls from the Recordings Box before performing the firmware update or use the recorded calls automatically upload to the FTP server option. It is also recommended to use an external Compact flash memory to keep the voice mails safe.
- **All custom voice greetings** (only when embedded memory storage is used)  
Workaround - backup and download all configuration and voice data to a PC. It is also recommended to use an external Compact flash memory to keep the custom voice messages safe.
- **All custom recordings for the custom Auto Attendant** (only when embedded memory storage is used)  
Workaround - backup and download all configuration and voice data to a PC. It is also recommended to use an external Compact flash memory to keep the custom recordings safe.
- **Pending events** (only when embedded memory storage is used)
- **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. Is there a Compact Flash memory card installed?
  - Yes- No further action is required
  - No- 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.

**Attention:** Always power down the Quadro before inserting/removing any Compact Flash card. The largest recommended Compact Flash card is 8GB.

## 7.4 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