Release Note QuadroM8L/26x/12Li/26xi 5.3.78, Edition 1

1 Introduction

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

QuadroM8L/26x/12Li/26xi firmware 5.3.78 Date: April 6, 2016

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

Date: April 6, 2016

2 Requirements

2.1 Hardware Requirements

The firmware can be used on QuadroM8L, 26x, 12Li and 26xi (herein Quadro) models.
The model name is written on the back plate of the unit, and the model number is on the bottom label.

2.2 Firmware Requirements

Attention: The firmware upgrade to 5.3.78 can ONLY be done from 5.2.47 and higher 5.2.x versions. Before updating to 5.3.78 the unit should be updated to 5.2.47 or higher 5.2.x version first.

2.3 Supported IP Phones

Listed below are the Epygi Supported IP phones with the corresponding SW (FW) versions that are tested and recommended for use with Quadro FW 5.3.78. All the phones in this list can be automatically configured to work with Quadro FW 5.3.78.

Please Note:

- Quadro FW 5.3.78 supports supports also the Plug-and-Play (PnP) option for the most IP phones. The configuration options for each specific IP phone is described in details in Configuring Epygi Supported IP Phones document.
- Any known issues and limitations regarding the usage of the Quadro FW 5.3.78 telephony services and features for each IP phone is described in details in the Epygi IP PBX Features on Epygi Supported IP Phones List document.

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

Vendor	Model	SW/FW Version	PnP Support
Aastra	6757iCT(57iCT)	3.3.1.2256-SIP	Yes
Aastra	9480iCT(35iCT)	3.3.1.2256-SIP	Yes
Akuvox	SP-R53P	53.0.1.23	Yes
Alcatel	Temporis IP200	13.60.0.89	Yes
Alcatel	Temporis IP600	14.60.0.89	Yes
Alcatel	Temporis IP800	15.60.0.89	Yes
AudioCodes	310HD	1.6.0_build_37	Yes
AudioCodes	320HD	1.6.0_build_37	Yes
Cisco	SPA303	7.4.9c	Yes
Cisco	SPA501G	7.4.9c	Yes
Cisco	SPA509G	7.4.9c	Yes
Cisco	SPA525G2	7.4.9c	Yes
Fanvil	C58/C58P	2.3.233.129	No
Fanvil	C62/C62P	2.3.235.128	No
Fanvil	F52/F52P	2.3.123.78	No
Grandstream	GXP1400	1.0.8.6	Yes
Grandstream	GXP1405	1.0.8.6	Yes
Grandstream	GXP1450	1.0.8.6	Yes
Grandstream	GXP2100	1.0.8.6	Yes
Grandstream	GXP2110	1.0.8.6	Yes
Grandstream	GXP2120	1.0.8.6	Yes

Vendor	Model	SW/FW Version	PnP Support
Grandstream	GXP2124	1.0.8.6	Yes
Grandstream	GXP2130	1.0.5.23	Yes
Grandstream	GXP2140	1.0.5.23	Yes
Grandstream	GXP2160	1.0.5.23	Yes
Grandstream	GXP2200	1.0.3.27	Yes
Grandstream	GXV3140	1.0.7.80	Yes
Grandstream	GXV3175	1.0.3.76	Yes
Mitel (Aastra)	6730i	3.3.1.4305-SIP	Yes
Mitel (Aastra)	6731i	3.3.1.4305-SIP	Yes
Mitel (Aastra)	6735i	3.3.1.8140-SIP	Yes
Mitel (Aastra)	6737i	3.3.1.8140-SIP	Yes
Mitel (Aastra)	6739i	3.3.1.4305-SIP	Yes
Mitel (Aastra)	6753i	3.3.1.4305-SIP	Yes
Mitel (Aastra)	6755i	3.3.1.4305-SIP	Yes
Mitel (Aastra)	6757i	3.3.1.4305-SIP	Yes
Mitel (Aastra)	6863i	4.0.0.92-SIP	Yes
Mitel (Aastra)	6865i	4.0.0.92-SIP	Yes
Mitel (Aastra)	6867i	4.0.0.92-SIP	Yes
Mitel (Aastra)	9143i	3.3.1.4305-SIP	Yes
Mitel (Aastra)	9480i	3.3.1.4305-SIP	Yes
Panasonic	KX-TGP550T04	12.17	No
Panasonic	KX-UT123	01.061	No
Panasonic	KX-UT123NE	01.221	No
Panasonic	KX-UT136	01.061	No
Polycom	SoundPoint IP 330SIP*	3.3.5.0247	Yes
Polycom	SoundPoint IP 331SIP*	3.3.5.0247	Yes
Polycom	SoundPoint IP 335SIP*	3.3.5.0247	Yes
Polycom	SoundPoint IP 450SIP*	3.3.5.0247	Yes
Polycom	SoundPoint IP 550SIP*	3.3.5.0247	Yes
Polycom	SoundPoint IP 650SIP*	3.3.5.0247	Yes
Polycom	SoundPoint IP 670SIP*	3.3.5.0247	Yes
Polycom	SoundStation IP 5000*	3.3.5.0247	Yes
Polycom	SoundStation IP 6000*	3.3.5.0247	Yes
Polycom	VVX 1500*	3.3.5.0247	Yes
Polycom	VVX 300/310	4.1.7.1210	Yes
Polycom	VVX 400/410	4.1.7.1210	No
snom	300	8.4.35	Yes
snom	320	8.4.35	Yes
snom	360	8.4.35	Yes
snom	370	8.4.35	Yes
snom	710	8.7.3.25.9	Yes
snom	720	8.7.3.25.9	Yes
snom	760	8.7.3.25.9	Yes
snom	821	8.4.35	Yes
snom	870	8.4.35	Yes
snom	m9	9.4.7	Yes
snom	MeetingPoint	8.4.35	Yes
Spectralink	KIRK Wireless Server 300	PCS14C_	No

Vendor	Model	SW/FW Version	PnP Support
Spectralink	KIRK Wireless Server 6000	PCS14C_	No
Yealink	SIP-T19P	31.72.0.1	Yes
Yealink	SIP-T20P	9.72.0.1	Yes
Yealink	SIP-T21P	34.72.0.1	Yes
Yealink	SIP-T22P	7.72.0.1	Yes
Yealink	SIP-T26P	6.72.0.1	Yes
Yealink	SIP-T28P	2.72.0.1	Yes
Yealink	SIP-T32G	32.70.0.130	Yes
Yealink	SIP-T38G	38.70.0.125	Yes
Yealink	SIP-T41P	36.72.0.1	Yes
Yealink	SIP-T42G	29.72.0.1	Yes
Yealink	SIP-T46G	28.72.0.1	Yes
Yealink	VP-530	23.70.0.40	Yes
Yealink	W52P	25.30.0.20	No

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 Epygi Software Releases

To achieve maximum compatibility with Quadro FW 5.3.78, use the latest SW and FW versions.

- **QuadroM-E1/T1** FW 5.3.2, **QuadroISDN** FW 5.3.1 and **QuadroFXO4** FW 5.3.23 or higher should be used in the shared mode configuration.
- **Quadro FXS 16** FW 5.2.1, **Quadro FXS 26** FW 5.3.2 and **QXFXS24** FW 6.1.10 or higher should be used for PnP configuration.
- **Auto Dialer** SW 1.0.11 or higher should be used.
- **Desktop Communication Console** (DCC) SW 1.13 or higher should be used.
- **iQall** (IOS application) version 1.1.0 and **iQall** (Android application) version 1.0.2 or higher should be used.
- **SMR Client** SW 1.12 and **ACD Service** SW 2.1 or higher should be used.
- **Epygi Media Streamer (EMS)** SW 2.4 or higher should be used.
- **HotCall Add-In** SW 2.3 or higher should be used.
- **HotKeyCall** SW 1.11 or higher should be used.
- **QX-Quadro Configuration Console** (QCC) SW 2.2 or higher should be used.
- **ActiveX Control** SW 5.7.0 or higher should be used.

3 New Features History

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

Release	New Features
5.3.78	Added the **Disable DND Button** option for Grandstream GXP14xx series, GXP2110, GXP2120 phones in the IP Phone templates.
	Added the **Blink message LED on ringing** option for Grandstream GXP1400 and GXP1405 in the IP Phone templates.
5.3.75	
5.3.73	Added PnP and auto configuration support for the new Aastra 6863i, 6865i, 6867i IP phones.
	Added PnP support for Cisco SPA IP phones: 303, 501, 509 and 525.
	Added programmable keys configuration support for Cisco SPA IP phones: 303, 501, 509 and 525.
5.3.71	Added PnP and auto configuration support for the new Grandstream GXP2130 IP phone.
	Added Receptionist support for Grandstream GXP2140 IP Phone.
5.3.64	Added PnP and auto configuration support for the new Yealink T19P, T21P, T41P, T42G IP phones.
	Added auto configuration support for the new Fanvil F52/F52P, C58/C58P IP phones.
	Added PnP and auto configuration support for the new Grandstream 2140, 2160 IP phones.
5.3.61	
5.3.60	Added support for the new **iQall** application.
	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** application and vice versa, without disconnecting the call in progress.
	Added PnP and auto configuration support for the new **Akuvox SP-R53P** IP phone.
	Added support for failover to the next DNS SRV path when making SIP calls. The **SIP DNS SRV Failover Timeout** can be configured in the hidden menu generalconfig.cgi.
5.3.57	New **Ignore Empty Channel Identification in CALL PROCEEDING Msg** checkbox in the ISDN trunk advanced settings.
	Class of Service (CoS). Each extension can be assigned a CoS that will allow the use of Call Routing entries with the matching CoS assigned.
	Added PnP and auto configuration support for new IP phones: Polycom VVX 300/310, 400/410, Aastra 6735i, Yealink T46G and Grandstream GXP2200.
	The **call back number** can be configured for Call Park extensions 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 **Overall Calling Time Limit** feature. This feature allows a total call duration for all calls to be configured over a specific time frame for each Call Routing entry. Once the total duration has been reached, the entry can be disabled, allowing calls to use the next available route.

Release	New Features
	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.
	Added PnP and auto configuration support for the new Aastra 6737i and Yealink W52P IP phones.
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.
	Added PnP and auto configuration support for the new snom 710, Alcatel Temporis IP200/IP600/IP800, Grandstream GXP2124 IP phones.
	Added auto configuration support for new Fanvil C62 IP phone.
	New **URL** functionality in IP phones advance settings.
	Recording for barge-in call.
	Added support for Yealink T2x's hybrid configuration (M7+M1).
5.3.17	Yealink IP phone configuration support enhanced to auto-detect the phone firmware and to provide the proper configuration.
	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.
5.3.12	Support for the new **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.
	The maximum number of active calls in Find Me/Follow Me (FM/FM) 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 FM/FM phones which are not on a call.
	Added option for the Auto Attendant Customized Scenario to download the generated script in VXML format.
	The **Call Recording** feature is improved to also allow recording for pass-through calls.
	Added capability to activate **Voicemail profile** based on **Caller ID** and **Presence** state.
	Added PnP and auto configuration support for the new snom 720, snom 760, Yealink T32G, Yealink T38G, Yealink VP530 IP phones.
	The **ZeroOut 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.
5.3.3	The **Add Multiple Extensions** feature is improved which allows the assignment of the IP Lines to be selected when configuring multiple extensions.
	A new **MS Exchange Server** option has been added in the **Use External Voice Mail** settings for extensions. This allows voice messages to be kept in one universal inbox.

Release	New Features
5.3.2	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 FM/FM 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 FM/FM 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 FM/FM 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.
	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.
	The maximum number of stored CDRs has been increased from 1000 to 10000.
	Statistics gathered from the **ACD** feature and FM/FM have been improved for greater visibility of call flow.
	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.
	Added auto configuration support for the new snom m9, Panasonic KX-TGP550T04, KX-UT123-B, KX-UT136-B, AudioCodes 320HD and 310HD IP phones.
	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.
	Call conferencing features are enhanced regarding the **Moderator Rights Management,** conference call terminations options, and the conference statistics.
	Added support for **T.38 faxing** on IP lines for use on devices such as an ATA for faxing.
	The **Maximum recording count** option has been restored back in the Recording Box Settings.
	The **VoIP carrier wizard** is improved which allows creating the outbound routing rules not only by prefix but also by **7** and **10**-digit patterns.

4 Changed Features History

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

Release	Changed Features
5.3.78	The recommended FW versions have been changed for **Grandtream** IP phones. For **GXP2200** from 1.0.3.25 to 1.0.3.27, for **GXV3140** from 1.0.7.3 to 1.0.7.80 and for **GXV3175** from 1.0.3.22 to 1.0.3.76, for **GXP2130**, **GXP2140**, **GXP2160** from 1.0.3.9 to 1.0.5.23, for **GXP1400**, **GXP1405**, **GXP1450**, **GXP2100**, **GXP2110**, **GXP2120**, **GXP2124** from 1.0.6.7 to 1.0.8.6.
	The recommended FW versions for **snom 710, 720** and **760** have been changed from 8.7.3.15 to 8.7.3.25.9.
	The recommended FW versions have been changed for **Mitel (Aastra)** IP phones. For **6139i** from 3.2.2.2088-SIP to 3.3.1.4305-SIP, for **6735i**, **6737i** from 3.2.2.7137-SIP to 3.3.1.8140-SIP, for **6730i**, **6731i**, **6753i**, **6755i**, **6757i**, **9143i**, **9480i** from 2.6.0.2019-SIP to 3.3.1.4305-SIP.
	The recommended FW versions for **Aastra 6757iCT** and **9480iCT** have been changed from 2.6.0.2019-SIP to 3.3.1.2256-SIP.
	SoTel/VoIPLINK, BINARY NETWORKS, IP Directions, MyNetFone and **ThinkTel Communications** have been added as the new carriers to the VoIP Carrier Wizard list.
	Kebu.it carrier has been removed from the VoIP Carrier Wizard list.
5.3.75	In addition to expiration period the expiration date/time has been displayed for time limited license keys in Licensed features table.
	No Answer Call Forwarding (NACF) enhancement for FM/FM. Unanswered FM/FM call will be forwarded to NACF destination's Voice Mailbox.
	Aastra IP phones (6730i,6731i,6735i,6737i,6739i,6753i,6755i,6757i,9143i and 9480i) have been renamed to Mitel (Aastra) 6730i, 6731i, 6735i, 6737i, 6739i, 6753i, 6755i, 6757i, 9143i and 9480i.
	Polycom KIRK Wireless Server 300, KIRK Wireless Server 6000 stations have been renamed to Spectralink KIRK Wireless Server 300 and Spectralink KIRK Wireless Server 6000 accordingly. **Please Note:** Quadro doesn't support the KWS's redundancy feature for these stations.
5.3.73	Recommended FW versions for **Grandstream GXP1400, 1405, 1450, 2100, 2110, 2120, 2124** have been changed from 1.0.4.9 to 1.0.6.7.
	The max number of **Line appearance** for Cisco SPA525G2 is changed from **2** to **10**.
5.3.71	New parameters have been added to Aastra IP phones templates.
	Archive by call records count maximum is decreased to **1500** in the **Telephony→Call Statistics→Archiving Settings** for system stability purposes.
	Recommended FW versions for **Grandstream GXP2140**, **GXP2160** have been changed from 1.0.2.9 to 1.0.3.9.
	Changed the behavior for Polycom phone display in case of incoming calls to watched extensions. Show or not the call appearance/caller's ID on incoming calls to watched extensions is configurable now in the IP phones templates.
	The **User Name** is changed to **User Name/DID Number** in the SIP Registration Settings for extension. Beside the registration user name on the SIP server, DID number from ITSP is supported also.
5.3.64	The **SMTP Host** field in **System Mail Settings** has been extended to 48 characters long.
5.3.61	

Release	Changed Features
5.3.60	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 **VLAN**s to configure the IP phones has been enhanced to allow the phones to be switched from the **VLAN** to the **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 **VLAN**.
5.3.57	For **Time Limited Call routing entries,** the **weekly/monthly** start day has been added.
	Quadro LOGO is changed.
	Line appearance is set to **4** for KX-UT133/KX-UT136 IP phones.
	New parameters have been added to Yealink phones templates.
	Possibility to pass **PIN** description to the CDR downloaded file.
5.3.53	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 **VLAN Settings** page has been moved from **DHCP Settings for the VLAN Interface** as a submenu to the **Network** in the main menu.
5.3.23	Added **Use RTP proxy** 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: **Intercom Policy** 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
	Added **Speed dial** based services for Polycom.
	Added **Park**, **DirPckUp**, **BargeIn** soft keys on Polycom UCSoftware.3.3.1 or higher.
	Language Pack update for Aastra, Alcatel, Grandstream GXP2000 and Polycom (FW 3.3.1.F) IP phones.
	Voice mail **Specific Profile** selection is simplified using the drop-down list of the created profiles.
	Aastra IP phone template enhancements: Added **Callers List Script** field, **Call Waiting/Hold Reminder/Stutter Tones** and **Password protected Options** checkboxes.
5.3.17	Restored the **Edit Watch Access List** link in the extension settings.
	Yealink T2x phones default settings updated.
5.3.12	**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 - **10000** is reached even if the method of collecting is set to **Archive by time interval**.
	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**.
5.3.3	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
	New FW recommendations for snom IP phones.
	Some of the system **voice messages** are improved.
5.3.2	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.
	Multiple DHCP subnet support (two subnets allowed instead of one, making it possible to have about 500 devices getting DHCP from Quadro).
	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).
	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.
	The **SIP Server** text field is changed to empty by default for auto attendant (00) and two FXS extensions.
	The default for **Maximum recording duration** is changed to 1 hour in **the Recording box settings** and **Call recording settings**.
	The **Secure RTP** options in the **Extension Codecs** are available when editing multiple extensions at the same time.

5 Fixed Issues

Issues fixed since version 5.3.78:

T: Title
D: Description

19573	T:	"Send new voicemail notifications via e-mail" option for FAX mail doesn't work according to the selected settings
	D:	
19464	T:	Mitel (Aastra) IP phones will stop working after an hour starting from the moment when they got registered, when the SIP transport method is set to TLS
	D:	
19452	T:	Voice Mail greeting is not being played to the caller in a specific scenario
	D:	Scenario: Call comes to Attendant from external SIP. Caller dials ext.104, the ext.104 answers the call and puts it on hold (the **RTP Channels** is used for hold music) and transfers the call to ext.105 (using 44* **PBX-Voicemail** CR rule). The caller doesn't hear the Voice Mail greeting.
18774	T:	Call watching and other subscriptions don't work when the Class of Service is enabled on the call routing rule(s) that used for passing subscription messages
	D:	
18759	T:	"STUN service" doesn't work when firewall level is set to "High"
	D:	
18757	T:	"SNMP Trap" for "Management Access" filtering rule doesn't work when the firewall level is set to "High"
	D:	
18726	T:	An issue with accessing to Quadro from LAN side with VLAN configured
	D:	If you add VLAN interface on LAN side and the Firewall level is set to **Medium**, you wouldn't have access to device from LAN side (through VLAN interface) until you enable/disable the Firewall.
18651	T:	GXP2200, GXV3175 and GXV3140 IP phones are forced to make secure calls by default, even though in phone Web GUI the SRTP Mode is configured as "Enabled but not forced"
	D:	
18637	T:	When opening the Call Statistics, sometimes it doesn't show CDR records but shows an empty page
	D:	Only after refreshing the page it shows the CDRs.
18372, 17709	T:	A problem with configuring programmable keys in IP line Advanced Settings page for Grandstream GXP2124, GXP 2140 and GXP2160 phones
	D:	If you configure all available **Line keys** with some functions, the phones become none functional: the dial tone is lost, the keys and buttons on phone keypad stop working. The issue is solved in the latest recommended FW versions of the phones. **Note:** Keep at least two **Line keys** unused to be able to make, receive, transfer and park calls. This is Grandstream specific limitation.
18088	T:	The DND status is not displayed on snom 7xx IP phones
	D:	
18028	T:	Customize push back number service doesn't work in a specific scenario
	D:	Scenario:

		Customize push back number is set to **Auto**. The Class of Service(CoS) is enabled globally and activated on the routing rule which is used to send the call to the customize push back number. The CoS isn't enabled on the extension that parked the call. The customize push back number doesn't work, after the call retrieve timeout expires.

6   Known Issues

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

19607	T:	**G726-32 codec doesn't work with IP phones**
	D:	It's impossible to establish calls using G726-32 codec.
	C:	
	Fix:	Will be fixed in the future releases.
19514	T:	**Call Intercept with programmable key doesn't work on Cisco SPA phones**
	D:	
	C:	
	Fix:	Workaround: Use the feature code *** 94 + extension number** # to intercept the call. Will be fixed in the future releases.
19512	T:	**A problem with Cisco SPA501G with simply putting the call on hold and taking it off hold.**
	D:	The call cannot be resumed after being put on hold.
	C:	
	Fix:	Will be fixed in the future releases.
19167	T:	**AudioCodes 310HD and 320HD IP phones are forced to make only secure calls by default, even though Quadro's default SRTP settings for attached extension is "Make unsecure calls, accept anything"**
	D:	
	C:	The outgoing calls cannot be established.
	Fix:	Workaround: Go to the **Codec Settings** for the extension attached to that phone, select **Make and accept only unsecure calls** option in the **Secure RTP Settings** and reset the phone to factory defaults. Will be fixed in the future releases.
18839	T:	**It's not possible to park a call twice to the same call park extension by using programmable key on Yealink T32G and T38G**
	D:	Upon successful call park/pickup the second attempt to park the call, using the park ext. programmable key fails. The problem is happening only if we park the call to the same park extension (by pressing Call Park key).
	C:	
	Fix:	Workaround: Park the call to a different call park extension. Will be fixed in the future releases.
18707	T:	**Call Intercept with programmable key doesn't work on Fanvil C62**
	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 future releases.
18556	T:	PPTP fails connecting to Windows 8/8.1 when MSCHAPv2 Encryption type is something else than NO MPPE
	D:	
	C:	
	Fix:	Will be fixed in the future releases.
18549	T:	Could not dial out (*1) or use any other moderator feature while welcome message file has been playing
	D:	Could not dial out (*1) or use other moderator features while welcome message file has been playing. You should listen to the whole welcome message file first, after that use moderator features. It is recommended to keep the welcome message to a short duration.
	C:	
	Fix:	Will be fixed in the future releases.
18548	T:	Part of conference recording is lost after recording pause/resume
	D:	When pausing the conference recording and then resuming it again, the final recording contains only the part after resuming.
	C:	
	Fix:	Will be fixed in the future releases.
18186	T:	A fake error message when pressing successful calls tab in the Call Statistics
	D:	When pressing this tab just after a successful call termination, sometimes the following error is displayed: Log file seems to be corrupted. Please clear all records.
	C:	
	Fix:	Workaround: Pressing this tab once more will resolve the problem. Will be fixed in the future releases.
18112	T:	Call Intercept with programmable key doesn't work on Akuvox SP-R53P
	D:	If a programmable key is configured to watch an extension, it allows only calling to that extension. You cannot intercept the call addressed to that extension by pressing the key.
	C:	
	Fix:	Will be fixed in the future releases.
18063	T:	3-way conference cannot be established with the help of "+" sign on Grandstream GXP2200
	D:	
	C:	
	Fix:	Workaround: Tap "+ Add Call" softkey to establish 3-way conference.
17555	T:	Using Call Intercept to directly answer an incoming ACD call fails
	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 future releases.
17404	T:	Calls which are done using Call Relay (*2) on the auto attendant are not shown in Call Statistics

	D:	Only the call to attendant is shown in the call statistics. The call leg after call relay is missing in the call statistics in case if the external caller is terminating the call first.
	C:	
	Fix:	Workaround: Use feature code *1 instead of *2 for call relay. Will be fixed in the future releases.
16683	T:	Find Me/Follow Me does not work for incoming Secure RTP call
	D:	Though the call came with SRTP option the FM/FM is making unsecure calls.
	C:	As a result, the call is not established.
	Fix:	Will be fixed in the future releases.
16635	T:	Shared Mailbox watching does not work when using Allow access to Shared Mailbox for enabled extensions option in Many Extension Ringing configuration
	D:	Extension has Many Extension Ringing enabled with a few extensions configured for Shared Mailbox.
	C:	However, in the IP Line settings, the Shared VMail Ext. xxx option is not listed in the drop down list for Advanced→Programmable Keys Configuration.
	Fix:	Use the Shared Mailbox: Edit Voice Mailbox Access List link in the Voice Mailbox Settings for extension. Will be fixed in the future releases.
16533	T:	A problem with incoming Secure RTP call in a specific scenario
	D:	When incoming Secure RTP call is connecting to the destination via Call Routing table, Quadro always tries to connect it as an unsecure call and the call is being dropped due to the media parameters incompatibility.
	C:	
	Fix:	Will be fixed in the future releases.
15942	T:	It is not possible to pick up (via pickup group) the call to extension with FM/FM enabled
	D:	
	C:	
	Fix:	Will be fixed in the future releases.
15729	T:	IP phone does not go back to the normally idle state automatically when the recording had been started via the Record button and the call was released
	D:	The Recording started message remains on the phone screen after one of the parties terminates the call by going on-hook.
	C:	Only incoming calls to IP phone are possible in this state.
	Fix:	Workaround: Need to use Exit button to retrieve the IP phone functionality. Will be fixed in the future releases.

7 Upgrading Instructions

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 QuadroM8L/26x/12Li/26xi FW Requirements for Upgrading to 5.3.x

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

7.3 General Hints

It is recommended to execute the update by downloading the firmware 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 firmware update. Remember that some data is lost during upgrade:

- **Call Statistics** (when only 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 card to keep the call statistics safe.

- **Voice mails** (when only 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 card to keep the voice mails safe.

- **Call recordings** (when only 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 card to keep the call recordings safe.

- **All custom voice greetings** (when only 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 card to keep the custom voice messages safe.

- All custom recordings for the custom Auto Attendant (when only 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 card to keep the custom recordings safe.

- **Pending events** (when only embedded memory storage is used)

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

1. Save the current configuration by doing a Backup and Download of all current configuration and voice data (**System→Configuration Management→Backup and download current Configuration**).
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→ Restore previously backed up Configuration**).

  This is necessary to restore the custom voice messages for extensions and the custom Auto Attendants.

Attention: Always power down the Quadro before inserting/removing any **Compact Flash** memory card. Currently, the recommended **Compact Flash** memory card's largest capacity is **8** GB.

7.4 Limitations and Restrictions

- The memory used by **Network Capture** hidden page is limited to **12** MB. This will put a limitation on the duration of captured file.
- The capture duration is limited to **160** seconds in **DSP Capture** hidden page.
- The **Call Capture** duration is limited to **160** seconds.
- In case if **voice mail recording codec** is other than **PCMU**, the maximum length of VM sent by email is limited to three 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.