



Release Notes for QX20/QX500 6.3.14, Edition 1

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1 Introduction

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

QX20/QX500 firmware 6.3.14 Date: May 12, 2020

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

Date: May 15, 2020

2 Requirements

2.1 Hardware Requirements

- The firmware (FW) can be used on QX20 and QX500 models only.
- The model name is written on the front plate of the unit; the unit serial number is on the bottom label.

2.2 Firmware Requirements

Attention: The firmware upgrade to 6.3.14 can **ONLY** be done from 6.1.45 and higher versions.

2.3 Supported IP Phones

Listed below are the Epygi Supported IP phones with the corresponding software (firmware) versions that are tested and recommended for use with QX20/QX500 FW 6.3.14.

Note:

- The **Auto Configuration** and **PnP** services are described in detail in the [Configuring Epygi Supported IP Phones with QX IP PBXs](#) guide.
- Any known issues and limitations regarding the usage of the QX20/QX500 FW 6.3.14 telephony services and features for each IP phone are described in detail in the [QX IP PBX Features on Epygi Supported IP Phones](#) guide.

Vendor	Model	SW/FW Version	PnP		Auto Configuration
			PnP (Multicast)	Assisted PnP (DHCP options 66/67)	
Akuvox	R15(P)	15.0.5.235	Yes	Yes	Yes
Akuvox	SP-R53(P)	53.0.6.115	Yes	Yes	Yes
Alcatel	IP2015 (IP15)	1.0.7A-0	No	No	Yes
Alcatel	Lucent 8058S	1.51.07	Yes	No	Yes
Alcatel	Temporis IP100	1.0.6A-0	No	No	Yes
Alcatel	Temporis IP150	1.0.6A-0	No	No	Yes
Alcatel	Temporis IP200	13.60.0.89	Yes	Yes	Yes
Alcatel	Temporis IP300	1.0.7B-0	No	No	Yes
Alcatel	Temporis IP600	14.60.0.89	Yes	Yes	Yes
Alcatel	Temporis IP700G	1.0.7A-0	No	No	Yes
Alcatel	Temporis IP800	15.60.0.89	Yes	Yes	Yes
AudioCodes	310HD	1.6.0_build_37	No	No	Yes
AudioCodes	320HD	1.6.0_build_37	No	No	Yes
Cisco	CP-6851	11-1-1	No	No	Yes
Cisco	CP-7861	11-1-1	No	No	Yes
Cisco	CP-8851	11-1-1	No	No	Yes
Cisco	SPA303	7.4.9c	No	Yes	Yes
Cisco	SPA501G	7.4.9c	No	Yes	Yes
Cisco	SPA508G	7.5.2	No	Yes	Yes
Cisco	SPA509G	7.4.9c	No	Yes	Yes

Vendor	Model	SW/FW Version	PnP		Auto Configuration
			PnP (Multicast)	Assisted PnP (DHCP options 66/67)	
Cisco	SPA525G2	7.4.9c	No	Yes	Yes
Fanvil	C58/C58P	2.3.233.129	No	No	Yes
Fanvil	C62/C62P	2.5.787.97	No	No	Yes
Fanvil	C400	14.0.0.3.r1	No	No	Yes
Fanvil	C600	14.0.0.3.r1	No	No	Yes
Fanvil	F52/F52P	2.3.123.78	Yes	Yes	Yes
Fanvil	H2/H2S	2.8.0.6251	Yes	Yes	Yes
Fanvil	H3	2.8.0.6251	Yes	Yes	Yes
Fanvil	H5	2.8.0.6251	Yes	Yes	Yes
Fanvil	X3/X3P	1.4.0.2016	Yes	Yes	Yes
Fanvil	X3S/X3G	2.8.0.6251	Yes	Yes	Yes
Fanvil	X4/X4G/X4S	2.8.0.6251	Yes	Yes	Yes
Fanvil	X5/X5G	1.4.0.2016	Yes	Yes	Yes
Fanvil	X5S	1.8.0	Yes	Yes	Yes
Fanvil	X6	1.8.0	Yes	Yes	Yes
Gigaset	Maxwell 3 PRO	82.2.22.7	Yes	Yes	Yes
Gigaset	N720 DM PRO	70.113.00.000.000	No	No	Yes
Grandstream	GXP1100	1.0.8.6	No	Yes	Yes
Grandstream	GXP1105	1.0.8.6	No	Yes	Yes
Grandstream	GXP1160	1.0.8.6	No	Yes	Yes
Grandstream	GXP1165	1.0.8.6	No	Yes	Yes
Grandstream	GXP1400	1.0.8.6	No	Yes	Yes
Grandstream	GXP1405	1.0.8.6	No	Yes	Yes
Grandstream	GXP1450	1.0.8.6	No	Yes	Yes
Grandstream	GXP1615/1610	1.0.4.55	No	Yes	Yes
Grandstream	GXP1625/1620	1.0.4.55	No	Yes	Yes
Grandstream	GXP1628	1.0.4.55	No	Yes	Yes
Grandstream	GXP1630	1.0.4.55	No	Yes	Yes
Grandstream	GXP1760	1.0.0.48	No	No	Yes
Grandstream	GXP1782/1780	1.0.0.48	No	No	Yes
Grandstream	GXP2100	1.0.8.6	No	Yes	Yes
Grandstream	GXP2110	1.0.8.6	No	Yes	Yes
Grandstream	GXP2120	1.0.8.6	No	Yes	Yes
Grandstream	GXP2124	1.0.8.6	No	Yes	Yes
Grandstream	GXP2130	1.0.7.99	No	Yes	Yes
Grandstream	GXP2135	1.0.7.99	No	Yes	Yes
Grandstream	GXP2140	1.0.7.99	No	Yes	Yes
Grandstream	GXP2160	1.0.7.99	No	Yes	Yes
Grandstream	GXP2170	1.0.7.99	No	Yes	Yes
Grandstream	GXP2200	1.0.3.27	No	Yes	Yes
Grandstream	GXV3140	1.0.7.80	No	Yes	Yes
Grandstream	GXV3175	1.0.3.76	No	Yes	Yes
Grandstream	GXV3240	1.0.3.62	No	Yes	Yes

Vendor	Model	SW/FW Version	PnP		Auto Configuration
			PnP (Multicast)	Assisted PnP (DHCP options 66/67)	
Grandstream	GXV3275	1.0.3.62	No	Yes	Yes
Htek	UC902	2.0.4.4.41	Yes	Yes	Yes
Htek	UC903	2.0.4.4.41	Yes	Yes	Yes
Htek	UC912	2.0.4.4.41	Yes	Yes	Yes
Htek	UC912E	2.0.4.4.41	Yes	Yes	Yes
Htek	UC912G	2.0.4.4.41	Yes	Yes	Yes
Htek	UC923	2.0.4.4.41	Yes	Yes	Yes
Htek	UC924	2.0.4.4.41	Yes	Yes	Yes
Htek	UC924E	2.0.4.4.41	Yes	Yes	Yes
Htek	UC926	2.0.4.4.41	Yes	Yes	Yes
Htek	UC926E	2.0.4.4.41	Yes	Yes	Yes
iServ	8660 (8430/8630/8830)	03.55.0025	No	No	Yes
iServ	Escene ES282-PC	V1.1.0.10143324	No	No	Yes
iServ	U3S	V1.1.0.10143813	No	No	Yes
iServ	U6S	V1.1.0.10143813	No	No	Yes
Mitel (Aastra)	6730	3.3.1.4305-SIP	Yes	Yes	Yes
Mitel (Aastra)	6731	3.3.1.4305-SIP	Yes	Yes	Yes
Mitel (Aastra)	6735	3.3.1.8140-SIP	Yes	Yes	Yes
Mitel (Aastra)	6737	3.3.1.8140-SIP	Yes	Yes	Yes
Mitel (Aastra)	6739	3.3.1.4305-SIP	Yes	Yes	Yes
Mitel (Aastra)	6753	3.3.1.4305-SIP	Yes	Yes	Yes
Mitel (Aastra)	6755	3.3.1.4305-SIP	Yes	Yes	Yes
Mitel (Aastra)	6757	3.3.1.4305-SIP	Yes	Yes	Yes
Mitel (Aastra)	9143	3.3.1.4305-SIP	Yes	Yes	Yes
Mitel (Aastra)	9480	3.3.1.4305-SIP	Yes	Yes	Yes
Mitel	6863	4.2.0.2023-SIP	Yes	Yes	Yes
Mitel	6865	4.2.0.2023-SIP	Yes	Yes	Yes
Mitel	6867	4.2.0.2023-SIP	Yes	Yes	Yes
Mitel	6869	4.2.0.2023-SIP	Yes	Yes	Yes
Panasonic	KX-HDV130	03.004	Yes	Yes	Yes
Panasonic	KX-HDV130NE, KX-HDV130X	06.101	Yes	Yes	Yes
Panasonic	KX-HDV230	03.004	Yes	Yes	Yes
Panasonic	KX-HDV230NE, KX-HDV230X	06.101	Yes	Yes	Yes
Panasonic	KX-TGP550T04	12.17	No	No	Yes
Panasonic	KX-UT123 (NE/RU/X)	01.302	No	No	Yes
Panasonic	KX-UT136 (NE/RU/X)	01.302	No	No	Yes
Polycom	SoundPoint IP 330	3.3.5.0247	No	Yes	Yes
Polycom	SoundPoint IP 331	4.0.13.1445	No	Yes	Yes
Polycom	SoundPoint IP 335	4.0.13.1445	No	Yes	Yes
Polycom	SoundPoint IP 450	4.0.13.1445	No	Yes	Yes
Polycom	SoundPoint IP 550	4.0.13.1445	No	Yes	Yes

Vendor	Model	SW/FW Version	PnP		Auto Configuration
			PnP (Multicast)	Assisted PnP (DHCP options 66/67)	
Polycom	SoundPoint IP 650	4.0.13.1445	No	Yes	Yes
Polycom	SoundPoint IP 670	4.0.13.1445	No	Yes	Yes
Polycom	SoundStation IP 5000	4.0.13.1445	No	Yes	Yes
Polycom	SoundStation IP 6000	4.0.13.1445	No	Yes	Yes
Polycom	Trio 8500	5.9.2.7553	No	Yes	Yes
Polycom	WX 150	6.1.1.2670	No	Yes	Yes
Polycom	WX 250	6.1.1.2670	No	Yes	Yes
Polycom	WX 300/310	5.7.0.14430	No	Yes	Yes
Polycom	WX 301/311	5.7.0.14430	No	No	Yes
Polycom	WX 350	6.1.1.2670	No	Yes	Yes
Polycom	WX 400/410	5.7.0.14430	No	No	Yes
Polycom	WX 401/411	5.7.0.14430	No	Yes	Yes
Polycom	WX 450	6.1.1.2670	No	Yes	Yes
Polycom	WX 500/501	5.7.0.14430	No	No	Yes
Polycom	WX 600/601	5.7.0.14430	No	Yes	Yes
Polycom	WX 1500	5.7.0.14430	No	Yes	Yes
QOSIP	Q7104/Q7204	1.0.3.98	No	No	Yes
snom	300	8.4.35	Yes	Yes	Yes
snom	320	8.4.35	Yes	Yes	Yes
snom	360	8.4.35	Yes	Yes	Yes
snom	370	8.7.5.35	Yes	Yes	Yes
snom	720	8.9.3.60	Yes	Yes	Yes
snom	760	8.9.3.60	Yes	Yes	Yes
snom	821	8.7.5.35	Yes	Yes	Yes
snom	870	8.7.5.35	Yes	Yes	Yes
snom	D120	10.1.10.1	Yes	Yes	Yes
snom	D345	8.9.3.60	Yes	Yes	Yes
snom	D375	8.9.3.60	Yes	Yes	Yes
snom	D710/710	8.9.3.60	Yes	Yes	Yes
snom	D712	8.9.3.60	Yes	Yes	Yes
snom	D715/715	8.9.3.60	Yes	Yes	Yes
snom	D717	10.1.33.1	Yes	Yes	Yes
snom	D725	8.9.3.60	Yes	Yes	Yes
snom	D735	10.1.39.11	Yes	Yes	Yes
snom	D745	8.9.3.60	Yes	Yes	Yes
snom	D765	8.9.3.60	Yes	Yes	Yes
snom	D785	10.1.20.0	Yes	Yes	Yes
snom	M700 (M85/M65/M25)	03.24.0007	Yes	Yes	Yes
snom	m9	9.4.7	Yes	Yes	Yes
snom	MeetingPoint	8.7.5.35	Yes	Yes	Yes
Spectralink	KIRK Wireless Server 300	PCS14C_	No	No	Yes
Spectralink	KIRK Wireless Server 6000	PCS14C_	No	No	Yes

Vendor	Model	SW/FW Version	PnP		Auto Configuration
			PnP (Multicast)	Assisted PnP (DHCP options 66/67)	
VTech	ErisStation VCS754	1.1.4.0-0	No	No	Yes
VTech	ErisTerminal VSP600 (VSP601)	1.1.4.1-0	No	No	Yes
VTech	ErisTerminal VSP715	1.1.4.0-0	No	No	Yes
VTech	ErisTerminal VSP725	1.1.4.0-0	No	No	Yes
VTech	ErisTerminal VSP726	2.0.3.2-0	Yes	Yes	Yes
VTech	ErisTerminal VSP735	1.1.4.0-0	No	No	Yes
VTech	ErisTerminal VSP736	2.0.3.2-0	Yes	Yes	Yes
Yealink	CP860	37.81.0.10	Yes	Yes	Yes
Yealink	CP920	78.84.0.15	Yes	Yes	Yes
Yealink	CP960	73.83.0.30	Yes	Yes	Yes
Yealink	SIP-T19P	31.72.0.1	Yes	Yes	Yes
Yealink	SIP-T19P E2	53.83.0.50	Yes	Yes	Yes
Yealink	SIP-T20P	9.72.0.1	Yes	Yes	Yes
Yealink	SIP-T21P	34.72.0.1	Yes	Yes	Yes
Yealink	SIP-T21P E2	52.83.0.50	Yes	Yes	Yes
Yealink	SIP-T22P	7.72.0.1	Yes	Yes	Yes
Yealink	SIP-T23G(P)	44.83.0.50	Yes	Yes	Yes
Yealink	SIP-T26P	6.72.0.1	Yes	Yes	Yes
Yealink	SIP-T27G	69.83.0.50	Yes	Yes	Yes
Yealink	SIP-T27P	45.83.0.50	Yes	Yes	Yes
Yealink	SIP-T28P	2.72.0.1	Yes	Yes	Yes
Yealink	SIP-T29G	46.83.0.50	Yes	Yes	Yes
Yealink	SIP-T32G	32.70.0.130	Yes	Yes	Yes
Yealink	SIP-T38G	38.70.0.125	Yes	Yes	Yes
Yealink	SIP-T40G	76.83.0.50	Yes	Yes	Yes
Yealink	SIP-T40P	54.83.0.50	Yes	Yes	Yes
Yealink	SIP-T41P	36.83.0.50	Yes	Yes	Yes
Yealink	SIP-T41S	66.83.0.50	Yes	Yes	Yes
Yealink	SIP-T42G	29.83.0.50	Yes	Yes	Yes
Yealink	SIP-T42S	66.83.0.50	Yes	Yes	Yes
Yealink	SIP-T46G	28.83.0.50	Yes	Yes	Yes
Yealink	SIP-T46S	66.83.0.50	Yes	Yes	Yes
Yealink	SIP-T48G	35.83.0.50	Yes	Yes	Yes
Yealink	SIP-T48S	66.83.0.50	Yes	Yes	Yes
Yealink	SIP VP-T49G	51.80.0.100	Yes	Yes	Yes
Yealink	SIP-T52S	70.83.0.50	Yes	Yes	Yes
Yealink	SIP-T53/53W	95.84.0.30	Yes	Yes	Yes
Yealink	SIP-T54S	70.83.0.50	Yes	Yes	Yes
Yealink	SIP-T54W	96.84.0.30	Yes	Yes	Yes
Yealink	SIP-T56A	58.83.0.15	Yes	Yes	Yes
Yealink	SIP-T57W	97.84.0.30	Yes	Yes	Yes
Yealink	SIP-T58V/A	58.83.0.15	Yes	Yes	Yes

Vendor	Model	SW/FW Version	PnP		Auto Configuration
			PnP (Multicast)	Assisted PnP (DHCP options 66/67)	
Yealink	VP59	91.283.0.40	Yes	Yes	Yes
Yealink	VP-530	23.70.0.40	Yes	Yes	Yes
Yealink	W52P	25.30.0.20	Yes	Yes	Yes
Yealink	W60B	77.83.0.25	Yes	Yes	Yes

2.4 Interaction with Other Epygi Software Releases

Use the latest SW and FW versions for other Epygi products to achieve maximum compatibility with QX20/QX500 FW 6.3.14:

- QXE1T1, QXFXO4 and QXISDN4 gateways used in the **Share** mode should have FW 6.3.14 or higher.
- QXFXS24 should have FW 6.3.14 or higher for PnP configuration.
- eQall for Windows SW 1.3.0 or higher should be used. Check [eQall User Guide](#).
- eQall for Android SW 1.3.0 or higher should be used. eQall for iOS to be determined.
- iQall (IOS application) version 1.2.0 and iQall (Android application) version 1.2.1 or higher should be used.
- Desktop Communication Console (DCC) SW 1.18 or higher should be used.
- Epygi Hotel Console (EHC) SW 1.0.7 or higher should be used.
- Epygi Media Streamer (EMS) SW 2.4 or higher should be used.
- HotCall Add-In SW 2.5 or higher should be used.
- HotKeyCall SW 1.14 or higher should be used.
- Bulk User Extensions Importer version 1.7 or higher should be used.
- CallControl Pack SW 5.8.0 or higher should be used.
- To use QX20/QX500 with a 3PCC or Click2Dial application, the **Allow 3pcc/Click2Dial Access** option should be enabled for each extension using this feature.
- Auto Dialer SW 1.0.11 or higher should be used.
- QX-Quadro Configuration Console (QCC) SW 2.5 or higher should be used.

Important Note: The ACD, AOC, EAC, EHC and Auto Dialer features are available on QX500 only.

3 New Features

The table below indicates a high-level list of new features that have been added beginning with the most recent QX20/QX500 FW release.

Release	New Features
6.3.14	<p>The Call Park feature has been enhanced with new capabilities:</p> <ol style="list-style-type: none"> 1. Call park configuration and functionality has been integrated with paging. When the call is parked, the system will automatically do a page to the predefined paging group to announce a call is parked. 2. A new Park the call option has been added in the User input options list for auto attendant custom scenario. Pressing the key assigned to that option on auto attendant prompt would park the call on the preconfigured call park extension. <p>Added support for new video codecs: VP8, H.265 HEVC (High-Efficiency Video Coding).</p> <p>Added auto configuration support for the new Polycom Trio 8500 Conference phone.</p> <p>Added PnP and autoconfiguration support for the new Yealink VP59 Video phone.</p> <p>Added Receptionist support for the Polycom VVX 450 IP phone.</p> <p>Added support to connect QX to MS Teams, so that Team's users can make SIP and PSTN calls over the QX IP PBX and vice versa.</p> <p>Added a new Show on login page option in the Event Setting allowing to show the selected events on the QX login page.</p> <p>Added support for users to be able to change the system default SSL/TLS certificate with their own. This will give users ability to change the system default SSL/TLS certificates, namely the Certificate Authority, Certificate, Private Key with their own from the new GUI page.</p>
6.3.5	
6.3.4	
6.3.3	<p>Added eQall for Android support, the softphone designed to be used with QX IP PBXs.</p> <p>Added auto configuration support for the following Polycom IP phones: VVX 150, VVX 250, VVX 350, VVX 450, VVX 501 and VVX 601.</p> <p>Added auto configuration support for the following iServ IP phones: Escene ES282-PC, U3S, U6S.</p> <p>Added auto configuration support for the Gigaset N720 DM PRO IP phone.</p>
6.3.1	<p>Added support for eQall, the softphone designed to be used with QX IP PBXs. The current version of eQall supports the full set of QX20/QX500 telephony features, like other Epygi supported IP phones. The QX20/QX500 by default has support for one eQall license included. To use more eQall softphones, a license key needs to be installed on the QX.</p> <p>Added PnP support for the Alcatel-Lucent 8058S IP phone.</p>
6.2.55	<p>Added PnP and auto configuration support for the new snom D735 and snom D717 IP phones.</p> <p>Added PnP and auto configuration support for the new Htek UC912E IP phone.</p> <p>Added PnP and auto configuration support for the new Yealink SIP-W60B IP phone.</p> <p>Added support to activate/deactivate the "Out of office" service from the IP Phone via the feature code *87.</p> <p>Added a new event: "ecMON connection failure". The system triggers this event if ecMON connection is enabled, but the system cannot connect to ecMON after a few tries.</p>
6.2.45	<p>Added support for FW update, configuration backup upload & restore from ecMON.</p> <p>Added PnP and autoconfiguration support for the Cisco 508G/509G IP phone.</p> <p>Added PnP and autoconfiguration support for the new Yealink T53W, T54W and T57W IP phones.</p> <p>Added autoconfiguration support for the new Alcatel-Lucent 8058S IP phone.</p>

Release	New Features
	Added iQall advanced features support for IOS: <ul style="list-style-type: none"> • voice mail push notifications • missed calls push notifications
	Added the new Send Push notification option under the Caller ID based Services → Find me / Follow me settings for extensions. Enabling this option on the extension configured for iQall allows to receive Find me/Follow me notifications on the mobile phone.
	Added the new Send Push notification option under the Caller ID based Services → Find me / Follow me settings for extensions. Enabling this option on the extension configured for iQall allows call forwarding notifications on the mobile phone.

4 Changed Features

The table below provides a high-level list of changed features that have been changed beginning with the most recent QX20/QX500 FW release.

Release	Changed Features
6.3.14	ACD/EAC behavior has been modified, so that if the agent closes the EAC web browser, his status changes to Offline . <ul style="list-style-type: none"> • Added a new checkbox below the existing "Set agent status "Offline" on log out" in the EAC General Settings→Agents settings. The name of the new checkbox is "Set agent status "Offline" on closing EAC". • If this checkbox is enabled then agent's status changes to offline when agent closes the browser, or EAC tab in browser, or somehow closes connection to QX. Note: This setting is available only for EAC admin and applies to all agents.
	ACD/EAC behavior has been modified to restrict the access to Agents menu in the EAC. <ul style="list-style-type: none"> • Added a new checkbox in the EAC→General Settings→Agents settings. The name of the new checkbox is "Show Agents menu only for admins and supervisors". • If this checkbox is enabled then only admins and supervisors can see and access the Agents menu.
	Increased the queues sizes for SIP local messages.
	Increased the size for URL fields in the Firewall configuration.
	Increased the max number of templates in the manage IP phones templates table to 40.
	The max number of recordings in the recording box has been increased from 1000 to 5000.
	Support to add FQDN-s in the SIP IDS Exceptions. This will give users ability to add also FQDN-s in the SIP IDS Exceptions, besides the trusted IP addresses.
6.3.5	
6.3.4	
6.3.3	Added a new Mandatory Participant option under the conference participant settings. If that option is selected for a participant, the active conference will be closed regardless of the number of participants connected, if that participant leaves the conference.
	SIP IDS GUI and functionality has been redesigned. See the appropriate documentation for the details.
	The Caller ID behavior has been enhanced for the Fanvil X6, X5S, X4/X4G/X4S, and X3S/X3G models.

Release	Changed Features
6.3.1	The value for the Retrieve Timeout field in the Call Park extension settings has been changed to seconds. Now the user can use any value for call park retrieve timeout in the range of 30-3600 sec.
	Added the Actions dropdown menu under the Destination Number Pattern column for the Call Routing Table. In addition to the existing Edit icon, the Move Up, Move Down, Move To, Duplicate, Enable, Disable, and Delete options are available. This significantly reduces the necessity of scrolling when working with routing rules.
	The recommended FW version has been changed for the Alcatel Lucent - 8058S IP phone from 1.51.05 to 1.51.07.
6.2.55	<p>The calculations and management of calling cost balance is changed by taking into account the "call completion fee":</p> <ul style="list-style-type: none"> • The call is not started if the calling balance is less than call completion fee. • When terminating the call, the call completion fee as well as calling per minute rate are taken into account.
	Added the Prefix key option to the drop-down list for MPKs for Yealink phones. This can be used to press a Prefix code (e.g. 56 for Intercom) and then pressing the watched extension.
6.2.45	The status of the " Force Hold Music " option in the generalconfig.cgi is changed to " enabled " by default.
	<p>The behavior has been changed for the estimated serving time calculation in ACD queue:</p> <ul style="list-style-type: none"> • The calculation is based on the ACD call statistics during the time period defined by user in the QX GUI. • For this purpose, a new field under the ACD Queue settings is added and named as "Average serving time calculation period".
	The extension number "the call was blindly transferred to" is shown together with caller name after the call was "kicked back" to the receptionist.
	The distinctive ring pattern has been changed on Yealink phones running the FW V.83. The fix configures the phone in such a way that the phone plays its own ring tones instead of the Bellcore ones.
	The method of the configuration restore from the ecMON has been changed. The network related configuration files on "configuration restore" from ecMON do not changed.
The SIP proxy server has been changed in the VoIP Carrier Wizard from the link.voipvoice.it to user.voipvoice.it for the ITSP voipvoice.it .	

5 Fixed Issues

Issues fixed since version 6.3.5:

T: Title
D: Description

20715	T:	The huge number of simultaneous missed calls may cause system crash and phones reboot
	D:	
20713	T:	IP phones' logo names are duplicated. For some of models when we have different logo assignment to two different models, they will refer to the same logo file
	D:	Logo names are duplicated for Htek UC924E, UC926E, Yealink VP59, T54W, T48G/S, T46G/S, T42G/S, T41P/S, T40P/G and 27G.
20696	T:	Problem with reading the license for Auto Dialer
	D:	When trying to connect Auto dialer to QX, always show the error: incorrect connection settings.
20679	T:	If the ITSP doesn't allow re-INVITE then call interception will fail if the call comes through the auto attendant
	D:	If the ITSP does not allow re-INVITE then the call interception fails. "Do not send re-INVITES" checkbox does not have effect in call interception, and QX anyway sends re-INVITE in scenario with incoming call to auto attendant. Thus, call pickup (interception) of the call came through auto attendant will fail, if the caller does not support/allow re-INVITE.
20633	T:	Display Name is not being changed on the IP Phone after attaching extension to preconfigured IP Line
	D:	The configuration file is not re-generated for the phone, when you change the Display Name of the extension or enable/disable the Show on Public Directory option from the Extension → General Settings page.
20471	T:	An issue concerning the Hot Desking Automatic Logout → "After the call" option
	D:	The Hot Desking extension won't logout automatically after making a call if you just select the "After the Call" option and press Save. You have to logout/login and additionally, use the feature code *78 to make it work.
20074	T:	Fanvil IP Phones have issues with firmware downgrade in general. Fanvil Phones stop working when downgrading the firmware, even if you downgrade to Epygi recommended version
	D:	This was actual only for Fanvil's running very old FWs. Fanvil fixed this issue and also Epygi updated the recommended FWs for Fanvil phones to support this fix. Note: Only downgrade to Epygi recommended FW versions.

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

20728	T:	In some scenarios with QX connected to MS Teams, QX drops the call when MS Teams user tries to transfer that call or put it on hold
	D:	
	C:	
	Fix:	Will be fixed in future release.
20725	T:	The presence status has no effect in the caller id-based services for extensions, concerning the Find me/Follow me and Dial & Announce options
	D:	
	C:	
	Fix:	Will be fixed in future release.
20684	T:	Store & Forward option wouldn't work for password protected Paging
	D:	When you pass password authorization and make paging, that will function as a direct page, not as a Store & Forward.
	C:	
	Fix:	Will be fixed in future release.
20659	T:	iServ phones Escene ES282-PC, U3S and U6S may freeze and become unresponsive unexpectedly
	D:	
	C:	
	Fix:	Needs to be fixed in some future FW version from iServ.
20657	T:	iServ phones Escene ES282-PC, U3S and U6S ring only once on receiving a call
	D:	However, the call can be answered before the phone's no answer timeout.
	C:	
	Fix:	Needs to be fixed in some future FW version from iServ.
20537	T:	The 3pcc server sends the display name (DN) to its clients only for incoming SIP and PBX calls
	D:	In the Find Me/Follow Me, ACD and some other scenarios the 3pcc server sends the DN to its clients only for incoming SIP and PBX calls.
	C:	
	Fix:	Will be fixed in future release.
20315	T:	The status for LAN/WAN Ethernet is always incorrectly shown as N/A under the System Status - Hardware Status page
	D:	
	C:	No consequences.
	Fix:	Will be fixed in future release.
19805	T:	The BLF indication (for programmable keys) on snom phones is switched off after the subscription timeout expires, regardless of the actual state of the BLF event
	D:	The issue appears on snom 3xx and 8xx series running 8.7.5.35 firmware version.
	C:	
	Fix:	Workaround: The issue is solved in snom 8.7.5.44 beta firmware.

19725	T:	A problem when restoring a config backup downloaded from the QX with custom language Pack (LP) is installed
	D:	Scenario that cause this problem: <ul style="list-style-type: none"> • Backup and download a config file on the QX with a custom LP installed • Remove the custom LP • Upload and restore back that config file to the same QX At this point none of the system voice messages is playing. The reason why this is happening is the following: the system is looking for the audio files specific for that LP.
	C:	No consequences.
	Fix:	Install the same LP on the QX, after remove that LP in the upload language pack page. Will be fixed in future release.
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/pick up the second attempt to park the call, using the park ext. programmable key fails. The problem is happening only if you park the call to the same park extension (by pressing Call Park key).
	C:	
	Fix:	Workaround: Park the call to different call park extension.
18549	T:	Could not dial out (*1) or use any other moderator feature while welcome message has been playing
	D:	Could not dial out (*1) or use other moderator features while welcome message has been playing. You should listen to the whole welcome message first, after that use moderator features. It is recommended to keep the welcome message to a short duration.
	C:	
	Fix:	Will be fixed in future release.
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 future release.

7 General Hints

7.1 Technical Advisory

- When using **Call Recording** and/or **ACD** features on the QX20/QX500 it is advisable to use a micro SD memory card to expand the system memory. Currently, the recommended micro SD card's largest capacity is **256 GB**.
- Always power down the QX20/QX500 before inserting/removing micro SD memory card.
- Some system information (Call History, Conference History and Pending Events) will be lost when QX20/QX500 is powered down. You may maximum lose the portion of the above-mentioned system information, which occurred during last hour before the QX is powered down. It's recommended to enable **Call History – Archiving** to minimize the loss of Call History.

7.2 Firmware Update

It is recommended to execute the update by downloading the firmware first to a PC located in the LAN side of the QX20/QX500 and perform the firmware update from the LAN side. This is to ensure that the Internet connection will not affect the upgrade process.

Attention: It is recommended to back up the configuration for **emergency purposes** prior to upgrading the firmware. You can do that from **Maintenance→Backup/Restore→Backup and download current Configuration** page. The current configuration will remain after the firmware update. Moreover, the locally saved voice mails and call recordings, all custom messages and call history will be saved during the upgrade.

To perform the manual firmware update:

1. Go to the **Maintenance→Firmware→Manual Firmware Update** page.
2. Click the **Download Configuration** link to back up the current configuration (recommended).
3. Click the **Choose File** button to browse for **image.bin** file.
4. Click **Save** to start uploading the file.
5. Click **Yes** to proceed the firmware upgrade.

Note: The update process takes about **5** minutes. Normal operation will be stopped during that time.

7.3 Limitations and Restrictions

- The **Network Capture** size is limited to **24 MB**. This will put a limitation on the duration of captured file.
- The **Call Capture** duration is limited to **160** seconds.
- The capture duration is limited to **160** seconds in **DSP Capture** hidden page.
- In case if **Voice Mail Recording Codec** is other than **PCMU**, the maximum length of voice message sent by email is limited to **5** minutes.
- The **Voice Mailbox** size is limited to **300** voice mails for each extension.