



Release Notes for QX3000 6.3.1, Edition 1

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1 Introduction

This Release Notes describes hardware and firmware requirements to use with the
QX3000 firmware 6.3.1 Date: January 13, 2020

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

Date: January 17, 2020

2 Requirements

2.1 Hardware Requirement

- The firmware (FW) can be used on QX3000 model only.
- The model name is shown on the front panel of the unit.

2.2 Firmware Requirement

Attention: The firmware upgrade to 6.3.1 can **ONLY** be done from version 6.2.1 onwards.

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 QX3000 FW 6.3.1.

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 QX3000 FW 6.3.1 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	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
Alcatel	Lucent - 8058S	1.51.07	Yes	No	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

Vendor	Model	SW/FW Version	PnP		Auto Configuration
			PnP (Multicast)	Assisted PnP (DHCP options 66/67)	
Cisco	SPA509G	7.4.9c	No	Yes	Yes
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
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	UC912E	2.0.4.4.41	Yes	Yes	Yes
Htek	UC912G	2.0.4.4.41	Yes	Yes	Yes
Htek	UC912P	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
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
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

Vendor	Model	SW/FW Version	PnP		Auto Configuration
			PnP (Multicast)	Assisted PnP (DHCP options 66/67)	
Polycom	SoundStation IP 6000	4.0.13.1445	No	Yes	Yes
Polycom	VWX 300/310	5.7.0.11768	No	Yes	Yes
Polycom	VWX 301/311	5.7.0.11768	No	No	Yes
Polycom	VWX 400/410	5.7.0.11768	No	No	Yes
Polycom	VWX 401/411	5.7.0.11768	No	No	Yes
Polycom	VWX 500	5.7.0.11768	No	No	Yes
Polycom	VWX 600	5.7.0.11768	No	Yes	Yes
Polycom	VWX 1500	5.7.0.11768	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
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

Vendor	Model	SW/FW Version	PnP		Auto Configuration
			PnP (Multicast)	Assisted PnP (DHCP options 66/67)	
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-T58A/V	58.83.0.15	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 QX3000 FW 6.3.1:

- QXE1T1, QXFXO4 and QXISDN4 gateways used in the **Share** mode should have FW 6.2.35 or higher.
- QXFXS24 should have FW 6.2.35 or higher for PnP configuration.
- **eQall for Windows** SW 1.2.3 or higher should be used. **eQall for Android** and **eQall for iOS** to be determined. Check [eQall User Guide](#).
- **Auto Dialer** SW 1.0.11 or higher should be used.
- **Desktop Communication Console (DCC)** SW 1.18 or higher should be used.
- **iQall** (IOS application) version 1.1.0 and **iQall** (Android application) version 1.0.5 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 1.6 or higher should be used.
- **QX-Quadro Configuration Console (QCC)** SW 2.5 or higher should be used.
- **CallControl Pack** SW 5.8.0 or higher should be used.
- To use QX3000 with a **3PCC** or **Click2Dial** application, the **Allow 3pcc/Click2Dial Access** option should be enabled for each extension using this feature.

3 New Features

The table below indicates a high-level list of new features that have been added beginning with the most recent QX3000 FW release.

Release	New Features
6.3.1	Added support for eQall , the softphone designed to be used with QX IP PBXs. The current version of eQall is designed for the Windows platform and supports the full set of QX telephony features, like other Epygi supported IP phones. The QX3000 by default has support for one eQall license included. To use more eQall softphones, an additional license key needs to be installed on the QX.
	Added support for WebRTC.
	Added PnP support for the Alcatel Lucent - 8058S IP phone.
	Added PnP and auto configuration support for the snom D735 and snom D717 IP phones.
	Added PnP and auto configuration support for the Htek UC912E IP phone.
	Added PnP and auto configuration support for the Yealink SIP-W60B IP phone.
	Added support to activate/deactivate the " Out of office " service from the IP Phone via the feature code *87 .
	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.
6.2.45	Added support for FW update, configuration backup upload & restore from ecMON.
	Added PnP and autoconfiguration support for the Cisco 508G/509G phone.
	Added PnP and autoconfiguration support for the Yealink T53W, T54W and T57W IP phones.
	Added autoconfiguration support for Alcatel-Lucent ICTouch-Phone 8058S.
	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 → call forwarding settings for the extensions. Enabling this option on the extension configured for iQall allows call forwarding notifications on the mobile phone.
6.2.41	
6.2.40	The Phone Book service has been enhanced with a new capability to create and manage the contact list for the phone's directory. In addition to the existing methods of 1) adding the QX selected extensions to the contact list automatically in the extensions management, and 2) composing the list of external users as a CSV file and afterwards importing that file into the QX, a new method is added to manage the list of contacts by directly adding, editing and deleting contacts using the QX WEB GUI.
	Added support for voice Transcoding when the call is passing through the QX. An incoming SIP call can be transcoded before being sent to another SIP destination. The Transcoding function is applicable for all Epygi supported voice codecs.
	Added support for the new Low Credit Notification feature. Based on a predefined threshold, the system will check and play the balance available for the extension before establishing the call. Two options of playing the balance are available - either by available credit amount or by available calling duration.
	Added support to provide notifications when the predefined limit for a single call duration is reached. Notifications are provided via system events, via email and sms.

Release	New Features
	<p>Enhancements in Hot Desking feature. Added two new options:</p> <ul style="list-style-type: none"> • Play Balance After Login • Hot Desking Automatic Logout after each phone call <p>Added support for a new feature and new configuration options in the ACD queue settings:</p> <ul style="list-style-type: none"> • Playing Caller's Position in Queue – this option allows to inform the caller of his/her position in the queue. The queue administrator has additional control over this feature by specifying the exact number of calls in the queue after which the position in queue message will be played. • Playing Estimated Wait Time – this option allows to announce to the caller the approximate wait time in the queue, so that the caller can then make a decision to continue waiting in the queue or to take other actions, such as a dial zero option, call back later or to receive a call back, mentioned below. • ACD Call Back – when this option is activated the caller is given a choice to terminate the call and receive a call back if they choose not to wait in the queue. <p>Added custom logo support for the Htek IP phones: UC923, UC924, UC924E, UC926 and UC926E.</p> <p>Two new Voice Mail Indication options have been added to the IP Phone Templates for the Yealink IP phones: T19P E2, T21P E2, T23G(P), T27G(P), T29G, T40G(P), T41S(P), T42S(P), T46S(P), T48S(P), T52S, T54S, T56A, T58V/A. The options are Voice Mail Tone and Voice Mail Power Light Flash and they are enabled by default.</p> <ul style="list-style-type: none"> • Voice Mail Tone - the user will hear a specific beep during the call (just once) if a new VM is received in the mailbox • Voice Mail Power Light Flash – the VM power light will flashing when there is a new VM in the mailbox
6.2.35	<p>Support for Two-Factor Authentication (2FA).</p> <p>Added PnP and auto configuration support for the new snom D120, D712 and D785 IP phones.</p> <p>Added PnP and auto configuration support for the new Gigaset Maxwell 3 PRO IP phone.</p> <p>Added support for the OPUS codec.</p> <p>Added support for having remote login access to QX devices through the cloud based ecMON application. This will allow remote access even to QX units behind a firewall and having a private IP.</p> <p>New Automatic Outbound Calling feature to automate the outbound dialing and contact with customers. The contacts are called from a web-based application and this is integrated with ACD. The application allows to control and monitor automatic outbound calling sessions on the QX and then placing the answered calls in a high priority queue to be answered by an agent. Implemented with a license key.</p> <p>Paging service enhancements. A new Store and Forward Call option is added in the settings for paging groups and provides three enhancements:</p> <ul style="list-style-type: none"> • A Page is recorded but it is not sent to the paging group until the caller hangs up or presses the # key. • Multiple users can initiate a page simultaneously since each page will now be queued and it will be announced in the order that it was recorded. • This will also prevent acoustic feedback when a person currently does a live page.

Release	New Features
	<p>In addition to iQall mobile toggling new advanced licensable features have been added to the iQall application, such as:</p> <ul style="list-style-type: none"> • voice mail push notifications • missed calls push notifications <p>A special license key is not needed for these new functions. The license key for iQall Advanced Features will cover all three.</p> <p>Added Receptionist support for Cisco CP-8851 with expansion modules 8800 and 8851/61.</p> <p>Added support for sending random outbound caller ID. An outbound caller ID will be randomly chosen from the list of caller IDs defined in the Call Routing entry for the outbound call.</p> <p>Added P-Asserted Identity (PAI) support for Cisco, Htek, Grandstream and QOSIP IP phones. The PAI option is configurable from the IP Phone Templates. It is enabled by default.</p> <p>Added IP Phones Logo support for Cisco CP-8851 and Polycom WX1500 IP phones.</p> <p>Added autoconfiguration support using OpenVPN service for the Fanvil phones X5S and X6.</p>
6.2.23	
6.2.22	<p>Added auto configuration support for the new Cisco CP-6851, CP-7861 and CP-8851 IP phones.</p> <p>Added PnP support for Htek UC902, UC903, UC912G, UC912P, UC923, UC924, UC924E, UC926 and UC926E IP phones.</p> <p>Added auto configuration support for the new iServ 8660 (8430/8630/8830) Dect phone.</p> <p>Added support for the Twilio service as a new SMS Gateway. Use Twilio API for sending notifications via SMS.</p> <p>Added P-Asserted Identity (PAI) support for Polycom IP phones. The PAI option is configurable from IP Phone Templates. It is enabled by default.</p> <p>Added support for the Use Session Progress option instead of Ringling for the external calls.</p> <p>Added a new Threshold to enter Master Mode option on the Redundancy Settings page. This is an advanced configuration option and is related to Backup mode. This option allows to specify the time interval to wait before moving to Master mode. Default values of Threshold to enter Master Mode is 1. Attention: Please contact Epygi TSS before changing the value for this option.</p> <p>Enhancements in EAC WEB application:</p> <ul style="list-style-type: none"> • Added new menu Calls, which is used to show the active calls addressed to the logged in agent. This Calls menu has the same functionality as the Dashboard menu in the QX FW versions bellow 6.2.40. • The Dashboard menu has been completely modified. For FW version 6.2.40 it shows various statistics and data for the selected Queue(s). This menu is available only when you are logged in as ACD Admin. • Added a new Agent Tracing report, which details agent activities regarding the status changes and calls for the selected agent(s), queue(s) and timeframe(s). • Added new values (Every 2, 3 and 4 minutes) for the Auto Reload Queue Statistics option. • The Settings menu has been improved and updated.
6.2.18	<p>Added support allowing to configure MTU size on LAN1 and VLAN interfaces.</p> <p>Added P-Asserted Identity (PAI) support for Mitel (Aastra) IP phones. The PAI option is configurable from IP Phone Templates. It is enabled by default.</p>
6.2.11	<p>Added auto configuration support for the new Htek UC902, UC903, UC912G, UC912P, UC923, UC924E and UC926E IP phones.</p> <p>Added Htek UC46 (LCD) expansion module support for Htek UC924, UC924E, UC926 and UC926E IP phones.</p>

Release	New Features
	<p>In the Call Alert Settings added a new Leave a Voice Message option, allowing to leave the actual message as a voice mail, available for playback on the defined extension(s).</p> <p>Added a new Advertisement Interval option in Redundancy Settings page which allows to specify the time interval between the advertisement packets that are being sent to the Backup device.</p> <p>Added a new Allow Concurrent Calls to Parent-Child Group option, allowing to control handling of calls to Parent-Child group:</p> <ul style="list-style-type: none"> • If selected, incoming calls continue ringing on available phones when one of the phones in Parent-Child group is busy or rejects the call. • If not selected, incoming calls will follow busy state rules (Busy Call Forwarding, Call Queue, VMS, etc.) depending on what is configured, if any of the phones in the Parent-Child group is busy. If all extensions in the Parent-Child group are free and are ringing, and any of them presses Reject button (or somehow else declines the incoming call), then the entire group will be considered as busy. Therefore, incoming call will follow busy state rules depending on what is configured. Note: If the Call Waiting Service is enabled on the Parent extension, then extensions of Parent-Child group will receive the second call. <p>Added a new Reset All function in the Multi-functional Programmable Keys (MPKs) for IP phones, allowing to clean the MPKs configuration quickly for the selected IP line, IP Phone Template and Receptionist. Note: This option is not programmed to remove already configured MPKs from the IP Phone.</p> <p>Added new failover reason – Other. The system will use next matching routing pattern(s) in case of Server Failure Responses (5xx messages) and Global Failure Responses (6xx messages).</p> <p>Added possibility to access QX3000 WEB GUI using HTTP. Enter the following line http://xxx.xxx.xxx.xxx/unsecure in the address bar of the browser to access WEB GUI, where xxx.xxx.xxx.xxx is the IP address or hostname of the QX.</p>
6.2.6	
6.2.5	<p>Added auto configuration support for the new Polycom VX 301/311 and VX 401/411 IP phones.</p> <p>Added Phone Book service support for Polycom phones.</p> <p>Added Watching – Call Interception support for Fanvil phones.</p> <p>Added support for SNMP v3.</p> <p>Added support for TLSv1.1 and TLSv1.2.</p> <p>Security enhancements: Users will be redirected to HTTPS for the QX Login and Logout pages. This will allow to encrypt traffic between user's device (PC, smartphone, etc.) and the QX.</p> <p>Note:</p> <ul style="list-style-type: none"> • Check and reconfigure Port Forwarding settings on the router, if the QX is located behind router to make sure that there is also Port Forwarding for HTTPS. • If you have already configured Port Forwardings to access the devices located on the QX LAN side, then check the entered address link to be with HTTP (instead of HTTPS) or reconfigure the Port Forwarding to HTTPS. <p>Added support in EAC to show the Agent Status Statistics, Queue Statistics in hourly/minute basis, as well as to generate Reports for selected Hours and Minutes.</p> <p>Added a new Deactivate button on the IP Lines page allowing to change the status for selected group(s) of IP lines to inactive (free).</p> <p>Added a new Use Epygi SIP Server button on the Conference Management and ACD Queues pages to allow quick SIP registration of Conference extensions and ACD queues on Epygi SIP Server.</p>

Release	New Features
	Added a new Billed Extension column in the Call History pages to provide information about the extensions that are charged for the calls.
	Added support to provide QX users with e-mail, sms and event notifications in case of calls (emergency calls, etc.) completed through the respective call routing rules.
6.2.1	

4 Changed Features

The table below provides a high-level list of changed features that have been changed beginning with the most recent QX3000 FW release.

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 calculations and management of calling cost balance is changed by taking into account the "call completion fee": <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.
	Added an option in the "IP Phone Templates" for Yealink phones to enable incoming/outgoing calls lookup for "Remote Phone Book".
6.2.45	The status of the "Force Hold Music" option in the generalconfig.cgi is changed to "enabled" by default.
	The behavior has been changed for the estimated serving time calculation in ACD queue: <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 .
6.2.41	The option ntp.is.co.za (SA) has been added in the predefined SNTP servers list.
6.2.40	The recommended FW version has been changed for most of the supported Yealink phones.

Release	Changed Features
	<p>Added a new setting in the paging group GUI, allowing to send the page by simply hanging up, without waiting for #.</p> <p>The list of recording codecs in the voice mail common settings is updated. All codecs except of the G.711U/A and G.729 are removed on the list.</p> <p>The Single Call Duration Limit option has been implemented for PBX type calls in Call Routing Table as well.</p> <p>The value for TTL (Time to Live) setting is changed to 64.</p> <p>The Telemetry page is renamed to ecMON on the QX WEB GUI.</p>
6.2.35	<p>The recommended FW version has been changed for most of the supported Fanvil phones:</p> <ul style="list-style-type: none"> • For C62/C62P from 2.3.235.128 to 2.5.787.97 • For C400/C600 from 11.20.12.2.B to 14.0.0.3.r1 • For H2/H2S from 2.0.2.2776 to 2.8.0.6251 • For H3/H5 from 2.0.2.2770 to 2.8.0.6251 • For X3/X3P from 1.3.511.1821 to 1.4.0.2016 • For X3S/X3G from 2.0.3.3049 to 2.8.0.6251 • For X4/X4G/X4S from 2.0.2.2830 to 2.8.0.6251 • For X5/X5GT from 1.3.511.1821 to 1.4.0.2016 • For X5S from R0.7.0.1 to 1.8.0 • For X6 from R0.5.3 to 1.8.0 <p>The Stun Polling Interval parameters have been adjusted. Added two extra parameters for the Polling Interval option: 10 and 20 minutes. The default value is still set to 1 hour.</p> <p>The VLAN interface is added in the Network Capture settings.</p> <p>The LLDP parameter is not overwritten for Yealink IP phones after getting provisioned by the QX.</p>
6.2.23	
6.2.22	<p>Major Security Enhancements.</p> <p>The recommended FW version has been changed for Htek UC902, UC903, UC912G, UC912P, UC923, UC924, UC924E, UC926 and UC926E phones from 2.0.4.4.33 to 2.0.4.4.41.</p> <p>GUI Enhancements for the following pages:</p> <ul style="list-style-type: none"> • IP Lines, IP Lines Settings • SMS Settings • Extensions Management • ACD Management • NAT Traversal • VoIP Carrier Wizard <p>The system Music on Hold (MOH) file will be used as default Background Music for ACD Queue custom prompts.</p>
6.2.18	<p>Major Security Enhancements</p> <p>The default MTU size for VLAN interfaces has been decreased from 1500 to 1432 bytes.</p> <p>The configured SRTP policy of PBX extension will be provided to the Yealink IP phones during configuration.</p> <p>The configured DTMF parameters of PBX extension will be provided to the IP phones during configuration.</p>
6.2.11	<p>The maximum length of API ID field for Clickatell SMS Gateway has been increased up to 128 symbols.</p>

Release	Changed Features
	<p>The recommended FW version has been changed for some of supported Htek phones. For UC924 and UC926 from 2.0.4.2.24 to 2.0.4.4.33.</p> <p>GUI Enhancements for the following pages:</p> <ul style="list-style-type: none"> • Admin Settings of the extensions (user, auto attendant, etc.) • User Settings of the extensions • Call History • Conference History <p>Depending on the IP phone model, the Use Session Timer option will be enabled for the configured IP line.</p> <p>The default Line Appearance has been increased from 2 to 5 for each IP line.</p>
6.2.6	<p>Network and Broadcast IP addresses will not be included into Usable Host IP Range. These IPs will be reserved for network purposes.</p>
6.2.5	<p>The Second LAN Interface Settings have been moved from the hidden page to the Network→Second LAN page.</p> <p>The function of Mixed mode for Recording Storage Settings has been updated to keep the call recordings safe in case of FTP failure. Now this mode allows to send recordings to FTP server immediately together with keeping a copy in the local storage.</p> <p>The recommended FW version has been changed for Yealink CP860 from 37.80.0.30 to 37.81.0.10.</p> <p>The recommended FW version has been changed for some of the Polycom phones. For Polycom SoundPoint IP 331, IP 335, IP 450, IP 550, IP 650, IP 670 from 3.3.5.0247 to 4.0.13.1445, for SoundStation IP 5000 and IP 6000 from 3.3.5.0247 to 4.0.13.1445, for VX 300/310, VX 400/410, VX 500 and VX 600 from 4.1.7.1210 to 5.7.0.11768, for VX 1500 from 3.3.5.0247 to 5.7.0.11768.</p> <p>The first programmable key on Polycom phones is reserved for the phone account.</p> <p>The Call Quality Warning in the System Events has been modernized to show the information about the callee, caller and call date/time.</p> <p>GUI enhancements for the Call History and Conference History pages.</p> <p>Redundancy feature has been redesigned to allow sending VRRP packets to unicast IP address (virtual IP) of the slave device. Note: Having VRRP packets sent via unicast IP address will allow the Redundancy feature to work in a scenario when the master and backup devices are located in different places, meaning that there is a router between the master and the backup.</p>
6.2.1	

5 Fixed Issues

Issues fixed since version 6.2.45:

T: Title

D: Description

20611	T:	3ppc server crash
	D:	
20625	T:	The ACD/EAC scheduled reports for Agent status by Queue, by Date (Summary) not calculating correctly
	D:	
20619	T:	The "Wait Time in Queue" field under the ACD Queue Settings incorrectly highlights waiting time in minutes instead of seconds
	D:	
20607	T:	The checkbox "Do not use "partial update" method in BLF notifications" couldn't be saved in the <code>generalconfig.cgi</code> hidden page
	D:	You check it and save the page, but on refresh the setting reverted to a blank or 'Off' state.
20603	T:	Settings reverted back in the <code>generalconfig.cgi</code> hidden page periodically
	D:	The checkbox "Do Not Send External RE-INVITE" that is enabled from <code>generalconfig.cgi</code> hidden page, reverted back periodically.
20602	T:	The values in the two type of CDR reports 1) by agent-by-queue-by-date and 2) by queue-by-agent-by-date are not the same
	D:	
20601	T:	Under Queue\Statistics\Live Calls tab, the Call Duration is not being updated for answered calls. It is always showing 00:00:00
	D:	
20600	T:	Callers that initiate a call back are considered "Abandoned" by the ACD system. Once the caller is called back, that call appears as a new "Answered" call in the statistics
	D:	
20599	T:	When a caller initiates an ACD call back, there is no way to track how many calls are waiting for the system to be called back
	D:	
20598	T:	The Set agent status "Offline" on logout is not working. Whatever status a user is in when they logoff, it remains in that status until they logon again and change it
	D:	
20593	T:	The CDRs by Queue by Agent by Date report does not allow to schedule and save this report using the "Summary" option.
	D:	When the Summary check box is selected, once you hit "Save" the scheduled report is saved, but without the Summary option.
20572	T:	The Hold event is not sent to 3ppc in external sip call scenario
	D:	
20571	T:	Paging call couldn't establish in a specific scenario
	D:	Paging call couldn't establish if the Audio Line-out is enabled for the paging group.
20558	T:	The calculation for CDR reporting is incorrect
	D:	

20549	T:	VMS stops functioning in case if the iQall license is enabled on the extension
	D:	When calling to the extension, the extension's phone starts to ring, but call is never forwarded to the voice mail service, just hangs-up.
20544	T:	Calculations of balance in call cost for call termination don't take into account the call completion fee
	D:	Currently system starts the call even if the call completion fee is > balance. Also, for call termination only the per minute rate is considered. Change the above as follows: <ul style="list-style-type: none"> • Do not start the call if the calling balance is < than call completion fee. • When terminating the call take into account call completion fee, as well as per minute rate.
20540	T:	The ecMon is not able to keep the increased "Versions to keep" value for auto backups on some of his servers
	D:	
20538	T:	Overall call duration limit countdown doesn't stop after closing the call
	D:	If the call is initiated by iQall via the call routing rule with Overall Call Duration Limit enabled, after closing the call the timer continues the countdown. However, with regular calls thru the same routing rule, the feature works properly.
20532	T:	The "Position in Queue" does not exceed 30 for ACD call
	D:	The "Position in Queue" does not exceed 30. Example, the Queue size is set to 50, however, any callers entering the queue above caller 30 are advised that their position in line is 30, even if they are 40 or 41.
20531	T:	The "Play Estimated Serving Time" prompt does not exceed 30 minutes
	D:	Once the estimated wait time is 30 minutes, everyone that enters the queue after that will be given the 30-minute prompt, even if the wait time is longer than 30 minutes.
20530	T:	"Play Estimated Serving Time" does not adjust for position in line for ACD queue
	D:	Example: if you enter the queue in position 20 and your wait time is 30 mins, as you move up in the queue, the wait time never changes. It continues to say 30 mins.
20462	T:	EAC reports about agent trace for selected queue(s) and time frame are incorrect, if a specific queue is selected
	D:	
20453	T:	An issue when adding a new IP phone template including the symbols # or & in the template name.
	D:	After trying to open it getting the error: Detailed error message is unknown.
	T:	An issue with the embedded Media Streamer
	D:	The Media Streamer stops working as soon as the Media Streamer page became empty. When we refresh the page, it comes back and continues to work.

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

20643	T:	The access list doesn't work if the store and forward call option is enabled for the paging group
	D:	The access list feature, which defines the permissions who can use the paging, doesn't work when the Store and Forward Call option is enabled in the paging group configuration.
	C:	It is not prompting a password when calling to the paging group.
	Fix:	Will be fixed in future release.
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. Needs to resolve this for FXO calls also.
	C:	
	Fix:	Will be fixed in future release.
20471	T:	An issue concerning the Hot Desking Automatic Logout -> "After the call" option
	D:	The Hot Desking extension wouldn't logout automatically after making a call if just select the "After the Call" option and press Save. You have to logout/login additionally using the feature code *78 to make it work.
	C:	No consequences.
	Fix:	Will be fixed in future release.
20390	T:	The notification message about the low credit for extension is not playing when using redialing method for calling (*1)
	D:	
	C:	No consequences.
	Fix:	Don't use the redialing method if you want to get low credit notification. Will be fixed in future release.
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:	
	C:	
	Fix:	Don't downgrade the firmware on Fanvil IP Phones. Will be fixed by in next version.
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

		<ul style="list-style-type: none"> • Upload and restore back that config file to the same QX <p>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.</p>
	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.
19463	T:	3-way conference doesn't work on Grandstream GXP1100 and GXP1105 IP phones in a specific scenario
	D:	3-way call conference cannot be established on Grandstream GXP1100 or GXP1105 phones when they receive a call.
	C:	
	Fix:	Workaround: Login into WEB GUI of the phone and assign 3-way conference key as a MPK. Use this key to initiate 3-way call conference when the phone is already in the active call. Will be fixed in future release.
19446	T:	After changing QX3000 LAN IP configuration, the phones configured from LAN side lose registration
	D:	After changing QX3000 LAN IP configuration (changing the network part of the IP address) the system doesn't reboot phones automatically.
	C:	IP phones lost registration.
	Fix:	Workaround: Reboot phones manually. 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 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 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.
17404	T:	Calls which are done using Call Relay (*2) on the auto attendant are not shown in Call History
	D:	Only the call to attendant is shown in the call history. The call leg after call relay is missing in the call history 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 future release.
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 on IP Lines→MPK page.
	Fix:	Workaround: Use the Shared Mailbox: Edit Voice Mailbox Access List link in the Voice Mailbox Settings for extension. Will be fixed in future release.
20646	T:	The webRTC C2C call fails if there is a space in the ID field for the mapping table
	D:	The error message is "invalid number".
	C:	
	Fix:	Don't use space(s) in the ID field. Will be fixed in future release.

7 General Hints

7.1 Firmware Installation and Update

The steps below describe shortly the QX3000 manual installation procedure used to install the firmware from scratch. This would be used to install version 6.2.1 or for **Emergency Recovery** of a system. This procedure will result in a system that is at factory defaults. Please refer to [System Recovery Procedure for QX3000](#) document for more details.

1. Turn on the PC.
2. Insert CD/DVD disk including installation program to the DVD ROM.
3. Restart (reset) the PC.
4. Installation will start automatically after PC reboot. After the successful installation, the PC will automatically shut down (this may take from 10-15 minutes). The beep sound will indicate that the installation successfully completed.
5. Turn on the PC and quickly remove the installation CD/DVD disk from the DVD ROM.

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.

7.2 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 **500** voice mails for each extension.