

Release Note QCM 4.1.18, Edition 1

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1 Introduction

The Release Note describes the hardware and software requirements to use the

Quadro Communications Manager software 4.1.18 Date: June 18, 2008

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

Date: January 20, 2010

2 Requirements

2.1 Hardware requirements

The following system specifications are the minimum required for the proper operation of the QCM:

- Microsoft Windows 2000, or higher. DirectX 9.0.x.
- 10 MB free space on the hard drive.
- 50 MB RAM.
- Headset or USB phone.
- Internet connection.
- To use QCM contact list capabilities, it is recommended to have Microsoft Outlook 2000 as a default mail client installed and configured.

2.2 Software requirements

QCM 4.1.18 version is compatible with Quadro2x/4x/16x running SW 4.1.40 and higher versions only.

Please Note: There is only one QCM license without expiration date included in the price of the Quadro and it is the first installed QCM. Additional QCMs have an evaluation period of 45 days. Once this period has expired, a software license key will be required in order to continue using additional QCMs. To get a license key, please contact your distributor.

Please note: The G.729 codec is available only for QCMs activated by license key.

3 New Features

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

Release	New Features
4.1.18	In popup menu "Show on Desktop" button is added to reset the window position
4.1.12	Added Vista support
4.1.11	Added "Apply" button in Advanced Settings
	Added Missed Calls indicator
	Added Audio latency parameter in Audio device Settings
	Added "Default" button in Audio settings
	Removed "Intercept" functionality
	Removed "Pick Up" functionality
4.1.7	Watching for Auto Attendants and Virtual Extensions
	Outbound proxy parameters to remote profiles
	External Call Control feature
4.1.5	Acoustic Echo Cancellation
	Possibility to define a hotkey to call using QCM from any application
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3.2.12	G.729 support for licensed copy

4 Changed Features History

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

Release	Changed Features
4.1.18	Missed calls indication changed
	Enabled call interception
4.1.12	
4.1.11	Enabled DND feature
	Changed default preferred codec list (removed G726 from default)
	Redesigned Audio In/Out core, RTP, DSP.
	Adjusted voice latency setting
	Removed manual Dialog List switch. By default Dialog List is always ON.
4.1.7	Licensing mechanism is changed
4.1.5	Decreased voice delay
	Added possibility to select audio processing method: DirectSound or WMM
3.2.12	

5 Fixed Issues

D: Description
C: Consequences

Issues fixed since version 4.1.12:

Incorrect position of Quick Dialing and Quadro Directory windows		13690
D:		
C:		
For incoming calls the caller's number information does not shown after call is answered		14702
D:	Only display name is shown when incoming call answered on QCM. It is necessary to show display name and full address permanently.	
C:		
QCM crashes when using iLBC codec with packetization of 120 ms		12954
D:		
C:	QCM crashes when trying to make a call.	
The NAT Exclusion table under Tools/Advanced Settings does not work		13528
D:		
C:		
Changes of SIP timers under Tools/Advanced Settings take effect only after QCM restart		13457
D:	Any change of SIP timers, (for example, registration timeout or session refresh timeout) takes effect only after the QCM restart.	
C:		
Incorrect status for virtual extension on extension watching pane		13329
D:	When leaving voice mail on a virtual extension, the status for that virtual extension on watching pane stays "busy" with incorrect information on Queue and Queue Timer.	
C:		
In some rare cases QCM may crash when trying to change the existing profile		13789
D:		
C:		
Incorrect number of missed calls in a specific scenario		13827
D:	Scenario: <ol style="list-style-type: none"> 1. Make a call to QCM and do not answer it. 2. Open and close the Call history list. After viewing the call history, the number of missed calls will be set to 0. 3. Make a call to QCM again and answer the call. The number of missed calls will change to 1.	
C:		
Lines cannot register after changing the profile		13843
D:	The lines on a newly activated profile may fail to register if it is activated before the setup of the previous profile was complete. Re-enabling the lines does not resolve the issue.	
C:		

6 Known Issues

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

Calls on hold are terminated when changing the line		13831
D:	Scenario: <ol style="list-style-type: none"> 1. Put a call in progress on hold. 2. Change the line. 3. Return to the previous line. The line appears in an idle state and the call on hold is not available.	
C:	Calls on hold are dropped when changing the line.	
Fix:	Will be fixed in the next release.	
Incorrect icon for the line state		13818
D:	The 'busy' icon sometimes does not change to 'idle' when switching to another line.	
C:		
Fix:	Will be fixed in the next release.	
Incorrect status of Quadro Auto Attendant on extension watching pane		13822
D:	After some specific scenarios the QCM incorrectly shows that there are calls in the queue for the Quadro Auto Attendant, nevertheless no calls are available.	
C:		
Fix:	Will be fixed in the next releases.	

7 Installing Instructions

To install the QCM, run the executable file "setup.exe" and follow the instructions of the QCM Fast Configuration Wizard.

Installing the newer version of QCM over old one will not delete the existing configuration (Profiles, Lines, etc.).