Release Note Quadro2x 5.1.39, Edition 2

1 Introduction

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

Quadro2x software 5.1.39 Date: March 18, 2010

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

Date: March 29, 2010

2 Requirements

2.1 Hardware requirements

- The software can be used on all Quadro2x models.
- The model name is written on the back plate of the unit and the model number is on the bottom label.

2.2 Software requirements

- A software upgrade can be made from 2.4.34 or later software.

2.3 Supported and Tested SIP phones

Below is the list of SIP phones with the corresponding firmware versions that are supported by Epygi and are recommended for optimal compatibility with Quadro2x.

Vendor	Model	Software
SNOM	300	Application: snom300-SIP 7.3.14
SNOM	320	Application: snom320-SIP 7.3.14
SNOM	360	Application: snom360-SIP 7.3.14
SNOM	370	Application: snom370-SIP 7.3.14
SNOM	820	Application: snom820-SIP 8.1.3
Aastra	480i	Application version: 1.4.3.23
Aastra	9112i	Application version: 1.4.3.23
Aastra	9133i	Application version: 1.4.3.23
Aastra	9143i (33i)	Application version: 2.3.1.26
Aastra	9480i (35i)	Application version: 2.3.1.26
Aastra	51i	Application version: 2.3.1.26
Aastra	53i	Application version: 2.3.1.26
Aastra	55i	Application version: 2.3.1.26
Aastra	57i	Application version: 2.3.1.26
Aastra	6731i	Application version: 2.5.0.82

Please Note: Any problems and limitations on the SIP phones listed below are described in detail in the **Quadro Features on Supported IP Phones** document.
Please Note: Quadro IP phones firmware control mechanism will not upgrade Snom firmware version from 6.x to 7.x. This should be done manually via Snom web site. Once the Snom firmware version is 7.x, the Quadro's firmware control will automatically upgrade/downgrade the phone to Epygi's recommended version but not to 6.x.

In the list below are the SIP phones with the corresponding firmware versions that are tested by Epygi. The document **Quadro Features on Tested IP Phones** describes the problems and limitations on the SIP phones that have been tested by Epygi.

Vendor	Model	Software
CISCO	7960	POS3-07-4.00
IpDialog	ST201	Application: SipTone 1.2.0 rc Z_21
POLYCOM	SoundPoint IP 300SIP	Application: SIP software 3.1.1.0137
POLYCOM	SoundPoint IP 330SIP	Application: SIP software 3.1.1.0137
POLYCOM	SoundPoint IP 331SIP	Application: SIP software 3.1.3.0507
POLYCOM	SoundPoint IP 501SIP	Application: SIP software 3.1.1.0137
POLYCOM	SoundPoint IP 601SIP	Application: SIP software 3.1.1.0137
POLYCOM	SoundPoint IP 550 SIP	Application: SIP software 3.1.1.0137
POLYCOM	SoundPoint IP 650 SIP	Application: SIP software 3.1.1.0137
POLYCOM	SoundStation IP 6000	Application: SIP software 3.1.1.0137
POLYCOM	VVX 1500	Application: SIP software 3.1.3.0439
SIPUra	SPA 841	3.1.4(a)
Snom	M3	Application: snom-m3-SIP 01.16
Snom	190	Application: snom190-SIP 3.60s
Snom	200	Application version: 3.56m
Snom	220	Application version: 3.56m
Swissvoice	IP 10S	Application version: IP10 SP v1.0.1 b3
Thomson	ST 2030 SIP	APP Version: V1.57
Berkshire	5000	SW version: 22102154

Vendor	Model	Software
(ATL)		
Grandstream	BT200	Program- 1.1.6.16
Grandstream	BT100	Program- 1.1.0.3
Grandstream	GXP2000	Program- 1.1.6.16
Linksys	SPA921	SW version:5.1.8
Linksys	SPA922	SW version:5.2.8
Linksys	SPA941	SW version:5.1.8
Linksys	SPA942	SW version:5.2.8
Yealink	T28	SW version:2.2.16.20
Aastra	MBU400	Application version: 1.0.8
Telematrix	IP550 Spectrum Plus	SW version:1.7.252.253
Telematrix	3300IP	SW version:1.7.249.248

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

2.4 Interaction with other Quadro SW releases

QuadroISDN or QuadroFXO external PSTN gateways used in the shared mode should have SW 5.1.12 or higher to achieve maximum feature functionality with the Quadro2x 5.1.39.

ActiveX Control SW 5.1.1 or higher should be used with 3pCC functions with the Quadro2x 5.1.39.

3 New Features History

The table below indicates a high-level list of new features that have been added beginning with the most recent Quadro2x release.

Release	New Features
5.1.39	
5.1.38	Ability to configure speed-dial buttons of Snom IP phones via IP phone template mechanism
	The size of NAND Flash memory is shown in the HW status page
5.1.31	Possibility to download the call statistics in CSV format
5.1.27	Telematrix IP phones auto configuration support
	Call Forking (FindMe/FollowMe service)
	Call max duration (disconnecting call after specified time)
	Yealink phone auto configuration
	Reason header in SIP CANCEL message (prevents the call from being reported as "missed" if it was picked up by another extension)
	Auto configuration and compatibility for Polycom VVX 1500 video phone
	Automatic logout for HotDesking phones
	Hot Desking capability enabled for remote extensions
	Line appearance added on Remote Extensions
	Park slot segmentation (access list for call parking and retrieve)
	3PCC: capability for 3pcc programmer to modify username
	Shared Voice Mailbox
	Call routing table debug/tracing tools (new events raised from Routing rule: call failover, fail, success)
	Aastra 6731i autoconfiguration and PnP
	Polycom Soundpoint IP 331 auto configuration and PnP
	3PCC: ability to differentiate call failure reasons (different error codes)
5.1.19	
5.1.18	
5.1.17	Music on Hold can originate from the Epygi Media Streamer which is a software application running on a PC that can have a playlist of MP3 files.
	The Quadro Call Statistics (CDR) can be automatically sent via email or uploaded to an FTP or TFTP server.

Release	New Features
	Plug and Play for Polycom IP Phones
	Click To Dial (CTD) feature updated to allow calls to be initiated from a Website, connecting two parties together via the Quadro. There are two options to make the call: (a) Using the HTTP request to specific URI from a third party WEB page or application; (b) Using a special hidden page on Quadro's WebGUI (in the hidden menu callcontrol.cgi)
	New system events added to track IP phones registration status
	A custom logo image can be displayed on SNOM 360, 370 and 820 IP Phones
	Speed Dial numbers can now be updated from the phone handset (*76)
	Outgoing Call Blocking can be updated from the phone handset (*79)
	Hot Desking feature. This allows a single phone (IP or analogue phone) to be used by many users. Users can login to the Hot Desking phone (*78) using their extension number, and get all the credentials of their extension until they logout (*78).
	Virtual extensions can be optioned to provide a simulated ring back. The VE can be assigned to a receptionist phone and this option will now give him/her the option to answer the call before it goes to voice mail.
	Zero-out on Auto Attendant
	The Automatic Call Back option has been expanded to include callback to SIP callers. Previously, this feature was specific to PSTN callers.
	TLS/SSIP support added to send and receive encrypted SIP messages from designated peers
	Video phone support (proxy mode)
	E1 MELCAS digital hookflash feature added for E1 CAS to SIP calls
	The Unconditional Call Forwarding option has been enhanced so that enabling/disabling the feature from the handset can include the designated caller Ids.
	Load balancing for the FXO lines (including FXO gateways)
	Easier for extensions to forward their calls to external numbers without compromising the security of Call Routing entries that have the PBX filtering option enabled.
	Possibility for a user to designate a bad call in the system logs by dialing *81 after releasing the bad call.
	The Quadro system voice messages can be browsed and updated from a PC using 3PCC
	New features in 3pcc: Using the SIP Dialog package the call states for extensions can be viewed and tracked.
	New features in 3pcc: This feature allows the 3pcc application to subscribe to the Quadro's extension's list and receive an event notification the list has changed.
	New features in 3pcc: The connect function has been added which allows the application to use an extension's authentication parameters (extension number, password). After successful connection establishment an application can manipulate options on the extension.
	New features in 3pcc: Capability to upload the contents of legible configuration files and do the configuration update via 3pCC

Release	New Features
	An option to "Discard Non-Numeric Symbols" is added in the Call Routing Wizard to delete extra characters that might be received in the caller id.
	Possibility to append the called number to the caller id using the format <dialednum:range>. This will allow the user to appropriately answer a call based on the number that was dialed.
	Snom M3 support
	Snom820 auto-configuration support
	Ability to download "packages" of CGI's in legible format
	The configuration templates that the Quadro uses for the IP Phones can now be modified.
	Ability to remotely access the Auto Attendant and use the admin login menu (*75) to update the AA greeting messages. Previously this login was only accessible from an extension.
	Capability to configure emergency numbers from the VoIP Carrier Wizard
	Support for multiple extensions adding to quickly and easily configure the system
5.0.19	Distinctive ringing, intercom and paging support for Polycom IP phones
5.0.17	
5.0.16	Random call hunting
	Capability to choose GUI desired theme in login
	Capability to Show/Hide extensions attached to disabled IP lines in the Extensions Management
	Capability to Show/Hide the disabled IP lines
	Auto configuration support for the following Linksys IP phone models: SPA941, SPA942, SPA921, SPA922
	Ability to remove the Display name of the call passing through Routing Table
	New Auto Attendant or extension adding process simplified
	Add mechanism for the DND and CallFwd functionality of Snom and Aastra IP phones.
5.0.12	
5.0.11	Ability to record voice messages from a phone that are referenced from the Auto Attendant Interactive Voice Response menu. When needed, the recordings can then be easily updated with current messages.
	Support for MS OCS and MS Exchange configuration with Quadro
	It is now possible to reboot each IP phone separately from the Quadro's GUI
	FXO diagnostics have been added to automatically adjust to the best echo cancellation settings
	Added receptionist wizard and expansion module support for Grandstream GXP2000

Release	New Features
	Added silent VM recording option in the Voice Mail Settings
	Added Custom Profiles for Voice Mail Settings
	Programmable Keys Configuration page added in the IP Line Settings for Snom, Aastra, (except for Snom300 and Aastra51i, 9112i), Grandstream GXP2000. There is an advanced link on IP Lines page to configure the programmable buttons of each phone models for the "watching" and for the standard services like "DND" and others
	DHCP Advanced Settings added
	Extended flexibility for the Intercom feature: added PBX-Intercom call type in Call Routing wizard and 3 options to enable Intercom service
	A new checkbox called "Check with 3PCC" is added in Call Routing Wizard. When checking it will allow 3PCC application to place a hook on calls done through that rule
	Local authentication parameters are shown in Details column of Call Statistics
	"Check/Update Now" option is added in Automatic Firmware Update page
	Added SNMP status and configuration
	The results of system configuration backup & download are reflected in the system events
	Snom, Aastra and Grandstream phones automatically get rebooted when the Quadro is rebooted
	Added auto configuration support for the following Polycom IP phone models: Soundpoint IP 330, Soundpoint IP 550 and Soundpoint IP 650
	Intercom and paging support for Grandstream IP phones
	Possibility to hide/show disabled records in the call routing table
	SIP P-Asserted-Identity support for SIP calls to ISDN network
	Caller ID can be used to define the call destination in call routing table
	The "Deny reinvites" option is added for ITSPs that do not support this option.
	Call forwarding configuration through custom Auto Attendant
	Added two stage dialing for FXS calls
	G729/G729a codec type selection is GUI configurable
	Added dependence for Server status and E1/T1 link status
	Language pack support for the IP Phones
	Extended auto configuration capabilities for the Aastra phones. For Aastra phones the "Time-zone" setting has been added to set up this parameter according to Quadro regional settings.
	Changed the Auto Attendant custom scenario to allow multiple WAV files to be uploaded all at once in a single compressed ZIP file.
	Added possibility to change the original display name in the Caller ID

Release	New Features
	Added Kickback feature allowing not to lose the call after blind transfer
	Changed the Subscription limitations and made it configurable from generalconfig.cgi hidden page.
4.1.58	
4.1.57	
4.1.52	The results of system configuration backup & download are reflected in the system events
	Snom and Aastra phones automatically get rebooted when the Quadro is rebooted
	Added auto configuration support for the following IP phone models: Aastra51i, Snom370
	Added MSN selection for ISDN Point-To-Point mode
	Added ISDN BRI timeslot selection in Call Routing (for Japan ISDN)
	Adjusted timezone parameters for Venezuela according to new standards
4.1.40	IP phones do not lose registration after Quadro soft reboot (i.e. if the reboot is not initiated by disconnecting/reconnecting the power or pressing the reset button on the back of the Quadro)
	Possibility to upload and customize system messages (in the uploadownmessages.cgi hidden page)
	Attendant Ringing Announcement is now available both for default and custom AA scenarios and the selection is moved to the bottom in Attendant Scenario Settings page
	Possibility to change the default memory size to be allocated as a temporary storage for unified FAX message (in the extmanagement.cgi hidden page)
	The 3PCC Settings option was added under Telephony menu
	Multiedit support in Extensions Management for Codec Settings
4.1.33	SIP Address Resetting function in the Extensions Management for restoring the default SIP settings of extensions
	Possibility to change static, running logos, links and browser mini logo (accessible at loadlogo.cgi hidden page)
	Possibility to change the signaling procedure for hold process in case the "Send Hold Music to Remote Party" is enabled on the extension
	Added auto configuration support for the following IP phone models: Aastra53i, Aastra55i, Aastra57i, Aastra57iCT, Grandstream GXP-2000, BT-200, BT100 (not fully automatic yet), ATL Berkshire 5000, Thomson ST2030s
	Added PnP for the Aastra53i, Aastra55i, Aastra57i, Aastra57iCT
4.1.29	IP Line base capacity is changed, including new IP Line licensing. *The following chart compares the previous (release 4.0.4) IP line capacity to the new IP line capacity.*

IP Phone Capacity Changes (FXS + IP)						
Model	Old Base Capacity	Expansion Options	Max Capacity	New Base Capacity	Expansion 1	Expansion 2	New Max Capacity
Quadro2x	2 + 4	12 User Expansion	2 + 16	2 + 8	8 User Expansion	N/A	2 + 16

Release	New Features
4.1.22	Support of 2-stage dialing for ISDN BRI
	Initial VM Setup via Phone
4.1.18DS	Support for US new Daylight saving rules
4.1.18	SIP Trunk
	3rd Party Call Control
	Flexible Numbering Plan for extensions
	ISDN NT Mode
	Download IP phone FW and Reboot of Aastra/Snom IP Phones
	Download Quadro Directory via XML to Snom/Aastra phones
	IP Phone Plug-and-Play
	Automatic Quadro FW update
	Easier GUI for forwarding lists
	Use 8 and 9 for extensions
	Kill a call from Active Calls page
	Detect FAX ring/voice ring for Australia
	Use List package for QCM/Quadro notifications
	Distinctive ringing on Snom and Aastra IP phones
	Play custom message instead of ring back tone on Auto Attendant
	Add month/weekday to filter
	Incoming inter digit service (for E1/T1 CAS)
	Send EVENTS via SMS
	CDR Tags for Billing
	DNS/DHCP enhancement
	Daylight savings adjustment
	SMS and E-mail notification about the call forwarding
	Change extension password from phone handset
	Access to extension voice mailbox from outside by-pass the Auto Attendant

Release	New Features
	Automatic backup and download of Quadro configuration
4.0.4	IP Line capacity changes, including new IP Line licensing *The following chart compares the previous IP Phone capacities to the new IP Phone capacities.*

IP Phone Capacity Changes (FXS + IP)							
Model	**3.x Base Capacity**	**Expansion Options**	**3.x Max Capacity**	**New Base Capacity**	**Expansion 1**	**Expansion 2**	**New Max Capacity**
Quadro2x	2 + 2	4 User Expansion	2 + 6	2 + 4	12 User Expansion	N/A	2 + 16

Release	New Features
	QCM centralized licensing included
3.1.21	SNMP support for event monitoring
	Intercom service (for Snom, Aastra480i and Aastra480e phones)
	Paging group service (for Snom, Aastra480i and Aastra480e phones)
	Redirection on timeout to the specified address if no action on the AA welcome message
	AA welcome and menu messages enabling/disabling capability
	Call queue for virtual extensions
	Toggling for call routing entries from the handset
	Retrieve timeout configuration for parked call
	SDMF Caller ID standard
	Routing rules activity timeout
	Capability to make SIP calls using TCP as a transport protocol
	"Client Code Identification" feature on routing rule (with RADIUS enabled)
3.1.14	
3.1.7	Receptionists' Call Queue
	Extension Status Monitoring
	Call Interception
	Direct Transfer to Voicemail
	Call Park Capability on IP Phones
	Call Pickup Group
	Paging support with 3rd party devices
	Simplified IP Phone Installation (auto configuration for certain IP phones)

Release	New Features
	Administrator Rights Management
	Support for an External Voicemail System
	Empty Voicemail Truncation
	QuadroFXO Auto Configuration
	Proprietary method for Remote Extension to bypass certain types of NAT (Symmetric RTP)
	Status for Registered IP Lines and Remote Extensions
	Readable Transfer statistics
	New voice mail notifications via phone and via SMS
	Universal extension recording (music on hold, VM greetings, incoming/outgoing blocking messages)
	Sending unified fax message from mailbox to fax machine

4 Changed Features History

The following table provides a high-level list of changed features that have been changed beginning with the most recent Quadro2x release.

Release	Changed Features
5.1.39	
5.1.38	The SIP server value for Broadvox in the VoIP Carrier Wizard was changed
	Added an option in the Automatically Download Call Statistic page to choose the download format
	The VM-to-email text for FAX mail was changed to be different from the one of the regular voicemail text
	An audible sound to the called phone is provided in case of intercom call
5.1.31	In the call statistics-automatically download page a new option added to select the file format to download
	Added possibility to correct TX/RX gains for Aastra phones from configuration templates
5.1.27	After using the feature code *79 (for outgoing call blocking) from phone handset to block a dialed number the "Send Message to Caller Party " option should be enabled automatically
	The limitation for the number of entries in the local AAA table has been eliminated
5.1.19	
5.1.18	Added new VoIP carriers to the VoIP Carrier Wizard list (Acf2i and babyTEL)
	The "Automatic Firmware Update" link is moved from "Configuration Management" to "Firmware update" page
	The auto-configuration and PnP support are added for Polycom SoundStation IP 6000
	The auto-configuration support is added for Yealink T28 IP phone
5.1.17	Added new VoIP carriers to the VoIP Carrier Wizard list
	Adding extensions to Paging and Call Pickup groups has been simplified
	The expiration date for trial keys are shown under the Features menu
	The Call Routing Management option for the Auto Attendant has been changed from *7 to *77. This option allows entries in the Call Routing Table to be remotely enabled/disabled.
	Possibility to multi-edit the some of the extension's Voice Mailbox Settings
	A prefix is added to the Caller ID to identify calls returned by the Kickback option
	It is possible to upload the Call Queue messages as Universal Extension Recordings
	The timeout for automatic Call Back feature is changed. To activate automatic Call Back the PSTN callers should disconnect the call not after the two rings as previously, but just after one.

Release	Changed Features
	The "MAC address" widget behavior is changed to be like IP address widget: if user presses 2 digits/letters, the cursor moves to the next text field.
5.0.19	
5.0.17	
5.0.16	In the System-> IP routing Configuration the name of "VPN Routes" changed to "PPTP/L2TP Routes
5.0.12	
5.0.11	For Snom phones, the "Call join on Xfer (2 calls)" setting is configurable in the phone GUI
	Adjusted timezone parameters for Venezuela according to new standards
	Added status info in 3PCC settings
	Added scrollbars in the tables for Call Routing and Extension Management pages
4.1.58	
4.1.57	Changed the tone detection mechanism to resolve FXO disconnect problems in South Africa
4.1.52	The minimum value of SIP Registration Timeout parameter for IP lines is limited to 120 seconds. For more details see Technical Advisory chapter.
	The memory used by "DSP Capture", "Call Capture" and "Network Capture" hidden pages is limited to 3 Mb. This will put a limitation on the duration of captured file
	The maximum length of VM sent by email is limited to 3 minutes
	The no-answer timeout range for extensions is increased to 180 seconds
	The maximum count for allowed MSN numbers is increased from 10 to 16
	The number of VMs in the mailbox for one extension is limited to 300
	The firmware version control for IP lines is forcefully disabled to avoid problems on the phone during FW upgrade. If user is sure he needs that, he should re-enable that after upgrade
	Use Session Timer in IP Line Settings is deselected by default
4.1.40	SNMP is disabled in default configuration
	Call bandwidth usage statistics is temporarily removed
	The Call Park feature has been changed so that pressing the pound key (#) is no longer required if a password has not been assigned to the CP Extension
	IP line status and SIP registration status are shown in separate pages under Quadro Status
	The "SIP Tunnels to Slave Devices" and "SIP Tunnels to Master Devices" shown under Quadro status only if there is at least one SIP tunnel active of the corresponding type
	The "SIP Trunk" is renamed to "SIP Tunnel"
	Increased the logs capacity of the Quadro by archived logging

Release	Changed Features
	The echo cancellation parameters for ISDN trunks are optimized: the default values for NLP Difference and NLP Shift are set to 6 dB and 3 dB accordingly (in the trunkecho.cgi hidden page)
	New Zealand Daylight Savings Changed
	The default domain name "epygi-config.com" replaced with "epygi-config.loc"
	ISDN wizard improved
	The default registration timeout for all IP phones is set to 1 hour
	Telephone Event Draft Support checkbox removed from RTP Settings
4.1.33	Best Matching Algorithm is modified
4.1.29	
4.1.22	Two new IP-PSTN providers in the "VoIP Carrier Wizard" list (AGN and Netlogic)
4.1.18DS	
4.1.18	Backup and Restore configuration procedure changed
	Download and Upload Legible configuration procedure changed
4.0.4	
3.1.21	Call back through call routing and IP/IP-PSTN implemented
	SMS settings redesigned allowing providers different from Clickatel
3.1.7	Hunt Group Changes
	Extensions Management –GUI is enhanced
	VoIP Carriers Wizard Pre-configured Carriers list expanded

5 Fixed Issues

Issues fixed since version 5.1.38:

Sometimes Find Me/Follow Me service stops functioning		16275
D:	Sometimes Find Me / Follow Me functionality fails and the call goes directly to the VM box of the extension.	
C:		
One way audio when SIP call to the IP extension on the Quadro is transferred to the remote extension		**16298**
D:		
C:		
Call with eyebeam is dropped in case of hold on/ hold off		**16357**
D:		
C:		
Content length is counted incorrectly with Remote-Party-Id parsing in SIP messages		**16122**
D:	When the Remote-Party-Id is the last header (before SDP) in the message it causes a parse error. As a result, SIP messages are rejected by the Quadro.	
C:		
The period of Auto Attendant's answering should not be so long for calls from FXO		**16350**
D:		
C:		
The auto configuration for Aastra6731i phone removes the 'Delete' key from programmable key 6		**16261**
D:	This leaves the user with no way to delete the 'missed call' list or other entries.	
C:		
SIP Access rule does not work when IP Address/Mask is chosen as a restriction		**16295**
D:	When Quadro WAN IP address is in the IP/Mask subnet of SIP Access rule, it is still possible to make calls to the Quadro from any IP address.	
C:		

6 Known Issues

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

It is impossible to login as 'admin' after making changes on "Advanced PPP Settings" page 9549	
D:	You cannot login to the Quadro as 'admin' after making changes on the "Advanced PPP Settings" page. You can only login as 'user'.
C:	No consequences
F:	Restart the Quadro to resolve this.

One way audio with IPSec VPN in the scenario "Gateway<->Remote Subnet" 9327	
D:	Scenario: **1.** Establish an IP-Sec connection between two Quadros (connection type is "Quadro <-> Remote Subnet"). **2.** Make an SIP call from Quadro1 (gateway) to Quadro2 (remote subnet).
C:	The call is established, but there is no audio in Quadro1. The same result will occur when calling from Quadro2 to Quadro1. A direct call cannot be established at all.
F:	Add an additional "Quadro <> Remote Gateway" tunnel in IPSec configuration. With two tunnels: "Quadro <> Remote Gateway", "Quadro <> Remote Subnet" in IPSec VPN configuration this issue will resolved.

Call interception fails in a specific scenario with a watched extension in the many extension ring list 9399	
D:	Scenario: **1.** Use Snom360 for receptionist extension (for example, extension #31), **2.** Configure Many Extension Ringing on ext. #31 with extensions #31 and #12 in the MER list, **3.** Configure extensions #11 and #12 as watched extensions, **4.** Make a call to extension #31, **5.** The phones for extensions # 31 and #12 will start ringing. **6.** The programmable key for the ext. #12 is flashing on the receptionist's ext. #31, **7.** Pressing that key the receptionist stops ringing, but ext. #12 is still ringing, **8.** Hang-up the phone for that caller's extension.
C:	Call interception on the receptionist's line fails. The light for ext. #11 will stay ON on the ext. #31.
F:	This problem is specific for Snom phones only. When using a Snom phone, calls should be answered on your own extension and not the watched extension.

Firmware update cannot be completed when "High availability" is enabled in SIP Settings page 12306	
D:	Scenario: **1.** Using SIP Timers radio button in Telephony-SIP Settings, define the timeouts of the SIP messages retransmission as "High availability". **2.** Try to make firmware update.
C:	Firmware update will hang and not complete
F:	Set the SIP Timer to RFC3261 standard before firmware update. Under investigation, will be fixed in the future releases.

An issue with configuring IP phones as local extensions for Quadro IP PBX **13471**		
D:	Plug and Play and Auto configuration of IP phones is impossible with the modified "HTTP Server Port" on the Quadro.	
C:		
F:	Add the changed http port value in the "option tftp-server-name" row ("dhcpd.conf.lan" file) for each IP phone. Example: "option tftp-server-name "http://172.30.38.1:8080". Will be fixed in the future releases.	
"Name recording" from Admin Login (*75) does not apply to the entries in the "Extensions Directory" **13454**		
D:		
C:	No consequences	
F:	Upload user names for extensions one by one.	
Some of the Quadro voice mail services could be unavailable if external Voice Mail is in use for extension **12190**		
D:	In this scenario some of the features, for example Zero-out and entering the VMS directly with option "1" will not work.	
C:		
F:	This is normal, as those features are the Quadro's internal VMS system features. If external VMS system is used, user gets the features of that external system.	
Snom, Aastra, Grandstream and Thomson IP phones may disconnect if you press "Mute" button for a long time (60 min)		
D:		
C:		
F:	Under investigation, will be fixed in the future releases.	
Aastra IP phone is not ringing when it is used in many extension ringing list **13830**		
	Scenario: 1. Many extension ringing is enabled on a virtual extension with an Aastra phone in the list 2. Distinctive Ringing is enabled on that virtual extension with Nickname that contains space	
C:	When a call without Caller ID comes to that extension, the Aastra phone in MER does not ring.	
F:	The problem is solved if there is a Caller ID available on the incoming call or if the Nickname doesn't contain a space. This problem is limited to Aastra IP phones only.	
An issue with configuring Aastra IP phones as local extensions for Quadro IP PBX **13802**		
D:	After changing the LAN IP address for the Quadro the 480i, 9133i and 55i Aastra phones with currently recommended 1.4.1.2000 firmware are not registering after restart.	
C:		
F:	They must be factory reset to register again. Under investigation. Will be fixed in the future FW versions for Aastra phones.	
An issue with distinctive ringing on the Snom and Aastra IP phones **11519**		
D:	Snom and Aastra phones ring only once if the distinctive ringing is enabled with the "winter" ringing pattern.	
C:	No consequences	
F:	Use other ringing patterns for distinctive ringing.	

Call Interception doesn't work on GrandStream GXP2000 configured as receptionist, when extensions watched on expansion module	**14797**
D:	
C:	
F:	Use basic 7 keys instead of expansion module. Will be fixed in the future releases.

Extension watching stops functioning on a receptionist phone after running system configuration wizard	**14828**
D:	
C:	
F:	Reboot the receptionist phone to restore the extension watching. Will be fixed in the next release.

Paging and intercom services do not work on the GrandStream BT100 IP phone	**14909**
D:	
C:	
F:	Currently BT100 has no support for paging/intercom.

It is impossible to pickup (via pickup group or extension watching) the call to extension with FindMe/FollowMe enabled	**15942**
D:	
C:	
F:	Will be fixed in the next releases.

Shared mailbox users don't get new VM notifications	**16047**
D:	Extensions sharing the mailbox don't get notifications (both MWI and BLF) about new mails arriving to the mailbox
C:	
F:	Will be fixed in the next releases.

The online help for the call statistics is missing for user login	**16117**
D:	
C:	
F:	Will be fixed in the next releases.

Any change in the Quadro LAN IP configuration make impossible auto configuration for supported IP Phones	**16037**
D:	Changing LAN IP or Subnet Mask in the Quadro LAN IP configuration make impossible auto configuration for supported IP Phones
C:	
F:	Discard the changes to resolve this issue. Will be fixed in the next releases.

The firmware version control fails to change the firmware on Aastra phones	**16369**
D:	
C:	
F:	Will be fixed in the next releases.

Call is failed when calling from an IP phone to the Aastra6731i in the paging group	**16294**
D:	If the Aastra6731i IP phone which is present in a paging group is on a call and someone else calls to the paging group, the incoming call will go on hold and will not come back.
C:	
F:	Open the GUI for 6731i and disable "Allow Barge In" under Preferences. Will be fixed in the next releases.

7 Upgrading Instructions

In general, the configuration of a system will remain after the software update.

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.

Attention: In 5.1.39 the amount of memory that is used for a custom Language Pack has been optimized. This optimization will also free up some additional memory used by Voicemail. The LP should be removed and reinstalled to benefit from the memory optimization.

7.2 General hints

It is recommended to execute the update by downloading the software first to a PC located in the LAN 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.
Additionally, it is recommended to backup the existing configuration prior to upgrading.

Remember that some data is lost during upgrade:

- **Call Statistics**
  Workaround - to save the existing call statistics, download it to the PC from Call Statistics-Statistics Settings before performing the firmware update.
- **Voice mails**
  Workaround – save the recorded voice mails from the Voice Mailbox before performing the firmware update.
- **All custom voice greetings**
  Workaround – backup and download all configuration and voice data to a PC.
- **All custom recordings for the custom Auto Attendant**
  Workaround – backup and download all configuration and voice data to a PC
- **Transfer statistics for the network**
- **Event log**
- **DHCP leases**