Release Note Quadro2x2 5.3.2 Edition 4

1 Introduction

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

Quadro2x2 software 5.3.2 Date: March 21, 2012

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

Date: June 26, 2012

2 Requirements

2.1 Hardware requirements

- The software can be used on all Quadro2x2 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 5.2.58 or later software.

2.3 Supported and Tested SIP phones

Listed below are the Epygi Supported SIP phones with the corresponding firmware versions that are tested and recommended for use with Quadro2x2 SW 5.3.2.

Vendor	Model	Software
snom	300	Application: snom300-SIP 8.4.35
snom	320	Application: snom320-SIP 8.4.35
snom	360	Application: snom360-SIP 8.4.35
snom	370	Application: snom370-SIP 8.4.35
snom	821	Application: snom821-SIP 8.4.35
snom	870	Application: snom870-SIP 8.4.35
snom	MeetingPoint	Application: snomMP-SIP 8.4.35
Aastra	9143i (33i)	Application version: 2.5.2.1010
Aastra	9480i (35i)	Application version: 2.5.2.1010
Aastra	9480iCT (35iCT)	Application version: 2.5.2.1010
Aastra	6753i	Application version: 2.5.2.1010
Aastra	6755i	Application version: 2.5.2.1010
Aastra	6757i	Application version: 2.5.2.1010
Aastra	6757iCT	Application version: 2.5.2.1010
Aastra	6730i	Application version: 2.5.2.1010
Aastra	6731i	Application version: 2.5.2.1010
Aastra	6739i	Application version: 3.0.1.38

Please Note: Any problems and limitations on these SIP phones 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.

Listed below are the Epygi Tested SIP phones with the corresponding firmware versions that are tested and recommended for use with Quadro2x2 SW 5.3.2.

Any problems and limitations on these SIP phones are described in detail in the **Quadro Features on Tested Phones** document.

Vendor	Model	Software
Audiocodes	310HD	1.6.0_build_37
Audiocodes	320HD	1.6.0_build_37
Cisco	SPA525G2	7.4.8
Cisco	SPA303	7.4.8
Cisco	SPA501G	7.4.8
Cisco	SPA509G	7.4.8
Polycom	SoundPoint IP 330SIP*	Application: SIP software 3.3.1.0933
Polycom	SoundPoint IP 331SIP*	Application: SIP software 3.3.1.0933
Polycom	SoundPoint IP 335SIP*	Application: SIP software 3.3.1.0933
Polycom	SoundPoint IP 450SIP*	Application: SIP software 3.3.1.0933
Polycom	SoundPoint IP 550SIP*	Application: SIP software 3.3.1.0933
Polycom	SoundPoint IP 650SIP*	Application: SIP software 3.3.1.0933
Polycom	SoundStation IP 5000*	Application: SIP software 3.3.1.0933
Polycom	SoundStation IP 6000*	Application: SIP software 3.3.1.0933
Polycom	VVX 1500*	Application: SIP software 3.3.1.0933
Polycom	KIRK wireless server 300	PCS08__
Polycom	KIRK wireless server 6000	PCS08__
Panasonic	KX-TGP550T04	12.17
Panasonic	KX-UT123-B	01.061
Panasonic	KX-UT136-B	01.061
snom	PA1	8.4.35
snom	m9	9.4.7
Grandstream	GXP1400	Program- 1.0.1.83
Grandstream	GXP1405	Program- 1.0.1.83
Grandstream	GXP1450	Program- 1.0.1.83
Grandstream	GXP2000	Program- 1.2.5.3
Grandstream	GXP2100	Program- 1.0.1.83
Grandstream	GXP2110	Program- 1.0.1.83
Grandstream	GXP2120	Program- 1.0.1.83
Grandstream	GXV3140	Program- 1.0.7.3
Grandstream	GXV3175	Program- 1.0.3.22
Grandstream	HT286	Program- 1.1.0.26
Yealink	SIP-T20P	SW version: 9.50.0.50
Yealink	SIP-T22P	SW version: 7.50.0.50
Yealink	SIP-T26P	SW version: 6.50.0.50
Yealink	SIP-T28P	SW version: 2.50.0.50
Yealink	VP-2009P	22.21.0.40/22.30.0.60

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

Please Note: In the model's list the Polycom phones with (*) sign are also presented as **Polycom-xx-Pre-3.3.0** due to backward incompatibility of UCSoftware 3.1.1 configuration. It is recommended to use **Pre-3.3.0** models with Application SIP software 3.2.2.0477.

2.4 Interaction with other 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 Quadro2x2 SW 5.3.2.

Quadro FXS 16 Gateway should have SW 5.2.1 or higher for PnP configuration with the Quadro2x2 SW 5.3.2.

ActiveX Control SW 5.3.0 or higher should be used with 3pCC functions with the Quadro2x2 SW 5.3.2.

Auto Dialer SW 1.0.5 or higher should be used with the Quadro2x2 SW 5.3.2.

To use Quadro2x2 SW 5.3.2 with a 3pcc or Click2Dial application the "3pcc/Click2Dial Login Allowed" checkbox should be enabled for each extension(s) using this feature.

3 Features

For the features available in the 5.3.2 SW refer to the Quadro2x2 Manual II: Administrator's Guide.

4 Changed Features History

There are no changed features at the moment

5 Fixed Issues

No fixed issues here at the moment

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
Fix:	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.
Fix:	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; Or register the IP phone from Remote Subnet as the RE for Quadro.

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.
Fix:	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.

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:	
Fix:	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.

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:	
Fix:	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:	
Fix:	Under investigation, will be fixed in the future releases.

Aastra IP phone is not ringing when it is used in many extensions 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 with no Caller ID comes to that extension, the Aastra phone in many extensions ringing list does not ring.
Fix:	The problem is solved if there is a Caller ID available on the incoming call or if the Nickname doesn't contain spaces. 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:	
Fix:	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, Aastra and GrandStream IP phones 11519

D:	snom, Aastra and GrandStream phones ring only once if the distinctive ringing is enabled with the "winter" ringing pattern.
C:	No consequences
Fix:	Use other ringing patterns for distinctive ringing on snom, Aastra and GrandStream IP phones.

Call Interception doesn't work on GrandStream GXP2000 configured as a receptionist, when extensions are watched on expansion module 14797

D:	
C:	
Fix:	Use basic 7 keys instead of expansion module. Will be fixed in the future releases.

Paging and intercom services do not work on the GrandStream BT100 IP phone 14909

D:	
C:	
Fix:	Currently BT100 has no support for paging/intercom.

It is not possible to pickup (via pickup group) the call to extension with FindMe/FollowMe enabled 15942

D:	
C:	
Fix:	Will be fixed in the next releases.

After changing Quadro LAN IP configuration (IP address or subnet mask) IP phones lose registration and become unusable	16037
D:	
C:	
Fix:	After changing Quadro LAN IP configuration first reboot the Quadro then reboot the IP phones. Will be fixed in the next release.

A problem with "Remove VM On Send" option in Voice mail settings	16432
D:	If this option is enabled new VMs are removed from the extension mailbox even if sending the new VM via e-mail fails because the mail server is unreachable or mail address is incorrect
C:	
Fix:	Will be fixed in the next releases.

MAC address recognition problem in the FXS Gateway Management" page	16468
D:	In the page Line Settings-> IP Line Settings->FXS Gateway Management, if FXS Gateway is added manually, the system can't recognize MAC address of FXS Gateway entered in uppercase.
C:	As a result the "Edit" and "Reboot" functional buttons become unusable and then it is not possible to edit existing records or reboot the registered FXS Gateways.
Fix:	Enter the MAC address in lowercase. Will be fixed in the next releases.

A problem with incoming Secure RTP call in a specific scenario	16533
D:	When incoming Secure RTP call is connecting to the destination via Call Routing table, Quadro always tries to connect it as an un-secure call and the call is being dropped due to the media parameters incompatibility.
C:	
Fix:	Will be fixed in the next releases.

Find me/follow me doesn't work for incoming Secure RTP call	16683
D:	Though the call came with SRTP option the FM/FM is making unsecure calls
C:	As a result the call isn't established
Fix:	Will be fixed in the next releases.

The configuration page for Expansion Module is missing when configuring Yealink T28 and T26 as receptionist phones	16971
D:	In Receptionist Management wizard the Expansion module configuration pages are not available for Yealink T28 and T26 phones.
C:	
Fix:	Will be fixed in the next release.

One way audio in a scenario when Holding/Retrieving the PSTN call	17245
D:	Scenario: **1.** ext. A is configured to watch the ext. B **2.** PSTN (E1/T1) call comes to ext. B and the functional key of the ext. A shows the ringing state for ext. B **3.** ext. A presses the functional key and intercepts the call to ext. B **4.** ext. A holds the call **5.** ext. A retrieves the call
C:	Result: ext. A hears the PSTN, but the PSTN doesn't hear the ext. A
Fix:	The reason is the SRTP option on ext. A set to "Make unsecure calls, accept anything". Change the SRTP option on the ext. A to "Make and accept only unsecure calls". Will be fixed in the next release.

An issue with Intercom service on snom 8xx phones	17282
D:	When the snom phone of 8xx series (tested with snom phones 821, 870 running FW version's 8.4.32, 8.4.33) have some watching configured for it's functional keys and the status of the watching resource is changed (e.g. the watching phone receives or makes a call), immediately the next intercom call to snom phone doesn't activate the intercom but continuously ring the phone.

C:	As a result, if the calling phone is configured as watched extension, the snom phone never activates the intercom for that caller.
Fix:	Will be fixed in some future FW release for snom.

Local authentication doesn't work for a call scenario	**16784**
D:	Local authentication configured in the Local AAA table by User Login or by PIN code is ignored for the following call scenario; a SIP call to Quadro Auto Attendant, then call to a SIP destination.
C:	Quadro doesn't ask for authentication in this case.
Fix:	Will be fixed in the next release.

The "KSE Mode" doesn't work	**17314**
D:	
C:	
Fix:	Will be fixed in the next releases.

The expansion module does not work for Aastra, snom and Grandstream phones configured as receptionist	**17396**
D:	The settings in the **Receptionist Phone Configuration Wizard** don't apply to expansion module for Aastra 6755i, snom 370 and Grandstream 2000 phones.
C:	
Fix:	Will be fixed in the next release.

Call Interception doesn't work on Polycom IP phones configured as receptionist	**17410**
D:	Call Interception using the programmable key doesn't work on Polycom SoundPoint IP 450/550/650 phones configured as receptionist.
C:	
Fix:	Will be fixed in the next releases.

No dial tone on FXS (analogue) lines after placing a call on hold	**17417**
D:	
C:	No consequences. After placing the call on hold FXS line is ready to place the second call.
Fix:	Will be fixed in the next release.

LAN/WAN Interface Statistics is incorrect	**17311**
D:	In the Quadro status-Network status- LAN/WAN Interface statistics all sent packets detected as a Transmit (Carrier) Errors.
C:	
Fix:	Will be fixed in the next releases.

Shared Mailbox doesn't work when using "Allow access to Shared Mailbox for enabled extensions" option in Many Extension Ringing configuration	**16635**
D:	Extension has Many Extension Ringing enabled with a few extensions configured for Shared Mailbox.
C:	However, in the IP Line settings, the "Shared VMail Ext. xxx" option is not listed in the drop down list for Advanced-Programmable Keys Configuration.
Fix:	Use the "Shared Mailbox: Edit Voice Mailbox Access List" link in the Voice Mailbox Settings for extension. Will be fixed in the next releases.

The Voice Mail playing order is incorrect in automatically mode	**17479**
D:	When accessing the voice mailbox the newly received (unread) voice mails should play first, after all received voice mails started from the first received.
C:	However in the current FW version the voice mails in mailbox are playing in order they are received.
Fix:	Will be fixed in the next releases.

7 Upgrading Instructions

7.1 Technical Advisory

Attention: For manually configured IP phones, it is now required to have the **SIP Registration Timeout** parameter set to 120 seconds or more on your IP phone. Values less than 120 seconds will not be accepted by the Quadro and will cause the IP phone registration failure on the Quadro.

7.2 General hints

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

In general, the configuration of a system will remain after the software update. 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.
- **Pending events**
- **Transfer statistics for the network**
- **DHCP leases**

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

1. Save the current configuration by doing a Backup and Download of all config and voice data (**System->Configuration Management->Backup and download all config and voice data**).
2. Perform the Firmware Update.
3. Restore the configuration that was saved in Step 1 (**System -> Configuration Management -> Upload and Restore all config and voice data**).
   This is necessary to restore the extension custom voice messages and the custom Auto Attendant messages.

7.3 Limitations and restrictions

- 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
- In case if voice mail recording codec is other than PCMU, the maximum length of VM sent by email is limited to 3 minutes
- The number of VMs in the mailbox for one extension is limited to 300
- Use Session Timer in IP Line Settings is deselected by default