

Release Note QuadroISDN GW 5.3.1, Edition 1

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1 Introduction

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

QuadroISDN GW software 5.3.1 Date: January 31, 2014

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

Date: February 27, 2014

2 Requirements

2.1 Hardware requirements

- The software can be used on all QuadroISDN GW models.
- The model name is written on the back plate of the unit.

2.2 Software requirements

- A software upgrade can be made without issues from software versions higher than 4.1.3.

2.3 Interaction with other Quadro SW releases

It is recommended to use the QuadroISDN running SW 5.3.1 with Quadro IP PBX in the shared mode only if Quadro IP PBX is running a SW version 5.1.17 or higher.

3 New Features History

The table below indicates a high-level list of new features that have been added beginning with the most recent QuadroISDN GW 5.1 SW.

Release	New Features
5.3.1	Added Ignore Empty Channel Identification in CALL PROCEEDING Msg option in the ISDN advanced Settings.
	New Quadro System Security Management page added with security diagnostics, security audit and SIP IDS Settings.
	Secure system mail allowing working with TLS or SSL mail servers.
	Admin password management enhanced. The admin login password for GUI access is alphanumeric and a second numerical password can be entered for accessing settings from the phone handset, such as the Auto Attendant greeting messages.
	Local Admin password management enhanced. The local admin login password for GUI access is alphanumeric and a second numerical password can be entered for accessing settings from the phone handset, such as the Auto Attendant greeting messages.
	A new MS Exchange Server option has been added in the Use External Voice Mail settings for extensions. This allows voice messages to be kept in one universal inbox.
	Extension Login permission to access the Quadro GUI. The login is disabled by default for all extensions.
	Added "Edit Watch Access List" link in the extension settings.
	Shared Voice Mailbox.
	DHCP support on VLAN.
	A prompt to the user is provided with the option to save the system configuration prior to executing a firmware update.
	Global speed dialing. Configured in Telephony/Call Routing/Global Speed Dial Directory. An Excel .CSV file can be used to upload the entries in the format: Code, Number (e.g. 44, 9726921166). Each entry should be on a new line.
	Viewing the Call Statistics on the Quadro GUI has been updated to select the number of records per page.
	Downloaded call statistics enhancements to include detailed information regarding the used interface for each call (PSTN, ISDN, etc), if call had been forwarded, transferred, etc.
	A new option in the extension voice mail settings under the Send new voicemail notifications via e-mail, allowing differentiating between fax messages and voicemail messages when deciding whether or not to receive email notifications, with or without attachments.
	A new option in Call Routing - Local AAA Table: Authentication by PIN code.
	The VoIP carrier wizard is improved which allows creating the outbound routing rules not only by prefix but also by 7 and 10 digit pattern.
A new option to use RTP streaming channel for playing Hold Music is added to the "Hold Music Settings" configuration page. This allows using an external RTP as default	

Release	New Features
	<p>Hold Music for all extensions.</p> <p>Added support for P-Asserted-Identity header field defined in RFC 3325. This is important to retain original caller information even after a call is transferred within the office.</p>
5.1.16	
5.1.14	<p>The Quadro Call Statistics (CDR) can be automatically sent via email or uploaded to an FTP or TFTP server.</p> <p>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.</p> <p>Zero-out on Auto Attendant</p> <p>The Automatic Call Back option has been expanded to include callback to SIP callers. Previously, this feature was specific to PSTN callers.</p> <p>TLS/SSIP support added to send and receive encrypted SIP messages from designated peers</p> <p>The Unconditional Call Forwarding option has been enhanced so that enabling/disabling the feature from the handset can include the designated caller Ids.</p> <p>Load balancing for the FXO lines (including FXO gateways)</p> <p>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.</p> <p>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.</p> <p>Possibility to append the called number to the caller id using the format <dialnum:range>. This will allow the user to appropriately answer a call based on the number that was dialed.</p> <p>Ability to download "packages" of CGI's in legible format</p> <p>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.</p>

4 Changed Features History

The table below indicates a high-level list of changed features that have been changed beginning with the most recent QuadroISDN GW 5.1 SW.

Release	Changed Features
5.3.1	The name of Login/Call Relay column in the Extensions Management is changed to External Access, which indicates whether the GUI login, 3pcc/Click2Dial login or Call Relay options are enabled on the extension.
	Added an option in the Automatically Download Call Statistic page to choose the download format.
	The Developer Logging is enabled by default.
5.1.16	The number of possible entries in the Local AAA table is increased to 1000
5.1.14	Added new VoIP carriers to the VoIP Carrier Wizard list
	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
	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.
	The Automatic Firmware Update moved to the Firmware Update page

Fixed Issues

Issues fixed since version 5.1.16:

ISDN BRI Outgoing call problem with some Telco's		18075
D:	<p>ISDN BRI Outgoing call problem after changing FW version of Telco in South Africa.</p> <p>When making an outgoing call, Quadro receives "CALL PROCEEDING" from the Telco with Channel Identification IE mandatory parameters missing. This brings to disconnect, but having "Alternative disconnect mode" enabled on Quadro, call still establishes, though there is a "busy signal" on background of the voice.</p> <p>Need to add "Ignore Channel Identification IE in CALL PROCESSING Message" checkbox. When the "Ignore Channel Identification IE in CALL PROCESSING Message" checkbox is selected, Quadro will ignore the empty Channel Identification IE and will not response with ISDN L3 STATUS message.</p> <p>When this checkbox is disabled, Quadro will response with STATUS message on empty Channel Identification IE.</p>	
C:		

5 Known Issues

D: Description

C: Consequences

Fix: What to do to avoid the situation, or what to do in case the situation has occurred.

Instant Call Back does not work for incoming calls from PSTN to the Quadro IP PBX when the QuadroISDN acts as an ISDN expansion device 11702	
D:	The Instant Call Back service will not work if the incoming PSTN call has been addressed to the expanded ISDN lines on the QuadroISDN.
C:	The reason is that the call from the QuadroISDN to the Quadro IP PBX is a SIP call, which is not supported for Call Back service.
Fix:	Under investigation, will be fixed in future releases.
The Quadro IP PBX is unable to use the shared PSTN lines of the QuadroISDN during call forwarding configured with the "PSTN" call type 11708	
D:	Scenario: <ol style="list-style-type: none"> 1. QuadroISDN is in the LAN of the Quadro IP PBX, and ISDN lines of the QuadroISDN are shared to the Quadro IP PBX, 2. All available PSTN lines are connected to the QuadroISDN, 3. Forward the call to PSTN using the "PSTN" call type in the configuration
C:	When there are no PSTN lines available on the Quadro IP PBX or all PSTN lines are busy, the call forwarding to the PSTN using "PSTN" call type should use the shared PSTN lines of the QuadroISDN, but instead a "Check your external phone line" message is played.
Fix:	Use "Auto" call type option in the configuration. Under investigation.
Extensions Directory service details are available in the system 14029	
D:	There is no "Extensions Directory" feature available for QuadroISDN, but the voicemail wizard, voicemail services (*0->3->5) and online help incorrectly mention it.
C:	No consequences
Fix:	Will be fixed in the next release.
The Port Forwarding service configured in the Filtering Rules - Incoming Traffic/Port Forwarding may stop functioning after working for a while	
D:	
C:	
Fix:	Reboot the Quadro to resolve this issue. Will be fixed in the next releases.

6 Upgrading Instructions

6.1 General hints

- It is recommended to execute the update by downloading the software first to a PC located in the LAN side of the unit and perform the firmware update from the LAN side. This is to make sure that arising problems with the Internet connection do not affect the upgrade process.
- Additionally it is recommended to make a backup of the configuration before upgrading and download this configuration to the PC used to manage the system.

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**