Release Note QuadroM8L/26x/12Li/26xi 5.2.47, Edition 2

1 Introduction

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

QuadroM8L/26x/12Li/26xi software 5.2.47 Date: June 23, 2011

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

Date: July 11, 2011

2 Requirements

2.1 Hardware requirements

- The software can be used on QuadroM8L/26x/12Li/26xi 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 5.2.7 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 QuadroM8L/26x/12Li/26xi 5.2.40.

Vendor	Model	Software
snom	300	Application: snom300-SIP 7.3.27
snom	320	Application: snom320-SIP 7.3.27
snom	360	Application: snom360-SIP 7.3.27
snom	370	Application: snom370-SIP 7.3.27
snom	820	Application: snom820-SIP 8.2.11
snom	821	Application: snom821-SIP 8.4.18
snom	870	Application: snom870-SIP 8.3.2
snom	MeetingPoint	Application: snomMP-SIP 8.2.1
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: 2.5.2.1010
Aastra	9480i (35i)	Application version: 2.5.2.1010
Aastra	6751i	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	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 the SIP phones listed above 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.

Please Note: snom IP phones running firmware version 8.x.x do not send the correct secure RTP media type and the Quadro rejects the call. As a result the call will fail when pressing hold or transfer. For more details and for a workaround see the item **16734** under the Known issues.

Vendor	Model	Software
Cisco	7960	POS3-07-4.00
Cisco	SPA525G2	7.4.8
Cisco	SPA303	7.4.8
Cisco	SPA501G	7.4.8
Cisco	SPA509G	7.4.8
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 3.2.2.0477
Polycom	SoundPoint IP 331SIP	Application: SIP software 3.2.2.0477
Polycom	SoundPoint IP 335SIP	Application: SIP software 3.2.2.0477
Polycom	SoundPoint IP 450SIP	Application: SIP software 3.2.2.0477
Polycom	SoundPoint IP 501SIP	Application: SIP software 3.1.3.0439
Polycom	SoundPoint IP 601SIP	Application: SIP software 3.1.3.0439
Polycom	SoundPoint IP 550 SIP	Application: SIP software 3.2.2.0477
Polycom	SoundPoint IP 650 SIP	Application: SIP software 3.2.2.0477
Polycom	SoundStation IP 6000	Application: SIP software 3.2.2.0477
Polycom	VVX 1500	Application: SIP software 3.2.2.0481
Polycom	KIRK wireless server300	PCS05B
SIPUra	SPA 841	3.1.4(a)
snom	PA1	8.3
snom	M3	Application: snom-m3-SIP 2.11
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: V2.72
Berkshire (ATL)	5000	SW version: 22102154
Grandstream	BT200	Program- 1.1.6.16
Grandstream	BT100	Program- 1.1.0.3
Grandstream	GXP2000	Program- 1.2.4.3
Grandstream	GXP2120	Program- 1.0.1.66
Grandstream	GXV3140	Program- 1.0.5.5
Grandstream	GXV3175	Program- 1.0.1.4
Grandstream	HT286	Program- 1.1.0.26
Grandstream	HT386	Program- 1.0.3.96
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
Linksys	SPA2002	3.1.20
Linksys	PAP2T	3.1.15(LS)
Yealink	T20	SW version: 9.43.0.30
Yealink	T22	SW version: 7.43.0.30
Yealink	T26	SW version: 6.43.0.30
Yealink	T28	SW version: 2.43.0.30
Yealink	VP-2009/VP-2009p	22.21.0.70
Aastra	MBU400	Application version: 2.20

| 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.

Please Note: Polycom phones will need to have the Application SIP software updated to 3.2.2.xxxx. This is the baseline s/w that supports the SRTP option that is enabled on the Quadro by default. To avoid problems with Polycom phones, it is recommended to update the s/w. Optionally, older application s/w can be used but the SRTP option will need to be disabled by creating a new IP Phone Template in the IP Line Settings.

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 QuadroM8L/26x/12Li/26xi SW 5.2.47.

QuadroFXS 16 Gateway should have SW 5.2.1 or higher for PnP configuration with the QuadroM8L/26x/12Li/26xi SW 5.2.47.

ActiveX Control SW 5.3.0 or higher should be used with 3PCC functions with the QuadroM8L/26x/12Li/26xi SW 5.2.47.

Auto Dialer SW 1.0.5 or higher should be used with the QuadroM8L/26x/12Li/26xi SW 5.2.47.

Quadro SMR system SW 1.9 or higher should be used with the QuadroM8L/26x/12Li/26xi SW 5.2.47.

To use QuadroM8L/26x/12Li/26xi SW 5.2.47 with a 3pcc or Click2Dial application need to enable the "3pcc/Click2Dial Login Allowed" checkbox for the used extension(s).

3 New Features History

The table below indicates a high-level list of new features that have been added beginning with the most recent QuadroM8L/26x/12Li/26xi release.

Release	New Features
5.2.47	Security enhancement. A new security check has been added to prevent an external 3PCC or Click2Dial application from using any of the Quadro features unless specifically authorized from the user's extension settings. The new option (3pcc/Click2Dial Login Allowed) is displayed when doing an edit on the extension and is disabled by default. **Please note**. If the Quadro extension is currently being used with some 3PCC or Click2Dial application, then this option will need to be enabled after the firmware update or the feature will no longer work. Epygi applications that use 3PCC, such as HotCall and HotKeyCall, do not rely on this setting to be enabled to work.
	Auto Attendant Customized builder to create Interactive Voice Response (IVR) scenarios from the Quadro GUI.
	Support for the new Epygi Auto Dialer application (with a license key).
	TDVC and H.263+ codecs support.
	Language pack support for Polycom IP phones. Polycom phones change the GUI to the installed custom language.
	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.
	The Administrator password for phones is added as an item in the security audit.
	Auto configuration support for Cisco SPA303, SPA501G, SPA509G, SPA525G2 phones.
	PnP and auto configuration support for Grandstream GXP2120 and GXV3175 phones.
	PnP support for Grandstream GXV3140 video phone
	PnP and auto configuration support for Yealink VP-2009P model flavor.
	Added the falsealertmsg.cgi hidden page to make timeout for false ALERT message configurable. So that Quadro may send to ISDN false ALERT message after some timeout (defined in timeout value) if ISDN side does not receive any ringing from Quadros high level applications.
5.2.40	Support for Video Conferencing (with a license key)
	PnP support for Grandstream GXV3140 video phone
5.2.26	New Quadro System Security Management page added with security diagnostics and a security audit
	Secure system mail allowing to work with TLS or SSL mail servers
	A new option in Call Routing - Local AAA Table: Authentication by PIN code
	Possibility to enable/disable TLS functionality for IP Lines and extensions
	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.
	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.
	PnP and auto configuration support for snom 821
	PnP and auto configuration support for Aastra 6739i phone
	Auto configuration support for Grandstream GXV3140 video phone
	PnP and auto configuration support for Yealink VP-2009 video phone
	Auto configuration support for snom PA1 paging system
	Polycom KIRK Wireless server 300 phone support
	Call recording soft button implementation for Polycom phones

Release	New Features
	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.
	Viewing the Call Statistics on the Quadro GUI has been updated to select the number of records per page
	Audio-out line support for paging on the QuadroM 8L/26x/12Li/26xi
	Added the "Audio Line In" option in the "Play Background Music" under the ACD group settings
5.2.11	
5.2.7	Maximum number of IP lines is 96. 32 IP lines are available by default, and two packs of 32 IP lines each to expand.
	Full support for Secure RTP (SRTP) to encrypt voice packets.
	Full support for TLS (Transport Layer Security) protocol (RFC 2246) to provide communications privacy for the SIP messaging port over the Internet. The protocol allows client/server applications to communicate in a way that is designed to prevent eavesdropping of the SIP messages.
	HD codecs such as G.722 and G.722.1 are now supported in pass-through mode.
	Security enhancement. Password strength checking has been added in the IP Lines settings table for configuring IP Phones. The system will provide feedback on whether the chosen password is weak. An option is also provided to let the system create a strong, random password. Password strength enforcement can be configured in the hidden menu generalconfig.cgi.
	Security enhancement. Protection against certain SIP DoS attacks has been added by enabling the "SIP IDS" feature in the hidden menu generalconfig.cgi. Enabling this option will automatically block malicious IPs in the firewall.
	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.
	Emergency Call Interrupt feature in the Caller ID based services. A new feature that will allow specific Caller Ids to be configured so that a call received from one of these numbers will immediately disconnect the call in progress and ring the user's extension.
	System logging enhancement. If a user encounters a problem while on a phone call the pertinent details related to the call can be saved. The user will dial *82 (getting dialtone and dial *82 from the same or a different phone) as soon as the problem occurs. The details will be saved until the next time someone enters *82. When the systemlogs are downloaded it will contain the details from the most recent *82 entry.
	The voicemail to email option can now be configured in Telephony/Voice Mail Common Settings so that the subject of the email contains a user defined text along with selected system variables (e.g. caller id).
	Option to select the format of FAX in Voice Mail sent by email. Defined in Telephony/Voice Mail Common Settings. TIFF or PDF can be used.
	A prompt to the user is provided with the option to save the system configuration prior to executing a firmware update
	Authorized phones database can now be used with a custom auto attendant scenario. This allows callers to bypass authentication in custom auto attendants for user's who have been included in the authorized phone database.
	Configurable auto attendant Callback Response Delay allows users to specify a timeout before the system will try to call back the user.
	Configurable auto attendant callback activation timeout from the GUI, which allows activating automatic Call Back for trusted PSTN and SIP callers not after the one - two rings as previously defined, but during the time frame specified in the GUI. So now users can configure the activation timeout in seconds needed to wait for initiating the callback. This configuration is accessible from the hidden menu "extmanagement.cgi".

Release	New Features
	Allow the Automatic Callback feature to be used to call back to the originating caller using the "Auto" call type. User can select "Auto" as the "Callback Call Type", while leaving the "Callback Destination" field empty. This will allow to callback to the caller using the Caller ID for callback.
	Quadro FXS gateway PnP support
	Full VLAN support for IP Phones (multiple subnets/DHCP)
	Support for T38 FAX proxy (from standalone IP Phone in the LAN to outside)
	Yealink IP phone enhancements. PnP and auto configuration support for T20, T22 and T26 models. Advanced button configuration added in the IP Line Settings. Receptionist configuration support for add on modules. A custom logo image can now be displayed.
	Polycom IP phone enhancements. PnP and auto configuration for Polycom IP335 and IP450 models. Advanced button configuration added in the IP Line Settings. Receptionist configuration support for add on modules. Custom data files for Polycom IP phones can now be uploaded from the hidden menu ipphonesdirectory.cgi.
	PnP and auto configuration for Aastra 6730i phone
	PnP and auto configuration for snom 870 and snom MeetingPoint
	Call Forking (Find Me/Follow Me service)
	Call max duration (disconnecting call after the specified time).
	ACD: zero-out.
	Park slot segmentation (access list for call parking and retrieve)
	Barge-in/Whisper/Listening (*93,*92,*91) (with a license key).
	DHCP support on VLAN (including IP phones VLAN support).
	Shared Voice Mailbox.
	Call routing table debug/tracing tools (new events rise from Routing rule: call failover, fail, success).
	The call statistics download in CSV format.
	Automatic Call Distribution support (with a license key).
	Call recording support (with a license key).
	Music on hold can originate from an audio source that is streaming music or broadcasting live via an IP connection (i.e. internet radio channel).
	The Quadro Call Statistics (CDR) can be automatically sent via email or uploaded to an FTP or TFTP server.
	While playing back a voice mail the user can rewind (pressing "4") or skip forward (pressing "6"). The amount of seconds to advance or rewind can be optioned for each extension. Default = 3 secs.
	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: - Using the HTTP request to specific URI from a third party WEB page or application; - Using a special hidden page on Quadro's WebGUI (in the hidden menu callcontrol.cgi)
	System events 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).

Release	New Features
	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.
	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.
	Capability to switch via phone the Unconditional Call Forwarding to "ON/OFF" for callers other than "Any/Other callers".
	Random call hunting.
	Capability to choose desired GUI theme on login.
	Capability to Show/Hide extensions attached to disabled IP lines in the Extensions Management.
	Capability to Show/Hide the disabled IP lines.
	Support for Conference Server (with a license key).
	Support for MS OCS and MS Exchange configuration with Quadro.
	SNMP status and configuration.
	The results of system configuration backup & download are reflected in the system events
	snom, Aastra and Grandstream phones automatically reboot when the Quadro is rebooted.
	Possibility to hide/show disabled records in the call routing table.
	Call forwarding configuration through custom Auto Attendant.
	Language pack support for the IP Phones.
	Receptionists' call queue.
	Extension status monitoring.

Release	New Features
	Call interception.
	Direct transfer to voicemail.
	Simultaneous ring.
	Call park.
	Call pickup group.
	Call paging group.
	Plug and play for supported IP phones
	Simplified installation (auto configuration) for tested IP phones.
	User rights management.
	Support for an external voicemail system.
	Silence detection on voicemail messages to truncate extended periods of silence.
	QuadroFXO GW and QuadroISDN GW 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 e-mail, via phone call and via SMS.
	Universal extension recording (music on hold, VM greetings, incoming/outgoing blocking messages).
	Sending unified fax message from mailbox to fax machine.
	System events reporting.
	Kickback feature on IP lines.
	snom and Aastra phones automatically reboot when the Quadro is rebooted.
	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 for both default and custom AA scenarios.

Release	New Features
	Possibility to change the default memory size to be allocated as a temporary storage for unified FAX message (in the extmanagement.cgi hidden page).
	Support for HotCall Add-In for use with Microsoft Outlook.
	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 from 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.
	Voicemail setup wizard to guide new users through the recording of VM greetings.
	SIP trunk.
	3rd party call control (3PCC).
	Flexible numbering plan for extensions.
	Download IP phone FW and reboot of Aastra/snom IP phones.
	Download Quadro directory via XML to snom/Aastra phones.
	Automatic Quadro FW update
	Easier GUI for forwarding lists.
	Terminate a call from Active Calls page.
	Enhanced method for receptionists to watch other extensions, resulting in less networking traffic.
	Distinctive ringing on snom and Aastra IP phones.
	Play custom message instead of ring back tone on Auto Attendant.
	Send EVENTS via SMS.
	CDR tags for billing.
	Enhanced DNS/DHCP settings.
	Daylight savings adjustment.
	SMS and E-mail notification when a call to a given extension has been forwarded.
	Change extension password from phone handset.
	External access to the voice mailbox of users' extensions.

Release	New Features
	Automatic backup and download of Quadro configuration.
	QCM centralized licensing included.
	SNMP support for event monitoring.
	Intercom service (for supported IP phones).
	Paging group service (for supported IP 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).
	Paging support with 3rd party devices.
	Custom profiles for voice mail settings.
	Added silent VM recording option in the Voice Mail Settings.
	PSTN call instant callback.

4 Changed Features History

The following table provides a high-level list of changed features that have been changed beginning with the most recent QuadroM8L/26x/12Li/26xi release.

5.2.47	The maximum number of Successful Call Statistics has been increased from 1000 to 10000 when a CF card is installed.
	Added option in ACD configuration to prevent the calls to agent in target group during selected period.
	Added information regarding video codec's under the Details in the call statistics
	Added P-asserted identity header in all SIP messages that contain "p-preffered identity" or "Remote-party-ID".
	Changed the SIP parser for proper processing of From: field in header if URI scheme is included.
	The SIP IDS configuration options are available in the SIP IDS settings page.
	The "3pcc/Click2Dial Login Allowed" checkbox is available when editing multiple extensions at the same time.
5.2.40	Multiple SMS numbers can be allowed in SMS destination fields, separated by SMS provider required delimiter (the comma for Clickatell)
	The SoTel SIP trunk is modified in the VoIP Carrier Wizard
	The Skype service is added in the VoIP Carrier list
5.2.26	The Call Recording settings page is updated with a second, more simplistic method for enabling extensions. Either of two modes can be used: Basic view and Advanced view.
	Improvements in Call Recordings FTP retransmission mechanism.
	Extension Login permission to access the Quadro GUI. The login is disabled by default for all extensions.
	Multiple DHCP subnet support (two subnets allowed instead of one, making it possible to have about 500 devices getting DHCP from Quadro).
	LMR (Land Mobile Radio) support for QuadroM (E1/T1 to IP gateway capable of taking a channelized T1 to Multicast RTP IP streams by DS0 for use in a Radio over IP network).
	The "Send Hold Music to remote IP party" is enabled by default in the Basic services for extensions.
	The Developer Logging is enabled by default.
	The SIP Server text field is changed to empty by default for auto attendant (00) and two FXS extensions.
	The default for "Maximum recording duration" is changed to 1 hour in the "Recording box settings" and "Call recording settings".
	The Secure RTP options in the Extension Codecs are available when editing multiple extensions at the same time.
5.2.11	
5.2.7	

5 Fixed Issues

Issues fixed since version 5.2.40:

The FXS ports labeled Phones 1 and 2 are swapped	
D:	The FXS port labeled Phone 1 on the front panel of the QuadroM8L(QuadroM26x) is actually configured as FXS Line 2. Phone 2 is configured as FXS Line 1.
C:	**Note.** After updating to 5.2.26 the FXS ports assignments will still be swapped with Phone 1 internally configured as FXS Line 2 and Phone 2 configured as FXS Line 1. Performing a factory reset on the system will correct the port assignments so that Phone 1 is FXS Line 1 and Phone 2 is FXS Line 2. However, the configuration will be lost. If the system is already configured the factory reset should not be done and the RJ-11 cables can remain swapped between Phone 1 and Phone 2.

Incorrect information regarding the call quality in the RTP statistics 16901	
D:	Example. The call quality shown as "excellent" under the "Details" column in the successful call statistics incorrectly changed to "good" or "satisfactory" in the RTP Statistics.
C:	

On the System Security Management page both "System Security Settings" and "System Security Diagnostics" links do not work when using the new Internet Explorer 9 browser 16952	
D:	
C:	

The call statistics file automatically delivered by email is always (.log) format 16770	
D:	Regardless whether selecting Tab Deliminated Text (.log) or Comma Separated Values (.cvs) format, the call statistics file automatically send by email is always (.log) format.
C:	

A problem with Automatic Speaker Detection settings for video conference 16852	
D:	Quadro is hanging when running video conference in case if the value for "Calculate the voice energy every" is greater than the value of "Calculate the voice energy for the last" in the conference general settings.
C:	

The customized queue messages are not played when the skill based call comes to ACD 17039	
D:	When the call comes first to Custom Attendant, then goes to ACD with chosen skills and enters to some ACD group with customize queue scenario configured with custom messages, the custom messages are not played.
C:	

When one agent takes the call, other agents do not stop ringing 17040	
D:	The ACD group is set to "All agents ringing". One agent answers the call. Other agents at this point should stop ringing, but they don't.
C:	

"Download Current CA Root Certificate" link doesn't work 17031	
D:	After pressing the "Download Current CA Root Certificate" link on the SIP Settings page, system forward you to home page instead of starting the downloading.
C:	

Abnormal time shift in some rare cases		**17044**
D:	In rare cases when Quadro corrects the time, the time zone value is not taken into account. As a result, time shifts with the shift value equal to the time zone difference with GMT 00:00.	
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
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.

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.

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
Fix:	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.	

	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 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.	
F:	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:		
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 on snom and Aastra IP phones.	

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

snom phones may fail to register when the PnP option is enabled		14802
D:	snom phones may fail to register if more than one QuadroM8L is set up on the company WAN and the PnP option is enabled.	
C:		
F:	Switch off the PnP option. Under investigation, will be fixed in the next releases.	

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.	

IP phone doesn't go back to the normally idle state automatically when the recording had been started via the Record button and the call was released		15729
D:	The "Recording started" message remains on the phone screen after one of the parties terminate the call by going on-hook.	
C:	Only incoming calls to IP phone are possible in this state.	
F:	Need to use "Exit" button to retrieve the IP phone functionality. Will be fixed in the future releases.	

It is not impossible to pickup (via pickup group) the call to extension with FindMe/FollowMe enabled		15942
D:		
C:		
F:	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:		
F:	After changing Quadro LAN IP configuration first reboot the Quadro then reboot the IP phones. Will be fixed in the next release.	

An issue with Emergency Interrupt feature on snom IP phones		16391
D:	The Emergency Interrupt fails when snom phone is in a 3-way call. Instead of ringing the phone call goes to VM directly	
C:		
F:	Will be fixed in the next releases.	

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:		
F:	Will be fixed in the next releases.	

An issue when using the variable "Date" in the subject of voice mail send by email		16150
D:	If the subject $[VM_DATE] is placed at the end of the subject line, then Voice Mail will not send as an attachment.	
C:	Add an underscore (_) after the $[VM_DATE]. Or put the $[VM_DATE] in the beginning or between other subjects in the subject line.	
F:	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:		

F:	Will be fixed in the next releases.
An issue with wrongly displayed "Start Recording" message in the Active Calls **16184**	
D:	The recording type is set to "start automatically"; the number of allowed parallel call recordings is exhausted, therefore the recording for the next call cannot be started, but the "Start Recording" is wrongly shown in the Active Calls page.
C:	
F:	Will be fixed in the next releases.
Some of the functions in the Programmable Keys Configuration page for IP lines are not working for Polycom phones **16682**	
D:	The "Speed Dial" and "Call recording" features are not working for Polycom phones when configured in the Programmable Keys Configuration page
C:	
F:	Do not use Call Recording function in Programmable Keys Configuration page, to start call recording manually on Polycom phone during the call use the soft key buttons "More" and then "Recording". 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
F:	Will be fixed in the next releases.
The call will fail when pressing hold or transfer on snom IP phones using firmware version 8.x.x **16734**	
D:	This problem will happen if one of options: "make unsecure calls, accept anything" or "try to establish secure calls, accept anything" is used in Secure RTP settings for the extension.
C:	
F:	Configure the Secure RTP settings for extension in the Quadro to make and accept only unsecure or only secure calls. This would need to be changed on the codec settings for every extension. Will be fixed by snom in the future firmware versions.
It isn't possible to pickup the call addressed to watched extension using the programmable key on Grandstream GXP2120 **16997**	
D:	
C:	
F:	It is an issue with GXP2120 current FW version 1.0.1.66. Will be fixed in the future GXP2120 FW versions.
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:	
F:	Will be fixed in the next releases.
The Advanced configuration page of Snom821 phone is incorrect **16954**	
D:	The advanced page of Snom821 appears like for 360/370 with 12 configurable buttons, but the Snom821 is like Snom820 and has only 4 buttons on its case.
C:	
F:	Will be fixed in the next releases.
A problem with custom Language Pack France 5.1.5 **17069**	
D:	The voice messages don't play after switching the system language to the Language Pack France 5.1.5.
C:	
F:	Will be fixed in the next release.

Audio Line In/Audio Line Out don't work for music on hold and paging on 12Li and 26xi units	**17098**
D:	
C:	
F:	Will be fixed in the next release.

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** (only when embedded memory storage is used)
  Workaround - to save the existing call statistics, download it to the PC from Call Statistics-Statistics Settings before performing the firmware update. It is also recommended to use an external Compact flash memory to keep the call statistics safe.

- **Voice mails** (only when embedded memory storage is used)
  Workaround – save the recorded voice mails from the Voice Mailbox before performing the firmware update. It is also recommended to use an external Compact flash memory to keep the voice mails safe.

- **Call recordings** (only when embedded memory storage is used)
  Workaround – save the recorded calls from the Recordings Box before performing the firmware update or use the recorded calls automatically upload to the FTP server option. It is also recommended to use an external Compact flash memory to keep the voice mails safe.

- **All custom voice greetings** (only when embedded memory storage is used)
  Workaround – backup and download all configuration and voice data to a PC. It is also recommended to use an external Compact flash memory to keep the custom voice messages safe.

- **All custom recordings for the custom Auto Attendant** (only when embedded memory storage is used)
  Workaround – backup and download all configuration and voice data to a PC. It is also recommended to use an external Compact flash memory to keep the custom recordings safe.

- **Pending events** (only when embedded memory storage is used)

- **Transfer statistics for the network**

- **DHCP leases**

The following steps describe how to correctly perform the firmware update to avoid losing the custom voice greetings and recordings for custom auto attendants:

- 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).

- Perform the Firmware Update.

All custom voice greetings and all recordings for the custom Auto Attendants can be restored by uploading the configuration that was saved in Step1 (System/Configuration Management- Upload and Restore all config and voice data).

Attention: Power down the Quadro before inserting/removing Compact Flash card.

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