

Release Note QuadroM8L/26x/12Li/26xi 5.3.12, Edition 4

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1 Introduction

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

QuadroM8L/26x/12Li/26xi software 5.3.12 Date: July 11, 2012

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

Date: September 4, 2012

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

- **Attention:** The software upgrade to 5.3.12 can **ONLY** be done from 5.2.47 and higher 5.2 versions. Before updating to 5.3.12 the unit should be updated to 5.2.47 or higher 5.2 version first.

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 QuadroM8L/26x/12Li/26xi SW 5.3.12.

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	720	Application: snom720-SIP 8.7.2.9
snom	760	Application: snom760-SIP 8.7.2.9
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 QuadroM8L/26x/12Li/26xi SW 5.3.12.

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	8.4.32
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	SIP-T32G	SW version: 32.0.0.130
Yealink	SIP-T38G	SW version: 38.0.0.130
Yealink	VP-2009P	22.21.0.40/22.30.0.60
Yealink	VP-530	23.70.0.15

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 QuadroM8L/26x/12Li/26xi SW 5.3.12.

QuadroFXS 16 Gateway should have SW 5.2.1 or higher for PnP configuration with the QuadroM8L/26x/12Li/26xi SW 5.3.12.

ActiveX Control SW 5.3.0 or higher should be used with 3PCC functions with the QuadroM8L/26x/12Li/26xi SW 5.3.12.

Auto Dialer SW 1.0.5 or higher should be used with the QuadroM8L/26x/12Li/26xi SW 5.3.12.

DCC SW 1.8 or higher should be used with the QuadroM8L/26x/12Li/26xi SW 5.3.12.

Quadro SMR system SW 1.9 or higher should be used with the QuadroM8L/26x/12Li/26xi SW 5.3.12.

To use QuadroM8L/26x/12Li/26xi SW 5.3.12 with a 3pcc or Click2Dial application the "3pcc/Click2Dial Login Allowed" checkbox should be enabled for each extension(s) using this feature.

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
5.3.12	<p>Support for the new Epygi Desktop Communication Console (DCC) application (with a license key).</p> <p>The Caller ID based services are improved by adding the presence state of the extension for use with the DCC application.</p> <p>The maximum number of active calls in Find Me/Follow is now configurable. If the number is set to 1 then only one active call will be possible and the next call will go to voice mail. If that number is >1 then the next call will ring the Find Me/Follow phones which are not on a call.</p> <p>Added option for the Auto Attendant Customized Scenario to download the generated script in VXML format.</p> <p>The Call Recording feature is improved to also allow recording for pass-through calls.</p> <p>Added capability to activate Voicemail profile based on caller id and presence state.</p> <p>PnP and auto configuration support for new IP phones: snom 720, snom 760, Yealink SIP T32G, Yealink SIP T38G, Yealink VP 530.</p> <p>The Zero-Out redirection in the Call Queue settings is modified with a new option to redirect the call to the Voice Mail of the extension, or to another destination.</p> <p>LDAP support for Yealink IP phones.</p>
5.3.3	<p>The Add Multiple Extensions feature is improved which allows the assignment of the IP Lines to be selected when configuring multiple extensions.</p> <p>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.</p>
5.3.2	<p>The Call Park feature has been expanded with a Directed Call Park method. This allows users to define the call park extension they wish to park the call on. There are two methods available: 1) Hold the current call, and then dial the call park extension number; 2) Assign the call park extension to a key on the phone and then, just press the key during an active call.</p> <p>New Call Intercept feature. A new feature code has been added allowing users to dial *94 followed by the extension number to intercept an inbound call on another extension.</p> <p>IP Phone Key Assignment Templates are now available to define a set of extensions mapped to keys on IP phones. These templates can be used for multiple IP phones to streamline installation and configuration of multiple phones.</p> <p>The Find Me/Follow Me announcement message is now customizable. Users can remove the message, use the default, define a new recording or use music on hold.</p> <p>Added the option to review and modify the system default Find Me/Follow Me welcome message like other universal extension messages using the admin *75 feature code on the phone.</p> <p>Added the option to review and modify the user's personal Find Me/Follow Me welcome message like other personal greeting messages using the extensions *0 feature code on the phone.</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> <p>The CDR database has been improved adding archiving up to 30 days. Additionally, CDR uploading redundancy mechanisms are added to ensure records are not getting lost during CDR server downtime or network outage.</p> <p>The maximum number of stored CDRs has been increased from 1000 to 3000</p> <p>Statistics gathered from the ACD feature and Find Me/Follow Me have been improved for greater visibility of call flow.</p>

Release	New Features
	<p>A few new options have been added to the GUI based Auto Attendant IVR builder integrated into the Quadro IP PBXs. Repeated message play count, repeated message timeout duration and timeout after welcome message options are now included in the AA IVR builder tool.</p> <p>Auto configuration support for new IP phones: Snom m9, Panasonic KX-TGP550T04, KX-UT123-B, KX-UT136-B, Audiocodes 320HD and 310HD.</p> <p>A new option to use RTP streaming channel or alternatively, the input from the Audio Line IN jack for playing Hold Music is added to the "Universal Extension Recordings" configuration page. This allows using an external RTP or analog source as default Hold Music for all extensions.</p> <p>Intercom settings are improved. Now it will be possible to define whether the phone should make a sound when Intercom is activated. The default is silence.</p> <p>Call conferencing features are enhanced regarding the Moderator Rights Management, conference call terminations options, and the conference statistics.</p> <p>Added support for T.38 faxing on IP lines for use on devices such as an ATA for faxing.</p> <p>The Maximum recording count option has been restored back in the Recording Box Settings.</p> <p>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.</p>
5.2.49	<p>PnP and auto configuration support for Grandstream GXP1400/1405/1450/2100/2110 IP phones</p> <p>Basic auto configuration support for Polycom KIRK Wireless server 6000 IP phone</p>
5.2.47	<p>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.</p> <p>Auto Attendant Customized builder to create Interactive Voice Response (IVR) scenarios from the Quadro GUI.</p> <p>Support for the new Epygi Auto Dialer application (with a license key).</p> <p>TDVC and H.263+ codecs support.</p> <p>Language pack support for Polycom IP phones. Polycom phones change the GUI to the installed custom language.</p> <p>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.</p> <p>The Administrator password for phones is added as an item in the security audit.</p> <p>Auto configuration support for Cisco SPA303, SPA501G, SPA509G, SPA525G2 phones.</p> <p>PnP and auto configuration support for Grandstream GXP2120 and GXV3175 phones.</p> <p>PnP support for Grandstream GXV3140 video phone</p> <p>PnP and auto configuration support for Yealink VP-2009P model flavor.</p> <p>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.</p>
5.2.40	<p>Support for Video Conferencing (with a license key)</p> <p>PnP support for Grandstream GXV3140 video phone</p>
5.2.26	<p>New Quadro System Security Management page added with security diagnostics and a security audit</p> <p>Secure system mail allowing to work with TLS or SSL mail servers</p>

Release	New Features
	<p>A new option in Call Routing - Local AAA Table: Authentication by PIN code</p> <p>Possibility to enable/disable TLS functionality for IP Lines and extensions</p> <p>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.</p> <p>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.</p> <p>PnP and auto configuration support for snom 821</p> <p>PnP and auto configuration support for Aastra 6739i phone</p> <p>Auto configuration support for Grandstream GXV3140 video phone</p> <p>PnP and auto configuration support for Yealink VP-2009 video phone</p> <p>Auto configuration support for snom PA1 paging system</p> <p>Polycom KIRK Wireless server 300 phone support</p> <p>Call recording soft button implementation for Polycom phones</p> <p>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.</p> <p>Viewing the Call Statistics on the Quadro GUI has been updated to select the number of records per page</p> <p>Audio-out line support for paging on the QuadroM 8L/26x/12Li/26xi</p> <p>Added the "Audio Line In" option in the "Play Background Music" under the ACD group settings</p>
5.2.11	
5.2.7	<p>Maximum number of IP lines is 96. 32 IP lines are available by default, and two packs of 32 IP lines each to expand.</p> <p>Full support for Secure RTP (SRTP) to encrypt voice packets.</p> <p>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.</p> <p>HD codecs such as G.722 and G.722.1 are now supported in pass-through mode.</p> <p>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 <code>generalconfig.cgi</code>.</p> <p>Security enhancement. Protection against certain SIP DoS attacks has been added by enabling the "SIP IDS" feature in the hidden menu <code>generalconfig.cgi</code>. Enabling this option will automatically block malicious IPs in the firewall.</p> <p>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.</p> <p>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.</p> <p>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.</p>

Release	New Features
	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".
	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.

Release	New Features
	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).
	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.

Release	New Features
	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.
	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.

Release	New Features
	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.
	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.

Release	New Features
	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.
	Automatic backup and download of Quadro configuration.
	OCM 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.

5.3.12	Call statistics archive mechanism improved to support fast and accurate loading. The maximum number of records in a page is limited to 500. Added "Clear all Records" button. Archiving should run if the maximum record count – 3 000 is reached even if the method of collecting is set to "Archive by time interval".
	All preconfigured functions have been removed from Aastras' Programmable Keys Configuration.
	Improved the voice message played when collecting the user logs using feature code *82
	Improved the voice message played when user marks the call using feature code *81
5.3.3	The timeout for the directed Call Park method is changed from two seconds to five seconds. To park a call, put the call on Hold and dial the Call Park extension number. This needs to be done within the five second timeout. If the five second timeout is exceeded, then the Quadro will consider it as an attempt for retrieving the parked call. Once the call is parked, it can also be retrieved by dialing the same Call Park extension.
	New FW recommendations for snom phones.
	Some of the system voice messages are improved.
5.3.2	Added the option to delete the uploaded global speed dialing directory
	Added Kebu.it as a new carrier to the VoIP Carrier Wizard list
	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.
5.2.49	New FW recommendations for snom, Grandstream and Polycom phones.
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-preferred 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.
5.2.40	The "3pcc/Click2Dial Login Allowed" checkbox is available when editing multiple extensions at the same time.
	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
5.2.26	The Skype service is added in the VoIP Carrier list
	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 DSO 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 5.3.3:

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.
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.
An issue with adding audio files for ACD custom scenario 16817	
D:	Scenario: - add an audio file with special characters in name (with slashes, dashes, brackets, etc.) for Custom Queue Messages in the ACD Customize queue scenario ; - The added file is shown as normally uploaded on the GUI.
C:	Actually the newly added file isn't being uploaded in the system. So the callers to ACD with Customize Queue Scenario will hear nothing for that message.
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:	
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
An issue with "Call to the number dialed" action in Auto Attendant Customized Scenario 17510	
D:	Customized Scenario with settings: - Both Welcome and Recurring messages are configured for Customized Scenario; - The User Input is configured with "Any input other than in the list above" with action "Call to the number dialed".
C:	This scenario doesn't work if the number is dialing during welcome message play. The call just dropped in this case. This problem concerns both menu and submenus.

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: <ol style="list-style-type: none"> 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: <ol style="list-style-type: none"> 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: <ol style="list-style-type: none"> 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:	
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: <ol style="list-style-type: none"> 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 these 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.
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.
Fix:	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:	
Fix:	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.
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:	
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 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.
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 the snom phone doesn't activate the intercom but continuously ring the phone.
C:	As a result, if the calling phone is configured as a 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 snom phone doesn't allow multiple call park/retrieve 17340	
D:	Upon successful call park/retrieve on snom the call couldn't be parked again.
C:	
Fix:	Will be fixed in some future FW release for snom.
Call which is done after Call Relay(*2) on auto attendant isn't shown in call statistics 17404	
D:	Only the call to attendant is shown in the call statistics. The call leg after call relay is missing in the call statistics in case if the external caller is terminating the call first.
C:	
Fix:	Use feature code *1 instead of *2 for call relay. Will be fixed in the next releases.
Shared Mailbox watching 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.
An issue with "Automatically attach to IP Line" option in the "Add Multiple Extensions" feature 17529	
D:	When "Start From the SIP User Name" field is empty, after generating multiple extensions IP lines are not attached to the extensions.
C:	
Fix:	Fill in the "Start From the SIP User Name" field before generating multiple extensions. Will be fixed in the next releases.
New voice mail indication doesn't work on snom 3xx and 8xx IP phones 17538	
D:	
C:	
Fix:	Will be fixed in the next releases.
Quadro Public Directory doesn't work on Aastra and snom IP phones 17298	
D:	When pressing the directory hard button on Aastra and snom phones, it brings an empty list. The number of items in this blank list is equal to the number of extensions configured to "Show on public directory". Pressing the Dial on each item just does nothing.
C:	
Fix:	Will be fixed in the next releases.
A problem with IP Phones configuration when the WAN interface is selected as PPPoE or PPTP 17545	
D:	IP Phones would not be auto configured/Plug and Played properly if the Quadro WAN interface is set to PPPoE or PPTP.
C:	
Fix:	Use the Ethernet option when configuring IP phones. 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 Quadro SW requirements for upgrading to 5.3

Attention: The software upgrade to 5.3 can **ONLY** be done from 5.2.47 and higher 5.2 versions. Before updating to 5.3 the unit should be updated to 5.2.47 or higher 5.2 version first.

7.3 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:

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. Is there a Compact Flash memory card installed?
 - Yes - No further action is required
 - No - 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.

Attention: Always power down the Quadro before inserting/removing any Compact Flash card. The largest recommended Compact Flash card is 8mb.

7.4 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