Release Note QX20/QX500 6.1.46 Edition 1

1 Introduction

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

QX20/QX500 firmware 6.1.46 Date: April 05, 2017

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

Date: April 05, 2017

2 Requirements

2.1 Hardware Requirements

- The firmware (FW) can be used on QX20 and QX500 models only.
- The model name is written on the front plate of the unit; the unit number is on the bottom label.

2.2 Firmware Requirements

Attention: The firmware upgrade to **6.1.46** can **ONLY** be done from 6.1.41 and higher versions.

2.3 Supported IP Phones

Listed below are the Epygi Supported IP phones with the corresponding software (firmware) versions that are tested and recommended for use with QX20/QX500 FW 6.1.46. All the phones in this list can be automatically configured to work with QX20/QX500 FW 6.1.46.

Note:

- QX20/QX500 FW 6.1.46 supports also the Plug-and-Play (PnP) option for most IP phones. The configuration options for each specific IP phone are described in detail in the Configuring Epygi Supported IP Phones guide.
- Any known issues and limitations regarding the usage of the QX20/QX500 FW 6.1.46 telephony services and features for each IP phone described in detail in the QX IP PBX Features on Epygi Supported IP Phones guide.

Vendor	Model	SW/FW Version	PnP Support
Akuvox	SP-R53P	53.0.1.23	Yes
Alcatel	IP2015 (IP15)	1.0.7A-0	No
Alcatel	Temporis IP100	1.0.6A-0	No
Alcatel	Temporis IP150	1.0.6A-0	No
Alcatel	Temporis IP200	13.60.0.89	Yes
Alcatel	Temporis IP300	1.0.7B-0	No
Alcatel	Temporis IP600	14.60.0.89	Yes
Alcatel	Temporis IP700G	1.0.7A-0	No
Alcatel	Temporis IP800	15.60.0.89	Yes
AudioCodes	310HD	1.6.0_build_37	No
AudioCodes	320HD	1.6.0_build_37	No
Cisco	SPA303	7.4.9c	Yes
Cisco	SPA501G	7.4.9c	Yes
Cisco	SPA509G	7.4.9c	Yes
Cisco	SPA525G2	7.4.9c	Yes
Fanvil	C58/C58P	2.3.233.129	No
Fanvil	C62/C62P	2.3.235.128	No
Fanvil	C400	11.20.12.2.B	No
Fanvil	C600	11.20.12.2.B	No
Fanvil	F52/F52P	2.3.123.78	No
Fanvil	X3/X3P	1.3.511.1821	Yes
Fanvil	X4/X4G	2.0.2.2830	Yes

Vendor	Model	SW/FW Version	PnP Support
Fanvil	X5/X5G	1.3.511.1821	Yes
Grandstream	GXP1100	1.0.8.6	Yes
Grandstream	GXP1105	1.0.8.6	Yes
Grandstream	GXP1160	1.0.8.6	Yes
Grandstream	GXP1165	1.0.8.6	Yes
Grandstream	GXP1400	1.0.8.6	Yes
Grandstream	GXP1405	1.0.8.6	Yes
Grandstream	GXP1450	1.0.8.6	Yes
Grandstream	GXP1610	1.0.2.27	No
Grandstream	GXP1620/GXP1625	1.0.2.27	No
Grandstream	GXP2100	1.0.8.6	Yes
Grandstream	GXP2110	1.0.8.6	Yes
Grandstream	GXP2120	1.0.8.6	Yes
Grandstream	GXP2124	1.0.8.6	Yes
Grandstream	GXP2130	1.0.5.23	Yes
Grandstream	GXP2140	1.0.5.23	Yes
Grandstream	GXP2160	1.0.5.23	Yes
Grandstream	GXP2200	1.0.3.27	Yes
Grandstream	GXV3140	1.0.7.80	Yes
Grandstream	GXV3175	1.0.3.76	Yes
Grandstream	GXV3240	1.0.3.62	Yes
Grandstream	GXV3275	1.0.3.62	Yes
Mitel (Aastra)	6730	3.3.1.4305-SIP	Yes
Mitel (Aastra)	6731	3.3.1.4305-SIP	Yes
Mitel (Aastra)	6735	3.3.1.8140-SIP	Yes
Mitel (Aastra)	6737	3.3.1.8140-SIP	Yes
Mitel (Aastra)	6739	3.3.1.4305-SIP	Yes
Mitel (Aastra)	6753	3.3.1.4305-SIP	Yes
Mitel (Aastra)	6755	3.3.1.4305-SIP	Yes
Mitel (Aastra)	6757	3.3.1.4305-SIP	Yes
Mitel	6863	4.0.0.92-SIP	Yes
Mitel	6865	4.0.0.92-SIP	Yes
Mitel	6867	4.0.0.92-SIP	Yes
Mitel (Aastra)	9143	3.3.1.4305-SIP	Yes
Mitel (Aastra)	9480	3.3.1.4305-SIP	Yes
Panasonic	KX-TGP550T04	12.17	No
Panasonic	KX-UT123	01.061	No
Panasonic	KX-UT123NE	01.221	No
Panasonic	KX-UT136	01.061	No
Polycom	SoundPoint IP 330SIP	3.3.5.0247	Yes
Polycom	SoundPoint IP 331SIP	3.3.5.0247	Yes
Polycom	SoundPoint IP 335SIP	3.3.5.0247	Yes
Polycom	SoundPoint IP 450SIP	3.3.5.0247	Yes
Polycom	SoundPoint IP 550SIP	3.3.5.0247	Yes
Polycom	SoundPoint IP 650SIP	3.3.5.0247	Yes
Polycom	SoundPoint IP 670SIP	3.3.5.0247	Yes
Polycom	SoundStation IP 5000	3.3.5.0247	Yes
Polycom	SoundStation IP 6000	3.3.5.0247	Yes

Vendor	Model	SW/FW Version	PnP Support
Polycom	VVX 1500	3.3.5.0247	Yes
Polycom	VVX 300/310	4.1.7.1210	Yes
Polycom	VVX 400/410	4.1.7.1210	No
Polycom	VVX 500	4.1.7.1210	No
Polycom	VVX 600	4.1.7.1210	Yes
QOSIP	Q7104/Q7204	1.0.3.98	No
snom	300	8.4.35	Yes
snom	320	8.4.35	Yes
snom	360	8.4.35	Yes
snom	370	8.7.5.35	Yes
snom	720	8.7.5.35	Yes
snom	760	8.7.5.35	Yes
snom	821	8.7.5.35	Yes
snom	870	8.7.5.35	Yes
snom	D345	8.9.3.35	Yes
snom	D375	8.9.3.35	Yes
snom	D710/710	8.7.5.35	Yes
snom	D715/715	8.7.5.35	Yes
snom	D725	8.7.5.35	Yes
snom	D765	8.7.5.35	Yes
snom	m9	9.4.7	Yes
snom	MeetingPoint	8.7.5.35	Yes
snom	M700 (M85/M65/M25)	03.24.0007	Yes
Spectralink	KIRK Wireless Server 300	PCS14C_	No
Spectralink	KIRK Wireless Server 6000	PCS14C_	No
VTech	ErisStation VCS754	1.1.4.0-0	No
VTech	ErisTerminal VSP600 (VSP601)	1.1.4.1-0	No
VTech	ErisTerminal VSP715	1.1.4.0-0	No
VTech	ErisTerminal VSP725	1.1.4.0-0	No
VTech	ErisTerminal VSP726	2.0.3.2-0	Yes
VTech	ErisTerminal VSP735	1.1.4.0-0	No
VTech	ErisTerminal VSP736	2.0.3.2-0	Yes
Yealink	CP860	37.80.0.30	Yes
Yealink	SIP-T19P	31.72.0.1	Yes
Yealink	SIP-T19P E2	53.81.0.25	Yes
Yealink	SIP-T20P	9.72.0.1	Yes
Yealink	SIP-T21P	34.72.0.1	Yes
Yealink	SIP-T21P E2	52.81.0.25	Yes
Yealink	SIP-T22P	7.72.0.1	Yes
Yealink	SIP-T23G(P)	44.81.0.25	Yes
Yealink	SIP-T26P	6.72.0.1	Yes
Yealink	SIP-T27G	69.81.0.25	Yes
Yealink	SIP-T27P	45.81.0.25	Yes
Yealink	SIP-T28P	2.72.0.1	Yes
Yealink	SIP-T29G	46.81.0.25	Yes
Yealink	SIP-T32G	32.70.0.130	Yes
Yealink	SIP-T38G	38.70.0.125	Yes
Yealink	SIP-T40P	54.81.0.25	Yes

Vendor	Model	SW/FW Version	PnP Support
Yealink	SIP-T41P	36.81.0.25	Yes
Yealink	SIP-T41S	66.81.0.25	Yes
Yealink	SIP-T42G	29.81.0.25	Yes
Yealink	SIP-T42S	66.81.0.25	Yes
Yealink	SIP-T46G	28.81.0.25	Yes
Yealink	SIP-T46S	66.81.0.25	Yes
Yealink	SIP-T48G	35.81.0.25	Yes
Yealink	SIP-T48S	66.81.0.25	Yes
Yealink	SIP VP-T49G	51.80.0.100	Yes
Yealink	VP-530	23.70.0.40	Yes
Yealink	W52P	25.30.0.20	Yes

2.4 Interaction with Other Epygi Software Releases

Use the latest SW and FW versions for other Epygi products to achieve maximum compatibility with **QX20/QX500 FW 6.1.46**:

- **QXISDN4**, **QXE1T1** or **QXFXO4** gateways used in the shared mode should have FW 6.1.17 or higher.

- **QXFXS24** should have FW 6.1.40 or higher for PnP configuration.

- **Auto Dialer** SW 1.0.11 or higher should be used.

- **Desktop Communication Console** (DCC) SW 1.18 or higher should be used.

- **iQall** (IOS application) version 1.1.0 and **iQall** (Android application) version 1.0.4 or higher should be used.

- **Epygi Hotel Console (EHC)** SW 1.0.7 or higher should be used.

- **Epygi Media Streamer (EMS)** SW 2.4 or higher should be used.

- **HotCall Add-In** SW 2.5 or higher should be used.

- **HotKeyCall** SW 1.14 or higher should be used.

- **Bulk User Extensions Importer Tool** version 1.0.16 or higher should be used.

- **QX-Quadro Configuration Console** (QCC) SW 2.3 or higher should be used.

- **CallControl Pack** SW 5.8.0 or higher should be used.

- To use QX20/QX500 FW 6.1.46 with a **3PCC** or **Click2Dial** application, the **3pcc/Click2Dial Access Allowed** checkbox should be enabled for each extension using this feature.

Important Note: The **ACD, EAC, EHC** and **Auto Dialer** features are available on **QX500** only.

3 New Features

The table below indicates a high-level list of new features that have been added beginning with the most recent QX20/QX500 FW release.

Release	New Features
6.1.46	
6.1.45	Added PnP and auto configuration support for new **Yealink SIP-T27G, SIP-T41S**, **SIP-T42S**, **SIP-T46S** and **SIP-T48S** IP phones.
	Added new **Media Streamer** service allowing to upload and stream uploaded audio files to the RTP destinations from the QX20/QX500.
	Added "**Firmware Version Control**" support for Yealink phones to upgrade or downgrade the phones to the Epygi recommended firmware version.
	Call Recording feature enhancements: • Improved wildcard character support for the **Call Recording** rules. • Added support to move the call recording entry up/down by keeping the checkbox selected.
	Added support allowing to **Restrict Simultaneous Calls** for "**SIP**" call types.
	GUI improvements and enhancements in the **Extensions Management** page.
	GUI enhancements on the **Menu** bar: • Added device's current Date/Time. • Added device's hostname.
	General improvements and enhancements in the **SIP TLS certificate**.
6.1.41	

4 Changed Features

The table below provides a high-level list of changed features that have been changed beginning with the most recent QX20/QX500 FW release.

Release	Changed Features
6.1.46	
6.1.45	The recommended FW versions have been changed for some **Yealink** phones. For **CP860** from 37.80.0.10 to 37.80.0.30, for **T19 E2** from 53.80.0.130 to 53.81.0.25, for **T21 E2** from 52.80.0.130 to 52.81.0.25, for **T23G** from 44.80.0.130 to 44.81.0.25, for **T27P** from 45.80.0.130 to 45.81.0.25, for **T29G** from 46.80.0.130 to 46.81.0.25, for **T40P** from 54.80.0.130 to 54.81.0.25, for **T41P** from 36.80.0.130 to 36.81.0.25, for **T42G** from 29.80.0.130 to 29.81.0.25, for **T46G** from 28.80.0.130 to 28.81.0.25 and for **T48G** from 35.80.0.130 to 35.81.0.25.
6.1.41	

5 Fixed Issues

Issues fixed since version 6.1.45:

T: Title
D: Description

19904	T:	The codec information isn't shown correctly in the Call History – RTP Statistics page for calls with G726 codec
	D:	

6 Known Issues

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

19894	T:	Automatic "Daylight Saving Time" doesn't work on Fanvil IP phones
	D:	
	C:	
	Fix:	Workaround: Create an IP Phone Template for Fanvil phones, select the "**manual**" option for "**Daylight Saving Time**". Attach this template to the IP lines for Fanvil phones. Will be fixed in future release by Fanvil.
19805	T:	The BLF indication (for programmable keys) on snom phones is switched off after the subscription timeout expires, regardless of the actual state of the BLF event
	D:	The issue appears on snom 3xx, 7xx, D7xx, 8xx series and MeetingPoint running **8.7.5.35** firmware version.
	C:	
	Fix:	Workaround: The issue is solved in snom 8.7.5.44 beta firmware.
19804	T:	Auto attendant hangs and stops responding when pressing a digit during the announcement message playing in custom scenario
	D:	
	C:	
	Fix:	Workaround: Disconnect the call and dial again. Will be fixed in future release.
19537	T:	ACD call recordings cannot be played from EAC when using the Mozilla Firefox browser
	D:	The Mozilla Firefox browser doesn't have native support for ".**wav**" audio format.
	C:	When you click **Play** instead of playing the recording, it will be downloaded.
	Fix:	Workaround: Install corresponding add-ons or use other browser (Chrome, Edge, etc.).
19463	T:	3-way conference doesn't work on Grandstream GXP1100 and GXP1105 IP phones in a specific scenario
	D:	3-way call conference cannot be established on Grandstream GXP1100 or GXP1105 phones when they receive a call.
	C:	
	Fix:	Workaround: Login into WEB GUI of the phone and assign 3-way conference key as a MPK. Use this key to initiate 3-way call conference when the phone is already in the active call. Will be fixed in future release.
19446	T:	After changing QX LAN IP configuration, the phones configured from LAN side lose registration
	D:	After changing QX LAN IP configuration (changing the network part of the IP address) the system doesn't reboot phones automatically.
	C:	IP phones lost registration.
	Fix:	Workaround: Reboot phones manually. Will be fixed in future release.

19329	T:	Outgoing calls through default PSTN routing rule cannot be established in a specific scenario
	D:	**Scenario:** QX E1T1 connected with QX IP PBX in share mode. After adding the PSTN access code from System Configuration Wizard on QX IP PBX, the default (**9?*** or **0?***) routing rule isn't added in **QX E1T1's** Call Routing Table.
	C:	Outgoing calls through the default (**9?*** or **0?***) routing rule cannot be established.
	Fix:	Workaround: Reboot QX E1T1 to resolve this issue. Will be fixed in future release.
18839	T:	It's not possible to park a call twice to the same call park extension by using programmable key on Yealink T32G and T38G
	D:	Upon successful call park/pick up the second attempt to park the call, using the park ext. programmable key fails. The problem is happening only if you park the call to the same park extension (by pressing Call Park key).
	C:	
	Fix:	Workaround: Park the call to different call park extension.
18577	T:	The voice traffic is not encrypted when using IPSec connection between two QX devices
	D:	
	C:	
	Fix:	Will be fixed in the next release.
18549	T:	Could not dial out (*1) or use any other moderator feature while welcome message has been playing
	D:	Could not dial out (***1**) or use other moderator features while welcome message has been playing. You should listen to the whole welcome message first, after that use moderator features. It is recommended to keep the welcome message to a short duration.
	C:	
	Fix:	Will be fixed in future release.
18548	T:	Part of conference recording is lost after recording pause/resume
	D:	When pausing the conference recording and then resuming it again, the final recording contains only the part after resuming.
	C:	
	Fix:	Will be fixed in future release.
18397	T:	After changing the Time/Date Settings manually, it takes you to the QX login page
	D:	
	C:	
	Fix:	Will be fixed in future release.
17404	T:	Calls which are done using Call Relay (*2) on the auto attendant are not shown in Call History
	D:	Only the call to attendant is shown in the call history. The call leg after call relay is missing in the call history in case if the caller is terminating the call first.
	C:	
	Fix:	Workaround: Use feature code ***1** instead of ***2** for call relay. Will be fixed in future release.
16683	T:	Find Me / Follow Me does not work for incoming Secure RTP call
	D:	Though the call came with SRTP option the FM/FM is making unsecure calls.
	C:	As a result, the call is not established.
	Fix:	Will be fixed in future release.

16635	T:	**Shared Mailbox watching does not work when using Allow access to Shared Mailbox for enabled extensions option in Many Extension Ringing configuration**
	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 on **IP Lines→MPK** page.
	Fix:	Workaround: Use the **Shared Mailbox: Edit Voice Mailbox Access List** link in the Voice Mailbox Settings for extension. Will be fixed in future release.
16533	T:	**A problem with incoming Secure RTP call in a specific scenario**
	D:	When incoming Secure RTP call is connecting to the destination via Call Routing table, QX200 always tries to connect it as an unsecure call and the call is being dropped due to the media parameters incompatibility.
	C:	
	Fix:	Will be fixed in future release.
15942	T:	**It is not possible to pick up (via pickup group) the call to extension with FM/FM enabled**
	D:	
	C:	
	Fix:	Will be fixed in future release.

7 General Hints

7.1 Technical Advisory

- When using **Call Recording** and/or **ACD** features on the QX20/QX500 it is advisable to use a micro SD memory card to expand the system memory. Currently, the recommended micro SD card's largest capacity is **64** GB.

- Always power down the QX20/QX500 before inserting/removing micro SD memory card.

- Some system information (Call History, Conference History and Pending Events) will be lost when QX20/QX500 is powered down. You may maximum lose the portion of the above-mentioned system information, which occurred during last hour before the QX is powered down. It's recommended to enable **Call History – Archiving** to minimize the loss of Call History.

7.2 Firmware Update

It is recommended to execute the update by downloading the firmware first to a PC located in the LAN side of the QX20/QX500 and perform the firmware update from the LAN side. This is to ensure that the Internet connection will not affect the upgrade process.

Attention: It is recommended to back up the configuration for **emergency purposes** prior to upgrading the firmware. You can do that from **Maintenance→Backup/Restore→Backup and download current Configuration** page. The current configuration will remain after the firmware update. Moreover, voice mails, call recordings, all custom messages and call history will be saved during the upgrade.

To perform the manual firmware update:

1. Go to the **Maintenance→Firmware→Manual Firmware Update** page.
2. Click the **Download Configuration** link to back up the current configuration (recommended).
3. Click the **Choose File** button to browse for **image.bin** file.
4. Click **Save** to start uploading the file.
5. Click **Yes** to proceed the firmware upgrade.

Note: The update process takes about 5 minutes. Normal operation will be stopped during that time.

7.3 Limitations and Restrictions

- The memory used by **Network Capture** hidden page is limited to **12** MB. This will put a limitation on the duration of captured file.

- The capture duration is limited to **160** seconds in **DSP Capture** hidden page.

- The **Call Capture** duration is limited to **160** seconds.

- In case if **voice mail recording codec** is other than **PCMU**, the maximum length of VM sent by email is limited to three minutes.

- The number of **VMs in the mailbox** for an extension is limited to **300**.

- **Use Session Timer** in IP Line Settings is deselected by default.