



Release Note QX20/QX500 6.1.50 Edition 1

THIS DOCUMENT CONTAINS CONFIDENTIAL AND PROPRIETARY INFORMATION OWNED BY EPYGI TECHNOLOGIES, LTD. ANY COPYING, USE OR DISCLOSURE OF THE DOCUMENT OR THE INFORMATION CONTAINED HEREIN WITHOUT THE WRITTEN PERMISSION OF EPYGI TECHNOLOGIES, LTD. IS STRICTLY PROHIBITED.

THIS DOCUMENT IS PROVIDED TO YOU FOR INFORMATIONAL PURPOSES ONLY. The information furnished in this document, believed by Epygi Technologies to be accurate as of the date of publication, is subject to change without notice. Epygi Technologies assumes no responsibility for any errors or omissions in this document and shall have no obligation to you as a result of having made this document available to you or based upon the information it contains.

Epygi, Quadro and QX are registered trademarks of Epygi Technologies, LTD. All other products and services are the registered trademarks of their respective holders.

1 Introduction

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

QX20/QX500 firmware 6.1.50 Date: June 14, 2017

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

Date: June 16, 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 6.1.50 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 6.1.50. All the phones in this list can be automatically configured to work with QX20/QX500 FW 6.1.50.

Note:

- QX20/QX500 FW 6.1.50 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 6.1.50 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
Fanvil	X5/X5G	1.3.511.1821	Yes
Grandstream	GXP1100	1.0.8.6	Yes
Grandstream	GXP1105	1.0.8.6	Yes

Vendor	Model	SW/FW Version	PnP Support
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	GXP1615/1610	1.0.4.55	Yes
Grandstream	GXP1625/1620	1.0.4.55	Yes
Grandstream	GXP1628	1.0.4.55	Yes
Grandstream	GXP1630	1.0.4.55	Yes
Grandstream	GXP1760	1.0.0.48	No
Grandstream	GXP1782/1780	1.0.0.48	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	1.0.7.99	Yes
Grandstream	GXP2135	1.0.7.99	Yes
Grandstream	GXP2140	1.0.7.99	Yes
Grandstream	GXP2160	1.0.7.99	Yes
Grandstream	GXP2170	1.0.7.99	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 (Aastra)	9143	3.3.1.4305-SIP	Yes
Mitel (Aastra)	9480	3.3.1.4305-SIP	Yes
Mitel	6863	4.2.0.2023-SIP	Yes
Mitel	6865	4.2.0.2023-SIP	Yes
Mitel	6867	4.2.0.2023-SIP	Yes
Mitel	6869	4.2.0.2023-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	WX 1500	3.3.5.0247	Yes
Polycom	WX 300/310	4.1.7.1210	Yes
Polycom	WX 400/410	4.1.7.1210	No
Polycom	WX 500	4.1.7.1210	No
Polycom	WX 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
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

Vendor	Model	SW/FW Version	PnP Support
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 6.1.50:

- 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 1.0.17 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 6.1.50 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
6.1.50	Added PnP and auto configuration support for the new Grandstream GXP1615, GXP1628, GXP1630, GXP2135 and GXP2170 IP phones.
	Added auto configuration support for the new Grandstream GXP1760 and GXP1782/1780 , IP phones.
	Added PnP support for the Grandstream GXP1610 and GXP1625/1620 IP phones.
	Added PnP and auto configuration support for the new Mitel 6869 IP phone.
	Added support for the new Calling Cost Control licensable feature. This feature allows to limit and control the cost of calls through the routing rules. The following changes are done concerning mainly the Extensions Settings and the Call Routing . <ul style="list-style-type: none"> You can assign a credit amount for each specific extension for making calls through the "payable" routing rules. It allows to configure and use "payable" call routing rules to be used only by extensions with a calling credit assigned. The overall calling costs for "payable" routing rules are calculated and reported in the call history.
	Configuration Management enhancements <ul style="list-style-type: none"> Added a new option to allow the EAC data to be backed up and saved along with the system configuration and voice data. The EAC data includes the EAC Chat database, Agents' Status and Call Statistics. Added a new service to restore the system configuration and voice data together with the EAC data. Note: The current EAC data with system configuration will be overwritten after configuration restore.
	Added a new Click to Dial & Announce feature allowing the Dial & Announce service to be activated on the QX extensions by using the 3PCC Request URI method from a WEB browser.
	Added the SSH FTP (SFTP) support, which allows to send the configuration backup files to an FTP server using the secure FTP connection.
	Added a new " Archive Now " option on the Call History – Archiving Settings page, allowing to archive immediately the available data.
	Added new Reporting types in EAC: CDRs by Agent, by Queue, by Date and CDRs by Queue, by Agent, by Date .
Added the new " Enable VLAN Tagging " option. This option is used to enable/disable setting the VLAN ID and priority for IP phones. Note: The provided IP address will always be from the VLAN network.	
The Client Code Identification option can be activated and used by other billing systems as well as it is done for RADIUS server.	
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.

Release	New Features
	<p>Call Recording feature enhancements:</p> <ul style="list-style-type: none"> • Improved wildcard character support for the Call Recording rules. • Added support to move the call recording entry up/down by keeping the checkbox selected. <p>Added support allowing to Restrict Simultaneous Calls for "SIP" call types.</p> <p>GUI improvements and enhancements in the Extensions Management page.</p> <p>GUI enhancements on the Menu bar:</p> <ul style="list-style-type: none"> • Added device's current Date/Time. • Added device's hostname. <p>General improvements and enhancements in the SIP TLS certificate.</p>
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
6.1.50	The recommended FW versions have been changed for some Grandstream IP phones. For GXP1610 and GXP1625/1620 from 1.0.2.27 to 1.0.4.55, for GXP2130 , GXP2140 and GXP2160 from 1.0.5.23 to 1.0.7.99.
	The recommended FW versions have been changed for Mitel IP phones. For 6863 , 6865 and 6867 from 4.0.0.92-SIP to 4.2.0.2023-SIP.
	The maximum number of Watched Extensions for DCC Pro has been increased: for QX20 from 30 to 32, for QX50 and QXISDN4+ from 30 to 50, for QX200 from 100 to 200, for QX500 and QX2000 from 100 to 300.
	The HTML5 Date/Time picker is implemented for Date/Time selection.
	The backup configuration filename format has been updated and will include the installed firmware version of the QX: config_[Hostname]_[Firmware Version]_[Date/Time].bin
	Added option allowing to display Media Streamer's allocated and used memory space on the Status→System Status→Memory page.
	Added new option allowing to select and change Schedule State from WEB GUI.
	The Network Capture page has been moved to Maintenance→Diagnostics→Network Capture page.
	GUI Enhancements for Call Routing Table .
GUI Enhancements on the Setup→Licensed Features page.	
GUI Enhancements for IP Phone Templates .	
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 6.1.46:

T: Title

D: Description

19931	T:	The selected Tracing / Debug options aren't disabled, when you check off the "Tracing / Debug Options" from the Destination Call Type section
	D:	
19922	T:	Address update (modification) of the "Caller ID based Services" for new entries doesn't work properly
	D:	
19921	T:	The expiration/renewal isn't calculated correctly for the "Overall Call Duration Limit" service
	D:	
19916	T:	Disabling FM/FM service in Caller ID based services for additionally added address, disables whole 3PCC (FM/FM, Dial&Announce) services of that extension
	D:	
19910	T:	Unable to add working time intervals for Sundays in Schedule configuration
	D:	
19902	T:	The "Firmware version control" service doesn't work on Mitel (Aastra) 6757, 9480 and Aastra 6757iCT, 480iCT IP phones
	D:	
19893	T:	The Date/Time is not displayed correctly on the Menu bar, when you change the timezone or manually set the Date/Time on the device
	D:	
19872	T:	Unable to change ACD Agent's status when the agent makes call to its own or another ACD Queue
	D:	
19804	T:	Auto attendant hangs and stops responding when pressing a digit during the announcement message playing in custom scenario
	D:	
18863	T:	The "Symmetric RTP" option doesn't work after retrieving the parked call, which was parked from the same remote phone
	D:	
18397	T:	When you change the Date/Time on the QX, the WEB GUI session will be automatically terminated and you will be logged out.
	D:	
17993	T:	Voice Mail notifications are sent even after disabling the corresponding "Send new Voice Mail notifications ..." option
	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

19947	T:	Unable to park calls using "Call Park" MPK on Yealink SIP-T40P IP phone
	D:	
	C:	
	Fix:	Workaround: Use direct call park. Press Tran softkey during an active call. The call will be put on hold. Dial Park Extension number and press # to park the call. Will be fixed in future release.
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 **Network Capture** size is limited to **24 MB**. This will put a limitation on the duration of captured file.
- The **Call Capture** duration is limited to **160 seconds**.
- The capture duration is limited to **160 seconds** in **DSP Capture** hidden page.
- 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.