



Release Note QX50/QX200 6.0.13 Edition 1

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1 Introduction

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

QX50/QX200 software 6.0.13 Date: March 5, 2015

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

Date: March 6, 2015

2 Requirements

2.1 Hardware requirements

- The software (SW) can be used on all QX200 and QX50 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: A software upgrade can be made from 6.0.2 or later software. If the QX50/QX200 is running on a software version lower than 6.0.2 then 6.0.2 needs to be installed from scratch. For details on installing procedure see section 7.

2.3 Supported SIP phones

Listed below are the Epygi Supported SIP phones with the corresponding firmware (FW) versions that are tested and recommended for use with QX50/QX200 SW 6.0.13. All the phones in this list can be automatically configured to work with QX50/QX200 SW 6.0.13.

Please Note: For most of the phones the QX50/QX200 supports both the Plug-and-Play (PnP) and the auto configuration options. For some specific phones only the auto configuration option is supported.

Using of the configuration options on each specific SIP phone is described in detail in **Configuring Epygi Supported IP Phones** document.

Please Note: Any known issues and limitations regarding usage of QX50/QX200 SW 6.0.13 telephony services and features on these SIP phones are described in detail in the **Epygi IP PBX Features on Epygi Supported IP Phones List** document.

Both mentioned documents are available at www.epygi.com and can be found under the Support Portal.

Vendor	Model	Software
Aastra	6730i	version: 2.6.0.2019-SIP
Aastra	6731i	version: 2.6.0.2019-SIP
Aastra	6735i	version: 3.2.2.7137-SIP
Aastra	6737i	version: 3.2.2.7137-SIP
Aastra	6739i	version: 3.2.2.2088-SIP
Aastra	6753i	version: 2.6.0.2019-SIP
Aastra	6755i	version: 2.6.0.2019-SIP
Aastra	6757i	version: 2.6.0.2019-SIP
Aastra	6757iCT	version: 2.6.0.2019-SIP
Aastra	6863i	version: 4.0.0.92-SIP
Aastra	6865i	version: 4.0.0.92-SIP
Aastra	6867i	version: 4.0.0.92-SIP
Aastra	9143i (33i)	version: 2.6.0.2019-SIP
Aastra	9480i (35i)	version: 2.6.0.2019-SIP
Aastra	9480iCT(35iCT)	version: 2.6.0.2019-SIP
Akuvox	SIP-R53P	53.0.1.23
Alcatel Temporis	IP200	13.60.0.89

Vendor	Model	Software
Alcatel Temporis	IP600	14.60.0.89
Alcatel Temporis	IP800	15.60.0.89
Audiocodes	310HD	1.6.0 build 37
Audiocodes	320HD	1.6.0 build 37
Cisco	SPA303	7.4.9c
Cisco	SPA501G	7.4.9c
Cisco	SPA509G	7.4.9c
Cisco	SPA525G2	7.4.9c
Fanvil	C58/C58P	2.3.233.129
Fanvil	C62/C62P	2.3.235.128
Fanvil	F52/F52P	2.3.123.78
Grandstream	GXP1100	Program-1.0.6.7
Grandstream	GXP1105	Program-1.0.6.7
Grandstream	GXP1160	Program-1.0.6.7
Grandstream	GXP1165	Program-1.0.6.7
Grandstream	GXP1400	Program-1.0.4.13
Grandstream	GXP1405	Program-1.0.4.13
Grandstream	GXP1450	Program-1.0.4.9
Grandstream	GXP2000	Program-1.2.5.3
Grandstream	GXP2100	Program-1.0.4.9
Grandstream	GXP2110	Program-1.0.4.9
Grandstream	GXP2120	Program-1.0.4.9
Grandstream	GXP2124	Program-1.0.4.10
Grandstream	GXP2130	Program-1.0.3.9
Grandstream	GXP2140	Program-1.0.3.9
Grandstream	GXP2160	Program-1.0.3.9
Grandstream	GXP2200	Program-1.0.3.25
Grandstream	GXV3140	Program-1.0.7.3
Grandstream	GXV3175	Program-1.0.3.22
Grandstream	HT286	Program-1.1.0.26
Panasonic	KX-TGP550T04	12.17
Panasonic	KX-UT123	01.061
Panasonic	KX-UT123NE	01.221
Panasonic	KX-UT136	01.061
Polycom	KIRK wireless server 300	PCS08
Polycom	KIRK wireless server 6000	PCS08
Polycom	SoundPoint IP 330SIP	UC SIP software 3.3.5.0247
Polycom	SoundPoint IP 331SIP	UC SIP software 3.3.5.0247
Polycom	SoundPoint IP 335SIP	UC SIP software 3.3.5.0247
Polycom	SoundPoint IP 450SIP	UC SIP software 3.3.5.0247
Polycom	SoundPoint IP 550SIP	UC SIP software 3.3.5.0247
Polycom	SoundPoint IP 650SIP	UC SIP software 3.3.5.0247
Polycom	SoundPoint IP 670SIP	UC SIP software 3.3.5.0247
Polycom	SoundStation IP 5000	UC SIP software 3.3.5.0247
Polycom	SoundStation IP 6000	UC SIP software 3.3.5.0247
Polycom	VVX 1500	UC SIP software 3.3.5.0247
Polycom	VVX 300/310	UC SIP software 4.1.7.1210
Polycom	VVX 400/410	UC SIP software 4.1.7.1210

Vendor	Model	Software
Polycom	VVX 500	UC SIP software 4.1.7.1210
Polycom	VVX 600	UC SIP software 4.1.7.1210
snom	300	snom300-SIP 8.4.35
snom	320	snom320-SIP 8.4.35
snom	360	snom360-SIP 8.4.35
snom	370	snom370-SIP 8.4.35
snom	710	snom710-SIP 8.7.3.15
snom	720	snom720-SIP 8.7.3.15
snom	760	snom760-SIP 8.7.3.15
snom	821	snom821-SIP8.4.35
snom	870	snom870 SIP8.4.35
snom	m9	9.4.7
snom	MeetingPoint	snomMP SIP 8.4.35
snom	PA1	8.4.35
Yealink	SIP-T19P	SW version: 31.72.0.1
Yealink	SIP-T20P	SW version: 9.72.0.1
Yealink	SIP-T21P	SW version: 34.72.0.1
Yealink	SIP-T22P	SW version: 7.72.0.1
Yealink	SIP-T26P	SW version: 6.72.0.1
Yealink	SIP-T28P	SW version: 2.72.0.1
Yealink	SIP-T32G	SW version: 32.70.0.130
Yealink	SIP-T38G	SW version: 38.70.0.125
Yealink	SIP-T41P	SW version: 36.72.0.1
Yealink	SIP-T42G	SW version: 29.72.0.1
Yealink	SIP-T46G	SW version: 28.72.0.1
Yealink	SIP-T48G	SW version: 35.72.0.34
Yealink	VP-530	23.70.0.40
Yealink	W52P	25.30.0.20

Please Note: QX IP PBX IP phones firmware control mechanism will not upgrade snom FW version from 6.x to 7.x. This should be done manually via snom web site. Once the snom FW version is 7.x, the QX's firmware control will automatically upgrade/downgrade the phone to Epygi's recommended version but not to 6.x.

2.4 Interaction with other Epygi SW releases

- QXISDN4, QXE1T1 or QXFXO4 external PSTN gateways used in the shared mode should have SW 6.0.2 or higher to achieve maximum feature functionality with the QX50/QX200 SW 6.0.13.
- QXFXS24 should have SW 6.0.2 or higher for PnP configuration with the QX50/QX200 SW 6.0.13.
- ActiveX Control SW 5.3.0 or higher should be used with 3PCC functions with the QX50/QX200 SW 6.0.13.
- Auto Dialer SW 1.0.5 or higher should be used with the QX50/QX200 SW 6.0.13.

- Desktop Communication Console (DCC) SW 1.8 or higher should be used with the QX50/QX200 SW 6.0.13.
- QX–Quadro Configuration Console (QCC) SW 2.1 or higher should be used with the QX50/QX200 SW 6.0.13.
- Statistics Monitoring and Reporting (SMR) system SW 1.9 or higher should be used with the QX50/QX200 SW 6.0.13.
- HotCall Add–In SW 2.3 or higher should be used with the QX50/QX200 SW 6.0.13.
- HotKeyCall SW 1.10 or higher should be used with the QX50/QX200 SW 6.0.13.
- To use QX50/QX200 SW 6.0.13 with a 3PCC or Click2Dial application the “3pcc/Click2Dial Access Allowed” checkbox should be enabled for each extension(s) using this feature.
- Epygi Media Streamer (EMS) SW 2.4 or higher should be used with the QX50/QX200 SW 6.0.13.

3 New Features History

The table below indicates a high-level list of new features that have been added beginning with the most recent QX50/QX200 SW release.

Release	New Features
6.0.13	Added PnP and auto configuration support for the new Aastra 6863i, 6865i, 6867i IP Phones.
	Added PnP support for Cisco SPA IP phones: 303, 501, 509 and 525.
	Added programmable keys configuration support for Cisco SPA IP phones: 303, 501, 509 and 525.
6.0.9	
6.0.8	
6.0.2	

4 Changed Features History

The table below provides a high-level list of changed features that have been changed beginning with the most recent QX50/QX200 SW release.

Release	Changed Features
6.0.13	The max number of Line appearance for SPA525G2 is changed from 2 to 10.
	New parameters have been added to Aastra IP phones templates.
	Recommended firmware versions for Grandstream GXP2130, GXP2140, GXP2160 have been changed from 1.0.2.9 to 1.0.3.9.
	Changed the behavior for Polycom phone display in case of incoming calls to watched extensions. Show or not the call appearance/caller's ID on incoming calls to watched extensions is configurable now in the IP phones templates.
6.0.9	License key support for Redundancy feature.
6.0.8	Removed support for Polycom IP phones using the older 3.3.x.x firmware. These phone will need to be updated to the recommended FW.
6.0.2	

5 Fixed Issues

Issues fixed since version 6.0.9:

T: Title
D: Description

18763	T:	The Caller ID modification for call routing rule on master QX IP PBX may cause call drop when QX IP PBX is configured in shared mode with QXE1T1.
	D:	QXE1T1 is connected in shared mode to QX IP PBX and the E1/T1 routing rule on QX IP PBX is working as predicted. But after modifying caller ID using caller ID modification settings on that rule the rule stop working: all calls thru that rule are dropped.
18566	T:	QX product line is not supported by QX-Quadro Configuration Console application
	D:	
18537	T:	E1/T1 Trunk Settings page could have duplicate QX E1T1 Gateway trunks in some scenarios while QX E1T1 GW is in share mode with QX IP PBX.
	D:	In E1/T1 Trunk Settings page could have duplicate QX E1T1 Gateway trunks. The duplicate trunk is added either after QXE1T1 GW reboot, or QX E1T1 GW shared mode register/unregister.
18398	T:	The “start manually” option for call recording does not work when configuring as a function on programmable key for supported IP phones
	D:	
18219	T:	One way audio when calling through iLBC 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.

18839	T:	It's not possible to park a call twice pressing the park ext. key on Yealink T32G and T38G
	D:	Upon successful call park/pickup the second attempt to park the call, using the park ext. programmable key fails. The problem is happening only if we park the call to the same park extension(by pressing CallPark key).
	C:	
	Fix:	Workaround: park the call to a different call park extrn.Will be fixed in the next releases.
18819	T:	VLAN support doesn't work for Aastra IP phones 6863i, 6865i and 6867i
	D:	
	C:	
	Fix:	Will be fixed in the next releases.
18707	T:	An issue with extension watching on Fanvil C62 phone
	D:	If a programmable key is configured to watch an extension you cannot pickup the call addressed to that extension by pressing the key.
	C:	
	Fix:	Will be fixed in the next releases.
18682	T:	All configuration wizards are broken when Espanol_intl_x3 is selected as the GUI language
	D:	None of the configuration wizards, like call routing, VoIP Carrier, System (LAN), Internet (Uplink), are working when Espanol_intl_x3 is used as GUI language. Page two for the wizards becomes empty and the next/previous buttons stop functioning. The wizards work after switching to English.
	C:	
	Fix:	Use default English when using the wizards. Will be fixed in the future releases.
18667	T:	An issue with Caller ID on FXO calls
	D:	Neither DTMF nor FSK Caller ID prior first ring is detected by QX IP PBX.
	C:	
	Fix:	Will be fixed in the future releases.
18638	T:	When opening the Call History, sometimes it doesn't show CDR records at once but shows an empty page
	D:	Only after refreshing the page it shows the CDRs.
	C:	
	Fix:	Will be fixed in the future releases.
18604	T:	Every time after power reset some system information is lost on IP PBX
	D:	After power reset we lose records in "Call History" and "System Events" sections. When just rebooting QX from GUI, the records in the "System Events" are lost.
	C:	
	Fix:	Will be fixed in the future releases.
18591	T:	GXP2200, GXV3175 and GXV3140 IP phones are forced to make secure calls by default, even though in phone Web GUI the SRTP Mode is

		configured as "Enabled but not forced"
	D:	
	C:	
	Fix:	Go to the Codec Settings for the extension attached to that phone, select "Make and accept only unsecure calls" option in the Secure RTP Settings and reset the phone to factory defaults. Will be fixed in the next releases.
18577	T:	The voice traffic is not encrypted when using IPSec connection between two QX IP PBXs(QX50 or QX200)
	D:	
	C:	
	Fix:	Will be fixed in the next release.
18559	T:	There is no audio when using service codes like *74,*75,*4 on Astra 6739i IP phone in case if SRTP Policy is set as "Make and accept only secure calls" on the phone extension
	D:	There is no audio when using service codes like *74,*75,*4, or even when calling to local auto attendant on Astra 6739i IP phone in case if the "Make and accept only secure calls" option is selected as SRTP Policy on the phone extension. No such problem with the same settings on other Aastra and Yealink phones.
	C:	
	Fix:	Will be fixed in some future FW release.
18549	T:	Could not dial out (*1) or use any other moderator feature while welcome message file has been playing
	D:	Could not dial out (*1) or use other moderator features while welcome message file has been playing. You should listen to the whole welcome message file first, after that use moderator features. It would be very uncomfortable to wait, if you change message file from default to a custom with duration let say five minutes.
	C:	
	Fix:	Will be fixed in the next releases.
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 the future releases.
18534	T:	PPP Interface Statistics pages are not available
	D:	When clicking on Watch PPP0 link from Status→System Status→Network page it takes to the LAN Interface Statistics page.
	C:	
	Fix:	Will be fixed in the next releases.
18528	T:	In shared mode, E1/T1 trunk link is not available in Status→System Status→Lines page
	D:	
	C:	
	Fix:	Will be fixed in the next releases.
18503	T:	Cannot update company details using loadlogo.cgi hidden page
	D:	Cannot load company details.
	C:	
	Fix:	Will be fixed in the future releases.
18434	T:	Legible configuration generates file only for FXS Lines when we choose "Line Settings" legible

	D:	
	C:	
	Fix:	Will be fixed in the next releases.
18419	T:	Cannot establish call if you change signaling type for time slots using CAS Signaling Wizard
	D:	
	C:	
	Fix:	Workaround: Need to stop/start E1 trunk to make a call. Will be fixed in the next releases.
18397	T:	After changing the Time/Date Settings manually, it takes you to the QX IP PBX login page
	D:	
	C:	
	Fix:	Will be fixed in the next releases.
18372, 17709	T:	A problem with configuring programmable keys in IP line Advanced Settings page for Grandstream GXP2124, GXP 2140 and GXP2160 phones
	D:	In case if in the Programmable Keys configuration page for GXP2124, GXP2140 and GXP2160 phones all six Line keys are configured with some functions the phones becomes none functional: the dial tone is lost, the keys and buttons on phone keyboard stop working.
	C:	
	Fix:	Do not use all six line keys when configuring programmable keys. Keep at least two line keys unused to be able to make/receive calls. Or use Multi-Purpose Keys instead. Will be fixed in some next FW version for the mentioned phones.
18186	T:	A fake error message when pressing successful calls tab in the Call History
	D:	When pressing this tab just after a successful call termination, sometimes the following error is displayed: "Log file seems to be corrupted. Please clear all records".
	C:	
	Fix:	Pressing this tab once more will resolve the problem. Will be fixed in the next releases.
18112	T:	Watching does not work properly configured on Akuvox SP-R53P phone
	D:	If a programmable key is configured to watch an extension it allows only calling to that extension. You cannot pickup the call addressed to that extension by pressing that key.
	C:	
	Fix:	Will be fixed in the next releases.
18021	T:	VLAN DHCP continues to function even after VLAN interface is disabled
	D:	
	C:	As a result the IP phones will not configure with PnP option in LAN.
	Fix:	Disable the DHCP server for VLAN before disabling VLAN interface. Will be fixed in the next releases.
17555	T:	Using Call Intercept to directly answer an incoming ACD call fails
	D:	When ACD calls to an extension of an agent and Call Intercept is used from another extension to answer the call with the feature code (*94 + extension number), the caller hears nothing and the incoming call continues ringing. Hanging up the call from caller to "direct pickup", leaves an active call.
	C:	

	Fix:	Will be fixed in the next releases.
17404	T:	Call which is done after Call Relay (*2) on auto attendant is 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 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.
17282		An issue with Intercom service on snom 8xx phones
	D:	When the snom 8xx phone series (tested with snom models 821, 870 running FW version's 8.4.32, 8.4.33) have watched extensions configured and the status of the watched extension has changed (e.g. the watching phone receives or makes a call), immediately the next intercom call to the snom phone does not activate the intercom but continuously rings 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.
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 the next releases.
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 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.
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 un-secure call and the call is being dropped due to the media parameters incompatibility.
	C:	
	Fix:	Will be fixed in the next releases.
16468	T:	MAC address recognition problem in the FXS Gateway Management" page
	D:	In the page Line Settings→IP Line Settings→FXS Gateway Management, if FXS Gateway is added manually, the system cannot recognize MAC address of FXS Gateway entered in uppercase.
	C:	As a result the "Edit" and "Reboot" functional buttons become unusable and then it is not possible to edit existing records or reboot the registered FXS Gateways.
	Fix:	Enter the MAC address in lowercase. Will be fixed in the next releases.
16184	T:	An issue with wrongly displayed "Start Recording" message in the Active Calls
	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.
16037	T:	After changing QX50/QX200 LAN IP configuration (IP address or subnet mask) IP phones lose registration and become unusable
	D:	
	C:	
	Fix:	After changing QX50/QX200 LAN IP configuration first reboot the unit then reboot the IP phones. Will be fixed in the next release.
15942	T:	It is not possible to pickup (via pickup group) the call to extension with Find Me/Follow Me enabled
	D:	
	C:	
	Fix:	Will be fixed in the next releases.
15729	T:	IP phone does not go back to the normally idle state automatically when the recording had been started via the Record button and the call was released
	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.
14909	T:	Paging and intercom services do not work on the Grandstream BT100 IP phone
	D:	
	C:	
	Fix:	Currently BT100 has no support for paging/intercom.
14797	T:	Call Interception does not work on Grandstream GXP2000 configured as a receptionist, when extensions are watched on expansion module
	D:	
	C:	
	Fix:	Use basic seven keys instead of expansion module. Will be fixed in the future releases.
13802	T:	An issue with configuring Aastra IP phones as local extensions for QX200 IP PBX
	D:	After changing the LAN IP address for the QX200, 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.
13380	T:	Aastra IP phone is not ringing when it is used in many extensions ringing list
	D:	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 does not contain spaces. This problem is limited to Aastra IP phones only.

12190	T:	Some of the voice mail services could be unavailable if external Voice Mail is in use for extension
	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 QX200's internal VMS system features. If external VMS system is used, user gets the features of that external system.
	T:	Aastra, snom, 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.
	T:	ACD may not work correctly if the QX200 encounters a problem with the 3PCC connection to an application
	D:	ACD calls may be affected.
	C:	
	Fix:	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 and will cause the IP phone registration failure on the QX50/QX200 6.0.13.

7.2 QX50/QX200 SW requirements for upgrading to 6.0.x

Attention: The software upgrade to 6.0.x can **ONLY** be done from 6.0.2 and higher 6.0.x versions. Before updating to 6.0.x the unit should be updated to 6.0.2 or higher 6.0.x SW 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 QX50/QX200 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 History**(only when embedded memory storage is used)
Workaround – to save the existing call history, download it to the PC from **Status→Call History→Settings** before performing the firmware update. It is also recommended to use an external SD card memory to keep the call history 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 a SD memory card 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 SD memory card to keep the call recordings 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 SD memory card 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 SD memory card 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 current configuration and voice data (**Maintenance→Backup/Restore→Configuration Management→Backup and download current configuration**).

2. Perform the Firmware Update.
3. Is there an SD memory card installed?
 - Yes – No further action is required.
 - No – Restore the configuration that was saved in Step 1 (**Maintenance**→**Backup/Restore**→**Configuration Management**→**Restore previously backed up Configuration**).

This is necessary to restore the custom voice messages for extensions and the custom Auto Attendants.

Note: When using Call Recording on the QX50/QX200 it is advisable to use an SD memory card to expand the system memory.

Attention: Always power down the QX50/QX200 before inserting/removing any SD memory card. The largest currently recommended SD card is 16GB.

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 three 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.