

# Release Note Quadro6L 5.0.10, Edition 2

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## 1 Introduction

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

**Quadro6L software 5.0.10 Date: April 2, 2008**

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

Date: April 11, 2008

## 2 Requirements

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### 2.1 Hardware requirements

- The software can be used on all Quadro6L models.
- The model name is written on the back plate of the unit and the model number is on the bottom label.

### 2.2 Software requirements

- A software upgrade can be made from 4.1.25 or later software.

## 2.3 Supported SIP phones

Below is the list of SIP phones with the corresponding firmware versions that supported by Epygi and are recommended for optimal compatibility with Quadro6L.

**Please Note:** Any problems and limitations on the SIP phones listed below are described in detail in the **Quadro Features on Supported IP Phones** document. The document **Quadro Features on Tested IP Phones** describes the problems and limitations on the SIP phones that have been tested by Epygi. Both documents are available on [www.epygi.com](http://www.epygi.com) and can be found under the Support section.

Vendor	Model	Software
SNOM	300	Application: snom320-SIP 6.5.15
SNOM	320	Application: snom320-SIP 6.5.15
SNOM	360	Application: snom360-SIP 6.5.15
SNOM	370	Application: snom370-SIP 7.1.30
Aastra	480i	Application version: 1.4.2.1081
Aastra	9112i	Application version: 1.4.1.2000
Aastra	9133i	Application version: 1.4.2.1081
Aastra	51i	Application version: 2.2.0.166
Aastra	53i	Application version: 2.2.0.166
Aastra	55i	Application version: 2.2.0.166
Aastra	57i	Application version: 2.2.0.166
QCM		4.1.12

**Please Note:** The usage of Key System Emulation (KSE) services is limited currently to the following IP phone models with the perspective to enlarge the list with new models in the future:

- Aastra 480i
- Aastra 9133i
- Aastra 55i
- Aastra 57i

### 3 New Features History

The table below indicates a high-level list of new features that have been added beginning with the most recent Quadro6L release.

Release	New Features
5.0.10	<p>Added Key System Emulation support (shared line appearance)</p> <p>Added silent VM recording option in the Voice Mail Settings</p> <p>Added Custom Profiles for Voice Mail Settings</p> <p>Programmable Keys Configuration page added in the IP Line Settings for Snom, Aastra (except for Snom300 and Aastra51i, 9112i). There is an advanced link on IP Lines page to configure the programmable buttons for each phone model for the "watched" extensions and for standard services such as "DND".</p> <p>DHCP Advanced Settings added</p> <p>Added PBX-Intercom call type in Call Routing wizard and 3 options to enable Intercom service</p> <p>Added 3PCC checkbox in Call Routing Wizard</p> <p>Local authentication parameters are shown in Details column of Call Statistics</p> <p>Check/Update Now button added in Automatic Firmware Update page</p> <p>Added SNMP status and configuration changes</p> <p>The results of system configuration backup &amp; download are reflected in the system events</p> <p>Snom and Aastra phones automatically get rebooted when the Quadro is rebooted</p> <p>Added auto configuration support for the following Polycom IP phone models: Soundpoint IP 330, Soundpoint IP 550 and Soundpoint IP 650</p> <p>Adjusted timezone parameters for Venezuela according to new standards</p>
4.1.40	<p>Added support for the following IP phone models: Aastra51i, Snom370</p> <p>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)</p> <p>Possibility to upload and customize system messages (in the uploadownmessages.cgi hidden page)</p> <p>Attendant Ringing Announcement is now available both for default and custom AA Scenarios and the selection is moved to the bottom in Attendant Scenario Settings page</p> <p>Possibility to change the default memory size to be allocated as a temporary storage for unified FAX message (in the extmanagement.cgi hidden page)</p> <p>The 3PCC Settings option was added under Telephony menu</p> <p>Multiedit support in Extensions Management for Codec Settings</p> <p>Possibility to change the signaling procedure for hold process in case the "Send Hold Music to Remote Party" is enabled on the extension</p>

Release	New Features
	Possibility to change static, running logos, links and browser mini logo (accessible from loadlogo.cgi hidden page)
	Support for HotCall Add-In
	SIP Address Resetting function in the Extensions Management for restoring the default SIP settings of extensions
	Added PnP for the Aastra53i, Aastra55i, Aastra57i, Aastra57iCT
<b>4.1.30</b>	

## 4 Changed Features History

The following table provides a high-level list of new features that have been changed beginning with the most recent Quadro6L release.

Release	Changed Features
5.0.10	The minimum value of SIP Registration Timeout parameter for IP lines is limited to 120 seconds. For more details see <a href="#">Technical Advisory</a> chapter.
	The memory used by "DSP Capture", "Call Capture" and "Network Capture" hidden pages is limited to 3 Mb. This limits the duration of captured file
	The no-answer timeout range for extensions is increased to 180 seconds
	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
	The firmware version control for IP lines is forcefully disabled to avoid problems on the phone during FW upgrade. If user is sure he needs that, he should re-enable that after upgrade
	Use Session Timer in IP Line Settings is deselected by default
4.1.40	The number of IP lines changed to 10
	SNMP is disabled in default configuration
	Call bandwidth usage statistics is temporarily removed
	The Call Park feature has been changed so that pressing the pound key (#) is no longer required if a password has not been assigned to the CP Extension
	IP line status and SIP registration status are shown in separate pages under Quadro Status
	The "SIP Tunnels to Slave Devices" and "SIP Tunnels to Master Devices" shown under Quadro status only if there is at least one SIP tunnel active of the corresponding type
	The "SIP Trunk" is renamed to "SIP Tunnel"
	Increased the logs capacity of the Quadro by archived logging
	New Zealand Daylight Savings Changed
	The default domain name "epyki-config.com" replaced with "epyki-config.loc"
	The default registration timeout for all IP phones is set to 1 hour
Telephone Event Draft Support checkbox removed from RTP Settings	
4.1.30	Best Matching Algorithm is modified

## 5 Fixed Issues

### Issues fixed since version 4.1.40:

<b>The role for local admin is not editable in the user rights management</b>		<b>13761</b>
D:	When trying to edit the role for local admin the GUI crashes.	
C:		
<b>Unable to register receptionist phone after deleting/recreating the existing Receptionist entry</b>		<b>13696</b>
D:	Scenario: <ol style="list-style-type: none"> <li>1. Snom360 is configured as a Receptionist on the Quadro</li> <li>2. Delete the appropriate entry for that phone from the Receptionist Management page and run the wizard again to add a new entry for the same phone</li> <li>3. After finishing the wizard reset the phone to get a new configuration</li> </ol>	
C:	IP Lines Registration Status page indicates that the phone is registered. The information about the registration is also seen on the phone's display, but no incoming and outgoing calls are possible from the phone.	
<b>SIP Tunnel is not stable</b>		<b>13423</b>
D:	Scenario: A SIP tunnel is configured between Master and Slave Quadro's. Once the master side Quadro is rebooted, the status of Registration for SIP Tunnel remains always "Not Registered".	
C:	It is impossible to make calls via the corresponding SIP Tunnel.	
<b>Quadro reboot when trying to download the system logs</b>		<b>9875</b>
D:	In some rare cases the Quadro may be rebooted when trying to download the system logs.	
C:		
<b>Quadro reboot during firmware update</b>		<b>12355</b>
D:	In some rare cases the Quadro may be rebooted when uploading the software during firmware update.	
C:	New software uploading cannot be completed and Quadro gets automatically rebooted.	
<b>An issue with configuring Aastra IP phones as local extensions for Quadro IP PBX using Plug and Play option</b>		<b>13539</b>
D:	Plug and Play configuration of Aastra IP phones fails when the LAN IP address is changed on the Quadro.	
C:		
<b>Redirection on Call Queue is not working when activated on an IP Line</b>		<b>12918</b>
D:	Scenario: <ol style="list-style-type: none"> <li>1. Activate Call Queue on an extension attached to the IP line,</li> <li>2. Enable Redirection to some address,</li> <li>3. Make a call to that line while the attached phone is off-hook</li> </ol>	
C:	When the line is off-hook but not in a call, the calls in queue will not be redirected and will stay in the queue.	

<b>Redirection on Call Queue is not working on virtual extensions</b>		<b>13198</b>
D:	Scenario: <ol style="list-style-type: none"><li>1. Activate Call Queue on a virtual extension,</li><li>2. Enable Redirection to some address,</li><li>3. Make a call to that virtual extension to enter the call queue</li></ol>	
C:	The call in queue will not be redirected and will stay in the queue.	

## 6 Known Issues

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

<b>The Voice Mail option of "Sending new voice message notification via phone call" option does not work for notification calls to a PBX extension</b> <b>9716</b>	
D:	Using the "Send new voice message notifications via phone call" feature in Voice mail settings for an extension doesn't work for PBX calls. The Quadro will not send notification via a PBX call to a phone when receiving a new voice message. This includes selecting call type as 'PBX' or 'Auto' and entering the extension number.
C:	No consequences
Fix:	Voice mail notifications via a phone call should use SIP calls through a SIP server.
<b>It is impossible to login as 'admin' after making changes on "Advanced PPP Settings" page</b> <b>9549</b>	
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.
<b>One way audio with IPsec VPN in the scenario "Gateway&lt;-&gt;Remote Subnet"</b> <b>9327</b>	
D:	Scenario: <ol style="list-style-type: none"> <li>1. Establish an IP-Sec connection between two Quadros (connection type is "Quadro &lt;-&gt; Remote Subnet").</li> <li>2. Make an SIP call from Quadro1 (gateway) to Quadro2 (remote subnet).</li> </ol>
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.
<b>Call interception fails in a specific scenario with a watched extension in the many extension ring list</b> <b>9399</b>	
D:	Scenario: <ol style="list-style-type: none"> <li>1. Use Snom360 for receptionist extension (for example, extension #31),</li> <li>2. Configure Many Extension Ringing on ext. #31 with extensions #31 and #12 in the MER list,</li> <li>3. Configure extensions #11 and #12 as watched extensions,</li> <li>4. Make a call to extension #31,</li> <li>5. The phones for extensions # 31 and #12 will start ringing.</li> <li>6. The programmable key for the ext. #12 is flashing on the receptionist's ext. #31,</li> <li>7. Pressing that key the receptionist stops ringing, but ext. #12 is still ringing,</li> <li>8. Hang-up the phone for that caller's extension.</li> </ol>
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.

<b>Firmware update cannot be completed when "High availability" is enabled in SIP Settings page</b>		<b>12306</b>
D:	Scenario: <ol style="list-style-type: none"> <li>1. Using SIP Timers radio button in Telephony-SIP Settings, define the timeouts of the SIP messages retransmission as "High availability".</li> <li>2. Try to make firmware update.</li> </ol>	
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.	
<b>An issue with configuring IP phones as local extensions for Quadro IP PBX</b>		<b>13471</b>
D:	Plug and Play and Auto configuration of IP phones isn't possible with changed "HTTP Server Port" on the Quadro.	
C:		
F:	Add the changed http port value in the "option tftp-server-name" row ("dhcpd.conf.lan" file) for each IP phone. Example: "option tftp-server-name "http://172.30.38.1:8080". Will be fixed in the future releases.	
<b>An issue with voice mail indication on Snom IP phones</b>		<b>13440</b>
D:	When receiving a new voice mail the Snom phones turn on the voice mail indication.	
C:	But after phone reboot via power cut/power on, the indication is lost unless the new voice mail is received.	
F:	Under investigation, will be fixed in the next release.	
<b>Call disconnect on the Aastra IP phones</b>		<b>13773</b>
D:	Scenario: <ol style="list-style-type: none"> <li>1. Aastra IP phone is configured as a local extension on the Quadro</li> <li>2. "Use Session Timer" option is selected for the IP line attached to the Aastra IP phone.</li> </ol>	
C:	Call received on the Aastra phone is disconnected after 4 minutes 50 seconds. This is an interoperability issue between Quadro "Use Session Timer" functionality and the Aastra's currently recommended firmware.	
F:	Disable "Use Session Timer" option for that IP line. Under investigation, will be fixed in the next release.	
<b>Hot-line service is not functional for extensions</b>		<b>12699</b>
D:	Scenario: The Hot-line settings under Supplementary Services - Basic Services are available and configurable for extensions.	
C:	This feature is only available on the extensions assigned to the FXS lines. Since Quadro6L does not have any FXS lines, this feature is not available on this product.	
Fix:	No fix.	
<b>Unable to upload new greeting file and new notification message for a voice mail profile</b>		<b>14189</b>
D:	Scenario: <ol style="list-style-type: none"> <li>1. Create a custom voice mail profile with a space in the name</li> <li>2. Activate it in the call routing</li> </ol>	
C:	The profile is functional, but it is not possible to upload new greeting and new notification message in the GUI.	
Fix:	Do not use space in the name of custom voice mail profile. Will be fixed in the next release.	

<b>An issue with distinctive ringing on the Snom and Aastra IP phones</b>		<b>11519</b>
D:	Snom and Aastra 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.	
<b>The Voice Mail Service for extensions becomes not available when terminating the call to the VMS from the GUI</b>		<b>14298</b>
D:	Scenario: <ol style="list-style-type: none"> <li>1. Make call from SIP or PSTN to Auto Attendant and use Remote Access Menu (*0) feature code to access to the extension voice mailbox</li> <li>2. That call will be shown in the "Active Calls" table as call to the extension.</li> <li>3. Terminate this call from "Active Calls" table</li> </ol>	
C:	Now the VMS of that extension becomes unavailable for future usage: i.e. entering to the Voice Mail System (*0) for that extension from anywhere (the exact phone attached to that extension, SIP or PSTN) user will hear the message "feature not available now", also it becomes impossible to leave voicemail on that extension.	
Fix:	Reboot the Quadro to resolve this problem. Under investigation, will be fixed in the next release.	
<b>Impossible to track who answered the call coming to SLAs</b>		<b>14156</b>
D:	Scenario: When Quadro is configured in Key System Emulation mode and incoming FXO call is answered by the phone, it is not possible to track from the active call list or call statistics pages who answered the calls.	
C:		
Fix:	Under investigation, will be fixed in the next release.	
<b>When taking the held call on the SLA line from another phone, the CallerID is wrong</b>		<b>14016</b>
D:	Scenario: Instead of the original caller's CallerID being displayed, a SLAX is displayed.	
C:		
Fix:	Under investigation, will be fixed in the next release.	
<b>User is not notified when there are no more available call park extensions</b>		<b>14290</b>
D:	Scenario: The voice prompt "There is no available Call Park extension, please try again later" is not played when trying to park a call, but all available call park extensions are already busy or no extensions are configured for a call park.	
C:	The call is just disconnected.	
Fix:	Under investigation, will be fixed in the next release.	
<b>An issue with changing the value for UDP or TCP port on SIP settings</b>		<b>14181</b>
D:	Scenario: Changing the value for UDP or TCP port on SIP settings page and saving will stop the functionality of Quadro's LAN for about 5-10 minutes.	
C:		
Fix:	Under investigation, will be fixed in the next release.	

<b>Call routing local authentication information is missing in the call statistics for the calls from IP lines to the SIP network</b>		<b>14164</b>
D:	Scenario: If some call routing rule with local AAA enabled is used, the authentication username should be displayed in the Call Statistics table. But currently it is displayed only when using the Call Relay service on the Auto Attendant.	
C:	For the calls from IP phones to the SIP network, the authentication information is missing.	
Fix:	Under investigation, will be fixed in the next release.	
<b>It is not possible to customize the hold music for SLA calls</b>		<b>14154</b>
D:	Scenario: It is not possible to customize the hold music played when holding the SLA call.	
C:		
Fix:	Under investigation, will be fixed in the future releases.	
<b>Impossible to send or forward a voice mail to the other destination's voice mailbox</b>		<b>14333</b>
D:	Scenario: When entering a voice mailbox for an extension from the handset, it should be possible to send or forward a voice message to the voice mailbox of the other extension or IP destination using Quadro VMS feature codes.	
C:	This feature is broken so it is impossible to send or forward a voice mail to the other destination's voice mailbox.	
Fix:	Under investigation, will be fixed in the next release.	
<b>After editing the SLA Name the changes do not automatically appear on the IP phone</b>		<b>14358</b>
D:		
C:	No consequences.	
Fix:	When changing the SLA name, go to the IP Line Settings for that IP phone and push the Save button. Then reboot the IP phone. Will be fixed in the future releases.	

## 7 Upgrading Instructions

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In general, the configuration of a system will remain after the software update.

### 7.1 Technical Advisory

**Attention:** For manually configured IP phones, it is now required to have the **SIP Registration Timeout** parameter set to 120 seconds or more on your IP phone. Values less than 120 seconds will not be accepted by the Quadro and will cause the IP phone registration failure on the Quadro.

### 7.2 General hints

It is recommended to execute the update by downloading the software first to a PC located in the LAN of the Quadro6L and perform the firmware update from the LAN side. This is to ensure that the Internet connection will not affect the upgrade process.

Additionally, it is recommended to backup the existing configuration prior to upgrading.

Remember that some data is lost during upgrade:

- **Call Statistics**

Workaround - to save the existing call statistics; download it to the PC from Call Statistics-Statistics Settings before performing the firmware update.

- **Voice mails**

Workaround – save the recorded voice mails from the Voice Mailbox before performing the firmware update.

- **All custom voice greetings**

Workaround – backup and download all configuration and voice data to a PC.

- **All custom recordings for the custom Auto Attendant**

Workaround – backup and download all configuration and voice data to a PC.

- **Transfer statistics for the network**

- **Event log**

- **DHCP leases**