

IP PBXs New Features in Version 5.0



1. Program Phone Keys from Quadro GUI

New Capability: Configure the programmable keys of most supported IP phones directly from the Quadro GUI.

Why It Matters: Now you can program IP phone keys without accessing the phone's GUI. The entire configuration of supported IP phones can be done directly from the Quadro, saving time and effort.

2. Custom Voicemail Profiles and Silent VM Recording

New Capability: Your voicemail system can now appear differently to various callers. Create a voicemail profile appropriate to each caller group and add a call routing rule to activate the needed profile based on the call info. A voicemail profile comprises a subset of the voicemail settings, such as the greeting message, maximum voicemail duration, etc.

Silent VM Recording allows voicemail recording without prior notification, such as a beep or a greeting message.

Why It Matters: Gives much flexibility with the voicemail system. You may have different voicemail behavior for personal and business calls. You may also use a single voice mailbox both for receiving voice messages and storing call recordings. With the second option, you will not have to listen to the voicemail greeting message when establishing a 3-way call with the mailbox.

3. Extended Flexibility with Intercom Feature

New Capability: A new "PBX-Intercom" call type in the Call Routing Wizard allows a caller to establish an intercom call to any given extension in the office. Extensions can be configured to have the intercom enabled on all incoming calls or from calls that have used the Call Routing table call type of, "PBX-intercom". Extensions can also be optioned not to intercom any call at all.

Why It Matters: After configuring the "PBX-Intercom" routing rule, users can call to the same extension either in a regular way or by Intercom, depending on their needs at the moment.

4. Full Control over the Quadro DHCP Server

New Capability: The system administrator can now configure the Quadro DHCP server to provide the DHCP clients any options and parameters they find necessary. Both predefined RFC and custom options are possible to specify.

Why It Matters: The administrator has a greater degree of flexibility in organizing the local network behind the Quadro.

5. Enhanced SNMP Management

New Capability: The values of most system settings can now be received and modified with an SNMP administrating application.

Why It Matters: Allows the administrator to centrally manage Quadro units along with other network-attached devices.

6. Do Not Send RE-INVITES

New Capability: A new setting forces the system not to send RE-INVITE messages when initiating call transfer, call park, call hold or pickup. This allows the same RTP port to be used for the whole call setup process.

Why It Matters: Avoids voice stream loss with some ITSPs that do not change the RTP port on receiving RE-INVITE messages.

7. Call Interception with 3rd Party Call Control

New Capability: Program a 3pcc application to catch calls made with a specific call routing rule. All that is required from the administrator is to choose the "Check with 3PCC" option in the corresponding rule.

Why It Matters: You can now intercept calls that meet the desired criteria.

8. Automatic Determination of FXO Setting

New Capability: Automatically determines the FXO hardware setting appropriate to your PSTN provider. The determined value should be set manually on the `fxocfg.cgi`.

Why It Matters: Helps you easily resolve echo and quality-related issues on FXO lines.

9. Status Indication for Do Not Disturb and Forwarding Services

New Capability: LED flashing buttons on Aastra, Snom, and Grandstream phones programmed with DND and Forwarding services will indicate the current status: activated and deactivated. Pressing the button switches on/off the service assigned to the button.

Why It Matters: Visual status indication makes the features easy to use.

10. Authentication Details Displayed in Call Statistics

New Capability: Displays the authentication username in the Call Statistics for calls made with call routing rules requiring local authentication.

Why It Matters: More details in Call Statistics give you more flexibility for call billing.

11. Kickback when Call Blind Transfer

New Capability: When the call is transferred to another extension and if there is no answer from the destination side, the call will automatically be returned to the extension which initiated the transfer instead of reaching the destination voice mailbox or being disconnected.

Why It Matters: The calls will not be lost after blind transfer.

12. Using Caller ID in Call Destinations

New Capability: Specify call routing rules with a destination number formed from the digits from the Caller ID.

Why It Matters: Allows calls to be routed to destinations based on the caller ID of the originator.

13. Grandstream GXP2000 as a Receptionist Phone

New Capability: The Grandstream GXP2000 IP phone can now be configured as a receptionist phone with the Receptionist Phone Configuration Wizard.

Why It Matters: The wizard will allow easy setup of the receptionist functionality on Grandstream GXP2000 IP phones.

14. Intercom and Paging Support for Grandstream Phones

New Capability: Possibility to activate Intercom and Paging service on extensions connected to Grandstream phones.

Why It Matters: The users have more options in choosing an IP phone with Intercom and Paging support that can also work as Quadro extensions.

15. Enhanced Support for Polycom IP Phones

New Capability: The Polycom IP phones can now be auto-configured with the Plug-n-Play option if the Quadro acts as a DHCP server on the company LAN. Additionally, the new Polycom models, Soundpoint IP 330 / 550 / 650, can be configured using the IP phone auto-configuration option.

Why It Matters: Saves you time and efforts that would otherwise be spent on manual configuration of the phones.

16. Language Pack Support for Supported IP Phones

New Capability: With the installation and use of a new 5.0.x language pack on the system, most supported IP phones will load their matching language pack once rebooted. The feature is available on Aastra, Snom v.6.x, and Grandstream GXP2000 models.

Why It Matters: Eliminates the necessity of going through all connected phones to change the language. The PBX system and the phones connected to it work as a single entity.

17. IP Phones Reboot Initiated from the Quadro GUI

New Capability: Initiate a reboot of Aastra, Snom, and the Grandstream GXP 2000/BT200 phones directly from the Quadro GUI.

Why It Matters: Saves time by eliminating the need of accessing the phone GUI to reboot the phone.

18. Two-Stage Dialing for PBX Calls

New Capability: Create call routing rules with a destination number comprising of several sequential numbers. The numbers will be dialed one after another after the time intervals you specify. For example, for the destination number of aaa,,bbb, the system will call extension aaa, wait for 3 seconds (each comma indicates a delay of one second), then call bbb. The two-stage dialing is available with PBX call types only.

Why It Matters: You can make direct calls to a desired destination that require digits to be entered at different intervals.

19. SIP P-Asserted-Identity Support for SIP-to-ISDN Calls

New Capability: A new setting in ISDN Settings page enables SIP P-Asserted-Identity support. For SIP-to-ISDN calls, if SIP INVITE message contains a P-Asserted-Identity field, the system will send the Caller ID with the value from the "P-Asserted-Identity" field, otherwise the Caller ID from the "From" field will be sent. For ISDN-to-SIP calls if the CallerID contains a restricted flag, then the "P-Asserted-Identity" field in the Invite SIP message will contain the restricted CallerID and the "From" field contains "anonymous".

20. Call Forwarding Configuration through Custom Auto Attendant

New Capability: A new object type is added to custom AA VXML. Now you can program the custom AA to allow users to change their Forwarding settings. This option was previously available on the default AA only.



21. Extended Auto-Configuration Capabilities

New Capability: For Aastra phones, the 'time-zone' setting has been added to adjust the phone parameter to Quadro regional settings.

Why It Matters: The time on the phone will match the system time and will be updated accordingly.

22. Attendant Custom Scenario and WAV Files Upload as a Single File

New Capability: Instead of uploading a custom attendant scenario and each WAV file separately, a user can upload one file containing the full package: scenario and all recordings. The file should be compressed with the "tar.gz" file type.

Why It Matters: Speeds up the configuration process.

23. Message Recording Using Custom AA

New Capability: A new object type for message recording is added to custom AA VXML.

It allows users to record voice messages, including AA custom messages, directly from the phone.

Why It Matters: Usually, a user will record the messages used for the custom auto attendant on a PC and then upload them to the Quadro. With this new option each WAV file referenced by the VXML script can be recorded and updated directly from a phone handset. One can also use this object to have a centralized place for easily recording different voice messages.

24. "Check/Update Now" Option in Automatic Firmware Update

New Capability: Instead of waiting for the automatic upgrade to be started at scheduled time, a user can have the Quadro check for a new software release and upgrade itself immediately.

25. Dependence for Server Status and E1/T1 Link Status

New Capability: Allows to Start/Stop the E1/T1 interface automatically depending on the server status.

Why It Matters: This feature allows using another routing rule on the remote carrier in case of a problem on the Server.

26. Make G729/G729a Codec Type Selection GUI Configurable

New Capability: Added an option to switch the G729 codec announcement keyword in SDP part of SIP messages.

Why It Matters: This makes Quadro compatible with some ITSPs, which have problems with media negotiations with Quadro.

27. Two-Way Communication between Quadro and Microsoft OCS and Exchange Server

New Capability: Allows call communication from Quadro to OCS 2007 and vice versa.

Why It Matters: It is easy to call from any Quadro extension to any connected AD user which is enabled for Office Communicator. This feature makes it possible to call to outside (SIP, PSTN, ISDN) using the Quadro as a VoIP Gateway.

28. Modifying Display Name

New Capability: A new option in the call routing rules allows the originating caller's display name to be modified.

GUI Improvements

29. Frames with Scrolls

New Capability: Tables with a large number of entries are now included into a frame with scroll bars.

30. Hiding Disabled Records

New Capability: An option is added to hide disabled records in the Call Routing table.



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