



# Tenor A200 MultiPath Voice/Data Router Release Notes for A4.18

This document lists features and enhancements, as well as resolved and open inconsistencies, for the following products running software Release A4.18:

- Tenor A200 MultiPath Voice/Data Router

For the *Resolved Inconsistencies* and *Open Inconsistencies* sections, if an internal reference number is available, it is noted where applicable.

To obtain the latest release information, register with our web site at [www.quintum.com](http://www.quintum.com). Access the Customer Service section and use our online registration form. Once you submit the form, a user name and password will be sent back to you.

**NOTE: If you have an official or BETA release earlier than Release A4.14, we recommend you upgrade.**

## 1.0 Interoperability

The Tenor A200 units interoperate with the following:

- Tenor Digital VoIP MultiPath Switch Release P3-1-6 and higher (Voice interoperability only)
- Tenor Analog VoIP MultiPath Switch Release P3-1-6 and higher (Voice interoperability only)
- Tenor Digital VoIP MultiPath Switch Release P4-1-9 and higher (Voice plus T.38 fax interoperability)
- Tenor Analog VoIP MultiPath Switch Release P4-1-9 and higher (Voice plus T.38 fax interoperability)
- Tenor Carrier MultiPath Switch (CMS) 1-2-1 and 1-3-12

## 2.0 Upgrade Information

Before upgrading, check to see which DSP and System Code software you are running via Tenor A200's *Configuration Interface* (via *System Information* > *Software* screen). Instructions for upgrading the DSP and system code are included in this section; you will need to upgrade to the following versions:

DSP: **Version 1.41** – (filename *prog141.bin*)  
System Code: **Version A4.18** – (filename *A418.bin*)

## **-BEFORE YOU BEGIN-**

**We recommend that you connect your PC directly to the one of the A200's four LAN ports with a standard Ethernet cable. If you cannot do this, verify the A200's LAN connection is plugged into the same subnetwork as the PC that you will use to upgrade the A200.**

## **-STOP-**

**Do not use a WAN connection to perform an upgrade procedure.**

**Do not perform an upgrade on a network with a DHCP server running.**

**If you cannot stop a running DHCP server, connect the A200 to the PC directly and perform the upgrade. *First Aid* cannot run on a network that has another DHCP service besides itself. If you are not certain if a DHCP service is running, connect the A200 to the PC directly (as noted above).**

### **Upgrade DSP code**

1. Ensure the system upgrade items from the CD (packed with your system) have been installed on the PC you are using to upgrade. You may also download the file from the web site.
2. Plug a null modem serial cable into the *COM* port on the rear of the A200.
3. Connect the A200's LAN port to the same network that your PC is on.
4. Start a *HyperTerminal* session. (For example, through Windows 2000, select *Start* > *Programs* > *Accessories* > *Communications* > *HyperTerminal*.) Enter a name in the *Name* box.
5. From the *Connect using* drop down list box, select **COM 1**. Click **Ok**. The *COM 1 Properties* window will be displayed. Set the options to the following:

Bits per Second: **9600**  
Data Bits: **8**  
Parity: **None**  
Stop bits: **1**  
Flow Control: **None**

Click **Ok**. The *HyperTerminal* session will begin.

6. Power cycle the A200.
7. From the *HyperTerminal* window, view the *Audio Codes Program Code Software* version (DSP Version). (You can also check the DSP version via Telnet session into the A200 and accessing the *System Information* screen.) If the version is not 1.41, you will need to upgrade using *First Aid*.
8. Start the *First Aid* program and turn off *First Aid* service (click on the **Stop** button via *First Aid*'s tool bar).

9. In the folder in which you store upgrade files (for example, c:\upgrades), change the line in *param.ini* (using a text editor that saves a file in text form, such as Windows *Notepad*) to the following:

**action=audio-code&prog141.bin;**

10. In the *First Aid* program, click on the *File > FirstAid Agent Configuration*. Click on the Browse icon, and use it to navigate to the file *param.ini* you just saved.
11. Start *First Aid* service (click on the **Start arrow** via *First Aid's* tool bar).
12. Power cycle the A200.
13. Through *HyperTerminal*, a message "Write Image Successfully" will appear in the display.
14. Turn off *First Aid* service (click on the **Stop** button via *First Aid's* tool bar).
15. Power cycle a second time. To verify the procedure was successful, check via A200's *Configuration Interface* (via *System Information>DSP Version* screen). You can also plug a phone into one of the PBX lines on the rear of the A200 and check for a dial tone.

### Upgrade System Code

**Note:** For system code upgrade, make sure *First Aid* is running.

1. Start *First Aid* service (click on the **Start arrow** via *First Aid's* tool bar).
2. Upgrade the system code via A200's *Configuration Interface* (via *Hyperterm* and *Maintenance>Upgrade Firmware* screen). In the field labeled *TFTP Server IP Address*, enter the appropriate IP of the PC you're on.
3. In the field labeled *Download File Name*, enter the filename of the new system binary you wish to upload, *A418.bin*. Click on **Upgrade**. The A200 should reset on its own in approximately 2 minutes. A "click" sound usually indicates when the reset is complete. Also, through the *First Aid* status window, the upgrade procedure will be displayed.
4. To verify the procedure was successful, view A200's *Configuration Interface* (via *System Information>Software* screen).

## 3.0 Resolved Inconsistencies

The following section describes resolved inconsistencies in software version A4.18:

### **0101 Only 64k could have been set for WAN bandwidth option**

The WAN bandwidth option (available via *VoIP Config/Advanced Settings*) could have been set to only its lowest rating, 64k. If you attempted to change it to a different setting (128k, 384k, 512k, 1.5mbps, or 10/100) the change could be made and applied. However, when the A200 was reset, the bandwidth setting returned to the default value of 64k. This has been fixed.

### **0111 Registration to Tenor Gatekeeper did not occur under certain scenario**

The A200 failed to re-register to a Tenor Gatekeeper if the connection was interrupted for even a short length of time. In the past, if a Gatekeeper was reset or the network had a failure, the A200

would continually (every 4 seconds) attempt to reconnect. The workaround was to reset the A200. This has been fixed.

#### **0116 Gain in SLIC adjusted**

The Gain in *VoIP/Country/Region* screen did not work in local side (SLIC). It has been fixed. In addition, the default value has been changed from -22 to -18 dBm.

## **4.0 Other Changes**

#### **0104 Dialing Prefix option removed**

The option to configure the *dialing prefix* from the *VoIP Config/VoIP Static Routing Table/Add* screen has been removed.

## **5.0 Open Inconsistencies**

The following section describes open inconsistencies in software version A4.18:

#### **0103 Warning displayed after clicking on Apply**

After clicking on the **Apply** button from the *VoIP Config/Advanced Settings* window, the following message may be displayed:

*Warning: Page has Expired The page you requested was created using information you submitted in a form. This page is no longer available. As a security precaution, Internet Explorer does not automatically resubmit your information for you.*

To resubmit your information and view the *VoIP Config/Advanced Settings* screen, click on the **Refresh** button.

#### **0107 Duplicate screens inconsistent in behavior**

In the *Quick Setup* screen, the setup options are identical to the setup options in the *WAN Config* screen (except that the *WAN Config* page also displays the unit's WAN MAC address). When you click **Apply** in the *Quick Setup* screen, a warning message indicates a reboot is necessary. On the identical *WAN Config* screen, a warning is not given but the "Applied Successfully" message is displayed. Both of these screens should be identical.

#### **0108/0110 Duplicate configuration options yield different results**

In the *WAN Config* page, there is a check for a password in the PPPOE setup. If you leave the password string blank, (an entry of zero indicates a blank entry), the following error message is displayed: *Password should be entered between 0 and 12 characters*. For the same scenario on the *Quick Setup* screen, a blank password causes no dialog/warning. For both pages, there should be checking for password string length (there is eighty character limit on passwords). If you need to use a blank password, use the *Quick Setup* screen.

#### **0114 Fax image quality poorer on left side of paper**

For a fax being sent over IP, there is a poorer image quality on the left side of the page (about 1.5 inches of the left of the page) than the right.

#### **0117 Busy tone not heard when A200 termination is offhook**

When the A200 termination is offhook, in certain situations, a busy tone is not heard. See below.

For A200 to A200 with FXO ports connected to PSTN: If the destination phone is offhook, the origination hears no busy tone. Instead, the A200 destination attempts to bypass the call and route it over the PSTN.

For A200 to A200 with FXO ports NOT connected to PSTN: If the destination phone is offhook, the origination hears no busy tone. Instead it will hear a normal ringback, rather than a busy tone.

For A400 to A200. FXO port is NOT plugged into the PSTN: If the destination A200 is offhook, the origination A400 hears a ringback instead of a busy tone.

**0053 A200 handset gives dial tone when picking up a call problem**

When an A200 and an analog phone are set up to ring on the same line, and you place a call to the number, the analog handset rings once. On the second ring, the A200 rings with it. If you pick up the A200's handset on the first ring, the call won't connect, and you'll hear a dial tone.

**0079 Using Telnet from Linux does not work**

Using Telnet from Linux does not work; this may cause the A200 to lock up.

**0083 WAN DHCP Client can take same IP as LAN**

**It is possible for the WAN DHCP client to take the same subnet IP as the fixed LAN. For example, you could configure a fixed LAN IP of 192.168.1.n and pick Dynamic IP for the WAN side. Then, if the DHCP service is on 192.168.1.n, the WAN will take the IP given on the .1 subnet. You will be able to ping the WAN port, but can't get to port 80 or to the telnet port.**

**Make certain the WAN and LAN ports are on different subnets.**

**0088 DTMF Digit relay over IP is unreliable**

There is a problem with the DTMF relay function on the A200. When a hop-off call is made over IP and it terminates the call to a voice mail system, navigation is unreliable. Sometimes the voice mail system correctly interprets DTMF tones, sometimes it fails.

**0089 A200 locks up when *HyperTerminal* login fails**

If you attempt to repeatedly log in with an incorrect user ID or password, the A200 will lock up. As a recovery method, power cycle the A200. The A200 will recover normally, unless there is a DHCP service running on its LAN. If there is a DHCP service running, the A200 will boot into an upgrade screen and show the line "get bootp filename:" followed by a line of random ascii characters. The A200 must be either removed from the network or have the DHCP service stopped before it can be power cycled and properly recover.

**0078 WAN Activity and Link LEDs wrong**

A200 hardware has the WAN link light on the bottom and the Activity Indicator light on the top. This is opposite of the LAN LEDs and opposite of how the face plate legend reads.