

# Q-SYS™

## Release Notes

The QSC logo consists of the letters 'Q', 'S', and 'C' in a bold, sans-serif font. The 'Q' has a small square notch at the bottom left. The 'S' and 'C' are also bold and sans-serif. A small trademark symbol (TM) is located at the top right of the 'C'.

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Q-Sys Designer Release 4.1  
January 2015 Revision A

## Release Notes

This document covers pertinent information, including Known Issues and Resolved Known Issues, for Q-Sys Designer Release 4.1, January 2015. If you are upgrading from a Release prior to Release 4.1, be sure to read the Release Notes for the intermediate releases through Release 4.1. The most up-to-date Release Notes can be found on the QSC website (<http://www.qscq-sys.com/resources/q-sys-software/>).

## Change Logs

For the latest list of fixes and enhancements since the initial release of Q-Sys Designer Release 4.1, visit the QSC website .

## Important

As with any upgrade, be sure to create backup files for any designs and media you have on the Core.

When upgrading your Q-Sys software there are a few mandatory steps you must take depending on your currently installed release.

- If your software release is earlier than 2.0, you must upgrade to 2.0 before going further.
- If your software release is earlier than 3.3, you must upgrade to 3.3 before upgrading to Release 4.1.
- If you are upgrading to release 3.3 from release 2.3, you will get the normal message, "Hardware firmware does not match..." 3.3.xxx, press OK, the Core is updated. Then you will see another message "upgrading from 3.3.xxx to 3.3.xxx (same version)". Press OK again. The Core is updated to version 3.3.xxx. After this, the peripherals are updated twice.

## Installation Software Requirements

**IMPORTANT:** Q-Sys Designer no longer supports Windows XP.

Software Package	Q-Sys Designer
Windows 7 PRO 32-bit Windows 7 PRO 64-bit Windows 8 PRO 32-bit Windows 8 PRO 64-bit Windows 8.1 PRO 32-bit Windows 8.1 PRO 64-bit	Prerequisite
Microsoft .NET Framework 3.5	Prerequisite The installation program automatically installs the required files. <sup>1</sup>
Microsoft .NET Framework 4.0 Client Profile	Prerequisite The installation program automatically installs the

Software Package	Q-Sys Designer
	required files.
Microsoft .NET Framework 4.0 Extended	Prerequisite The installation program automatically installs the required files.
Microsoft Visual C++ 2010 Runtime	Prerequisite The installation program automatically installs the required files.
1. Internet access required.	

## Q-Sys Designer / Design File Compatibility

Q-Sys Designer release numbering convention is a three-level system - major release.minor release.build number (2.2.100). Larger numbers indicate a newer release. If the "major.minor" release number of a design file and Q-Sys Designer software are the same, the "build" number doesn't matter. You will have to upgrade/downgrade your hardware to the same "build" number as the Q-Sys Designer software to Run the design on the Core.

You cannot open a design file with a newer "major.minor" release number than the Q-Sys Designer software. For example, you cannot open a Release 4.1.*nnn* design file with 3.3.*nnn* Q-Sys Designer software.

You can open a design file with an older "major.minor" release number than the Q-Sys Designer software. For example, you can open a 3.3.*nnn* design file with Release 4.1.*nnn* Q-Sys Designer software. If you save the file with the newer software, you cannot save it back to an older release.

**IMPORTANT:** Make sure your design files are backed up in your current release before starting the upgrade to a newer release.

## Qualified Ethernet Switches

Occasionally, between releases of Q-Sys Designer, new switches are qualified, and some disqualified. Be sure to check the QSC Website (<http://www.qscq-sys.com/resources/qualified-switches/>) for the latest information.

QSC recommends that you disable EEE (Energy Efficient Ethernet), a.k.a. IEEE 802.3az on switches that offer this feature. Some switch manufacturers offer their own version of a power saving mode or energy optimization mode, but the concepts are generally the same as those for the IEEE standard. These mechanisms attempt to reduce the drive current or wake time for a given LAN port by detecting the strength of the link partner and/or by detecting the length of the attached network cable and/or by detecting rest or idle periods between packet deliveries and placing the port into sleep or quiescent mode.

## New Components in Q-Sys Designer

**Please read the following information carefully.** There are many changes and additions for Q-Sys Designer Release 3.2, some requiring your attention when you upgrade Q-Sys Designer to this release. As with any upgrade containing major changes, there may be a substantial impact to current designs. Before you upgrade be sure you understand the changes that are required for your system, and be sure you backup your design files.

## Inventory Components

### Loudspeaker Components

The AcousticCoverage ceiling mount AC-C4T and AC-C6T and the AcousticDesign surface mount AD-S6T have been added to the Inventory.

### Media Stream Transmitter Component

The Media Stream Transmitter supports transmitting 2-channels to SVSi devices, and RTP (Real-time Transport Protocol) devices.

### 16 Channel AES3 In

The 16-channel AES3 input card is now available.

## Audio Components

### Audio Recorder Component (BETA)

The Audio Recorder component allows you to record 2 channels of audio in MP3 or WAV format, with a bitrate resolution from 8 kbits per second to 320 kbits per second and sample rates of 32 kHz, 44.1 kHz, or 48 kHz.

## Control Components

### Contact List Component

The new Contact List component allows you to access contact lists created in the Administrator. Use the contact lists to dial the contact's number using the Softphone.

### Command Button Component

The Command Button component gives you up to 64 buttons to which you can assign a command string that is sent when the button is pressed. You can send the commands via TCP or Serial (RS-232).

## Changed Components in Q-Sys Designer

### Inventory Components

#### Loudspeaker Components

The choices you have for some of the loudspeakers having the Mode Property are now 70V, 100V, or Low-Z. The term Low-Z replaces Passive.

#### Media Stream Receiver

The Media Stream Receiver now supports SVSi 7.1.

## Control Components

### Scriptable Controls Component

- Serial Port Components can now be connected to the Scriptable Controls component.
- You can now select Combo Box and List Box for the Style of a scriptable control with the type of Text.

## New Features in Q-Sys Designer

### Add Icons to Buttons

When you place a button in your schematic, you now can select one of 228 Icons, the Icon Color, and the Icon Alignment within the button. Icons are found in the button's Graphic Properties.

### List Box Control Style

You can now select a List Box style for controls you place in the schematic.

## Changed Features in Q-Sys Designer

### User Control Interface

- You can now add the Responsalyzer and RTA components to your UCIs.
- The iPhone 6 and iPhone 6 Plus formats are available for use with UCIs.

## New Features in Q-Sys Administrator

### Contacts

The Contacts tab in the Administrator allows you to create local and LDAP contact lists for use with the SoftPhone. Refer to the Contacts Component information above.

### Log Off or Change User for Administrator

If you have setup your design to require a logon to access the Administrator, you can now logoff (same as closing the Administrator) or you can switch users without closing the Administrator.

### Copy / Paste Command Schedule Events

After creating an event in the Command Schedule, you can copy (Ctrl-C) then paste (Ctrl-V) the event on another date in the calendar.

### SNMP (Simple Network Management Protocol)

Q-Sys now supports SNMP v2c and SNMP v3 for use with a MIB browser.

## Changed Features in Q-Sys Administrator

### User

The Administrator User now has more granularity for assignable privileges. The privileges include: PA Router, Commands, Scheduler, Users, UCIs, Audio Files, Event Log / Can Clear Event Log, Soft Phones / Contacts, and Dynamic Pairing.

## Softphone

You can now enable or disable Session Initiation Protocol (SIP) logging. This log can be used by QSC Support for troubleshooting problems you may be experiencing.

You can now add contact lists for use with the Softphone. There are two types of lists: local lists and lists residing on another server accessed using LDAP (Lightweight Directory Access Protocol). The Contacts you create are used in your design with the Contact List Component. See the Contact List Component in the New Command Components section above.

## BETA Version Features

There are a number of features in Q-Sys Designer currently in a BETA version. These features are marked as such in the Q-Sys Designer user interface, and in the associated help topics. A feature labeled as BETA indicates that the feature is not as polished as we would like it to be. It is functional, but there might be caveats and rough edges associated with it. In addition, a BETA feature is more likely to change in the future.

### Currently in BETA

- Audio File Recorder
- Channel Group
- Timeline

## Known Issues

### Remote Paging

**Issue:** In a Remote Paging scenario with the destination Core has the Administrator Guest permission "External Control Protocol" set to "NO", the Remote Source tab's "Communication Status" reads "Fault - Not connected". This affects only the destination Core.

**Workaround:** Set the destination Core's Administrator Guest permissions "External Control Protocol" to "YES".

## Network

### The TSC-3 is Unable to Boot from LAN-B or Aux on a Core 250i

**Issue:** The TSC-3 must be connected to the LAN A network - connecting it to the LAN B or AUX networks is not currently supported.

### The TSC-3 Load Failure

**Issue:** When the TSC-3 and Core are on different subnets, but have routing in place to communicate, the TSC-3 starts to load but displays a "Load Failed" error and continues to repeat the error.

### Core Redundancy - CobraNet

**Issue:** A CobraNet card in a Core which is in standby is not automatically suppressed from transmitting and receiving. This might affect your ability to use a redundant pair of Cores populated with CobraNet cards.

## Core Redundancy - Clock Master

**Issue:** Redundant Cores, Primary Core set to the highest-priority clock master, backup Core set to the second highest-priority

If the Primary Core loses connections to the Network, or is rebooted, when it regains network connectivity, there is a short audio stream dropout.

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<http://patents.qsc.com>.*

## Support



### Q-Sys™ Networked Audio Systems

QSC Audio Products

Technical Services

1675 MacArthur Blvd.

Costa Mesa, CA 92626 U.S.

**Tel:** 800-772-2834 (U.S. only)

**Tel:** +1 (714) 957-7150

**FAX:** +1 (714) 754-6173

QSC Offers 24/7 Support on Q-Sys Networked Audio Systems Only

### **Full Support**

Business Hours: Monday - Friday 6 AM to 5 PM Pacific time

Tel. 800-772-2834 (U.S. only)

Tel. +1 (714) 957-7150

Fax. +1 (714) 754-6173

Will-call Hours: Monday - Friday 8 AM to 5 PM, Pacific time

**Q-Sys Emergency-only After-Hours and Weekend Support\***

Tel: +1-888-252-4836 (U.S./Canada)

Tel: +1-949-791-7722 (non-U.S.)

\* After hours calls are guaranteed a 30 minute response time from a Q-Sys Support Team member for Q-Sys ONLY!

**Email:**

[qsyssupport@qsc.com](mailto:qsyssupport@qsc.com)

(immediate email response not guaranteed. For URGENT issues use the phone numbers above.)

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Having problems with your QSC Network Audio System or Software? Would you like some live remote assistance?

(requires a high-speed Internet connection to your computer)

We use a really nifty support tool by an outfit called TeamViewer. It is very secure and simple to use. Just click the button below to download the QSC Support Portal. Choose "Run" when asked, choosing the default answers if in doubt. It will run a small applet on your computer, and provide you a unique, secure, 9-digit ID and 4-character alphanumeric password. Call us, and provide us the ID number and password – BAM! We're connected to you and helping, just as if we were sitting at your computer with you!

