Q-SYS™

Release Notes

QSC™

Q-SYS Designer Release 5.3

January 2017   Revision A

Release Notes

This document covers pertinent information, including Known Issues and Resolved Known Issues, for Q-SYS Designer 5.3. If you are upgrading from a release prior to release 4.2, be sure to read the Release Notes for the intermediate releases through 5.3. The most up-to-date Release Notes can be found on the QSC website (qsc.com).

Change Logs

For the latest list of fixes and enhancements since the initial release of Q-SYS Designer Release 5.3, visit the QSC website .

Important

Upgrade Path to Q-SYS Designer Release 5.3

As with any upgrade, before upgrading, be sure to create backup copies of your Q-SYS design files for the current version, and older versions. In addition, make backup files for all media you have on the Core. To avoid overwriting your backup copies, be sure you do not open the backup copies with the newly installed version of Q-SYS Designer.

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 4.2.

- If you are upgrading from release 2.3 to release 3.3, 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 release). Press OK again. The Core is updated to release 3.3.xxx. After this, the peripherals are updated twice.

- If you are upgrading from 4.1 to release 4.2, and replicate the following steps, your 4.1 design file becomes unusable.

  1. Install and run Q-SYS Designer release 4.2 on your computer.

  2. Open a design saved in Q-SYS Designer 4.1.

  3. Save the design as a release 4.2 design. The design is "officially" a release 4.2 design.

  4. Downgrade Q-SYS Designer to release 4.1.

  5. Try to open the design you just saved as a 4.2 design. A "Loading File" error displays. You can no longer open the design in release 4.1. You must restore the 4.1 design file from your backup.

Installation Software Requirements

IMPORTANT: Q-SYS Designer no longer supports Windows XP, Windows 8 PRO 32-bit, Windows 8 PRO 64-bit.

Software Package	Q-SYS Designer
Windows 7 PRO 32-bit Windows 7 PRO 64-bit Windows 8.1 PRO 32-bit	Prerequisite

Software Package	Q-SYS Designer
Windows 8.1 PRO 64-bit Windows 10 PRO 64-bit	
Microsoft .NET Framework 3.5	Prerequisite The installation program automatically installs the required files. [1]
Microsoft .NET Framework 4.0 Client Profile	Prerequisite The installation program automatically installs the 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.
VLC media player (click to download) - latest release, obtained and installed by the user	Optional Can be used for WAN streaming into or out of a Core
Q-SYS Designer software and firmware updates.	Refer to Updating Q-SYS Software and Firmware for instructions.
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 4.2.*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 4.2.*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 using 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://qsc.com/solutions/q-sys/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 5.3, 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.

New Inventory Components

AES67 Tx and Rx Components

Added the AES67 Transmitter and Receiver Components.

AES67 allows high performance audio streaming between Q-SYS and third-party products supporting different native networked audio technology without requiring any additional hardware or license costs.

Changed Components in Q-SYS Designer

Changed Inventory Components

TSC-7t Touchscreen Component

Changed the setup Properties for USB Audio Bridging including:

- Added USB Audio Bridge section.

- Added a custom Name for the Bridge

- Added selections for: Disable, Speakerphone (1x1), Soundcard (2x2) and Speakerphone & Sound Card. In addition, there is a selection to specify if Q-SYS is doing the Echo Cancelling (EC) or not (NEC) for the speakerphone.

- Added the ability for the TSC-7t to be network redundant when audio bridging is selected.

In the Control Panel:

- Added the Configuration tab, including new Screen Control buttons to manually control the state of the screen; On, Off, Dim.

Q-LAN Tx and Rx Components

The control panel is now split into two sections accessed by tabs at the top. The Status Tab is the default. The Status tab includes audio controls, Status information, and the new Connection section.

The Connection section includes an Enable button, Stream Name (which can be dynamic or not), LED indicating connection for Primary and Backup streams, and a Network Buffer field.

The Details tab includes the stream information, and a reset button for LAN-A, and LAN-B if your Core and Q-LAN component are redundant. When the Details tab was created, there was no longer a need for a Verbose Property (no longer available).

Core 250i and 500i Components

The new Maximum DSP feature gives you the option to cut down on some features while increasing others. When this feature is set to No, the core has the following changes:

- ½ DSP Power

- Category 1 Signal Processing only

- No Category 2 Signal Processing

- No AEC/NFC

- 2x non-audio system processing

- 2x Media Stream Receivers (The Core 250i and 500i normally allow 16 Media Stream Receivers, with Maximum DSP set to No, the Cores can have up to 32 Media Stream Receivers.)

Changed Audio Components

Audio Player Component

The Audio Player plays audio files meeting the following requirements:

- File format: wav, mp3, FLAC

     IMPORTANT: File format .aac is not supported.

- Sample size: 8, 16, 24, 32-bit fixed-point and 32-bit floating-point

- Sample rate: 8 kHz to 96 kHz

- Tracks based on Feature purchased

Changed Layout Components

Container Component

You can now add Panels to the Container Component. Panels are similar to Schematic Pages in that you can add components to the Panels and wire within a Panel and between Panels. Wiring between panels requires the use of Signal Names. Adding a Panel adds a tab to the top edge of the Container. Tabs can be renamed.

Changed Features in Q-SYS Designer

Schematic Library

- The Schematic Library has been renamed to Schematic Elements.

- Keyword search capability is now available in the Schematic Elements pane.

- The Schematic Elements pane now has the capability of floating, or being docked on the top, bottom and sides of the schematic. In addition, you can doc the Schematic Elements pane together with either the Design Elements or Property panes and use tabs to switch between the docked panes.

Schematic

You can now drag and drop a scalable vector graphic (.svg) file into your schematic.

Buttons

You can now specify a transparent fill for buttons dragged from a Component. Drag a button from a component's control panel, and while the button is selected, click the Fill selector in Properties. At the bottom of the color chart move the slider from the right side towards the left. The further left you move the slider, the more transparent the fill becomes.

User Components (User Library)

The User Library has been renamed to User Components. The new User Components list is dynamic – you can move (drag / drop) components and make folders for components.

New Features in Q-SYS Administrator

Softphones

Added support for SRTP. Secure RTP is a protocol for encrypting the RTP voice / media payload.

Changed Features in Q-SYS Administrator

Softphones

Q-SYS Softphone 5.3 supports G.722, G.711 ulaw, G.711 alaw, G.726 32k and G.726 32k (AAL2). The CODECs in the earlier versions such as SPEEX are no longer supported. Q-SYS Designs using the older CODECs via an IP-PBX will continue to work if the G.711 CODECc support is enabled in Q-SYS. All IP-PBX are guaranteed to work with G.711 CODECs.

Removed the following CODECs:

G.726 40k	G.726 24k (AAL2)
G.726 24k	G.726 16k (AAL2)
G.726 16k	BroadVoice16 (BV16)
GSM	BroadVoice32 (BV32)
G.726 40k (AAL2)	Speex and RAW PCM Signed Linear (16 bit)

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

- Channel Group
- SPL/Leq Meter
- Timeline

Known Issues

Core 110f USB 3.0 Support

Issue: USB 3.0 is not required for AV-to-USB Bridging on the Core 110f so USB 3.0 cables are not supported.

Workaround: Use a USB 2.0 cable. If a USB 3.0 cable must be used, connect it to a USB 2.0 port on the host computer.

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.

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

Support

Q-SYS™ Customer Support

Application Engineering and Technical Services

Monday - Friday 7 AM to 5 PM PST (Excludes Holidays)

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

Tel. +1 (714) 957-7150

*Q-SYS 24/7 Emergency Support**

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

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

*Q-SYS 24/7 Support is for Emergency assistance with Q-SYS systems only. 24/7 support guarantees a call back within 30 min after a message is left. Please include, Name, Company, Call Back Number and description of the Q-SYS emergency for prompt call back. If calling during business hours please use the standard support numbers above.

Q-SYS Support Email

qsyssupport@qsc.com

(Immediate email response times not guaranteed)

QSC

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

1675 MacArthur Blvd.   Tel: +1 (714) 957-7150

Costa Mesa, CA 92626 U.S.   FAX: +1 (714) 754-6173

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Q-SYS Remote Support (high speed internet connection required)

QSC uses TeamViewer 9 for a simple and secure remote support application.

To use download and install the support applet follow the directions below:

- Click the icon to download the QSC Support Portal.
- Choose "Run" when asked, it will run a small applet on your computer.
- Call us, and provide us the unique 9 digit ID number and password.
- Now we're connected just as if we were sitting at your computer with you!