# Q-SYS™

## Release Notes

**QSC**™

Q-Sys Designer Release 4.2

June 2015  Revision A

# Release Notes

This document covers pertinent information, including Known Issues and Resolved Known Issues, for Q-Sys Designer 4.2. If you are upgrading from a release prior to this release, be sure to read the Release Notes for the intermediate releases through 4.2. 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 4.2, 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 3.2.

- 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<br>Windows 7 PRO 64-bit<br>Windows 8 PRO 32-bit<br>Windows 8 PRO 64-bit<br>Windows 8.1 PRO 32-bit<br>Windows 8.1 PRO 64-bit | Prerequisite |
| Microsoft .NET Framework 3.5 | Prerequisite<br>The installation program automatically installs the required files. [1] |
| Microsoft .NET Framework 4.0 Client Profile | Prerequisite<br>The installation program automatically installs the |

| Software Package | Q-Sys Designer |
|---|---|
|  | required files. |
| Microsoft .NET Framework 4.0 Extended | Prerequisite<br>The installation program automatically installs the required files. |
| Microsoft Visual C++ 2010 Runtime | Prerequisite<br>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 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 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

### AVB I/O Card

The AVB input/output card is now available. The AVB Inventory component includes three components: AVB Status, AVB Input, and AVB Output.

### Loudspeakers

Added the following loudspeakers: AD-S4T, AC-S4T AC-S6T.

## Audio Components

### Weighting Filter A- or C-

The Weighting filter provides either an A-weighted (ANSI S1.42 A) or C-weighted (ANSI S1.42 C) filter.

### SPL/Leq Meter Component (BETA)

The SPL / $L_{eq}$ meter provides the ability to measure sound loudness using two different methods. The SPL meter is an exponentially averaging sound level meter with an integration time-constant, referred to as the time-weighting. The $L_{eq}$ meter is a continuous equivalent sound level meter of the integrating-averaging type with an integration time.

### Gated Automatic Mic Mixer Component (BETA)

The new Gating Automatic Mic Mixer replaces the existing one, which is still supported but should not be used in new designs. The updated mixer's main new feature is Noise Floor Tracking, which tracks the steady or slowly changing noise of equipment fans or HVAC. Instead of having to (repeatedly) adjust an absolute gate threshold that depends on the (varying) noise floor, a new relative threshold allows the gate to ride a (slowly) changing noise floor.

# Changed Components in Q-Sys Designer

## Inventory Components

### CXD-Q Output Component

A Standalone mode is now provided for CXD-Q amplifiers. When Standalone mode is enabled, and the connection with the Core is lost the amplifier re-loads the design and directs audio from the amplifier's inputs to the outputs. You can specify if the input channels mapped 1-to-1 or 1-to-all. When the connection is restored, the Core pushes the design to the amplifier and audio resumes per the design.

The Temperature field in the CXD-Q Status component has been removed. Temperatures are available for the power supply unit and the output Chanels A/B and C/D.

## Audio Components

### Delay Matrix Mixer Component (BETA)

An optional Gain control was added to the Delay Matrix Mixer Component.

### Audio Player Component

Support for FLAC format has been added to the Audio Player Component.

# Changed Features in Q-Sys Designer

## User Control Interface

- You can now add Layers to your UCI. Layers allow for easier design by hiding, locking, Z-order of objects, and the layers you add to your page are scriptable.

- Added right-click pop-up menu in UCI pages.

# New Features in Q-Sys Configurator

## Configurator

- The Configurator now displays the hardware ID for any Cores displayed in Configurator.

- You can now enter Feature Keys for options purchased from QSC.

# New Features in Q-Sys Administrator

## Softphones

You can now specify the caller ID Name for each Softphone in your design.

# Changed Features in Q-Sys Administrator

## Contacts

The LDAP error Contact List is now displayed in red.

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# 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

- Gating Automatic Mic Mixer

- SPL/Leq Meter

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

# 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

(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!