

EPM-Known Limitations

List of known issues with End Point Manager

Below is a list of known bugs or limitations on EPM. This does not mean every other feature will work if not listed here, or that there are no other limitations. This is just a list of known limitations at this time.

- List of known issues with End Point Manager

- Aastra
- Algo
- Audiocodes
- Cisco
- Cyberdata
- Digium
- Grandstream
- Mitel
- Panasonic
- Polycom
- Xorcom

- **ALL DEVICES**

- If you are trying to set background images with EPM make sure you have [ImageMagick](#) installed on your system. Some systems do not include this, but on CentOS or other RedHat based systems, installation can be done by doing the following:

```
yum install ImageMagick
```

- If settings do not seem to affect the phone, factory reset
- If settings still do not seem to affect the phone, make sure you do not have option 66/150 pointing to a different server.
- When in doubt, factory reset

- **Aastra**

- Does not support http authentication, unless the user and password are both set to aastra

- **Algo**

- Only capable of registering to one PBX

- **Audiocodes**

- Does not support directed call pickup
- Only capable of registering to one PBX

- **Cisco**

- All Series
 - BLF's only use line 1 unless you select a line first, then hit the BLF
 - BLF's on remote systems do not update status
- Enterprise Series
 - No BLF Support
 - Only Supports SIP Firmware and must be on 9.2
- SPA Series
 - You need at least firmware level 7.5.2b before you can go to 7.5.5.

- **Cyberdata**

- Must enable auto-provision in web gui. Does not honor option 66
- Only capable of registering to one PBX

- **Digium**

- BLF's only use line 1 unless you select a line first, then hit the BLF
- No Directed Call Pickup with BLF buttons
- Does not support DPMA (Digium Phone Module for Asterisk) at this time.

- **Grandstream**

- BLF's on line keys do not work or update. They do get set in the gui. This is a problem with Grandstream firmware
- GXW-42xx Time zone does not provision
- Cannot set the text on line keys for Grandstream phones.
- As of version 13.0.57, GXP-2130/35/40/60/70 phones use configuration entries that only work with Grandstream firmware 1.0.7.15 and above. Please upgrade your firmware to avoid endless reboots.
 - To fix endless reboots
 - In Firmware Management, move 1.13 or higher into the slot used by the template of the extension that is rebooting endlessly.
 - Remove the extension from extension mapping. This will stop the endless reboots and allow the phone to update the firmware.
 - Once the firmware is above 1.0.7.15, you can re-map the extension and the phone should be able to boot normally.

- **Mitel**

- Multiple PBX not supported by End Point Manager
- BLF Does not display ringing state. Only in use.
- EOL - no future additions planned
- Admin password does not set.

- **Panasonic**

- BLF's only use line 1 unless you select a line first, then hit the BLF
- BLF's on remote systems do not update status

- **Polycom**

- BLF's only use line 1 unless you select a line first, then hit the BLF
- BLF's on remote systems do not update status
- 301,501, 601, 4000, 330, 320, 430 Phones need to be at latest combined bootrom and firmware before using End Point Manager
- VVX models only support 50 BLF entries. Endpoint treats speeddials as BLF's to avoid using the directory (and in turn over writing it on rebuild). As such, with an expansion module, you can only use 50 keys at the present time.

- **Phoenix Audio**

- Admin password does not set

- **Snom**

- Can't set phone to listen to MultiCast.

- **Xorcom**

- Firmware not being set as there is a problem with provisioning if set - This is a problem with Xorcom.

- **Yealink**

- Cannot manage background images or upload files