Special Upgrade Instruction for GXE-5000 Release 1.0.1.24 to 1.0.1.41

1. Issues with 1.0.1.41 after upgrade from 1.0.1.24

- All Play Rules will be lost, you will have to reconfigure the play rules.
- If you configure the SIP Trunk more than 4 SIP DID and you configure one to one match between DID and Extension, *then DID will not work as expected*, please refer to new call routing configuration instruction for how to configure one to one mapping between extension and SIPDIDs.

⚠️ *Note: It is very important to do backup before any system upgrade*。

2. Preparing for upgrade: back up your data!

Before upgrading 1.0.1.24 to 1.0.1.41, it is very important to backup EVERYTHING before moving forward with the upgrade.

1) Back up the general configuration(mainly extensions, Trunks, System Settings, Hunt/Ring Groups, Conferences, etc). Use following setting:

Backup & Restore Configuration   Language [English ▾] Logout

○ Upload Configuration   ⊙ Download Configuration

[_____] [Browse...]

[Submit]
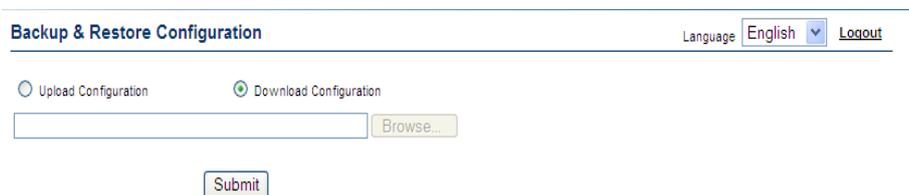
2) Back up Personal Greetings, Auto-Attendant IVR Greetings, and personal voicemails, etc, notice you can choose to download for only those specific extensions for their voicemails and personal greetings:

System Level Backup

☑ Data   ☑ System Tone

☑ Announcement   ☑ Voice Menu

☑ Call Queue

You can opt to backup the Personal Greeting, Recorded Name, & Voicemail for the extensions in the drop down menu below

[691 ▾] [Add]

600   ☑ Personal Greeting   ☑ Personal Name   ☑ Voice Mail   ☑ Fax Mail   [Delete]

691   ☑ Personal Greeting   ☑ Personal Name   ☑ Voice Mail   ☑ Fax Mail   [Delete]

[Submit]

3) *If you suspect anything that could affect your GXE operation, PLEASE schedule a live support from Grandstream GXE Support team before you proceed on upgrade*

3. Upgrading firmware and System Prompt to 1.0.1.41!

1) Upgrade Firmware, see following example figure:

Firmware Upgrade   Language [English ▾]   Logout

Firmware Upgrade   [eam Network Inc\TFTPROOT\GXE5000\gxe50xxfw.bin] [Browse...]

[Submit]

2) Upgrade System Prompt file.   There are 2 steps to upgrade System Prompt Files:

      i.   Step One, upgrade with gxe50xxpv.bin file:

System Prompt Image   [eam Network Inc\TFTPROOT\GXE5000\gxe50xxpv.bin] [Browse...]

[Submit]

      ii.   Step Two, upgrade with SystemPrompt.zip file, this is necessary for upgrading current system prompts in the memory:

4. Configuring GXE5000 after upgraded to 1.0.1.41!

1.0.1.41 has changed a lot from previous release (1.0.1.24 or prior), although most of the configuration will work out-of-box after upgrade, following items are affected or may need system administrator attention:

- New look and feel: Many configuration such as extension configuration, will allow user to click on the actual extension to modify it, as following figure:

- Limitation on some fields: Some of the fields, if using special characters or have a long length, it may no longer working, if you suspect something is not working try to reconfigure it again or contact Grandstream Support.

- A lot of configuration that you are familiar with maybe moved to "Advanced" settings, see following example figure, notice the "Advanced" link:

- In 1.0.1.24 or prior firmware, a password is specifically assigned to a particular

Trunk(SIP/PSTN Trunk), these password will NO LONGER working as in 1.0.1.41, each extension is assigned with the associated authorization profile and depending on the authorization, that extension is either allowed to call, or prompt with its password, which is also the voicemail password or denied the access to the corresponding Trunks.

- Extension for Paging has been moved from General Settings(which NO LONGER exists in 1.0.1.41 to Feature Code, following is the old setting in 1.0.1.24:

- Intercom and Paging used *74 and *77 for now:

- Call Routing features: This is the major function added into 1.0.1.35 firmware. The system created following 4 default(not deletable) Call Routing Profiles and allow user to add any additional profiles to their need:

The 4 Default profiles are:

1) Internal Call: All extensions, by default will assign with this profile, which allow to call any other internal extensions, or Peer extensions, if any. Whenever a new peer created, the Peer extension Digit Mapping will be created such as following:

2) General Inbound: This is a default inbound profile for all Trunks(Internal

PSTN/PSTN Gateway/SIP), that when there is NO IVR greeting for auto-attendant and play-rules set, all inbound calls to these Trunks will be routed to the default IVR greeting(by default, system prompt: **Welcome, please dial your party's extension!**)

3) General Outbound: This is a default outbound profile for all extensions, whenever system upgraded from 1.0.1.24(or prior) or new configuration in 1.0.1.41. By default, any new Trunk created will be assigned with this profile, user can modify this profile to add more Digit Mapping, see following example:

4) PlayVoiceMenu: This is profile is NOT reviewable or editable as well, this is created and modified by the system software, whenever a play rule for Auto-Attendant created or modified.

- Play Rule for Auto-Attendant: Although Play Rules has been most part similar to 1.0.1.24 or prior firmware, it does have some major changes, now you can set up to 5 different play rules, see following example:

Above Play Rules has totally 5 voice menus, "Business Hour 1" and "Business Hour 2", "After Hours 1" and "After Hour 2" and "Holiday". (**By reviewing above figure in detail**) it's pretty straight forward for user to see how it is configured. After clicking on "Next Step", then system admin can select which Trunk resource to assign the Auto-Attendant with this rule:

Once the Trunks are in the "Selected List", then they will be put into "PlayVoiceMenu" in which whenever an Inbound Call comes in to that "Selected" Trunk, the corresponding Play Rules for the Auto-Attendant will be played. Notice that you can also create a trunk later on and assign the corresponding Trunk to use above "PlayVoiceMenu" as well:

⚠ **Note：The naming convention for system generated profile name are "trunkname_"+"outbound/inbound_"+"prf"。**

5. Restore to release 1.0.1.24

In case for any reason that you want to restore back to previous firmware(here it has to be official release 1.0.1.24), please follow following steps:

- Upload firmware and System Prompts for 1.0.1.24, see following figure:

- Reset the unit to factory default by pressing the "reset" hole in the back of GXE5000 or from web as following(if you are working remotely, but you will have to reconfigure the

WAN IP, unfortunately):

- Upload all corresponding data that were backed up in Section 1, which contains 2 parts:
    1) Upload Configuration, see following example:

    2) Upload System Back up data(for such data as Personal Greetings, Auto-Attendant IVR greetings, etc):