

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.

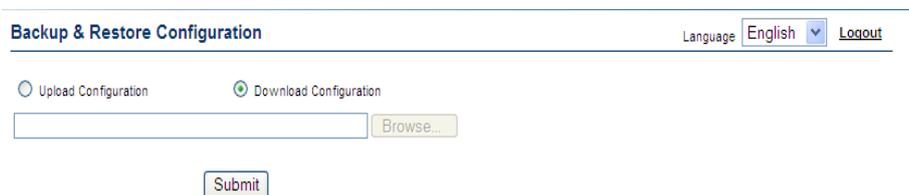


Note: It is very important to do backup before any system upgrade.

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:



- 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:



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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

600 Personal Greeting Personal Name Voice Mail Fax Mail

691 Personal Greeting Personal Name Voice Mail Fax Mail

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 [Logout](#)

Firmware Upgrade

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

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



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System Prompt Image

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:

| -Extensions Directory | | GREEN =Local | BLUE =Remote | Language | English | Logout | | |
|--------------------------|-----|--------------|--------------|-------------------|-------------|------------|---------|-----------|
| | | Delete | | Add one Extension | | Batch Add | | |
| <input type="checkbox"/> | All | Extension | Name | Department | Device Type | IP Address | Status | Privilege |
| <input type="checkbox"/> | | 600 | Operator | | | | Offline | Super |

- 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:

-Config Extension Language English Logout

[Advanced](#)

| | |
|---|---|
| User Name | <input type="text" value="Bill Office"/> |
| Department Name | <input type="text"/> |
| Extension | <input type="text" value="601"/> |
| Privilege | <input type="text" value="Regular"/> |
| SIP Password | <input type="text"/> |
| Voicemail Allowed | <input checked="" type="radio"/> Yes <input type="radio"/> No |
| Ring Attempts Before Forward to Voicemail | <input type="text" value="25"/> (In seconds) |
| Faxmail Allowed | <input checked="" type="radio"/> Yes <input type="radio"/> No |
| Forward Voice/Faxmail to Email | <input type="text" value="johndo@mycompany.com"/> |
| Password | <input type="text"/> |
| Call Forward | <input checked="" type="radio"/> On <input type="radio"/> Off |
| Call Forward To | <input type="text"/> |
| Call Forward Rule | <input type="text" value="None"/> |
| Time for No-Answer-Forwarding | <input type="text" value="25"/> (In seconds) |

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



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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:

General Settings Language English

| | |
|---|---|
| Extension Length | <input type="text" value="3"/> |
| Leading Digit of Extensions | <input type="text" value="6"/> (common prefix digits shared among all extensions on this system, up to 10 digits) |
| Local IPPBX Number | <input type="text" value="010"/> |
| Extension Number for Paging | <input type="text" value="692"/> |
| Extension Number for Internal Phone/FAX Ports | <input type="text" value="690"/> for Port 1; <input type="text" value="691"/> for Port 2 |

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

| | |
|------------------------|----------------------------------|
| Intercom | <input type="text" value="*74"/> |
| Paging Group/Extension | <input type="text" value="*77"/> |

- 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:

Call Routing Profile List Language English

| <input type="checkbox"/> All | Profile Name | Number of Control Rules |
|------------------------------|----------------------------------|-------------------------|
| <input type="checkbox"/> | Internal Call | 5 |
| <input type="checkbox"/> | General Inbound | 1 |
| <input type="checkbox"/> | General Outbound | 3 |
| <input type="checkbox"/> | PlayVoiceMenu | 1 |
| <input type="checkbox"/> | International | 1 |

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:

Modify Dial Profile Language English

Profile Name [view all](#)

| <input type="checkbox"/> All | Digit Mapping | Active |
|------------------------------|---------------|--------|
| <input type="checkbox"/> | * | Yes |
| <input type="checkbox"/> | 6XX | Yes |
| <input type="checkbox"/> | 8XX | Yes |
| <input type="checkbox"/> | 7XX | Yes |
| <input type="checkbox"/> | 5XXX | Yes |

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



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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:

–Modify Dial Profile Language English

| Profile Name | General Outbound | Submit | view all |
|---------------------------------------|----------------------------|------------------------------------|---------------|
| <input type="checkbox"/> All | Digit Mapping | | Active |
| <input type="checkbox"/> | NXXNXXXXX | | Yes |
| <input type="checkbox"/> | 911 | | Yes |
| <input type="checkbox"/> | 1NXXNXXXXX | | Yes |
| <input type="button" value="Delete"/> | | <input type="button" value="Add"/> | |

- 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:

–Playing Rule Language English

| Voice Menu | Time | Date | <input type="button" value="Add Voice Menu in Play Rule"/> |
|--|-----------------------|---|--|
| <input type="checkbox"/> Business Hour | 6:30-9:30;13:00-14:29 | <input checked="" type="radio"/> Week <input type="checkbox"/> SUN <input checked="" type="checkbox"/> MON <input checked="" type="checkbox"/> TUE <input checked="" type="checkbox"/> WED <input checked="" type="checkbox"/> THU <input checked="" type="checkbox"/> FRI <input type="checkbox"/> SAT Except on date(s) <input type="text"/> | |
| <input type="checkbox"/> Business Hour | 9:31-13:29;14:30-18:3 | <input checked="" type="radio"/> Week <input type="checkbox"/> SUN <input checked="" type="checkbox"/> MON <input checked="" type="checkbox"/> TUE <input checked="" type="checkbox"/> WED <input checked="" type="checkbox"/> THU <input checked="" type="checkbox"/> FRI <input type="checkbox"/> SAT Except on date(s) <input type="text"/> | |
| <input type="checkbox"/> Holidays | <input type="text"/> | <input type="radio"/> Week <input type="checkbox"/> SUN <input type="checkbox"/> MON <input type="checkbox"/> TUE <input type="checkbox"/> WED <input type="checkbox"/> THU <input type="checkbox"/> FRI <input type="checkbox"/> SAT Except on date(s) <input type="text"/> | |
| <input type="checkbox"/> After Hours 1 | 0:00-6:29;18:31-23:59 | <input checked="" type="radio"/> Date <input type="text"/> 1/1;2/16;5/25;7/3;11/7;11/26; <input checked="" type="radio"/> Week <input type="checkbox"/> SUN <input checked="" type="checkbox"/> MON <input checked="" type="checkbox"/> TUE <input checked="" type="checkbox"/> WED <input checked="" type="checkbox"/> THU <input checked="" type="checkbox"/> FRI <input type="checkbox"/> SAT Except on date(s) <input type="text"/> | |
| <input type="checkbox"/> After Hour 2 | <input type="text"/> | <input checked="" type="radio"/> Week <input checked="" type="checkbox"/> SUN <input type="checkbox"/> MON <input type="checkbox"/> TUE <input type="checkbox"/> WED <input type="checkbox"/> THU <input type="checkbox"/> FRI <input checked="" type="checkbox"/> SAT Except on date(s) <input type="text"/> | |
| <input type="button" value="Delete"/> | | <input type="button" value="Next Step"/> | |

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:

Language English

– Inbound Profile Assign To Trunk

| Available List | | Selected List |
|---------------------------------------|--|------------------------------|
| Boston GXE Dallas GXE SZ GXE | <input type="button" value="→"/> <input type="button" value="←"/> | XO PSTN Lines LA GXW-4104 |
| <input type="button" value="Finish"/> | | |

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:

Language English

– Modify FXO Device

| Trunk Name | XO PSTN Lines | | | | | | |
|---|--|----------------|--|---------------|---|--|---------------|
| Line | 1-4 | | | | | | |
| Call Routing Profile | <table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 50%; border: 1px solid #ccc; padding: 5px;">Available List</th> <th style="width: 10%; border: none;"></th> <th style="width: 40%; border: 1px solid #ccc; padding: 5px;">Selected List</th> </tr> </thead> <tbody> <tr> <td style="border: 1px solid #ccc; padding: 5px;">Internal Call General Inbound General Outbound International</td> <td style="border: none; text-align: center; padding: 5px;"> <input type="button" value="→"/> <input type="button" value="←"/> </td> <td style="border: 1px solid #ccc; padding: 5px;">PlayVoiceMenu</td> </tr> </tbody> </table> | Available List | | Selected List | Internal Call General Inbound General Outbound International | <input type="button" value="→"/> <input type="button" value="←"/> | PlayVoiceMenu |
| Available List | | Selected List | | | | | |
| Internal Call General Inbound General Outbound International | <input type="button" value="→"/> <input type="button" value="←"/> | PlayVoiceMenu | | | | | |
| <input type="button" value="Submit"/> | | | | | | | |

⚠ 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:

Language English

– Firmware Upgrade

| | | |
|---------------------------------------|---|--|
| Firmware Upgrade | h:\Network Inc\TFTPROOT\GXE5000\gxe50xxfw.bin | <input type="button" value="Browse..."/> |
| <input type="button" value="Submit"/> | | |
| System Prompt Image | h:\Network Inc\TFTPROOT\GXE5000\gxe50xxpv.bin | <input type="button" value="Browse..."/> |
| <input type="button" value="Submit"/> | | |

- 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



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WAN IP, unfortunately):

→ **Reset & Reboot** Language [Logout](#)

Reboot Reset to Default

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

Backup & Restore Configuration Language [Logout](#)

Upload Configuration Download Configuration

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

System Level Restore Language [Logout](#)
