

GXV3380 Firmware Release Notes

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FIRMWARE VERSION 1.0.3.21

PRODUCT NAME

GXV3380

DATE

09/25/2020

FIRMWARE FILE INFORMATION

- GXV3380 firmware file name: gxv3380fw.bin

MD5: 5291b91a87d6aa3153d61b83bb381751

CHANGES SINCE FIRMWARE VERSION 1.0.3.19

ENHANCEMENT

- Updated GS_CPE for GDMS integration improvement.

FIRMWARE VERSION 1.0.3.19

PRODUCT NAME

GXV3380

DATE

09/02/2020

FIRMWARE FILE INFORMATION

- GXV3380 firmware file name: gxv3380fw.bin

MD5: c031a733e593341b1af0a2e29dd7f61a

CHANGES SINCE FIRMWARE VERSION 1.0.3.9

ENHANCEMENT

- Supported integrated call control features with GUV3000/3005. [GUV HEADSET INTEGRATION]
- Improved the LCD display format.

NEW FEATURES OVERVIEW

This section lists major new features and describes how to use it from the user's point of view.

GUV HEADSET INTEGRATION

The GXV33xx starts supporting the GUV3005/3000 headset. The GUV3000 and GUV3005 are HD USB Headsets that offer high-quality sound. Ideal for remote workers and busy environments, these USB headsets feature a noise cancellation microphone that minimizes background noise to provide crisp HD audio. The headset features multiple call control features such as answer/end a call, volume adjustment and mute/unmute.

Users can plug in the USB port with the headset and simply use the headset as default media input/output channel. For more details, please visit:

<http://grandstream.com/products/personal-collaboration-devices/headsets> .

FIRMWARE VERSION 1.0.3.9

PRODUCT NAME

GXV3380

DATE

7/1/2020

FIRMWARE FILE INFORMATION

- GXV3380 firmware file name: gxv3380fw.bin

MD5: 7d53ec546c2d9ba050e4b6abc5549ff2

CHANGES SINCE FIRMWARE VERSION 1.0.1.19

ENHANCEMENT

- Updated “GUI Customization File Download Mode” default value to “HTTP”.
- Added the settings to display the preview or door button for incoming GDS calls. [DOOR FEATURES]
- Added Telefonica Spain special feature.
- Added Register Before DNS SRV Fail-over for accounts. [REGISTER BEFORE DNS SRV FAILOVER]
- Added Preferred Non-Interleaved Mode to Packetization Mode. [PREFERRED NON-INTERLEAVED MODE]
- Added “Disable Removal of Desktop Widgets”, “Disable Touch Buttons”, “Screensaver type” and “clock screensaver” configuration to GUI config tool.
- Supported P1375 to control LCD Settings -> Peripherals -> Plug in RJ9/EHS headset. 0 – No, 1 – Yes.
- Improved the Dial Plan length limit to 4096.
- Added settings to adjust ringtone/media/alarm volumes. [WEB AUDIO CONTROL]
- Added quick DTMF feature for outgoing/incoming call from web UI -> Value-added Service. [QUICK DTMF]
- Added Accessibility in Settings. The features originate from the Android system.
- Added “Broadsoft” and “Disabled” option in web UI Phone Settings -> Settings -> Record Mode.
- Added Berlin, Dublin time zone in Date & time settings.
- Improved the recording name format with timestamp.
- Supported domain string in SIP server address such as “grandstream”.
- Updated Account Codec settings -> RTP Timeout range and tooltips.
- Added GS Wave link column in web UI Account status page. Users can click “Enter” button to open GS Wave web page.
- Added BS-history in Call History app.

- Improved some UI by position adjustment and adding prompts on LCD and web.
- Improved that device will present in low rate if there is negotiation in video presentation bitrate.
- Added enabling video call function and call waiting for accounts separately. [ACCOUNT VIDEO CALL AND CALL WAITING]
- Added Network Settings -> Advanced -> remote control settings. [REMOTE CONTROL]
- Added Serial Number and Part Number in web UI System Info page.
- Updated validation for automatic upgrade mode and related time settings.
- Hid video call button when video call is disabled.
- Updated mute icon position in call page to avoid misunderstanding.
- Updated the contact would be called using the first active account, not the last used account.
- Added a note for direct dial widget when there is no contact.
- Updated USB upgrade LED display to fast red flash.
- Updated "São Paulo" time zone to UTC-3.
- Added "Failback Expiration" for DNS SRV Failover Mode failback option in account general settings. [FAILBACK EXPIRATION]
- Added "Hide User Info for Video Call" in web UI phone general settings. [VIDEO CALL INFO HIDDING]
- Added DNS Refresh Time. [DNS REFRESH TIME]
- Added DNS Failure Cache Duration. [DNS FAILURE CACHE DURATION]
- Added HDMI echo delay. [ECHO DELAY]
- Added Presentation app. [PRESENTATION APP]
- Updated the attended transfer button to "Transfer now" during a call.
- Improved device audio quality during a call.
- Updated Chromium/integrated browser for integration with their webRTC app.
- Added State Detection app. [STATE DETECTION APP]
- Removed Video FEC Mode settings under account codec settings because the device does not need to match the address reuse configuration on server side anymore.
- Updated some open-source licenses.
- Supported NAT64. If one SIP server supports IPv6 only and another supports IPv4 only, both accounts can register at the same time.

BUG FIX

- Fixed device scheduled provision firmware upgrade issue on 3CX.
- Fixed Programmable key conference using active account does not take effect.
- Fixed some issues in Dial Plan, such as set up a string length limit.
- Fixed some DTMF button display issues, such as incomplete display.
- Fixed some issues in Recorder, such as play back content at a marked time does not match the original recorded content, web fails to play recordings which is recorded from device.
- Fixed some issues in Voicemail.
- Fixed some issues in Call History, such as title error when playing recording.

- Fixed some issues in File Manager, such as FTP server accepts empty or special characters password/username, tapping FTP username/password field cannot trigger keyboard, searching “1” would show USB as a result, default path update issue when USB is removed, fails to open flac format files.
- Fixed some issues in Contacts, such as keyboard for download server would make part of the page not scrolled down, fails to import utf-16xml contacts on web UI, exporting a contact to a folder would display an incorrect prompt message, double clicking contacts from Favorites category will display a wrong interface, display issue when downloading Chinese contact using VCF and GBK format, fails to save 5-digit port number, link or email cannot be open, cannot find the result for a contact including '@’.
- Fixed some issues in SMS, such as jumping interfaces when creating a contact from a message, double-click return softkey would display a wrong interface, device sends SMS using the first active account even the number is designated to a certain account.
- Fixed the download progress bar is always displayed even the network is disconnected.
- Fixed device fails to download Cust file issue.
- Fixed some issues in Programmable Key, such as keyboard does not pop up when editing a key, fails to edit the key after page 4, updated the length limit, fails to switch from speed conference mode to others, values get cleared when switching types, text overlapping issue.
- Fixed some issues in GS Market, such as click “Installed” would trigger download again.
- Fixed TFTP upgrade request does not include necessary information.
- Fixed the call on hold would hang up automatically because of RTP timeout.
- Fixed some LDAP issues such as LDAP contacts search result displays duplicates, local contacts display LDAP search bar when LDAP is disabled.
- Fixed crash issue related to Bluetooth.
- Fixed device cannot auto answer if there is a call on hold.
- Fixed display issue when setting up password screen lock in Settings -> Security Settings.
- Fixed volume adjustment issue when third-party input app shows special character keyboard.
- Fixed codec FEC and H.264 payload type can be the same number issue.
- Fixed custom ringtone with special character in the name would cause crash issue.
- Fixed the icon display on status bar for WiFi and LAN.
- Fixed media channel icon issue when Skype change from handset to speaker.
- Fixed “Video On” button exists when the device receives 100 Trying.
- Fixed some validation issue on web UI, such as LDAP port range allows 0,
- Fixed some tooltips on web UI.
- Fixed web UI firmware/config provision cannot be saved issue when automatic upgrade is set to “Check every minute”.
- Fixed when “always ring speaker” is on and a USB headset is connected, the ringtone is hoarse from speaker.
- Fixed device failed to add the party on hold to a conference.
- Fixed device ignores digit strip when the dial plan contains “x+”.
- Fixed device displays incorrect volume adjustment when using RJ9 headset in a call.

- Fixed registration failure using SIP TLS mutual authentication.
- Fixed device uses IPv6 address incorrectly when LLDP and VLAN tag are applied.
- Fixed diagnostics audio loop test does not wait for the speaker to finish 3 seconds recording and click on the next step.
- Fixed DTMF fails to open GDS under preview mode.
- Fixed device does not automatically upgrade issue.
- Fixed device route loss in some situations.
- Fixed device adjusts the 3.5mm earphone volume but the audio is played on the speaker for a moment.
- Fixed device upgrade does not match the option from web UI “Allow DHCP Option 43, 160 and 66 to Override Server” settings.
- Fixed device connects to Bluetooth headset, but displays volume bar when dialing out.
- Fixed IP displays default gateway address when connected to PPPoE.
- Fixed device sends video that exceeds the configured mbps.
- Fixed device does not send ARP query and send data to gateway.
- Fixed device does not show input HTTP(S) authentication prompt in no touch provisioning.
- Fixed device does not send P-Access-Network-Info-Header in REGISTER or INVITE.
- Fixed device does not play do-not-disturb ring splash.
- Fixed device fails to play failure treatment on 480 Temporarily Unavailable in SCA status.
- Fixed device does not wake up LCD when BLF/SCA user status changes.
- Fixed device does not failover the registration or call and sends the INVITE request to the secondary server directly.
- Fixed device does not update the display of Restricted Called Party ID on BroadSoft platform.
- Fixed device sends SUBSCRIBE incorrectly on BroadSoft platform.
- Fixed device ignores the screen lock and allow call back from missed call popup.
- Fixed device fails to synchronize Google contacts.
- Fixed device switches to Bluetooth interface unintentionally when doing Contact settings.
- Fixed alarm clock is forced to quit issue.
- Fixed flash screen issue when deleting a backup file.
- Fixed device fails to display video when starting a presentation during a call.
- Fixed certificate installation failure issue from SD card.
- Fixed some Clock app issues, such a duplicate city names in Clock time zone list, matching search result issue.
- Fixed advanced alerting tones volume is too low.
- Fixed string in attended transfer interface to “Complete Transfer” from “Blind”.

NEW FEATURES OVERVIEW

This section lists major new features and describes how to use it from the user’s point of view.

DOOR FEATURES

This part allows users to configure whether preview and door button is enabled for incoming GDS calls. This is under web UI -> Value-added services -> General Settings. Default value is on.

Value-added Service **General Settings**

Display Open Door Button when Calling [?](#)

Enable Preview [?](#)

[Save](#)

REGISTER BEFORE DNS SRV FAILOVER

Configures whether the account would send REGISTER before it applies to other DNS SRV addresses. It is in web UI -> Account Settings -> General Settings.

PREFERRED NON-INTERLEAVED MODE

This allows the packetization mode to prefer non-interleaved mode first. If the other party does not support it, it will use Single NAL Unit for video encoding. It is in web UI -> Account Settings -> Codec Settings.

Packetization Mode [?](#)

WEB AUDIO CONTROL

This allows users to adjust different volumes from web UI. This is in web UI -> System Settings -> Preferences -> Audio Control.

Ringtone volume [?](#)

Media volume [?](#)

Alarm volume [?](#)

QUICK DTMF

This allows user to use button to enter DTMF. In web UI -> Value-added Services, create a service type for “DTMF”, such as an example below.

Service Type	DTMF
Display Name ?	<input type="text" value="Door"/>
DTMF Content ?	<input type="text" value="123"/>
Display Condition ?	<input type="text" value="Incoming/Outgoing Call"/>

Then the during the call, press the keypad on LCD to display and use the buttons, shown as below.



ACCOUNT VIDEO CALL AND CALL WAITING

This allows users to enable video and call waiting specifically for certain account. The general configuration still exists for all accounts in web UI -> Phone Settings -> Call Settings. For each Account -> Call Settings, if set to “Default”, the account will follow the general configuration. If set to “yes” or “no”, it will only change the configuration for current account.

| Call Features

Enable Video Call [?](#)

Default

Enable Call Waiting [?](#)

Default

VIDEO CALL INFO HIDDING

This allows users to configure whether user info will be display in video screen corner. It is in web UI -> Phone Settings -> General Settings.

Hide User Info for Video Call [?](#)

REMOTE CONTROL

This allows action URL or CSTA control to send commands to device. It is in web UI -> Network Settings -> Advanced Network Settings. "Action URI Support" configures whether the phone is enabled to receive and handle Action URI request. "Remote Control Pop up Window Support" configures whether the phone is enabled to pop up allow remote control window. "Action URI Allow IP List" is a list of allowed IP addresses for receiving action URL.

CSTA Control [?](#)

Action URI Support [?](#)

Remote Control Pop up Window Support [?](#)

Action URI Allow IP List [?](#)

DNS REFRESH TIME

Configures the refresh time (in minutes) for DNS query. If set to "0", the phone will use DNS query TTL resolving from DNS server response. P-value: P4208. Default is 0.


DNS Refresh Time (m) [?](#)

0



DNS FAILURE CACHE DURATION

Configures the duration (in minutes) of previous DNS cache when DNS query fails. If set to "0", the feature will be disabled. Note: Only valid for SIP registration.

DNS Failure Cache Duration (m) 


FAILBACK EXPIRATION

This is for DNS SRV failover mode "Saved when failback". The currently DNS result will be continuously used until the failback timeout. This setting configures this timeout in minutes.

Failback Expiration(m) 

ECHO DELAY

This setting configures the device's HDMI audio delay to match the audio latency of different TV sets. It is under web UI -> System Settings -> Preferences -> Audio Control.

Echo Delay  

PRESENTATION APP

The Presentation app is on device LCD desktop. Users need to connect the device HDMI-in and PC or laptop via an HDMI cable. The audio will also be played from GXV3380.

STATE DETECTION APP

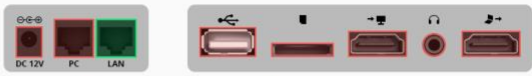
This app is used to detect port connection, network, account status and audio play and pickup status. Users can use it as a diagnostics tool.

State detection 15:55

General Detection

Audio Detection

Port detection Done



Connected Disconnected

Network detection Done

Ethernet	Wired network	Connected
IP	192.168.30.50	Normal
Gateway	192.168.30.1	Normal
DNS server	192.168.30.1	Abnormal
Alternate DNS server	0.0.0.0	Abnormal

[Start](#)


State detection 15:55

General Detection

Audio Detection

Speaker detection Normal

Microphone detection Normal



Please speak after clicking "start"

[Start](#)

FIRMWARE VERSION 1.0.1.19

PRODUCT NAME

GXV3380

DATE

10/17/2019

FIRMWARE FILE INFORMATION

- GXV3380 firmware file name: gxv3380fw.bin

MD5: 4a1e837bed29dce5a897d5b465622a2e

CHANGES SINCE FIRMWARE VERSION 1.0.1.14

ENHANCEMENT

- Supported auto record when a call is established from web UI -> Phone Settings -> Call Settings. P-value is 22295, 0 - No, 1 - Yes.
- Improved user experience by reboot prompt after saving some settings.
- Improved user experience by enlarging the LCD buttons.
- Supported sending messages from contact detail page by adding the SMS button.
- Supported ability to query a LDAP contact in an emergency call.
- Supported using different networks for data and VoIP calls.[DIFFERENT NETWORK FOR DATA AND VOIP]
- Improved that call forward has higher priority over DND.
- Improved some video multicast paging display.
- Supported syslog sent to IPv6 target.

BUG FIX

- Fixed device virtual account group concurrent registration maximum. Now set to 16.
- Fixed device account SIP settings SIP Timer D interval issue.[TIMER D INTERVAL]
- Fixed device frequent calls cause crash issue.
- Fixed some Record app issues.
- Fixed default alarm ringtone list has duplicate items.
- Fixed device turning on video to a held call causes HDMI out display difference compared to normal video call.
- Fixed Wi-Fi connection fails when after editing DHCP SSID to static.
- Fixed some language strings.
- Fixed GUI config tool installing third-party app and launching after booting setting does not take effect.

- Fixed device cannot pick up a monitored call from eventlist BLF.
- Fixed programmable key quick conference update to other type would display abnormal prompt.
- Fixed BFCP fails with TCP.
- Fixed device fails to play ringtone.
- Fixed device does not send SUBSCRIBE message after switching preferred Internet protocol.
- Fixed the LDAP phonebook search timeout is too large.
- Fixed device still prompts GMS installation notification after GMS was installed and removed.
- Fixed device one-click debug result contains battery information.
- Fixed “Use # as Dial Key and Redial Key” settings cannot be saved.
- Fixed DND forward does not work.
- Fixed device opens SMS app and goes back to desk, then it cannot display notification icon on receiving new SMS.
- Fixed device Bluetooth headset media channel switching issue.
- Fixed some LCD display issue on door opening.
- Fixed No Key Entry Timeout is not paused when selecting the account.
- Fixed Baudisch mode cannot popup keyboard issue.
- Fixed DTMF tone is not played locally.
- Fixed LED does not match settings in some scenarios.

NEW FEATURES OVERVIEW

This section lists major new features and describes how to use it from the user's point of view.

TIMER D INTERVAL

This feature fixed the SIP Timer D interval application. The valid range is from 0 - 64.

- If set to 0, the Timer D interval would be $T1 * 64$. Based on the T1 settings, the value can be 32, 64, or 128 second.
- If set to 1 - 32, the Timer D would be 32 seconds.
- If set to 33 - 64, the Timer D interval would be the number as configured.

DIFFERENT NETWORK FOR DATA AND VOIP

This feature allows user to configure whether the device uses different network for data and VoIP transmission. If set Yes, the phone needs to configure different network settings, including Address Type (DHCP, Static IP), Layer 2 QoS 802.1Q/VLAN Tag (Ethernet) for VoIP Calls, Layer 2 QoS 802.1p Priority Value (Ethernet) for VoIP Calls. The default is No.

The feature is under web UI -> Network Settings -> Ethernet Settings.

Different Networks for Data and VoIP Calls [?](#) [!](#)

Network Configuration of Data

IPv4

IPv4 Address Type [?](#) DHCP Static IP PPPoE

DHCP VLAN Override [?](#)

Host Name (Option 12) [?](#)

Vendor Class ID (Option 60) [?](#)

Layer 2 QoS 802.1Q/VLAN Tag (Ethernet) for Data [?](#)

Layer 2 QoS 802.1p Priority Value (Ethernet) for Data [?](#) [!](#)

IPv6

IPv6 Address [?](#)

Preferred DNS Server [?](#)

Network Configuration of VoIP Calls

IPv4

IPv4 Address Type [?](#) DHCP Static IP

Layer 2 QoS 802.1Q/VLAN Tag (Ethernet) for VoIP Calls [?](#)

Layer 2 QoS 802.1p Priority Value (Ethernet) for VoIP Calls [?](#) [!](#)