

# GXV3380 Firmware Release Notes

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## FIRMWARE VERSION 1.0.3.29

### PRODUCT NAME

GXV3380

### DATE

07/26/2021

### FIRMWARE FILE INFORMATION

- GXV3380 firmware file name: gxv3380fw.bin  
  
MD5: bf3a97f7355fa21ef5b19a285a561616

### CHANGES SINCE FIRMWARE VERSION 1.0.3.27

#### ENHANCEMENT

- Added alias and P-value for “Keep Associated Account” settings.
- Added “Maximum Number of SIP Request Retries” settings when DNS mode is SRV. [SIP MAX RETRIES]
- Added “Failback Expiration” settings when DNS SRV Failover Mode is Failback. [FAILBACK EXPIRATION]
- Supported setting recording storage path to a SD card.
- Improved the call park indicator to be bigger.
- Improved the time zone setting is grayed out when DHCP Option 2 is used.
- Updated some tooltips in web UI.
- Improve the call interface to hide presentation button when there is no source.
- Updated some ringtone files to be consistent with other GXV33xx models.

#### BUG FIX

- Fixed some issues in Call Block such as notification prompt is not updated when blocking an IP call without port.
- Fixed font change would proceed to an incorrect interface.
- Fixed some issues in Backup such as date/time display format incorrect, incorrect descriptions, etc.
- Fixed some issues in Hotspot password settings.
- Fixed call recording does not stop playing when tapping on LCD blank space.
- Fixed display overlapping issue in Contact.
- Fixed device fails to login web UI when using HTTPS under IPv6 environment.
- Fixed Wi-Fi connection may not have response issue.

- Fixed menu softkey does not work when WiFi is switched on and off.
- Fixed some display issues in Screensaver settings.
- Fixed display overlapping issue on Programmable Keys with dial prefix type.
- Fixed icon size inconsistency issue in permission settings.
- Fixed Teams app is not in the “Quickly Launch Specified APP” settings.
- Fixed the contact imported a vcf file cannot be assigned to a group.
- Fixed the contacts exported does not follow the selected format.
- Fixed a contact with one-time SRTP call feature code number is blocked to dial out by dial plan when feature code is enabled.
- Fixed device can change the wallpaper from FileManager app even the cust file disables it.
- Fixed LCD does not prompt for input password when downloading cust files.
- Fixed device fails to make video calls in IPv6.
- Fixed menu softkey fails to work in Clock app.
- Fixed device only makes up to 2 video calls when making a group call.
- Fixed font too small issue in Accessibility app.
- Fixed the Programmable Key general settings on web UI is not saved by Enter key.
- Fixed device fails to assign ringtone from SD card or USB to a contact.
- Fixed device fails to make calls after using ‘@’ in dialing number.
- Fixed the icon display position is incorrect when dragging a programmable key.
- Fixed the system UI restarts when Ethernet cable is unplugged with CDP enabled.
- Fixed the video and audio are not synchronized when playing from gallery.
- Fixed the wireless display button is not synchronized during the call.
- Fixed the time display format issue in Call History.
- Fixed device SSH command “show ip” returns an incorrect DNS2 server.
- Fixed the clock alarm rings via the handset when the handset goes off-hook.
- Fixed members cannot be invited after the meeting is held.
- Fixed the Programmable Key Transfer type is not restricted by the dial plan.
- Fixed device fails to make an IP call from a contact.
- Fixed LCD has no response when dismissing the “HDMI-in not detected” popup.
- Fixed device does not play sidetone.
- Fixed some crash issues caused by memory leak.
- Fixed device receives a video intercom but only plays the audio.
- Fixed device fails to launch Default Browser APP and Google Play APP.
- Fixed device allows video calls from SMS even when video call is disabled.
- Fixed device does not limit the length of contact download server.
- Fixed device sends INFO for video too quickly causing server to respond 500 internal server error.
- Fixed device fails to answer an incoming call after completing an attended transfer.

## **NEW FEATURES OVERVIEW**

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

### SIP MAX RETRIES

This setting configures the maximum number of retries for the device to send requests to the server. In DNS SRV configuration, if the destination address does not respond, all request messages are resent to the same address according to the configured retry times. Valid range: 1-10. P-values: 60055, 60155, 60255, 60355, 60455, 60555, 60655, 60755, 60855, 60955, 61055, 61155, 61255, 61355, 61455, 61555.

DNS Mode [?](#)

NAPTR/SRV

Maximum Number of SIP Request Retries [?](#)

4

### FAILBACK EXPIRATION

This setting configures the duration (in minutes) since failover to the current SIP server or Outbound Proxy before making failback attempts to the primary SIP server or Outbound Proxy. Valid range: 1 – 64800. P-values: 60056, 60156, 60256, 60356, 60456, 60556, 60656, 60756, 60856, 60956, 61056, 61156, 61256, 61356, 61456, 61556.

DNS SRV Failover Mode [?](#)

Failback follows failback expiration timer

Failback Expiration (m) [?](#)

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## FIRMWARE VERSION 1.0.3.27

### PRODUCT NAME

GXV3380

### DATE

04/06/2021

### FIRMWARE FILE INFORMATION

- GXV3380 firmware file name: g xv3380fw.bin  
  
MD5: 60051eaefb6383d03263c3e05fbada3e

### CHANGES SINCE FIRMWARE VERSION 1.0.3.25

#### ENHANCEMENT

- Added a "silent" option to account ring tone list.
- Added ability to provision "Search Field Filter" LDAP option.
- Supported "Do not prompt Missed calls" for Ring Group missed call.
- Added P22421 in configuration file to add ability to force a reboot after provisioning.
- Added string options to "Enable SCA" P-values in provision. [ENABLE SCA PROVISION]
- Improved DNS SRV Failover Design.
- Improved Special Features settings layout on web UI. [ACCOUNT SETTINGS IMPROVEMENT]

#### BUG FIX

- Fixed setting TR069 timing connection interval (seconds) to 0 cannot take effect issue.
- Fixed the no audio issue when listening on video multicast paging.
- Fixed the Symmetric RTP configuration does not take effect for all 16 accounts issue.
- Fixed the checkbox options cannot be reset in account page issue.
- Fixed that phone stops running during conference call when DTMF MPK is pressed, or during provisioning process.
- Fixed the wrong prompts when uploading OpenVPN client certificates.
- Fixed OTP verification failed issue in ATE testing.
- Fixed some settings do not take effect until reboot issue, such as enabling or disabling web UI, changing SIP QoS and changing multicast listening address.
- Fixed BLF call pickup prefix and replaces header issue.
- Fixed BLF status update failure if a speed dial MPK is provisioned with the same display name and number.

## KNOWN ISSUES

- Call quality statistics exist accuracy issue when reporting to GDMS. This will be improved in future firmware.

## NEW FEATURES OVERVIEW

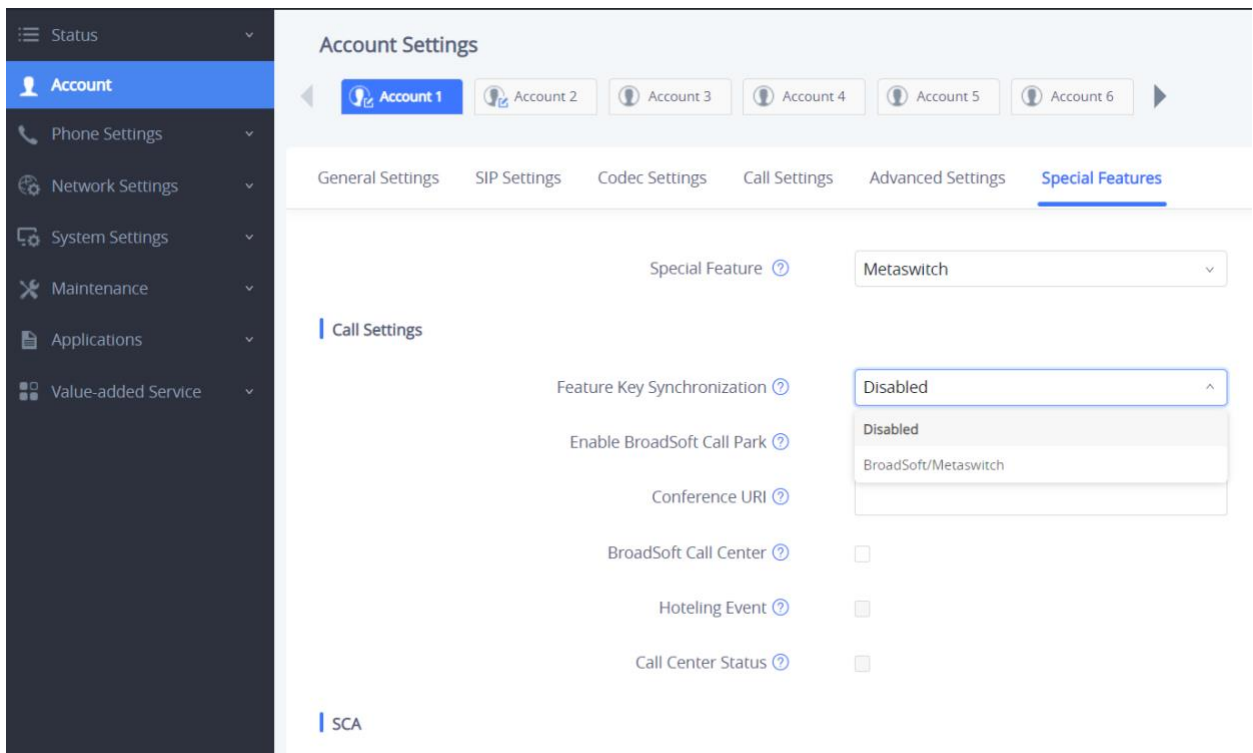
This section lists major new features and describes how to use it from the user's point of view.

### ENABLE SCA PROVISION

The Enable SCA settings now supports provision via strings. The value "0" can be replaced with "line" or "private"; value "1" can be replaced with "shared" or "sharedline".

### ACCOUNT SETTINGS IMPROVEMENT

Special Feature tab can be now found under Account settings for each account, where Special Feature, Call Settings and SCA can be found. Feature Key Synchronization setting option to "Broadsoft/Metaswitch". Please find the new layout below.



The screenshot displays the 'Account Settings' interface for 'Account 1'. The left sidebar contains navigation options: Status, Account (selected), Phone Settings, Network Settings, System Settings, Maintenance, Applications, and Value-added Service. The main content area is titled 'Account Settings' and includes tabs for General Settings, SIP Settings, Codec Settings, Call Settings, Advanced Settings, and Special Features (selected). Under the 'Special Features' tab, the 'Special Feature' dropdown is set to 'Metaswitch'. Below this, the 'Call Settings' section includes:
 

- 'Feature Key Synchronization' dropdown, currently set to 'Disabled', with a dropdown menu showing 'Disabled' and 'BroadSoft/Metaswitch' options.
- 'Enable BroadSoft Call Park' checkbox, which is unchecked.
- 'Conference URI' field, which is empty.
- 'BroadSoft Call Center' checkbox, which is unchecked.
- 'Hoteling Event' checkbox, which is unchecked.
- 'Call Center Status' checkbox, which is unchecked.

 The 'SCA' section is partially visible at the bottom of the interface.



## FIRMWARE VERSION 1.0.3.25

### PRODUCT NAME

GXV3380

### DATE

02/09/2021

### FIRMWARE FILE INFORMATION

- GXV3380 firmware file name: gxv3380fw.bin  
  
MD5: 3e1514c6e37559c8d278ddaa03d6a19a

### CHANGES SINCE FIRMWARE VERSION 1.0.3.21

#### ENHANCEMENT

- Improved the DNS SRV Failover features.
- Added Lagos, Nigeria GMT+1:00 to time zone list.
- Improved validation for uploading OpenVPN settings files and device configuration.
- Supports rejected call notification settings. [REJECTED CALL NOTIFICATION]
- Improved UI display of setting clock as screensaver.
- Modified anonymous call to be unknown number in call logs.
- Eliminated call duration display of missed calls.
- Added support for \$variable in provisioning link (such as \$MAC or \$PN). [PROVISION VARIABLEPROVISION VA]
- Improved the layout for web UI account settings.
- Added Call Function Button Display Timeout (s). [CALL FUNCTION BUTTON DISPLAY TIMEOUT (s)]
- Added Self-defined time zone under web UI Time Settings. [SELF-DEFINED TIME ZONE]
- Supported Handsfree TX Gain settings. [HANDSFREE TX GAIN]
- Added call types icon in Call History app to indicate audio or video calls.
- Updated “No/Noise” button in Audio Diagnostics to 2 separate ones.
- Added multicast intercom global switch in LCD widget.
- Added more the Handset TX Gain (dB) options.
- Removed all RX gain settings from web UI Audio Control settings. Replaced with automatic RX adjusting.
- Supported voice monitoring VQ RTCP-XR session report. [VQ RTCP-XR]
- Supported the display for GDS button with a long name.

- Improved the button display in firmware update settings on LCD.
- Updated button in attended transfer from “Blind” to “Transfer now”.
- Added the call modes (audio or video) in call history.
- Supported web UI control list. [WEB UI ACCESS CONTROL LIST]
- Updated calling account display to Account Name instead of SIP Authentication ID.
- Removed Presentation button from video call features.
- Supported screensaver option from GDMS platform.
- Supported LCD turned on when BLF/SCA status updated. [LCD TURNED ON WITH BLF/SCA UPDATE]
- Added support that Apps can be grouped into folders on home screen.
- Added support for Enabling/Disabling the build-in Phone APP using SDK.
- Added support for "Get Device Model" API in SDK Framework Service.
- Improved the UI design of multicast paging interface on LCD.
- Added “Start provision” button to trigger the device to fetch configuration/firmware file web UI or LCD.
- Supported switching cities from the weather widget directly.
- Improved UI display of setting clock as screensaver.
- Supported validation for NTP address.

#### **BUG FIX**

- Fixed device some programmable key issues, such as parking the second call in the same parking lot issue, failure in call park, failure in retrieving a parked call, failure in apply some provision, etc.
- Fixed SIP message issue on BLF.
- Fixed device disabling video call setting does not take effect in SMS app.
- Fixed device Widget returning to default size when zoom mode or Largest fonts is applied.
- Fixed clearing VLAN tag of data and VoIP would cause reboot.
- Fixed device vulnerability to CSRF attacks.
- Fixed some issues in API commands.
- Fixed service stopping issue in active calls.
- Fixed device fails to apply the screensaver configuration changes set on the CUST file.
- Fixed the home page returning issue after setting up the account.
- Fixed the system language settings option display on web UI.
- Fixed return button does not work when adding or selecting contacts.
- Fixed Weather widget does not apply the time and date display format from settings.
- Fixed the dialing interface displays emergency contacts after deletion.
- Fixed display inconsistency issue in Settings.
- Fixed display issue in File Manager.
- Fixed contact download credential still takes effect after being cleared.
- Fixed Contact app quits abnormally when double tapping on a contact.
- Fixed Contact app gets frozen when the phonebook is downloaded and deleted.
- Fixed IP address in the call block blacklist is not intercepted correctly.

- Fixed LED flash error during firmware upgrade via SD card.
- Fixed frequently press Menu softkey would cause default desktop pages can be removed.
- Fixed browser audio routes to speaker even RJ9 is enabled.
- Fixed device sending REGISTER retry interval issue.
- Fixed device would crash on registration by switching IP mode frequently.
- Fixed LCD display issues in Accessibility settings.
- Fixed the callee/transferee display error for a cancelled transfer call in Call History.
- Fixed device ending multicast intercom issues.
- Fixed LLDP not working issue.
- Fixed profile-level-id is not compatible with lowercase letters.
- Fixed validate certification chain does not work when the cert chain is provisioned by configuration file.
- Fixed an alias misspelled word.
- Changed Egypt Wi-Fi 5G channel range to band1 and band2.
- Fixed display issues in Hebrew and updated Hebrew translation.
- Fixed language display issue when system language is traditional Chinese.
- Fixed the system language settings option display on web UI.
- Fixed Wi-Fi settings display issues such as switching “Phase 2 authentication” in Add network, IP address missing in the details, gray font in static IP configuration in AP IP settings, inconsistent font in Wi-Fi direct and subtitle not being shown correctly etc.
- Fixed font issue on account widget.
- Fixed the refreshing process of the weather forecast.
- Fixed Weather widget does not apply the time and date display format from settings.
- Fixed that LDAP contacts will not show in emergency contacts dialing page.
- Fixed the LDAP search result can display blank contacts.
- Fixed some inverted LDAP attributes display.
- Fixed that the OpenVPN accounts cannot call each other under the same network segment.
- Fixed that no registration is sent after reboot when the phone registers 16 accounts.
- Fixed account registration issue when the IP mode is set to IPv4 or IPv6 preferred.
- Fixed browser audio routes to speaker even RJ9 is enabled.
- Fixed device sending REGISTER retry interval issue.
- Fixed device would crash on registration by switching IP mode frequently.
- Fixed that the SSH public key should not be accessible through ADB.
- Fixed the app display issue installed via web GUI Customization Web Tool.
- Fixed device fails to download cust file via TFTP.
- Fixed the dialing interface displays emergency contacts after deletion.
- Fixed display inconsistency issue in Settings.
- Fixed display issue in File Manager.
- Fixed an abnormal dropdown menu display when saving hotspot settings.
- Fixed some network settings issues such as static IPv6 configuration does not work under Wi-Fi mode, gateway information is lost after device switches network type, etc.
- Fixed IP address in the call block blacklist is not intercepted correctly.

- Fixed web UI via HTTPS cannot be accessed using IPv6 address.
- Fixed the issue when some devices have a default route loss.
- Fixed some issues in Contacts app such as, crash issue when creating a new contact, missing button in Group contact editing, etc.
- Fixed some matching rules when searching the contact using Pinyin input method under Chinese system.
- Fixed that contact with no number cannot be added to blacklist.
- Fixed when search contacts in the MPK Add Contact interface, the matched contacts are not highlighted.
- Fixed Contact crash issue when automatically download is enabled.
- Fixed contact download credential still takes effect after being cleared.
- Fixed Contact app quits abnormally when double tapping on a contact.
- Fixed Contact app gets frozen when the phonebook is downloaded and deleted.
- Fixed Return button not working issue when adding or selecting contacts.
- Fixed or removed some wrong system prompts.
- Fixed that the Speed Conference name is wrongly displayed as the name of the member.
- Fixed some system crash issues, such as the device would stop running after reboot when the available storage is less than 50%, the phone could crash after calls or during conferences, blue background display after factory reset, etc.
- Fixed page automatically closes issues when hold/unhold a call for BroadSoft accounts.
- Fixed some abnormal issues caused by AVS crash.
- Fixed Settings page stop working when system language changes.
- Fixed LED flash error during firmware upgrade via SD card.
- Fixed frequently press Menu softkey would cause default desktop pages can be removed.
- Modified anonymous call to be unknown number in call logs.
- Eliminated call duration display of missed calls.
- Fixed no cursor display issue when entering the dialing page.
- Fixed that while previewing, the active call should be held.
- Fixed some call issues such as device does not start presentation automatically on receiving invitation, toast display issue in a video call, device fails to display video invitation after screen-off, video resume issue after transfer failure, etc.
- Fixed a cancelled transfer from device cannot resume the 2-way audio.
- Fixed the issue of to deposit or retrieve a video message using Metaswitch accounts.
- Fixed IP call does not match dialing rules when initiated from Call History.
- Fixed device can enter normal calls from answering an emergency call.
- Fixed no DND ring splash issue.
- Fixed that RTP stream is not played under some circumstances.
- Fixed that multicast paging calls are automatically dropped after being established for several seconds.
- Fixed that there is no outgoing audio or video when server uses multicast IP.
- Fixed that MJPEG/RTSP stream is reset when answering a call.
- Fixed that IP call cannot be dialed through call history.

- Fixed call issue when calling a contact with IP number.
- Reduced the delay of remote side video call display.
- Fixed that the Auto Start Video Call button functionality when dialing from contacts.
- Fixed some issues in conference call, such as icon or toast display error, auto unhold does not work for conference call, member details interface is not updated after a member leaves, recording is not held when all other members hold the conference, conference cannot be ended properly when network connection is lost etc.
- Fixed some issues on Bluetooth such as device cannot hold a Bluetooth call, call interface cannot switch to the new call, volume adjustment does not work with busy tone playing, calling batch contacts is allowed when the device only has Bluetooth account, etc.
- Fixed some programmable key issues, such as failing to make IP calls via programmable key, device does not allow Programmable settings without SIP account configuration, DTMF key does not work when the LCD is on home screen, etc.
- Fixed call park information page issues such as no screenshot can be captured by pressing home screen and wrong display on incoming call page, etc.
- Fixed abnormal call being initiated when using BLF MPK to call under 3CX environment.
- Fixed the contact selecting issue from MPK.

#### KNOWN ISSUES

- Call quality statistics exist accuracy issue when reporting to GDMS. This will be improved in future firmware.

#### NEW FEATURES OVERVIEW

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

##### CALL FUNCTION BUTTON DISPLAY TIMEOUT (s)

This setting configures the display time of call function buttons under full screen mode during video calls. Under Phone Settings->Call Settings on web UI, configure a value for this item. P-value for Call Function Button Display Timeout (s) is P22385. If set to "0", the buttons will be always displayed. The value range is 0-30 seconds.

Call Function Button Display Timeout (s) 

##### SELF-DEFINED TIME ZONE

This allows the user to configure the customized time zone in POSIX format.

From web UI -> System Settings -> Time Settings, select "Self-Defined Time Zone" from Time Zone list and configure the POSIX value in the Self-defined Time Zone field. P-value for Self-defined Time Zone field is P246.

Allow DHCP Option 2 to Override Time Zone Setting [?](#)



Time Zone [?](#)

Self-Defined Time Zone v

Self-defined Time Zone [?](#)

MTZ+6MDT+5,M4.1.0,M11.1.0

### HANDSFREE TX GAIN

This feature configures the transmission gain for handsfree mode. This is under web UI -> System Settings -> Preferences -> Audio Control.

Handfree TX Gain (dB) [?](#)

0 v



### VQ RTCP-XR

This feature supports the Extended Report (XR) packet type for RTP Control Protocol (RTCP). This feature is located under web UI-> Account-> Codec Settings and Maintenance ->Voice Monitoring.

P-values:

VQ RTCP-XR Collector Name: P26093

VQ RTCP-XR Collector Address: P26094

VQ RTCP-XR Collector Port: P26095

Warning Threshold for MOSLQ: P8492

Critical Threshold for MOSLQ: P8493

Warning Threshold for Delay (ms): P8494

Critical Threshold for Delay (ms): P8495

VQ RTCP-XR Collector Name [?](#)

VQ RTCP-XR Collector Address [?](#)

VQ RTCP-XR Collector Port [?](#)

5060

## Voice Monitoring

### Session Report

VQ RTCP-XR Session Report [?](#)

### Interval Report

VQ RTCP-XR Interval Report [?](#)

VQ RTCP-XR Interval Report Period (s) [?](#)

### Alert Report

Warning Threshold for MOSLQ [?](#)

Critical Threshold for MOSLQ [?](#)

Warning Threshold for Delay (ms) [?](#)

Critical Threshold for Delay (ms) [?](#)

### WEB UI ACCESS CONTROL LIST

This allows user to add whitelist/blacklist for web UI access. This setting is under web UI-> System Settings-> Security Settings. P-value is P22374 for Web Access Control.

Web Access Control [?](#)

Web Access Control List [?](#)  -

+

### LCD TURNED ON WITH BLF/SCA UPDATE

This configures whether the LCD screen turns on automatically when BLF/SCA status changes. It is located under web UI->Applications->Programmable Key.

**General Settings**

Enable LCD Turn On Automatically when BLF/SCA status changes [?](#)



Save

**REJECTED CALL NOTIFICATION**

This setting allows users to control the missed call prompt after manually rejecting the call. If enabled, the rejected call will be saved in Call History Missed numbers and missed call prompt will be displayed. The setting is under web UI -> Phone Settings -> Call Settings -> Rejected Call Notification. P-value is 8393.

Rejected Call Notification [?](#)

**PROVISION VARIABLE**

The feature allows users to add the device MAC or product model to the provision/firmware link. \$MAC can be replaced by actual MAC address and \$PN by model name. For example, grandstream.com/config/\$MAC/\$PN can be translated to grandstream.com/config/000b82123abc/GXV3380.

Config Server Path [?](#)

grandstream.com/config/\$MAC/\$PN



## **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 ? Prefer Non-Interleaved Mode v

## 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 <a href="#">?</a>	<input type="text" value="Door"/>
DTMF Content <a href="#">?</a>	<input type="text" value="123"/>
Display Condition <a href="#">?</a>	<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 <a href="#">?</a>	<input checked="" type="radio"/> DHCP <input type="radio"/> Static IP <input type="radio"/> PPPoE
DHCP VLAN Override <a href="#">?</a>	Encapsulated in DHCP Option 43 <a href="#">v</a>
Host Name (Option 12) <a href="#">?</a>	<input type="text" value=""/>
Vendor Class ID (Option 60) <a href="#">?</a>	Grandstream GXV3380
Layer 2 QoS 802.1Q/VLAN Tag (Ethernet) for Data <a href="#">?</a>	<input type="text" value="0"/>
Layer 2 QoS 802.1p Priority Value (Ethernet) for Data <a href="#">?</a>	<input type="text" value="0"/> <a href="#">!</a>

#### IPv6

IPv6 Address <a href="#">?</a>	Auto-configured <a href="#">v</a>
Preferred DNS Server <a href="#">?</a>	<input type="text" value=""/>

### Network Configuration of VoIP Calls

#### IPv4

IPv4 Address Type <a href="#">?</a>	<input checked="" type="radio"/> DHCP <input type="radio"/> Static IP
Layer 2 QoS 802.1Q/VLAN Tag (Ethernet) for VoIP Calls <a href="#">?</a>	<input type="text" value="0"/>
Layer 2 QoS 802.1p Priority Value (Ethernet) for VoIP Calls <a href="#">?</a>	<input type="text" value="0"/> <a href="#">!</a>