

## **GXV3370 Firmware Release Notes**

### **IMPORTANT UPGRADING NOTE**

- After upgrading GXV3370 to firmware 1.0.3.3 on Hardware 1.6A, downgrading to lower firmware version is not allowed.
- A mid-ware is required to support “Enable Touch Keys” feature since firmware 1.0.3.38. Please contact <https://helpdesk.grandstream.com/> for further assistance.

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## **FIRMWARE VERSION 1.0.3.46**

### **PRODUCT NAME**

GXV3370

### **DATE**

10/13/2022

### **FIRMWARE FILE INFORMATION**

- GXV3370 firmware file name: gxv3370fw.bin  
  
MD5: fd2b34d3ac457bf2e7005042f65f899d

### **CHANGES SINCE FIRMWARE VERSION 1.0.3.38**

#### **ENHANCEMENT**

- Supported NTP update interval.
- Removed Weather widget from LCD.
- Supported SNMP.
- Improved “Send HTTP Basic Authentication by Default” settings.
- Improved the “Enable Self-Defined Time Zone” settings to be configurable for better format.

#### **BUG FIX**

- Fixed device fails to display LDAP contact when transferring an incoming call.
- Fixed Contact app crash issue caused by PoE powering.
- Fixed device fails to register or dial out by chances.
- Fixed Recorder app does not replace old recordings correctly.
- Fixed device fails to switch media channel after Bluetooth get disconnected.
- Fixed device may support only three audio codec issue.
- Fixed device codec negotiation issue when resuming a rejected transfer.
- Fixed device PC port status display issue in Diagnostics app.
- Fixed some MJPEG decoding issue.
- Fixed secondary outbound proxy is not used correctly.
- Fixed some signal bugs in TCP transport.
- Fixed music on hold does not work correctly.
- Fixed dial tone does not stop when LCD dialer interface is changed to others.
- Fixed device Affinity integrity issue with Wave app during conference calls.
- Fixed network loses connection randomly issue in idle status.

## NEW FEATURES OVERVIEW

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



### NTP UPDATE INTERVAL



This allows the user to configure interval for updating time from the NTP server. Valid value is between 5 and 1440 minutes. It is under web UI -> System Settings -> Time and Language. If set to 0, it will follow the default update rules. Default value is 0.



NTP Update Interval (m) 

### WEB AUDIO CONTROL

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

Media Volume  

Alarm Volume  

Ringtone Volume  

### SNMP

This page allows to enable/disable the SNMP feature. Default settings is "No". When enabled, the device is an SNMP agent compiling and storing all the data from its given device into a database (MIB). This database is properly structured to allow the Manager software to easily poll information and even send information to the Manager if an error has occurred. Please refer to SNMP Guide in [www.grandstream.com](http://www.grandstream.com) for more information.

## SNMP Settings

Enable SNMP ?	<input type="checkbox"/>
Version ?	<div>Version 3</div>
Port ?	<div>2000</div>
Username ?	<div></div>
Security Level ?	<div>NoAuthNoPriv</div>
Trap Version ?	<div>Trap Version 2</div>
Trap IP Address ?	<div></div>
Trap Port ?	<div>2001</div>
Trap Interval(m) ?	<div>5</div>
Trap Community ?	<div></div>

Save

## FIRMWARE VERSION 1.0.3.38

### PRODUCT NAME

GXV3370

### DATE

03/07/2021

### FIRMWARE FILE INFORMATION

- GXV3370 firmware file name: gxv3370fw.bin  
  
MD5: ec75babdb0f4d7d4ee63f1ca635d0e4c

### CHANGES SINCE FIRMWARE VERSION 1.0.3.36

#### ENHANCEMENT

- Supported disabling the softkeys combination to reset the device. [DISABLE SOFTKEY COMBINATION]

#### BUG FIX

- Fixed device fails to configure H.264 payload to 97.

### NEW FEATURES OVERVIEW

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

#### DISABLE SOFTKEY COMBINATION

This feature allows the user to disable trigger factory reset or upgrade during the boot up. The setting is under web UI -> System Settings -> Preferences -> Peripherals Interface Management. By default, it is enabled.

[Note] This feature requires a mid-ware to update related settings. Users must install the mid-ware before upgrading to fw1.0.3.38 or later. Please contact <https://helpdesk.grandstream.com/> for further assistance.

Enable Touch Keys ?



## **FIRMWARE VERSION 1.0.3.36**

### **PRODUCT NAME**

GXV3370

### **DATE**

01/07/2021

### **FIRMWARE FILE INFORMATION**

- GXV3370 firmware file name: gxv3370fw.bin

MD5: adb1950089460962ed257e348bff8141

### **CHANGES SINCE FIRMWARE VERSION 1.0.3.30**

#### **ENHANCEMENT**

- Added P22038 to restrict Wi-Fi settings on web UI. [WEB UI WIFI RESTRICTION]
- Supported rotating the MPK on web UI via up or down buttons.
- Supported GS Affinity. [GS AFFINITY SUPPORT]
- Supported CSTA for 3CX platform.

#### **BUG FIX**

- Fixed device Weather app display issues.
- Fixed device web UI search feature displaying “undefined” issue.
- Fixed device prompt error when setting the Handset TX Gain on web UI.
- Fixed device does not display videos for the other 2 conference call participants.
- Fixed device fails to reconnect OpenVPN after reboot.
- Fixed device loses gateway data after switching the network.

### **NEW FEATURES OVERVIEW**

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

#### **WEB UI WIFI RESTRICTION**

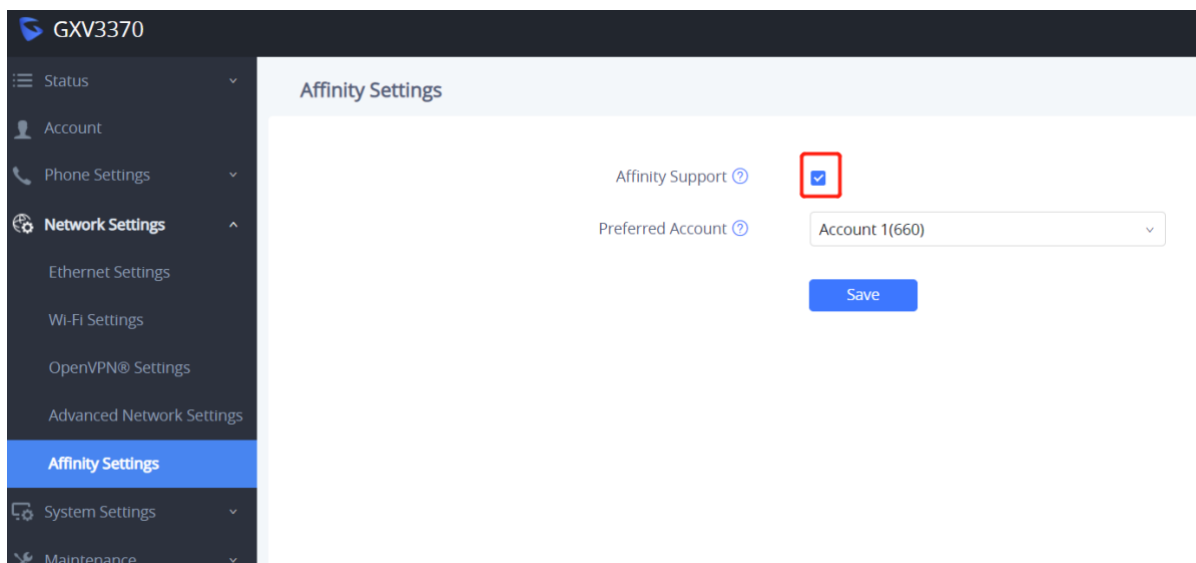
This setting can only be configured via config template. When P22038=0, the Wi-Fi settings are not accessible on web UI. To enable Wi-Fi on web UI, use P22038=1.

#### **GS AFFINITY SUPPORT**

The Grandstream Affinity is an easy-to-use CTI application allowing interaction with Grandstream

GXV33xx IP Phones series. GS Affinity provides a smooth call management and control interaction between customer's phone and desk computer running the application.

User needs to enable GS Affinity Support and select the preferred account from web UI -> Network Settings -> Affinity Settings. Install the GS Affinity software from [www.grandstream.com](http://www.grandstream.com) tools page for more information.



## **FIRMWARE VERSION 1.0.3.30**

### **PRODUCT NAME**

GXV3370

### **DATE**

09/14/2021

### **FIRMWARE FILE INFORMATION**

- GXV3370 firmware file name: gxv3370fw.bin
- MD5: cbe443088e9ed1e096ea8eb5a19ccb0b

### **CHANGES SINCE FIRMWARE VERSION 1.0.3.28**

#### **ENHANCEMENT**

- 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 maximum transmission unit (MTU) settings. [MAXIMUM TRANSMISSION UNIT]
- Supported "Screen Timeout" and "Screensaver Timeout" settings from web UI -> System Settings -> Preferences page. [SCREEN TIMEOUT]
- Improved the clock display in screensaver.
- Removed "Edit before Calling" option for an anonymous call history.
- Added validation for LCD syslog server address and screensaver URL.
- Added prompt when adding a number to an existing contact from call history when there is no contact.
- Improved to request to update admin password after first login with default settings.
- Supported screensaver settings on GDMS platform.
- Supported uploading GUI customization file from web UI. [UPLOAD CUST FILE]
- Added getting USB storage path value from SDK.
- Supported separate Ethernet and WiFi traffic. [SEPARAE ETHERNET & WIFI TRAFFIC]

#### **BUG FIX**

- Fixed device can call or edit a blacklisted number from call history.
- Fixed screensaver night mode does not work.
- Fixed "Edit before Calling" issue in Call History.
- Fixed installation interface from SD card allows clicks outside the interface.
- Fixed call details do not update after a conference member leaves.

- Fixed option issue in date settings.
- Fixed display issue when deleting an account from a third-party app.
- Fixed the member still shows muted when it rejects or does not answer the quick conference call.
- Fixed “Add to existing contacts” option is clickable when entering an existing contact number.
- Fixed animation interval does not display the time on LCD settings.
- Fixed contact with blacklist icon is not displayed correctly when adding/removing from Favorite category.
- Fixed device still displays missed call prompt after call log is disabled when DND is enabled.
- Fixed multicast incoming calls are dropped after 4 seconds.
- Fixed device does not send outgoing audio/video when server’s respond includes multicast IP.
- Fixed device ends the RTSP/MJPEG stream after answering the call in Baudisch mode.
- Fixed device redials with ‘#’ would display a blank toast.
- Fixed guest login failure issue in 2 minutes after reboot.
- Fixed device under Slovak language gets into a boot loop when inserting an SD card.
- Fixed the problem when device decodes MJPEG stream.
- Fixed apps grouping issue on home screen.
- Fixed some system responding issues such as when ending a longtime video call, switching system languages, generating text messages, and checking call details during a call.
- Fixed system crashing issue caused by multiple AVS threads.
- Fixed some UI display issues in Wi-Fi Settings, third party apps, keyboards, and drop-down menu.
- Fixed some wrong prompts in backups and dialing interface.
- Fixed failure of registering 16 accounts when restarted,
- Fixed the audio quality issue in 3-way video calls.
- Fixed interface jumping issue with exporting recordings.
- Fixed some changes cannot be saved to take effect in Contacts, Weather, and web service.
- Fixed Google Play cannot be restored via the backup file.
- Fixed Contacts crashing issue when automatically download is on.
- Fixed the caller ID display in call transfer.
- Fixed apps misplaced when using GUI Config Tool.
- Fixed the contact importing issue when accountindex tag is configured.
- Fixed some call recording issues such as not associated with call history, inconsistent file names in SD card and recording management, wrong prompts about available storage space and file with no sound when the audio channel is Bluetooth headset.

## 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) ?

60

## MAXIMUM TRANSMISSION UNIT

The feature configures the MTU in bytes. The setting is under web UI -> Network Settings -> Advanced Network Settings. P-value is P244, valid range: 576 – 1500.

Maximum Transmission Unit (MTU) ?

## SCREEN TIMEOUT

The feature configures the timeout interval of the LCD backlight or screensaver. It is in web UI -> System Settings -> Preferences -> LCD & LED Management. Screen Timeout - P1412, Screensaver Timeout – P1413.

Screen Timeout ?

2 Minutes

Screensaver Timeout ?


15 seconds

## UPLOAD CUST FILE

The feature allows the user to upload GUI customization file from web UI.

| [Configure Manually](#)

Upload GUI Customization File [?](#)

[Browse](#) 

### SEPARAE ETHERNET & WIFI TRAFFIC

The feature Configures whether to separate Ethernet & Wi-Fi traffic. If enabled, VoIP calls are forced to use Ethernet, and other application data preferentially use Wi-Fi. It is under web UI -> Network Settings -> Advanced Network Settings. P-value: P22418, alias: network.separate.ethwifi.enable.

Separate Ethernet & Wi-Fi Traffic [?](#)



## **FIRMWARE VERSION 1.0.3.28**

### **PRODUCT NAME**

GXV3370

### **DATE**

06/10/2021

### **FIRMWARE FILE INFORMATION**

- GXV3370 firmware file name: gxv3370fw.bin

MD5: 8956685e036f36edbf42a92ef8995a12

### **CHANGES SINCE FIRMWARE VERSION 1.0.3.27**

#### **ENHANCEMENT**

- Enhanced product security.
- Added support for SD card recording storage.
- Added new option under Contacts page: 'Keep Associated Account'. [KEEP ASSOCIATED ACCOUNT WHEN IMPORTING CONTACTS]
- Supported 802.1x wireless provisioning via config file.
- Added Bookmark widget in CUST tool.

#### **BUG FIX**

- Fixed some UI display issue in Contacts, Screensaver, Wi-Fi, Basic Calls, Call History and Widgets, etc.
- Fixed the ringtone selection error between accounts.
- Fixed wrong page jumping issues.
- Fixed some improper or wrong prompts on LCD.
- Fixed information saving and retrieving errors on LCD.
- Fixed some system crash issues led by certain settings scenario.
- Fixed OpenVPN exceptions in connections and making calls.
- Fixed the recording files display, interface jumping and files management issues.
- Fixed some error in web UI display or prompts.
- Fixed some network connection and IP address fetching issue.
- Fixed some video call mode transferring issues.
- Fixed some MPK functionalities.
- Fixed provisioning and upgrading issues including upgrade path format and CUST address.

- Fixed backup functionalities including automatic backup and address display.
- Fixed some error in BLF behaviors.
- Fixed some contacts importing issue.

### 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.

### KEEP ASSOCIATED ACCOUNT WHEN IMPORTING CONTACTS

The feature configures whether to keep the associated account when importing contacts. If enabled, the associated account information in the contact file will be synchronized to the phone. The setting is under web UI Applications-> Contacts-> Import/Export Contacts. P-value is P22440.

### Contacts

[General Settings](#) [Import/Export Contacts](#) [Download Contacts](#)

Import

Clear the Old List ?

☐

Clear Old History Mode ?

☒ Clear all ☐ Keep local contacts

Replace Duplicate Items ?

☐

Replace Duplicate Entries Mode ?

☒ Replace by name ☐ Replace by number

Keep Associated Account ?

☒

## **FIRMWARE VERSION 1.0.3.27**

### **PRODUCT NAME**

GXV3370

### **DATE**

04/08/2021

### **FIRMWARE FILE INFORMATION**

- GXV3370 firmware file name: gxv3370fw.bin

MD5: 75453eeb043709b1e4863462de19f4e9

### **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 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 and changing SIP QoS.
- Fixed BLF call pickup prefix and replaces header issue.
- Fixed random no audio issue during a call.
- Fixed local group call channels reporting issue.

## KNOWN ISSUES

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

## NEW FEATURES OVERVIEW

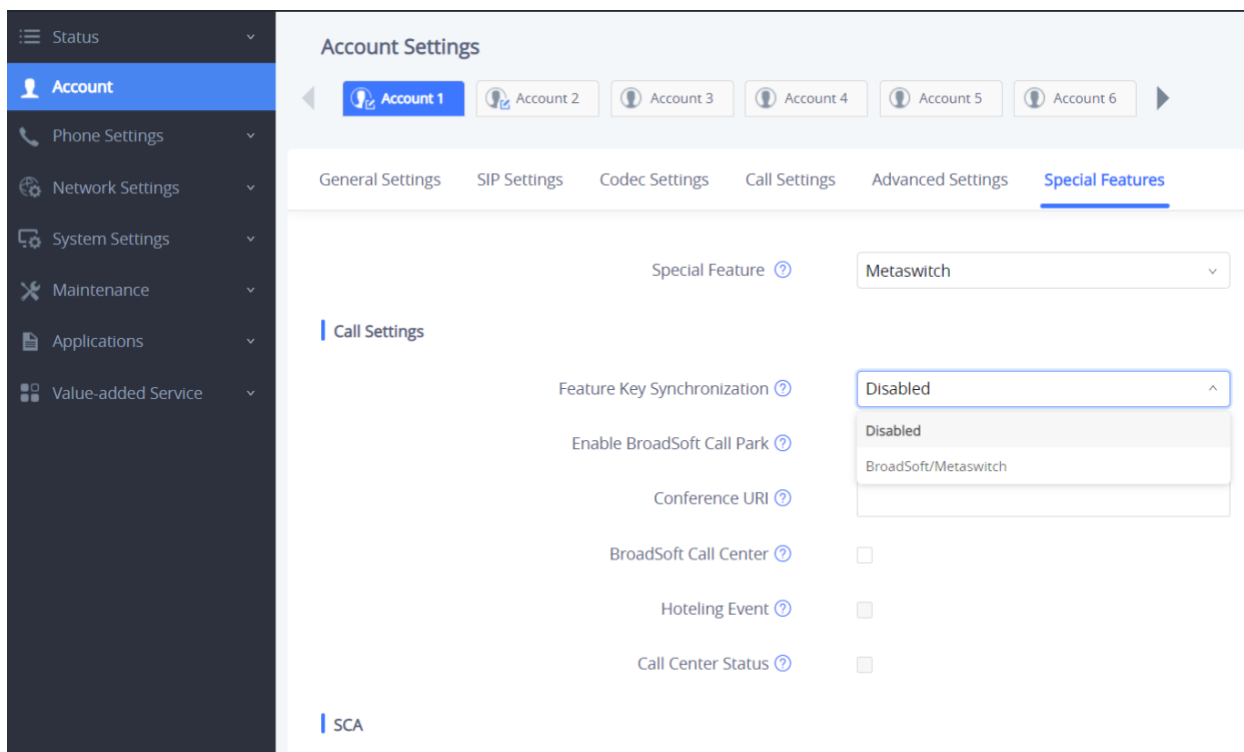
This section lists major new features and describes how to use it from the user's point of view.

### 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' page for 'Account 1'. The left sidebar contains a navigation menu with 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 (which is currently active). Under the 'Special Features' tab, the 'Special Feature' dropdown is set to 'Metaswitch'. Below this, the 'Call Settings' section is visible, containing 'Feature Key Synchronization' (set to 'Disabled'), 'Enable BroadSoft Call Park' (set to 'Disabled'), 'Conference URI', 'BroadSoft Call Center' (checkbox), 'Hoteling Event' (checkbox), and 'Call Center Status' (checkbox). The 'SCA' section is partially visible at the bottom.

## FIRMWARE VERSION 1.0.3.25

### PRODUCT NAME

GXV3370

### DATE

02/09/2021

### FIRMWARE FILE INFORMATION

- GXV3370 firmware file name: gxv3370fw.bin

MD5: 91c53fda622dfa911b7312bd14de858e

### CHANGES SINCE FIRMWARE VERSION 1.0.3.19

#### ENHANCEMENT

- Added support for \$variable in provisioning link (such as \$MAC or \$PN). [PROVISION VARIABLEPROVISION]
- Differentiated rejected call logs from missed calls. [REJECTED CALL NOTIFICATION]
- Added “Start provision” button to trigger the device to fetch configuration file from server on both web UI and LCD.
- Added Lagos, Nigeria GMT+1:00 to time zone list.
- Improved DNS SRV failover design.
- Added file format verification when uploading OpenVPN® certificate files.
- Added file format verification when uploading configuration files.
- Enhanced the defensibility to CSRF attacks.
- Supported switching cities from the weather widget directly.
- Supported additional HTTP API commands.
- 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]
- 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]
- Improved 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 to be turned on when BLF/SCA status updated. [LCD TURNED ON WITH BLF/SCA UPDATE]
- Supported send URL via programmable key.
- 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.

#### BUG FIX

- Corrected some Hebrew language string translation and fixed the display issue.
- Fixed the upgrade will make device fail to boot up.
- Maximized the font size of MPK widget when adjusted.
- Fixed “System service has stopped” message on active call interface.
- Fixed the device does not take screensaver configurations from CUST file.
- 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 a nvram alias misspelled word.
- Changed Egypt Wi-Fi 5G channel range to band1 and band2.
- Improved the Chinese display in guest login.
- 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 to 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 the home page returning issue after setting up the account.
- Improved UI display of setting clock as screensaver.
- Fixed some display overlapping issues.
- Added legal detection for NTP address.
- Fixed that the SSH public key should not be accessible through ADB.
- Fixed the app display after using 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 contacts crash problem 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 guest can only log out after the current call in Guestlogin mode.
- Fixed Guest Login mode causes password display format does not match the settings.
- Fixed guest logout sends duplicate requests.
- 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

### 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 server path. \$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

### 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. If set to "0", the buttons will be always displayed. The value range is 0-30 seconds. P-value for Call Function Button Display Timeout (s) is P22385.

Call Function Button Display Timeout (s) 

5

### 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

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



## 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

## **FIRMWARE VERSION 1.0.3.19**

### **PRODUCT NAME**

GXV3370

### **DATE**

09/04/2020

### **FIRMWARE FILE INFORMATION**

- GXV3370 firmware file name: gxv3370fw.bin
- MD5: 2b81b0197cd94d3058ec39ade887c312

### **CHANGES SINCE FIRMWARE VERSION 1.0.3.9**

#### **ENHANCEMENT**

- Supported integrated call control features of GUV3000/3005.[GUV3000/3005 HEADSET SUPPORT]
- Implemented Slovak language to system.
- Improved UI English and Chinese language correctness.
- Added reset button for each account to restore to default values.
- Display the caller information when monitored BLF is ringing.

#### **BUG FIX**

- Allow previewing incoming call from door system when an active call is ongoing.
- Fixed that BS-IM&P application could not be removed from application page by using the web GUI Customization Web Tool.
- Fixed BroadSoft call center unavailable code updating problem.
- Fixed BroadSoft distinctive ringtone and priority alert ringtone not being played properly.
- Corrected BYE failover behavior on BroadSoft platform.
- Changed wording in attended transfer interface to improve function clarity.
- Fixed IPv6 address inconsistency in source IP, Via and Contact header.
- Fixed changing Ethernet mode results in Wi-Fi disconnection.
- Reconnect Wi-Fi after changing IPv6 network preferences for the changes to take effect.
- Fixed the configured IPv6 preferred DNS being misplaced in actual network status.
- Fixed gateway information being lost problem after switching network mode.
- Removed the extra warning tone when there is a missed ring group call.
- Corrected German language display.
- Disable joining conference under locked screen.

- Disable off hook auto dial under locked screen.
- Fixed weather temperature unit automatically adapt to system language.
- Fixed LCD weather widget temperature does not update in real time issue.
- Fixed multicast call crash problem.
- Fixed DNS query being sent to SIP server when outbound proxy is configured.
- Allow all numbers of a contact to be configured to MPK.

## **NEW FEATURES OVERVIEW**

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

### **GUV3000/3005 HEADSET SUPPORT**

The GUV series of Personal Collaboration Solutions provides a variety of powerful audio and video solutions that enhance remote communication and collaboration. They are designed to provide a powerful HD collaboration experience with all day comfort for remote workers, students, teachers, healthcare professionals, contact centers and more.

GXV3370 has supported multiple call control interactions such as answer/end a call, volume adjustment, mute/unmute and so on. Please visit

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

## FIRMWARE VERSION 1.0.3.9

### PRODUCT NAME

GXV3370

### DATE

05/06/2020

### FIRMWARE FILE INFORMATION

- GXV3370 firmware file name: gxv3370fw.bin

MD5: b742f40750133f627370abc95afda05c

### CHANGES SINCE FIRMWARE VERSION 1.0.3.8

#### ENHANCEMENT

- Prevent user from adding new contact information when contact book is full.
- Added missing config options of GDMS.
- Added call transfer MPK prompt when presses under idle status.
- Optimized DNS detection in state detection.
- Enabled Offhook Auto Dial to be configured with special characters as '#' or '\*\*'
- Support configuring dynamic payload type of G.726.
- Support enable/disable call waiting from each account. [ENABLE/DISABLE CALL WAITING SEPERATELY]
- Support enable/disable preview in Value-added Service. [ENABLE/DISABLE PREVIEW]

#### BUG FIX

- Fixed some vulnerabilities scanned by Nessus.
- Fixed the issue that invoking a non-existent interface will result in no response to web request.
- Added domain name port restriction to RTCP destination.
- Fixed the bug that video call button not synchronized with enable/disable video call status.
- Fixed wrong returned interface after modifying language settings.
- Fixed settings stop working issue when language is set to Japanese.
- Fixed issue when one remote side quits the call in a conference, this line status is not updated on adding new member interface.
- Fixed the issue that audio and video files can also be accessed when setting wallpaper through file manager.
- Fixed file manager issue that fails renaming a folder when get back from home screen.

- Fixed file manager showing duplicate results in file searching issue when a USB disk is used.
- Fixed file manager folder path display issue.
- Fixed wrong FTP password prompt issue when set to null.
- Fixed occasionally soft keyboard popping issue when adding contact from dial screen.
- Fixed the group call button to be grey when there is no contact configured with number in the group.
- Fixed fail to configure IPv6 address in contact download interface.
- Fixed wrong invalid filter rules prompt in LDAP when input parentheses.
- Fixed wrong contact search display when no LDAP is configured.
- Fixed LDAP search timeout not taking effect when processing LDAP queries for incoming calls issue.
- Fixed syncing Google Contacts issue.
- Fixed downloading WeChat from Google Play Store issue.
- Fixed that contact search result only highlights the first character issue. All searched characters are highlighted in the result despite of its position.
- Fixed no result issue when searching contact with '.' or '@' character.
- Fixed select all contacts button not working issue in SMS interface.
- Fixed contact address display incomplete issue in contact details.
- Fixed contact address not correctly copied to clipboard issue.
- Fixed wrong returned interface issue after adding contacts to blacklist from harassment interception.
- Fixed cursor position when editing an existing MPK on LCD.
- Fixed duplicate password fields display issue in download contacts under Chinese.
- Fixed Fast Meeting MPK not using dynamic account as configured issue.
- Fixed DTMF failure of MPK when Bluetooth headset is used.
- Fixed camera out of operation issue.
- Fixed wrong returned interface after transferring issue.
- Fixed occasionally phone crash issue.
- Fixed new SIP call interface display issue when there is an established Bluetooth call.
- Fixed Bluetooth sharing not responding issue when Bluetooth automatic on/off is configured.
- Fixed Bluetooth sharing stops running issue when connected to BT headset.
- Fixed popping network monitor screen when access Settings interface from notification bar.
- Fixed grouping Apps issue on home screen in Gui Config Tool.
- Fixed unread voicemail does not automatically play upon click issue.
- Fixed wrong number of voicemails are selected as user input in virtual mailbox issue.
- Fixed incomplete ringtone of new message when the screen is locked under SMS interface.
- Fixed Guest Login virtual group update issue.
- Fixed guest logout during a call will return to login interface rather than wait until the current call is finished issue.
- Fixed hook key failure issue in Guest Login.
- Fixed default guest login duration to be 1 hour when login for the first time.

## NEW FEATURES OVERVIEW

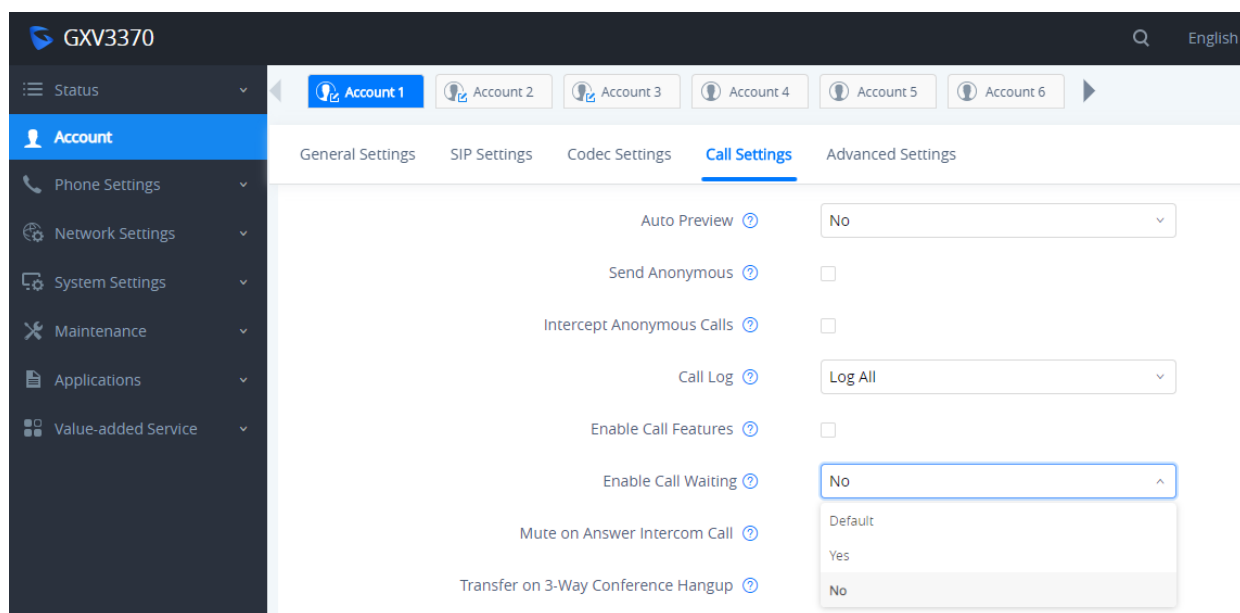
This section lists major new features and describes how to use it from the user's point of view.

### ENABLE/DISABLE CALL WAITING SEPERATELY

This feature allows user to set call waiting availability under each account rather than globally.

1. From web UI→Accounts→Account x→Call Settings→Enable Call Waiting.
2. Configure call waiting function for this account. If set to "Default", it will be configured according to global call waiting function.

P-value of accounts 1-6: 26063-26563 accounts 7-16: 52663-53563



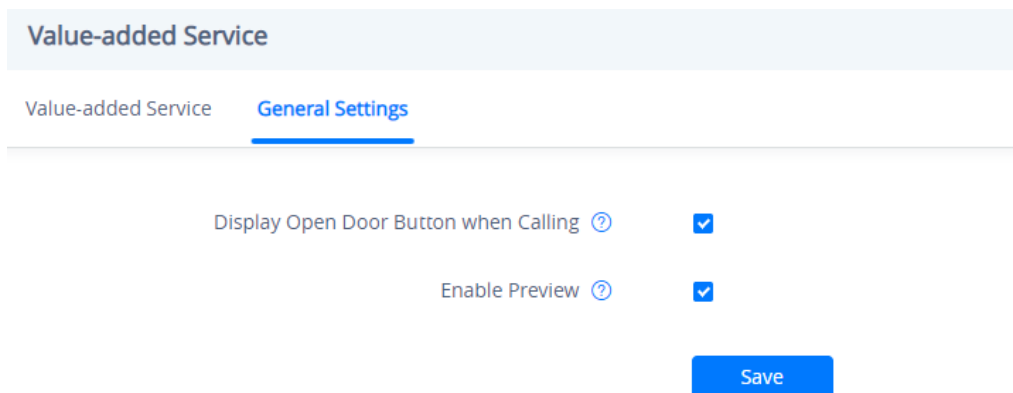
The screenshot shows the 'GXV3370' web interface. On the left is a sidebar with 'Account' selected. The top navigation bar shows 'Account 1' through 'Account 6'. The 'Call Settings' tab is active. The 'Enable Call Waiting' dropdown menu is open, displaying the following options: 'No' (selected), 'Default', 'Yes', and 'No'.

### ENABLE/DISABLE PREVIEW

This feature allows user to enable/disable video preview but keep the ringing.

From web UI→ Value-added Service→General Settings→Enable Preview. Configure as needed.

P-value: 22357



The screenshot shows the 'Value-added Service' web interface. The 'General Settings' tab is active. The 'Enable Preview' checkbox is checked. There is also a 'Display Open Door Button when Calling' checkbox which is also checked. A 'Save' button is at the bottom right.

## **FIRMWARE VERSION 1.0.3.8**

### **PRODUCT NAME**

GXV3370

### **DATE**

03/09/2020

### **FIRMWARE FILE INFORMATION**

- GXV3370 firmware file name: gxv3370fw.bin

MD5: 7987a249958e4244d9304fb89a82ad7e

### **CHANGES SINCE FIRMWARE VERSION 1.0.3.3**

#### **ENHANCEMENT**

- Updated Dial Plan maximum length to 4096.
- Updated “No Key Entry Timeout” tooltip and value 0 means disabling the timeout.
- Added Berlin, Dublin to timezone list.
- Supported Time Zone Database into timezone list.
- Updated debug web UI display.
- Supported Contact and Call History app can jump to BS-XSI.
- Hide video call button when video call is disabled.
- Supported letters in dial plan, such as {\p\alrk\\*x+}.
- Added display condition for DTMF button display during a call. [DTMF IN CALL]
- Supported each account can disable video call separately. [DISABLE VIDEO CALL SEPERATELY]
- Added door button control in the incoming call interface. [DOOR BUTTON DISPLAY]
- Supported volume adjustment on web UI. [VOLUME CONTROL]
- Supported callee ID display feature. [CALLEE ID DISPLAY]
- Supported media channel can be changed to handset during recording.
- Improved programmable key display for long account name.
- Added Attended Conference option to hold the current conference when new party is being invited.
- Added 3CX CTI functionality.
- Supported folder feature on GUI Config tool.
- Added feature to launch 3<sup>rd</sup>-party applications after configurable time interval on GUI Config tool.
- Added disable removal of widgets feature on GUI Config tool.

## BUG FIX

- Fixed number button from the dialer that matches the dial plan cannot dial out immediately.
- Fixed some issues in dial plan.
- Fixed third-party input method app configuration issue.
- Fixed exception error when deleting web server list in guest login.
- Fixed some issues in BS-XSI.
- Fixed soft keyboard issue in Settings when device is under guest mode.
- Fixed Automatic Upgrade settings issue.
- Fixed IP is automatically change when capturing traces from web UI under PPPoE.
- Fixed Google Pinyin app issue in non-Chinese environment.
- Fixed LDAP display issue.
- Fixed LDAP crash issue in Spanish.
- Fixed other door system displays a missed call after opening the door.
- Fixed “Bypass Proxy For” does not take effect issue.
- Fixed wrong prompt when uploading an invalid certificate.
- Fixed records from Recorder app is not displayed on web UI.
- Fixed event notification value is empty for language.
- Fixed the party rejects a transferred call but its name is still displayed in the resumed call.
- Fixed contact imported from Google account does not allow user to select account to call out.
- Fixed automatic upgrade validation issue when randomized upgrade is enabled.
- Fixed “incompatible firmware” popup issue during firmware upgrade.
- Fixed device use Ethernet preferred network in SIP registration when connected to WiFi.
- Fixed device does not send ARP query issue.
- Fixed device cannot use second server in the list to register an account under guest login.
- Fixed device default route lost issue.
- Fixed SIP account registration issue when device connects to Wi-Fi at factory default status.
- Fixed SIP registrations fail when IP mode changes.
- Fixed soft keyboard issue when configuring Dial DTMF programmable key.
- Fixed HDMI out video stuck issue.
- Fixed call crashes when media channel is switched issue.
- Fixed device voicemail Post request to UCM.
- Fixed status bar can be accessed under Guest Login issue.
- Fixed Guest Login QR code login crash issue.
- Fixed group call button is still clickable when no contact is in the group issue.
- Fixed GDMS connection issue after factory reset through GDMS.
- Fixed MPK widgets resizing issue on both desktop and GUI config tool.
- Fixed failure to set clock as screensaver on GUI Config tool.
- Fixed large size APK loading issue on GUI Config tool.

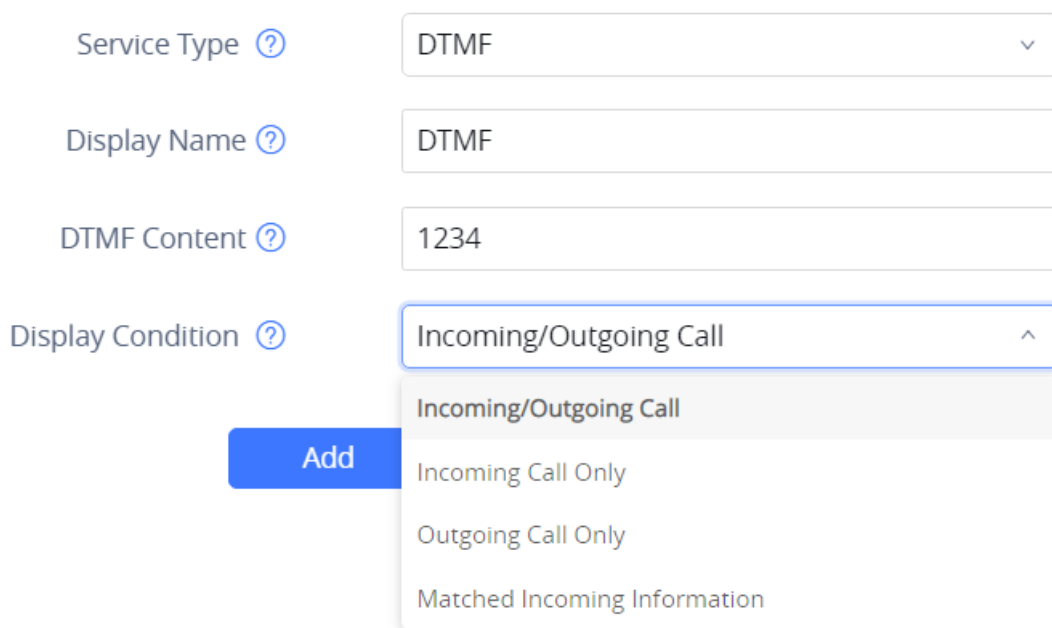
## NEW FEATURES OVERVIEW

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

### DTMF IN CALL

This feature allows to display DTMF buttons on keypad and configure the display for incoming/outcoming calls.

1. From Web UI→Value-added Service→Value-added Service→choose Service Type to DTMF.
2. Fill in the name and digits of DTMF button. Configure whether the DTMF button display on incoming call interface or outgoing call interface at “Display Condition”.
3. Click Add to complete.



Service Type ?	DTMF
Display Name ?	DTMF
DTMF Content ?	1234
Display Condition ?	Incoming/Outgoing Call

**Add**

- Incoming/Outgoing Call
- Incoming Call Only
- Outgoing Call Only
- Matched Incoming Information

### DISABLE VIDEO CALL SEPERATELY

This feature allows user to disable video call function for a certain account rather than for all accounts.

1. Go to Web UI→Account→Account X→Call Settings→Call Features→Enable Video Call.
2. Configure whether to enable video call function for this account. Click Save and then Apply.

Enable Video Call ?

Start Video Automatically ?

Remote Video Request ?

Default ^

Default

Yes

No

## DOOR BUTTON DISPLAY

This feature allows user to configure whether to display “Open Door” button on an oncoming call interface. In Web UI → Value-added Service → General Settings → Display Open Door Button when Calling, If the checkbox is unselected, there will be no “Open Door” button on incoming call screen.

### Value-added Service

Value-added Service      **General Settings**

Display Open Door Button when Calling ?



Save

## VOLUME CONTROL

This feature supports adjusting phone volume (including ringtone, media and alarm volume) from web UI.

1. Go to Web UI→System Settings→Preferences→Audio Control.
2. Adjust volume from levels between 0(mute) to 15.  
 Ringtone volume P-value: 8352. Media volume P-value: 43025. Alarm volume P-value: 22332.

Ringtone volume [?](#)

Media volume [?](#)

Alarm volume [?](#)

Save

### CALLEE ID DISPLAY

The feature supports Callee ID display, which function similarly as Caller ID Display.

1. On Web UI, go to Account→Account X→Call Settings.
2. Choose from “Auto”, “Disabled” or “To Header” for Callee ID Display.

Account 1
Account 2
Account 3
Account 4
Account 5
Account 6

General Settings
SIP Settings
Codec Settings
Call Settings
Advanced Settings

Callee ID Display [?](#)
Auto

Callee ID Display [?](#)

Auto
Disabled
To Header

Account Ringtone [?](#)

## **FIRMWARE VERSION 1.0.3.3**

### **PRODUCT NAME**

GXV3370

### **DATE**

10/15/2019

### **FIRMWARE FILE INFORMATION**

- GXV3370 firmware file name: gxv3370fw.bin

MD5: bd815d2a162416fb3788a6dd4d9b72d3

### **CHANGES SINCE FIRMWARE VERSION 1.0.1.55**

#### **ENHANCEMENT**

- Improved that device can provision via the config server path if the DHCP Option 66 path provision failed.
- Improved that device HDMI out displays remote video or presentation when a video call is established.
- Supported video codec H.263.
- Improved that device can query LDAP contact in emergency call.
- Improved some LCD display
- Supported Guest Login feature.[GUEST LOGIN]
- Supported code selection for DND and rejecting calls.[RESPONSE CODE]
- Improved LED would be on if SMS reaches the limit.
- Supported different networks for data and VoIP calls. [DIFFERENT DATA AND VOIP NETWORK]
- Supported random upgrade check.[RANDOM UPGRADE]

#### **BUG FIX**

- Fixed device factory reset from GDMS cannot restore the former WiFi settings.
- Fixed device switching LLDP in dual VLAN network would enter bootup interface.
- Fixed device cannot start HTTP downloading contacts after reboot.
- Fixed device as a callee would send BFCP info when enabling video in a call.
- Fixed device cannot update language on bootup provision.
- Fixed SMS contact display does not synchronize that from Contact update.
- Fixed locked SMS cause limit display issue.
- Fixed some issues in Programmable Key app.
- Fixed device auto answer call crash issue with HDMI connection.

- Fixed Contact app no response issue when creating a new contact.
- Fixed FileManager search issue.
- Fixed Weather temperature is always Fahrenheit when using “Automatic”.
- Fixed GSMarket app download progress update issue.
- Fixed LDAP contact name is not displayed in a waiting call.
- Fixed 802.1X authentication does not work with EAP-TLS mode.
- Fixed device does not use first active account dial out issue.
- Fixed device returns ACK not matching the port from 200OK Contact header.
- Fixed LCD becomes dim even the screen timeout is set to “Never”.

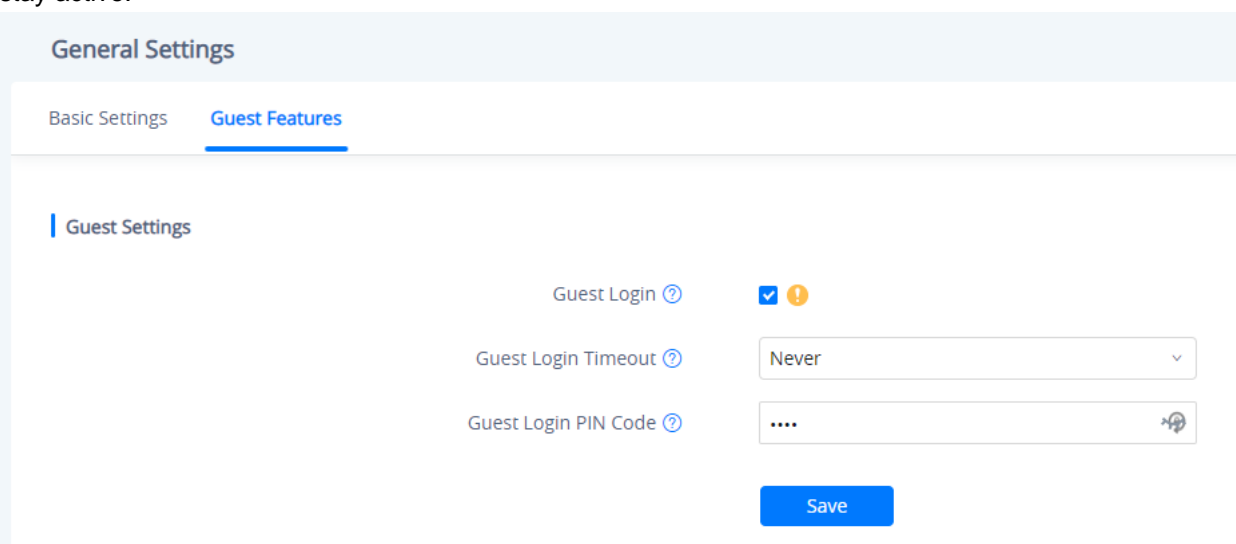
## NEW FEATURES OVERVIEW

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

### GUEST LOGIN

This feature allows user to register the account as a guest. The guest needs to input the account ID and password, and PIN, to secure the use period and account information.



1. From web UI -> Phone Settings -> General Settings -> Guest Features, check “Guest Login” and save.
2. Administrator can assign timeout and PIN code. After the timeout, the user needs to input PIN again to stay active.





**General Settings**

Basic Settings   **Guest Features**

**Guest Settings**

Guest Login  ☒ 

Guest Login Timeout 

Guest Login PIN Code 

**Save**



3. Admin should create SIP domain list for use to choose. If the server alias has 2 or more servers, the device would add them to the same virtual group and allows fail-over registration .

## SIP Domain

Server Alias ⓘ

Server List ⓘ  +

+

Server Alias	Server List	Operation
40-146	192.168.40.146	 

4. When the admin disable Guest Login feature, the device needs to reboot to take effect.

## RESPONSE CODE

This feature allows user to choose the error code for rejecting calls and DND.

1. Go to web UI -> Phone Settings -> Call Settings -> Return Code When Refusing Incoming Call. P-value is 8360.

2. Go to web UI -> Phone Settings -> Call Settings -> Return Code When Enable DND. P-value is 8361.  
 P-value options: 0 - Busy(486), 1 - Temporary Unavailable(480), 2 - Not Found(404), 3 - Declined(603).

Return Code When Refusing Incoming Call ⓘ

Return Code When Enable DND ⓘ

Group Listen with Speaker ⓘ

Busy(486)  
 Temporarily Unavailable(480)  
 Not Found(404)  
 Decline(603)

## DIFFERENT DATA AND VOIP NETWORK

This feature allows user to configure different networks for data and VoIP separately. The setting is under web UI -> Network Settings -> Ethernet Settings. The settings need reboot to take effect.

Different Networks for Data and VoIP Calls ?



## Network Configuration of Data

### IPv4

IPv4 Address Type ?

☒ DHCP ☐ Static IP ☐ PPPoE

DHCP VLAN Override ?

Encapsulated in DHCP Option 43

Host Name (Option 12) ?

Vendor Class ID (Option 60) ?

Grandstream GXV3370

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

0

Layer 2 QoS 802.1p Priority Value (Ethernet) for Data ?

0



### IPv6

IPv6 Address ?

Auto-configured

Preferred DNS Server ?

## Network Configuration of VoIP Calls

### RANDOM UPGRADE

This feature allows device to upgrade at a random time stamp in a period. Go to web UI -> Maintenance -> Upgrade -> Provision -> Enable Randomized Automatic Upgrade: Yes. P-value is 8458, 0 - No, 1 - Yes. If "Automatic Upgrade" to "Check Every Minute", configure the Check Interval to a number between 60 and 525600. If the interval is less than 1440, the "Hour of the day" below would be grey because the interval is less a day.

Automatic Upgrade ?

Check Every Minute

Enable Randomized Automatic Upgrade ?



Automatic Upgrade Check Interval (m) ?

100

## **FIRMWARE VERSION 1.0.1.55**

### **PRODUCT NAME**

GXV3370

### **DATE**

7/17/2019

### **FIRMWARE FILE INFORMATION**

- GXV3370 firmware file name: gxv3370fw.bin

MD5: 1549bfb0cef1865790e7e45a0397cab0

### **CHANGES SINCE FIRMWARE VERSION 1.0.1.54**

#### **ENHANCEMENT**

- (None)

#### **BUG FIX**

- Fixed a security issue that would grant root privileges.

## **FIRMWARE VERSION 1.0.1.54**

### **PRODUCT NAME**

GXV3370

### **DATE**

5/13/2019

### **FIRMWARE FILE INFORMATION**

- GXV3370 firmware file name: gxv3370fw.bin

MD5: 5163597d8239f518798ec54181bb0e48

### **CHANGES SINCE FIRMWARE VERSION 1.0.1.43**

#### **ENHANCEMENT**

- Supported configuring 2 Access Password to control the same GDS System Number and both softkeys to open each door according. [CONTROL BOTH GDS DOORS]
- Supported Zoom Mode from LCD -> Settings -> Display. If enabled, the font and icon will become larger.
- Supported Wi-Fi band selection from web UI-> Network Settings -> WiFi Settings.
- Added P-value for 802.1X certificate.
- Supported HDMI audio enable/disable switch under LCD -> Settings -> Sound. Needs HDMI cabled connected to device.
- Disabled tips display from Programmable Key app.
- Updated some LCD strings.
- Removed Conference app from application management settings.
- Added Backup and Recover. [BACKUP & RESTORE]
- Removed "Power button instantly locks" setting from Setting -> Basic -> Security settings -> Screen lock Password style.
- Supported choosing "#" button as dial or redial function separately. [POUND KEY FUNCTION]
- Supported Broadsoft IM&P service.
- Supported MAC header in SIP REGISTER for 3CX hot desking feature. [USE MAC HEADER]
- Supported direct or quick IP call, and paging call mode selection in dialpad. [CALL MODE]
- Supported apply all available config files. [APPLY MULTIPLE CONFIG]
- Supported configuring the font size on LCD through P-value. [ADJUST FONT SIZE]
- Supported EEE (Energy-Efficient Ethernet) mode. [EEE MODE]

## BUG FIX

- Fixed device cannot decode MJPEG stream when using Baudisch door system.
- Fixed device displays “Unknown” icon when plugging USB repeatedly.
- Fixed device allows editing QoS information after LLDP with specific VLAN is enabled.
- Fixed device cannot save PC Port Mode from web UI.
- Fixed device line bar display issue when auto previewing an incoming video call.
- Fixed device interfaces are closed when disable video from presentation.
- Fixed device No Key Entry Timeout does not work when adding a contact from dialing interface.
- Fixed some file display issues in FileManager.
- Fixed device has distorted audio when answering from Call Queue on 3CX platform.
- Fixed device cannot trigger MJPEG stream when used with authentication.
- Fixed device cannot add more member after switching programmable key mode from speed dial to speed conference.
- Fixed device would list the number in Missed call after transferring the call via BLF key.
- Fixed device cannot store taken pictures to use them for app Avatar.
- Fixed some Contact app issues.
- Fixed voicemail app would stop when switched from a video conference call.
- Fixed call history error after the device is attended transferred.
- Fixed device storage status error.
- Fixed user can use search bar to access admin settings on web UI.
- Fixed device call forward when no answer time out setting does not work when set to number within 101 and 120.
- Fixed device cannot rename the Display Name for an existed DTMF button under web UI Value-added Service.
- Fixed some issues in SMS app.
- Fixed device cannot send video stream in Baudisch system video call.
- Fixed device cannot use active account to dial out after the assigned account is deactivated.
- Fixed device Bluetooth connected to cellphone with headset mode would display “System Management Stops Running” pops up.
- Fixed File Manger folder display issue after renaming it.
- Fixed device contact export has extra icon issue.
- Fixed device mis-configures the settings under Phone Settings -> Call Settings after saving changes.
- Fixed GS Market stops operating when installing Teams app.
- Fixed Contact app updates contact from blacklist is not consistent in Favorite and Local Contacts.
- Fixed Programmable Key is not editable after Page 4.

## NEW FEATURES OVERVIEW

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


## CONTROL BOTH GDS DOORS

This feature allows user to configure one GDS system number while controlling to open 2 doors separately. This feature requires user to configure GDS web UI -> set Door System Setting -> Basic Settings -> ALMOUT1 Feature: Open door. Door 1 and Door 2 are connected to COM1 and COM2 on GDS.

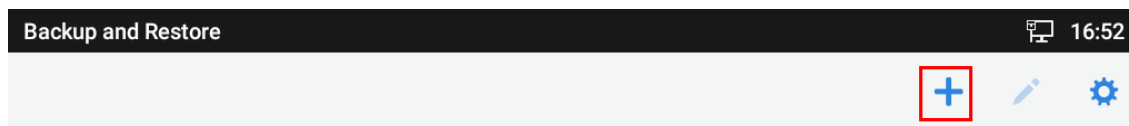
1. If only one Display name and Access password are configured, it will open one door.
2. If user needs to control 2 doors separately, the Access password must be different and Display name should match the User ID.
3. If both doors use the same pin, and both Access passwords are configured with same password, pressing the softkey would only open door1, and cannot open both doors at the same time.

Service Type ?	Door System
Door System Type ?	GDS
System Number ?	660
Related Display Name1 ?	west door
Access Password ?	.....
Related Display Name2 ?	east door
Access Password ?	.....
System Ringtone ?	DingDong

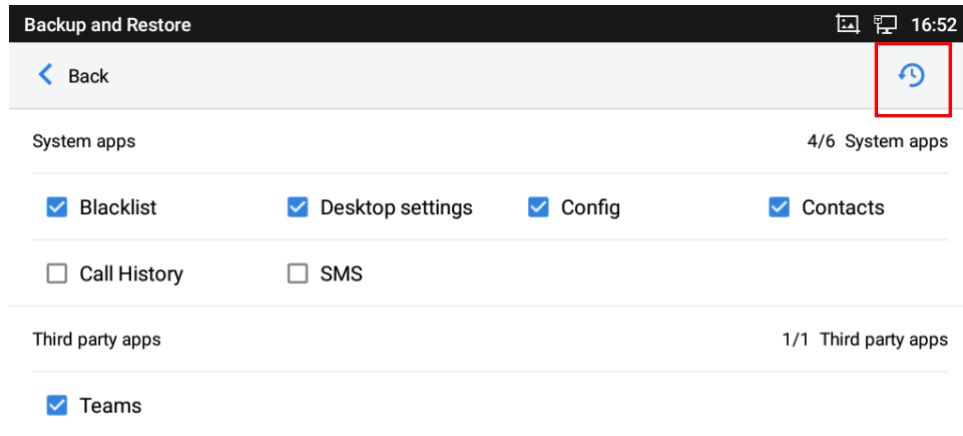
## BACKUP & RESTORE

This feature allows user to back up the device data and restore it. Tap on the icon  to open the app.

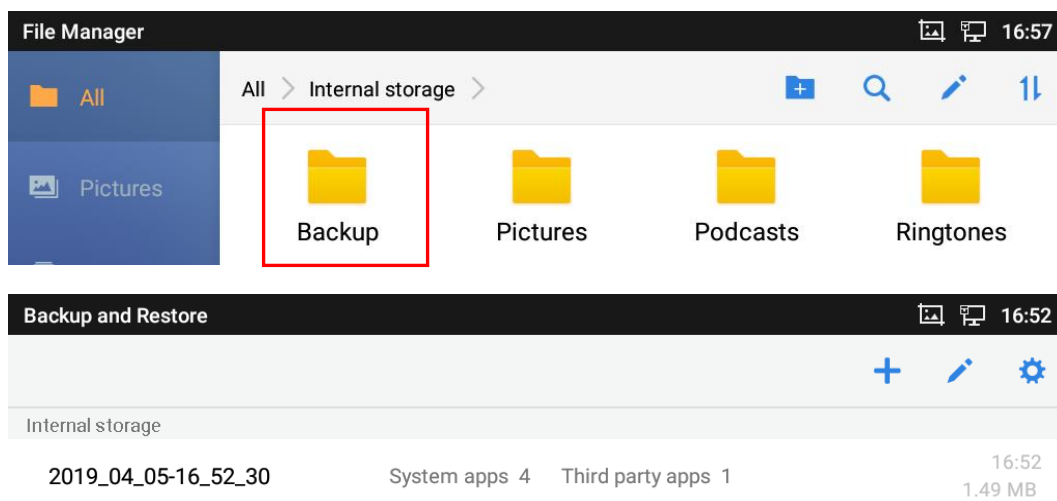
1. Click “+” to create a new backup file.



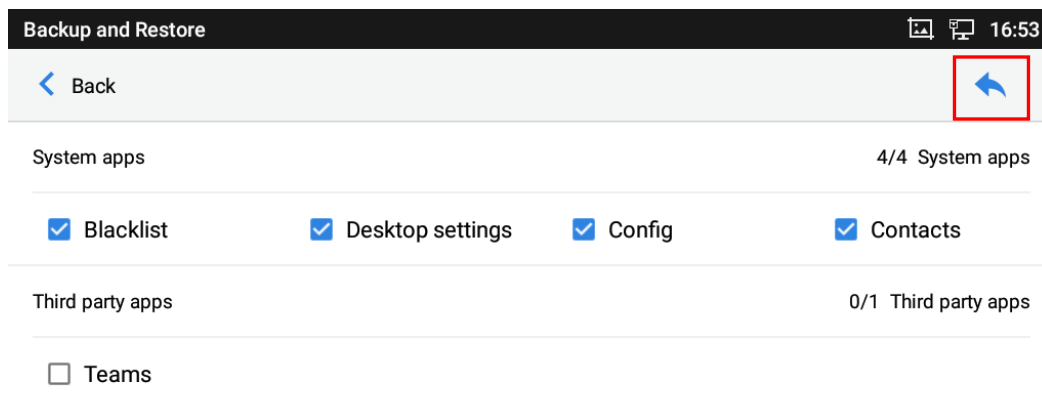
2. Select the categories to backup such as and click the clock icon to start backup.



3. The device would gather the information in save it in the File Manager app -> Internal Storage -> Backup. User can also see the file in app.



4. To restore the device data, tap on the backup file in the app, and select the categories. Click the arrow icon to restore.



## POUND KEY FUNCTION

This feature allows user to choose “#” key to dial or redial separately in the dial pad.

1. Go to web UI -> Account -> Call Settings, check whether “#” would support the features.







Use # as Dial Key  ☒

Use # as Redial Key  ☒

## BROADSOFT IM&P





On GXV3370, there is a new app “BS-IM&P” and it starts supporting Broadsoft IM&P (BroadCloud Instant Messaging & Presence) service. P-values for account 1 - 16: 29069, 29169, 29269, 29369, 29469, 29569, 53669, 53769, 53869, 53969, 54069, 54169, 54269, 54369, 54469, 54569.


1. From web UI -> Value-added Service -> Broadsoft IM&P, configure the server, username, and password. Port number is 5222 by default.

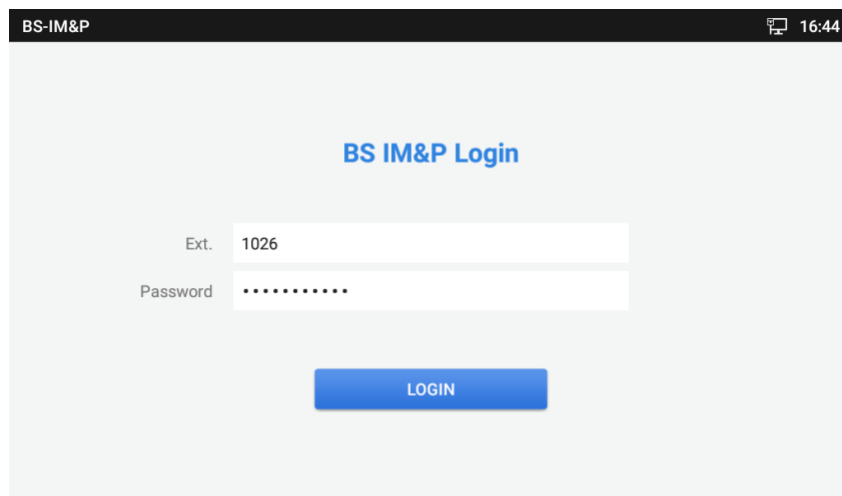
Server 	<input type="text" value="imp1iop1.broadsoft.com"/> 
Port 	<input type="text" value="5222"/>
User Name 	<input type="text" value="1026@imp1iop1.broadsoft.com"/>
Password 	<input type="password" value="....."/> 
<input type="button" value="Save"/>	

2. The other tag configures the IM&P login account and other settings.

### IM&P Settings

Enable BroadSoft IM&P 	<input checked="" type="checkbox"/>
Associated BroadSoft Account 	<input type="text" value="Account2"/>
Auto Login 	<input checked="" type="checkbox"/>
Display Non-XMPP Contacts 	<input type="checkbox"/>
<input type="button" value="Save"/>	

3. On LCD, tap on the IM&P icon  to open app. Type in extension and password to login.



BS-IM&P 16:44

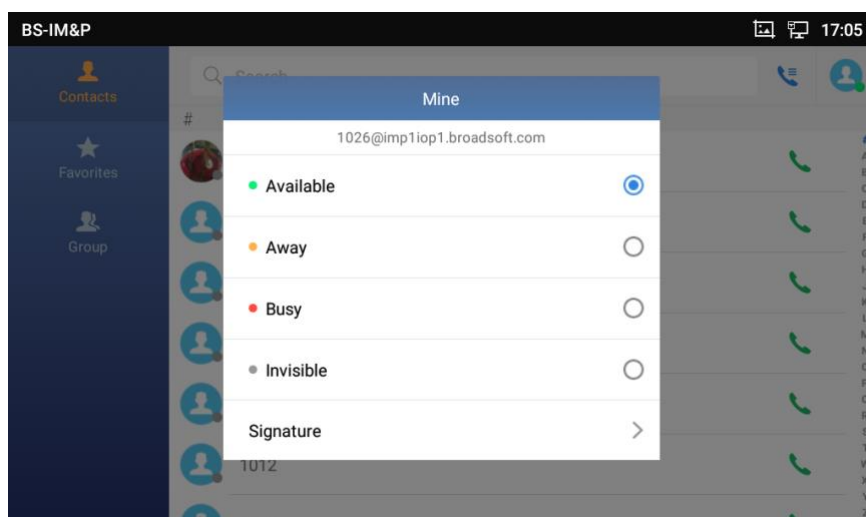
**BS IM&P Login**

Ext. 1026

Password .....

**LOGIN**

4. From here user can check others' status and search for numbers and dial out.



BS-IM&P 17:05

Contacts

Favorites

Group

**Mine**

1026@imp1lop1.broadsoft.com

- Available ☒
- Away ☐
- Busy ☐
- Invisible ☐
- Signature >

### USE MAC HEADER

Use MAC Header in SIP register request and add MAC address in User-Agent header in SIP request. From web UI -> Account -> SIP Settings -> "Use Mac Header". If set to "Yes", MAC would be included in User-Agent header. P-values for account 1- 16: 26061, 26161, 26261, 26361, 26461, 26561, 52661, 52761, 52861, 52961, 53061, 53161, 53261, 53361, 53461, 53561. Default is 0 - No.

Use Mac Header  ☐

## CALL MODE

This feature allows user to select the call mode in dialpad from web UI -> Phone Settings -> Call Settings. If "Direct IP Call" is enabled, user can also select "Quick IP-call Mode", which allows users to make a direct IP call by dialing the last octet of the IP address (3 digits instead of 12 digits IP address) if the phones are on the same LAN/VPN. The phone will make a direct IP call to aaa.bbb.ccc.XXX where aaa.bbb.ccc comes from the LAN/VPN IP address REGARDLESS of the subnet mask.

P-value: Use Direct IP Call Mode is P277 (1 - No, 0 - Yes) , Use Quick IP-call Mode is P184 (0 - No, 1 - Yes), Use Paging Call Mode is P2278 (1 - No, 0 - Yes).

Use Direct IP Call Mode ?	<input checked="" type="checkbox"/>
Use Quick IP-call Mode ?	<input type="checkbox"/>
Use Paging Call Mode ?	<input type="checkbox"/>

## APPLY MULTIPLE CONFIG

By default, the device will provision the first available config in the order of cfgMAC, cfgMAC.xml, cfgMODEL.xml, and cfg.xml (corresponding to device specific, model specific, and global configs). If set to "Yes", the device will download and apply (override) all available configs in the order of cfgMAC, cfg.xml, cfgMODEL.xml and cfgMAC.xml. The setting is under web UI -> Maintenance -> Upgrade -> Provision -> Download and Process All Available Config Files. P-value is 8467 (0 - No, 1 - Yes).

### | Config Provision

Download and Process All Available Config Files ? ☐ No ☒ Yes

## ADJUST FONT SIZE

This feature allows user to adjust the font size through P-value 22275: 0 - Small, 1 - Default, 2 - Large, 3 - Largest. This provision matches the settings from LCD -> Settings -> Display -> Font Size.

### Sample text

#### The Wonderful Wizard of Oz

Chapter 11: The Wonderful  
Emerald City of Oz

Even with eyes protected by the green spectacles Dorothy and her friends were at first dazzled by the brilliancy of the wonderful City. The streets were lined with beautiful houses all built of green marble and studded everywhere with sparkling emeralds. They walked over a pavement of the same green marble, and where the blocks were joined together were rows of emeralds, set closely, and glittering in the brightness of the sun. The window panes were of green glass; even the



### EEE MODE

This feature allows user to use EEE (Energy-Efficient Ethernet) Mode. The network would be reset after the mode is confirmed. The P-value is 8499, 0 - No, 1 - Yes.

Enable EEE Mode 



## **FIRMWARE VERSION 1.0.1.43**

### **PRODUCT NAME**

GXV3370

### **DATE**

2/25/2019

### **FIRMWARE FILE INFORMATION**

- GXV3370 firmware file name: gxv3370fw.bin

MD5: 88d6fa287939f2422f6ce955395fb46e

### **CHANGES SINCE FIRMWARE VERSION 1.0.1.33**

#### **ENHANCEMENT**

- Supported Programmable Key ordering can be synchronized after changing from web UI.
- Added CEI and CCM support for UCM Conference
- Improved UI for LCD display such as Voicemail, MPK, Settings, FileManager, call screen and language translation issues
- Improved web UI options and tooltips
- Added support for Broadsoft Flexible Seating guest lock/unlock feature
- Added option to disable recording during call
- Added recording application on LCD
- Added support for changing the color of the text used by the phone
- Added support for programmable key widget selection [MPK SELECT]
- Added support for Czech language
- Added support to boot up in safe mode and option to boot the phone in safe mode from web GUI
- Added ability to view and play recordings in CallHistory app [RECORD IN CALL HISTORY]
- Added RTP timeout support [RTP TIMEOUT]
- Added mute support for paging/intercom [MUTE INTERCOM]
- Added SIP NOTIFY support to sync phonebook [NOTIFY SYNC PHONEBOOK]
- Added ability to monitor MPK on call screen while on active call
- Added support for second dial tone [SECOND DIALTONE]
- Added option to support SUBSCRIBE expiration [SUBSCRIBE EXPIRE]
- Added support for Baudisch Door System feature
- Added support to transfer a call via MPK BLF [BLF TRANSFER]
- Added support for disabling handset [HANDSET OPTION]

- Added ringtone selection support for door system settings [DOOR SYSTEM RINGTONE]
- Added P-Access-Network-Info Header in SIP Register.
- Removed codec Jitter Buffer Type settings from web UI account settings since GXV3370 is using a fixed value.
- Removed Hide Local Call History from web UI phone settings due to local Contacts app would not include Broadsoft contacts.

## BUG FIX

- Fixed During video call with full screen, end button doesn't show on the function list
- Fixed Some star key feature codes works abnormally
- Fixed Conference meeting recording file name display incorrectly
- Fixed When a new call is added in the conference and rejected, switching back to conference can still hear busy tone
- Fixed Three-way video conference will transfer the call, causing the dial-up plug-in video button gray out
- Fixed During the meeting invitation, if user opens the video and clicks Keep, the interface shows an error
- Fixed some call related issues with video call and transfer operations
- Fixed User can open music player while calling
- Fixed some P parameter's value issues
- Fixed After selecting the 802.1x security WiFi input password, the connection button is gray
- Fixed WiFi configuration WLAN interface sometimes appears IPV6 address
- Fixed Clicking the "finish" button on the soft keyboard, the soft keyboard will not disappear
- Fixed Device has no call park indicator in MPK widget for Broadsoft call park
- Fixed some SMS app related issues
- Fixed some door system call related issues
- Fixed Screen has flashback when clicking on conference app on idle screen
- Fixed EHS headset related issues
- Fixed Device sends duplicate requests for config provisioning
- Fixed Device reboot loop issue with some specific config file provisioned
- Fixed Device keeps dialing DND Call Feature Off code after IVR provision with Broadsoft
- Fixed Device web UI display and search issues
- Fixed FileManager related issues when there are multiple operations such as copy, move and delete
- Fixed The account registration account cannot be refreshed in real time
- Fixed Device cannot press BLF to blind transfer a call with 3CX
- Fixed Dialing a number on Skype generates a continuous tone
- Fixed Security issue using command injection
- Fixed Device dials wrong number through call history for transferred calls
- Fixed Device does not return to main desktop after canceling WiFi/hotspot authentication
- Fixed Vipole app integration issue on device
- Fixed Noise appears during media channel switch

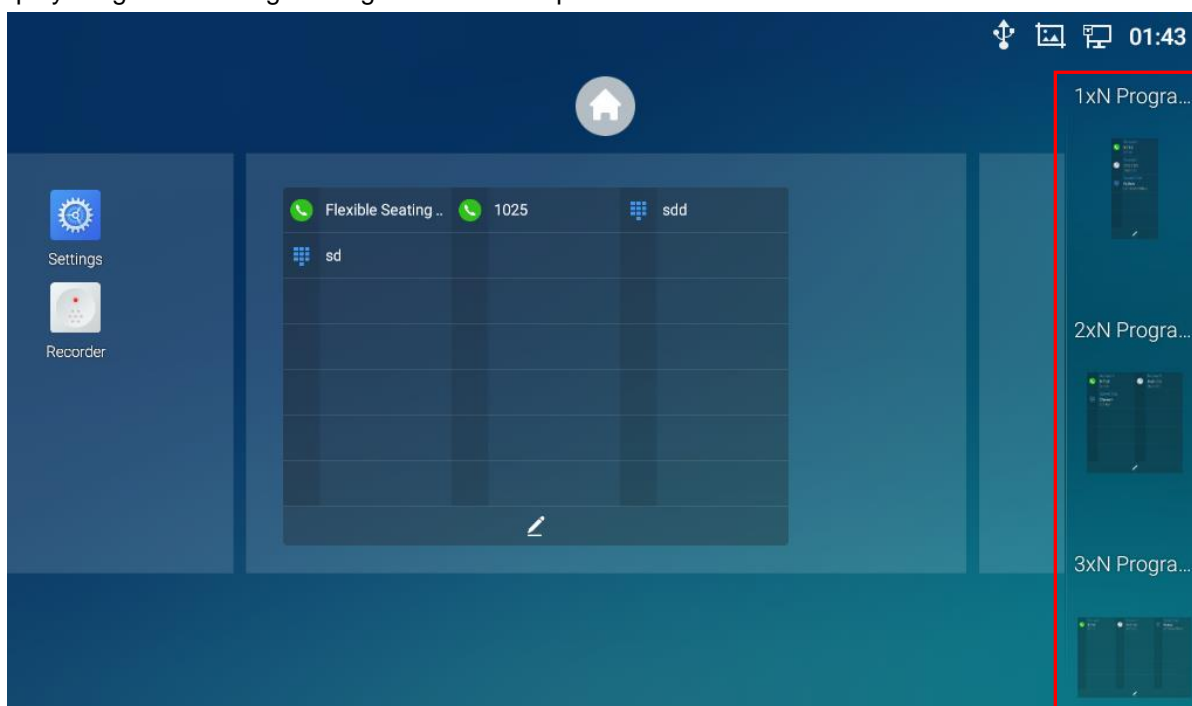
- Fixed MJPEG stream issue with authentication
- Fixed Broadsoft Device Management provision issues
- Fixed Broadsoft Contact header is not included in SIP message
- Fixed some Broadsoft bugs in call functions and call status update.
- Fixed GMI command not working issues
- Fixed Virtual group related issues
- Fixed Multicast paging name display issue
- Fixed The sent video frame rate cannot match the configuration
- Fixed Issues related to device cannot scan Wi-Fi access point
- Fixed Imported contact replacement is not working
- Fixed Some Call-info header information is not working
- Fixed IPv6 static address ignores prefix length
- Fixed SIP message overrides LDAP information in display
- Fixed Device does not reconnect to previously connected Wi-Fi network after the SSID is back in range
- Fixed Device cannot download apps larger than 50MB from GSMarket

## NEW FEATURES OVERVIEW

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

### MPK SELECT

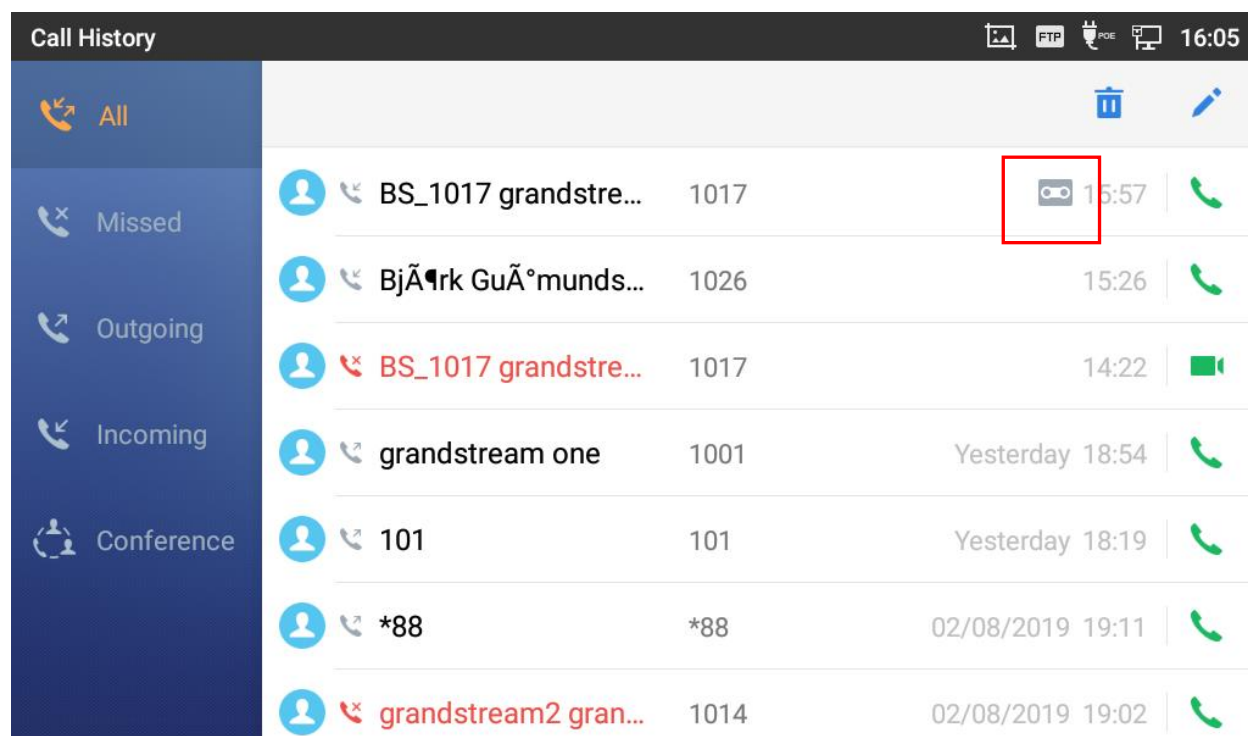
This feature allows user to drag the Programmable key widget to desktop. Long press the desktop to display widgets on the right. Drag it to the desktop.



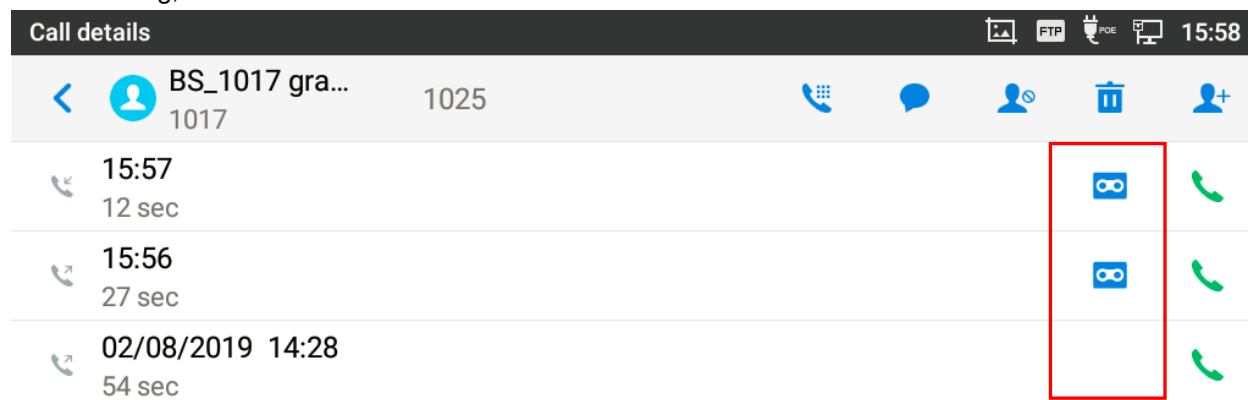
## RECORD IN CALL HISTORY

This feature allows user to a check the call recordings from call history app.

1. From LCD, press CallHistory icon to call history list. If the call has 1 or more recording, there would an icon on the right like below.




2. Click the call history item to show call details. For each call on the number, it will display whether the call has recording, shown as below.



3. Click the recorder icon on the right to open the recording, and tap on the item shown below to play the recording.



Recording file is displayed:

Record

	BS_1017 grandstream-...	00:22	15:57 162KB
---	-------------------------	-------	----------------

Recording file is playing:

Record

	BS_1017 grandstream-...	00:22	00:00:04 
---	-------------------------	-------	--

### RTP TIMEOUT

This feature allows to disconnect a call automatically if the phone does not receive the RTP packet within the specified RTP time. If set to 0, the call would not terminated automatically. The setting is under web UI -> Account -> Codec settings. The range is 0 - 600. P-value account 1 - 16: 29068, 29168, 29268, 29368, 29468, 29568, 53698, 53798, 53898, 53998, 54098, 54198, 54298, 54398, 54498, 54598.

RTP Timeout (s) 

### MUTE INTERCOM

This feature allows to mute intercom by Call-info or Alert-info header. Enable the settings under web UI -> Account -> Call Settings -> Mute on Answer Intercom Call. P-value for account 1 - 16: 26071, 26171, 26271, 26371, 26471, 26571, 52671, 52771, 52871, 52971, 53071, 53171, 53271, 53371, 53471, 53571.

Mute on Answer Intercom Call 

☐

### NOTIFY SYNC PHONEBOOK

This feature allows to the device to accept SIP NOTIFY message from server to synchronize the phonebook. It is under web UI -> Account -> Advanced Settings. Default is Yes. P-value for account 1 - 16 are: 26099, 26199, 26299, 26399, 26499, 26599, 52699, 52799, 52899, 52999, 53099, 53199, 53299, 53399, 53499, 53599.

Allow Sync Phonebook via SIP Notify 

☒

## SECOND DIALTONE

This feature allows to configure second dial tone on web UI -> Phone Settings -> Ringtone. . P-value is 2909.

Second Dial Tone ?

f1=350,f2=440,c=0/0;

## SUBSCRIBE EXPIRE

This feature allows to configure refresh time (in minute) to send SIP SUBCRIBE message. It is under web UI -> Account -> SIP Settings. Value range is 0 - 64800. Default is 60. P-value for account 1 - 16 are: 26051, 26151, 26251, 26351, 26451, 26551, 52651, 52751, 52851, 52951, 53051, 53151, 53251, 53351, 53451, 53551.

Subscribe Expiration (m) ?

60

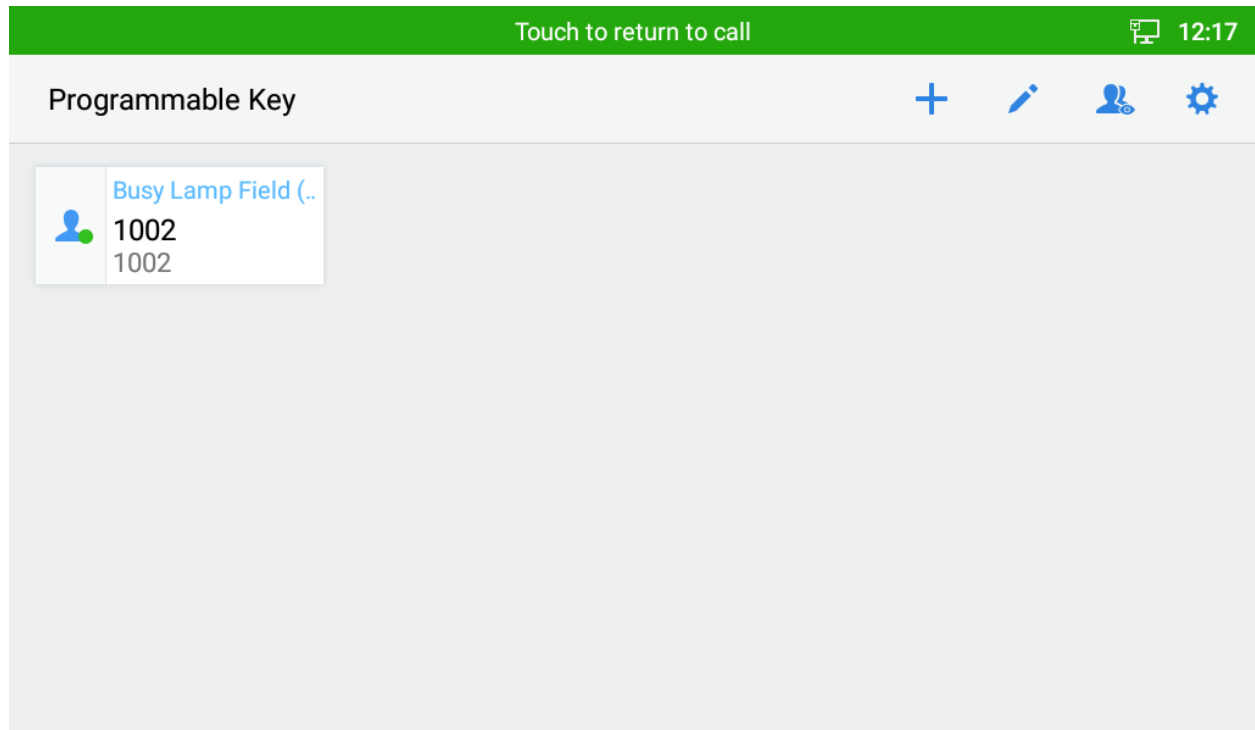
## BLF TRANSFER

This feature supports transfer via BLF button during a call. Enable the settings under web UI -> Phone Settings -> Call Settings. Default is No. P-value is 22162.

Enable transfer via non-Transfer Programmable Key ?

☐

During the call, press More -> MPK to select the BLF button to transfer the call.

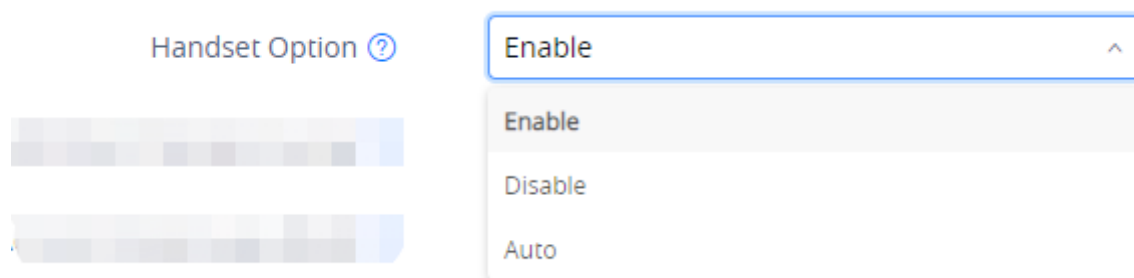


## HANDSET OPTION

Handset Option is for audio path and GXV3370 dialer control when running 3rd party app that uses media path. It is under web UI -> Phone Settings -> Call Settings.

Currently there are three options supported:

1. Enabled: Default mode. When handset is lifted, audio will come through handset and the GXV3370 default dial screen will show.
2. Disabled: In this mode, when running the 3rd party app, if handset is lifted, the audio path will switch to handset but GXV3370 default dial screen won't show (users won't hear dial tone either). Onhook the handset, the audio path will be switched to speaker. Under this mode, even the GXV3370 is not using the 3rd party application, picking up the handset will not activate the dialer. (Users can still use Call button to activate dialer under this mode.)
3. Auto: In this mode, the GXV3370 will automatically detect if the audio path is used by 3rd party app first. If yes, it will use the handset mode "Disabled". Otherwise, it will use "Enabled" mode. Please note that running the 3rd party app doesn't necessarily mean the audio path is used by the 3rd party app. If the audio path is not occupied by the 3rd party app, GXV3370 will still use the handset mode "Enabled".






## DOOR SYSTEM RINGTONE

This feature is added for configure ring when settings door button.

From web UI -> Value-added Service -> Value-added Service -> Add a new button, and then configure the ringtone shown as below.

Value-added Service (0/10)

Service Type ?	Door System	▼
Door System Type ?	GDS	▼
Display Name ?		
System Number ?		
Access Password ?		
System Ringtone ?	Carina	▼

## **FIRMWARE VERSION 1.0.1.33**

### **PRODUCT NAME**

GXV3370

### **DATE**

10/18/2018

### **FIRMWARE FILE INFORMATION**

- GXV3370 firmware file name: gxv3370fw.bin

MD5: 811b0898da77b5960606d18c3d362508

### **CHANGES SINCE FIRMWARE VERSION 1.0.1.28**

#### **ENHANCEMENT**

- Supported TLS version 1.2.
- Updated to SDK package version 1.1.5.
- Updated the font-family from "Microsoft YaHei" to "SimHei"
- Supported changing input keyboard on LCD. [CHANGE KEYBOARD]
- Added Android service PC port mode configuration.
- Supported RJ9 headset switch in dropdown panel.
- Supported string "N/A" to display temperature in Weather app.
- Modified the UI in LCD Settings.
- Hid LCD/DDR/Factory Serial Number in web UI -> Status -> System Info.
- Updated some tootips/strings in web UI.
- Added more options in web UI Contacts Automatic Download Interval: 5 min, 30 min, 1 hour.
- Improved some Buletooth call performance.
- Added notification for fullscreen video conference when a member joins or exits.
- Added "Emergency calling..." in emergency call interface.
- Changed the default page in Browser to Google Search.
- Added reboot process for MPK provision to insure the functionality.
- Added dial tone when starting inviting conference members.
- Added prompt when number of imported contacts reach the limit.
- Added SMS app. [SMS]
- Supported choosing call function buttons for single call or conference. [CALL FUNCTION BUTTONS]
- Added FTP server in File Manager. [FTP SERVER]

## BUG FIX

- Fixed exported device configuration file contains the SIP authentication password from account 7 - 16.
- Fixed received file would display "Unknown device" on LCD Bluetooth -> Show received file after Bluetooth is disabled
- Fixed device uses only account 1 to speed dial even active account is set to another one.
- Fixed device cannot reconnect Bluetooth from distant place to close.
- Fixed Event Notification failed on Forward On and Forward Off.
- Fixed web UI account information cannot be saved after device network is disconnected.
- Fixed after setting different account for MPK in web UI, device still uses account 1.
- Fixed device does not display setup wizard after data wiping.
- Fixed disabling SSH would cause web UI logout.
- Fixed web UI does not synchronize the auto answer feature configuration from LCD.
- Fixed Weather app city search result display the bottom of the list.
- Fixed inputting character issue during factory reset when Configuration via Keypad Menu is "Constraint Mode".
- Fixed device failed to parse DHCP Option 160 domain.
- Fixed device enables hotspot and an "Error" shows up.
- Fixed DTMF does not take effect after receiving 183 response.
- Fixed device would unregister the account after Account -> SIP Settings -> SIP Registration is unchecked.
- Fixed holding menu softkey can open thread management while device is under diagnostics.
- Fixed Offhook Auto Dial still takes effect when adding a new call.
- Fixed Offhook Auto Dial allows special characters.
- Fixed cannot close the media channel prompt in dial screen when tapping the outside area.
- Fixed device cannot display Broadsoft AoC information.
- Fixed device MPK can only add up to 5 conference members. Now it supports adding up to 6.
- Fixed the Value-added service title "Door system Name" to "Display name" when the type is DTMF.
- Fixed Account and Value are empty in the web UI BLF list after adding a quick conference MPK.
- Fixed quick conference MPK name cannot display special characters.
- Fixed BLF list items do not updated the order after clicking the moving up/down button.
- Fixed device does not upgrade within the interval if Automatic Upgrade Check Interval is set to more than 1 day.
- Fixed the noise when device starts reboot.
- Fixed moh file upload failed issue when the audio file name contain some special characters.
- Fixed Bluetooth connection during an ongoing call would cause system service stop.
- Fixed the issue that some special characters ("',\") in SSID name will cause the WebUI SSID list display issue.
- Fixed the string in multicast paging interface to "multicast" from "Talking..."
- Fixed device would trigger upgrade by holding "Volume -" and "Home" softkey during firmware upgrade.
- Fixed callpark prompt button positions issue.

- Fixed after a 7-way conference, device cannot set up the same conference from call history.
- Fixed device does not hold a Bluetooth call when switching from a SIP call.
- Fixed pressing “#” does not have key tone when “Use # as Dial Key” is disabled.
- Fixed call transfer from MPK does not work issue.
- Fixed 802.1X network needs reboot to get IP.
- Fixed Bluetooth visible feature is disable after updating date and time.
- Fixed return button in LCD 802.1X mode settings does not work.
- Fixed device connects to 802.1X SSID but cannot display 802.1X configuration.
- Fixed LCD MPK app cannot reorder the buttons.
- Fixed downloading GS Market Skype\_rover issue.
- Fixed device does not open media channel for EHS after switching from an ongoing call.
- Fixed device can delete a locked recording file.
- Fixed device cannot click LCD Conference icon to enter it after putting the 7-way conference in background.

## NEW FEATURES OVERVIEW

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

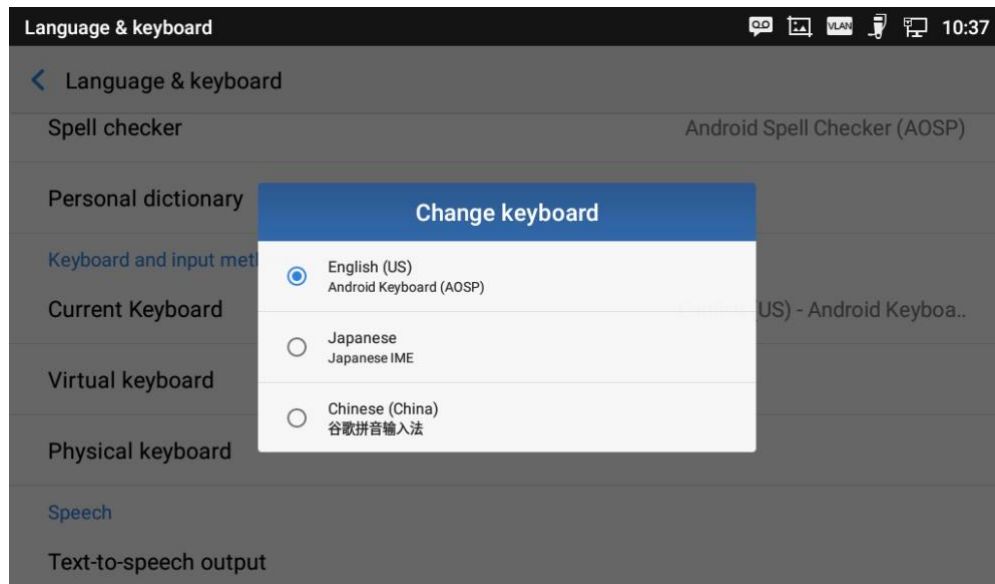
### CHANGE KEYBOARD

The new feature allows user to choose different input method on LCD.

1. Go to LCD Settings -> Language & keyborad -> Virtual keyboard, click the “+” to add more input method.



2. Go to LCD Settings -> Language & keyborad -> Current keyboard, and choose from the added input methods, for example, Japanese IME.



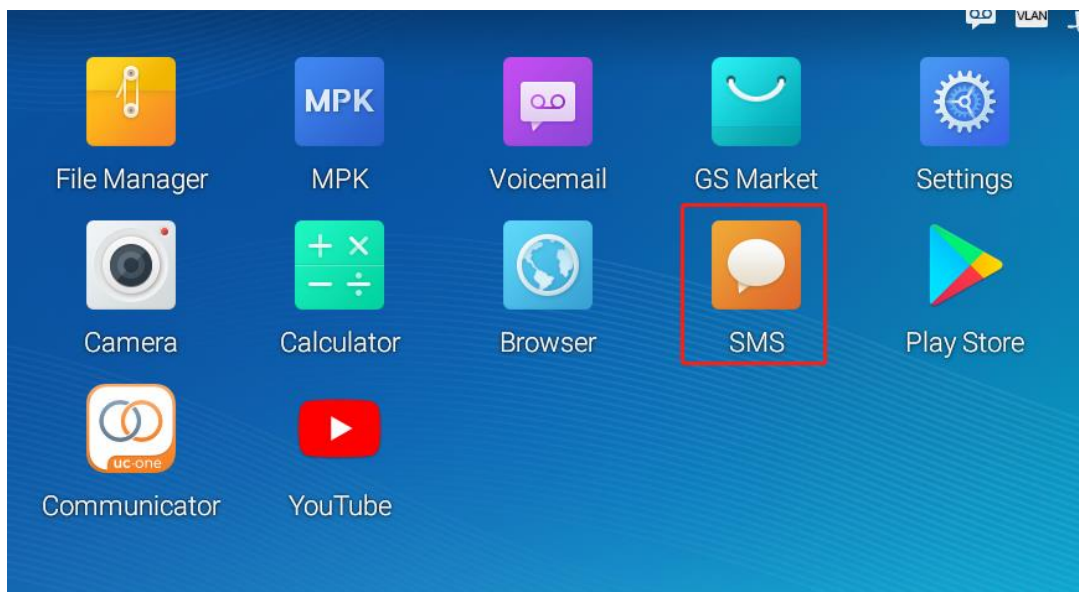
3. The input method would change to the new one like below.



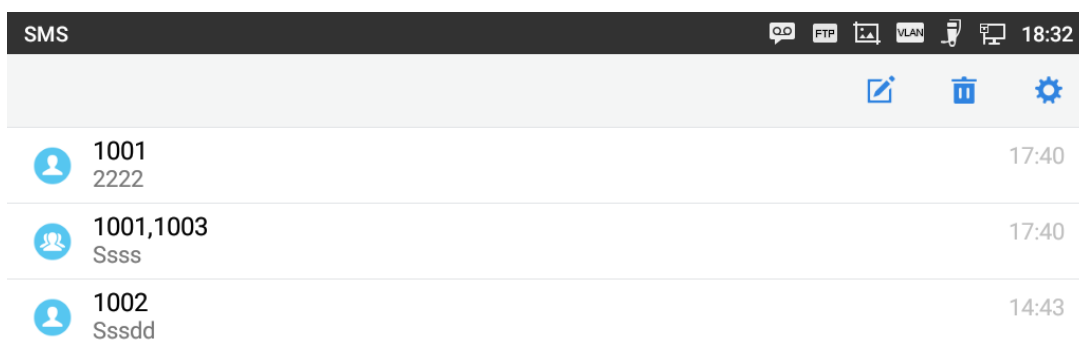
## SMS

This app allows account to send message via SIP if the other party or platform supports it.

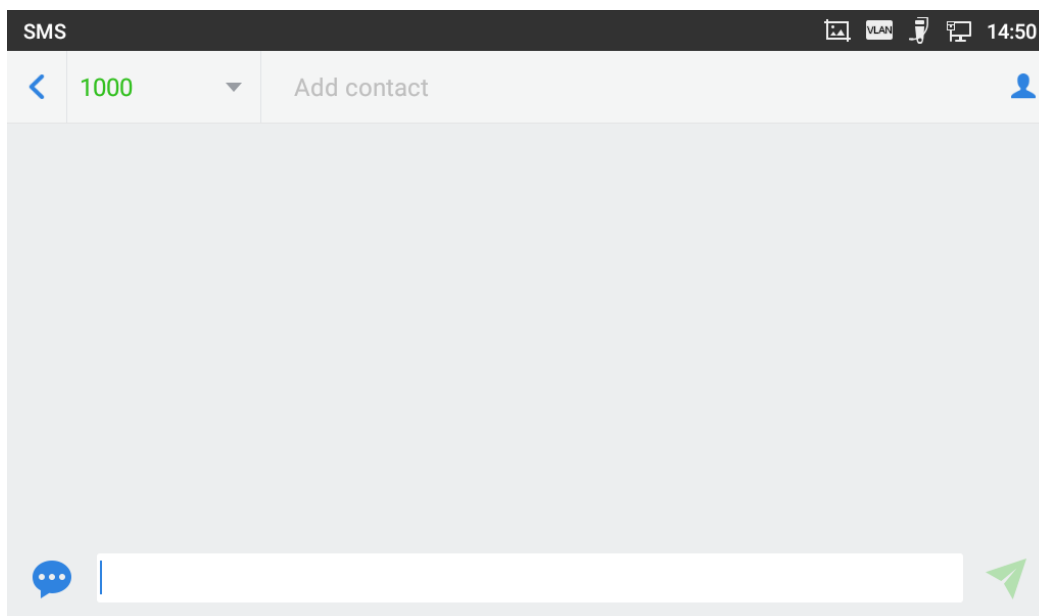
1. Open the app from desktop.



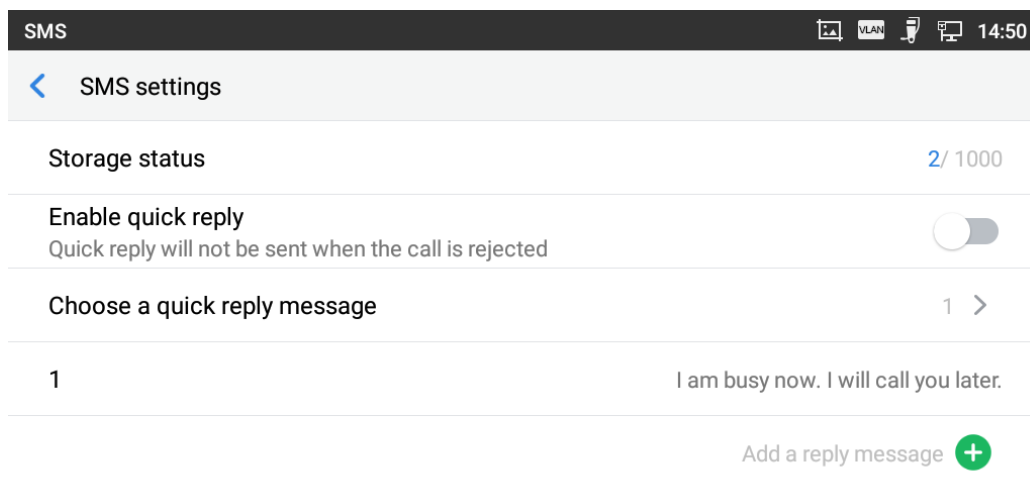
2. In the app, all messages are listed. User can exit, delete, check the message(s).



3. To edit a new message, choose the sender account, tap in the contact area to add more account. Edit the message text at the bottom.



4. In the settings, user can edit quick reply, which is used to reply an incoming call.



## CALL FUNCTION BUTTONS

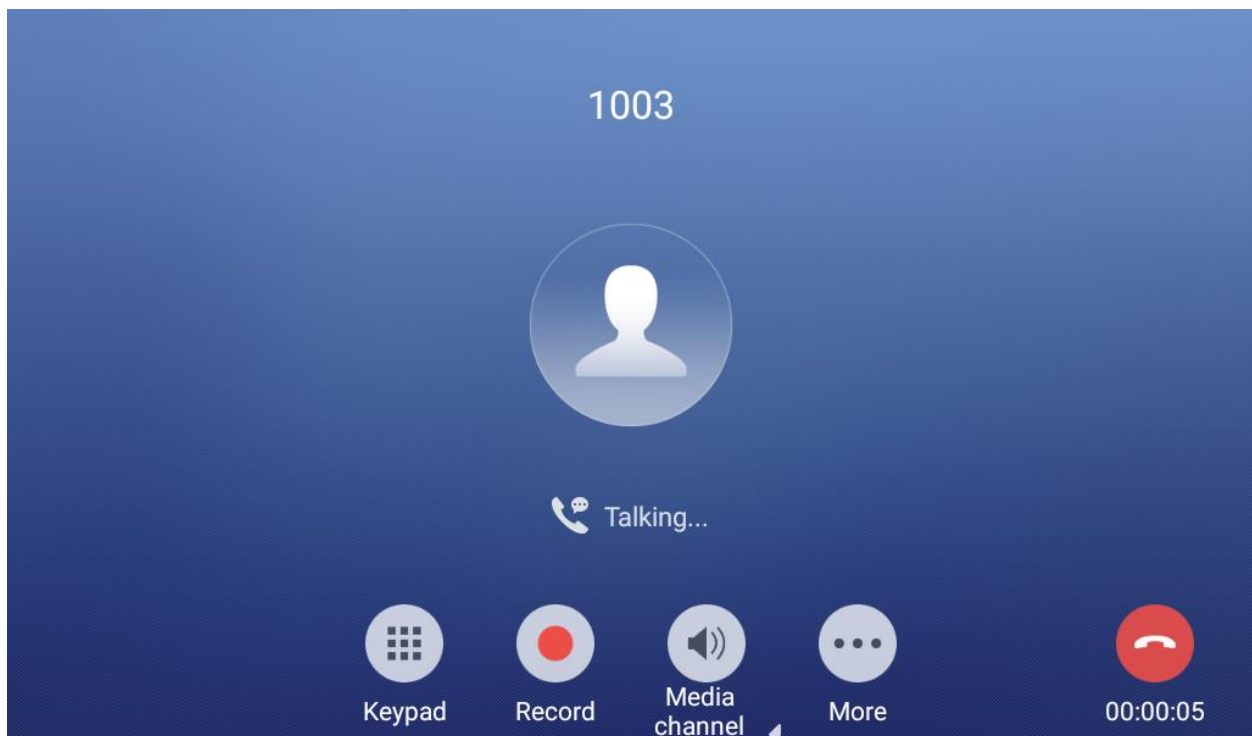
This feature allows user to customize the call functions in call interface. User can choose 3 buttons for 2-way call and 3 for conference call. The feature is under web UI -> Phone Settings -> Call Settings.

1. 2-way call function buttons. For example, if user adds Keyborad, Record, Media Channel to the right, these 3 button will display in call interface.

Available buttons are: Mute, Hold, Video, Record, Transfer, Call Details, New Call, Keyboard, Media Channel, Conference.

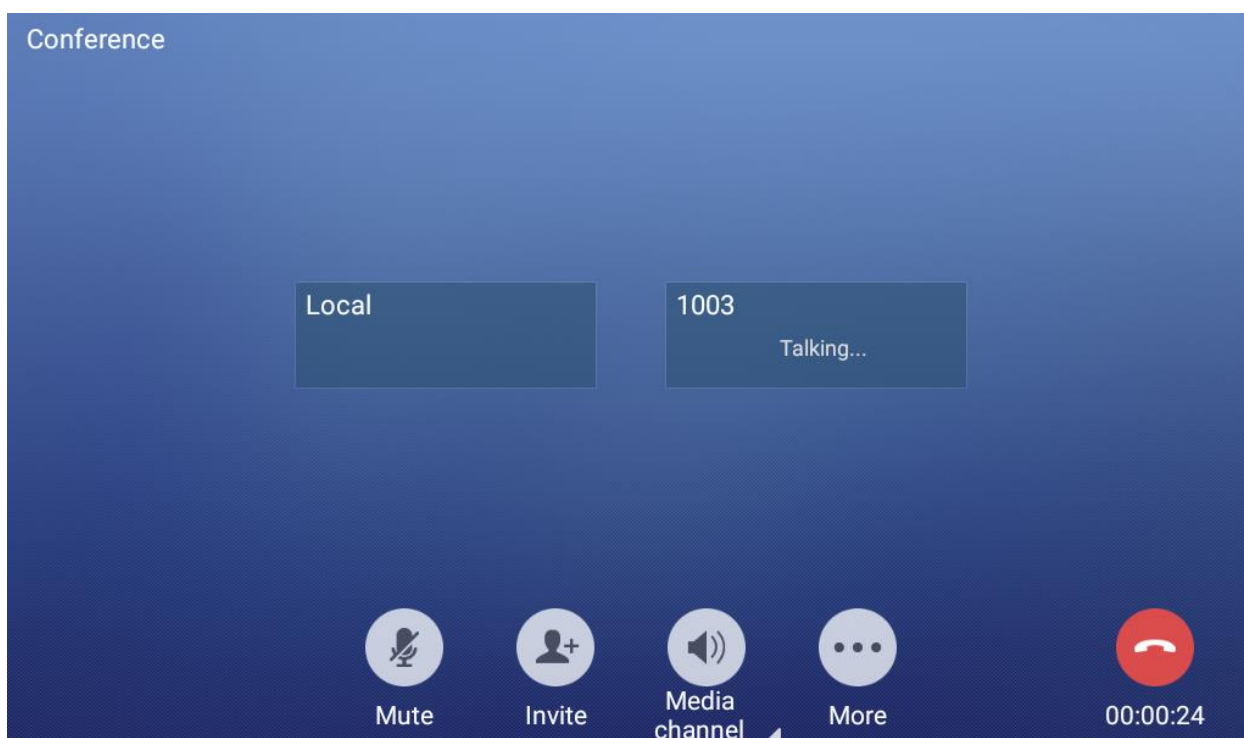
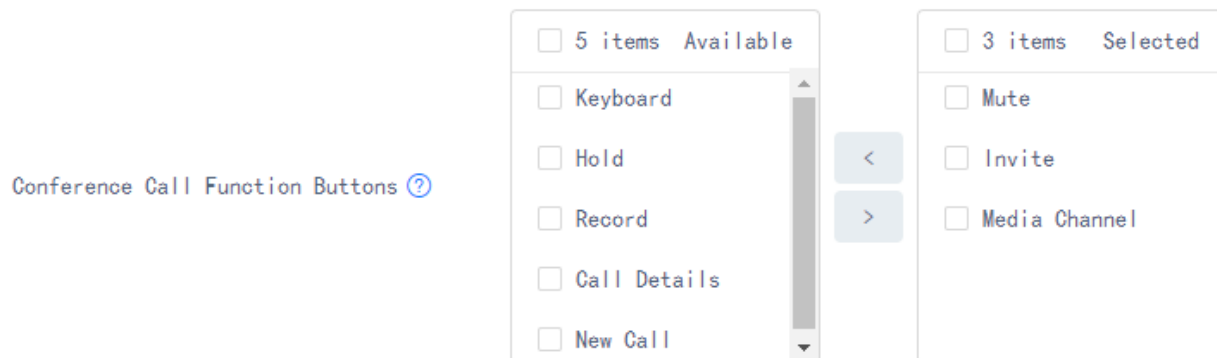
One-Way Call Function Buttons ?

<input type="checkbox"/> 7 items Available	<input type="checkbox"/> 3 items Selected
<input type="checkbox"/> Hold	<input type="checkbox"/> Keyboard
<input type="checkbox"/> Video	<input type="checkbox"/> Record
<input type="checkbox"/> Transfer	<input type="checkbox"/> Media Channel
<input type="checkbox"/> Call Details	
<input type="checkbox"/> New Call	



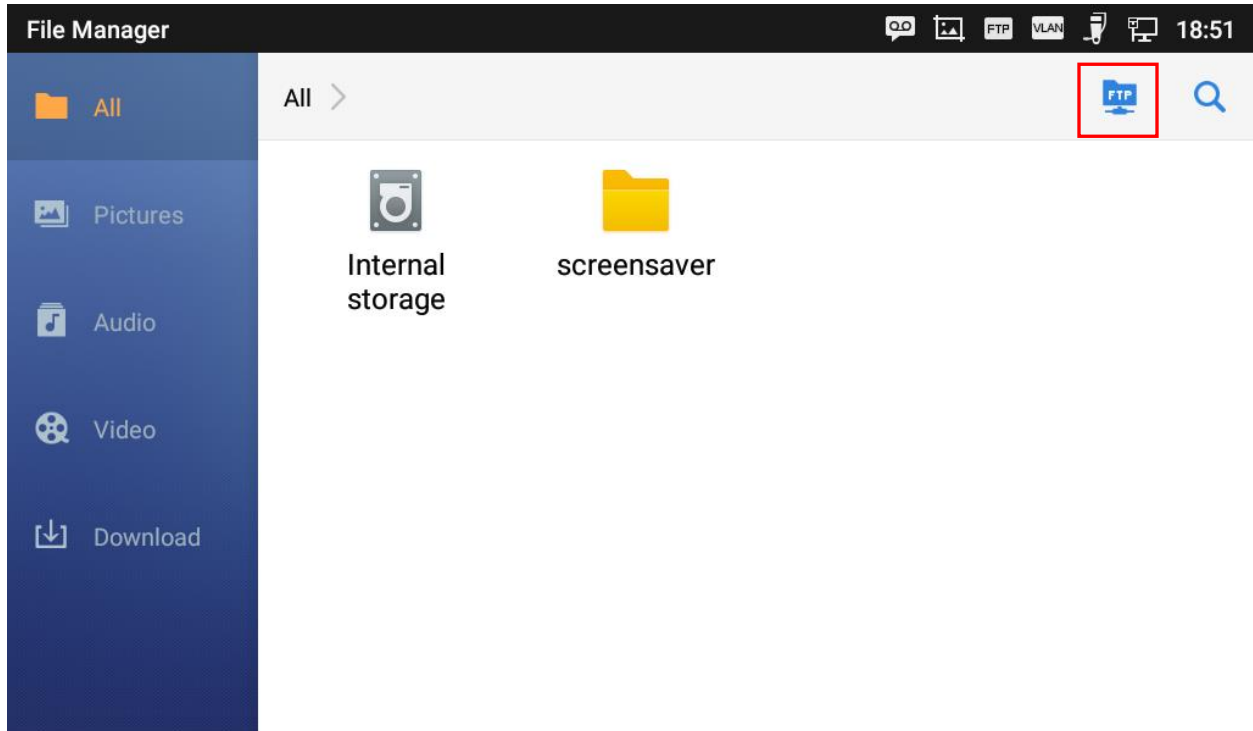
2. Conference call function buttons. For example, if user adds Mute, Invite, Media Channel to the right, these 3 button will display in call interface.

Available buttons are: Mute, Hold, Record, Call Details, New Call, Keyboard, Media Channel, Invite.



## FTP SERVER

The FTP server is added in File Manager app, on the up right of the directory. By starting the service, user can access device files.



1. Click “Start FTP server” to start the service.



You can use FTP service to manage your files via PC.

Start FTP server



## FIRMWARE VERSION 1.0.1.28

### PRODUCT NAME

GXV3370

### DATE

08/24/2018

### FIRMWARE FILE INFORMATION

- GXV3370 firmware file name: gxv3370fw.bin

MD5: 5113e21234c3380536d52d816eeab27d

### CHANGES SINCE FIRMWARE VERSION 1.0.1.12

#### ENHANCEMENT

- Added different service type to web UI Value-added Service. [VALUE-ADDED SERVICE TYPE]
- Supported call park indicator for subscribed users in MPK.
- Updated device would display “transfer” button when enabling auto preview and transfer the incoming call.
- Added a title in factory reset prompt.
- Supported SDK. Please refer to SDK How-to Guide in below link:  
[http://www.grandstream.com/sites/default/files/Resources/GXV33xx\\_SDK\\_Framework\\_Service\\_Package.zip](http://www.grandstream.com/sites/default/files/Resources/GXV33xx_SDK_Framework_Service_Package.zip)
- Added the conference call date and duration on the top of screen from CallHistory.
- Added Wi-Fi country code configuration. [COUNTRY CODE]
- Added a new option “Basic settings & Network settings” in web UI -> System Settings -> Security Settings -> Configuration via Keypad Menu. This allows user to configure Wi-Fi and Hotspot in addition to basic settings.
- Supported adjusting the MPK widget height. [ADJUSTING MPK WIDGET]
- Updated tooltip for “Number of Accounts the Virtual Account Group Register”.
- Removed “Prefer Non-Interleaved Mode” in account code settings.
- Added “Speed conference” in MPK. [SPEED CONFERENCE]
- Supported creating CUST file with the online GUI Config Tool: <http://tools.grandstream.com:8081>. [GUI CONFIG TOOL]
- Moved 802.1X mode settings from LCD Settings -> Network -> General network settings to Settings -> Network -> Ethernet settings.
- Added a note in Conference to show how to add multiple member to a conference call.

- Removed the Value-added Service DTMF content length limit.
- Added LCD Settings -> Network -> VPN, to add or edit VPN profile. [VPN SETTINGS]

### BUG FIX

- Fixed the options in LCD Settings -> Basic -> Date & time -> Select date format has duplicate.
- Fixed the LCD Settings -> Features -> Call forwarding -> No answer timeout (s) is 60. Now is 120 to match web UI.
- Fixed Route-header value is missing on BYE and 200OK ACK when device initiates the call.
- Fixed web UI Applications -> Contacts -> General settings -> Default Contacts Tab: LDAP Search does not take effect.
- Fixed creating a new contact without number will add a wrong number automatically.
- Fixed after setting web UI Configuration via Keypad Menu to "Basic settings only", user can still access WiFi settings through notification.
- Fixed LCD adding call forward number from contact would make keyboard pop up for short time.
- Fixed upgrade process bar will display 100% even the firmware file is incompatible.
- Fixed dialing an SRTP call via feature code does not work after enabling call features.
- Fixed device cannot adjust Bluetooth headset volume.
- Fixed disabling LLDP from LCD does not update the notification bar and vlan tag value.
- Fixed device Bluetooth connects a cellphone and cellphone number is displayed as a speed dial MPK rather than an account.
- Fixed after screen off, device does not display soft keyboard when filling HTTP/HTTPS username or password for firmware upgrade in LCD.
- Fixed MPK widget layout issue after language is changed.
- Fixed device cannot dismiss a file copy operation in File Manager.
- Fixed device screen is not on when receiving file via Bluetooth, but only a notification tone.
- Fixed web UI Account 6 and some other buttons are not clickable when searching words in web UI.
- Fixed device return to home screen during a call and hang up handset, the call is not ended but to speaker mode.
- Fixed after enabling hotspot, disable the hotspot from scrolled-down notification bar will make the hotspot icon blink.
- Fixed device network icon display issue when cable is unplugged.
- Fixed device Bluetooth connects a cellphone would clear call history.
- Fixed device would stop running when establishing a call with more than 6 channels.
- Fixed that in a conference, device mutes other member and then turn off/on video. Although there is a mute icon on other members, the device can still hear audio from them.
- Fixed Wi-Fi has no Internet after successfully connected.
- Fixed device would automatically restart after Wi-Fi is disabled.
- Fixed device fails to send video stream after an audio call is established.
- Fixed device can still access Wi-Fi and hotspot settings when web UI -> System Settings -> Security Settings -> Configuration via Keypad Menu is set to "Basic settings only".
- Fixed device failed to provision correct value to SIP account Session Expiration.

- Fixed device uses SIP account and Bluetooth account to establish a conference call but fails to hold it.
- Fixed the notification icon error after cleaning up SD card storage.
- Fixed device sends data to former proxy after update.
- Fixed invalid DNS server and vlan tag values used in provision would cause boot loop.
- Fixed device does not send TFTP request when Option 66 includes TFTP header.
- Fixed from status bar, device WiFi and Bluetooth color would change if Hotspot is enabled.
- Fixed device “contact has stopped running” error when editing an existing contact group.
- Fixed device fails to clear credentials issue.
- Fixed web UI Account -> Account Name becomes empty after Account Advanced Settings is updated.
- Fixed device presentation does not work after it is blind transferred.
- Fixed web UI Value-added Service -> Broadsoft Settings “Auto-filling Pickup Feature Code” does not work.
- Fixed audio issue when account RTP IP Filter is set to “IP and Port”.
- Fixed device cannot adjust volume based on information in Call-info header.
- Fixed device cannot register an account when switch from PPPoE to WiFi over PoE.
- Fixed device displays wrong message when it fails to open GDS.
- Fixed device cannot display or send local video after answering second incoming call when there are 2 incoming video calls at the same time.

## NEW FEATURES OVERVIEW

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

### VALUE-ADDED SERVICE TYPE

The new feature allows user to choose the service type in web UI -> Value-added Service. User now can select either “Door System” or “DTMF”.

1. If the user configures the Door System Service, user can access the button when there is door system call. Show as “door\_button” example below.

Service Type ⓘ Door System

Door System Type ⓘ GDS





Name ⓘ door\_button

System Number ⓘ 680

Access Password ⓘ \*\*\*\*\*


Save
Cancel


Add
Delete


<input type="checkbox"/>	No.	Service Type	Name	System Number	Operation
<input type="checkbox"/>	1	GDS	door_button	680	 
<input type="checkbox"/>	2	DTMF	dtmf_button		 



2. If the user configure the DTMF, then he/she can press “keypad” in call screen to access the DTMF key. Shown as below.

Service Type 

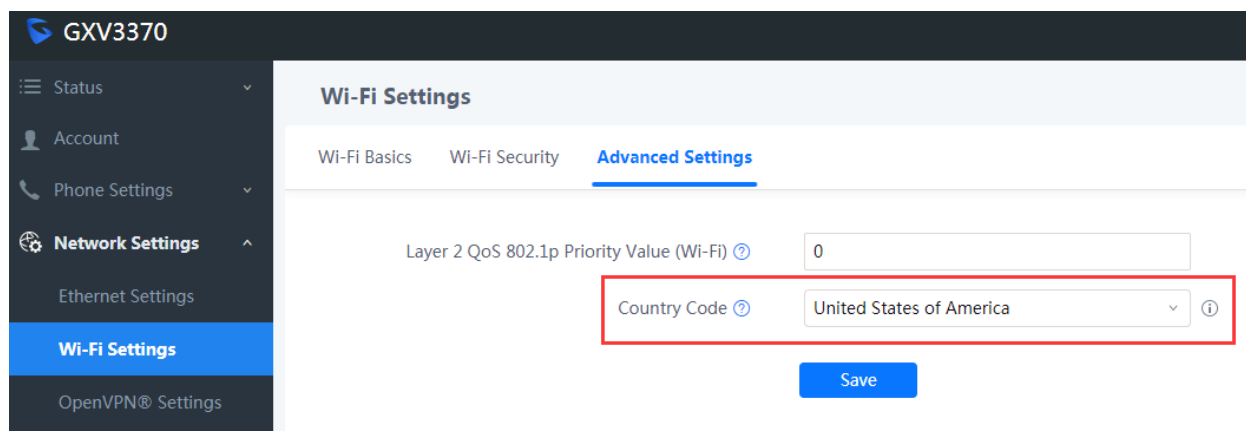
Name 

DTMF Content 



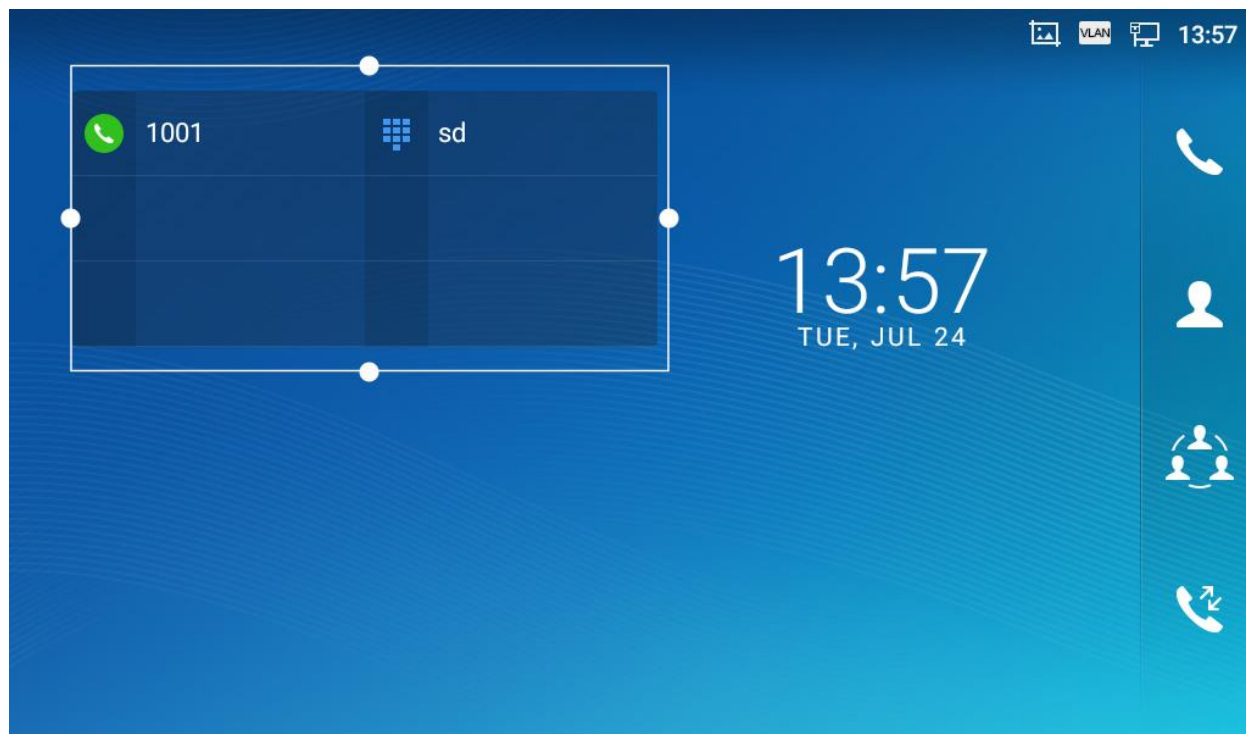
## COUNTRY CODE

This feature allows user to configure Wi-Fi country code from web UI -> Network Settings -> Wi-Fi Settings -> Advanced Settings.



### ADJUSTING MPK WIDGET

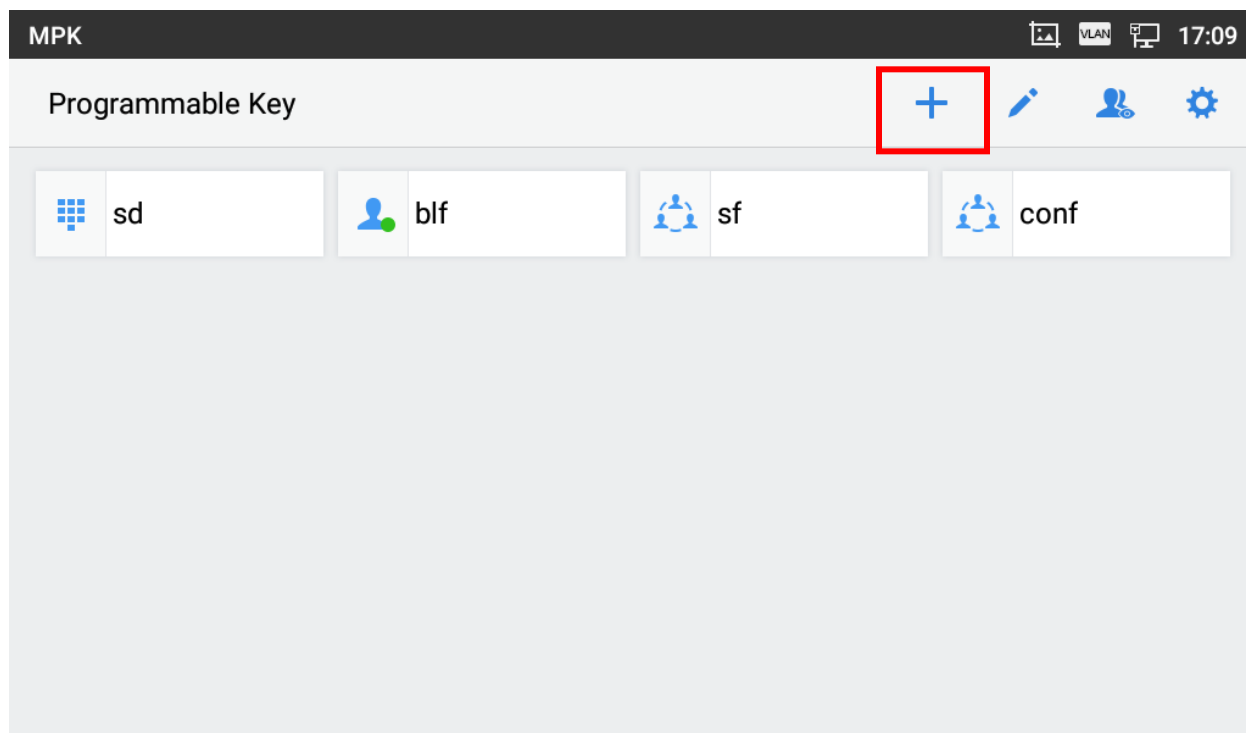
This allows users to customize the MPK widget. Long press the MPK widget and release, then the white border would show up. Drag the white dot on border to adjust the size.



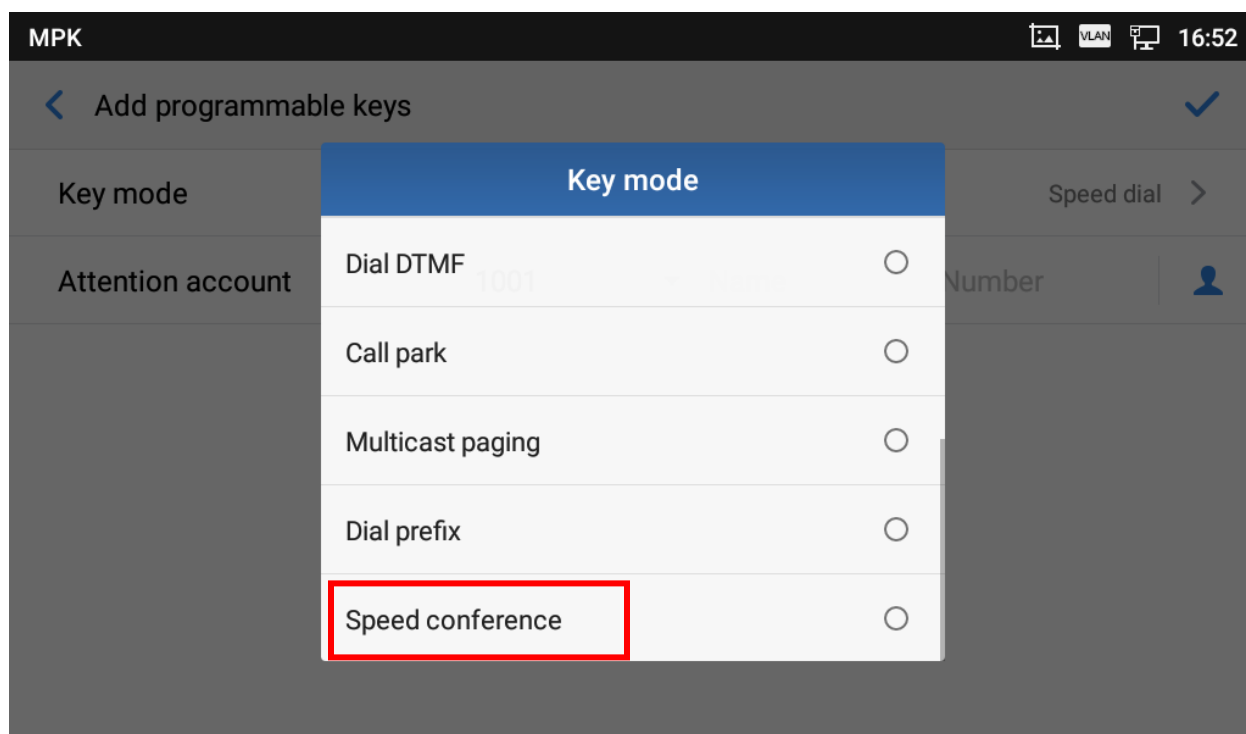
### SPEED CONFERENCE

User can configure speed conference in MPK, without adding members every time to start a conference call.

1. From LCD -> MPK app: Click “+” to choose a new key mode.



2. Scroll down the list and choose “Speed conference”.



3. Configure the conference name, conference members' name and number, etc.

MPK

16:59

[Edit programmable keys](#)

Key mode

Speed conference >

Conference name

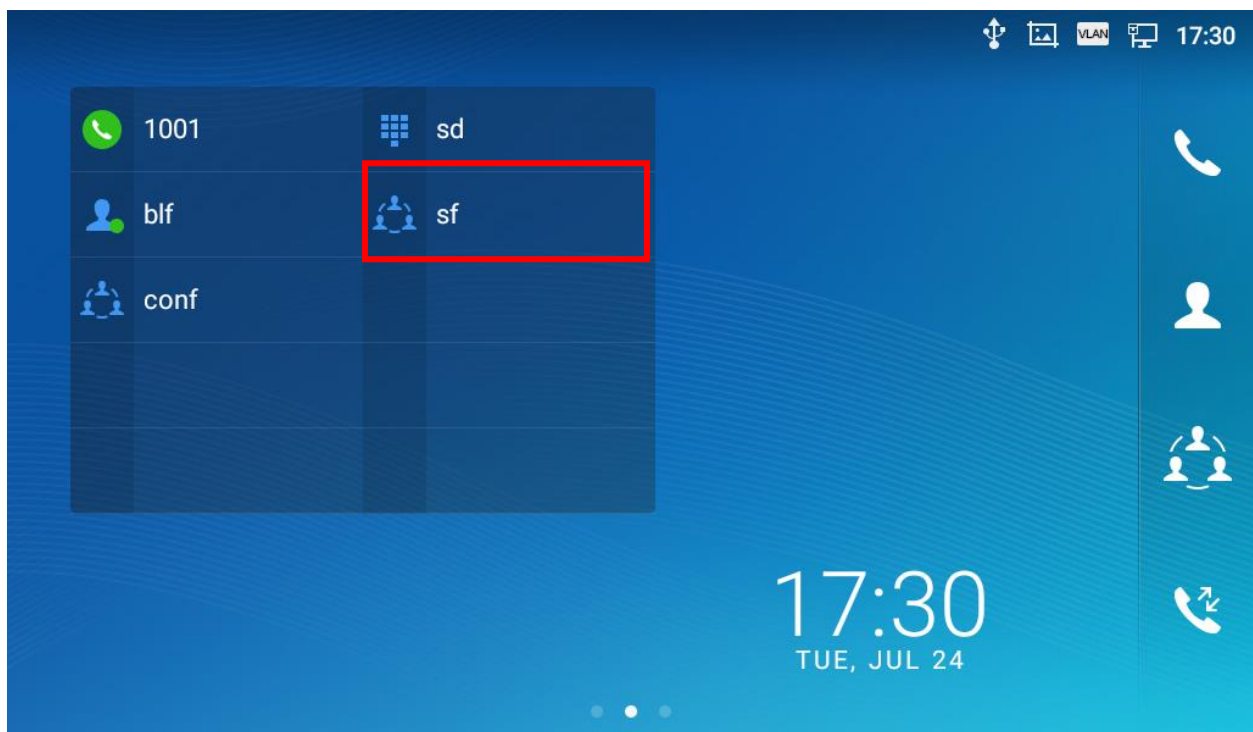
sf

Members mute

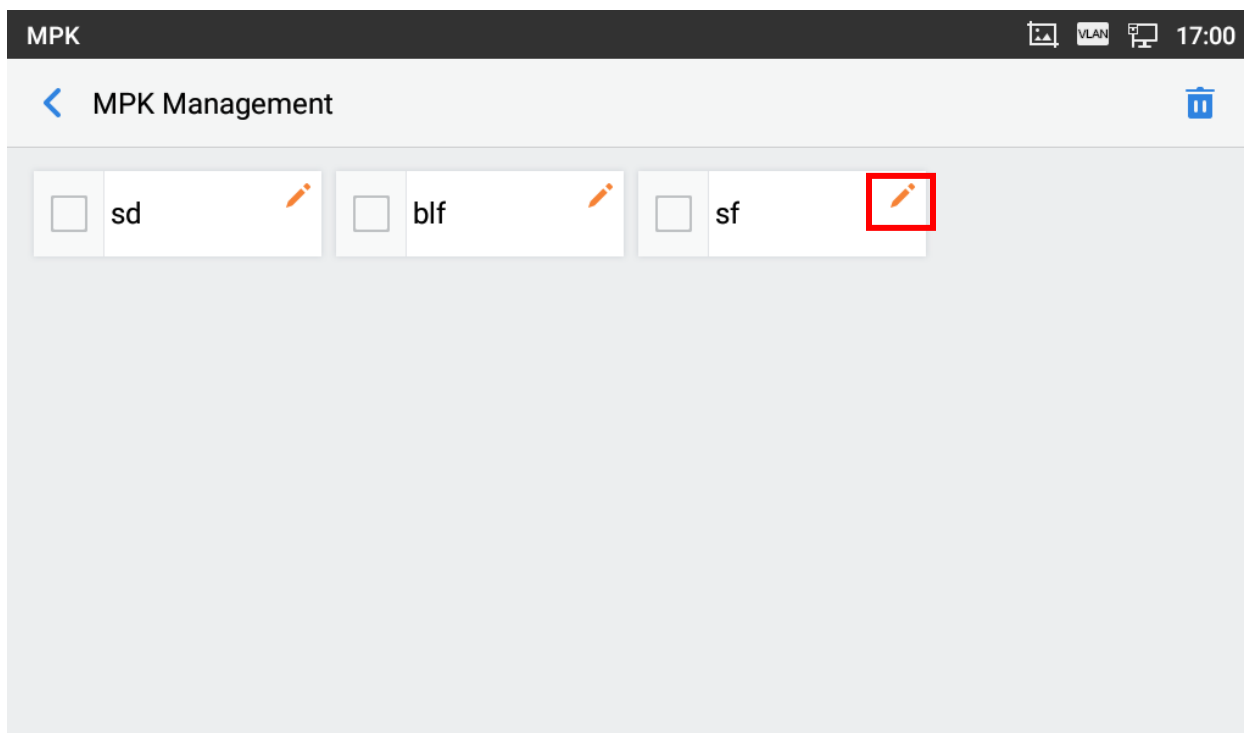
☐

Attention account	1001	▼	as	1000	
	1001	▼	sa	1002	

4. From the MPK widget on desktop, click the MPK key to start the conference directly.

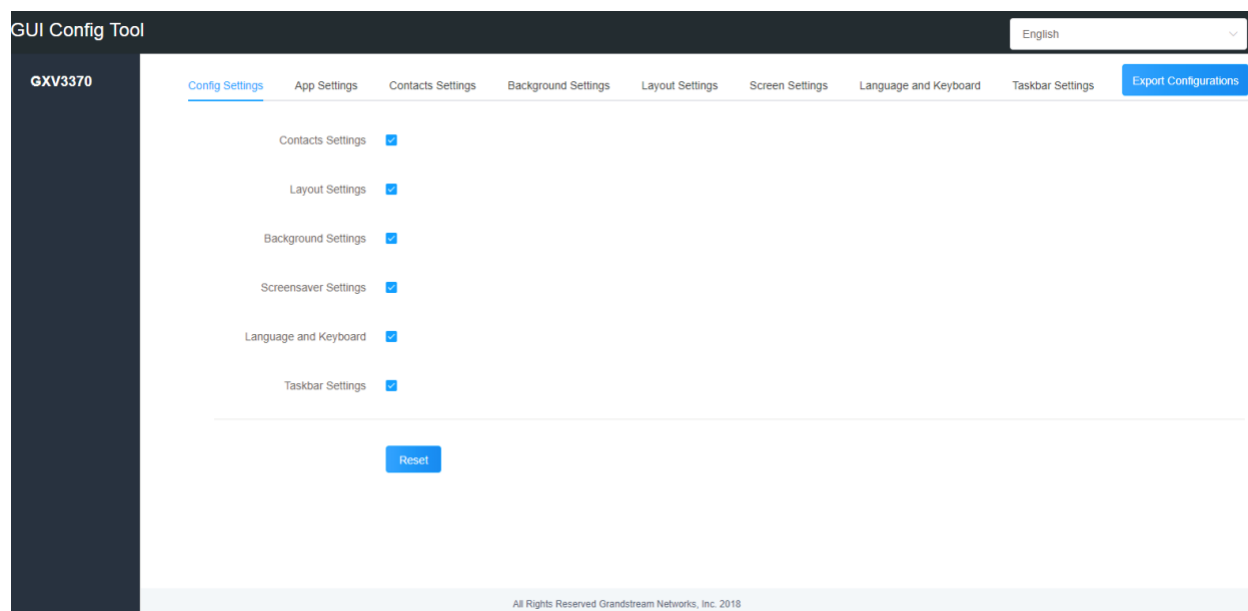


5. In MPK app, click the pen icon on the key can edit the content.



## GUI CONFIG TOOL

1. User can go to the website (<http://tools.grandstream.com:8081>) to create a cust file. The website looks like below.



2. After finishing the settings, click the blue “Export Configurations” button to download the cust file, usually named “gxv3370cust”. Go to the device web UI -> Maintenance -> Upgrade -> Config File to setup the method to download the file. Save and reboot device to take effect.

**Maintenance**

**Upgrade**

System Diagnosis

Event Notification

Applications

Value-added Service

Download Device Configuration

Download

Upload Device Configuration

---

**CUST File**

GUI Customization File Download Mode ? HTTP

GUI Customization File URL ? 192.168.41.246

GUI Customization File HTTP/HTTPS Username ?

GUI Customization File HTTP/HTTPS Password ?

Use Configurations of Config File Server ? ☐

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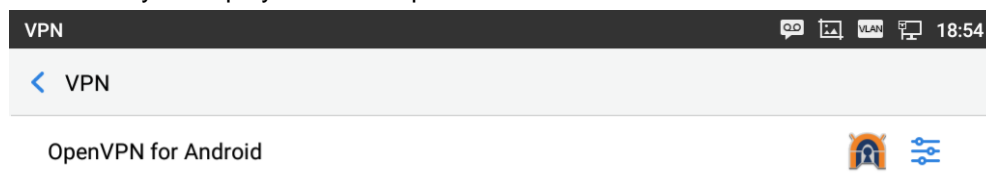
For more details about how to use GUI Config Tool for GXV3370, please check GXV3370 GUI Customization Web Tool Guide here:

[http://www.grandstream.com/sites/default/files/Resources/GXV3370\\_GUI\\_Customization\\_Web\\_Tool\\_Guide.pdf](http://www.grandstream.com/sites/default/files/Resources/GXV3370_GUI_Customization_Web_Tool_Guide.pdf)

## VPN SETTINGS

User can configure VPN profile from LCD Settings -> Network -> VPN.

1. Tap on Menu softkey to display "Add VON profile" shown as below.



Add VPN profile

2. Edit the VPN profile shown as below. After saving the profile, the new VPN will be display like the "OpenVPN for Andoid" above

VPN

< VPN

### Edit VPN profile

Name

Type  
PPTP

Server address

☒ PPP encryption (MPPE)

☐ Show advanced options no VPNs added

Username

Cancel Save