



# Grandstream Networks, Inc.

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## Analog IP Gateway GXW4024 24 FXS Ports





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## **CONFIGURATION GUI INTERFACE EXAMPLES** **GXW4024 User Manual**

[http://www.grandstream.com/user\\_manuals/GUI/GUI\\_GXW4024.rar](http://www.grandstream.com/user_manuals/GUI/GUI_GXW4024.rar)

1. SCREENSHOT OF ADVANCED SETTINGS CONFIGURATION PAGE
2. SCREENSHOT OF BASIC SETTINGS CONFIGURATION PAGE
3. SCREENSHOT OF FXS PORTS CONFIGURATION LOGIN PAGE
4. SCREENSHOT OF PROFILE 1 CONFIGURATION PAGE
5. SCREENSHOT OF PROFILE 2 CONFIGURATION PAGE
6. SCREENSHOT OF STATUS PAGE



## WELCOME

Thank you for purchasing the Grandstream GXW4024 Analog FXS IP Gateway. The GXW4024 offers an easy to manage, easy to configure IP communications solution for any business with virtual and/or branch locations. The GXW4024 supports popular voice codec and is designed for full SIP compatibility and interoperability with 3<sup>rd</sup> party SIP providers, thus enabling you to fully leverage the benefits of VoIP technology, integrate a traditional phone system into a VoIP network, and efficiently manage communication costs.

This manual will help you learn how to operate and manage your GXW FXS Analog IP Gateway and make the best use of its many upgraded features including simple and quick installation, multi-party conferencing, and direct IP-IP Calling. This IP Analog Gateway is very easy to manage and scalable, specifically designed to be an easy to use and affordable VoIP solution for the small – medium business or enterprise.

## GATEWAY GXW4024 OVERVIEW

The new GXW4024 gateway has a compact and quiet design (no fans) and offers superb audio quality, rich feature functionality, strong security protection, and good manageability. It is auto-configurable, remotely manageable and scalable.

The GXW4024 features 24-port FXS interface for analog telephones, 10M/100Mbps auto-sensing Ethernet ports, 50 pin Telco connector for easy Chassis or Rack connection. It supports the option of 2 SIP Server profiles, caller ID for various countries/regions, T.38 fax, flexible dialing plans, security protection (SIPS/TLS), comprehensive voice codec including G.711 (a/u-law), G.723.1, G.726 (16/24/32/48 kbit/s), G.729A/B/E and iLBC.

## SAFETY COMPLIANCES

The GXW4024 is compliant with various safety standards including FCC/CE. Its power adaptor is compliant with UL standard. **Warning:** use only the power adapter included in the GXW4024 package. Using an alternative power adapter may permanently damage the unit.

## WARRANTY

Grandstream has a reseller agreement with our reseller customer. End users should contact the company from whom you purchased the product for replacement, repair or refund.

If you purchased the product directly from Grandstream, contact your Grandstream Sales and Service Representative for a RMA (Return Materials Authorization) number. Grandstream reserves the right to remedy warranty policy without prior notification.

**Caution:** *Changes or modifications to this product not expressly approved by Grandstream, or operation of this product in any way other than as detailed by this User Manual, could void your manufacturer warranty.*

- This document contains links to Grandstream GUI Interfaces. Please download these examples [http://www.grandstream.com/user\\_manuals/GUI/GUI\\_GXW4024.rar](http://www.grandstream.com/user_manuals/GUI/GUI_GXW4024.rar) for your reference.
- This document is subject to change without notice. The latest electronic version of this user manual is located at [http://www.grandstream.com/user\\_manual/GXW4024\\_User\\_Manual.pdf](http://www.grandstream.com/user_manual/GXW4024_User_Manual.pdf)

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## CONNECT YOUR GXW4024

Connecting your GXW4024 is easy. Before you begin, please verify the contents of the GXW4024 package.

### EQUIPMENT PACKAGING

Unpack and check all accessories. Equipment includes:

- one device unit
- one Ethernet cable
- one 12V universal power adapter

### CONNECT THE GXW4024

Managing the GXW and connecting the unit to the VoIP network is very simple. Follow these three (3) steps to connect your GXW to the Internet and access the unit's configuration pages.

1. Connect standard touch-tone analog phones to ANY of the FXS ports.
2. Insert the Ethernet cable into the LAN port and connect the other end of the Ethernet cable to an uplink port (a switch, router or a modem, etc.)
3. Insert the power adapter into the GXW4024 and connect it to a wall outlet.

Follow instructions from topic "[Configuring GXW4024 with Web Browser](#)" for initial configuration. The GUI pages will guide you through the remaining steps to set-up your gateway. Examples of the GUI Interfaces can be downloaded from: [http://www.grandstream.com/user\\_manuals/GUI/GUI\\_GXW4024.rar](http://www.grandstream.com/user_manuals/GUI/GUI_GXW4024.rar).

**FIGURE 1: Diagram of GXW4024 Back Panel**



**TABLE 1: DEFINITIONS OF THE GXW CONNECTORS**

<b>LAN</b>	Connect the LAN port with an Ethernet cable to the uplink of network.
<b>RESET</b>	Factory Reset button. Press for 10 seconds to reset factory default settings.
<b>DC 12V</b>	Power adapter connection
<b>FXS1 – FXS24</b>	FXS port to be connected to analog phones / fax machines.

Once the GXW is turned on and configured, the front display panel indicates the status of the unit.

**FIGURE 2: Diagram of GXW4024 Display Panel**



**TABLE 2: DEFINITIONS OF THE GXW DISPLAY PANEL**

<b>Power LED</b>	Indicates Power. Remains solid ON when Power is connected and ON.
<b>Ready LED</b>	Remains solid ON if profile registered, Blink slowly if not configured or lost registration.
<b>LAN LED</b>	Indicates LAN port activity
<b>LEDs 1 - 24</b>	Indicate status of the respective FXS Ports on the back panel <b>Busy</b> - ON (Solid Green) <b>Available</b> - OFF Slow blinking FXS LEDs indicates Voice Mail for that port.

**NOTE:**

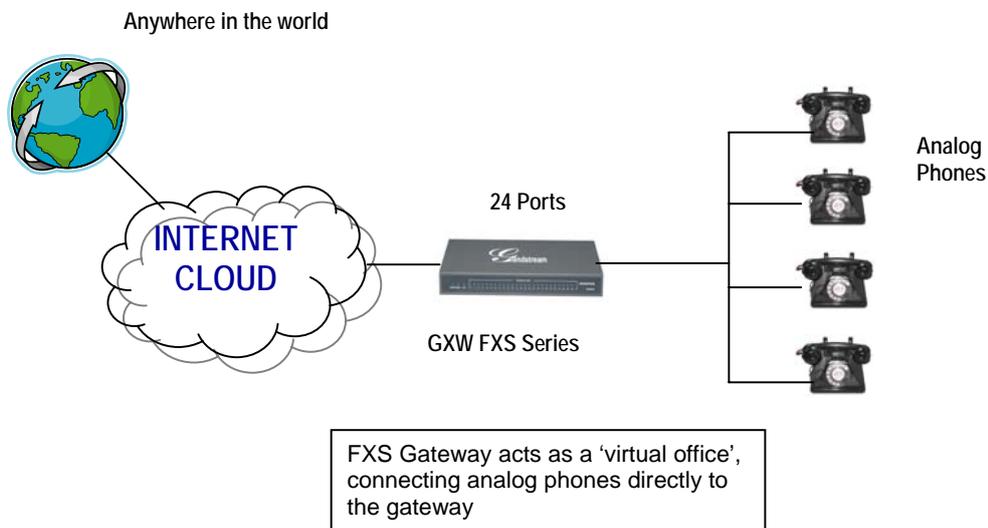
- All LEDs display green when ON.
- Slow blinking of READY and/or LAN LED together indicates that the box is in a firmware upgrade or provisioning state.
- LEDs of POWER, READY and LAN are ON when device is up and running and successfully registered to the SIP Server.
- Slow blinking of READY LED indicates that device has not registered with SIP Server or Service provider.

## APPLICATION DESCRIPTION

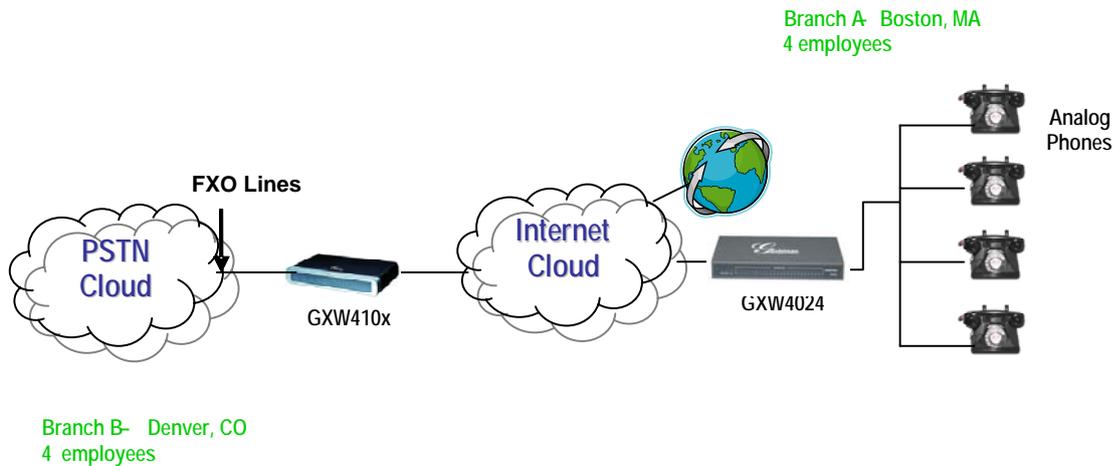
There are two scenarios where the GXW4024 series can be effectively used to enable any business to leverage the benefits of VoIP and the Internet.

### EXAMPLES OF GXW4024 CONFIGURATIONS

#### APPLICATION ONE: GXW-4024 FXS GATEWAY CONFIGURATION



#### APPLICATION TWO: GXW4024 & GXW410x SCENARIO / TOLL-FREE CALLING BETWEEN LOCATIONS



## GXW4024 FEATURES

The GXW4024 is a next generation IP voice gateway that is interoperable and compatible with leading IP-PBXs, soft-switches and SIP platforms. The GXW4024 gateway is auto-configurable, remotely manageable and scalable, offering superb voice quality, traditional telephony functionality, easy deployment and 24 FXS ports respectively. GXW4024 features flexible dialing plans and integrated call routing to support pure IP network calls.

### SOFTWARE FEATURES OVERVIEW

- 24 FXS ports
- One RJ-45 10/100MB auto-sensing Ethernet port
- Multiple SIP accounts & profiles (24 accounts / choice of 2 profiles per account)
- Supports Voice Codecs: G711(a/μ and Annex I & II), G723.1, G726 (ADPCM with 16/24/32/40 kbit/s bit rate), G729 A/B/E, iLBC
- T.38 Fax
- Comprehensive Dial Plan support for Outgoing calls.
- G.168 Echo Cancellation
- Voice Activation Detection (VAD), Comfort Noise Generation (CNG), and Packet Loss Concealment (PLC)
- Supports PSTN/PBX analog telephone sets or analog trunks
- 50 Pin Telco connector for easy Chassis or Rack connection

**TABLE 3: GXW4024 SOFTWARE FEATURES**

<b>Telephone Interfaces</b>	RJ-11, 24 FXS SIP accounts & choice of 2 profiles
<b>Network Interface</b>	One 10M/100 Mbps LAN, RJ-45
<b>LED Indicators</b>	Power and Line LEDs
<b>Voice over Packet Capabilities</b>	Voice Activity Detection (VAD) with CNG (comfort noise generation) and PLC (packet loss concealment), AEC with NLP Packetized Voice Protocol Unit (supports RTP/RTCP) G.168 compliant Echo Cancellation, Adaptive Jitter Buffer, Fax/Modem detection & auto-switch to G.711
<b>Voice Compression</b>	G.711 + Annex I (PLC), Annex II (VAD/CNG format) encoder and decoder, G.723.1, G.726(ADPCM with 16/24/32/40 bit rates), G.729A/B/E, iLBC G.726 provides proprietary VAD, CNG, and signal power estimation Voice Play Out unit (reordering, fixed and adaptive jitter buffer, clock synchronization), AGC (automatic gain control), Status output, Decoder controlling via voice packet header
<b>DHCP Client</b>	Yes.
<b>Fax over IP</b>	T.38 compliant Group 3 Fax Relay up to 14.4kpbs and auto-switch to G.711 for Fax Pass-through, Fax datapump V.17, V.19, V.27ter, V.29 for T.38 fax relay
<b>QoS</b>	Diffserve, ToS, 802.1 P/Q VLAN tagging
<b>IP Transport</b>	RTP/RTCP

<b>DTMF Method</b>	flexible DTMF transmission method; User choice of In-Audio, RFC2833, and/or SIP Info
<b>IP Signaling</b>	SIP (RFC 3261)
<b>Provisioning</b>	TFTP, HTTP and HTTPS
<b>Control</b>	TLS/SIPS
<b>Management</b>	Syslog, remote management using Web browser and telnet
<b>Dial Plan</b>	Yes
<b>Power</b>	<i>Input:</i> 100–240 VAC/50-60 Hz <i>Output:</i> 12VDC, 3.0A
<b>Mounting</b>	Rack or Wall
<b>Short and long haul</b>	REN2: Up to 150 ft on 24 AWG line
<b>Caller ID</b>	Bellcore Type 1 & 2, ETSI, BT, NTT, and DTMF-based CID
<b>Polarity Reversal / Wink</b>	Yes
<b>EMC</b>	EN55022/EN55024 and FCC part 15 Class B
<b>Safety</b>	UL

## HARDWARE SPECIFICATION

The hardware specifications of the GXW4024 are detailed in Table 4.

**TABLE 4: HARDWARE SPECIFICATION OF GXW4024**

<b>Ports</b>	24 FXS Ports
<b>LAN interface</b>	1 x RJ45 10/100Mbps
<b>LED</b>	24 LEDs for FXS port status (GREEN) Other LEDs for operation status
<b>Universal Switched Power Adaptor</b>	<b>Input:</b> 100-240V AC, 50/60Hz <b>Output:</b> 12V DC, 3.0A, <b>UL</b> certified
<b>Dimension</b>	445mm (L) x 269mm (W) x 44.5mm (H), or 1U
<b>Weight</b>	6.3 lbs (2.8 kg)
<b>Temperature</b>	32~104°F / 0~40°C
<b>Humidity</b>	10% - 90% (non-condensing)
<b>Compliance</b>	FCC, CE, C-Tick

## BASIC OPERATIONS

### UNDERSTANDING GXW VOICE PROMPTS

GXW4024 has a built-in voice prompt menu for simple device configuration. To enter the voice prompt menu, **Press \*\*\*** on the standard analog phone connected to ANY FXS port.

**TABLE 5: DEFINITIONS OF THE GXW VOICE PROMPTS**

Menu	Voice Prompt	User's Options
<b>Main Menu</b>	"Enter a Menu Option"	Enter "*" for the next menu option Enter "#" to return to the main menu Enter 001 – 005, 007, 010 – 017, 047, 086 or 099 Menu option
<b>001</b>	"DHCP Mode", "PPPoE Mode" or "Static IP Mode"	Enter '9' to toggle the selection <i>If user selects "Static IP Mode", user need configure all the IP address information through menu 002 to 005. If user selects "Dynamic IP Mode", the device will retrieve all IP address information from DHCP server automatically when user reboots the device.</i>
<b>002</b>	"IP Address " + IP address	The current IP address is announced Enter 12-digit new IP address if in Static IP Mode.
<b>003</b>	"Subnet " + IP address	Same as Menu option 002
<b>004</b>	"Gateway " + IP address	Same as Menu option 002
<b>005</b>	"DNS Server " + IP address	Same as Menu option 002
<b>007</b>	Preferred Vocoder	Enter "9" to go to the next selection in the list: <ul style="list-style-type: none"> <li>• PCMU</li> <li>• PCMA</li> <li>• iLBC</li> <li>• G-726</li> <li>• G-723</li> <li>• G-729</li> </ul>
<b>010</b>	"MAC Address"	Announces the MAC address of the unit.
<b>013</b>	Firmware Server IP Address	Announces current Firmware Server IP address. Enter 12 digit new IP address.
<b>014</b>	Configuration Server IP Address	Announces current Config Server Path IP address. Enter 12-digit new IP address.
<b>015</b>	Upgrade Protocol	Upgrade protocol for firmware and configuration update. Enter "9" to toggle between <b>TFTP, HTTP and HTTPS</b>
<b>016</b>	Firmware Version	Firmware version information.
<b>017</b>	Firmware Upgrade	Firmware upgrade mode. Enter "9" to rotate among the following three options: <ol style="list-style-type: none"> <li>1. always check</li> <li>2. never upgrade</li> </ol>
<b>047</b>	"Direct IP Calling"	Enter the target IP address to make a direct IP call, after dial tone. (See " <i>Make a Direct IP Call</i> ".)
<b>701724</b>	Phone calls between different ports of the same GXW in case no SIP server is in use	User can make internal calls between different ports inside the same GXW even without being registered to SIP server. By dialing *** and 7xx user can reach colleague connected to port "xx"
<b>086</b>	Voice Mail	Announces the number of voice mails available
<b>099</b>	"RESET"	Enter "9" to reboot the device; or Enter MAC address to restore factory default setting (See <b>Restore Factory Default Setting</b> section)
	"Invalid Entry"	Automatically returns to Main Menu

## Five Success Tips when using the Voice Prompt

1. "\*" shifts down to the next menu option
2. "#" returns to the main menu
3. "9" functions as the Change/Enter key in many cases to confirm an option
4. All entered digit sequences have known lengths - 3 digits for menu option and 12-digits for IP address. For IP address, add **0** before the digits if the digits are less than 3 (i.e. - 192.168.0.26 should be key in like 192168**0000**26. No decimal is needed).
5. Key entry can not be deleted but the phone may prompt error once it is detected

## PLACING A PHONE CALL

### PHONE OR EXTENSION NUMBERS

1. Dial the number directly and wait for 4 seconds (Default "No Key Entry Timeout"); or
2. Dial the number directly and press # (Use # as dial key" must be configured in web configuration); or
3. Dial the number directly and if the dialed number matches a dial plan rule, it will be sent out immediately.

### Examples:

1. Dial an extension directly on the same proxy, (e.g. 1008), and then press the # or wait for 4 seconds.
2. Dial an outside number (e.g. (626) 666-7890), first enter the prefix number (usually 1+ or international code) followed by the phone number. Press # or wait for 4 seconds. Check with your VoIP service provider for further details on prefix numbers.

### DIRECT IP CALLS

Direct IP calling allows two parties, that is, a FXS Port with an analog phone and another VoIP Device, to talk to each other in an ad hoc fashion without a SIP proxy.

### Elements necessary to completing a Direct IP Call:

1. Both GXW4024 and other VoIP Device, have public IP addresses, or
2. Both GXW4024 and other VoIP Device are on the same LAN using private IP addresses, or
3. Both GXW4024 and other VoIP Device can be connected through a router using public or private IP addresses (with necessary port forwarding or DMZ).

GXW4024 supports two ways to make Direct IP Calling:

### Using IVR

1. Pick up the analog phone then access the voice menu prompt by dial "\*\*\*\*"
2. Dial "**047**" to access the direct IP call menu
3. Enter the IP address using format ex. **192\*168\*0\*160** after the dial tone.

### Using Star Code

1. Pick up the analog phone then dial "**\*047**"
2. Enter the target IP address using same format as above.

Note: **NO** dial tone will be played between step 1 and 2.

Destination ports can be specified by using “\*” (encoding for “.”) followed by the port number.

#### Examples:

- a) If the target IP address is 192.168.0.160, the dialing convention is **\*047 or Voice Prompt with option 47, then 192\*168\*0\*160**, followed by pressing the “#” key if it is configured as a send key or wait 4 seconds. In this case, the default destination port 5060 is used if no port is specified.
- b) If the target IP address/port is 192.168.1.20:5062, then the dialing convention would be: **\*047 or Voice Prompt with option 47, then 192\*168\*0\*160\*5062** followed by pressing the “#” key if it is configured as a send key or wait for 4 seconds.

**NOTE:** When completing direct IP call, the “Use Random Port” should set to “NO”. You can not make direct IP calls between FXS1 to FXS2 since they are using same IP.

## CALL HOLD

Place a call on hold by pressing the “flash” button on the analog phone (if the phone has that button). Press the “flash” button again to resume conversation. If no “flash” button is available, use “hook flash” (toggle on-off hook quickly). You may drop a call using hook flash.

## CALL WAITING

Call waiting tone (2 short beeps) indicates an incoming call, if the call waiting feature is enabled. Toggle between incoming call and current call by pressing the “flash” button. First call is placed on hold. Press the “flash” button to toggle between two active calls.

## CALL TRANSFER

### Blind Transfer

Assume that call Caller A and B are in conversation. A wants to *Blind Transfer* B to C:

1. Caller A presses **FLASH** on the analog phone to hear the dial tone.
2. Caller A dials **\*87** then dials caller C’s number, and then # (or wait for 4 seconds)
3. Caller A will hear the confirm tone. Then, A can hang up.

**NOTE:** “Enable Call Feature” must be set to “Yes” in web configuration page. Caller A can place a call on hold and wait for one of three situations:

1. A quick confirmation tone (similar to call waiting tone) followed by a dial tone. This indicates that the transfer is successful (transferee has received a 200 OK from transfer target). At this point, Caller A can either hang up or make another call.
2. A quick busy tone followed by a restored call (on supported platforms only). This means that the transferee has received a 4xx response for the INVITE and we will try to recover the call. The busy tone is just to indicate to the transferor that the transfer has failed.
3. Continuous busy tone. The phone has timed out.

**NOTE:** Continuous busy tone does not indicate the transfer has been successful, nor does it indicate the transfer has failed. It often means there was a failure to receive second NOTIFY – check firmware for most recent release.

### Attended Transfer

Assume that Caller A and B are in conversation. Caller A wants to *Attend Transfer* B to C:

1. Caller A presses **FLASH** on the analog phone for dial tone.

2. Caller A then dials Caller C's number followed by # (or wait for 4 seconds).
3. If Caller C answers the call, Caller A and Caller C are in conversation. Then A can hang up to complete transfer.
4. If Caller C does not answer the call, Caller A can press "flash" to resume call with Caller B.

**NOTE:** When Attended Transfer fails and A hangs up, the GXW4024 will ring back user A to remind A that B is still on the call. A can pick up the phone to resume conversation with B.

### 3-WAY CONFERENCING

The GXW4024 supports Bellcore style 3-way Conference.

#### Instructions for 3-way conference:

Assuming that call party A and B are in conversation. A (GXW4024) wants to bring C in a conference:

1. A presses FLASH (on the analog phone, or Hook Flash for old model phones) to get a dial tone.
2. A dials C's number then # (or wait for 4 seconds).
3. If C answers the call, then A presses FLASH to bring B, C in the conference.
4. If C does not answer the call, A can press FLASH back to talk to B.
5. If A presses FLASH during conference, C will be dropped out.
6. If A hangs up, the conference will be terminated for all three parties when configuration "Transfer on Conference Hangup" is set to "No". If the configuration is set to "Yes", A will transfer B to C so that B and C can continue the conversation.

### HUNTING GROUP

This feature allows the user to setup a single SIP account on the gateway and have the ability to use all FXS ports to make/receive calls. Using this feature, all ports active in same hunt group will have the same phone number and incoming calls will be distributed in a round robin manner among the ports active in that hunt group. The number of hunting groups is limited by the number of ports each GXW model has - i.e. each port can be its own hunt group. The most practical and efficient way to use hunt groups is to assign 2 or 3 ports to separate hunt groups.

One additional and popular way to use the Hunting Group feature is called "*multiplexed analog lines*". In this configuration, a legacy PBX system with 8 FXO trunks can be connected to 8 GXW 4024 ports configured as a hunt group. The GXW can be registered to a SIP server provider using only one phone number. If the SIP service provider allows multiple calls to the same number, the GXW will allow 24 concurrent calls to the same SIP number. All office members can be reached remotely using the same phone number in round robin fashion.

#### Example Configuration of a typical Hunting Group:

1. Configure the SIP account from VoIP Service Provider on **FXS port 1** under **FXS Ports** webpage.
2. Select **Active** under the **Hunting Group** drop box for FXS port 1.
3. For the remaining ports (say 2, 3 and 4) select **1** for **Hunting Group**. Ports 2, 3 and 4 are now active members of the hunting group associated with port 1.

This configuration will route all calls directed to FXS port 1 to ports 2, 3 and/or 4 in round robin fashion respectively *if* port 1 is busy or times out. You can configure the ring timeout on the **Profile** page.

#### Example configuration of a multiple hunt group:

FXS Port #1: SIP UserID and Authenticate ID entered, Hunting group set to "Active"  
FXS Port #2: SIP UserID and Authenticate ID left blank, Hunting Group set to "1"  
FXS Port #3: SIP UserID and Authenticate ID left blank, Hunting Group set to "1"  
FXS Port #4: SIP UserID and Authenticate ID entered, Hunting group set to "Active"  
FXS Port #5: SIP UserID and Authenticate ID left blank, Hunting Group set to "4"  
FXS Port #6: SIP UserID and Authenticate ID left blank, Hunting Group set to "4"  
FXS Port #7: SIP UserID and Authenticate ID entered, Hunting group set to "Active"  
FXS Port #8: SIP UserID and Authenticate ID left blank, Hunting Group set to "7"  
Hunt Group 1 contains ports 1, 2, 3. Hunt Group 4 contains ports 4, 5, 6.  
Hunt Group 7 contains ports 7, 8.

Please be aware, the choice of 1 for ports 2 and 3, the choice of 4 for ports 5 and 6, the choice 7 for port 8 is required to indicate that the SIP account tied to port marked as "Active" will be used for all members of the same Hunting group. Needless to say, those members of the same Hunting group may not be sequential ports. In following example ports 3, 5 and 7 tied to SIP Account configured in Port #1 marked as "Active", and ports 4,6,8 tied to SIP Account configured in Port #2 marked as "Active" as well.

Example of non-sequential configuration of a multiple hunt group:

FXS Port #1: SIP UserID and Authenticate ID entered, Hunting group set to "Active"  
FXS Port #2: SIP UserID and Authenticate ID entered, Hunting Group set to "Active"  
FXS Port #3: SIP UserID and Authenticate ID left blank, Hunting Group set to "1"  
FXS Port #4: SIP UserID and Authenticate ID left blank, Hunting group set to "2"  
FXS Port #5: SIP UserID and Authenticate ID left blank, Hunting Group set to "1"  
FXS Port #6: SIP UserID and Authenticate ID left blank, Hunting Group set to "2"  
FXS Port #7: SIP UserID and Authenticate ID left blank, Hunting group set to "1"  
FXS Port #8: SIP UserID and Authenticate ID left blank, Hunting Group set to "2"

**NOTE:** A single call directed to the SIP account will NOT result in all ports ringing at the same time. They will ring in the hunting group only. This feature is applicable to incoming calls only.

## INTER-PORT CALLING

In some cases user may want to make phone calls between GXW ports when GXW is placed as stand along unit and is used without any SIP server. This feature will also be useful when GXW is configured in Hunting Groups mode and registered to SIP server only with one master number. In such cases users still will be able to make inter-port calls by using IVR feature. For example, user, connected to port number 1 can reach user connected to port number 3 by dialing \*\*\* and 703. Number 7 indicated using inter-port calling feature, digit 03 indicates port number which should be reached. At the same manner user connected to port 4 can reach user connected to port 18 by dialing \*\*\* and 718.

## SENDING AND RECEIVING FAX

GXW4024 supports fax in two modes: 1) T.38 (Fax over IP) and 2) Fax Pass through. T.38 is the preferred method because it is more reliable and works well in most network conditions. If the service provider supports T.38, please use this method by selecting T.38 as fax mode (default). If the service provider does not support T.38, pass-through mode may be used. If you have problems with sending or receiving Fax, toggle the Fax Tone Detection Mode setting.



## **SUPPORT RADIUS PROTOCOL**

GXW40xx supports RADIUS for authentication, authorization and billing purposes. Primary and secondary RADIUS server configurations are available to provide redundancy to this feature. In case Primary Radius server becomes unusable, RADIUS requests will be automatically sent to the secondary server. When at least one RADIUS server was configured, the device will allow users to make phone calls only after authorization from RADIUS server has been received. CDR (Call Detail Record) is also sent to the RADIUS server for billing purposes. RADIUS server can send requests to terminate calls when run out of pre-paid credit.

## CALL FEATURES

The GXW4024 supports the traditional telephony features available in a PBX as well as additional advanced telephony features.

**TABLE 6: CALL FEATURES TABLE (STAR CODE)**

Key	Call Features
*30	<b>Block CallerID</b> (for all-config change)
*31	<b>Send CallerID</b> (for all-config change)
*67	<b>Block CallerID</b> (per call)
*82	<b>Send CallerID</b> (per call)
*47	<b>Direct IP Calling.</b> Dial “*47” + “IP address”. <b>No</b> dial tone will be played in the middle. Detail see Direct IP Calling section on page 12.
*50	<b>Disable Call Waiting</b> (for all-config change)
*51	<b>Enable Call Waiting</b> (for all-config change)
*69	<b>Call Return Service:</b> Dial *69 and the phone will dial the last incoming phone number received.
*70	<b>Disable Call Waiting</b> (Per Call)
*71	<b>Enable Call Waiting</b> (Per Call)
*72	<b>Unconditional Call Forward:</b> Dial “*72” and then the forwarding number followed by “#”. Wait for dial tone and hang up. (dial tone indicates successful forward)
*73	<b>Cancel Unconditional Call Forward:</b> Dial “*73” and wait for dial tone, then hang up.
*74	<b>Enable Paging Call:</b> Dial “*74” and then the destination phone number you want to activate in Paging mode.
*78	<b>Enable Do Not Disturb (DND):</b> When enabled all incoming calls will be rejected.
*79	<b>Disable Do Not Disturb (DND):</b> When disabled, incoming calls will be accepted.
*87	<b>Blind Transfer</b>
*90	<b>Busy Call Forward:</b> Dial “*90” and then the forwarding number followed by “#”. Wait for dial tone then hang up.
*91	<b>Cancel Busy Call Forward:</b> dial “*91”. Wait for dial tone. Hang up.
*92	<b>Delayed Call Forward:</b> Dial “*92” and then the forwarding number followed by “#”. Wait for dial tone then hang up.
*93	<b>Cancel Delayed Call Forward:</b> Dial “*93” for a dial tone, then hang up.
<b>Flash/Hook</b>	If user hears call waiting beep, flash/hook will switch to the new incoming call. Also used to switch to a new channel for a new call.
#	Pressing pound sign will serve as <b>Re-Dial</b> key.



## CONFIGURATION GUIDE

### CONFIGURING GXW4024 VIA VOICE PROMPT

#### **MODE**

Select voice menu option 001 to enable GXW4024 to use DHCP.

#### **STATIC IP MODE**

Select voice menu option 001 to enable GXW4024 to use STATIC IP mode, then use option 002, 003, 004, 005 to set up IP address, Subnet Mask, Gateway and DNS server respectively.

#### **FIRMWARE SERVER IP ADDRESS**

Select voice menu option 013 to configure the IP address of the firmware server.

#### **CONFIGURATION SERVER IP ADDRESS**

Select voice menu option 014 to configure the IP address of the configuration server.

#### **UPGRADE PROTOCOL**

Select voice menu option 015 to choose firmware and configuration upgrade protocol. User can choose between TFTP and HTTP.

#### **FIRMWARE UPGRADE MODE**

Select voice menu option 017 to choose firmware upgrade mode between the following two options:

- 1) always check and 2) never upgrade

## CONFIGURING GXW4024 WITH WEB BROWSER

GXW4024 has an embedded Web server that will respond to HTTP GET/POST requests. It also has embedded HTML pages that allow users to configure the GXW4024 through a Web browser such as Microsoft's IE and AOL's Netscape. There are six (6) screenshots that the end user should become familiar with during the configuration process. Download these pages now [http://www.grandstream.com/user\\_manuals/GUI/GUI\\_GXW40xx.rar](http://www.grandstream.com/user_manuals/GUI/GUI_GXW40xx.rar) and review the term definitions found in Tables 7 – 11.

### ACCESS THE WEB CONFIGURATION MENU

The GXW4024 HTML configuration menu can be accessed via LAN port:

1. Assuming the network having DHCP server and the GXW4024 get IP via DHCP.
2. Connect an analogue phone to ANY FXS port, using IVR (Press \*\*\* then 002) to get the IP address of the box, then type the IP into Browser to access the box.
3. Access the GXW4024 Web Configuration page via the following URL: <http://GXW4024 -IP-Address> (the GXW4024 IP-Address is the IP address obtained from IVR).

**NOTE:** If using a web browser to enter the configuration page, strip the leading "0"s (i.e. if the IP address is: 192.168.001.014, please type in: 192.168.1.14).

Once the HTTP request is entered and sent from a Web browser, the user will see a log in screen. There are two default passwords for the login page:

User Level:	Password:	Web pages allowed:
End User Level	123	Only Status and Basic Settings
Administrator Level	admin	Browse all pages

Only an administrator can access the "ADVANCED SETTINGS" configuration page.

1. There are six different tabs (Status, Basic Settings, Advanced Settings, Profile 1, Profile 2 and FXS Ports) on the top of the screen (after login). To open each page, click on the tab.
2. Click on Profile 1 to enter your SIP Server/ SIP Proxy/Registrar information. Enter the IP Address (or FQDN) of the Server under: **SIP Server** and/or **Outbound Proxy**.
3. Click on **FXS ports** to enter the extensions or account information. You will need to fill in the following information for each extension. Once the extensions are configured, you are finished.

FXS Port	SIP User ID	Auth ID	Authentication Password	Name	Profile
1	601	601	***	Ext 1	Profile1
2	602	602	***	Ext 2	Profile1
3	603	603	***	Ext 3	Profile1
4	604	604	***	Ext 4	Profile1
5	605	605	***	Ext 5	Profile1
6	606	606	***	Ext 6	Profile1
7	607	607	***	Ext 7	Profile1
..	...	...	***	...	...
24	624	624	***	Ext 24	Profile1

4. Click **Update** after changing any settings and then **Reboot** to confirm changes.
5. After reboot, check the Status Page to confirm the extensions are successfully registered. You can now use your standard phones connected to ports FXS1 to FXS24 to make calls.

## IMPORTANT SETTINGS

The end-user must configure the following settings according to the local environment.

**NOTE:** Most settings on the web configuration pages are set to the default values.

### NAT Settings

If you plan to keep the gateway within a *private network* behind a firewall, we recommend using a STUN Server. The following three (3) settings are useful in the STUN Server scenario:

1. **STUN Server** (under Advanced Settings webpage)  
Enter a STUN Server URI that you may have, or look up a free public STUN Server on the internet and enter it on this field. If using public IP, keep this field blank.
2. **Use Random Ports** (under Advanced Settings webpage)  
It really depends on your network settings whether to set this parameter to Yes or No. Generally if you have multiple VoIP devices under the same network, it should be set to Yes. If using a Public IP address, set this parameter to No.
3. **NAT Traversal** (under the Profile web pages)  
Set this to Yes when gateway is behind firewall on a private network.

### DTMF Methods

DTMF Settings are in Profile pages.

- DTMF in-audio
- DTMF via RTP (RFC2833)
- DTMF via SIP INFO

Enable one or more DTMF methods based on your PBX system.

### Preferred VOCODER (Codec)

The GXW4024 supports a broad range of voice codecs. Under Profile web pages, choose your preferred order of different codecs:

- PCMU/A (or G711 $\mu$ /a)
- G729 A/B/E
- G723
- G726 (16/24/32/40)
- iLBC

## DEFINITIONS

This section will describe the options in the Web configuration user interface. As mentioned, a user can log in as an administrator or end-user.

Functions available for the end-user are:

- **STATUS:** Displays the network status, account status, software version and MAC-address of the phone
- **BASIC SETTINGS:** Basic preferences such as date and time settings, multi-purpose keys and LCD settings can be set here.

Additional functions available to administrators are:

- **ADVANCED SETTINGS:** To set advanced network settings, codec settings and XML configuration settings.
- **PROFILE X:** To configure each of the SIP accounts.
- **FXS PORTS:** To configure each of the FXS ports and Hunting Groups etc.

**TABLE 7: BASIC SETTINGS**

<b>End User Password</b>	Password to access the Web Configuration Menu. This field is case sensitive with a maximum length of 25 characters.
<b>Web Port</b>	By default, HTTP uses port 80. This field is for customizable web port.
<b>Telnet Server</b>	Default is Yes.
<b>IP Address</b>	There are two modes to operate the GXW4024 : <b>DHCP mode:</b> all the field values for the Static IP mode are not used (even though they are still saved in the Flash memory.) The GXW4024 acquires its IP address from the first DHCP server it discovers from the LAN it is connected. <i>Using the PPPoE feature:</i> set the PPPoE account settings. The GXW4024 will establish a PPPoE session if any of the PPPoE fields is set. <b>Static IP mode:</b> configure the IP address, Subnet Mask, Default Router IP address, DNS Server 1 (primary), DNS Server 2 (secondary) fields. These fields are set to zero by default.
<b>DHCP hostname</b>	This option specifies the name of the client. This field is optional but may be required by some Internet Service Providers. Default is blank.
<b>DHCP domain</b>	This option specifies the domain name that client should use when resolving hostnames via the Domain Name System. Default is blank.
<b>DHCP vendor class ID</b>	Used by clients and servers to exchange vendor-specific information. Default is HT500.
<b>PPPoE account ID</b>	PPPoE username. Necessary if ISP requires you to use a PPPoE (Point to Point Protocol over Ethernet) connection.
<b>PPPoE password</b>	PPPoE account password.
<b>PPPoE Service Name</b>	This field is optional. If your ISP uses a service name for the PPPoE connection, enter the service name here. Default is blank.
<b>Time Zone</b>	Controls how the date/time is displayed according to the specified time zone.

<b>Self Defined Time Zone</b>	<p>The syntax is <b>std offset dst [offset],start[/time],end[/time]</b>          Default is set to : <b>MTZ+6MDT+5,M3.2.0,M11.1.0</b>  <b>MTZ+6MDT+5,</b>          It indicates a time zone with 6 hours offset with 1 hour ahead which is the US central time.          It is positive (+) if the local time zone is west of the Prime Meridian and negative (-) if it is east.  <b>Prime Meridian</b> (<i>International or Greenwich Meridian</i>)  <b>M3.2.0,M11.1.0</b>          The 1st number indicates Month: 1,2,3,...,12 (for Jan, Feb, .., Dec)          The 2nd number indicates the nth iteration of the weekday: (1st Sunday, 3rd Tuesday etc)          The 3rd number indicates Weekday: 0,1, 2, ...,6(for Sun, Mon, Tue, .., Sat)          Therefore, this example is the DST which starts from the second Sunday of March to the 1st Sunday of November.</p>
<b>Language</b>	Default is English. Languages supported with voice prompt and web pages.

In addition to the Basic Settings page, end users also has access to the Device Status page.

**TABLE 8: STATUS PAGE**

<b>MAC Address</b>	The device ID in HEX format. This is needed for ISP provisioning or troubleshooting.																																																	
<b>IP Address</b>	Shows IP address of GXW4024																																																	
<b>Product Model</b>	Contains the product model info.																																																	
<b>Software Version</b>	Program: This is the main software release.																																																	
<b>System Up Time</b>	Shows system up time since the last reboot.																																																	
<b>PPPoE Link Up</b>	Shows whether the PPPoE connection is running if connected to DSL modem.																																																	
<b>NAT</b>	Shows type of NAT the GXW4024 is connected to. It is based on STUN protocol.																																																	
<b>Port Status</b>	<p>Displays relevant information regarding the individual FXS ports. <u>Example:</u></p> <table border="1"> <thead> <tr> <th>Port</th> <th>Hook</th> <th>Registration</th> <th>DND</th> <th>Forward</th> <th>Busy Forward</th> <th>Delayed Forward</th> </tr> </thead> <tbody> <tr> <td><b>FXS1</b></td> <td><b>On Hook</b></td> <td><b>Registered</b></td> <td>No</td> <td>613</td> <td></td> <td></td> </tr> <tr> <td><b>FXS2</b></td> <td><b>Off Hook</b></td> <td><b>Registered</b></td> <td>No</td> <td></td> <td>614</td> <td></td> </tr> <tr> <td><b>FXS3</b></td> <td><b>On Hook</b></td> <td><b>Not Registered</b></td> <td>No</td> <td></td> <td></td> <td></td> </tr> <tr> <td><b>FXS4</b></td> <td><b>On Hook</b></td> <td><b>Registered</b></td> <td>Yes</td> <td></td> <td></td> <td>615</td> </tr> <tr> <td>...</td> <td>...</td> <td>...</td> <td>...</td> <td>...</td> <td>...</td> <td>...</td> </tr> <tr> <td><b>FXS24</b></td> <td><b>On Hook</b></td> <td><b>Registered</b></td> <td>No</td> <td></td> <td></td> <td></td> </tr> </tbody> </table> <p>** FXS port 4 user has set Do Not Disturb.          FXS port 1 user has set his calls to be forwarded unconditionally to ext 613          FXS port 2 user has set his calls to be forwarded to 614 when his phone is busy.          FXS port 3 user is not registered with his SIP Server.</p>	Port	Hook	Registration	DND	Forward	Busy Forward	Delayed Forward	<b>FXS1</b>	<b>On Hook</b>	<b>Registered</b>	No	613			<b>FXS2</b>	<b>Off Hook</b>	<b>Registered</b>	No		614		<b>FXS3</b>	<b>On Hook</b>	<b>Not Registered</b>	No				<b>FXS4</b>	<b>On Hook</b>	<b>Registered</b>	Yes			615	...	...	...	...	...	...	...	<b>FXS24</b>	<b>On Hook</b>	<b>Registered</b>	No			
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<b>FXS24</b>	<b>On Hook</b>	<b>Registered</b>	No																																															

Advanced User configuration includes not only the end user configuration, but also advanced configurations such as: SIP configuration, Codec selection, NAT Traversal Setting and other miscellaneous configuration.

**Table 9: ADVANCED SETTINGS**

<b>Admin Password</b>	Administrator password. Only the administrator can configure the “Advanced Settings” page. Password field is purposely left blank for security reasons after clicking update and saved. The maximum password length is 25 characters.
<b>Layer 3 QoS</b>	This field defines the layer 3 QoS parameter which can be the value used for IP Precedence or Diff-Serv or MPLS. Default value is 0.
<b>Layer 2 QoS</b>	Value used for layer 2 VLAN tag. Default setting is <b>blank</b> .
<b>STUN Server</b>	IP address or Domain name of the STUN server.
<b>Keep-alive interval</b>	This parameter specifies how often the GXW4024 sends a blank UDP packet to the SIP server to keep the “hole” on the NAT open. Default is <b>20 seconds</b> .
<b>Firmware Upgrade &amp; Provisioning</b>	Enables GXW4024 to download firmware or configuration file through TFTP, HTTP or HTTPS server.
<b>Via TFTP Server</b>	This is the IP address of the configured TFTP server. If selected and it is non-zero or not blank, the GXW4024 retrieves the new configuration file or new code image from the specified TFTP server at boot time. After 5 attempts, the system will timeout and then it will start the boot process using the existing code image in the Flash memory. If a TFTP server is configured and a new code image is retrieved, the new downloaded image is saved into the Flash memory.  <u>Note:</u> Please do NOT interrupt the TFTP upgrade process (especially the power supply) as this will damage the device. Depending on the network environment this process can take up to 15 or 20 minutes.
<b>Via HTTP or HTTPS Server</b>	The URL for the HTTP/HTTPS server used for firmware upgrade and configuration via HTTP. <i>For example</i> , ttp://provisioning.mycompany.com:6688/Grandstream/1.0.1.8 “:6688” is the specific TCP port where the HTTP server is listening; it can be omitted if using default port 80.  <u>Note:</u> If Auto Upgrade is set to No, GXW4024 will only do HTTP download once at boot up.
<b>Firmware Server Path</b>	IP address or domain name of firmware server.
<b>Config Server Path</b>	IP address or domain name of configuration server.
<b>Firmware File Prefix</b>	Default is blank. If configured, GXW4024 will request firmware file with the prefix. This setting is useful for ITSPs. End user should keep it blank.
<b>Firmware File Postfix</b>	Default is blank. End user should keep it blank.
<b>Config File Prefix</b>	Default is blank. End user should keep it blank.
<b>Config File Postfix</b>	Default is blank. End user should keep it blank.
<b>Allow DHCP Option 66 to override server</b>	If set to “Yes”, configuration and upgrade server’s information can be obtained using DHCP option 66 from DHCP server located in customer’s environment.
<b>Automatic Upgrade</b>	Choose “Yes” to enable automatic upgrade and provisioning. When set to “No”, GXW4024 will only do upgrade once at boot up. When “Check every day” or “Check every week” is checked, user can specify “Hour of the day(0-23)” or “Day of the week(0-6)”. Default time is Monday 1AM. There are three options to choose from: “Always check for New Firmware at Boot up”, “Check New Firmware only when F/W pre/suffix changes”, and “Always Skip the Firmware Check”.

<b>Authenticate Conf File</b>	If set to Yes, config file is authenticated before acceptance. This protects the configuration from an unauthorized change.
<b>Firmware Key</b>	For firmware encryption. It should be 32 digit in Hexadecimal Representation. End user should keep it blank.
<b>SSL Certificate</b>	The GXW4024 series supports SIP over TLS. It has built-in private key and SSL certificate. The user specified SSL certificate used for SIP over TLS is in X.509 format.
<b>SSL Private Key</b>	You may also customize the SSL Private Key. The user specified SSL private key used for SIP over TLS is in X.509 format.
<b>SSL Private Key Password</b>	Enter SSL Private Key password here.
<b>System Ring Cadence</b>	Configuration option for all FXS ports ring cadence for all incoming calls. (Syntax: c=on1/off1-on2/off2-on3/off3; [...]) Default is set to c=2000/4000; (US standards)
<b>Call Progress Tones</b>	<p>Using these settings, user can configure tone frequencies according to user preference. By default, the tones are set to North American frequencies. Frequencies should be configured with known values to avoid uncomfortable high pitch sounds. ON is the period of ringing (ON time in ms) while OFF is the period of silence. In order to set a continuous ring, OFF should be zero. Otherwise it will ring ON ms and a pause of OFF ms and then repeat the pattern.</p> <ul style="list-style-type: none"> <li>• “Dial tone”</li> <li>• “Ringback tone”</li> <li>• “Busy/Re-order tone”</li> <li>• “Confirmation tone”</li> </ul> <p>Please refer the document below to determine your local call progress tones:-  <a href="http://www.itu.int/ITU-T/inr/forms/files/tones-0203.pdf">http://www.itu.int/ITU-T/inr/forms/files/tones-0203.pdf</a></p>
<b>Lock Keypad Update</b>	If set to “Yes”, the configuration update via keypad is disabled.
<b>Disable Voice Prompt</b>	Disables the voice prompt configuration. Default is “No”. If set to “Yes” accessing integrated voice menu will be impossible.
<b>Disable Direct IP-IP Calling</b>	Disables the Direct IP Call function. Default is “No”. If set to “Yes” to make direct IP call will be impossible.
<b>FXO Gateway</b>	IP Address or URI of the FXO GW.
<b>NTP server</b>	URI or IP address of the NTP (Network Time Protocol) server. Used by the phone to synchronize the date and time.
<b>Syslog Server</b>	The IP address or URL of System log server. This feature is especially useful for the ITSP (Internet Telephone Service Provider)

<b>Syslog Level</b>	<p>Select the GXW4024 to report the log level. Default is NONE. The level is one of DEBUG, INFO, WARNING or ERROR. Syslog messages are sent based on the following events:</p> <ol style="list-style-type: none"> <li>1. product model/version on boot up (INFO level)</li> <li>2. NAT related info (INFO level)</li> <li>3. sent or received SIP message (DEBUG level)</li> <li>4. SIP message summary (INFO level)</li> <li>5. inbound and outbound calls (INFO level)</li> <li>6. registration status change (INFO level)</li> <li>7. negotiated codec (INFO level)</li> <li>8. Ethernet link up (INFO level)</li> <li>9. SLIC chip exception (WARNING and ERROR levels)</li> <li>10. memory exception (ERROR level)</li> </ol> <p>The Syslog uses USER facility. In addition to standard Syslog payload, it contains the following components:</p> <p>GS_LOG: [device MAC address][error code] error message</p> <p><i>Example:</i> May 19 02:40:38 192.168.1.14 GS_LOG: [00:0b:82:00:a1:be][000] Ethernet link is up</p>
<b>Primary RADIUS Server</b>	IP Address or FQDN of the primary RADIUS Server
<b>Primary RADIUS Auth Port</b>	Primary Radius server authentication port. Default value is 1812
<b>Primary RADIUS Acct Port</b>	Primary Radius server accounting port. Default value is 1813
<b>Primary Radius Server Secret</b>	Special secret string should be preconfigured according to RADIUS Server configuration
<b>Secondary RADIUS Server</b>	IP Address or FQDN of the secondary RADIUS Server
<b>Secondary RADIUS Auth Port</b>	Secondary Radius server authentication port. Default value is 1812
<b>Secondary RADIUS Acct Port</b>	Secondary Radius server accounting port. Default value is 1813
<b>Secondary Radius Server Secret</b>	Special secret string should be preconfigured according to RADIUS Server configuration
<b>RADIUS Timeout</b>	Default value is 2 seconds. The time between retries the GXW will send "Access-Request" message to RADIUS server in purpose to authenticate it.
<b>RADIUS Retry</b>	Default value is 3 times. Number of times the device will try to authenticate itself with preconfigured RADIUS server during initialization process.
<b>Download Device Configuration</b>	This setting allows user to download a text file containing all the P values of each setting as configured on the unit.

**TABLE 10: FXS PORTS SETTINGS**

<b>FXS Port</b>	FXS Port Number
<b>SIP User ID</b>	User account information, provided by VoIP service provider (ITSP). Usually in the form of digit similar to phone number or actually a phone number.
<b>Authenticate ID</b>	SIP service subscriber's Authenticate ID used for authentication. Can be identical to or different from SIP User ID.
<b>Password</b>	SIP service subscriber's account password for GXW4024 to register to (SIP) servers of ITSP.
<b>Name</b>	Any Name to identify this specific user.
<b>Profile ID</b>	Select the corresponding Profile ID (1 or 2)
<b>Hunting Group</b>	<p>This feature enables the gateway to register all existing FXS ports with the same phone number. Each incoming call will be routed to first available port in round robin mode. User may configure all ports as members of the same Hunt Group or it may configure different port combinations for more than one Hunt Group.</p> <p><u>For example:</u> Ports 1, 3 and 5 may be members of the same hunt group, the rest of the ports may have separate numbers and may be reached independently.</p> <p>Select appropriate value for Hunting Group feature. The original SIP account should be set to Active while the group members should be set to the port number of the Active Port.</p> <p><u>Example configuration of a multiple hunt group:</u></p> <p>FXS Port #1: SIP UserID and Authenticate ID entered, Hunting group set to <b>"Active"</b>  FXS Port #2: SIP UserID and Authenticate ID left blank, Hunting Group set to <b>"1"</b>  FXS Port #3: SIP UserID and Authenticate ID left blank, Hunting Group set to <b>"1"</b>  FXS Port #4: SIP UserID and Authenticate ID entered, Hunting group set to <b>"Active"</b>  FXS Port #5: SIP UserID and Authenticate ID left blank, Hunting Group set to <b>"4"</b>  FXS Port #6: SIP UserID and Authenticate ID left blank, Hunting Group set to <b>"4"</b>  FXS Port #7: SIP UserID and Authenticate ID entered, Hunting group set to <b>"Active"</b>  FXS Port #8: SIP UserID and Authenticate ID left blank, Hunting Group set to <b>"7"</b></p> <p>Hunt Group 1 contains ports 1, 2, 3. Hunt Group 4 contains ports 4, 5, 6. Hunt Group 7 contains ports 7, 8.</p>

**TABLE 11: PROFILE SETTINGS**

<b>Profile Active</b>	When set to Yes the SIP Profile is activated.
<b>SIP Server</b>	SIP Server's IP address or Domain name provided by VoIP service provider.
<b>Outbound Proxy</b>	IP address or Domain name of Outbound Proxy, or Media Gateway, or Session Border Controller. Used by GXW4024 for firewall or NAT penetration in different network environments. If symmetric NAT is detected, STUN will not work and ONLY outbound proxy can correct the problem.
<b>SIP transport</b>	User can select UDP or TCP or TLS. Please make sure you're SIP Server or network environment supports SIP over the selected transport method. Default is UDP.
<b>NAT Traversal</b>	<p>This parameter defines whether the GXW4024 NAT traversal mechanism is activated or not. If activated (by choosing "Yes") and a STUN server is also specified, then the GXW4024 performs according to the STUN client specification. Under this mode, the embedded STUN client will detect if and what type of firewall/NAT is being used. If the detected NAT is a Full Cone, Restricted Cone, or a Port-Restricted Cone, the GXW4024 will use its mapped public IP address and port in all of its SIP and SDP messages.</p> <p>If the NAT Traversal field is set to "Yes" <i>with no specified STUN server</i>, the GXW4024 will periodically (every 20 seconds or so) send a blank UDP packet (with no payload data) to the SIP server to keep the "hole" on the NAT open.</p>
<b>DNS Mode</b>	<p>One from the 3 modes available for "DNS Mode" configuration:</p> <ul style="list-style-type: none"> <li>-A Record (for resolving IP Address of target according to domain name)</li> <li>-SRV (DNS SRV resource records indicates how to find services for various protocols)</li> <li>-NAPTR/SRV (Naming Authority Pointer according to RFC 2915)</li> </ul> <p>One mode can be chosen for the client to look up server. The default value is "A Record".</p>
<b>User ID is Phone Number</b>	If the GXW4024 has an assigned PSTN telephone number, this field should be set to "Yes". Otherwise, set it to "No". If "Yes" is set, a "user=phone" parameter will be attached to the "From" header in SIP request.
<b>SIP Registration</b>	This parameter controls whether the GXW4024 needs to send REGISTER messages to the proxy server. The default setting is "Yes".
<b>Unregister on Reboot</b>	Default is <b>No</b> . If set to "Yes", the SIP user's registration information is cleared on reboot.
<b>Outgoing Call w/o Registration</b>	Default is <b>No</b> . If set to "Yes," user can place outgoing calls even when not registered (if allowed by ITSP) but is unable to receive incoming calls.
<b>Register Expiration</b>	Allows the user to specify the time frequency (in minutes) for the GXW4024 to refresh its registration with the specified registrar. The default interval is 60 minutes (or 1 hour). The maximum interval is 65535 minutes (about 45 days).
<b>Local SIP port</b>	Defines the local SIP port the GXW4024 will listen and transmit. The default value for Profile 1 is 5060 and 6060 for Profile 2.
<b>Local RTP Port</b>	Defines the local RTP-RTCP port pair the GXW4024 will listen and transmit. It is the base RTP port for channel 0. When configured, channel 0 will use this port _value for RTP and the port_value+1 for its RTCP; channel 1 will use port_value+2 for RTP, port_value+3 for its RTCP and so on. The default value for Profile 1 is 5004 and 6004 for Profile 2.
<b>Use random port</b>	Default is <b>No</b> . If set to Yes, the device will pick randomly-generated SIP and RTP ports. This is usually necessary when multiple devices are behind the same NAT.

<b>Refer to Use Target Contact</b>	Default is NO. If set to YES, then for Attended Transfer, the “Refer-To” header uses the transferred target’s Contact header information.
<b>Transfer on Conference Hang up</b>	Default is <b>No</b> . In which case if conference originator hangs up the conference will be terminated. When option YES is chosen, originator will transfer other parties to each other so that B and C can choose either to continue the conversation or hang up.
<b>Remove OBP from Route Header</b>	Default is <b>No</b> . If set to Yes, the Outbound Proxy will be removed from the route header.
<b>Support SIP Instance ID</b>	Default is Yes. If set to Yes, the contact header in REGISTER request will contain SIP Instance ID as defined in IETF SIP Outbound draft.
<b>Validate incoming message</b>	Default is <b>No</b> . If set to yes all incoming SIP messages will be strictly validated according to RFC rules. If message does not pass validation process, call will be rejected.
<b>SIP T1 Timeout</b>	T1 is an estimate of the round-trip time between the client and server transactions. If the network latency is high, select larger value for more reliable usage.
<b>SIP T2 Interval</b>	Maximum retransmission interval for non-INVITE requests and INVITE responses.
<b>DTMF Payload Type</b>	Sets the payload type for DTMF using RFC2833.
<b>DTMF in-audio</b>	Send DTMF as inband (in-audio).
<b>DTMF via RFC2833</b>	Send DTMF via RTP (According to RFC 2833).
<b>DTMF via SIP INFO</b>	Send DTMF via SIP INFO message.
<b>Send Hook Flash Event</b>	Default is <b>NO</b> . If set to yes, flash will be sent as DTMF event.
<b>Enable Call Features</b>	Default is <b>Yes</b> . (If Yes, call features using star codes will be supported locally)
<b>Off-Hook Auto Dial</b>	Allows the user to configure a User ID or extension number to be automatically dialed upon off-hook. Only the user part of a SIP address needs to be entered here. The phone will automatically append the “@” and the host portion of the corresponding SIP address.
<b>Proxy Require</b>	SIP Extension to notify SIP server that the unit is behind the NAT/Firewall.
<b>Use NAT IP</b>	NAT IP address used in SIP/SDP message. Default is blank.
<b>Distinctive Ringtone</b>	<p>Custom Ring Tone 1 to 3 with associate Caller ID: when selected, if Caller ID is configured, then the device will ONLY uses this ring tone when the incoming call is from the Caller ID. System Ring Tone is used for all other calls. When selected but no Caller ID is configured, the selected ring tone will be used for <b>all</b> incoming calls. Distinctive ring tones can be configured not only for matching whole number, but also for matching prefixes. In this case symbol * (star) will be used.</p> <p>If server supports Alert-Info header and standard ring tone set (Bellcore) or distinctive ring tone 1-10 is specified, then the ring tone in the Alert-Info header from server will be used.</p> <p><b>For example:</b> If configured as *617, Ring Tone 1 will be used in case of call arrived from Massachusetts. Any other incoming call will ring using cadence defined in parameter System Ring Cadence located under Advanced Settings Configuration page.</p>
<b>Disable Call Waiting</b>	Default is <b>No</b> . If set to <b>YES</b> Call Waiting indication information will not be provided to analog phone connected to this FXS port.

<b>Disable Call Waiting Tone</b>	Default is <b>No</b> . This is to disable the stutter Call Waiting Tone when a Call Waiting call arrives. The CWCID will still be displayed.
<b>Disable Visual MWI</b>	Visual message indicator is a special on-hook caller ID type message that enables and disables the message waiting light on certain phones. GXW4024 has this feature enabled by default. However, certain phones (rare) that do not support it may mistakenly treat this CID signal as an incoming call. A configuration option is needed to turn on MWI in this case.
<b>Ring Timeout</b>	Incoming call will stop ringing when not picked up given a specific period of time.
<b>Hunting Group Ring Timeout</b>	Default is <b>20 seconds</b> . If call is not answered within this designated time period, the call will be forwarded to the next member of a Hunt Group.
<b>Delayed Call Forward Wait Time</b>	Default value is <b>20 seconds</b> . In case this feature activated using * codes (*92 code), the call will be forwarded after this preconfigured amount of time.
<b>No Key Entry Timeout</b>	Default is <b>4 seconds</b> . Call will be completed within this time interval if no additional key entry occurs.
<b>Early Dial</b>	<p>Default is <b>No</b>. Use only if proxy supports 484 response. This parameter controls whether the phone will send an early INVITE each time a key is pressed when a user dials a number. If set to "Yes", an INVITE is sent using the dial-number collected thus far; Otherwise, no INVITE is sent until the "(Re-)Dial" button is pressed or after about 5 seconds have elapsed if the user forgets to press the "Re-Dial" button. The "Yes" option should be used ONLY if there is a SIP proxy configured and the proxy server supports 484 Incomplete Address response. Otherwise, the call will likely be rejected by the proxy (with a 404 Not Found error).</p> <p><u><i>This feature is NOT designed to work with and should NOT be enabled for direct IP-to-IP calling.</i></u></p>
<b>Dial Plan Prefix</b>	Sets the prefix added to each dialed number.
<b>Use # as Dial Key</b>	Allows users to configure the "#" key as the "Send" (or "Dial") key. If set to "Yes", "#" will send the number. In this case, this key is essentially equivalent to the "Dial" key. If set to "No", this "#" key can be included as part of number.

<p><b>Dial Plan</b></p>	<p><b>Dial Plan Rules:</b></p> <ol style="list-style-type: none"> <li>1. Accept Digits: 1,2,3,4,5,6,7,8,9,0 , * , #, A,a,B,b,C,c,D,d</li> <li>2. Grammar: x - any digit from 0-9;             <ol style="list-style-type: none"> <li>a. xx+ - at least 2 digits number;</li> <li>b. xx. – at least 2 digits number;</li> <li>c. ^ - exclude;</li> <li>d. [3-5] - any digit of 3, 4, or 5;</li> <li>e. [147] - any digit 1, 4, or 7;</li> <li>f. &lt;2=011&gt; - replace digit 2 with 011 when dialing</li> </ol> <ul style="list-style-type: none"> <li>• <b>Example 1:</b> {[369]11   1617xxxxxxx} – Allow 311, 611, 911, and any 10 digit numbers of leading digits 1617</li> <li>• <b>Example 2:</b> {^1900x+   &lt;=1617&gt;xxxxxxx} – Block any number of leading digits 1900 and add prefix 1617 for any dialed 7 digit numbers</li> <li>• <b>Example 3:</b> {1xxx[2-9]xxxxxx   &lt;2=011&gt;x+} – Allow any length of number with leading digit 2 and 10 digit-numbers of leading digit 1 and leading exchange number between 2 and 9; If leading digit is 2, replace leading digit 2 with 011 before dialing.</li> </ul> </li> <li>3. Default: Outgoing - {x+}</li> </ol> <p><u>Example of a simple dial plan used in a Home/Office in the US:</u></p> <p><b>{ ^1900x.   &lt;=1617&gt;[2-9]xxxxxx   1[2-9]xx[2-9]xxxxxx   011[2-9]x.   [3469]11 }</b></p> <p><b>Explanation</b> of example rule (reading from left to right):</p> <ul style="list-style-type: none"> <li>• <b>^1900x.</b> - prevents dialing any number started with 1900</li> <li>• <b>&lt;=1617&gt;[2-9]xxxxxx</b> - allows dialing to local area code (617) numbers by dialing 7 numbers and 1617 area code will be added automatically</li> <li>• <b>1[2-9]xx[2-9]xxxxxx</b>  - allows dialing to any US/Canada Number with 11 digits length</li> <li>• <b>011[2-9]x.</b> - allows international calls starting with 011</li> </ul> <p><b>[3469]11</b> - allow dialing special and emergency numbers 311, 411, 611 and 911</p> <p><b>Note:</b> In some cases user wishes to dial strings such as *123 to activate voice mail or other application provided by service provider. In this case * should be predefined inside dial plan feature and the Dial Plan will be: <b>{ [x*]+ }</b>.</p>
<p><b>Subscribe for MWI</b></p>	<p>Default is <b>No</b>. When set to “Yes” a SUBSCRIBE for Message Waiting Indication will be sent periodically.</p>
<p><b>Send Anonymous</b></p>	<p>If this parameter is set to “Yes”, the “From” header along with Privacy and P_Asserted_Identity headers in outgoing INVITE message will be set to anonymous, blocking Caller ID.</p>
<p><b>Anonymous Call Rejection</b></p>	<p>Default is <b>No</b>. If set to Yes, incoming calls with anonymous Caller ID will be rejected with 486 Busy message.</p>
<p><b>Special Feature</b></p>	<p>Default is <b>Standard</b>. Choose the selection to meet some special requirements from Softswitch vendors. Example of vendors – Huawei, CBCOM, RNK.</p>
<p><b>Session Expiration</b></p>	<p>Grandstream implemented SIP Session Timer. The session timer extension enables SIP sessions to be periodically “refreshed” via a SIP request (UPDATE, or re-INVITE. When the session interval expires, if there is no refresh via a UPDATE or re-INVITE message, the session will be terminated.</p> <p>Session Expiration is the time (in seconds) at which the session is considered timed out, if no successful session refresh transaction occurs beforehand. The default value is <b>180 seconds</b>.</p>
<p><b>Min-SE</b></p>	<p>The minimum session expiration (in seconds). The default value is <b>90 seconds</b>.</p>

<b>Caller Request Timer</b>	If selecting "Yes" the phone will use session timer when it makes outbound calls if remote party supports session timer.
<b>Callee Request Timer</b>	If selecting "Yes" the phone will use session timer when it receives inbound calls with session timer request.
<b>Force Timer</b>	<p>If selecting "Yes" the phone will use session timer even if the remote party does not support this feature. Selecting "No" will allow the phone to enable session timer only when the remote party support this feature.</p> <p>To turn off Session Timer, select "No" for Caller Request Timer, Callee Request Timer, and Force Timer.</p>
<b>UAC Specify Refresher</b>	As a Caller, select UAC to use the phone as the refresher, or UAS to use the Callee or proxy server as the refresher.
<b>UAS Specify Refresher</b>	As a Callee, select UAC to use caller or proxy server as the refresher, or UAS to use the phone as the refresher.
<b>Force INVITE</b>	Session Timer can be refreshed using INVITE method or UPDATE method. Select "Yes" to use INVITE method to refresh the session timer.
<b>Preferred Vocoder</b>	The GXW4024 supports up to 5 different Vocoder types including G.711 A-/U-law (PCMU/A), G.726 (Supports bit rates 16, 24, 32 and 40), G.723.1, G.729A/B/E and iLBC. User can configure Vocoders in a preference list that will be included with the same preference order in SDP message. The first Vocoder is entered by choosing the appropriate option in "Choice 1". The last Vocoder is entered by choosing the appropriate option in "Choice 8".
<b>G723 Rate</b>	Defines the encoding rate for G.723 vocoder. By default, 6.3kbps rate is chosen.
<b>iLBC Frame Size</b>	Sets the iLBC frame size in 20ms or 30ms. Use 30ms and payload 97 for Asterisk
<b>iLBC Payload type</b>	Default value is <b>97</b> . Defines payload type for iLBC. The valid range is between 96 and 127.
<b>AAL2-G726-16 Payload type</b>	Default value is <b>100</b> . Range is from 96 to 127.
<b>AAL2-G726-24 Payload type</b>	Default value is <b>99</b> . Range is from 96 to 127.
<b>AAL2-G726-32 Payload type</b>	Default value is <b>104</b> . Range is from 96 to 127.
<b>AAL2-G726-40 Payload type</b>	Default value is <b>103</b> . Range is from 96 to 127.
<b>G729E payload type</b>	Default value is <b>102</b> . Range is from 96 to 127.
<b>VAD</b>	Default is <b>No</b> . VAD allows detecting the absence of audio and conserve bandwidth by preventing the transmission of "silent packets" over the network.
<b>Symmetric RTP</b>	Default is <b>No</b> . When set to Yes the device will change the destination to send RTP packets to the source IP address and port of the inbound RTP packet last received by the device.
<b>Fax Mode</b>	T.38 (Auto Detect) FoIP by default, or Pass-Through (must use codec PCMU/PCMA)
<b>Fax Tone Detection Mode</b>	Default is Callee. This decides whether Caller or Callee sends out the re-INVITE for T.38 or Fax Pass Through.
<b>Jitter Buffer Type</b>	Select either Fixed or Adaptive based on network conditions.

<b>Jitter Buffer Length</b>	Select Low, Medium or High based on network conditions.
<b>SRTP Mode</b>	Default is <b>Disabled</b> . Other options are <b>Enabled but not forced</b> , and <b>Enabled and forced</b> . It uses SDP Security Description to exchange key. Please refer SDES: <a href="http://www.apps.ietf.org/rfc/rfc4568.html">http://www.apps.ietf.org/rfc/rfc4568.html</a> SRTP: <a href="http://www.apps.ietf.org/rfc/rfc3711.html">http://www.apps.ietf.org/rfc/rfc3711.html</a>
<b>SLIC Setting</b>	Depends on standard phone type and locations.
<b>Caller ID Scheme</b>	Select the value according to the local Telco standard where the GXW4024 is installed. Please refer to the pull down list to select.
<b>Polarity Reversal</b>	Default is <b>No</b> . If set to “Yes”, polarity will be reversed upon call establishment and termination.
<b>Loop Current Disconnect</b>	Set to Yes if the traditional PBX you are using with GXW4024 uses this method for signaling call termination. Default is <b>No</b> .
<b>Loop Current Disconnect Duration</b>	Default is <b>200</b> . In 100 - 1 0000 milliseconds range.
<b>Hook Flash timing</b>	Time period when the cradle is pressed (Hook Flash) to simulate FLASH. To prevent unwanted activation of the Flash/Hold and automatic phone ring-back, adjust this time value.
<b>On Hook Timing</b>	On-hook timing is the minimum time for an on-hook event to be validated.
<b>Gain</b>	Handset volume adjustment. RX is for receiving volume (direction FXS→to analog phone), TX is for transmission volume (Analog phone→ to FXS). Default values are <b>0dB</b> for both parameters. Loudest volume: +6dB Lowest volume: -6dB.
<b>Ring Tones</b>	Configure ring cadences according to preference.

## SAVING THE CONFIGURATION CHANGES

After user makes a change to the configuration, press the “Update” button in the Configuration Menu. The web browser will then display a message window to confirm saved changes.

Grandstream recommends reboot or power cycle the IP phone after saving changes.

## REBOOTING FROM REMOTE

Press the “Reboot” button at the bottom of the configuration menu to reboot the phone remotely. The web browser will then display a message window to confirm that reboot is underway. Wait 30 seconds to log in again.



## CONFIGURATION THROUGH A CENTRAL SERVER

Grandstream GXW4024 can be automatically configured from a central provisioning system.

When GXW4024 boots up, it will send TFTP or HTTP/HTTPS request to download configuration file, "cfg000b82xxxxx", where "000b82xxxxx" is the MAC address of the GXW4024.

A service provider or an enterprise with large deployment of Grandstream devices can easily manage the configuration and service provisioning of individual devices remotely from a central server.

Grandstream has a central provisioning system called GAPS (Grandstream Automated Provisioning System). GAPS supports automatic configuration of Grandstream devices. GAPS uses enhanced (NAT friendly) TFTP or HTTP (thus no NAT issues) and other communication protocols to communicate with each individual Grandstream device.

Grandstream provides GAPS service to VoIP service providers. Use GAPS for either simple redirection or with certain special provisioning settings. At boot-up, Grandstream devices by default point to Grandstream provisioning server GAPS, based on the unique MAC address of each device, GAPS provision the devices with redirection settings so that they will be redirected to customer's TFTP or HTTP server for further provisioning. Grandstream also provide GAPSLITE software package which contains our NAT friendly TFTP server and a configuration tool to facilitate the task of generating device configuration files.

The GAPSLITE configuration tool is now free to end users. The tool and configuration template are available for download from <http://www.grandstream.com/configurationtool.html>

## SOFTWARE UPGRADE

Software upgrade can be done via either TFTP or HTTP/HTTPS. The corresponding configuration settings are in the ADVANCED SETTINGS configuration page.

### FIRMWARE UPGRADE THROUGH TFTP/HTTP/HTTPS

To upgrade via TFTP or HTTP/HTTPS, the “Firmware Upgrade and Provisioning upgrade via” field needs to be set to TFTP, HTTP or HTTPS, respectively. “Firmware Server Path” needs to be set to a valid URL of a TFTP or HTTP/HTTPS server, server name can be in either FQDN or IP address format.

Here are examples of some valid URL.

e.g. firmware.mycompany.com:6688/Grandstream/1.0.1.8

e.g. 168.75.215.189

#### NOTES:

- TFTP server in IP address format can be configured via IVR. Please refer to section CONFIGURATION GUIDE for instructions. If TFTP server is in FQDN format, it must be set via web configuration interface.
- Grandstream recommends end-user use the Grandstream TFTP server. Its address can be found at <http://www.grandstream.com/firmware.html>. Currently the TFTP firmware server IP address is: 168.75.215.189. For large companies, we recommend to maintain their own TFTP or HTTP/HTTPS server for upgrade and provisioning procedures.
- Once a “Firmware Server Path” is set, user needs to update the settings and reboot the device. If the configured firmware server is found and a new code image is available, the GXW4024 will attempt to retrieve the new image files by downloading them into the GXW4024’s RAM. During this stage, the GXW4024’s LEDs will blink until the checking/downloading process is completed. Upon verification of checksum, the new code image will then be saved into the Flash. If TFTP/HTTP/HTTPS fails for any reason (e.g. TFTP/HTTP/HTTPS server is not responding, there are no code image files available for upgrade, or checksum test fails, etc), the GXW4024 will stop the TFTP/HTTP/HTTPS process and simply boot using the existing code image in the flash.
- Firmware upgrade may take as long as 15 to 30 minutes over Internet, or just 5 minutes if it is performed on a LAN. It is recommended to conduct firmware upgrade in a controlled LAN environment if possible. For users who do not have a local firmware upgrade server, Grandstream provides a NAT-friendly TFTP server on the public Internet for firmware upgrade.
- Grandstream’s latest firmware is available <http://www.grandstream.com/firmware.html>.  
*Oversea users are strongly recommended to download the binary files and upgrade firmware locally in a controlled LAN environment.*
- Alternatively, user can download a free TFTP or HTTP server to upgrade local firmware. Download a free TFTP server (windows version) from <http://tftpd32.jounin.net> or <http://support.solarwinds.net/updates/New-customerFree.cfm>. Download a free HTTP server from <http://httpd.apache.org> or use Microsoft IIS web server.

### **Instructions to Upgrade using Local (TFTP) Server:**

1. Unzip the file and put all of them under the root directory of the TFTP server.
2. Put the PC running the TFTP server and the GXW4024 device in the same LAN segment.
3. Please go to File -> Configure -> Security to change the TFTP server's default setting from "Receive Only" to "Transmit Only" for the firmware upgrade. (*Solarwinds TFTP only*)
4. Start the TFTP server, in the phone's web configuration page.
5. Configure the Firmware Server Path with the IP address of the PC
6. Update the change and reboot the unit.

### **CONFIGURATION FILE DOWNLOAD**

Grandstream SIP Device can be configured via Web Interface as well as via Configuration File through TFTP or HTTP/HTTPS. "Config Server Path" is the TFTP or HTTP/HTTPS server path for configuration file. It needs to be set to a valid URL, either in FQDN or IP address format. The "Config Server Path" can be same or different from the "Firmware Server Path".

A configuration parameter is associated with each particular field in the web configuration page. A parameter consists of a **Capital** letter P and 2 to 3 (Could be extended to 4 in the future) digit numeric numbers. i.e., P2 is associated with "Admin Password" in the ADVANCED SETTINGS page. For a detailed parameter list, please refer to the corresponding firmware release configuration template.

When Grandstream Device boots up or reboots, it will issue request for configuration file named "cfgxxxxxxxxxx", where "xxxxxxxxxx" is the MAC address of the device, i.e., "cfg000b820102ab". The configuration file name should be in lower cases.

### **FIRMWARE AND CONFIGURATION FILE PREFIX AND POSTFIX**

Firmware Prefix and Postfix allows device to download the firmware name with the matching Prefix and Postfix. This makes it possible to store ALL of the firmwares with different version in one single directory. Similarly, Config File Prefix and Postfix allows device to download the configuration file with the matching Prefix and Postfix. Thus multiple configuration files for the same device can be stored in one directory.

In addition, when the field "Check New Firmware only when F/W pre/suffix changes" is selected, the device will only issue firmware upgrade request if there are changes in the firmware Prefix or Postfix.

### **MANAGING FIRMWARE AND CONFIGURATION FILE DOWNLOAD**

When "Automatic Upgrade" is set to "Yes", Service Provider can use P193 to have the devices periodically check with either Firmware Server or Config Server, whenever they are defined. This allows the device periodically check whether there is any new changes need to be taken, similar to the AntiVirus Software to upgrade the Virus Definition files. Screenshot is below:

Automatic Upgrade:

No    Check every day    Check every week  
Hour of the day(0-23):    Day of the week(0-6):

If automatic upgrade is enabled, service provider can further customize the behavior and distribute server load by setting hour of the day and/or day of the week for upgrade.

## RESTORE FACTORY DEFAULT SETTING

**WARNING!** Restoring Factory Default Setting will **DELETE** all configuration information in the GXW4024. Please BACKUP or PRINT out all the settings before you approach following steps. Grandstream will not take any responsibility if you lose all the parameters and cannot connect to your VoIP service provider.

### FACTORY RESET

There are two (2) methods for resetting your unit:

#### Reset Button

Reset default factory settings following these four (4) steps:

1. Unplug the Ethernet cable.
2. Locate a needle-sized hole on the back panel of the gateway unit next to the power connection.
3. Insert a pin in this hole, and press for about 10 seconds, till the LED off and on and a minor click sound heard
4. Take out the pin and wait for the unit boot up. All settings are now restored to factory default.

#### IVR Command

Reset default factory settings using the IVR Prompt (Table 5):

1. Dial “\*\*\*” for voice prompt.
2. Enter “099” and wait for “reset” voice prompt.
3. Enter the encoded MAC address (Look below on how to encode MAC address).
4. Wait the device to reboot automatically and restore factory settings.

#### Encode the MAC Address

1. Locate MAC address of the device. It is the 12 digit HEX number on the bottom of the unit.
2. Key in the MAC address. Use the following mapping:  
0-9: 0-9  
A: 22 (press the “2” key twice, “A” will show on the LCD)  
B: 222  
C: 2222  
D: 33 (press the “3” key twice, “D” will show on the LCD)  
E: 333  
F: 3333

*For example:* if the MAC address is 000**B**8200**E**395, it should be keyed in as “000**222**8200**333**395”.

#### NOTE:

- Factory Reset will be disabled if the “**Lock keypad update**” is set to “Yes”.