

## GXE502X FAQ

**Q: How do I make my own IVR for Auto-Attendant?**

A: You will need to record your IVR with 8000Hz/MONO/16bit in wav format, then upload the IVR file to the GXE502X under Auto-Attendant setting. You can preview the recording.

**Q: Can I use a phone to record IVR for Auto-Attendant?**

A: Yes, this feature is supported in firmware version 1.0.0.56 and above.

**Q: What is the USB port for?**

A: Currently the USB port is used for an internal troubleshooting file dump. Grandstream will provide more features for the USB port in the future, if you have any suggestions, please send your recommendation to [gxebetatest@grandstream.com](mailto:gxebetatest@grandstream.com)

**Q: Why can I hear a humming noise on incoming calls from the PSTN?**

A: In general, the Humming noise comes from non-grounded power sources, it could be from the PSU to the GXE502X, or could be from the PSU of the Switch/Hub's that is connected to the GXE502X WAN/LAN port. It's recommended to use a grounded PSU for most of the network environment. Grandstream is also working on improving the PSU for the GXE502X. If you have any issues, please contact [support@grandstream.com](mailto:support@grandstream.com) for troubleshooting.

**Q: Why can I hear an ECHO on the VoIP side when there is a call between the PSTN and an internal extension via the built-in FXO ports?**

A: Echo is generated because of incompatible AC Impedance on FXO lines. In general, the Impedance is chosen based on the country where the GXE502X is installed. If you have problems, you can choose the "Model" setting and select the corresponding Impedance number until it matches and does not generate echo.

**Q: How can I use the GXE502X to receive incoming faxes?**

A: GXE502X has a build-in FAX server that can take any incoming faxes, it allows users to designate a particular extension for incoming faxes, it auto-detect incoming faxes and can convert the incoming fax to PDF file and send it to the designated email address. The GXE502X also allows extensions to send faxes to each other.

**Q: Do I need to reboot the GXE502X to turn on Syslog?**

A: No. By default, the Syslog is already turned on to report at ERROR level. You can choose any other level including DEBUG, it will be activated immediately after selecting the level.

**Q: Does the GXE502X support multi-layer voice menus for the Auto-Attendant?**

A: Yes. Users can create multiple Voice Menus and choose "Other Voice Menu" on the voice menu configuration page to cascade multiple voice menus.



**Q: Can you peer multiple GXEs through DDNS as oppose to using a static IP address?**

A: Yes, it is possible to use a dynamic domain name. However the current firmware does not support TZO so if the IP address changes the GXE does not have the client to update it.

**Q: Can you prepend an area code as a prefix on the FXO ports for outgoing calls?**

A: No, at this time you can only put a prepend prefix on SIP trunks.

**Q: What codec/format is voicemail recorded in?**

A: Voicemail is recorded in the G.723 codec.

**Q: When entering the voicemail system my extension # and password are not recognized by the GXE. How can I fix this?**

A: The GXE502X uses RFC 2833 for its DTMF tones. Make sure that all registered SIP devices have their DTMF mode set to RFC 2833.

**Q: When I enter the voicemail feature code: \*99 I do not hear an IVR? What can I do?**

A: Your GXE may not have come pre-loaded with the newest voice prompts. You can download the newest voice prompts from:

<http://www.grandstream.com/BETATEST/GXE5000>

**Q: Why doesn't anything happen when I try to dial in or out of my PSTN lines.**

A: Most likely you did not set up the line call control for the FXO port that the PSTN line is connected to. Click on the *Trunk/Phone Lines* section of the web UI and go to the *Internal PSTN Trunk Line* configuration page. Go to the *Line Call Control* field at the bottom the page and set up the outbound prefix and inbound call flow for each FXO port that is connected to a phone line. Save your changes and reboot the GXE. Your analog phone lines should now work properly.

**Q: Why won't my fax-to-email messages open in Adobe Acrobat?**

A: You are probably using an outdated version of Adobe Acrobat. Make sure that you have version 6.0 or higher.

**Q: Does the GXE have the ability to setup an extension that is only for fax to email?**

A: Yes, You can do this by choosing one of your available extensions from the drop down box of the *Fax To* feature on the Auto Attendant voice menu. You should also check the "no" radio button for the *Voicemail Allowed* field for the extension that you are using exclusively for fax to email. You can do this by clicking the modify button next to the extension on the extensions directory page.

**Q: How do Feature Codes work on the GXE502X?**

A: You have to enter the star ( \* ) code followed by another star. For example, \*72 is the \* code for "Unconditional Call Forward." If you want to enable it for extension 8003, the dial sequence should be: \*72\*8003

**Q: Why can't I see Caller ID from incoming PSTN calls?**

A: Increasing the minimum RX level for FSK Caller ID from the default (-40 db) to a higher level (0 db) may fix the problem. Please be advised that this may also introduce noise from the PSTN line as well.

**Q: I am using an HT503 as an external PSTN trunk, why are the GXE's feature codes not working?**

A: For feature codes to work on an HT503 registered with the GXE, you must set the *Enable call features* radio button to "No" and use the following syntax for the dial plan: Dial-plan = {\*x+}

**Q: After adding agents to a call queue, why are calls coming into the queue not automatically routed to the agents even when they are not busy?**

A: You probably forgot to set the "Publish for Presence" field to YES on the agent's account page (on the phone web UI).

**Q: How do Call Park and Call Pick up work?**

A: Call Park is done using an Attended-Transfer. For example, if you have a GXP2000 that takes an incoming call on Line 1, you can press Line 2(or any line in this case) to automatically put Line 1 on hold. You can then enter your Call-Park feature code (ie. \*75), this will prompt a parking announcement: "Parked At 000." You can then press Transfer followed by the Line1 button to transfer the call on Line1 into parking extension 000. To pick up the call, dial \*76\*000 to pick up the call, assuming \*76 is your Call-Pickup feature code. The parking extension number starts at 000.

**Q: Is there any reference table for defining the Time Zone?**

A: Yes, please see following:

<b>Australia</b>	Melbourne,Canberra,Sydney	EST-10EDT-11,M10.5.0/02:00:00,M3.5.0/03:00:00
	Perth	WST-8
	Brisbane	EST-10
	Adelaide	CST-9:30CDT-10:30,M10.5.0/02:00:00,M3.5.0/03:00:00
	Darwin	CST-9:30
	Hobart	EST-10EDT-11,M10.1.0/02:00:00,M3.5.0/03:00:00
<b>Europe</b>	Amsterdam, Netherlands	CET-1CEST-2,M3.5.0/02:00:00,M10.5.0/03:00:00
	Athens, Greece	EET-2EEST-3,M3.5.0/03:00:00,M10.5.0/04:00:00
	Barcelona, Spain	CET-1CEST-2,M3.5.0/02:00:00,M10.5.0/03:00:00
	Berlin, Germany	CET-1CEST-2,M3.5.0/02:00:00,M10.5.0/03:00:00
	Brussels, Belgium	CET-1CEST-2,M3.5.0/02:00:00,M10.5.0/03:00:00
	Budapest, Hungary	CET-1CEST-2,M3.5.0/02:00:00,M10.5.0/03:00:00
	Copenhagen, Denmark	CET-1CEST-2,M3.5.0/02:00:00,M10.5.0/03:00:00
	Dublin, Ireland	GMT+0IST-1,M3.5.0/01:00:00,M10.5.0/02:00:00
	Geneva, Switzerland	CET-1CEST-2,M3.5.0/02:00:00,M10.5.0/03:00:00

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	Helsinki, Finland	EET-2EEST-3,M3.5.0/03:00:00,M10.5.0/04:00:00
	Kyiv, Ukraine	EET-2EEST,M3.5.0/3,M10.5.0/4
	Lisbon, Portugal	WET-0WEST-1,M3.5.0/01:00:00,M10.5.0/02:00:00
	London, Great Britain	GMT+0BST-1,M3.5.0/01:00:00,M10.5.0/02:00:00
	Madrid, Spain	CET-1CEST-2,M3.5.0/02:00:00,M10.5.0/03:00:00
	Oslo, Norway	CET-1CEST-2,M3.5.0/02:00:00,M10.5.0/03:00:00
	Paris, France	CET-1CEST-2,M3.5.0/02:00:00,M10.5.0/03:00:00
	Prague, Czech Republic	CET-1CEST-2,M3.5.0/02:00:00,M10.5.0/03:00:00
	Roma, Italy	CET-1CEST-2,M3.5.0/02:00:00,M10.5.0/03:00:00
	Moscow, Russia	MSK-3MSD,M3.5.0/2,M10.5.0/3
	St.Petersburg, Russia	MST-3MDT,M3.5.0/2,M10.5.0/3
	Stockholm, Sweden	CET-1CEST-2,M3.5.0/02:00:00,M10.5.0/03:00:00
	Tallinn, Estonia	EET-2EEST-3,M3.5.0/03:00:00,M10.5.0/04:00:00
<b>New Zealand</b>	Auckland, Wellington	NZST-12NZDT-13,M10.1.0/02:00:00,M3.3.0/03:00:00
<b>USA &amp; Canada<sup>1</sup></b>	Hawaii Time	HAW10
	Alaska Time	AKST9AKDT
	Pacific Time	PST8PDT
	Mountain Time	MST7MDT
	Mountain Time (Arizona, no DST)	MST7
	Central Time	CST6CDT
	Eastern Time	EST5EDT
	Atlantic Time	AST4ADT
	Atlantic Time (New Brunswick)	AST4ADT,M4.1.0/00:01:00,M10.5.0/00:01:00
	Newfoundland Time	NST+3:30NDT+2:30,M4.1.0/00:01:00,M10.5.0/00:01:00
<b>Asia</b>	Jakarta	WIB-7
	Singapore	SGT-8
	Ulaanbaatar, Mongolia	ULAT-8ULAST,M3.5.0/2,M9.5.0/2
<b>Central and South America</b>	Brazil, São Paulo	BRST+3BRDT+2,M10.3.0,M2.3.0
	Argentina	UTC+3
	Central America	CST+6