



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 GXE5000 under Auto-Attendant setting. You can preview the recording.

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

A: Not in the current firmware. The future firmware will allow user to record IVR via any extensions.

Q: What is USB port for?

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

Q: When there is a call coming from PSTN, I can hear some humming noise, what's wrong?

A: In general, the humming noise come from the none-grounded power source, it could be from the PSU to GXE5000, or could be from the switch/hub's PSU that connected to the GXE5000 WAN/LAN port. It is recommended to use a Ground PSU for most of the network environment. Grandstream is working on improving the PSU for GXE5000. If you have any questions, please contact support@grandstream.com for troubleshooting.

Q: When there is a call between PSTN and internal extension via build-in FXO port, the VoIP side can hear echo, what's wrong?

A: Echo is generated because of incompatible AC Impedance on FXO lines. In general, the Impedance is chosen base on the country where the GXE5000 is, if, however, it's not working well, you can chose using "Model" and select the corresponding Impedance number till it matches and does not generate echo.

Q: How do I use GXE5000 to take incoming faxes?

A: GXE5000 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-detects incoming faxes and converts the incoming fax to a PDF file and sends it to the designate person via email. GXE5000 also allow different extension to send faxes to each other.

Q: Do I need to reboot GXE5000 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 GXE5000 supports multi-layer voice menu for Auto-Attendant?

A: Yes. Users can create multiple Voice Menus and choose "Other Voice Menu" 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: 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.