Grandstream Networks, Inc.

GXV3380

IP Multimedia Phone for Android™

User Guide

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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 guide, could void your manufacturer warranty.

WARNING

Please do not use a different power adaptor with devices as it may cause damage to the products and void the manufacturer warranty.

FCC Statement

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

The device complies with FCC radiation exposure limits set forth an uncontrolled environment and it also complies with Part 15 of the FCC RF Rules. This equipment must be installed and operated in accordance with provided instructions and the antenna(s) used for this transmitter must be installed to provide a separation distance of at least 20 cm from all persons and must not be co-located or operating in conjunction with any other antenna or transmitter. End-users and installers must be provided with antenna installation instructions and consider removing the no-collocation statement.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Caution

Any changes or modification not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

CE DECLARATION OF CONFORMITY

This transmitter complies with the essential requirements and provisions of directives 2014/53/EU, 2014/30/EU, 2015/35/EU and subsequent amendments, according to standards

Draft ETSI EN 301 489-1 V2.2.1;Draft ETSI EN 301 489-17 V3.2.0;

EN 55032:2015 /AC:2016;EN55035:2017;EN61000-3-3:2013;EN 61000-3-2:2014

ETSI EN 300 328 V2.1.1;ETSI EN 301 893 V2.1.1;EN 62311: 2008;EN 62368-1:2014

CE

Manufacturer: Grandstream Networks, Inc.

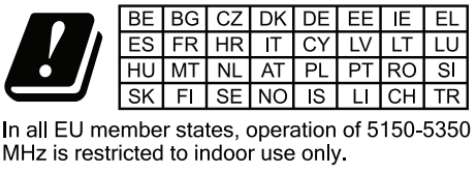
126 Brookline Ave, 3rd Floor Boston, MA 02215, USA

EUT Feature				
Tx/Rx Frequency Range	2402~2480 MHz	2402~2480 MHz	2412~2472 MHz	5150~5250 MHz 5250~5350 MHz 5470~5725 MHz
Number of Channels	79	40 (37 hopping + 3 advertising channels)	13	UNII Band I: 802.11a/n-HT20-VHT20: 4 channels 802.11n/ ac -HT40-VHT40: 2 channels 802.11ac-VHT80:1 Channel UNII Band II: 802.11a/n-HT20-VHT20: 4 channels 802.11n/ ac -HT40-VHT40: 2 channels 802.11ac-VHT80:1 Channel UNII Band III: 802.11a/n-HT20-VHT20: 11 channels 802.11n/ac-HT40-VHT40: 5 channels 802.11ac-VHT80:2 Channels
Carrier Frequency of Each Channel	f=2402+k MHz (k=0,1,2….,78)	f=2402+k MHz (k=0,2,4…,39)	-	-
Antenna Type/Gain	Internal PCB Antenna / gain 4.0 dBi	Internal PCB Antenna / gain 4.0 dBi	Internal PCB Antenna / gain 4.0 dBi	Internal PCB Antenna / gain 5.0 dBi
Type of Modulation	Bluetooth BR 1Mbps: GFSK Bluetooth EDR 2Mbps: π/4-DQPSK Bluetooth EDR 3Mbps: 8DPSK	Bluetooth LE: GFSK	802.11b: DSSS (DBPSK / DQPSK / CCK) 802.11g/n: OFDM (BPSK / QPSK / 16QAM / 64 QAM)	802.11a/n/ac: OFDM (BPSK / QPSK / 16QAM / 64QAM)
Operation temperature	0 °C ~ +40 °C			
Storage temperature	-10 °C ~ +60 °C			
Humidity	10 ~ 90% non-condensing			
Domestic use	Industrial use Class B			

Caution: Exposure to Radio Frequency Radiation

This equipment complies with EU radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance of 20 cm between the radiator and your body.

CE Authentication



Hereby, Grandstream Networks, Inc. declares that the radio equipment GXV3380 is in compliance with Directive 2014/53/EU.

The full text of the EU declaration of conformity is available at the following internet address:

https://www.grandstream.com/support/resources/

RF Power and Power Adapter Statement

WLAN		
Standard	**Frequency**	**EIRP Power (dBm)**
Wi-Fi 2.4G	2.4~2.4835GHZ	18.70
Wi-Fi 5G	5.15~5.25GHz	22.06
	5.25~5.35GHz	19.21
	5.47~5.725GHz	18.24

Bluetooth	
Bluetooth version	**EIRP Power (dBm)**
EDR	12.14
LE	8.42

The power adapter is a power-off device.

GNU GPL INFORMATION

GXV3380 firmware contains third-party software licensed under the GNU General Public License (GPL). Grandstream uses software under the specific terms of the GPL. Please see the GNU General Public License (GPL) for the exact terms and conditions of the license.

Grandstream GNU GPL related source code can be downloaded from Grandstream web site from: https://www.grandstream.com/sites/default/files/Resources/gxv33XX_gpl.zip

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DOCUMENT PURPOSE

This document describes how to configure the GXV3380 via phone's LCD menu and web UI menu to fully manipulate phone's features. To learn advanced functions of GXV3380, please visit https://www.grandstream.com/support to download the latest “GXV3380 Administration Guide”.

This guide covers following topics:

- Product Overview
- Getting started
- Getting to know GXV3380
- Make phone calls
- Contacts
- GXV3380 Settings
- Harassment Interception
- Call history
- SMS
- Recorder
- File manager
- GS Market
- FTP Server
- Camera
- Browser
- Action URL
- Connect to network and devices
- Emergency call
- Experiencing the GXV3380 applications

CHANGE LOG

This section documents significant changes from previous versions of user guide for GXV3380. Only major new features or major document updates are listed here. Minor updates for corrections or editing are not documented here.

Firmware Version 1.0.3.29

- No Major Change.

Firmware Version 1.0.3.27

- Added a “Mute” option to account ring tone list. [Account Ringtones]

Firmware Version 1.0.3.25

- Improved UI display of setting clock as screensaver. [Screensaver]
- Modified anonymous call to be unknown number in call logs. [CALL HISTORY]
- Added call types icon in Call History app to indicate audio or video calls. [CALL HISTORY]
- Moved rejected calls to incoming calls category in Call History app. [CALL HISTORY]
- Updated “No/Noise” button in Audio Diagnostics to 2 separate ones. [Diagnostics]
- Added multicast intercom global switch in LCD widget. [Multicast Listening switch]
- Updated button in attended transfer from “Blind” to “Transfer now”. [Attended Transfer]
- Supported selecting call mode when calling from history. [Dial a Number via Call History]
- Updated calling account display to Account Name instead of SIP Authentication ID. [Account Status]
- Added support that Apps can be grouped into folders on home screen. [Group Apps into folders on home screen
- Supported switching cities from the weather widget directly. [Set Weather Widget]

Firmware Version 1.0.3.21

- No Major Change.

Firmware Version 1.0.3.19

- Added support for integrated call control features with GUV3000/3005. [USB Headset]
- Improved the LCD display format.

Firmware Version 1.0.3.9

- Added Berlin, Dublin time zone in Date & time settings.
- Improved the recording name format with timestamp.
- Added BS-history in Call History app.
- Improved some UI by position adjustment and adding prompts on LCD and web.
- Improved that device will present in low rate if there is negotiation in video presentation bitrate.

- Updated validation for automatic upgrade mode and related time settings.
- Hide video call button when video call is disabled.
- Updated mute icon position in call page to avoid misunderstanding.
- Updated the contact would be called using the first active account, not the last used account.
- Added a note for direct dial widget when there is no contact.
- Updated USB upgrade LED display to fast red flash. [GXV3380 MWI LED Status]
- Updated "São Paulo" time zone to UTC-3.
- Updated the attended transfer button to “Transfer now” during a call.
- Improved device audio quality during a call.
- Updated Chromium/integrated browser for integration with their webRTC app.
- Added Presentation app.
- Added Accessibility in Settings. The features originate from the Android system.

Firmware Version 1.0.1.19

- Supported sending messages from contact detail page by adding the SMS button. [SMS]
- Supported ability to query a LDAP contact in an emergency call.
- Improved that call forward has higher priority over DND.

Firmware Version 1.0.1.14

- This is the Initial Version.

WELCOME

Thank you for purchasing Grandstream GXV3380 IP Multimedia Phone for Android™. The GXV3380 IP Video Phone for Android combines a 16-line IP video phone with a multi-platform video conferencing solution and the functionality of an Android tablet to offer an all-in-one communications solution. The phone features an 8” 1280x800 capacitive touch screen IPS LCD, Mega pixel camera, dual Gigabit ports with PoE/PoE+, HD audio and video, integrated Wi-Fi (Dual band 802.11a/b/g/n/ac) & Bluetooth 4.2+ EDR, rich peripheral interfaces, and Android 7.1.1. By combining a state-of-the-art IP video phone, an advanced video conferencing solution, and the functionality of a tablet, businesses throughout the world can now use the GXV3380 for all communication and productivity needs.

PRODUCT OVERVIEW

Feature Highlights

The following tables contain the major features of the GXV3380:

Table 1: GXV3380 Features in a Glance

 GXV3380	• 16 lines with up to 16 SIP accounts, up to 7-way audio conference and 3-way 1080p 30fps HD video conference, phonebook with up to 2000 contacts, call history with up to 2000 records. • Dual switched 10/100/1000Mbps network ports, Dual-band 2.4GHz & 5GHz Wi-Fi (802.11a/b/g/n/ac), PoE/PoE+, Bluetooth 4.2+EDR, USB, SD, HDMI, EHS with Plantronics headsets support. • 8" (1280x800) capacitive (5 points) touch screen IPS LCD, mega pixel CMOS sensor camera with privacy shutter. • HD wideband audio, full-duplex hands-free speakerphone with HD acoustic chamber, advanced acoustic echo cancellation and excellent double-talk performance. • Runs the Android™ Operating System 7.1.1.

GXV3380 Technical Specifications

The following table resumes all the technical specifications including the protocols / standards supported, voice codecs, telephony features, languages and upgrade/provisioning settings for the phone GXV3380.

Table 2: GXV3380 Technical Specifications

Protocols/Standards	SIP RFC3261, TCP/IP/UDP, RTP/RTCP, HTTP/HTTPS, ARP, ICMP, DNS (A record, SRV, NAPTR), DHCP, PPPoE, SSH, TFTP, NTP, STUN, SIMPLE, LLDP-MED, LDAP, TR-069, 802.1x, TLS, SRTP, IPv6, OpenVPN®.
Network Interfaces	Dual switched 10/ 100/ 1000 Mbps ports with integrated PoE/PoE+
Graphic Display	8" 1280×800 capacitive touch screen (5 points) IPS LCD
Camera	Tiltable 2 megapixel CMOS camera with privacy shutter, 1080p 30fps
Bluetooth	Yes, integrated Bluetooth 4.2 + EDR

Wi-Fi	Yes, dual-band (2.4GHz & 5GHz) with 802.11a/b/g/n/ac and WMM
Auxiliary Ports	RJ9 headset jack (allowing EHS with Plantronics headsets), 3.5mm stereo headset with microphone, USB 2.0 port, micro SD, HDMI-out (1.4 up to 1080p60fps), HDMI-in (1.4 up to 1080p@60fps)
Feature Keys	2 function touch keys VOLUME +/-, 3 dedicated Android touch keys HOME, MENU, and BACK
Voice Codec	G.711μ/a, G.722 (wide-band), G.726-32, iLBC, Opus, G.729A/B, in-band and out-of-band DTMF (In audio, RFC2833, SIP INFO), VAD, CNG, AEC, PLC, AJB, AGC, ANS
Video Codec and Capabilities	H.264 BP/MP/HP, video resolution up to 1080p, frame rate up to 30 fps, bitrate up to 4Mbps, 3-way video conference (1080p@30fps), BFCP, people video (up to 1080p@30fps) + content video (up to 1080p@15fps), anti-flickering, auto focus and auto exposure, camera block
Telephony Features	Hold, transfer, forward (unconditional/no-answer/busy), call park/pickup, 7-way audio conference (including the host), shared-call-appearance (SCA) / bridged-line-appearance (BLA), virtual MPK, downloadable contacts (XML, LDAP, up to 2000 items), call record(local and server), call log (up to 2000 records), call waiting, auto answer, XML customization of screen, click-to-dial, flexible dial plan, hot desking, personalized music ringtones and music on hold, server redundancy & fail-over
Sample Applications	Local apps: Contacts, Call History, File Manager, Programmable Key, Settings, Browser, Voicemail, Calculator, Clock, Recorder, FTP, Backup and Restore GS Market BS XSI, etc. Supports third-party Android apps including Skype, Google Hangouts, Skype for Business, etc.
Android	Runs Android 7.1.1
Applications Deployment	Supports Android 7.x compliant applications to be developed, downloaded and embedded on the device with provisioning control
HD Audio	Yes, 2 omnidirectional microphones, HD handset and speakerphone with support for wideband audio
Base Stand	Integrated stand with multiple adjustable angles
QoS	Layer 2 QoS (802.1Q, 802.1p) and Layer 3 (ToS, DiffServ, MPLS) QoS
Security	User and administrator level passwords, MD5 and MD5-sess based authentication, 256-bit AES encrypted configuration file, TLS, SRTP, HTTPS, 802.1x media access control, Kensington Security Slot (Kensington Lock) support

Multi-language	English, German, Italian, French, Spanish, Portuguese, Russian, Croatian, Chinese, Korean and Japanese
Upgrade/ Provisioning	Firmware upgrade via TFTP / HTTP / HTTPS or local HTTP upload, mass provisioning using TR069 or AES encrypted XML configuration file
Power and Green Energy Efficiency	Universal power adapter included: Input: 100-240VAC 50-60Hz; Output 12VDC 1.5A (18W) Integrated PoE* 802.3af Class 3, PoE+ 802.3at, Class 4 **USB, HDMI-in and HDMI-out enabled only when power supply or PoE+ is used.*
Physical	**Dimension :** 263mm (L) x 206mm (L) x 88.69mm (H) **Unit weight:** 1.65kg **Package weight:** 2.22kg
Temperature and Humidity	Operation: 0°C to 40°C, Storage: -10°C to 60°C, Humidity: 10% to 90% Non-condensing
Package Content	GXV3380 phone, handset with cord, base stand, universal power supply, network cable, screen cleaning cloth, quick installation guide, brochure, GPL license
Compliance	FCC: Part 15 (CFR 47) Class B; UL 60950 (power adapter); Part68 (HAC) CE: EN55022 Class B, EN55024, EN61000-3-2, EN61000-3-3, EN60950-1, EN62479, RoHS RCM: AS/ACIF S004; AS/NZS CISPR22/24; AS/NZS 60950; AS/NZS 4268

GETTING STARTED

This chapter provides basic installation instructions including the list of the packaging contents and also information for obtaining the best performance with the GXV3380.

Equipment Packaging

Table 3: Equipment Packaging

GXV3380
• 1x GXV3380 Main Case. • 1x Handset. • 1x Phone Cord. • 1x Ethernet Cable. • 1x 12V Power Adapter. • 1x Screen Cleaning Cloth. • 1x Quick Installation Guide. • 1x GPL License.

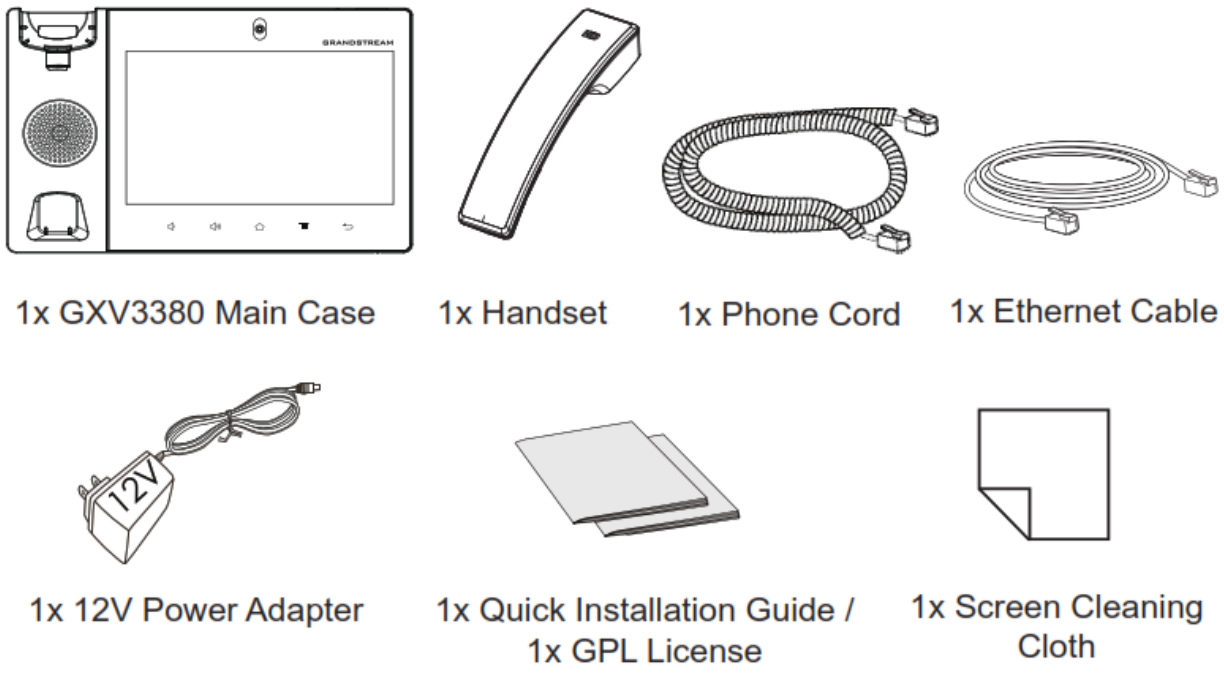

Figure 1: GXV3380 Package Content

Note: Check the package before installation. If you find anything missing, contact your system administrator.

Description of the GXV3380

Front View

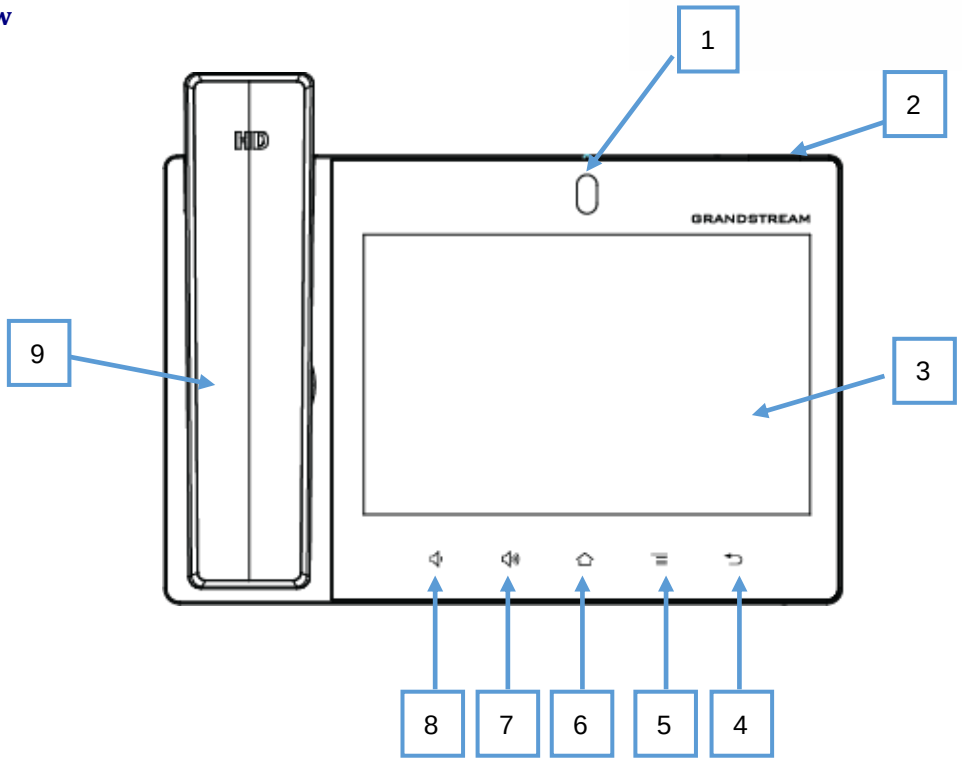

Figure 2: GXV3380 Front

Table 4: GXV3380 Front View

Item	Name	Description
1	**Front Camera**	Mega pixel front camera. The angle can be adjusted, and the camera can be blocked by scrolling up/down the wheel on the back of the camera.
2	**MWI LED Indicator**	To indicate message status, call status and phone's system status using the LED indicator.
3	**LCD**	8" (1280x800) capacitive (5 points) IPS LCD touch screen.
4	**Back**	Tap to go back to the previous menu.
5	**Menu**	Press MENU key to access phone's display settings, edit widgets and thread manager. Or press and hold on the MENU key for 2 seconds to enter managing application interface directly.
6	**Home**	Tap to go back to **Home** screen; or touch and press for about 2 seconds to take a screenshot of phone's screen.
7	**Volume Up**	Tap to turn up the call volume and media volume.
8	**Volume Down**	Tap to turn down the call volume and media volume.
9	**Handset**	Off hook to use handset as the audio channel for calls and media.

Back View

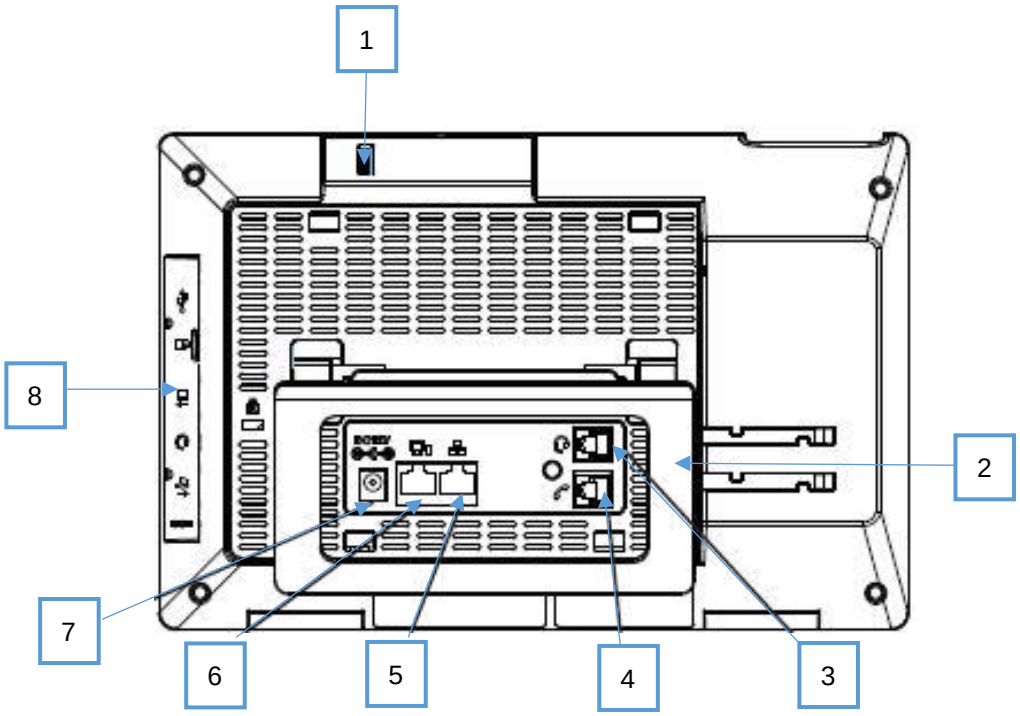

Figure 3: GXV3380 Back View

Table 5: GXV3380 Back View

Item	Name	Description
1	**Camera Adjusting Wheel**	Scroll up/down to adjust the camera angle.
2	**Phone Stand (built-in)**	Adjust the phone stand angle to place the phone on the desk.
3	**Headset Port**	RJ9 headset connector port (supporting EHS with Plantronics headset).
4	**Handset Port**	RJ9 handset connector port.
5	**LAN Port**	10/100/1000Mbps RJ-45 port connecting to Ethernet. PoE/PoE+ is supported.
6	**PC Port**	10/100/1000Mbps RJ-45 port connecting to PC.
7	**Power Jack**	12V DC Power connector port.
8	**Side Connectors Cover**	Open the cover for USB port, SD card slot, 3.5mm headset port, HDMI-in and HDMI-out ports.

Side View

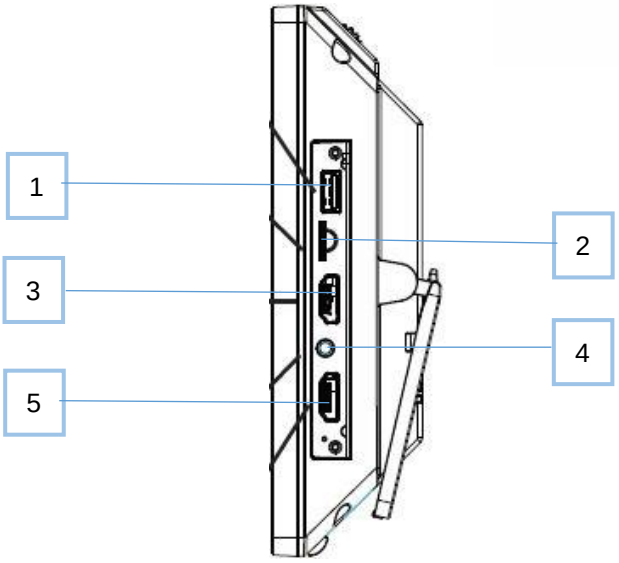

Figure 4: GXV3380 Side View

Table 6: GXV3380 Side View

Item	Name	Description
1	**USB Port**	USB devices can be connected via the USB port. For example, connect a USB flash drive to save captured pictures.
2	**SD Card Port**	Connect SD storage device to the SD Card Slot.
3	**HDMI Output Interface**	Connect to HDMI input devices (e.g., TV)
4	**3.5mm Headset Port**	Connect 3.5mm headset.
5	**HDMI Input Interface**	Connect presentation device (e.g., a laptop).

Connecting and Setting Up the GXV3380

The GXV3380 can be installed on the desktop using the built-in stand or attached on the wall using the slots for wall mounting.

Using the Phone Stand

The GXV3380 has a built-in phone stand. To set up the GXV3380 as your desk phone, follow the steps below:

1. Take the phone stand out on the back and adjust the angle to place the phone steady on the desk;
2. Connect the handset and main phone case with the phone cord;
3. Connect the LAN port of the phone to the RJ-45 socket of a hub/switch or a router (LAN side of the router) using the Ethernet cable;

4. Connect the 12V DC output plug to the power jack on the phone; plug the power adapter into an electrical outlet. If PoE switch is used in step 3, this step could be skipped;

The LCD will display the booting up screen or firmware upgrading information. Before continuing, please wait for the main screen display to show up.

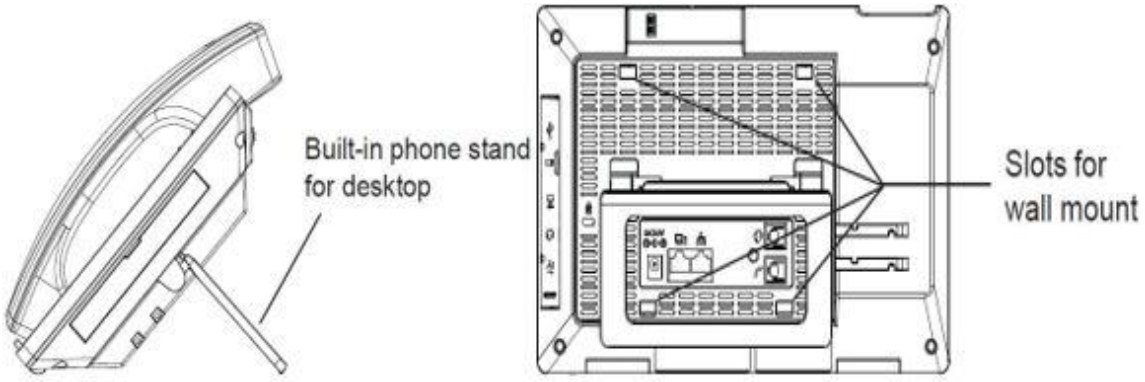

Figure 5: Built in Stand and Mounting Slots on GXV3380

Using the Slots for Wall Mounting

1. Attach the wall mount to the slots on the back of the phone;
2. Attach the phone to the wall via the wall mount hole;
3. Pull out the tab from the handset cradle (see figure below);
4. Rotate the tab and plug it back into the slot with the extension up to hold the handset while the phone is mounted on the wall.
5. Connect the handset and main phone case with the phone cord;
6. Connect the LAN port of the phone to the RJ-45 socket of a hub/switch or a router (LAN side of the router) using the Ethernet cable;
7. Connect the 12V DC output plug to the power jack on the phone; plug the power adapter into an electrical outlet. If PoE switch is used in step 3, this step could be skipped;

The LCD will display the booting up screen or firmware upgrading information. Before continuing, please wait for the main screen display to show up.

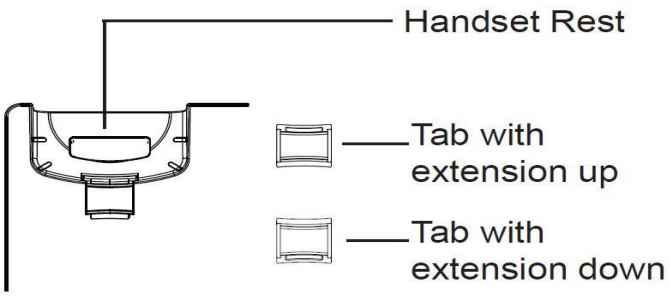

Figure 6: Tab on The Handset Cradle

Connecting the GXV3380

To setup your GXV3380, please follow the steps below:

1. Connect the handset and main phone case with the phone cord;
2. Connect the LAN port of the phone to the RJ-45 socket of a hub/switch or a router (LAN side of the router) using the Ethernet cable;
3. Connect the 12V DC output plug to the power jack on the phone; plug the power adapter into an electrical outlet. If PoE switch is used in step 2, this step could be skipped;
4. The LCD will display booting up or firmware upgrading information. Before continuing, please wait for the main screen display to show up;
5. Using the web configuration interface or from the menu of the touch screen, you can further configure network connection using static IP, DHCP etc.

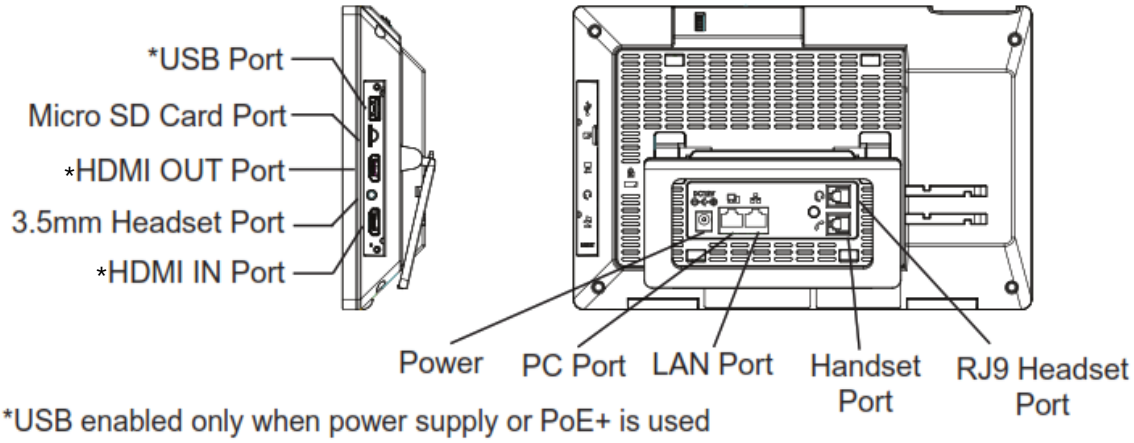

Figure 7: GXV3380 Back / Side View

Note: USB, HDMI-in and HDMI-out will be disabled when using PoE, and enable if using power supply or PoE+

Cleaning the Phone

For daily dust removal and fingerprint removal, please use the screen cleaning cloth in the factory package to wipe the phone. For some special cases like medical environment, you can use medical alcohol or isopropanol. The steps are as followed:

1. Before cleaning the phone, stop using it and disconnect it from the power supply.
2. Spray a small amount of disinfectant on screen, camera, handle and other places that are easily touched by users.
3. Wipe the phone with screen cleaning cloth.
4. Power on until the disinfectant is completely volatilized.

Notes:

- Keep the power plug clean and dry, or may lead to electric shock or other perils.
- DO NOT use disinfectant too frequently.
- DO NOT use high degree or even pure disinfectant. It could damage the phone.

GETTING TO KNOW GXV3380

Use the Touchscreen

When the phone boots up in HOME screen, the LCD will display as below. A registered account is shown in the following figure and users might need register their own account to have the account status displayed.

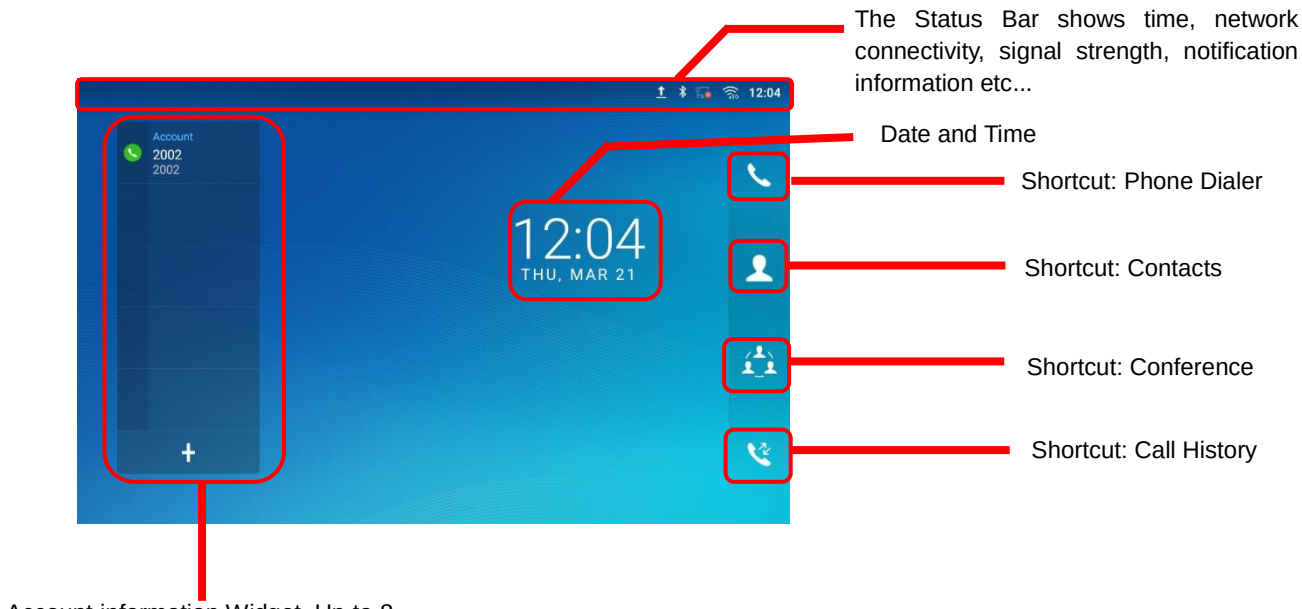

Figure 8: GXV3380 Default Home Screen

Swipe from right to left to show the application menu of the phone. the settings and applications installed will be brought up as shown below.

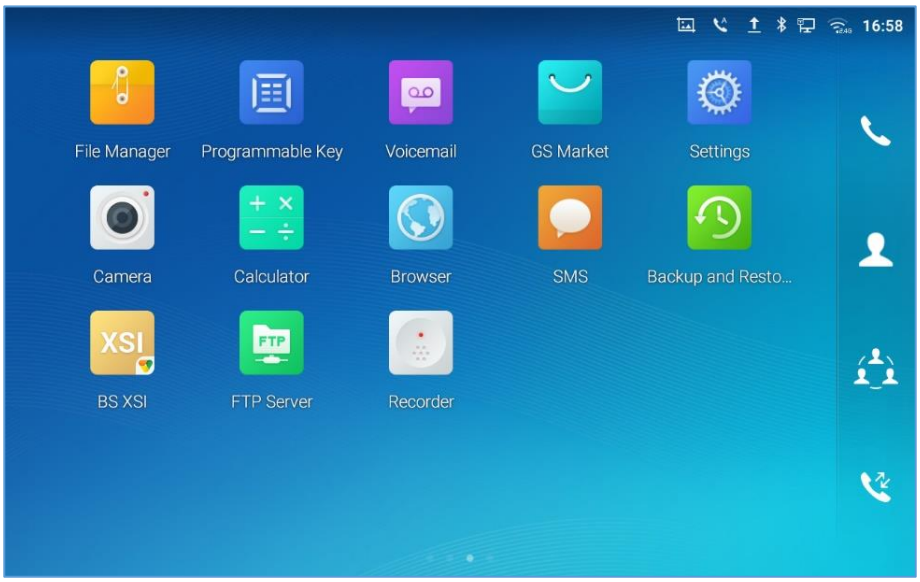

Figure 9: GXV3380 Onscreen Menu

To fully manipulate the GXV3380 capacitive touch screen, use your fingers to operate the following on the GXV3380 icons, buttons, menu items, onscreen keyboard etc.

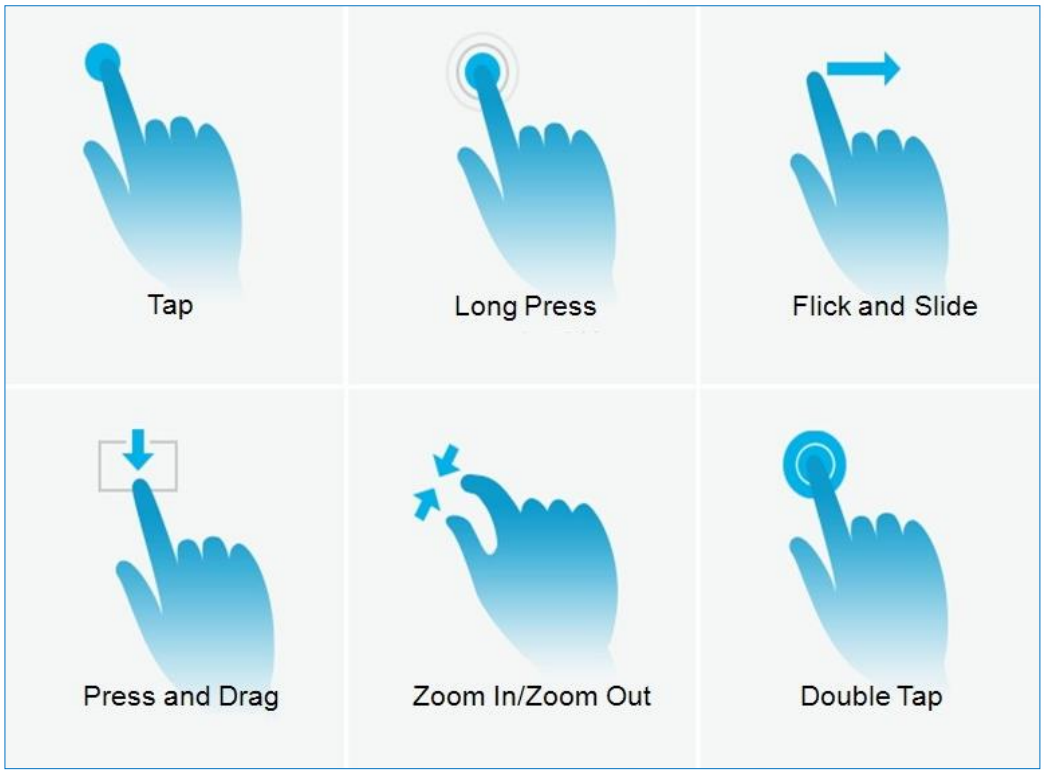

Figure 10: GXV3380 Finger Gestures on the Touch Screen

- **Tap**
  Slightly touch the screen with fingertip to initiate menu, options or applications. For example, to select items on the screen (e.g., setting options, apps etc.); to press onscreen buttons (e.g., "End" or "Options" softkey during the call); to type letters and symbols using the onscreen keyboard.

- **Long Press**
  Touch the screen with fingertip and press for about 2 seconds without lifting your finger from the screen till an action occurs. For example, long press on a picture to bring up selection option.

- **Flick and Slide**
  Touch the screen with fingertip and slide over the screen. For example, user could slide up to scroll up the page, slide down to open dropdown menu, slide left or slide right to delete an item from the list. If your finger stays on the screen for too long, the item may be selected, and sliding won't occur.

- **Press and Drag**
  Touch and press the item, then move it by dragging it up, down, left or right, without lifting your finger from the screen.

- **Zoom In/Zoom Out**
  Place two fingers on the screen, then pinch them together (zoom out) or spread them apart (zoom in).

- **Double Tap**
  Quickly touch the screen twice with fingertip to switch between default display and zoomed-in display. This is usually used when viewing photos or web pages.

Use the Desktop

Desktop Menu

When the GXV3380 is on idle screen, press the MENU key to bring up phone's menu. Users can access the following in the desktop menu:

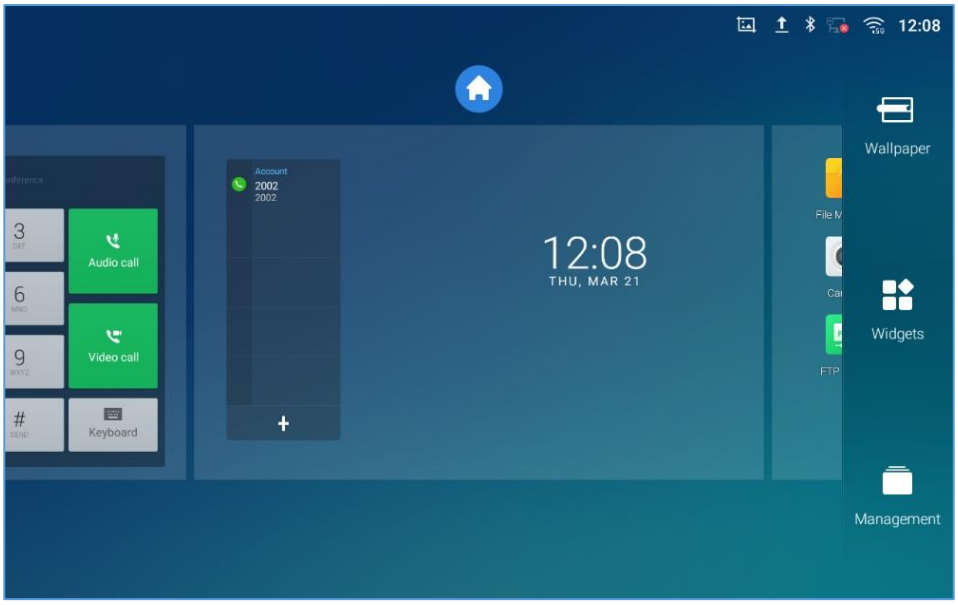

Figure 11: GXV3380 Desktop Menu

- **Desktop page**
  Add, delete or edit desktop pages, set Home page and change the screen sequence.

- **Wallpaper**
  Select wallpaper from Local gallery or from the available system Wallpapers

- **Widgets**
  Add widgets to the desktop by touching and holding the widget from the widget menu.

- **Management**
  Manage running applications on the GXV3380. For more details, please refer to section [***Manage Running Applications***].

Add Widget to Desktop

The GXV3380 provides widgets like account bar, clock, contacts etc. Users could conveniently add those widgets to the desktop as preferred. To add a widget:

1. Press the Menu key or long press on an empty space on the idle screen and select "Widgets".
2. Different widgets will be displayed on the right side of the screen.
3. Select and drag the widget to the desired spot to be placed on the desktop. Please make sure there is enough space on the desktop. Otherwise, the widget won't be added.

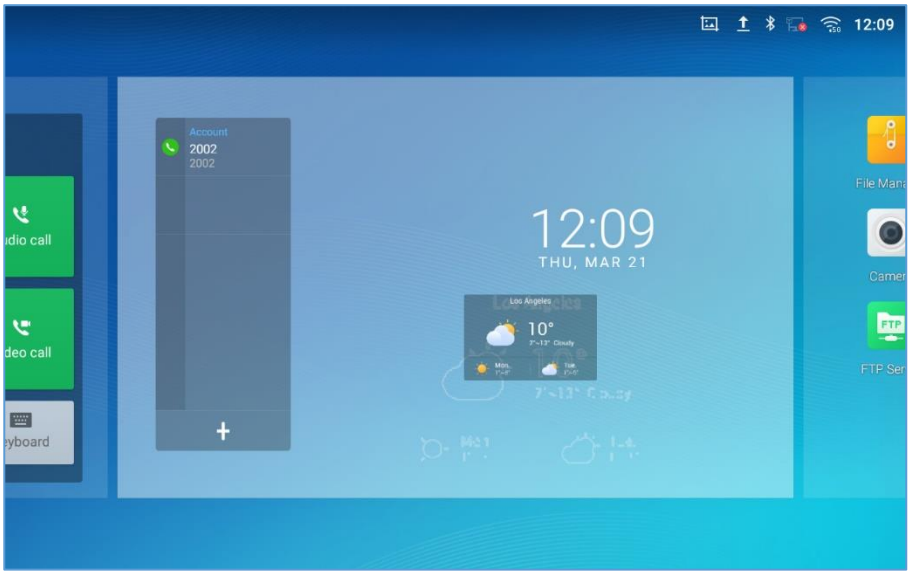

Figure 12: Add Widget to the Desktop

Manage Desktop Items

On the GXV3380 desktop, users could tap on the desktop items to manage shortcuts and widgets. The following operations can be done:

- **Tap on the shortcut icon to open the application.**

  For example, tap on "File Manager" icon to access file manager application.

- **Tap on the widget to open and edit it.**
  For example, tap on the digital clock on the desktop. The clock settings will be brought up for users to set up timer, stopwatch or alarm.

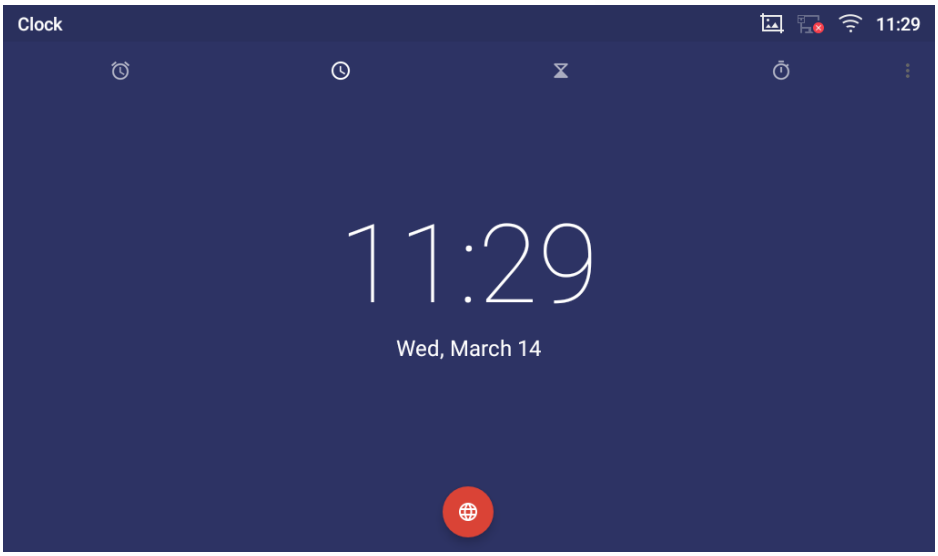

Figure 13: Open Clock Widget

- **Certain widgets such as the MPK Widget can be resized on the desktop.**
  To resize a widget, press and hold the widget for about 2 seconds. Then lift your finger from the screen. This will bring up the white frame as shown in the following figure. Touch and drag the border of the frame to adjust the size.

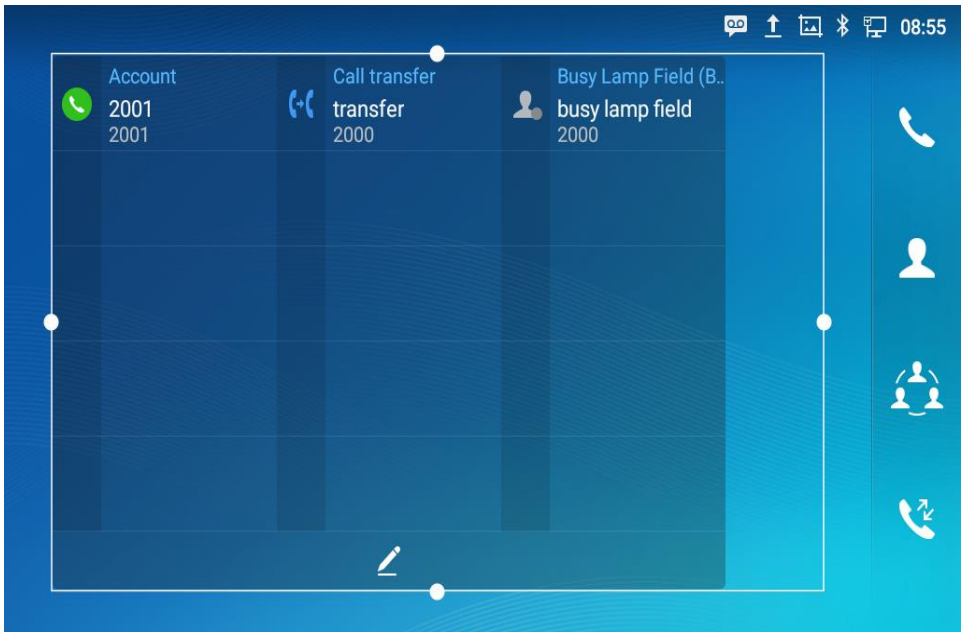

Figure 14: Resize MPK Widget

- **Move/delete Application/Widget**
  To move a shortcut/widget to a different spot on the desktop or to a different idle screen, touch and press the item for about 1 seconds until a recycle bin icon shows up on the top of the screen.

Drag the item up/down/left/right to the destination spot on the screen. Lift your finger once done. To delete the item/widget, press on it for about 1 seconds then move it to the recycle bin on the top of the screen.

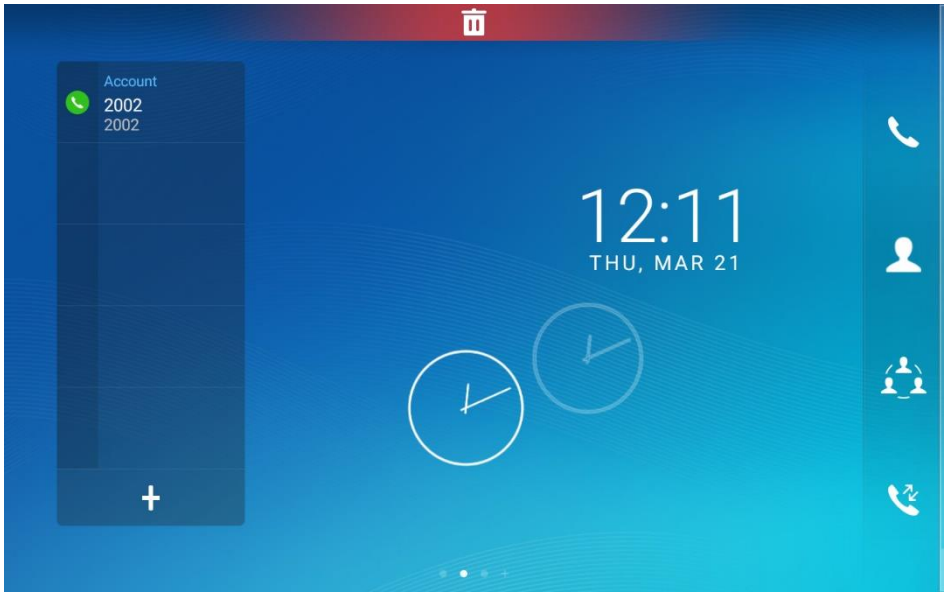

Figure 15: Move Clock Widget

- **Group Apps into folders on home screen**

To group different Apps in a folder, hold press on the app and drag it on top of the other app the folder will be created with a dark background showing icons of the Apps added.

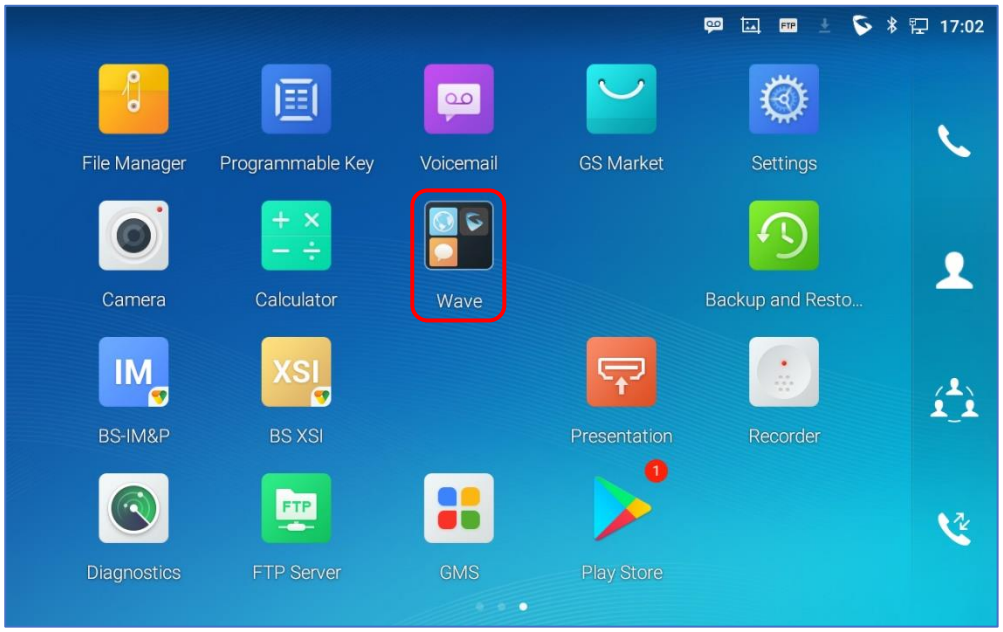

Figure 16 : Grouping apps in one folder

Tap the folder to display the Apps included, you can rename the folder by touching the upper box to

display the keyboard.

⚠ **Note:**

Deleting an application icon will systematically pop up a window asking the permission to uninstall the application from the screen. Press ok to uninstall or press cancel to abort.

Set Wallpapers

On the GXV3380 desktop, touch and press on an empty spot for about 2 seconds or users could press menu key ☰ and select "Wallpaper" to set up the wallpaper for the desktop. Users could select wallpaper from different categories:

- **Local**
  Open Gallery application and tap on the picture to preview. Touch and drag the picture to adjust the frame that will be used as wallpaper. Then tap on "Set Wallpaper" to set the selected area of the picture as wallpaper.

- **Wallpapers**
  On the right side of the Wallpaper menu of the GXV3380. Select the picture from the default wallpapers available to preview and then tap on "Set wallpaper".

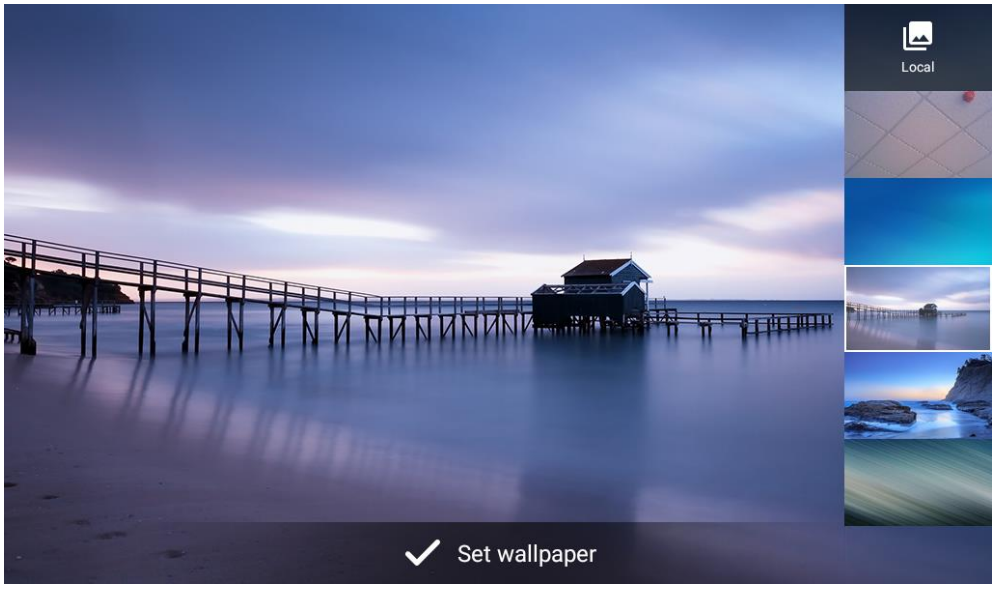

Figure 17: GXV3380 Choose Wallpaper

Set Weather Widget

On the GXV3380 desktop, touch and press on an empty spotz for about 2 seconds or users could press

menu key and select Widgets to display available choices, Long press the Weather widget to add It to the desktop.

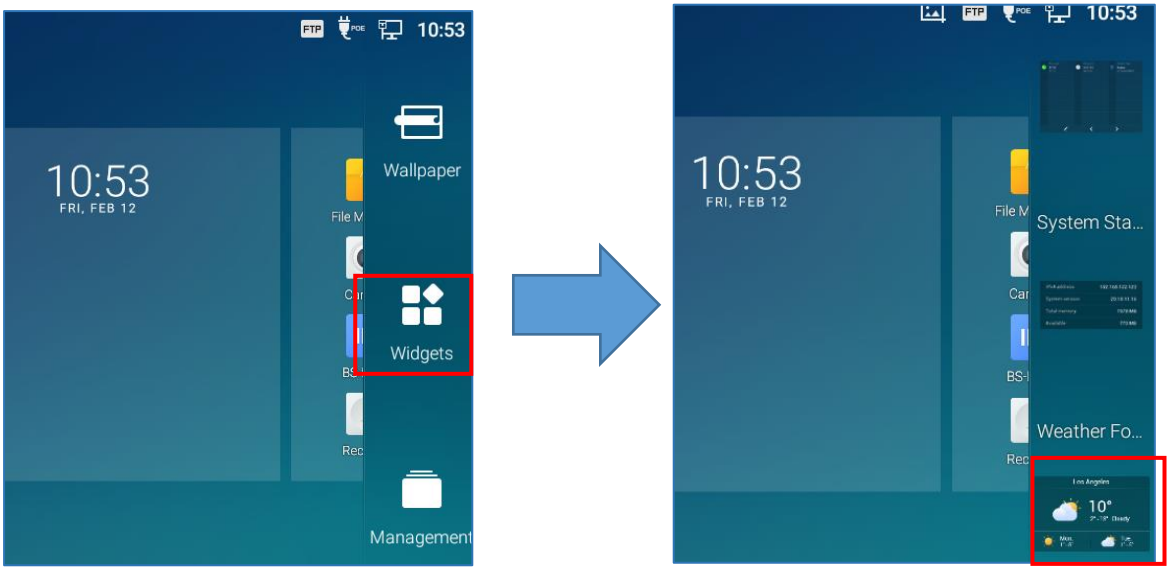

Figure 18 : Accessing available Widgets

Figure 19 : Minimized display of Weather App

Use the Right/Left icons to switch between added cities on the minimized weather screen. Or when maximized use swiping movement to change between cities.

Figure 20 : Weather application

Users can add new cities to the weather application by pressing on Add icon and then search for the wanted city.

Set Programmable Key Widget

On the GXV3380 desktop, touch and press on an empty spot for about 2 seconds or press menu key and select Widgets to display available choices, Long press the Programmable key widget to add It to the desktop (users can choose from multiple sizes; 1xN, 2xN or 3xN).

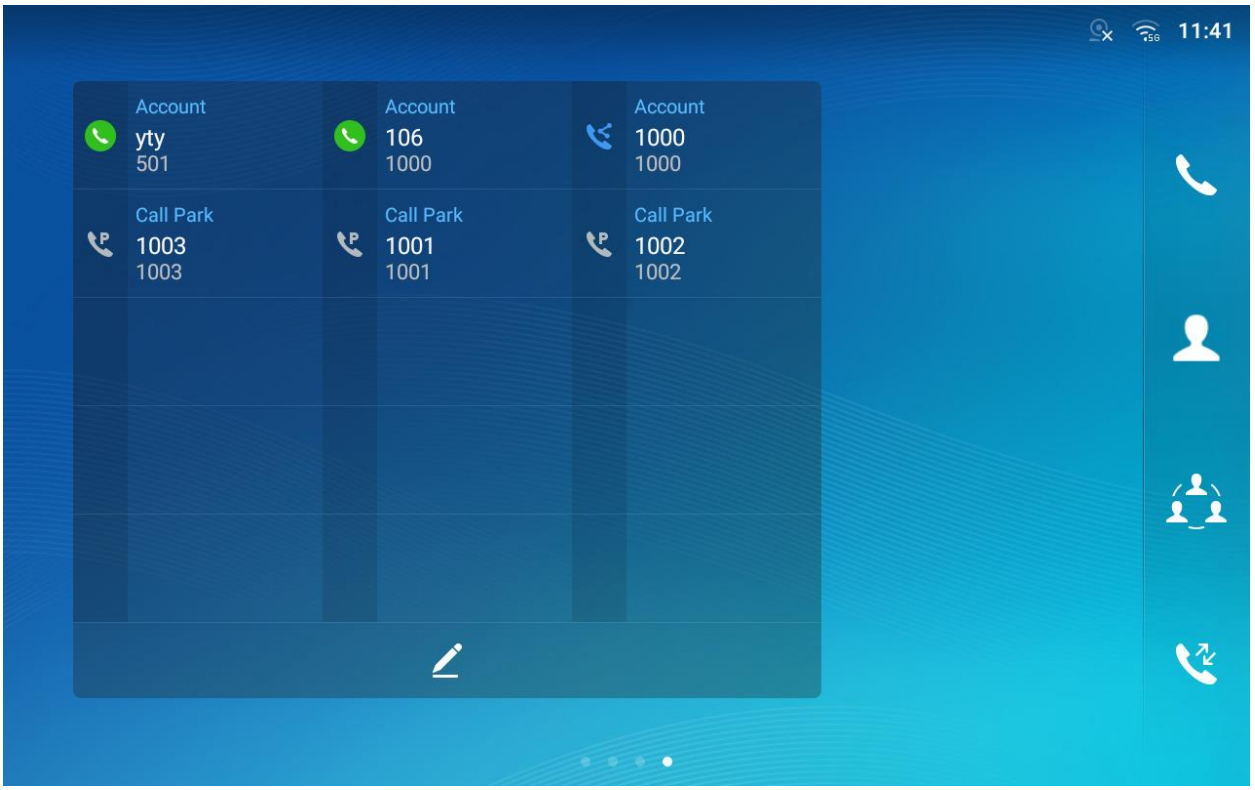

Figure 21: Programmable Key Widget

Press the modify icon to show all the programmable key, then press the plus sign to add and configure of those options (Speed dial, Busy lamp field, Call transfer, Intercom, Speed dial via active account, Dial DTMF, Call park Multicast paging, Dial prefix, and Speed conference)

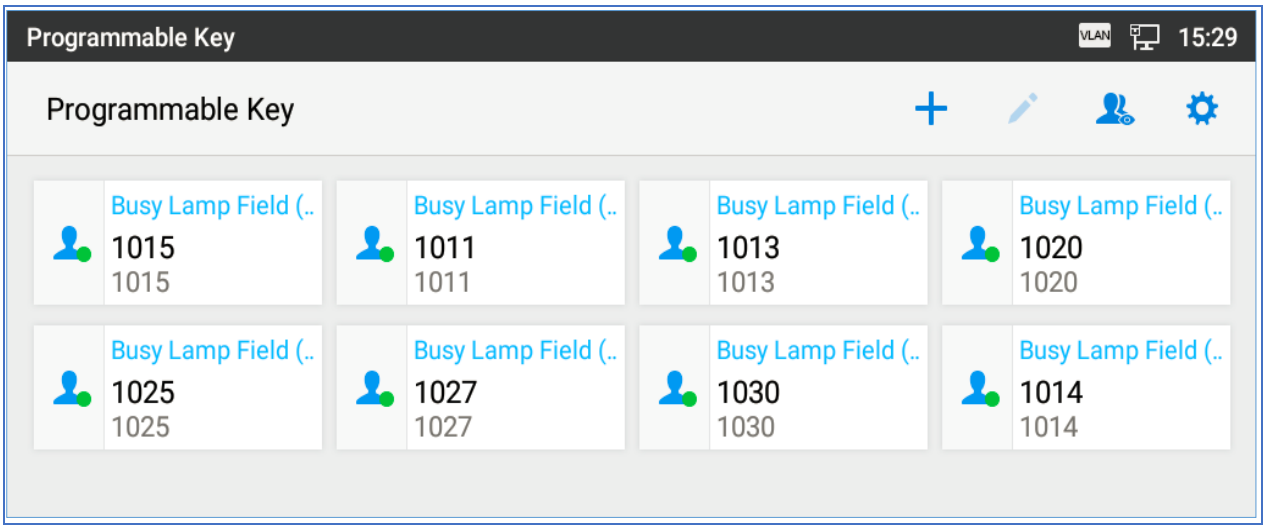

Figure 22: Programmable Keys page

Programmable Key Indicators

The following table shows the indicator status in different scenarios:

Table 7: Programmable Key Indicator

Indicator	Status
	Account Not Registered
	Account Registered
	Account Registering
	Account Call Park
	Dial Prefix
	Speed Dial
	Transfer
	Dial DTMF

	Intercom
	Multicast Paging
	Speed Conference
	BLF Offline
	BLF Busy
	BLF Online
	Call Park Offline
	Call Park Busy
	Call Park Hold
	Call Park Online
	SCA Call Park Offline
	SCA Call Park Busy
	SCA Call Park Hold
	SCA Call Park Online
	SCA account
	SCA Account Busy
	SCA Account Hold
	SCA Account Online

Manage Running Applications

On the GXV3380 desktop, press an empty spot for about 2 seconds then select “Management” or select "Management" after pressing Menu button ..

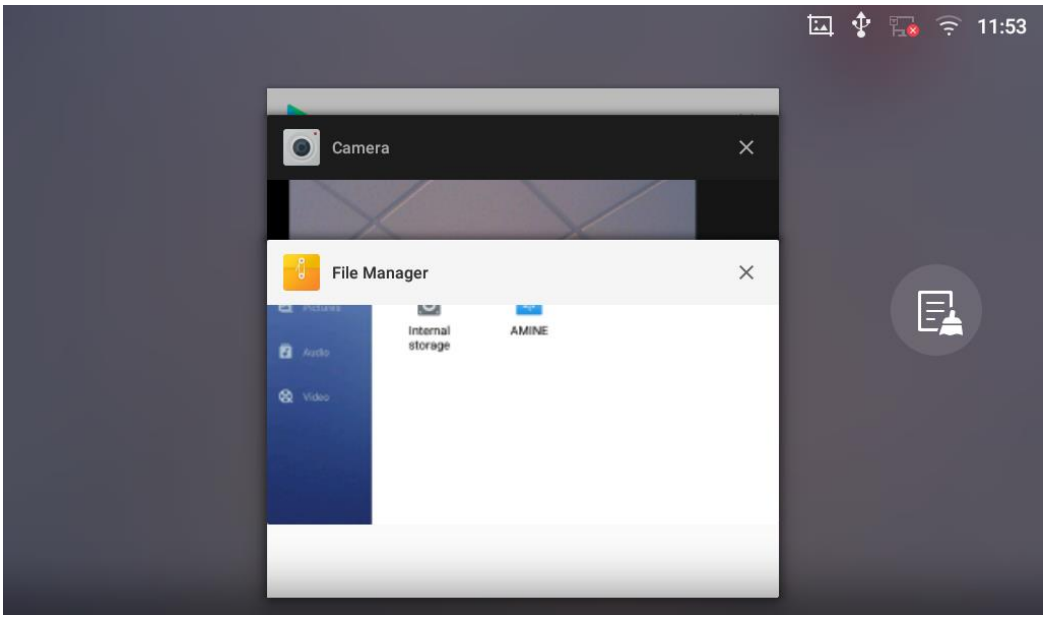

Figure 23: GXV3380 Recent Applications

Users could use the thread manager to do the following:

- Slide the running thread to the left or right to stop the application.
- Tap on icon to delete all running threads.
- Tap on "Application" softkey to access application menu for advanced management options.

Idle Screen

Switch Idle Screens

The GXV3380 supports multiple idle screens by sliding the screen horizontally. On the GXV3380 screen, slightly touch an empty area and slide to the left or right using your finger to switch between different idle screens.

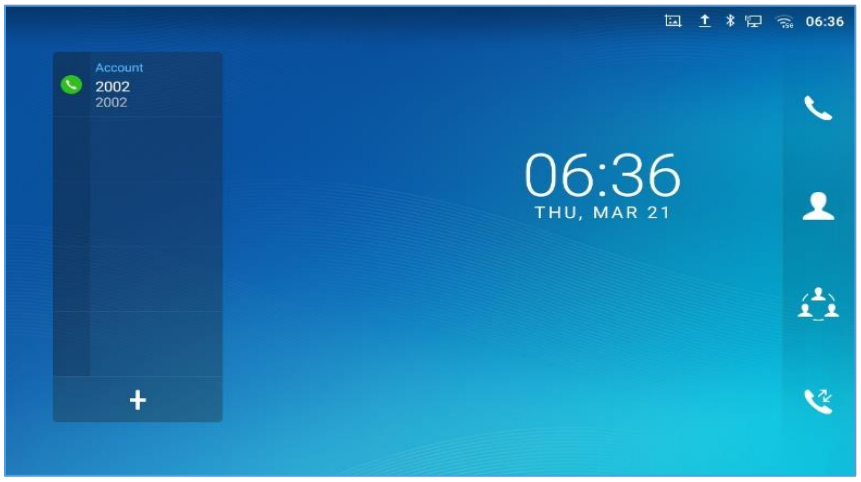

Figure 24: GXV3380 Switch Idle Screens

Set Up Idle Screen

- **Set home screen**

  Follow the steps below to set up the HOME screen.

  1. GXV3380 is up and running on idle screen.
  2. Press the MENU button . This will zoom out all the screens as shown in ***[Figure 25: Set up Home Idle Screen]***.
  3. The screen with displayed is the HOME screen. Others are shown with icon . Tap on the icon to select the corresponding screen as the new HOME screen.

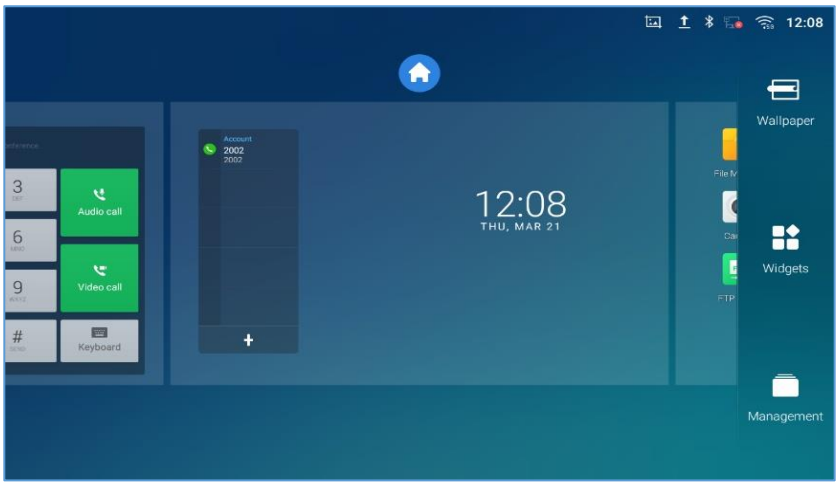

Figure 25: Set up Home Idle Screen

- **Add/Delete idle screen**

  As shown in ***[Figure 25: Set up Home Idle Screen]***, this section shows the available desktop screens. Users could add or delete idle screen.

- Add idle screen.

  Tap on to add a new idle screen.

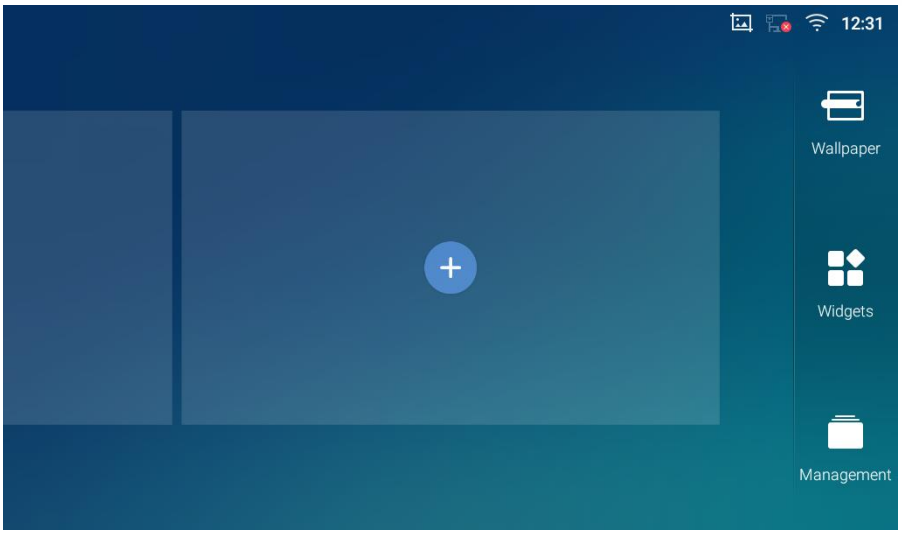

Figure 26: Add an Idle Screen

- Delete idle screen.

  Tap on to delet the Idle screen. Please make sure the apps, shortcuts or widgets on the idle screen are removed first. Otherwise, the icon won't show for the idle screen.

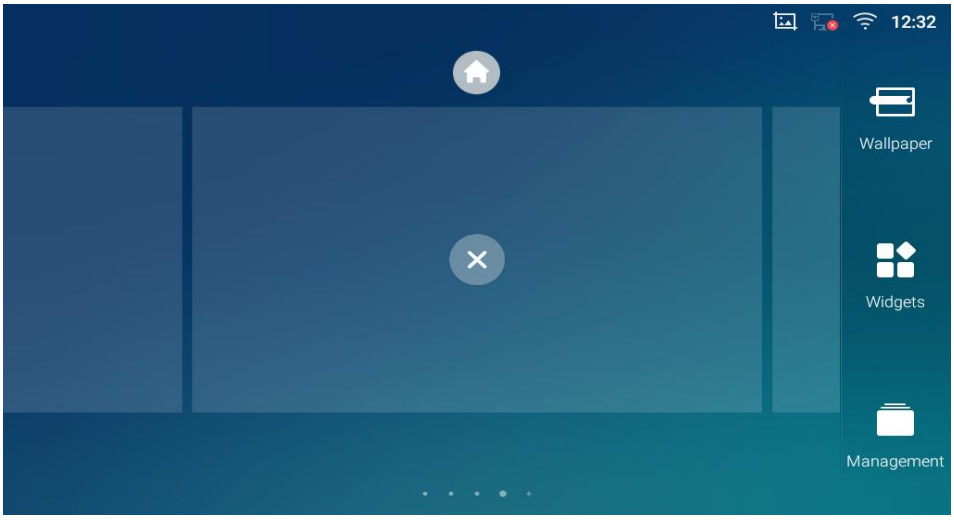

Figure 27: Delete an Idle Screen

Use the Status Bar

The status bar on the top of the GXV3380 screen provides visual notifications for the system settings and status, as well as quick access for important system settings. To access it, on the GXV3380 idle screen,

slowly slide down from the top to the bottom of the screen as the following figure shows.

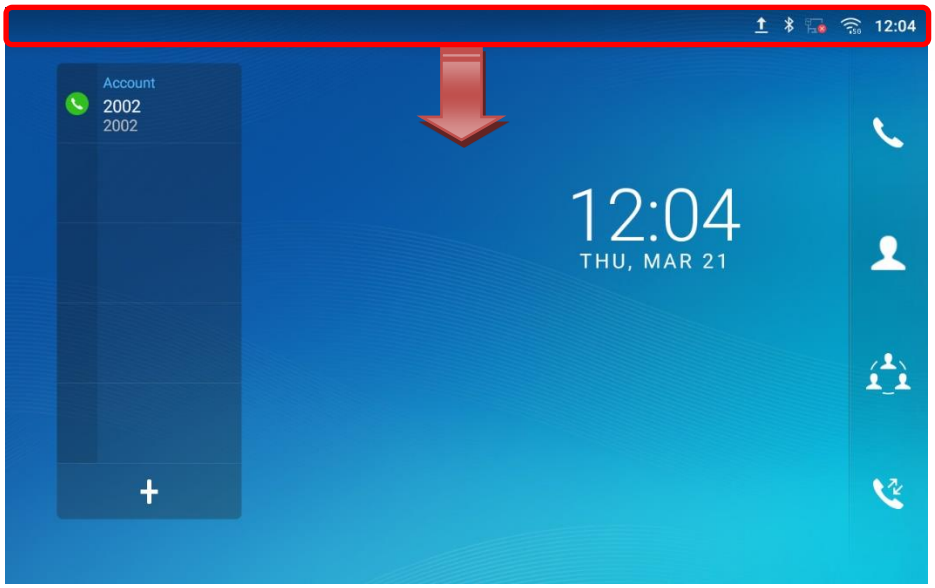

Figure 28: GXV3380 Top Status Bar

For more options on the Status Bar (brightness, call forward, RJ9 headset…) users can pull down the status bar twice, or once with two fingers.

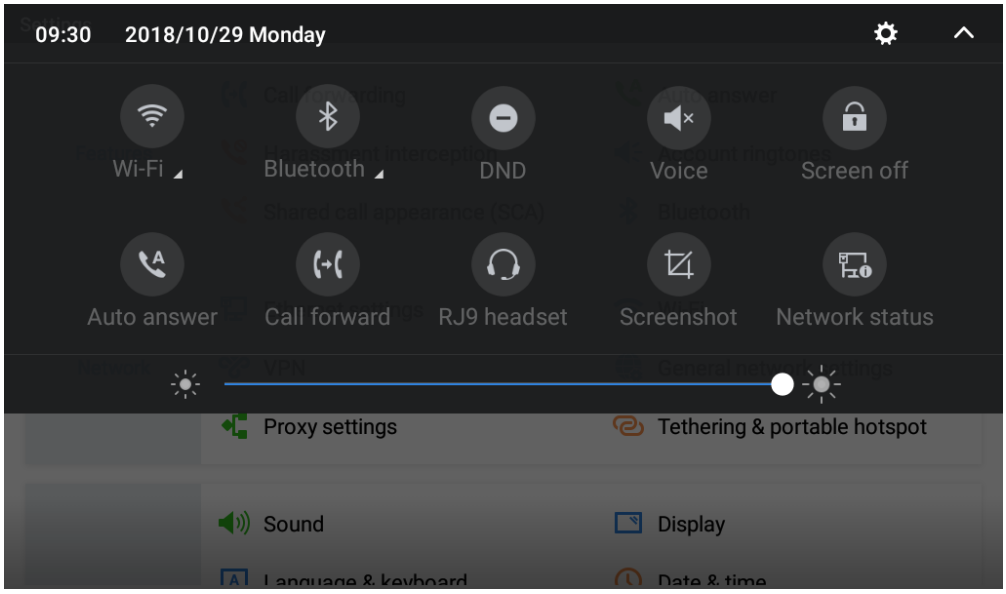

Figure 29: Status Bar - More Options

The running process and notifications will show up in the list. For example, the following figures indicate that there is a notification for an available Wi-Fi network.

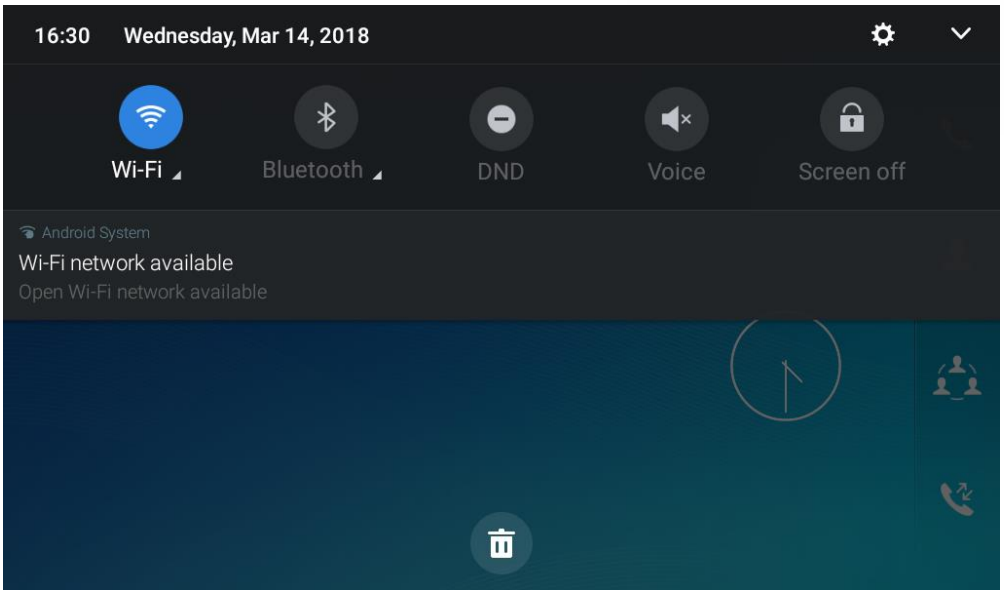

Figure 30: GXV3380 Top Status Bar – Notification

- Tap on the notification message to view the details.
- Slide the notification message to the left or the right side to remove it.

For more information about specific features in the notification bars, you can press the bottom right of the feature in question.

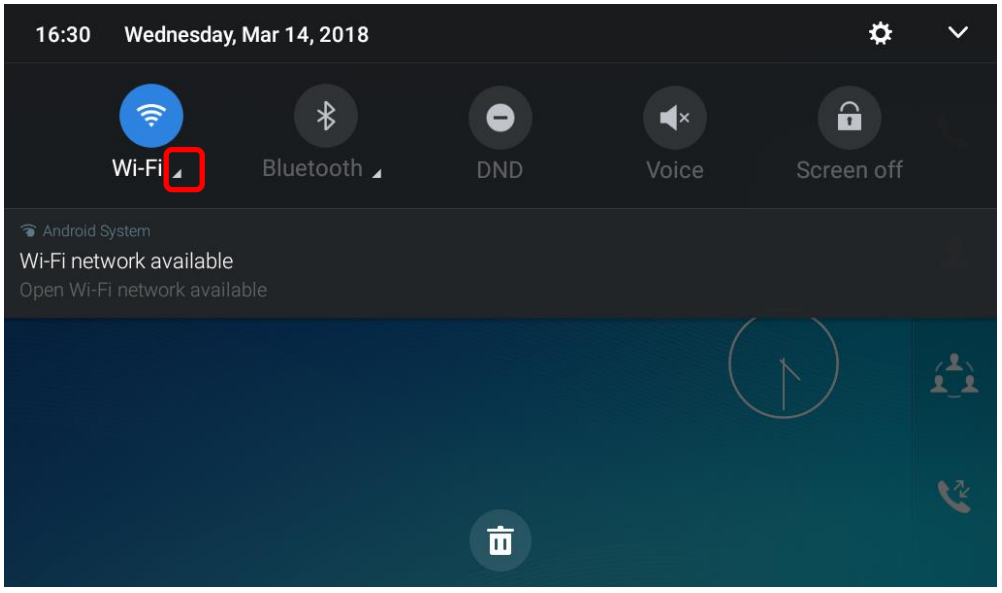

Figure 31: GXV3380 Top status Bar - Get more information

For example, you can see the available Wi-Fi Networks.

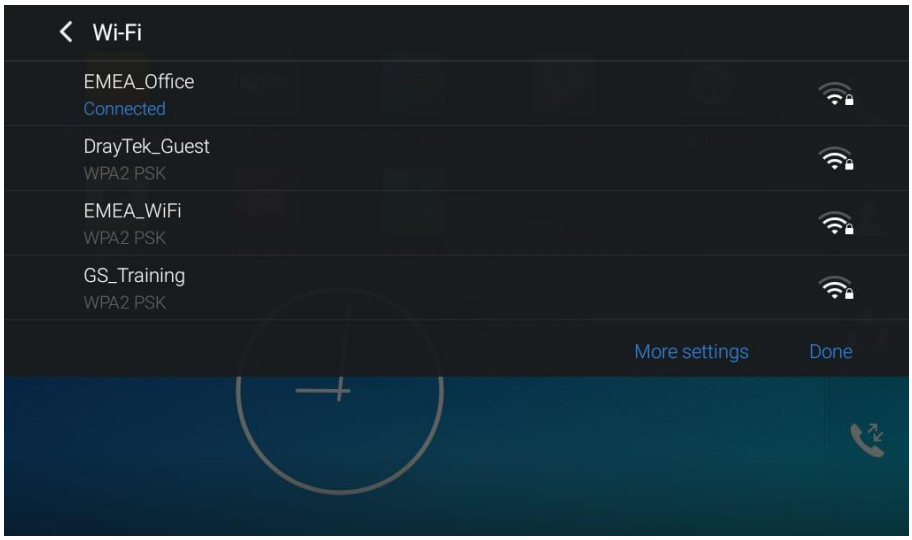

Figure 32: GXV3380 Top status Bar – Wi-Fi

Notifications in Status Bar

The following table describes the icons used on the status bar for notification purpose.

Table 8: GXV3380 Status Bar Notification Icons

	Network connected via Ethernet cable.
	Trying to connect to the network via Ethernet cable.
	Network disconnected via Ethernet cable.
	Handset is off hook.
	Speaker is being used. (x)
	RJ9 headset is connected.
	RJ9 headset is being used for calls.
	3.5mm earphone is connected.
	3.5mm earphone is being used for calls.

	Wi-Fi is enabled and still not connected.
	Wi-Fi network is available.
	Wi-Fi is enabled and connected.
	Onscreen keyboard is activated.
	Bluetooth is enabled but not connected.
	Bluetooth is enabled and connected.
	Bluetooth headset is connected.
	Bluetooth headset is being used for calls.
	Downloading files via Bluetooth.
	Alarm is set up and enabled.
	DND is enabled.
	Silent mode is enabled. When it's on, the incoming call/message won't produce ring tone/notification tone from phone's speaker.
	SD Card is inserted.
	SD Card space full.
	USB flash drive is inserted.
	Downloading files via Internet connection.
	Unread voicemail to be retrieved.
	Incoming call from blacklist contact.
	Camera is disabled.
	Contact storage is full.

	HDMI cable is connected to display device.
	The phone is powered up using PoE.
	Call forward is set up.
	PPPoE is connected.
	PPPoE is not connected.
	Warning message.

System Settings in Status Bar

Slide down the top status bar and select **System Settings**. Users will see the following settings.

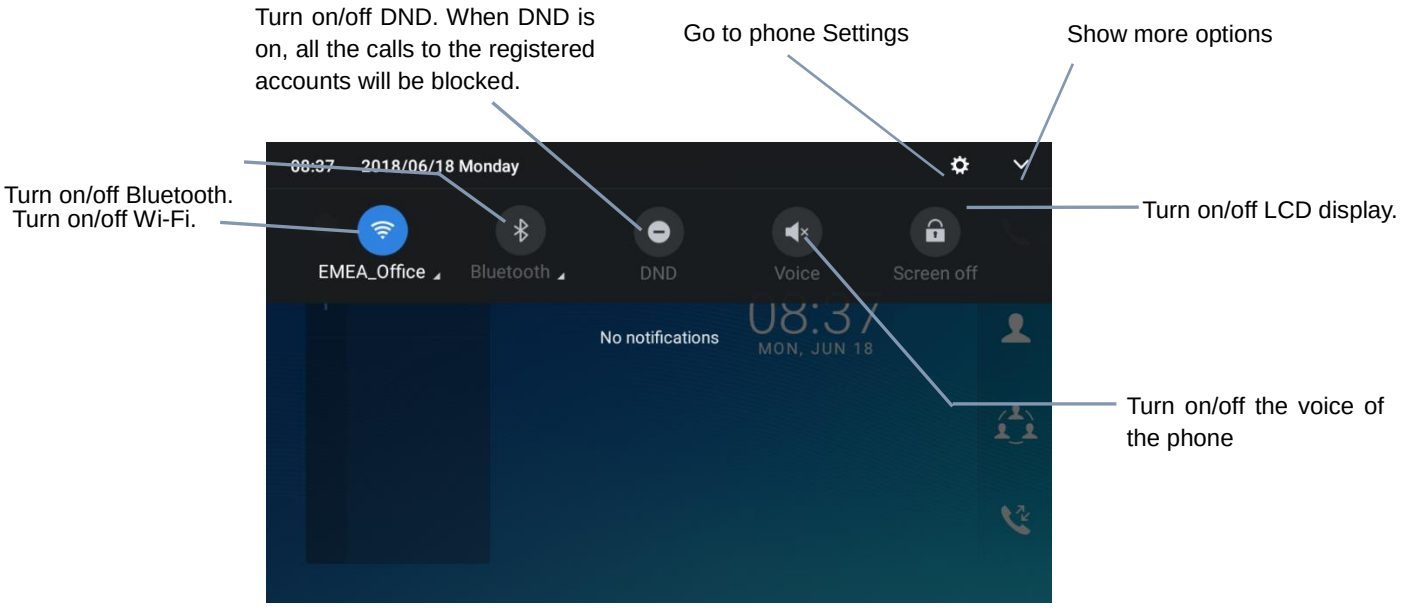

Figure 33: System Settings in Status Bar

Use the GXV3380 Keys

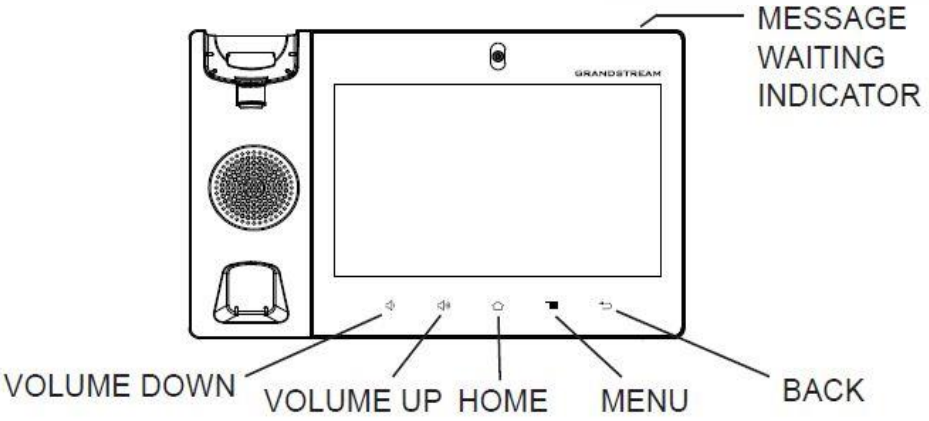

Figure 34: GXV3380 Keys

Table 9: GXV3380 Keys

Volume Down	Tap to turn down the call volume and media volume.
Volume Up	Tap to turn up the call volume and media volume.
Home	Tap to go back to **Home** screen; or touch and press for about 2 seconds to take a screenshot
Menu	Tap to view options for different screens or applications.
Back	Tap to go back to the previous menu.

Keypad Shortcut Functions

The GXV3380 supports keys shortcuts for certain special system functions.

- **Screenshot**

  Press and hold the Home button for about 2 seconds to capture screenshot. The screenshot can be accessed via **File Manager→ Pictures**. The screenshot picture size is 1280x800 pixels.

- **Firmware upgrade via SD card**

For users that could not use remote upgrade or could not access the phone's Web GUI to upload firmware, upgrading via external SD card is an alternative. Follow the steps below to upgrade GXV3380 via SD card.

1. Download the firmware file to PC and save it in SD card.
2. Insert the SD card to GXV3380.
3. Power cycle the GXV3380.

4. Wait for the LED in the upper right of the phone to light up in Green, then about 2 seconds later press the both keys (the first LCD key from the left : Volume Down) and (the third LCD key from the left : Home) at the same time, it will go into the upgrading process.
5. The GXV3380 will start upgrading and display the upgrading process in the screen.
6. Wait until the upgrading is done.
7. The GXV3380 will reboot itself.
8. Check the firmware status and remove the SD card.

- **Hard reset**

For users that want to factory reset the device manually, hard reset is an alternative:

1. Power cycle the GXV3380.
2. Wait for the LED in the upper right of the phone to light up in Green, then about 2 seconds, press the both keys (the second LCD key from the left: Volume Up) and (the 4th LCD key from the left : Menu) at the same time, it will go into the factory reset process.
3. The LCD screen will display “Factory reset, please wait”.
4. The GXV3380 will reboot with factory default settings.

Note:

Upgrading via USB storage device is not supported on the GXV3380.

Use the On-Screen Keyboard

The GXV3380 onscreen keyboard can be activated by tapping on an input field.

- **English Keyboard**
  This is the default keyboard on GXV3380.

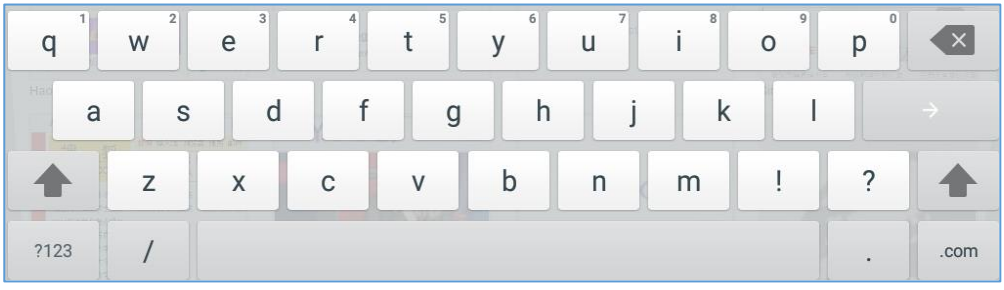

Figure 35: GXV3380 Onscreen Keyboard - English Keyboard

To switch input between lowercase and uppercase, tap on (lowercase) or (uppercase).

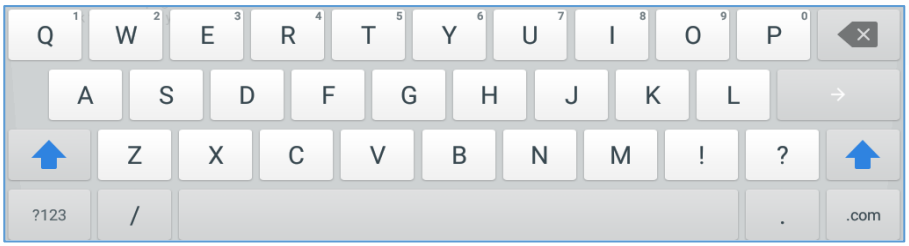

Figure 36: GXV3380 Onscreen Keyboard - Lowercase and Uppercase

- **Number and symbols**

  To input number and symbols, tap ?123 on the default keyboard to switch to number/symbols. Tap on ABC to switch back.

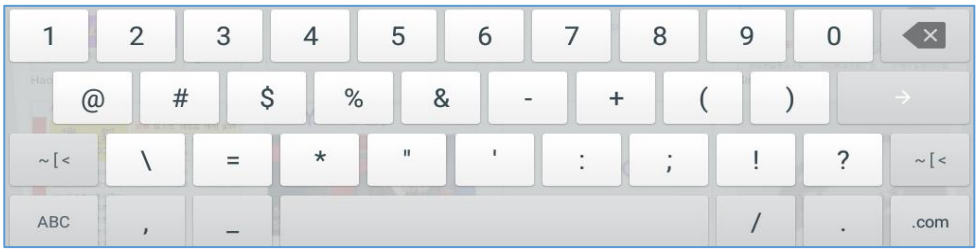

Figure 37: English Keyboard - Number and Symbols

Tap on ~[< to access more symbols.

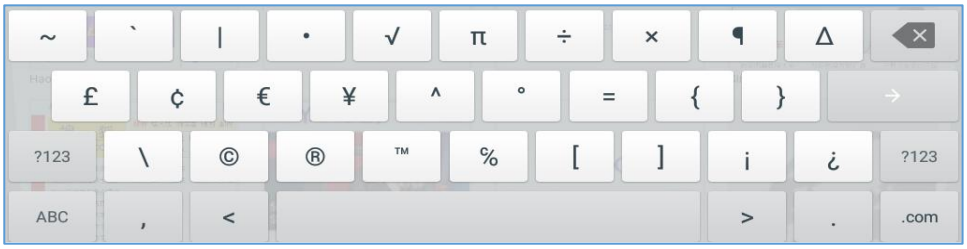

Figure 38: English Keyboard - More Symbols

⚠ **Note:**

- To configure keyboard and input methods options, please refer to the following steps:

  1. Go to **Settings→Basic→Language & Keyboard→Virtual Keyboard**
  2. Click on "+" to add more input method.
  3. Go to **Settings→Language & Keyboard→Current Keyboard**, and choose from the input methods.
  4. After these steps, the method would change to the new one.

- Users could touch and press the key on the keyboard for about 2 seconds to input the alternative character. For example, touch and press the "+" key for about 2 seconds can get the selection "±".

Use the Message Waiting Indicator

The GXV3380 message waiting indicator LED is on the upper right corner of the device. It could notify the users with different messages and status of the phone. Please refer to the status description below. **The priority for the LED indicator is from high to low in the following table**.

Table 10: GXV3380 MWI LED Status

Color	LED Status	Description
	Fast Flashing	Incoming call
	Solid	Calling, Talking, Conferencing, Screensaver on when the LCD is off
	Slow Flashing	A call is on hold
	Flashing	Missed call (s), New voicemail (s), New SIP Message (s)
	Solid	High memory usage, Maximum contact storage, Network disconnect
	Fast Flashing	Upgrading/ USB upgrade
OFF	OFF	Normal

MAKE PHONE CALLS

Register SIP Accounts

The GXV3380 supports up to 16 independent SIP accounts. Each account can have separate SIP servers, usernames and NAT configurations.

Account Status

On the idle screen, the account widget shows the account name, and registration status.

- The following figure shows the account is successfully registered (account icon is green).
- If the account icon is grey, it's still trying to register or unable to register.

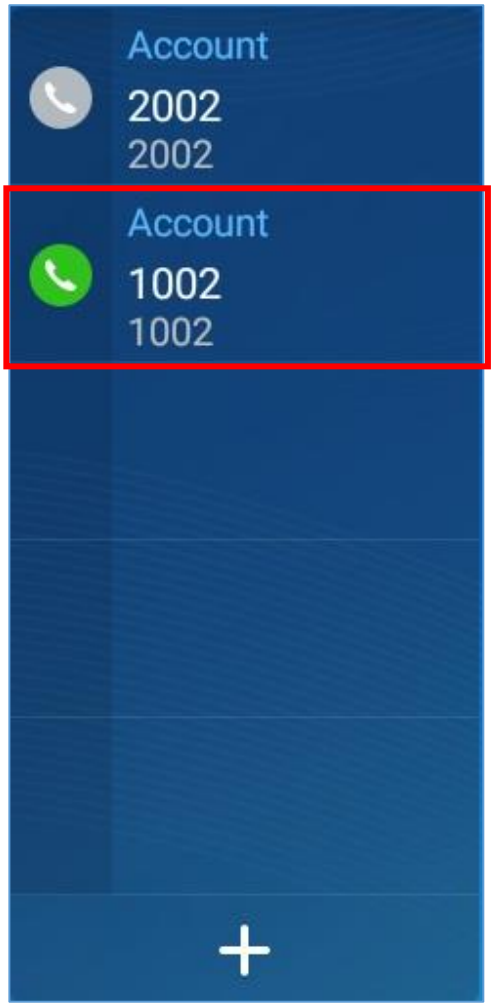

Figure 39: GXV3380 Account Widget

Configure SIP Account

To register a SIP account, users can access phone's LCD menu→**Settings→Advanced →Account Settings**

Or users could log in the GXV3380 web GUI→**Account →SIP page** to fill in the necessary registration information, i.e., Account active, Account name, SIP Server, SIP User ID, SIP Authentic ID, SIP Authentic Password, etc. Once the correct information is entered and saved, the account registration status will show on the main screen.

⚠ **Note:**

For web GUI login and configuration information, please refer to GXV3380 Administration Guide.

If the account is successfully registered, users could use one of the following ways to bring up dial screen to start making calls.

- Take the handset off hook.
- Select an account from the account widget in the idle screen.
- On the shortcuts menu of the idle screen, tap on icon to open dial screen.

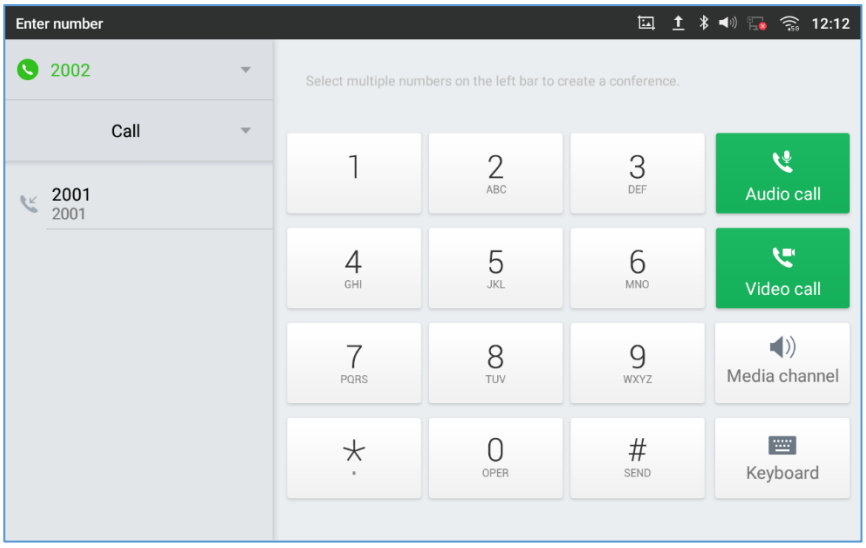

Figure 40: GXV3380 Dial Screen

Note: If **Enable Video Call** option is unchecked, the **Video Call** option on GXV3380 dial screen won't be available.

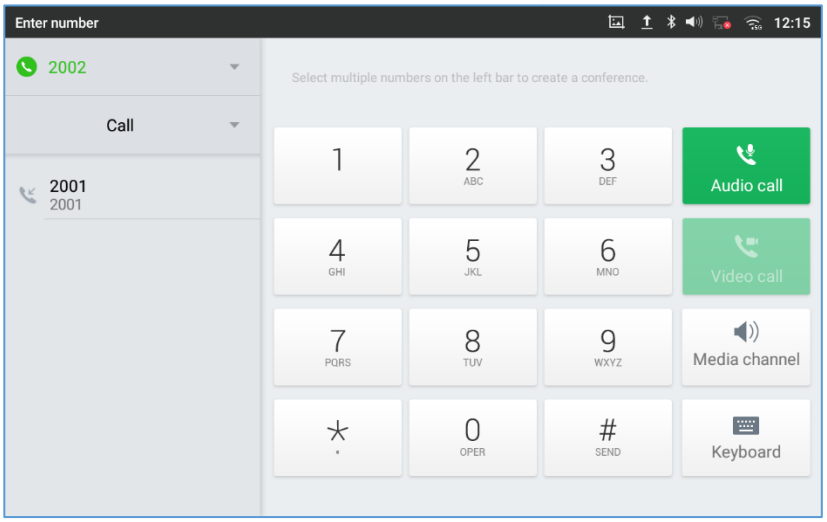

Figure 41: Disable Video Call Feature on Dial Screen

Dial a Number Directly

1. Use the methods mentioned above to open dial screen ***[Figure 40: GXV3380 Dial Screen]***.
2. Select the account to dial out on the left panel of the dial screen. The selected account will be displayed in green
3. Enter the digits to be dialed out using the keypad. If the digit matches call history, a list of numbers will be displayed for users to select from.
4. Tap on

(audio call only) or

(video call) to send the number. If no key is pressed, by default the call will be automatically dialed out after 4 seconds timeout.

⚠ **Note:**

- By default, the "No Key Entry Timeout" is 4 seconds, meaning if no key is pressed after entering a number, the call will be automatically sent out after the timeout. The timeout interval can be configured under web GUI→**Account→Call Settings**.
- GXV3380 allows users to press # key as SEND key. This behavior can be disabled via option "Use # as Dial Key" under web GUI→**Account→Call Settings**.
- When the user enters the digit on the dial screen, if there is digit matching call history, or contacts name/number, the drop-down list will show the numbers. For example, if "John" is saved in the contacts, entering 5 (JKL) 6 (MNO) 4 (GHI) 6 (MNO) will show call log with 5646 as the first four digits, as well as John's number. Users could then directly select one of them from the list, instead of entering all the digits.

Redial

Users can dial out the last dialed number if there is dialed call log, using the same SIP account making the call last time.

1. Enter the dial screen.
2. A list of dialed calls will be displayed on the left side of the dial pad. Tap on the number you would like to call, the number will be added to the dialing field, press Audio call or Video call to redial.

Dial a Number via Contact

Follow the steps below to dial a number via Contact.

1. Access Contacts by tapping on icon on the left side of the idle screen.
2. Navigate in the contacts entries by sliding up/down on the screen.
3. Tap on the dial icon for the contact .

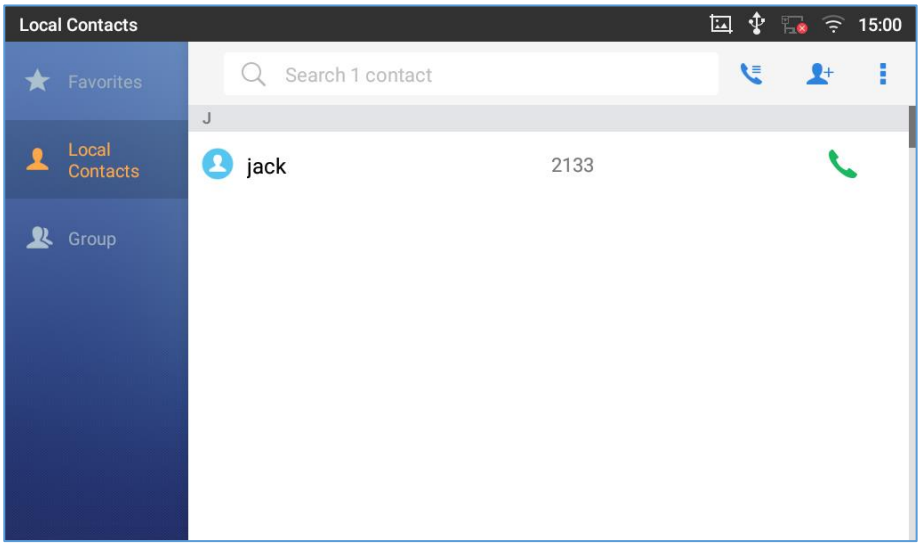

Figure 42: GXV3380 View Contacts

Dial a Number via Call History

1. Access Call History by tapping on icon on the bottom of the idle screen.
2. The LCD will display all call history types: "All", "Missed", "Outgoing" and "Incoming" calls.
3. Navigate in the call history list by selecting the call history category and sliding up/down on the screen.
4. Tap on the entry to show more details or tap on or to dial out.

Note: The icon next each call indicates the Call Type with which the call was made, icon means this was a Video call. And means it was an Audio call

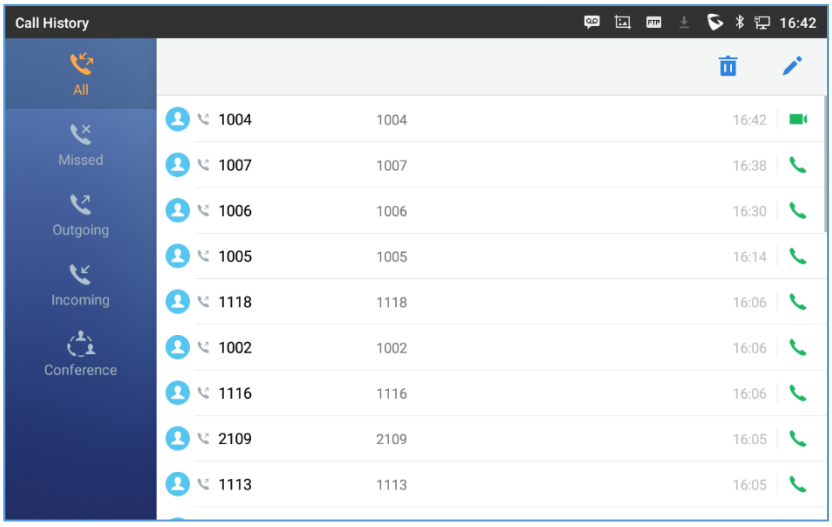

Figure 43: GXV3380 Call History

In order to select which call mode to use when calling from Call History, access the call Details, then press the icon with keypad to dial the number on the phone's keypad directly and then select whether to use Audio or Video Call to begin the call

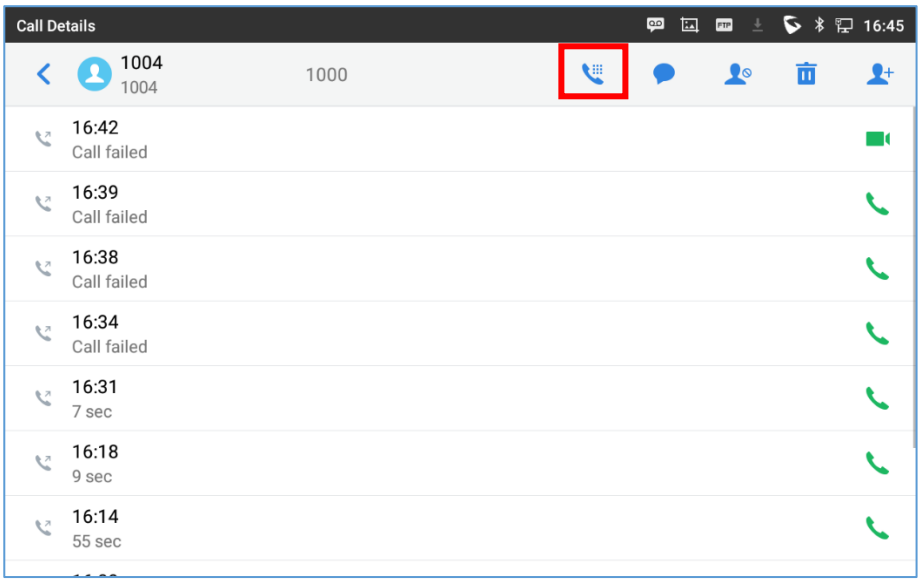

Figure 44: Choose Call mode from call history

Answer a Call

Single Incoming Call

- When the phone is in idle and there is an incoming audio call, the phone will show the call screen as below. Tap on "Answer" softkey to answer the call via speaker or pick up the handset the answer the call.

Figure 45: Single Incoming Call – Audio

- When the phone is in idle and there is an incoming video call, the phone will show the call screen as below. To answer the call with audio only, tap on "Audio" to answer the call via speaker. To answer the call with both audio and video, tap on "Video". During video call or pick up the handset. the audio will switch to handset if picking up the handset.

Note: Users could select the **Video Display Mode** on phone's Web UI→**Phone Settings**→**Video Settings**. Set the video display mode to "**Original proportion**", "**Cut proportionally**" or "**Add black margin proportionally**".

If set to "**Original proportion**", the phone displays video in its original proportion. If the video display proportion is different from the one of the phones, the phone will stretch or compress video to display it. If set to "**Cut proportionally**", the phone will cut video to meet its own display proportion. If set to " **Add black margin proportionally** ", the phone will display video in its original proportion, if still exists spare space, the phone will add black edge on it.

Figure 46: Single Incoming Call – Video

- If the phone set the "Preview" feature for the incoming call from Web UI, the phone will display one

more key “Preview” when there is an incoming video call. End users will preview the remote end without answering the video call. After previewing, end user can tap on Answer key to answer the video call, or “Reject” key to reject it. This feature should be supported by the SIP server. Please contact service provider for more information.

Figure 47: Single Incoming Call – Preview-1

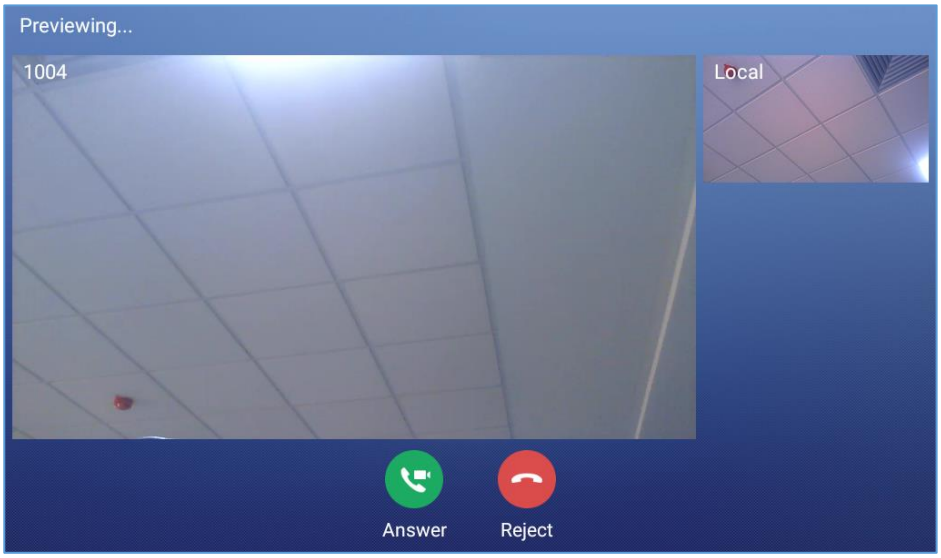

Figure 48: Single Incoming Call – Preview-2

Transfer Function for Incoming Call

- If the phone set the “Transfer” feature for the incoming call from Web UI, the phone will display one more key “Transfer” when there is an incoming call. End users will have the possibility to transfer the call without answering. After pressing “Transfer” button, end user can enter manually destination or press “MPK” to select a destination. “Reject” key to reject it. This feature should be supported by the SIP server. Please contact service provider for more information.

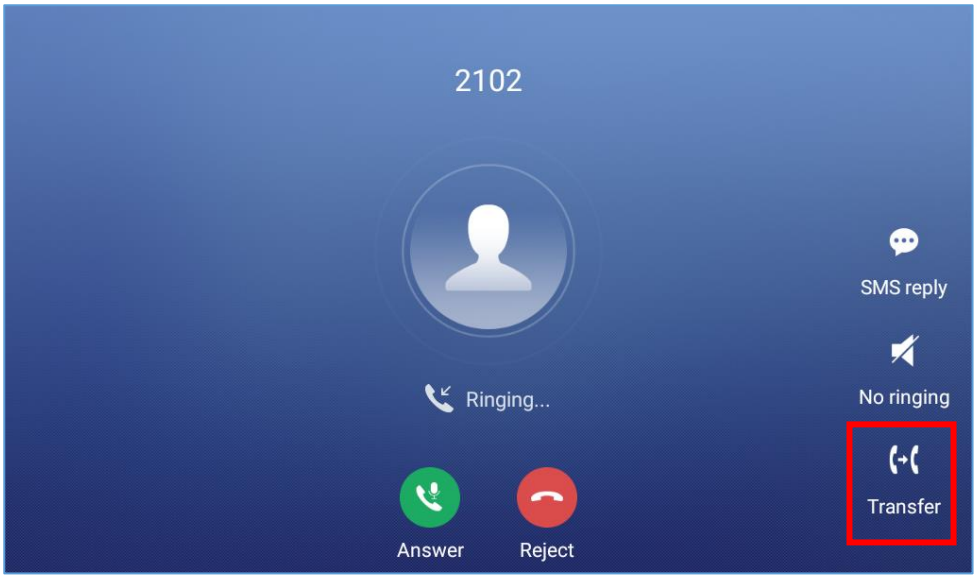

Figure 49: Single Incoming Call - Transfer -1

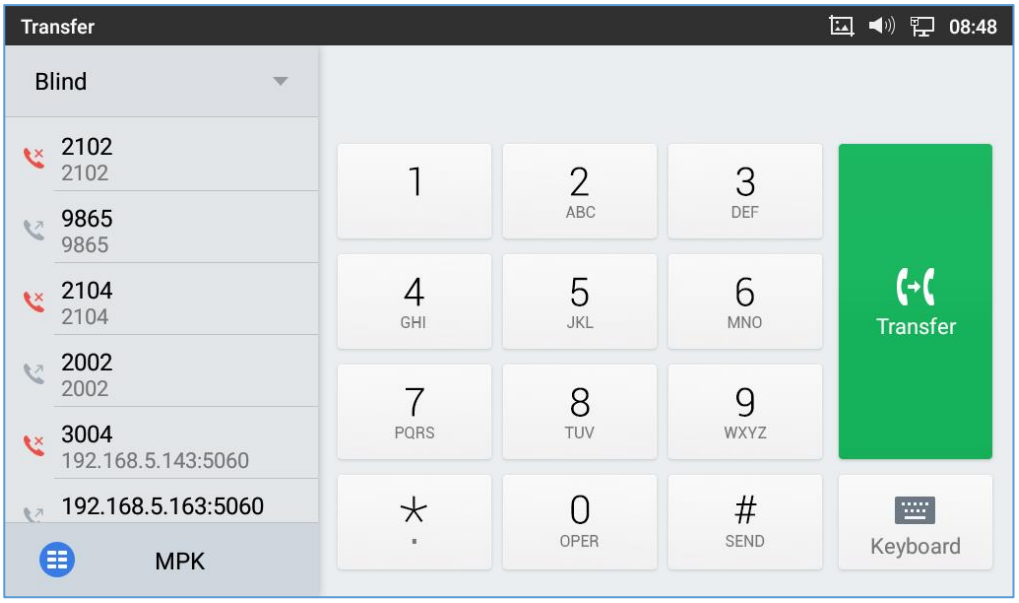

Figure 50: Single incoming Call - Transfer - 2

Multiple Calls/Call Waiting

1. When there is another incoming call during active call, users will hear a call waiting tone, with the LCD displaying the caller name and ID for the incoming call. In the prompt window, it shows new incoming call from "Jack" with the caller number; the account bar in purple is the current active call with "1004".

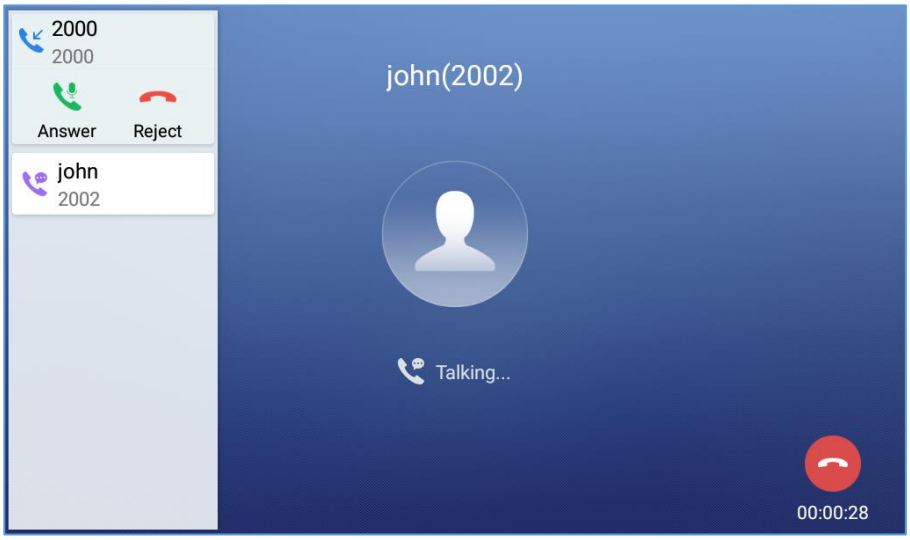

Figure 51: Call Waiting

2. Similar to single incoming call, if the incoming call is video call, users can choose to Audio Answer or to Video Answer
3. Once the new call is answered, the current active call will be placed on hold. If the new call is rejected by tapping on "Reject" softkey, the current active call will not be interrupted.

Call Progress Status

During an active call if Home Button is pressed, the phone will go back to the home screen and the call-in-progress status will be shown on the GXV3380 status bar, once clicking the bar it will go back to call screen.

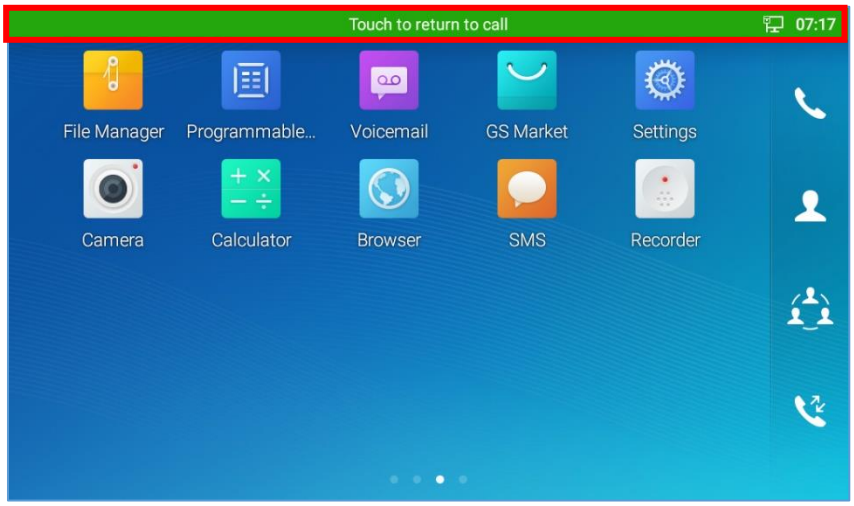

Figure 52: Touch to Return to Call Screen

Call Hold

During the active call, press HOLD softkey under "**More**" →"**Hold**". The LCD screen will show as below. To

resume the call, press UNHOLD softkey on the bottom of the screen.

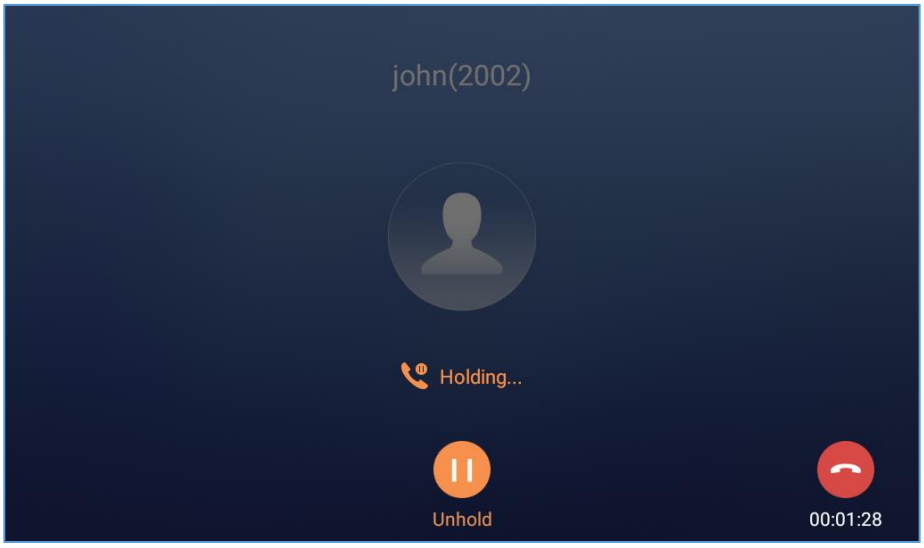

Figure 53: Call on Hold

Call Recording

1. During the call, users could record the conversation to the phone by tapping on “Record”
2. If need to stop the recording, tap on “Stop Recording”
3. The recording files can be retrieved from the GXV3380 Recorder application

Figure 54: GXV3380 Call Recording

MPK Monitoring

During the call, users could view and monitor the programmable keys configured for the current Account:

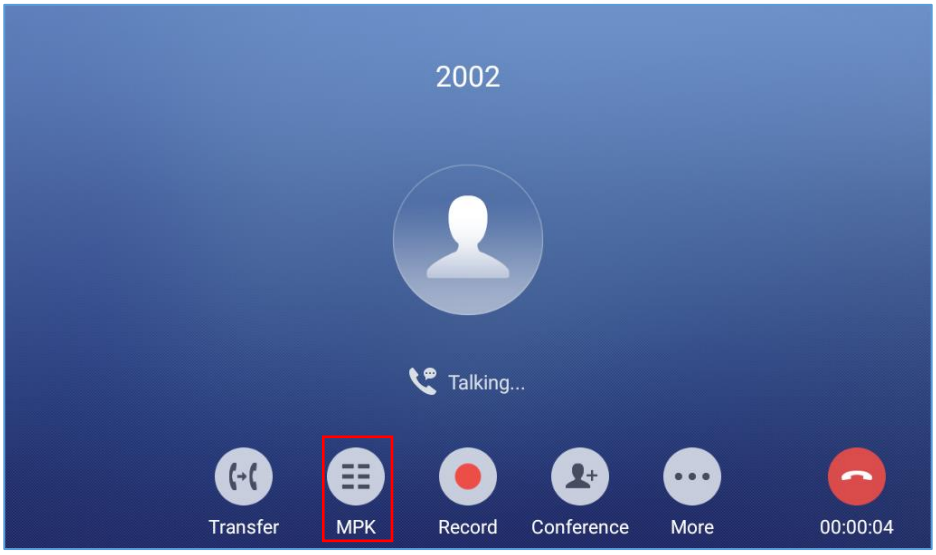

Figure 55: MPK button

1. During the Call, press the MPK button as shown above.
2. The list of MPK configured for the active account will be displayed.

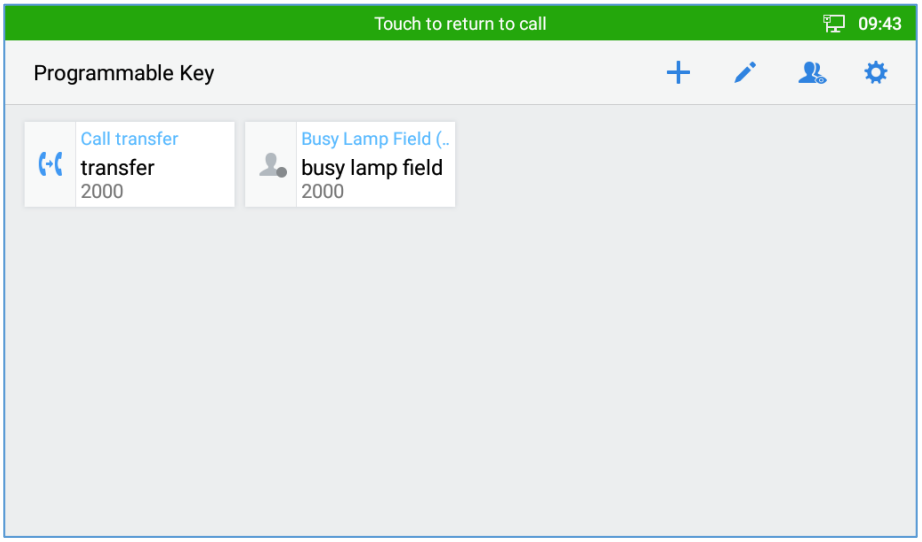

Figure 56: MPK list

3. User can choose an MPK from the list as they see convenient

Mute

During an active call, press "**Mute**" to mute the call. The mute icon will be displayed under the Caller Name and ID. Press "**Unmute"** to unmute the call.

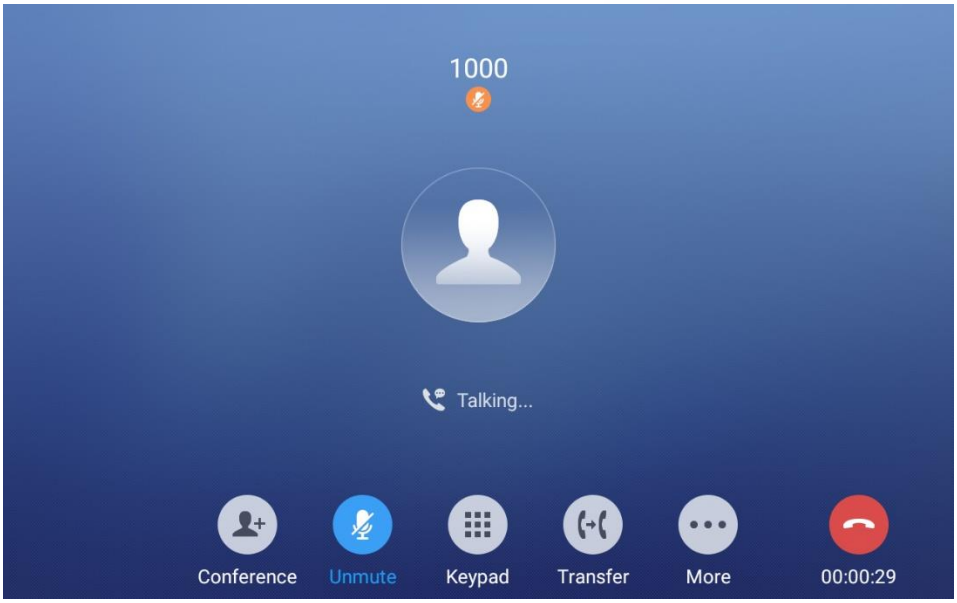

Figure 57: GXV3380 Call Mute

Turn on Video during Audio Call

Users could establish audio call first and then turn on video or accept video request during the call if the other party supports video call as well.

- **Turn on video during audio call**
  During an active audio call, on the call screen, tap on "More" and select "Video On", a video request will be sent to the other party.

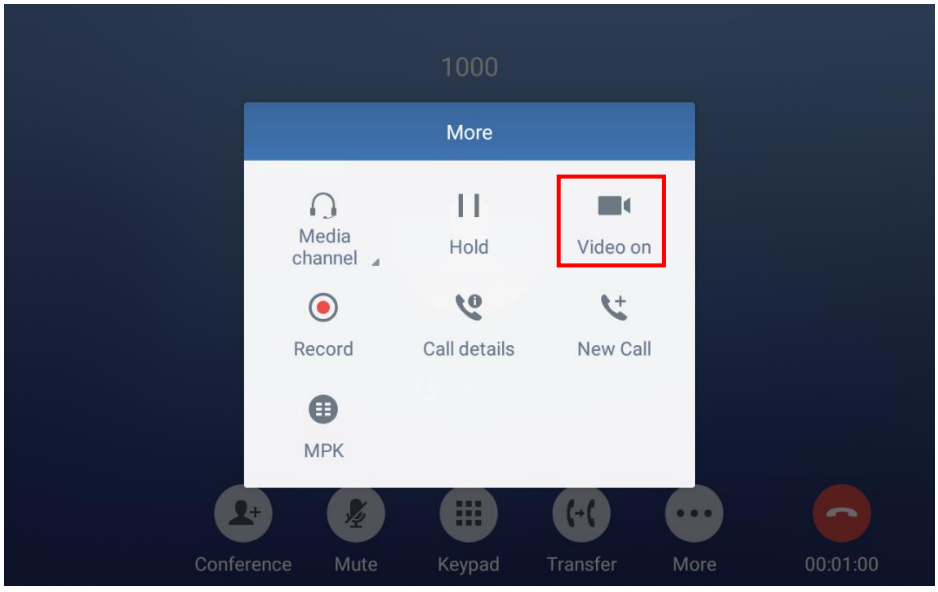

Figure 58: Turn on Video During Audio Call

- **Accept video request**

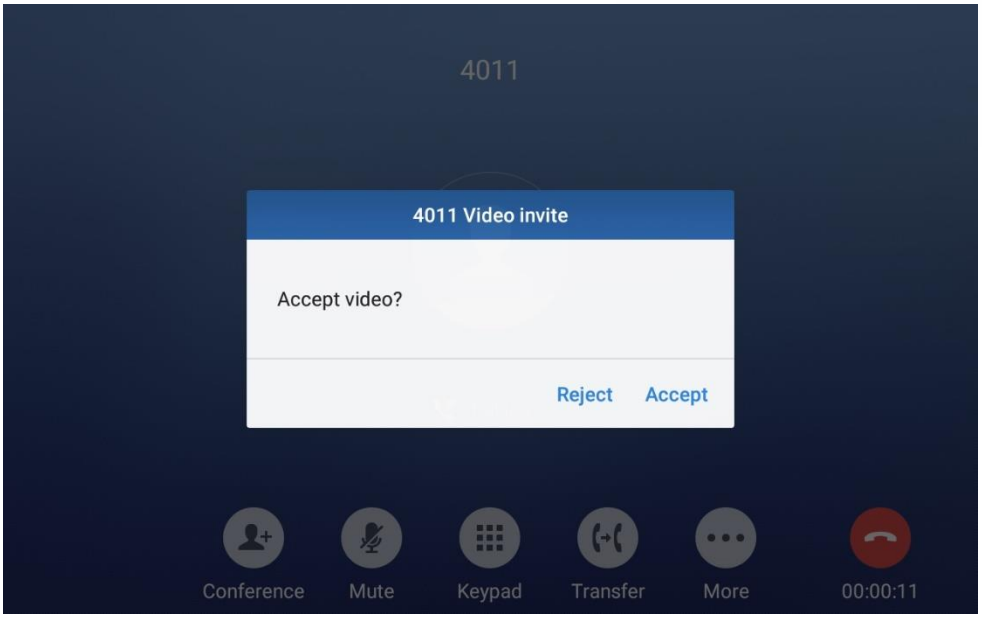

Figure 59: Accept Video During Audio Call

If the GXV3380 receives video request during the audio call, a message "Do you want to accept video?" will be prompted. Select "Yes" to establish video during the call. If the **Enable Video Call Feature** is disabled on GXV3380, the “Video On” option on GXV3380 will be hidden during the audio call. However, if the GXV3380 receives video request during the audio call, users could tap to accept the video request.

Switch Audio Channel During Call

- The GXV3380 allows users to switch among handset, speaker or headset (RJ9 headset, 3.5mm earphone, Plantronics EHS headset and Bluetooth headset) when making calls.
- During a call, tap on the first softkey on the bottom to switch audio channel. Tap on icon to use handset; tap the icon to switch to RJ9 headset; tap on icon to switch to speaker; tap on to switch to 3.5mm earphone; tap on to switch to Bluetooth headset.
- If Bluetooth headset is connected, the audio will be automatically switched to Bluetooth headset once the call is established.
- The status bar on the top or the screen shows the current audio channel being used during the call.

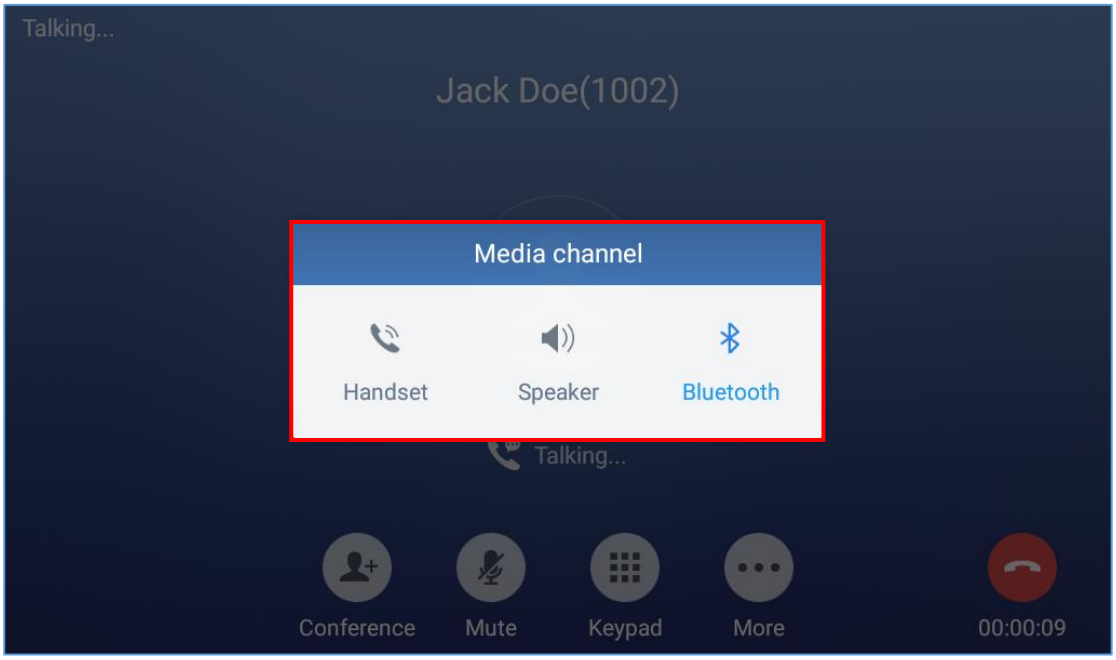

Figure 60: Switch Audio Channel during Call

Call Transfer

A call can be transferred to another party during the call. The GXV3380 supports blind transfer and attended transfer.

Blind Transfer

1. During the active call, tap on "More" softkey.
2. Select "Transfer" to bring up the transfer screen.
3. Select transfer mode as "Blind" by tapping on the highlight area in ***[Figure 61: Blind Transfer]***. The default transfer mode is "Blind".
4. Enter the digits.
5. Tap on "Transfer" softkey.
6. The call will be transferred and GXV3380 will hang up the call.

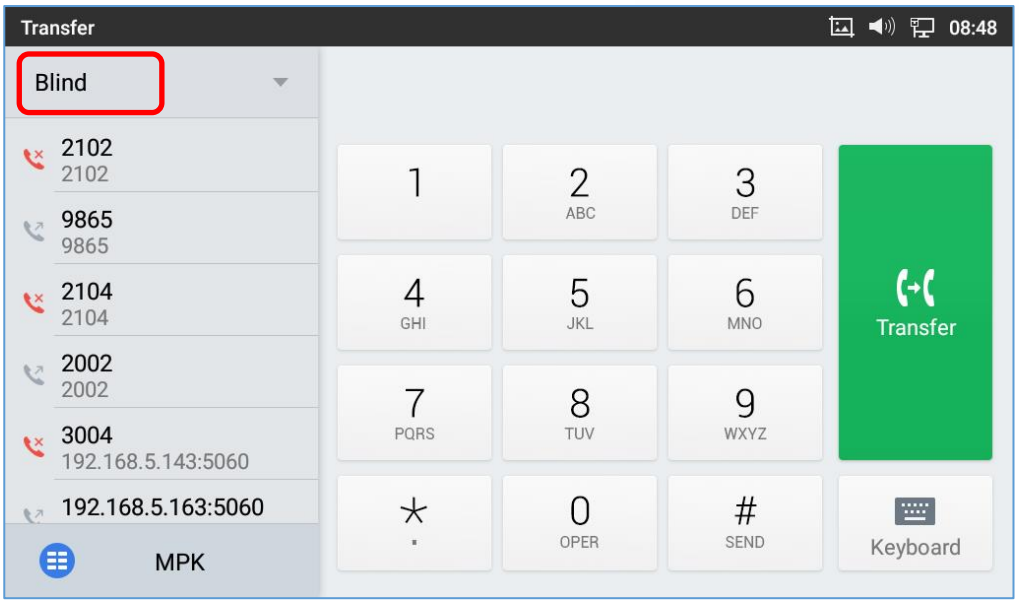

Figure 61: Blind Transfer

Note:

- If wrong digits are entered, tap on to delete the digit one by one;
- If users would like to cancel the transfer, press button to go back to the previous talking screen.

Attended Transfer

GXV3380 supports attended transfer:

1. During the active call, tap on "**More**" softkey. Select "**Transfer**" to bring up transfer screen.
2. Select transfer mode as "Attended" by tapping on the mode selection area (see figure below).

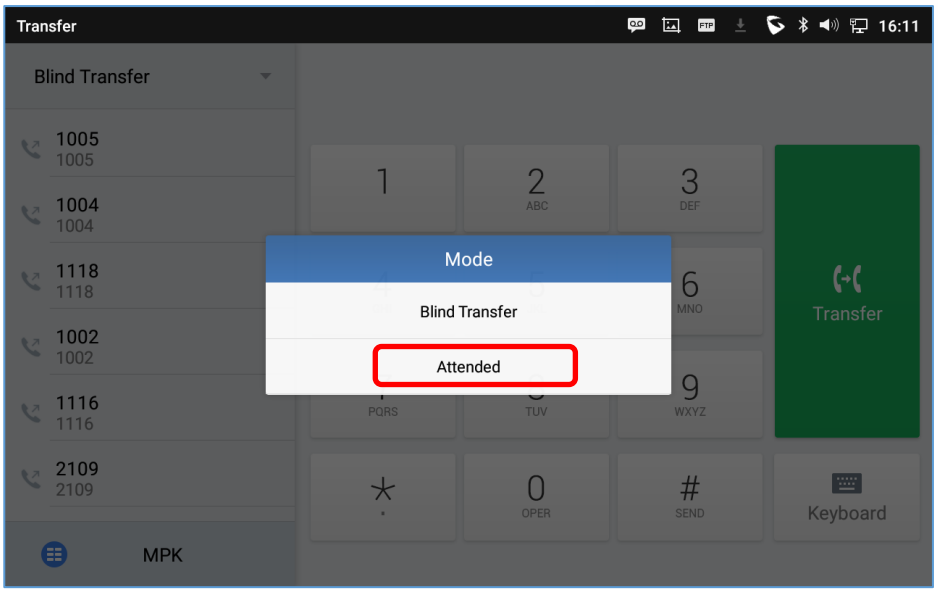

Figure 62: Attended Transfer

3. Enter the transfer target number, and then press the "Send" soft key on the right.
4. Before transfer target answers the call, GXV3380 hears the ringback tone, and the touch screen prompts shown as below. Users could tap on "End" to cancel the transfer,or tap on “Transfer now” to complete call transfer (Blindly).

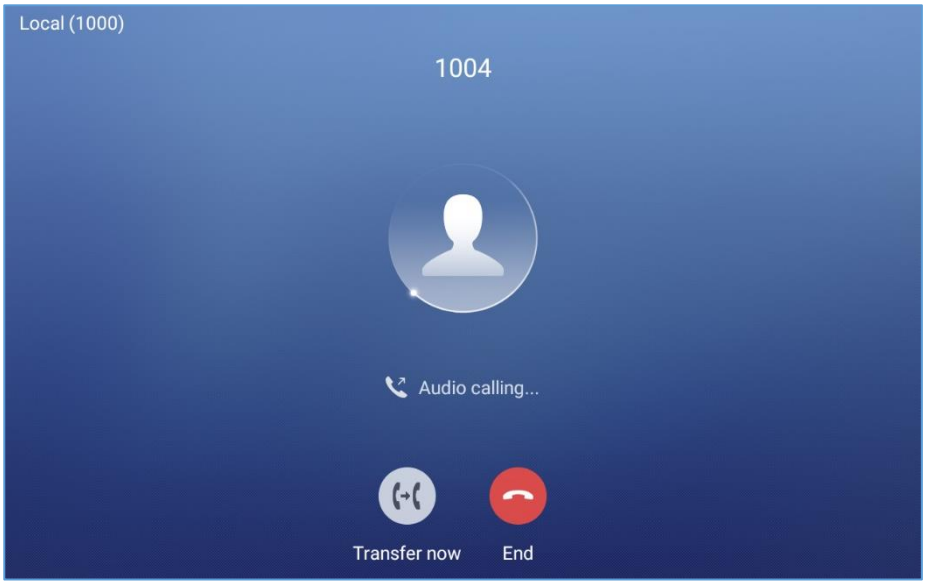

Figure 63: Attended Transfer - Transferring

5. After transfer target answers the call, the following screen will be shown up. If the user taps on Red button, the call wil be not be transferred and the original call will be resumed. If the user taps on "Split" soft key to separate the calls, the user will talk to the second established call while the first call is on hold.If the user presses on “Transfer now” the call will be then transferred to the transfer destination.

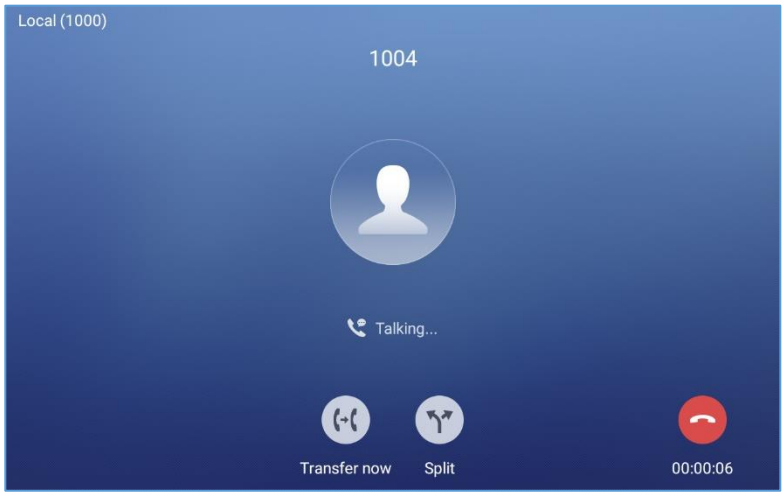

Figure 64: Attended Transfer – Split

Besides attended transfers above, users could also consult the third party first before transferring the call.

1. During the active call, tap More then New Call to make the second call. This will place the current call on hold.
2. The second call establishes after the call is answered.
3. During the active call, tap on "**More**" softkey.
4. Select "Transfer" to bring up transfer screen. The other call on hold will be displayed such as jack 1001.
5. Select transfer mode as “Attended” in the transfer mode bar and tap on the call on hold such as jack 1001 to transfer the call.
6. The call will be transferred, and GXV3380 will hang up the call.

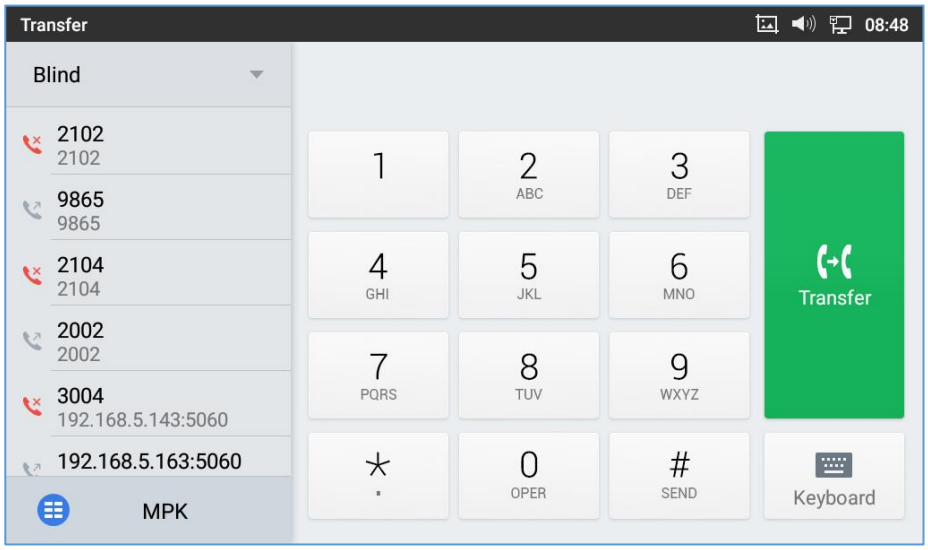

Figure 65: Attended Transfer

Transfer via MPKs

Users have the possibility to transfer calls via Transfer or non-transfer programmable keys (BLF keys)

1. During an active call, press the **Transfer** softkey then press on **MPK**

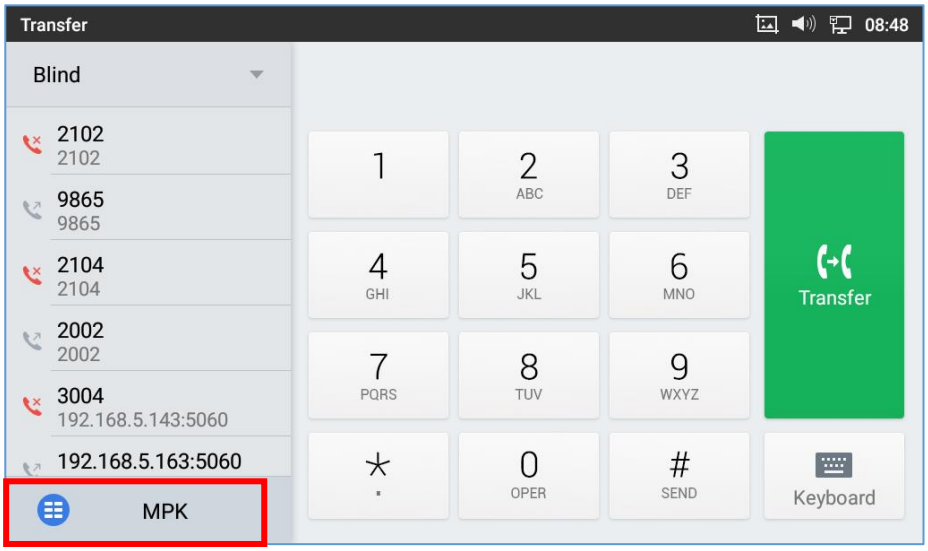

Figure 66: Transfer via MPK

2. Choose the destination to transfer calls to from the MPKs list

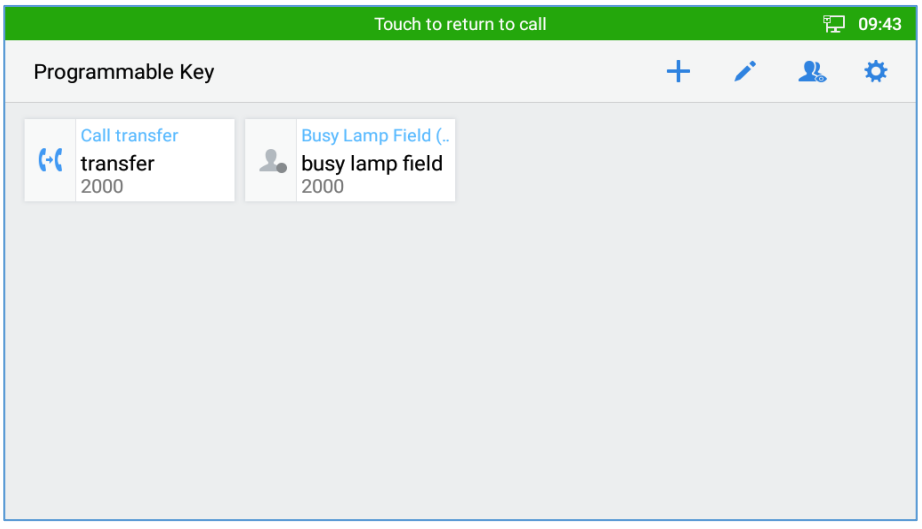

Figure 67: MPK list

Note: The transfer via programmable keys will follow the Default Transfer Mode whether it's Blind Transfer or Attended Transfer specified in WEB UI under Phone Settings -> Call Settings -> Default Transfer Mode.

Note:

- To transfer calls across SIP domains, SIP service providers must support transfer across SIP domains;
- If users would like to cancel the transfer, press button to go back to the previous talking screen.

7-Way Conference

The GXV3380 supports up to 7-way Audio conferencing and 3-way HD Video conferencing.

Initiate Conference

There are three ways to initiate a conference call.

- **Initiating conference from dial screen**

1. Bring up the dial screen using one of the methods described previously ***[Figure 40: GXV3380 Dial Screen]***.
2. Enter the extension number then press on it on the left panel of the screen

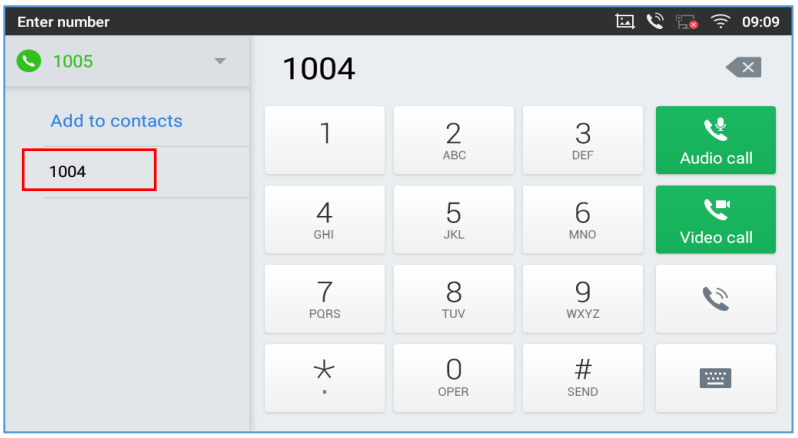

Figure 68: Add Conference Members from Dial Screen

3. The extension number will be added to dialing field and users can dial another number

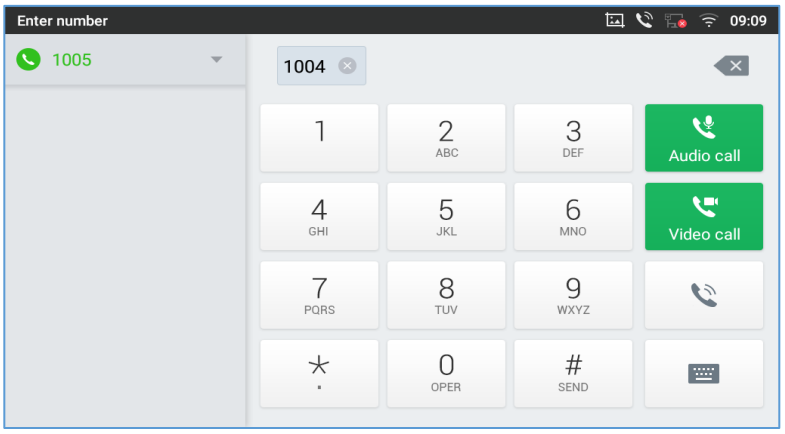

Figure 69: Add Conference Members from Dial Screen 2

4. Using the same method add the other members then press “Audio Call” for an Audio conference or “Video Call” for a video Conference

- **Initiating conference during a phone call**

1. When the phone is on call screen, tap on "Conference" softkey;
2. Enter the third-party number or choose an available number on the left menu from call history or contacts to form a conference of 3. After the call is established, the conference screen is brought up;
3. Tap on to add another member to the conference;

- **Initiating conference directly using conference soft key**

1. On idle screen, press conference soft key .
2. Tap on to add the members of the conference.

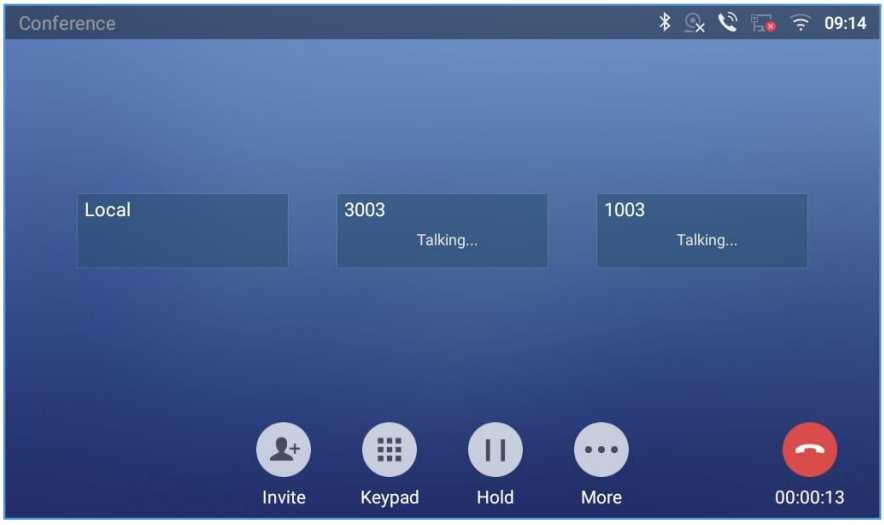

Figure 70: GXV3380 Conference Screen

Note: When users press on to invite another member to the conference, a dial tone will be heard for the user to start dialing the number.

If there are calls on hold, they will show up when adding member to the conference. Users could then tap on the call to add it to the conference directly.

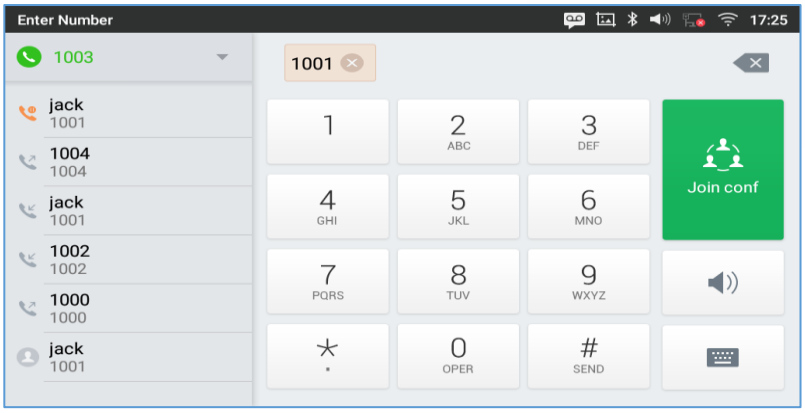

Figure 71: GXV3380 Conference - Add Existing Call to Conference

3. Repeat the above steps to add more parties into the conference. The following figure shows a 3-way conference established.

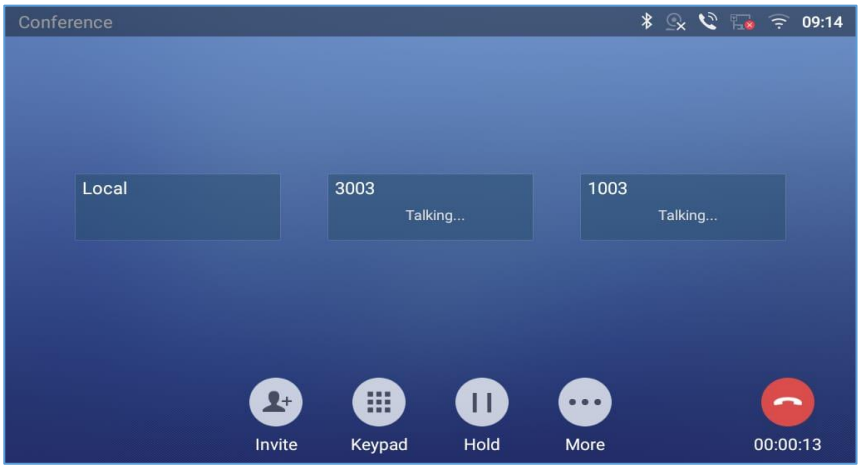

Figure 72: 3-Way Conference Call Established

Note: Every time a conference participant joins or exits the conference when using Full screen, a notification will appear in order to make the GXV3380 host aware of the participant's actions during the conference.

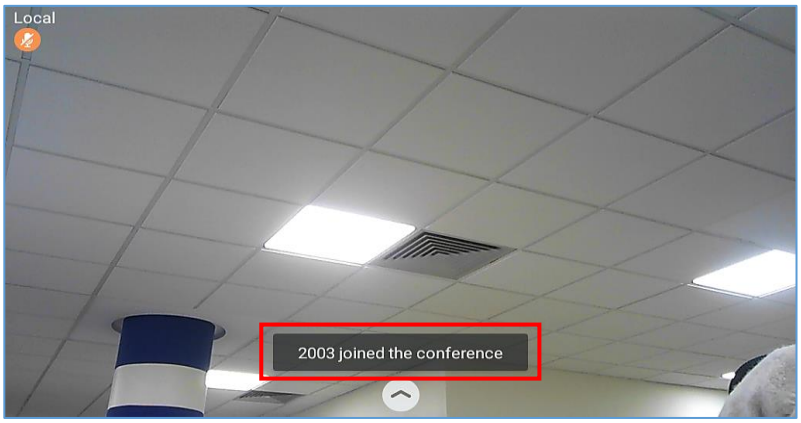

Figure 73: Notification of joining the conference

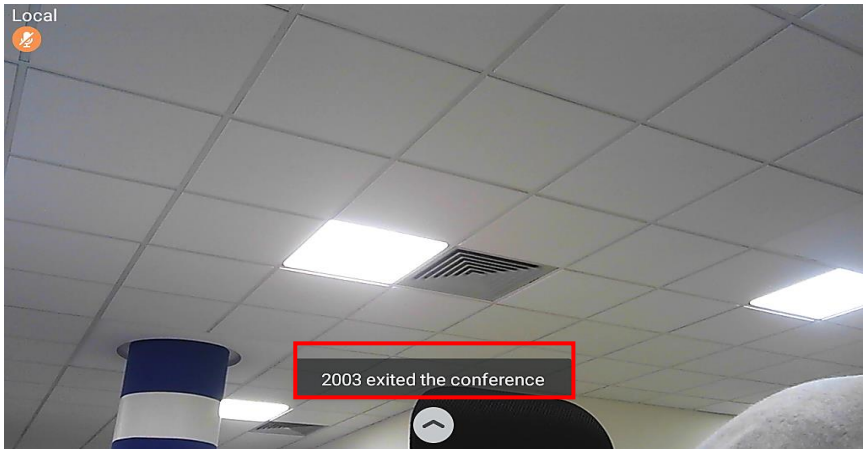

Figure 74: Notification of exiting the conference

Remove Party from Conference

To remove a party from the conference:

1. Tap on the participant icon of the user you want to remove. The below window will show up giving the possibility to Mute enable video Enlarge or hang up.
2. Tap on icon to remove the a party from the conference.

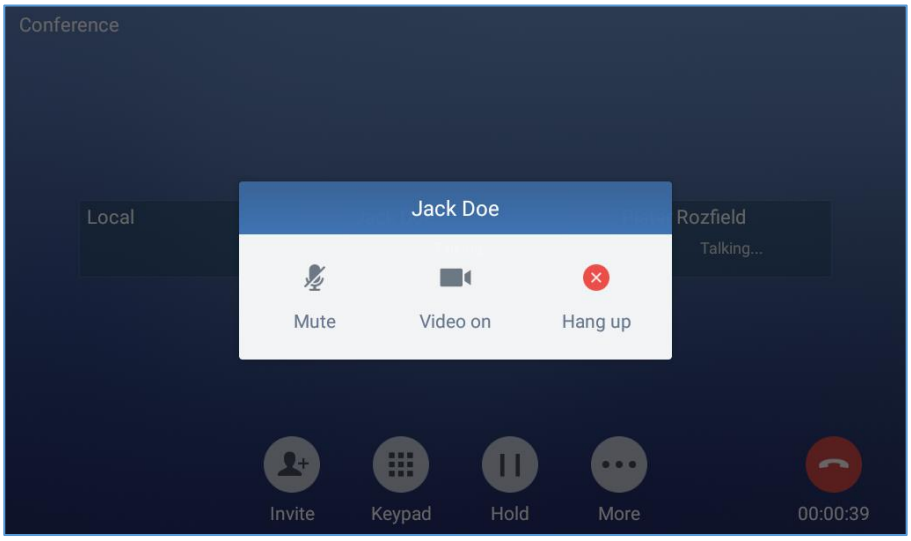

Figure 75: GXV3380 Conference - Remove Party from Conference

End Conference

To end the conference, tap on to disconnect all the parties from the conference. GXV3380 will hang up the call. If the remote party hangs up the call itself, it will be disconnected from the conference but other parties on GXV3380 will stay in the existed conference.