Grandstream Networks, Inc.

GXV3350

High-End Smart Video Phone

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.

U.S. FCC Statement

Part 68 Regulatory Information

This equipment complies with Part 68 of the FCC rules. Located on the equipment is a label that contains, among other information, the ACTA registration number and ringer equivalence number (REN). If requested, this information must be provided to the telephone company.

The REN is used to determine the quantity of devices which may be connected to the telephone line. Excessive REN's on the telephone line may result in the devices not ringing in response to an incoming call. In most, but not all areas, the sum of the REN's should not exceed five (5.0). To be certain of the number of devices that may be connected to the line, as determined by the total REN's contact the telephone company to determine the maximum REN for the calling area.

This equipment cannot be used on the telephone company-provided coin service. Connection to Party Line Service is subject to State Tariffs.

If this equipment causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. If advance notice isn't practical, the telephone company will notify the customer as soon as possible. Also, you will be advised of your right the file a complaint with the FCC if you believe it is necessary. The telephone company may make change in its facilities. If this happens, the telephone company will provide advance notice in order for you to make the necessary modifications in order to maintain uninterrupted service.

If the trouble is causing harm to the telephone network, the telephone company may request you to remove the equipment from the network until the problem is resolved.
This equipment uses the following USOC jacks: RJ45C.
It is recommended that the customer install an AC surge arrester in the AC outlet to which this device is connected. This is to avoid damaging the equipment caused by local lightening strikes and other electrical surges.
Since this device has the HAC function, the earpiece is easy to absorb small, please take care to avoid scratching.

If trouble is experienced with this equipment, please contact (Agent in the US):
Company Name: Grandstream Networks, Inc.
Address: 126 Brookline Ave, 3rd Floor Boston, MA 02215, USA
Tel: 1-617-5669300
Fax: 1-617-2491987

Part 15 Regulatory Information

This device complies with part 15 of the FCC Rules. Operation is subject to the following two condition:

(1) this device may not cause harmful interference, and

(2) this device must accept any interference received, including interference that may cause undesired operation.

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

Note: 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.

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator & your body. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

Canada Regulatory Information

Operation of 5150-5250 MHz is restricted to indoor use only.

This device contains licence-exempt y=transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's licence-exempt RSS(s). Operation is subject to the following two conditions:

(1) This device may not cause interference.
(2) This device must accept ant interference, including interference that may cause undesired operation of the device.

L'émetteur / récepteur exempt de licence contenu dans le présent appareil est conforme aux CNR d'Innovation, Sciences et Développement économique Canada applicable aux appareils radio exempts de licence. L'exploration est autorisée aux deux conditions suivantes:

(1) L'appareil ne doit pas produire de brouillage ;
(2) L'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

CAN ICES-3(B)/NMB-3(B)

The device meets the exemption from the routine evaluation limits in section 2.5 of RSS 102 and compliance with RSS-102 RF exposure, users can obtain Canadian information on RF exposure and compliance.
This equipment should be installed and operated with minimum distance 20cm between the radiator & your body. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

EU Regulatory Information

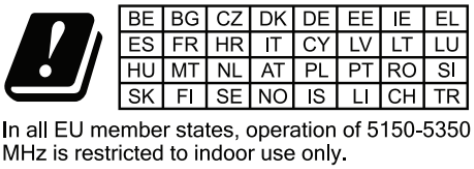
Support Frequency Bands and Power:
WLAN/BT 2.4 GHz < 20 dBm;
WLAN 5.2 GHz <23 dBm;
WLAN 5.3/5.6 GHz <20 dBm;

This equipment should be installed and operated with minimum distance 20cm between the radiator & your body. Transmitter must not be co-located or operating in conjunction wirh any other antenna or transmitter.

The simplified EU declaration of conformity referred to in Article 10(9) shall be provided as follows:
Hereby, Grandstream Networks, Inc. declares that the radio equipment type GXV3350 is in compliance with Directive 2014/53/EU.

The full text of the EU declaration of conformity is available at the following internet address: www.grandstream.com

CE Authentication



Hereby, Grandstream Networks, Inc. declares that the radio equipment GXV3350 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/

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DOCUMENT PURPOSE

This document describes how to configure the GXV3350 via phone's LCD menu and web UI menu to fully manipulate phone's features. To learn advanced functions of GXV3350, please visit https://www.grandstream.com/support to download the latest “GXV3350 Administration Guide”.

This guide covers following topics:

- Product Overview
- Getting started
- Getting to know GXV3350
- Make phone calls
- Contacts
- GXV3350 Settings
- Harassment Interception
- Call history
- SMS
- File manager
- GS Market
- FTP Server
- StateDetection
- Camera
- Browser
- Action URL
- Connecting GXV3350 to Door Systems
- Connect to network and devices
- Emergency call
- Experiencing the GXV3350 applications

CHANGE LOG

This section documents significant changes from previous versions of user guide for GXV3350. Only major new features or major document updates are listed here. Minor updates for corrections or editing are not documented here.

Firmware Version 1.0.3.30

- Added “Keep Associated Account” for import contacts. [Import/Export Contacts

Firmware Version 1.0.3.27

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

Firmware Version 1.0.3.25

- Supported switching cities from the weather widget directly. [Weather Widget]
- Added call type icon in Call History app to indicate audio or video calls. [Dial a Number via Call History]
- Updated “No/Noise” button in Audio Diagnostics to two separate ones. [Audio Diagnostics]
- Added multicast intercom global switch in LCD widget. [Multicast]
- 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 so that Apps can be grouped into folders on home screen. [Group Apps]

Firmware Version 1.0.3.20

- No Major Change.

Firmware Version 1.0.3.19

- Added support for integrated call control features with GUV3000/3005 [USB Headset]

Firmware Version 1.0.3.17

- No Major Change.

Firmware Version 1.0.3.13

- Added AutoAdjustScreen app to make third-party app display more friendly. [Auto Adjust Screen]

Firmware Version 1.0.1.8

- This is the initial version.

WELCOME

Thank you for purchasing Grandstream GXV3350 High-End Smart Video Phone for Android™. The GXV3350 IP Video Phone for Android combines a 16-line IP video phone with a multi-platform video collaboration solution and the functionality of an Android tablet to offer an all-in-one communications solution. This IP video phone delivers a powerful experience through its' 5 inch 1280x720 capacitive touch screen, tiltable camera, HDMI output, dual microphones and support for 720p HD video. The GXV3350 adds dual Gigabit ports with PoE/PoE+, integrated Wi-Fi and Bluetooth support. It also runs Android 7.0 and offers instant access to hundreds of thousands of Android apps. By combining a state-of-the-art IP video phone, an advanced video collaboration solution, and the functionality of an Android tablet, the GXV3350 offers businesses throughout the world a powerful desktop communication and productivity solution.

PRODUCT OVERVIEW

Feature Highlights

The following tables contain the major features of the GXV3350:

Table 1: GXV3350 Features in a Glance

 GXV3350	• 16 lines with up to 16 SIP accounts, up to 6-way audio conference and 3-way 720p 30fps HD video conference, phonebook with up to 1000 contacts, call history with up to 1000 records. • Dual switched 10/100/1000Mbps network ports, Dual-band 2.4GHz & 5GHz Wi-Fi (802.11a/b/g/n), PoE/PoE+, Bluetooth 4.2+EDR, USB, HDMI, EHS with Plantronics headsets support. • 5" (1280x720) capacitive (5 points) touch screen TFT LCD, mega pixel CMOS sensor camera with privacy shutter. • Dual MIC & HD speakerphone with noise reduction, advanced echo cancellation and excellent double-talk performance. • Runs the Android™ Operating System 7.0. • Built-in support for GXV series of video surveillance cameras, and GDS37xx series of access control devices. • Create Android applications for any business need to run on GXV3350 using Grandstream's SDK toolkit.

GXV3350 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 GXV3350.

Table 2: GXV3350 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	5 inch 1280x720 capacitive touch screen (5 points) TFT LCD
Camera	Tiltable 1 mega-pixel CMOS camera with privacy shutter, 720P@30fps
Bluetooth	Yes, integrated. Bluetooth 4.2+EDR.
Wi-Fi	Yes, dual-band (2.4GHz & 5GHz) with 802.11 a/b/g/n
Auxiliary Ports	RJ9 headset jack (allowing EHS with Plantronics headsets), USB port, HDMI-out (1.4 up to 720p30fps)
Feature Keys	11 functions keys for CONFERENCE, TRANSFER, SEND/REDIAL, MUTE, EARPHONE, SPEAKERPHONE, VOLUME -/+. 3 dedicated Android keys for HOME, MENU, and BACK
Voice Codec	Wide-band Opus, wide-band G.722, G.711μ/a, G. 729A/B, G.726-32, iLBC, 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 720p, frame rate up to 30 fps, bit rate up to 2Mbps, 3-way video conference (720p@30fps), anti-flickering, auto focus and auto exposure
Telephony Features	Hold, transfer, forward (unconditional/no-answer/busy), call park/pickup, 6-way audio conference(including the host), shared-call-appearance (SCA) / bridged-line-appearance (BLA), virtual Programmable Key, downloadable contacts (XML, LDAP, up to 1000 items), call record(local and server), call log (up to 1000 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, Clock, Calculator, Recorder, GS Market, etc. Support third-party Android apps API/SDK available for advanced custom application development
Applications Deployment	Support Android 7.0 compliant applications to be developed, downloaded and run on the device with provisioning control

HD Audio	Yes, 2 omnidirectional microphones, HD handset and speakerphone with support for wideband audio
Base Stand	Yes, base stand with three adjustable levels
Extension Module	Yes, can power up to 4 GBX20 EXT modules which feature a 272x480 color LCD, 20 quick-dial/ BLF keys with dual-color LED, 2 navigation keys and less than 1.2W power consumption per unit **The second GBX20 must be powered on by a 12V/1A PSU when 2 or more GBX20 extension modules are connected to GXV3350*
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, 256bit-AES encrypted configuration file, TLS, SRTP, HTTPS, 802.1x media access control
Multi-language	English, German, Italian, French, Spanish, Portuguese, Russian, Croatian, Chinese, Korean, Japanese, and more
Upgrade/ Provisioning	Firmware upgrade via TFTP / HTTP / HTTPS or local HTTP upload, mass provisioning using TR-069 or AES encrypted XML configuration file
Power and Green Energy Efficiency	Universal power adapter included: Input: 100-240VAC 50-60Hz; Output 12VDC 1.5A Integrated PoE* 802.3af Class 3, PoE+ 802.3at, Class 4
Physical information	Dimension: 210mm (L) x 243mm (L) x 47.5mm (H) Unit weight: 1.24kg Package weight: 1.67kg
Temperature and Humidity	Operation: 0°C to 40°C Storage: -10°C to 60°C Humidity: 10% to 90% Non-condensing
Package Content	GXV3350 phone, handset with cord, base stand, universal power supply, network cable, quick installation guide, brochure, GPL license
Compliance	**FCC:** Part 15 Class B; Part 15 Subpart C(15.247); Part 15 Subpart E(15.407); Part 68 HAC **IC:** RSS-247; RSS-Gen; RSS-102; IECS-003; CS03 **CE:** EN 55032; EN 55035; EN 61000-3-2; EN 61000-3-3; EN 62368-1; EN 301 489-1; EN 301 489-17; EN 300 328; EN 301 893; EN 62311 **RCM:** AS/NZS CISPR 32; AS/NZS 4268; AS/NZS 62368.1; AS/CA S004

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 GXV3350.

Equipment Packaging

Table 3: Equipment Packaging

GXV3350
• 1x GXV3350 Main Case. • 1x Handset. • 1x Phone Cord. • 1x Phone Stand • 1x Ethernet Cable. • 1x 12V Power Adapter. • 1x Quick Installation Guide. • 1x GPL License.

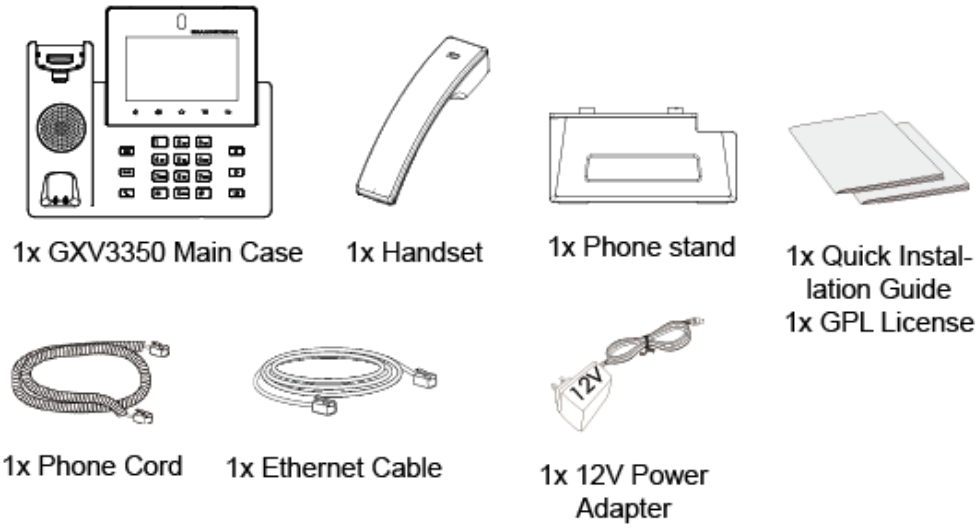

Figure 1: GXV3350 Package Content

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

Description of the GXV3350

Front View

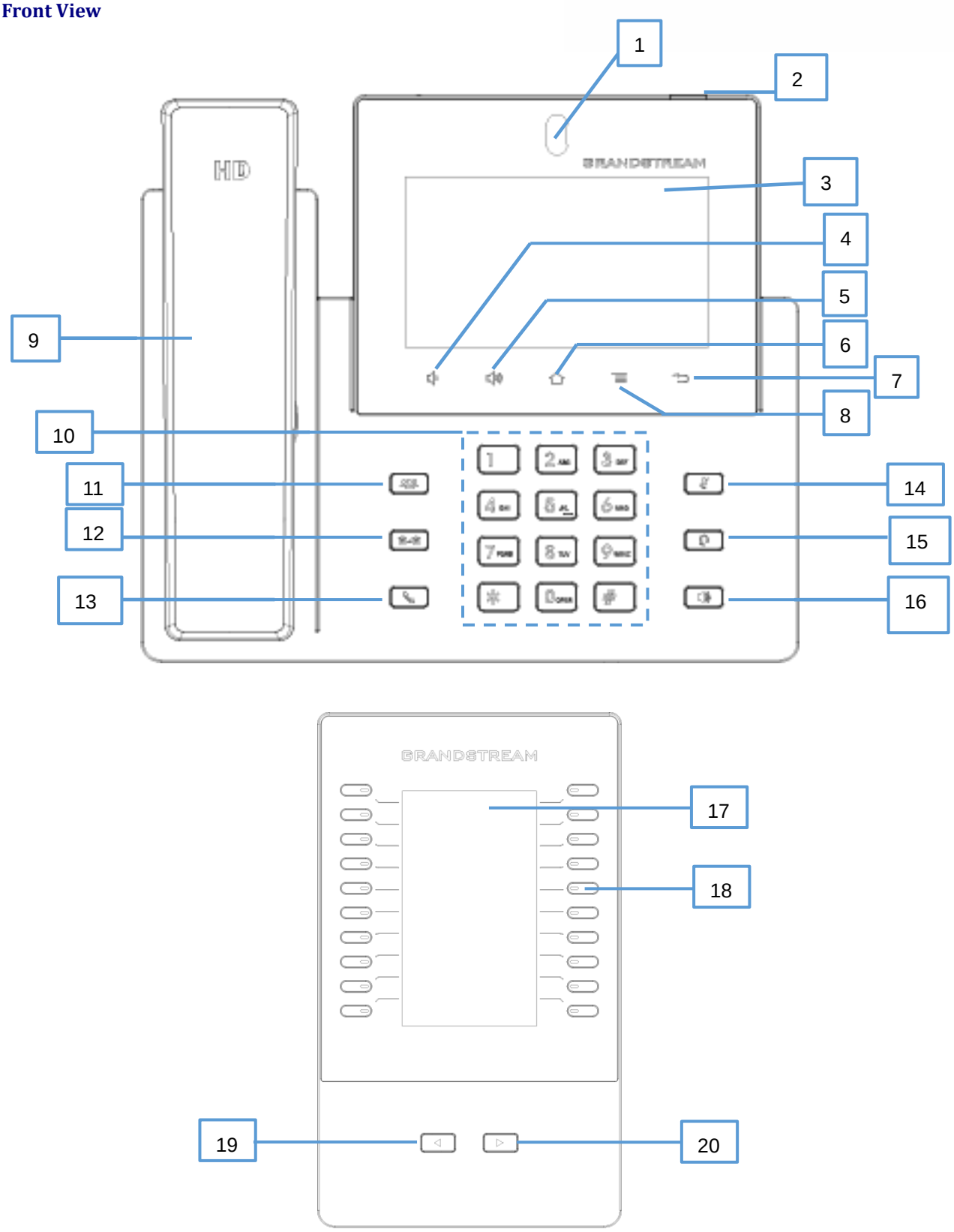

Figure 2: GXV3350 Front and GBX20 Extension Module Front

Table 4: GXV3350 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**	5 (1280*720) capacitive (5 points) touch screen.
4	**Volume Down**	Tap to turn down the call volume and media volume.
5	**Volume Up**	Tap to turn up the call volume and media volume.
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	**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.
8	**Back**	Tap to go back to the previous menu.
9	**Handset**	Off hook to use handset as the audio channel for calls and media.
10	**Keypad**	Tap to dial or send DTMF
11	**Conference**	Tap to enter into conference, then make an online meeting
12	**Transfer**	Tap to transfer the call
13	**Dial/Send**	Tap to make a call
14	**Mute**	Mute / Unmute the call. Or enable DND when free
15	**Earphone**	Tap to enter into the dial interface or switch the media channel to earphone
16	**Speaker**	Tap to enter into the dial interface or switch the media channel to speaker
17	**GBX20 LCD**	272*480 color LCD
18	**Multiple Button**	Tap to make all kinds of call, like speed dial, BLF and so on
19	**Turn Last Page**	Turn last page
20	**Turn Next Page**	Turn next page

Back View

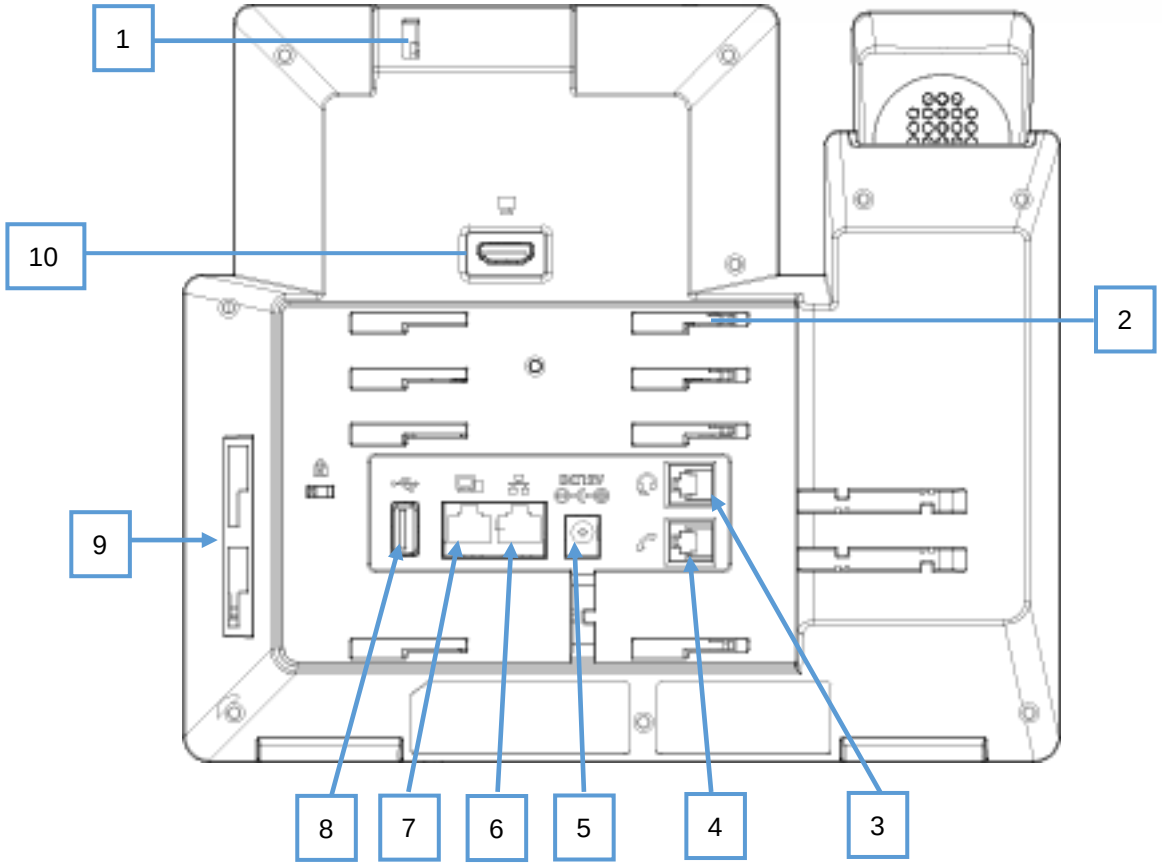

Figure 3: GXV3350 Back View

Table 5: GXV3350 Back View

Item	Name	Description
1	**Camera Adjusting Wheel**	Scroll up/down to adjust the camera angle.
2	**Phone Stand Slot**	Put the phone stand from left to right into the slots.
3	**Handset Port**	RJ9 handset connector port.
4	**Headset Port**	RJ9 headset connector port (supporting EHS with Plantronics headset).
5	**Power Jack**	12V DC Power connector port.
6	**LAN Port**	10/100/1000Mbps RJ-45 port connecting to Ethernet. PoE/PoE+ is supported.
7	**PC Port**	10/100/1000Mbps RJ-45 port connecting to PC.

8	**USB Port**	USB devices can be connected via the USB port. For example, connect a USB flash drive to save captured pictures.
9	**Side GBX20 Connection Slot**	The slots for connecting GXV3350 and GBX20.
10	**HDMI-out Port**	Connect display device to the HDMI port via HDMI cable.

Connecting and Setting Up the GXV3350

The GXV3350 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 GXV3350 has a phone stand. To set up the GXV3350 as your desk phone, follow the steps below:

1. For installing the phone on the table with the phone stand, attach the phone stand to the bottom of the phone where there is a slot for the phone stand, (upper half, bottom part);
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.

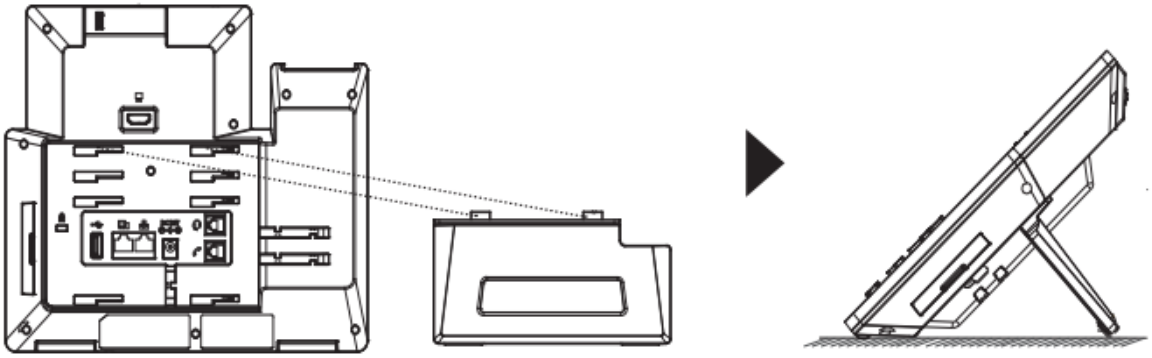

Figure 4: Phone Stand on GXV3350

NOTE: The 2 positions of the Phone Stand for GXV3350: One angle is 49.5°, and the other is 44.5°, between the device LCD interface and the horizontal plane.

Using the Slots for Wall Mounting (Wall Mount *Sold Separately)

1. Attach the wall mount to the slots for wall mount spaces 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.

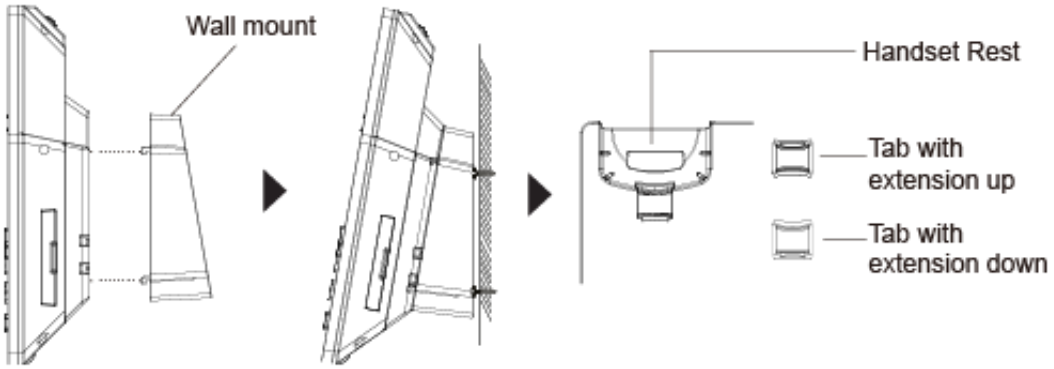

Figure 5: Tab on The Handset Cradle

Connecting the GXV3350

To setup your GXV3350, 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.

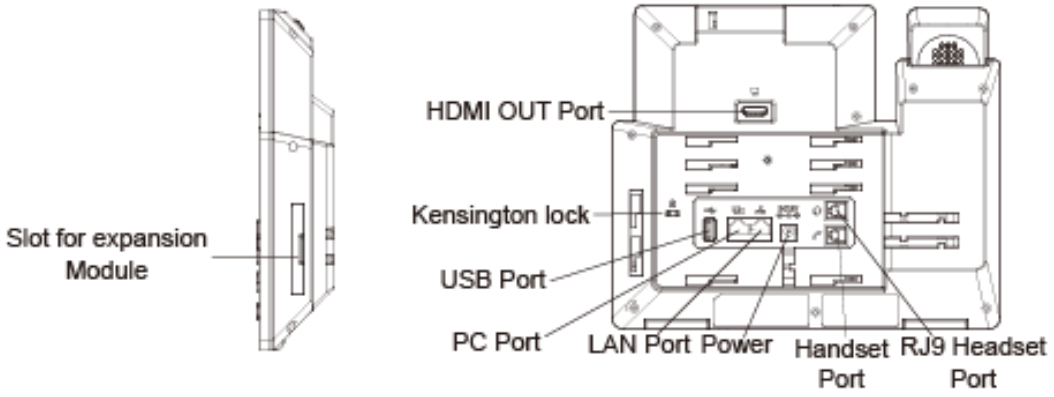

Figure 6: GXV3350 Back / Side View

GBX20 Extension Module

The GXV3350 uses GBX20 as the extension module. The extension module is an ideal solution for the busy enterprise environment looking to add the ability to receive and dispatch calls efficiently.

Each GBX20 extension module has 20 programmable buttons, Left and Right buttons, supporting 40 Multiple Purpose Keys to be configured. GXV3350 supports up to 4 extension modules, adding 160 fully programmable phone extensions to the phone.

Table 6: GBX20 Extension Module Packaging

- 1x GBX20.
- 1x GBX20 Stand.
- 1x Connector.
- 1x TypeA-MicroB USB Cable.
- 1x 12V/1A Power Adapter.
- 1x Screw.
- 1x Quick Installation Guide.

Note:

1. The GBX20 is an additional accessory for the GXV3350. Therefore, theGBX20 (including extension module accessories for installation) is not included in the GXV3350 package.
2. In case two or more GBX20 extension modules are connected to the GXV3350, the second GBX20 needs to be powered on by a 12V/1A PSU.

Installing the GBX20 to GXV3350

To set up the GBX20 with the GXV3350, please follow the steps below:

1. On the back of the GBX20 and the GXV3350 there are slots for connector plate. Attach the connector plate between the slots for the GBX20, Apply the screw provided and securely tighten the connector plate to the GBX20 (see figure below).

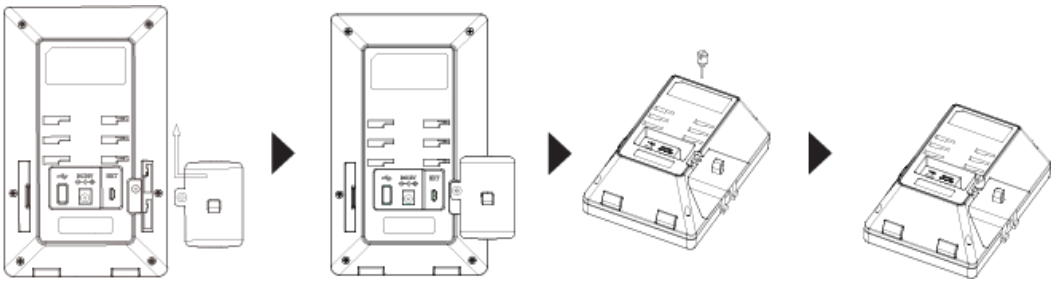

Figure 7: GBX20 with connector

2. Attach the other side of the connector plate to the GXV3350's EXT slots like shown in the figure below:

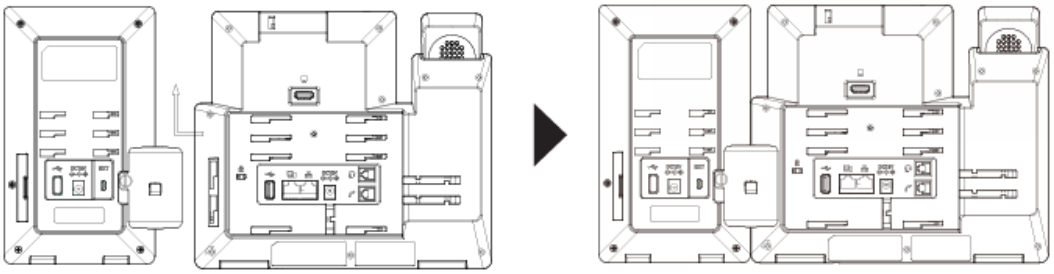

Figure 8: Connect GXV3350 and GBX20

3. Connect the GBX20 to the GXV3350 via the USB port using the USB cable provided with the GBX20.
4. Install the phone stands on the GXV3350 and the GBX20.
5. Power up the GXV3350. The GBX20 will show the booting up screen with version information and connecting status.
6. After successfully booting up, the extension board will stay in idle. Press and hold the LEFT and RIGHT button at the same time to check the version information and status.

The GBX20 can be configured via the web GUI of the GXV3350 connected. After successfully configured, press LEFT and RIGHT button on the GBX20 and users could browse all the Programmable Keys' status in different pages.

For more information on installing, connecting and configuring the GBX20 with GXV3350, please refer to the GBX20 user manual in https://www.grandstream/com/support.

Cleaning the Phone

For daily dust removal and fingerprint removal, please use the screen cleaning cloth in the factory package to wipe the phone. Before you clean the touchscreen, we recommend turning cleaning mode on, so that you will not activate phone functions while wiping the touchscreen.

You can go to **LCD Settings ➔ Basic ➔ Accessibility** to enable cleaning mode. Once finished, you can enable the touchscreen again by pressing any hardkey on 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 GXV3350

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.

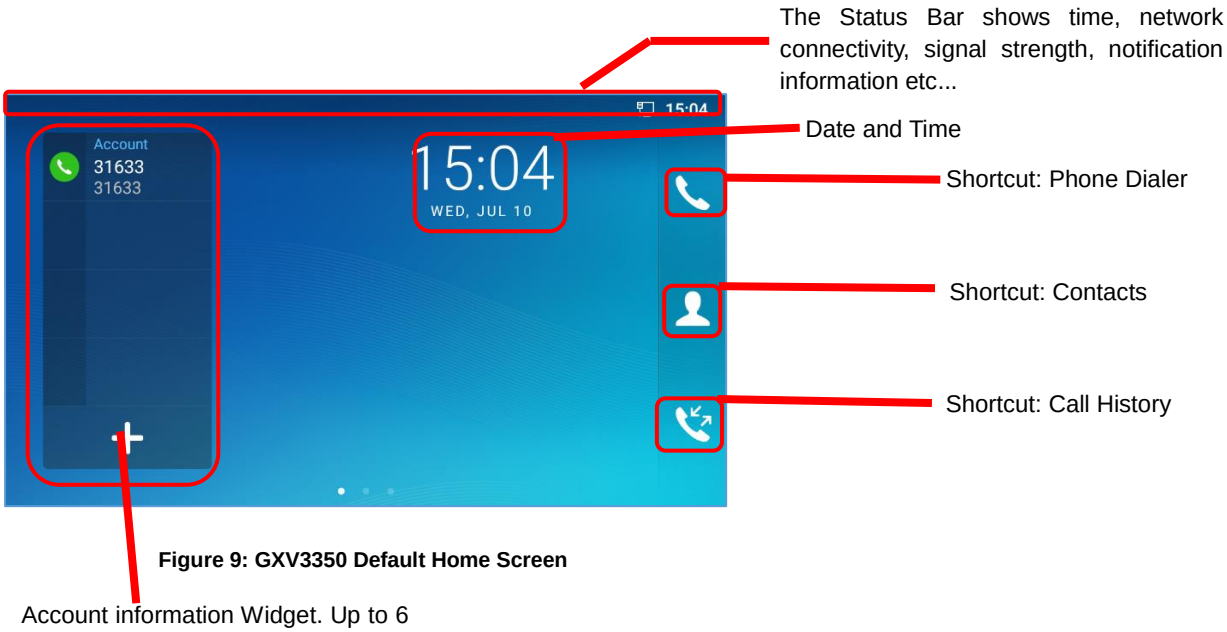

Figure 9: GXV3350 Default Home Screen

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

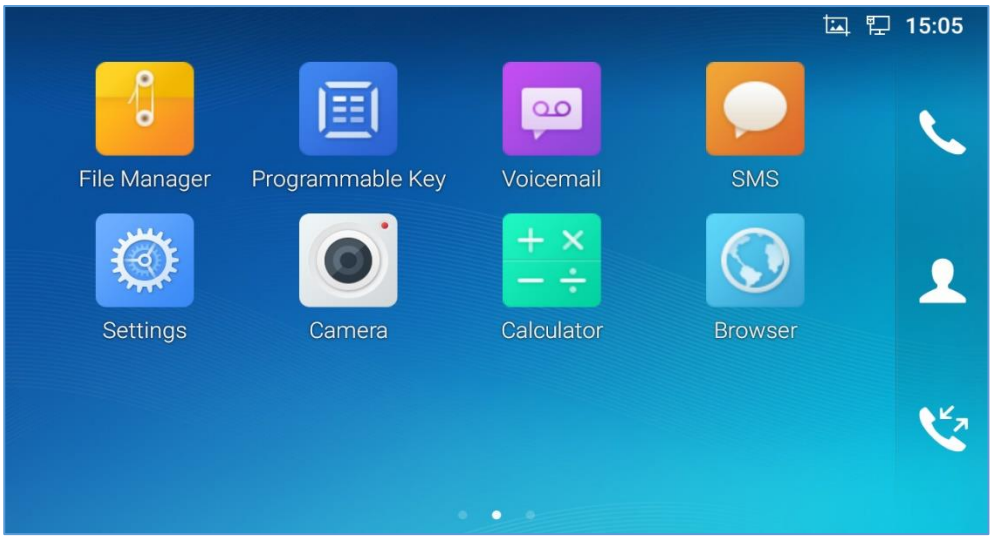

Figure 10: GXV3350 Onscreen Menu

To fully manipulate the GXV3350 capacitive touch screen, use your fingers to operate the following on the GXV3350 icons, buttons, menu items, onscreen keyboard etc.

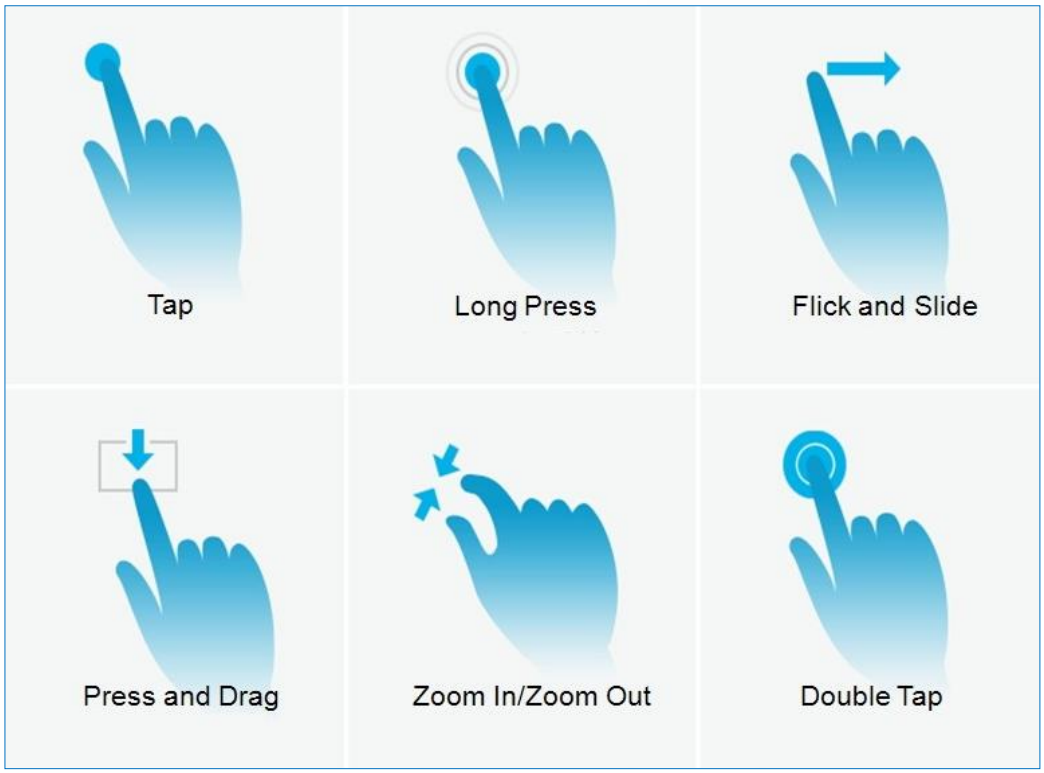

Figure 11: GXV3350 Finger Gestures on the Touch Screen

- **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 GXV3350 is on idle screen, press the MENU key to bring up phone's menu. Users can access the following in the desktop menu:

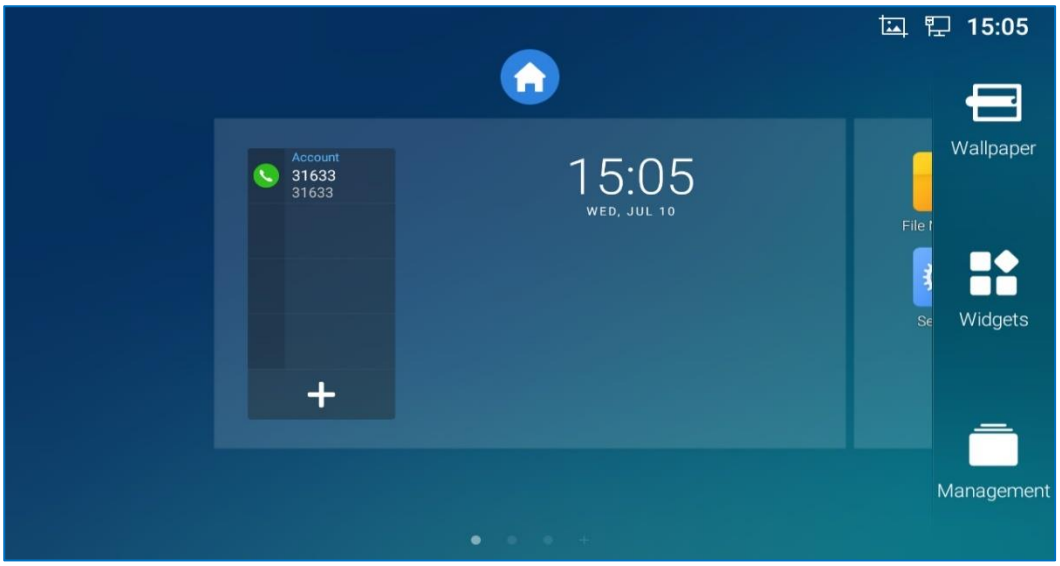

Figure 12: GXV3350 Desktop Menu

- **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 GXV3350.

- in case of screen lock password, after 5 incorrect attempts countdown timer is starting.

Add Widget to Desktop

The GXV3350 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.

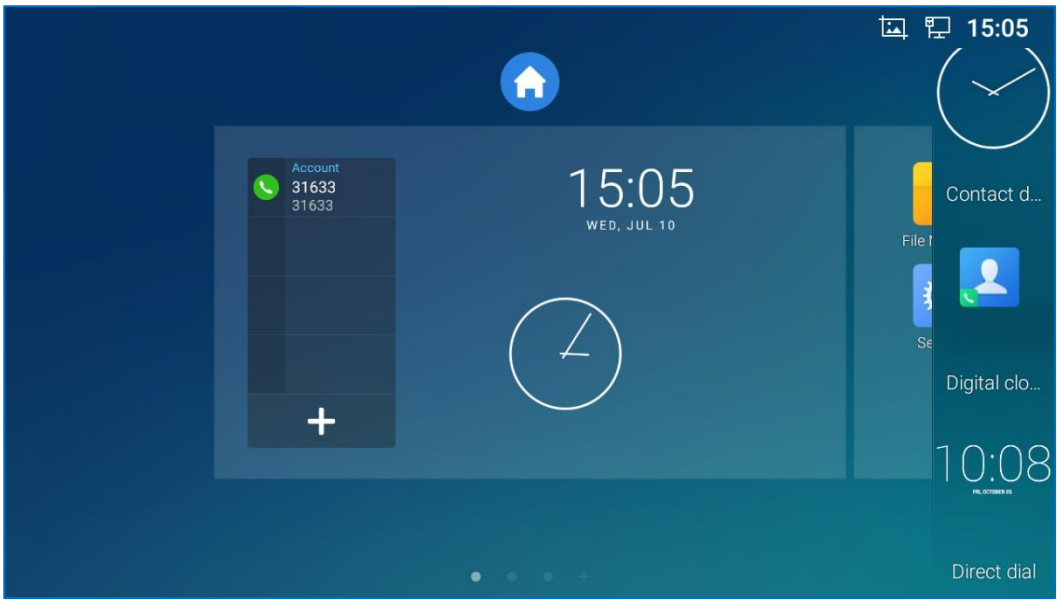

Figure 13: Add Widget to the Desktop

Manage Desktop Items

On the GXV3350 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.

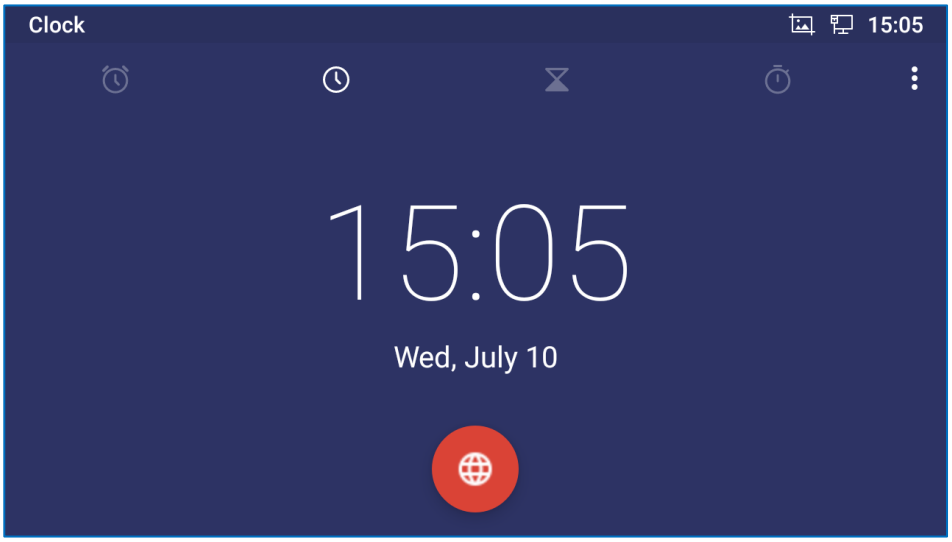

Figure 14: Open Clock Widget

- **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.

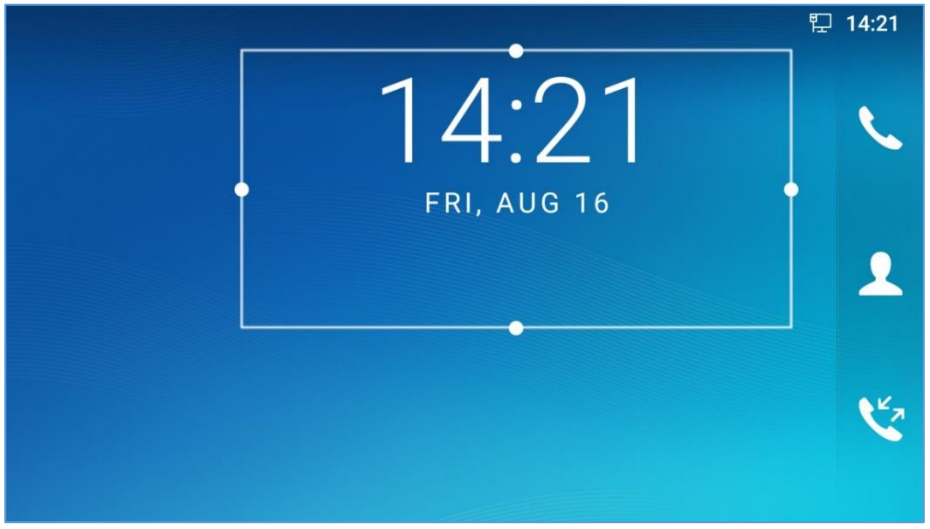

Figure 15: Resize Digital Clock Widget

- **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.

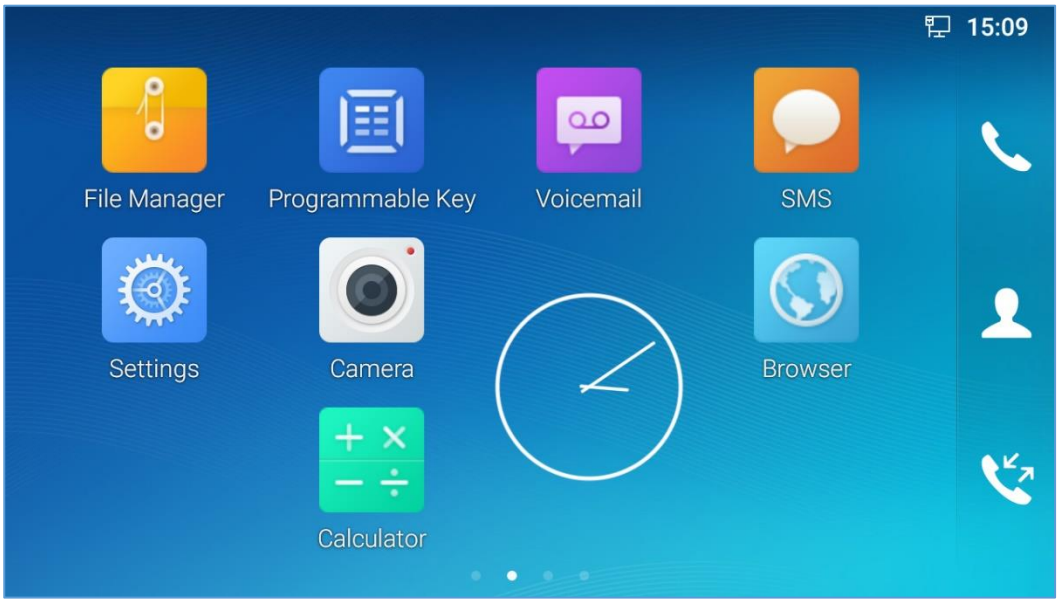

Figure 16: Move Clock Widget

- **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.

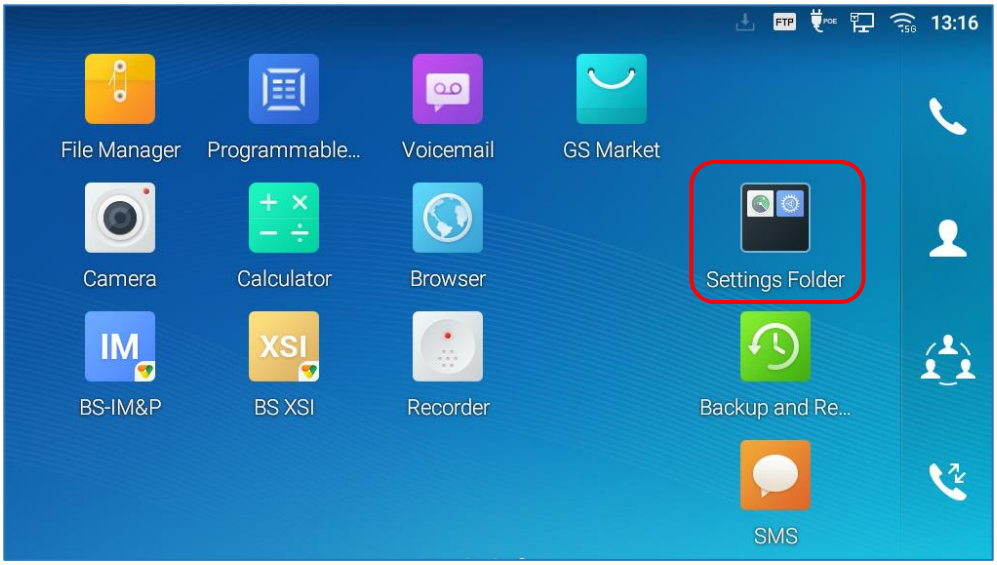

Figure 17: Creating a Folder grouping Apps

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

Auto Adjust Screen

This app is running in background and automatically triggered when the user opens a third-party app, such

as YouTube, Skype, Zoom, Teams, etc, so that app layout would be correct. When the user goes back to the LCD desktop, the app adjusts the screen back to normal.
The notification would show as below:

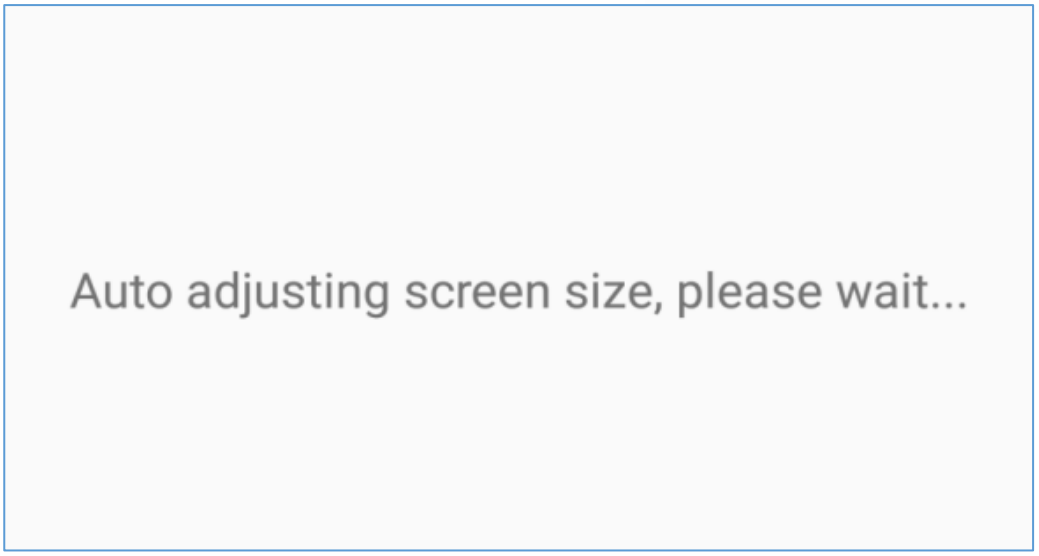

Figure 18: Auto Adjust Screen

Set Wallpapers

On the GXV3350 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 GXV3350. Select the picture from the default wallpapers available to preview and then tap on "Set wallpaper".

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.

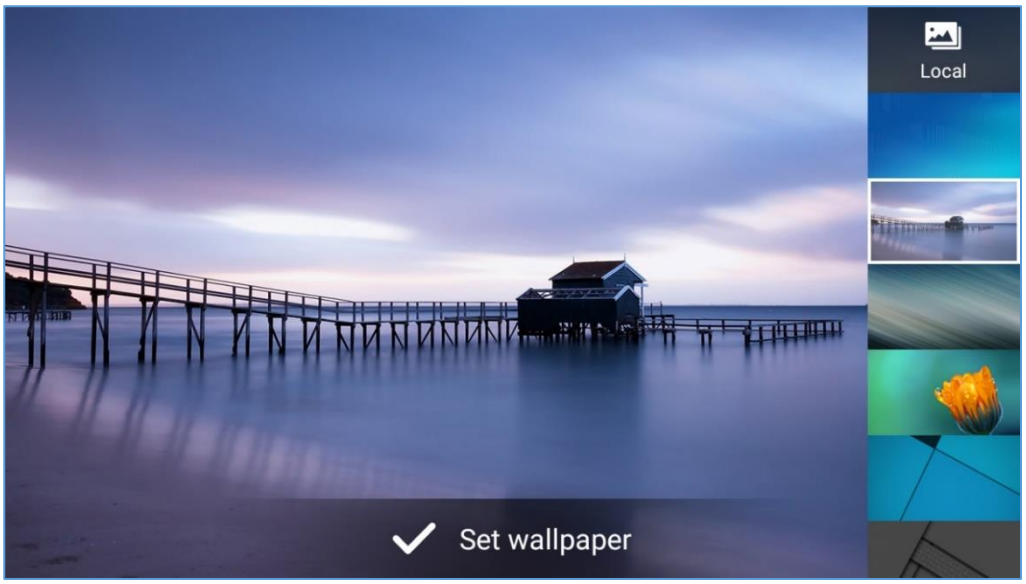

Figure 19: GXV3350 Choose Wallpaper

Set Weather Widget

On the GXV3350 desktop, touch and press on an empty spot 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.

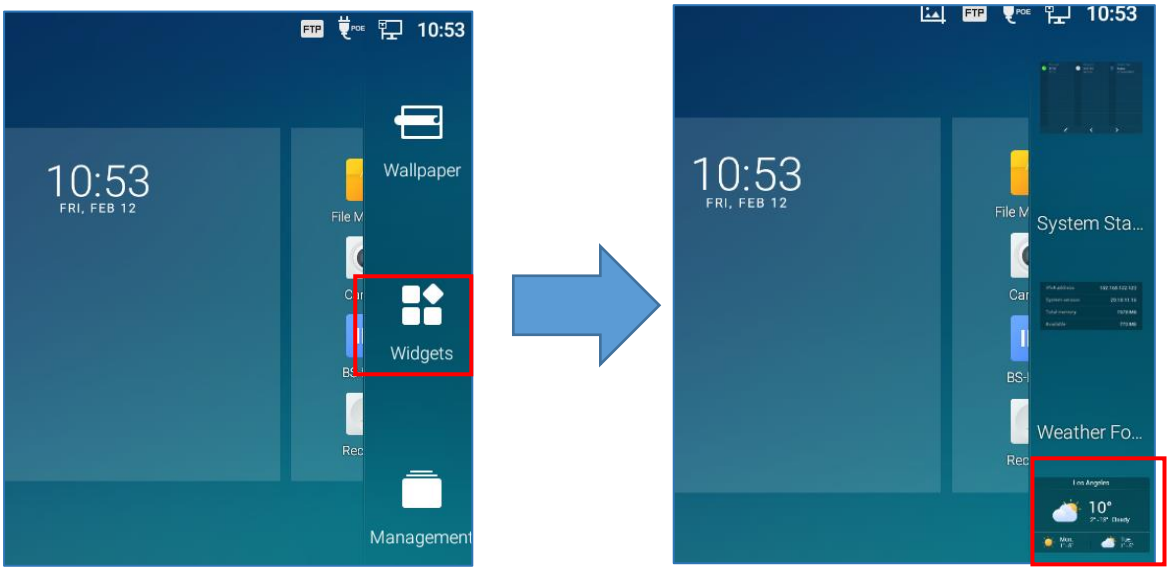

Figure 20 : Accessing Available Widgets

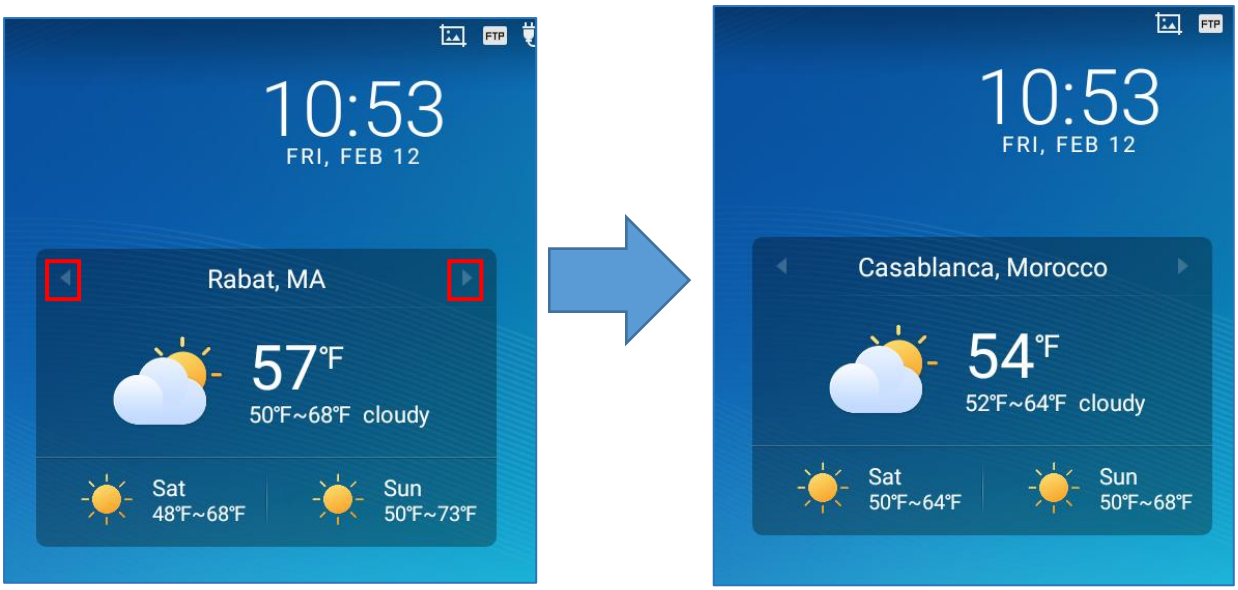

Figure 21: Minimized display of Weather App

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 22: Maximized Display of Weather APP

Set Programmable Key Widget

On the GXV3350 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).

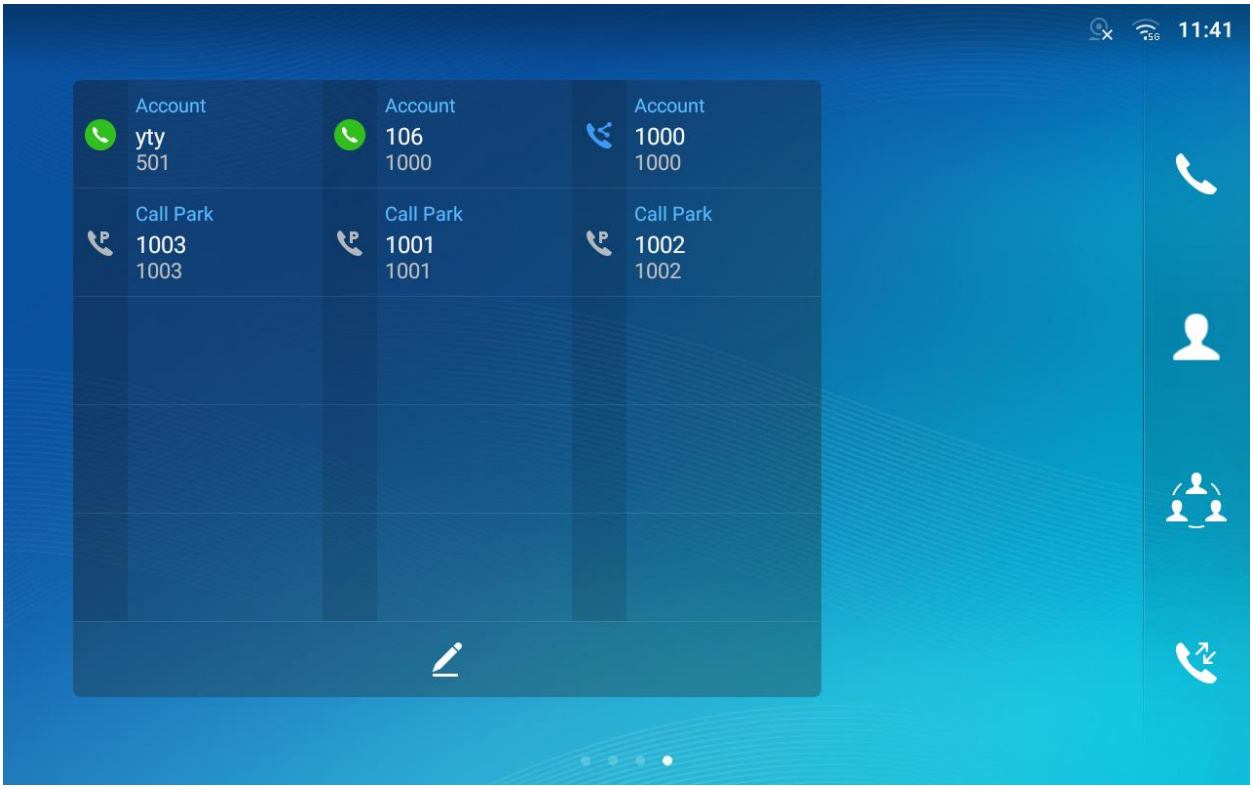

Figure 23: Programmable Key Widget

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)

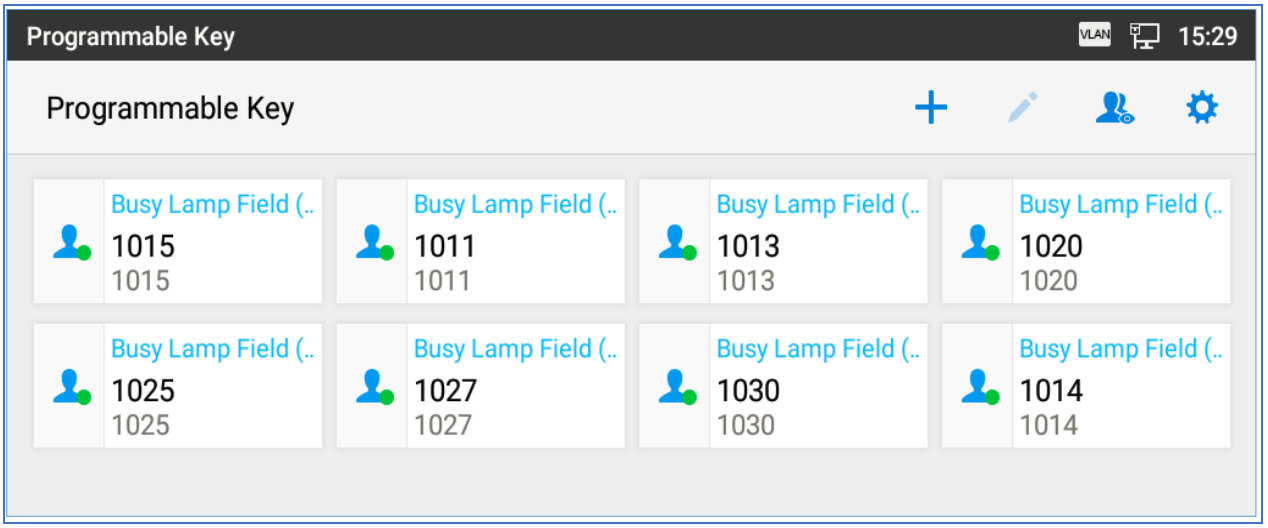

Figure 24: Programmable Keys page

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 GXV3350 desktop, press an empty spot for about 2 seconds then select “Management” or select "Management" after pressing Menu button ..

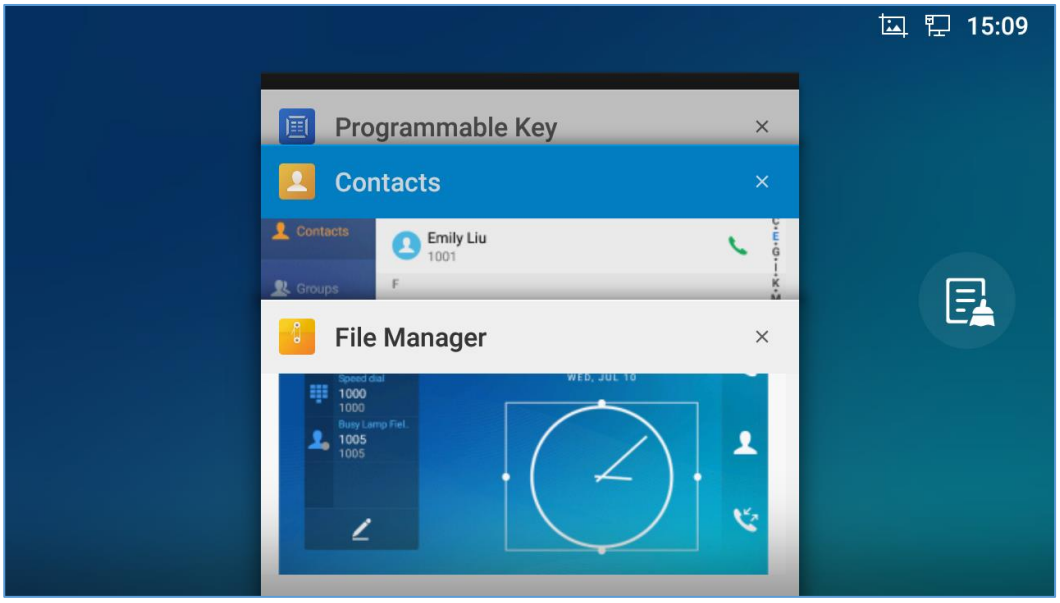

Figure 25: GXV3350 Recent Applications

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 GXV3350 supports multiple idle screens by sliding the screen horizontally. On the GXV3350 screen, slightly touch an empty area and slide to the left or right using your finger to switch between different idle screens.

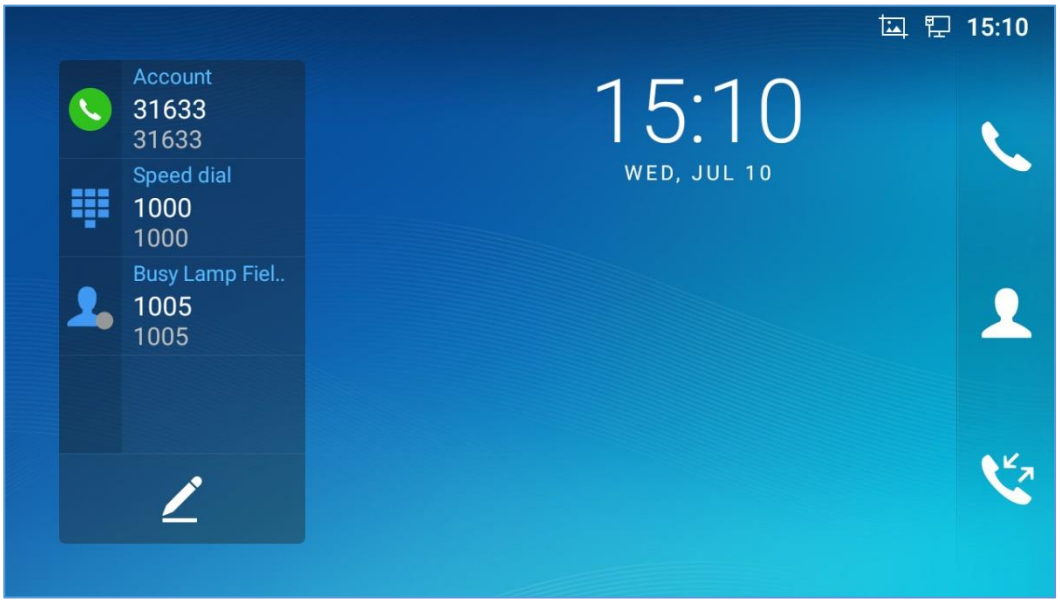

Figure 26: GXV3350 Switch Idle Screens

Set Up Idle Screen

- **Set home screen**

  Follow the steps below to set up the HOME screen.

  1. GXV3350 is up and running on idle screen.
  2. Press the MENU button . This will zoom out all the screens as shown in ***[Figure 27: 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.

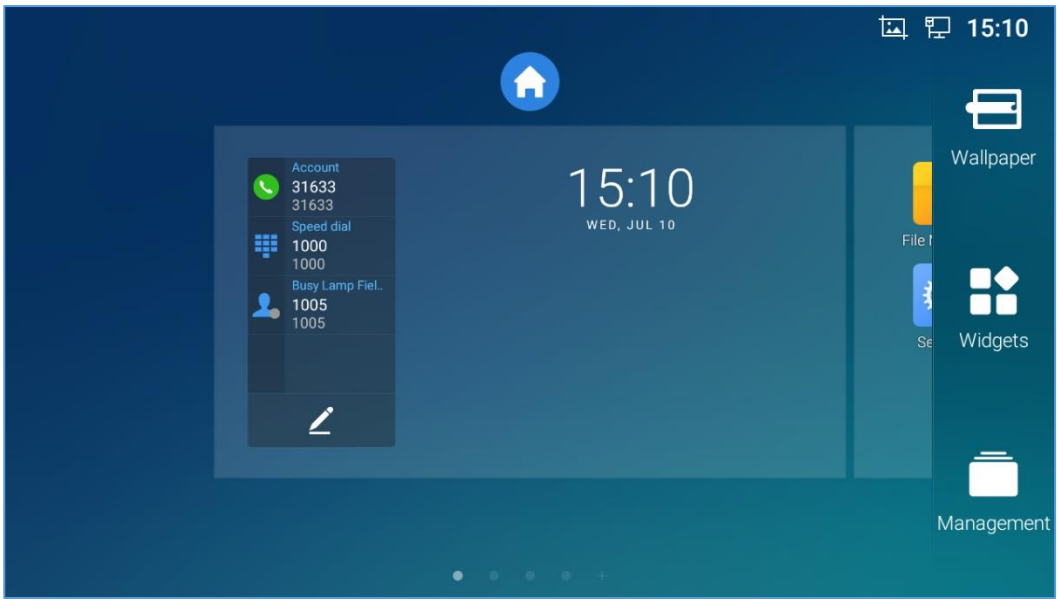

Figure 27: Set up Home Idle Screen

- **Add/Delete idle screen**

  As shown in ***[Figure 27: 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.

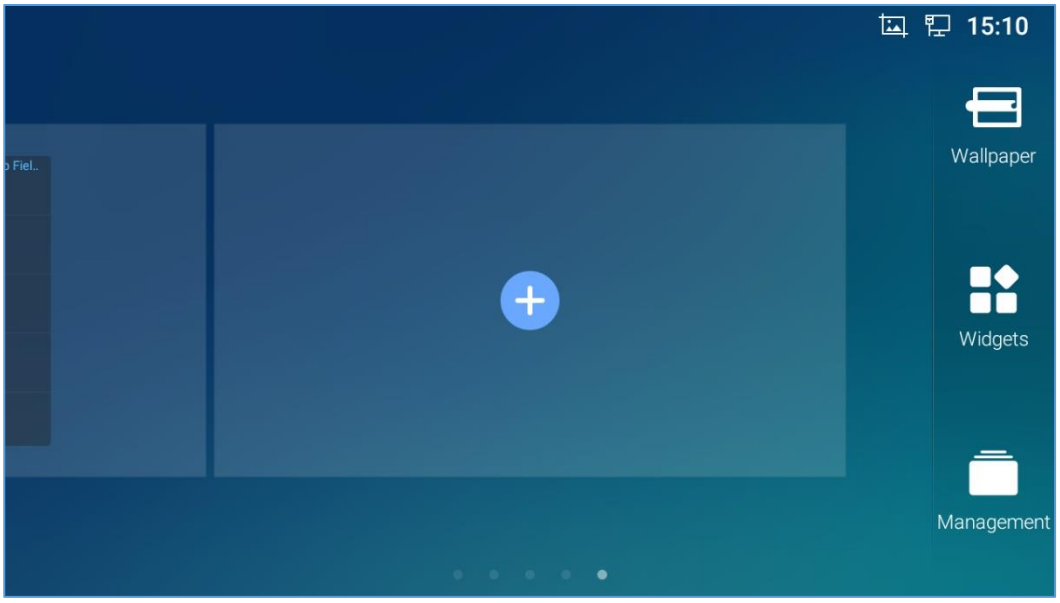

Figure 28: Add an Idle Screen

  - 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.

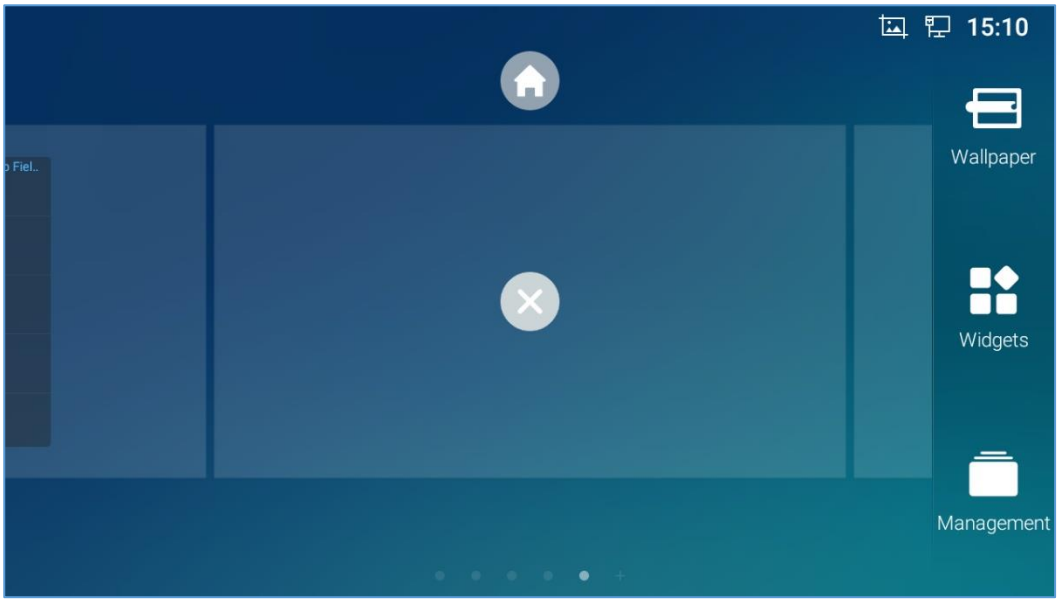

Figure 29: Delete an Idle Screen

Use the Status Bar

The status bar on the top of the GXV3350 screen provides visual notifications for the system settings and status, as well as quick access for important system settings. To access it, on the GXV3350 idle screen, slowly slide down from the top to the bottom of the screen as the following figure shows.

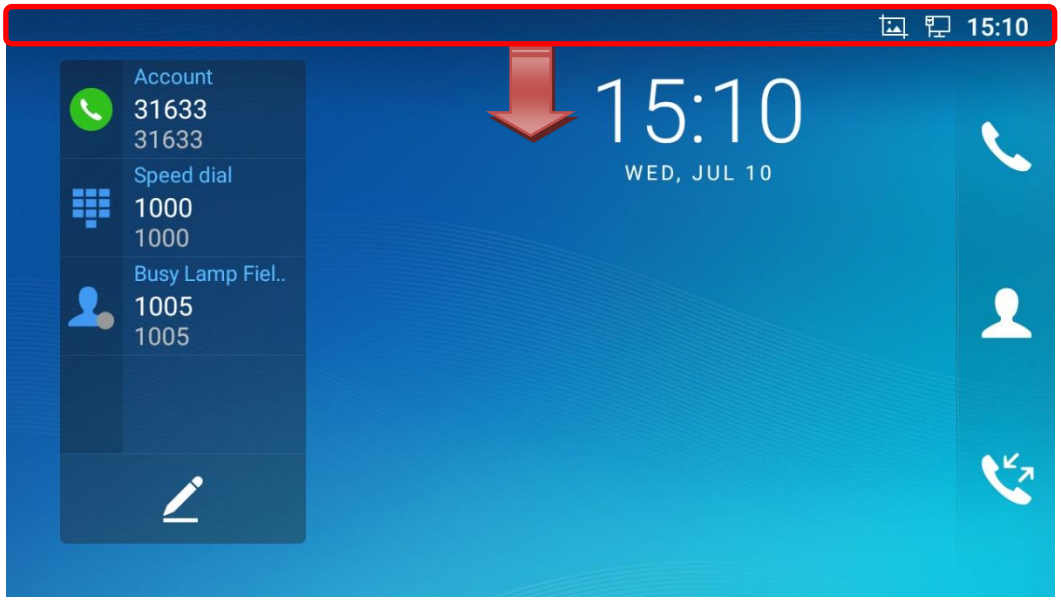

Figure 30: GXV3350 Top Status Bar

For more options on the Status Bar (call forward, RJ9 headset…) users can slip right the status bar.

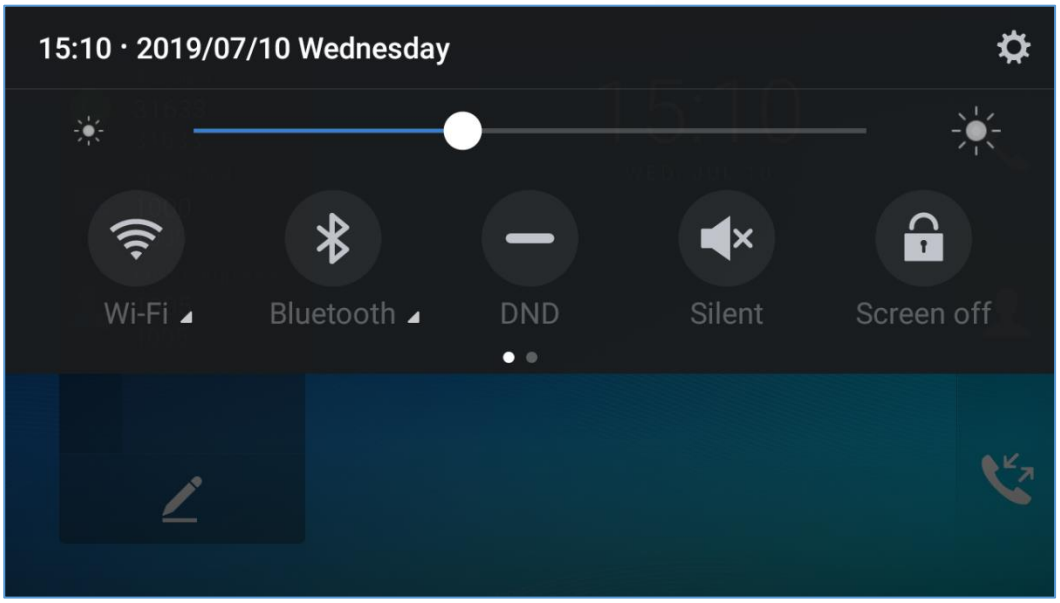

Figure 31: Status Bar - More Options

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.

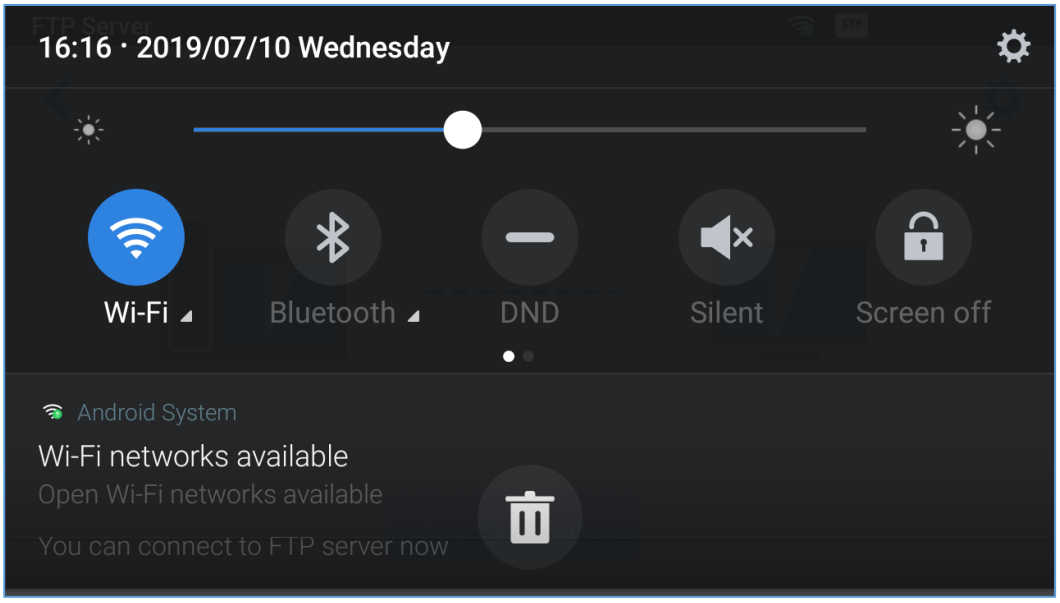

Figure 32: GXV3350 Top Status Bar – Notification

- 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.

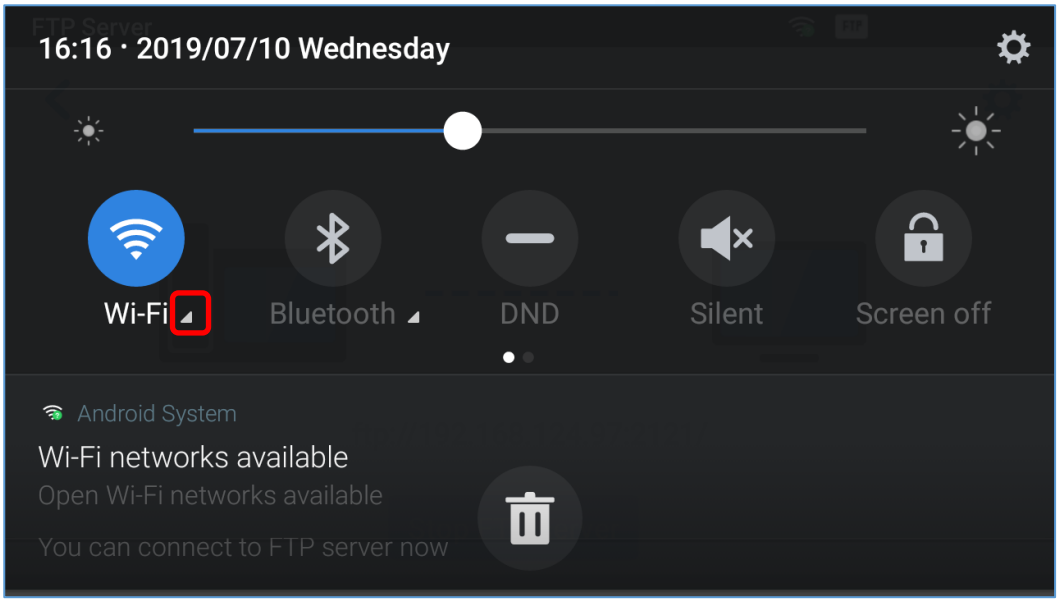

Figure 33: GXV3350 Top status Bar - Get more information

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

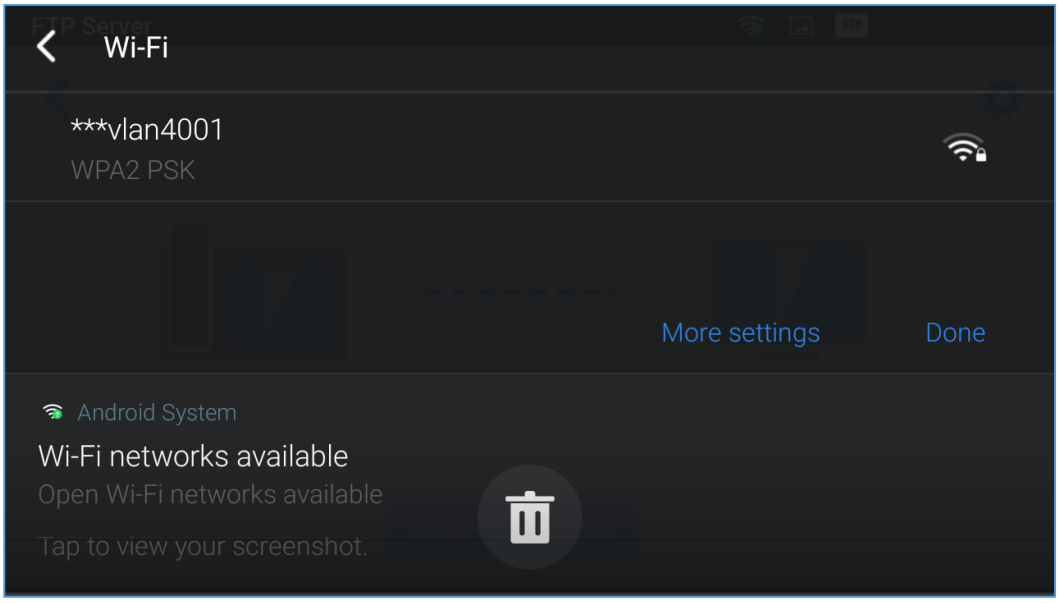

Figure 34: GXV3350 Top status Bar – Wi-Fi

Notifications in Status Bar

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

Table 8: GXV3350 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.
	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.
	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.

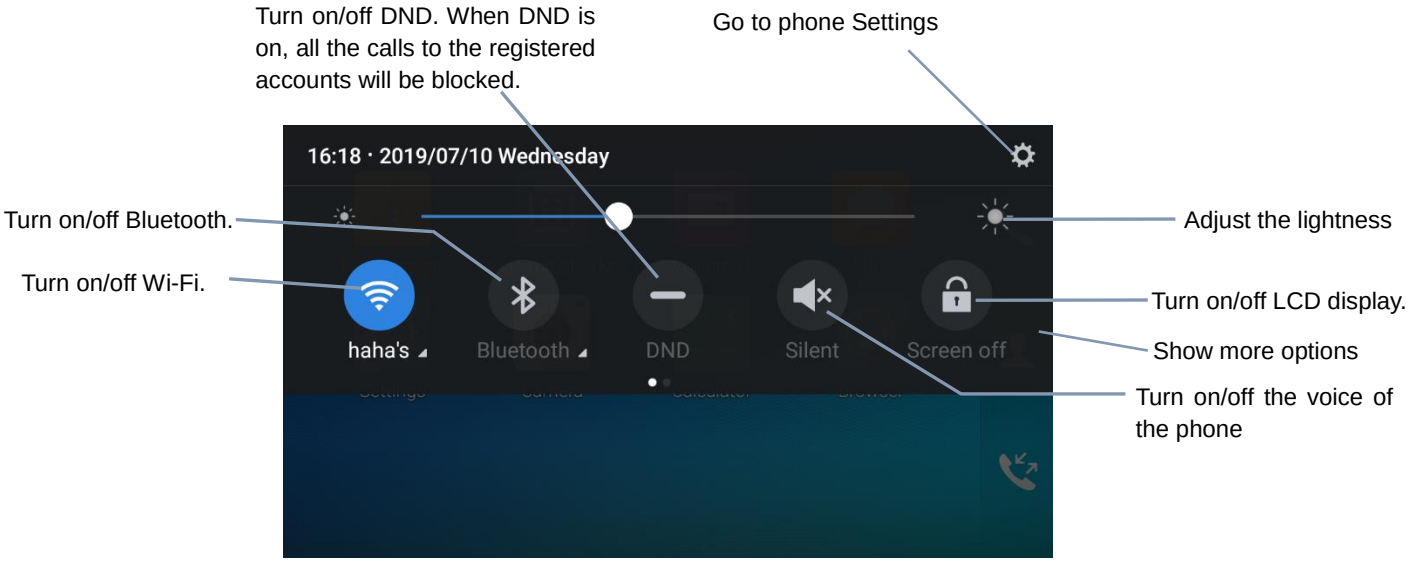

Figure 35: System Settings in Status Bar

Use the GXV3350 Keys

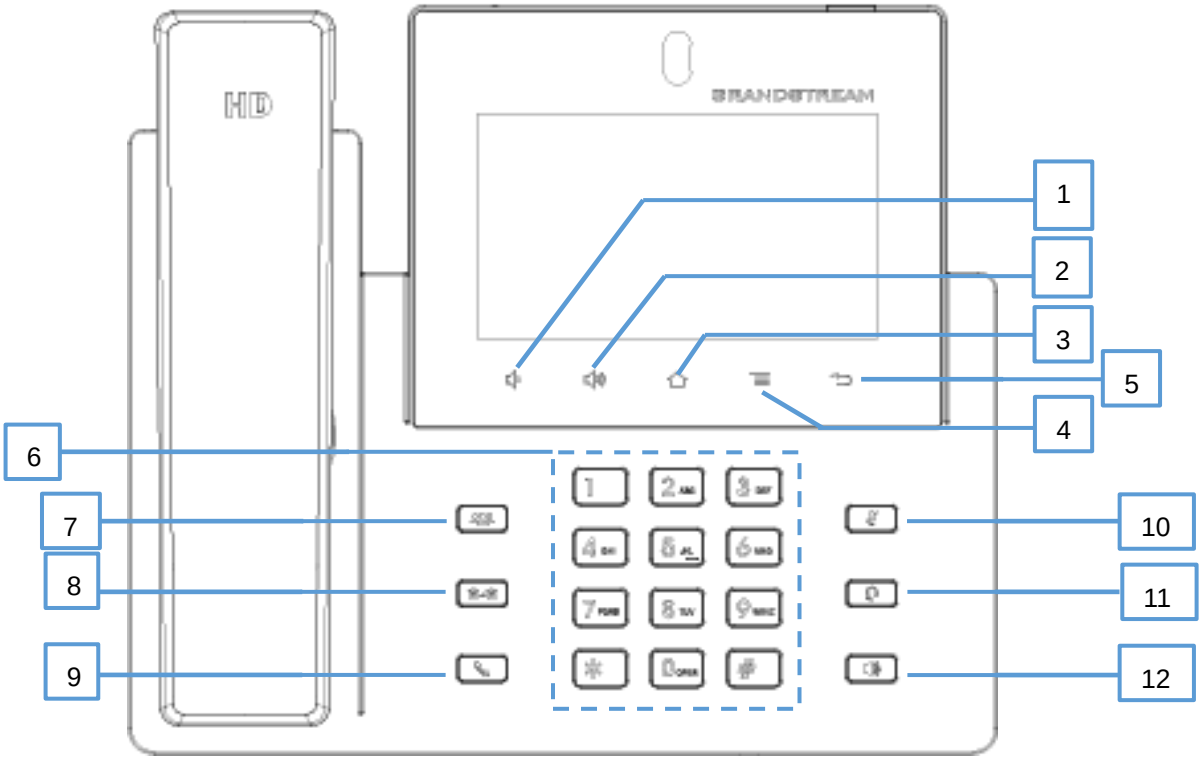

Figure 36: GXV3350 Keys

Table 9: GXV3350 Keys

1	**Volume Down**	Tap to turn down the call volume and media volume.
2	**Volume Up**	Tap to turn up the call volume and media volume.
3	**Home**	Tap to go back to **Home** screen; or touch and press for about 2 seconds to take a screenshot.
4	**Menu**	Tap to view options for different screens or applications.
5	**Back**	Tap to go back to the previous menu.
6	**Keypad**	Tap to enter numbers or send DTMF
7	**Conference**	Tap to enter into conference, then make an online meeting
8	**Transfer**	Transfer the call.
9	**Dial/Send**	Make a call or send DTMF.
10	**Mute**	Mute / Unmute the call. Or enable DND when free.
11	**Earphone**	Tap to enter into the dial interface or switch the media channel to earphone
12	**Speaker**	Tap to enter into the dial interface or switch the media channel to speaker

Keypad Shortcut Functions

The GXV3350 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 1024x600 pixels.

- **Firmware upgrade via USB**

For users that could not use remote upgrade or could not access the phone's Web GUI to upload firmware, upgrading via external USB is an alternative. Follow the steps below to upgrade GXV3350 via USB.

1. Download the firmware file to PC and save it in USB.
2. Insert the USB to GXV3350.
3. Power cycle the GXV3350.
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 “3” and “ * ” at the same time, it will go into the upgrading process.

5. The GXV3350 will start upgrading and display the upgrading process in the screen.
6. Wait until the upgrading is done.
7. The GXV3350 will reboot itself.
8. Check the firmware status and remove the USB.

- **Hard reset**

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

1. Power cycle the GXV3350.
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 “1” and “9” at the same time, it will go into the factory reset process.
3. The LCD screen will display “Factory reset, please wait”.
4. The GXV3350 will reboot with factory default settings.

Use the On-Screen Keyboard

The GXV3350 onscreen keyboard can be activated by tapping on an input field.

- **English Keyboard**
  This is the default keyboard on GXV3350.

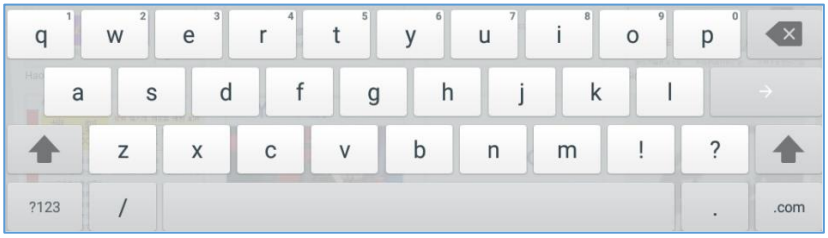

Figure 37: GXV3350 Onscreen Keyboard - English Keyboard

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

Figure 38: GXV3350 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.

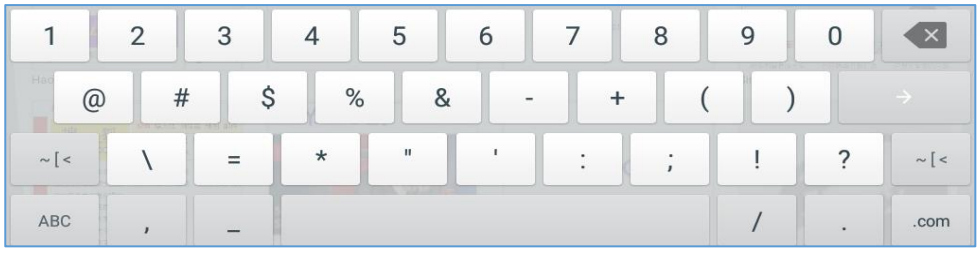

Figure 39: English Keyboard - Number and Symbols

Tap on ~ [< to access more symbols.

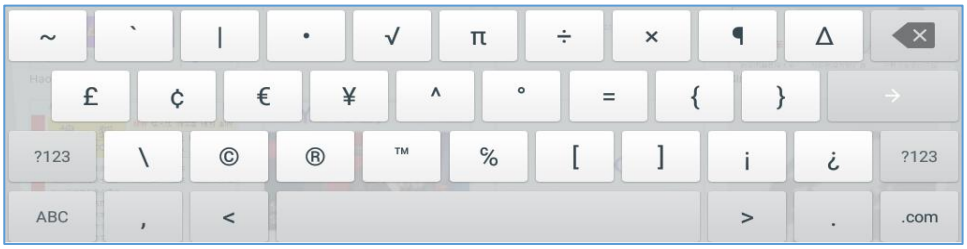

Figure 40: English Keyboard - More Symbols

⚠ **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 GXV3350 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: GXV3350 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
OFF	OFF	Normal

MAKE PHONE CALLS

Register SIP Accounts

The GXV3350 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.

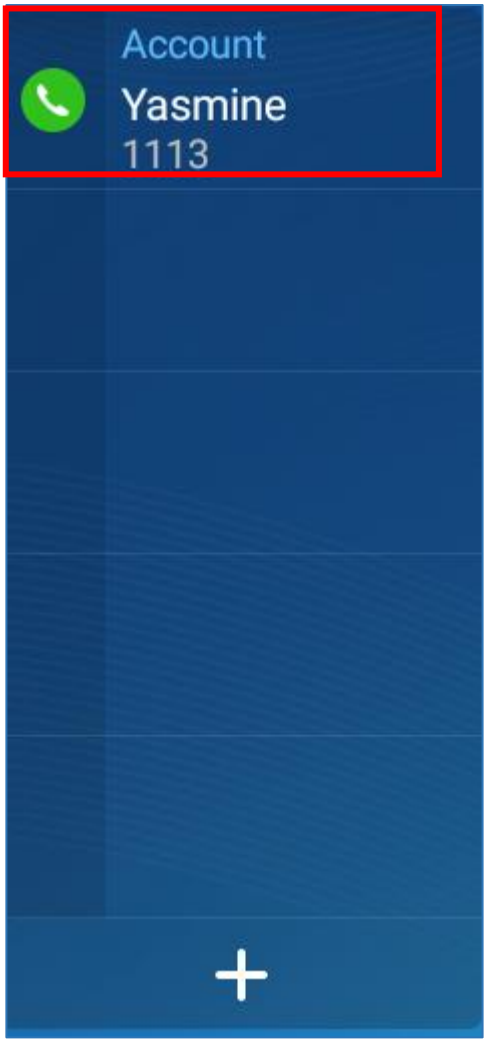

Figure 41: GXV3350 Account Widget

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 GXV3350 web GUI→**Account** 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 GXV3350 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 shortcut's menu of the idle screen, tap on icon to open dial screen.

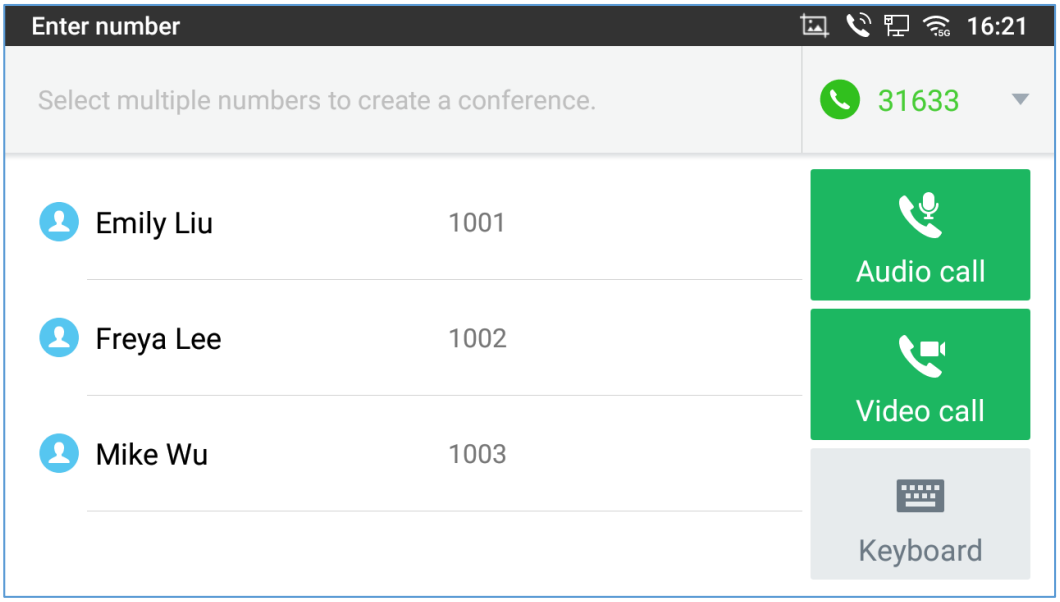

Figure 42: GXV3350 Dial Screen

If **Enable Video Call** option is disabled, the **Video Call** option on GXV3350 dial screen won't be available

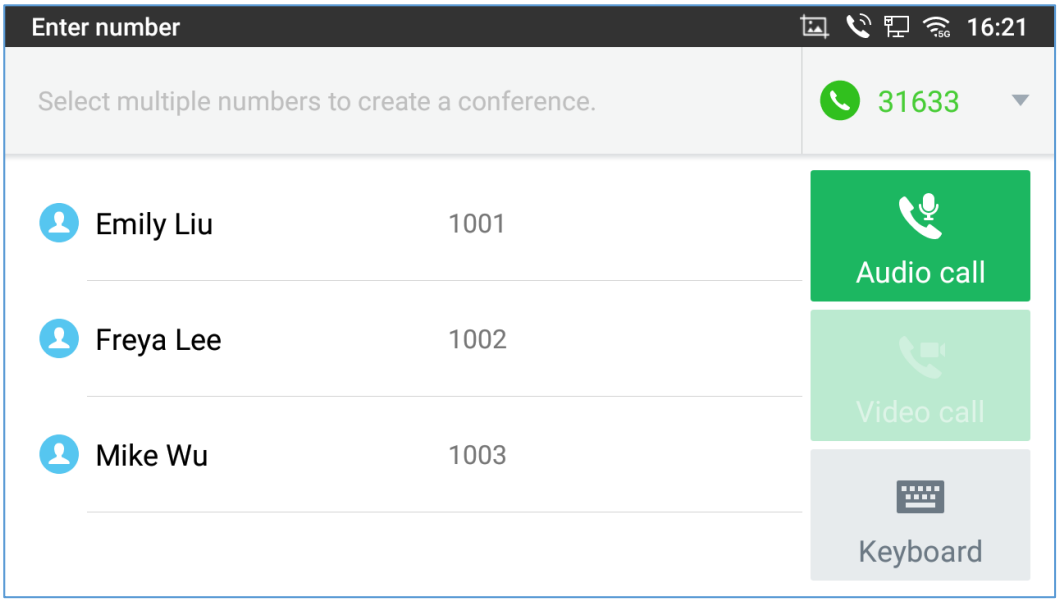

Figure 43: Disable Video Call Feature on Dial Screen

Dial a Number Directly

1. Use the methods mentioned above to open dial screen ***[Figure 42: GXV3350 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. Choose the call mode to be used (call, paging or IP call), the call mode used will be displayed under the account.
4. 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.
5. 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**.
- GXV3350 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**.
- GXV3350 allows users to press # key as REDIAL key. This behavior can be disabled via option “Use # as Redial 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 .

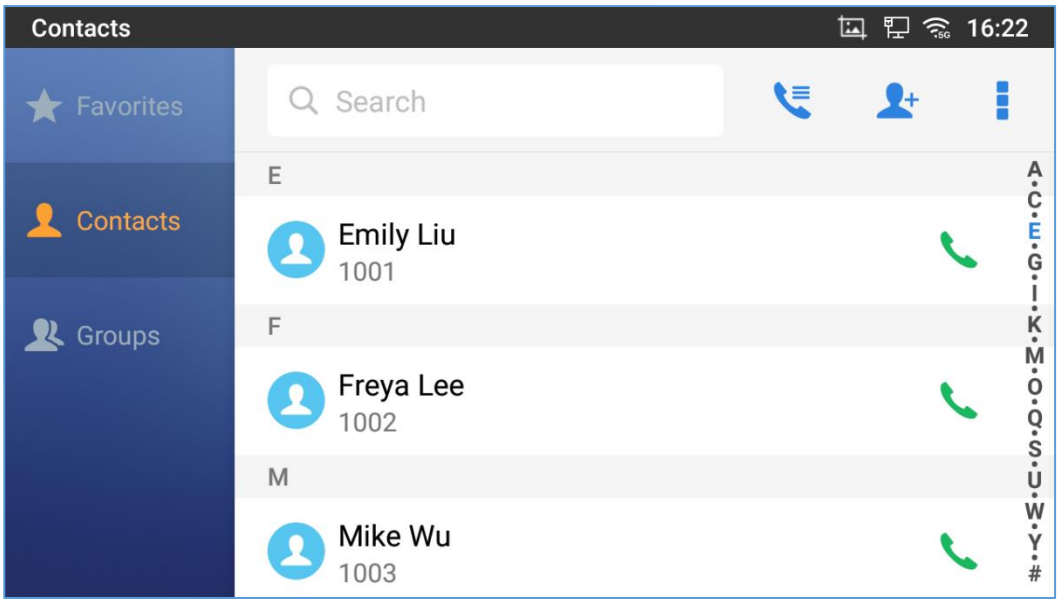

Figure 44: GXV3350 View Contacts

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 to dial out.

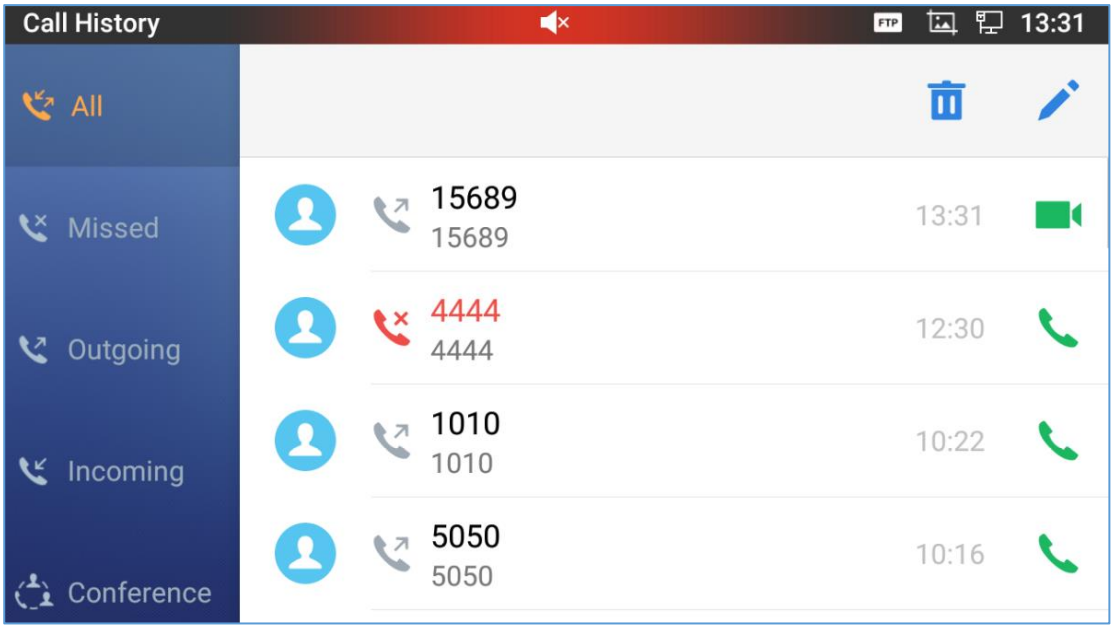

Figure 45: GXV3350 Call History

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

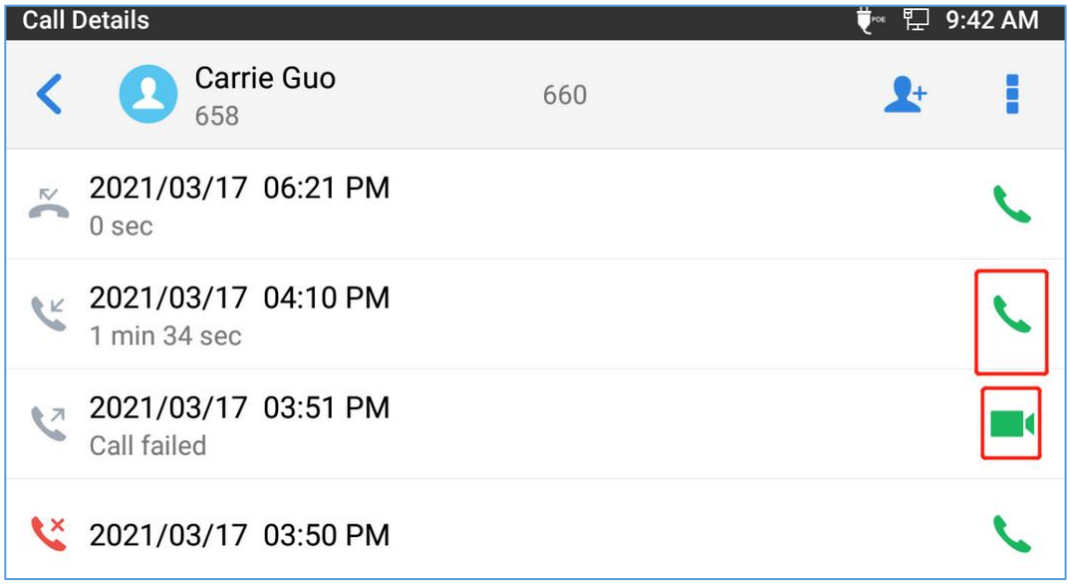

Figure 46: Call mode from call history

Direct IP Call

Direct IP Call allows two phones to talk to each other in an ad-hoc fashion without a SIP proxy. VoIP calls can be made between phones if:

- Both phones have public IP addresses, Or
- Both phones are on the same LAN/VPN using private or public IP addresses, Or
- Both phones can be connected through a router using public or private IP addresses (with necessary port forwarding or DMZ).

To make a direct IP call, please follow the steps below:

1. Directly enter the 192*168*xxx*xxx through the Number Buttons in the idle screen to bring up dial screen on GXV3350.
2. Set the call mode as "IP Call".
3. Input the target IP address. For example, if the target IP address is 192.168.0.116 and the port is 5062 (i.e., 192.168.0.116:5062), input the following:
   192*168*0*116#5062. The * key represents the dot (.) and the # key represents the colon (:).
4. Press on Audio call (audio call only) or Video call (video call) to dial.

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.

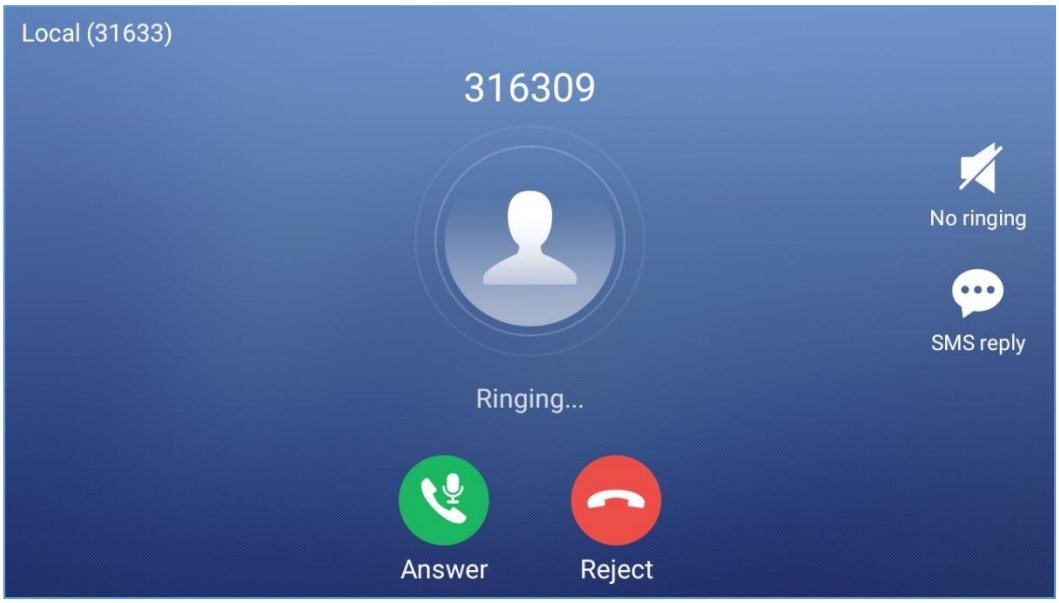

Figure 47: Single Incoming Call – Audio

- 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.

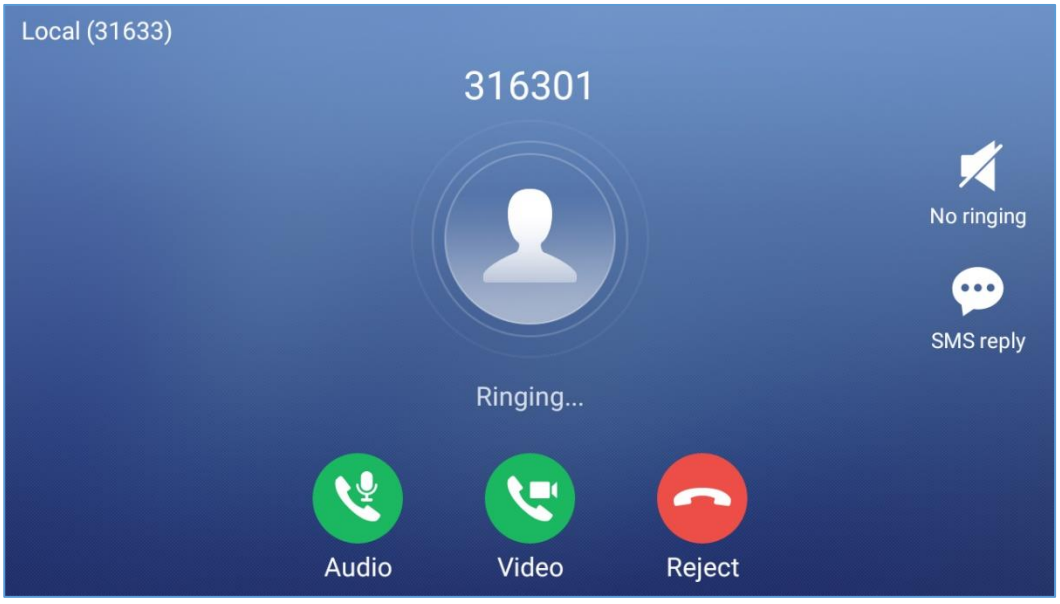

Figure 48: Single Incoming Call – Video

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 on the phone, 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.

Preview Function for Incoming Call

- 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.

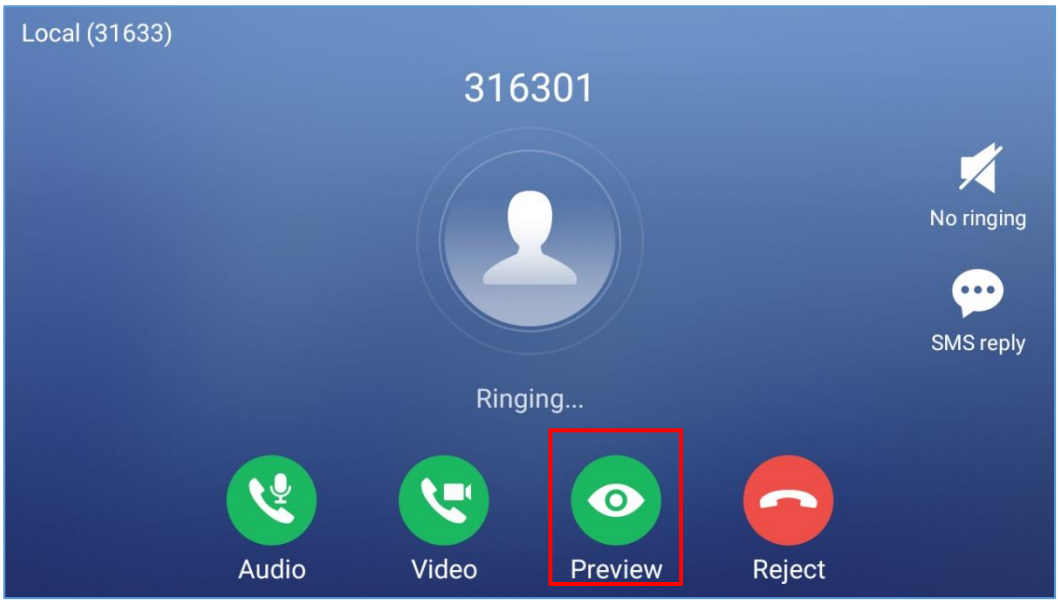

Figure 49: Single Incoming Call – Preview-1

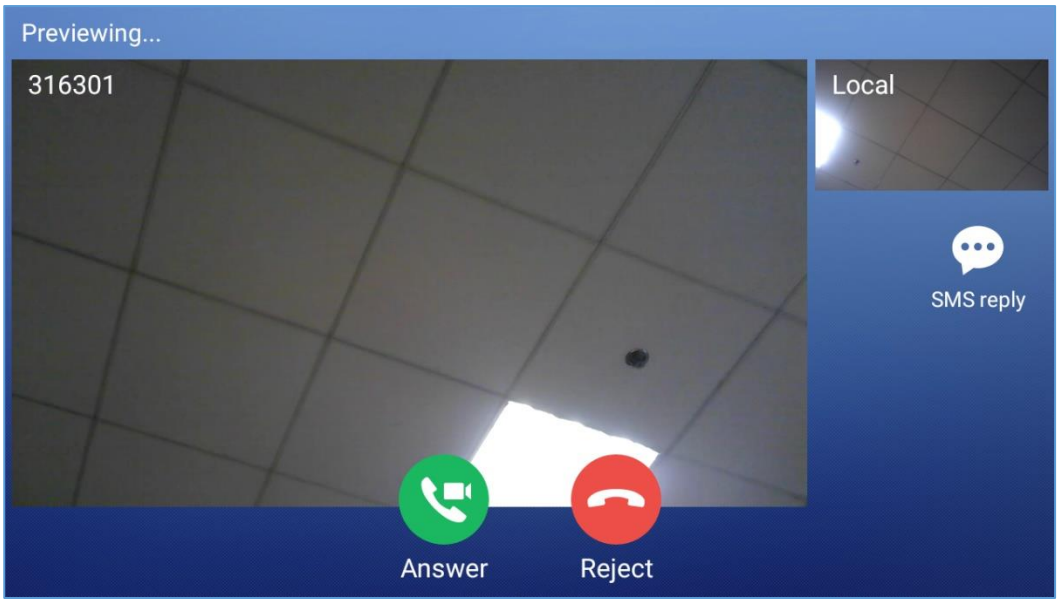

Figure 50: Single Incoming Call – Preview-2

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.

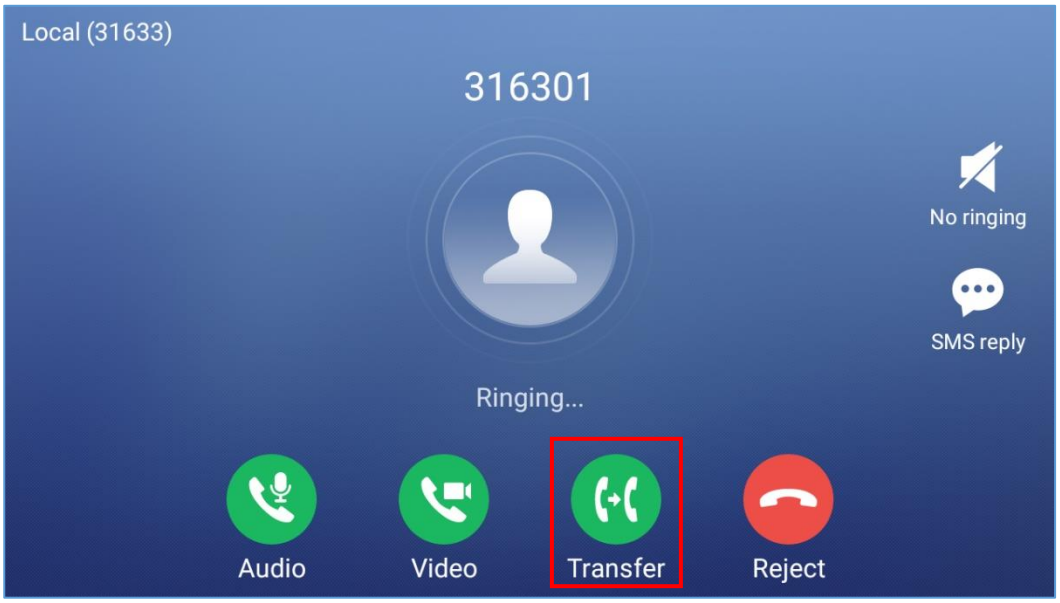

Figure 51: Single Incoming Call – Transfer-1

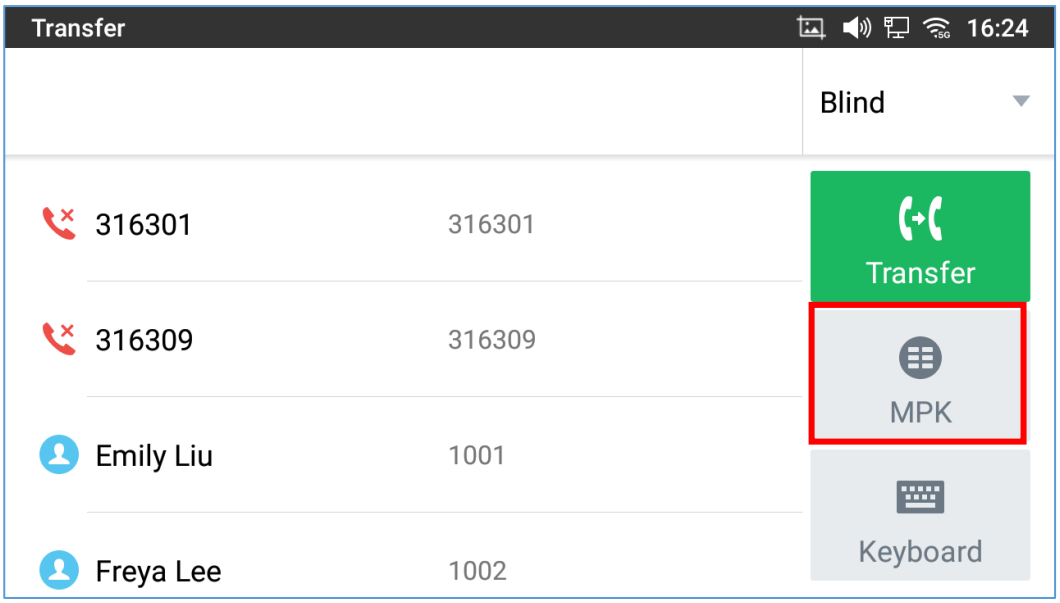

Figure 52: Single Incoming Call – Transfer-2

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 "316307" with the caller number; the account bar in purple is the current active call with "316307".

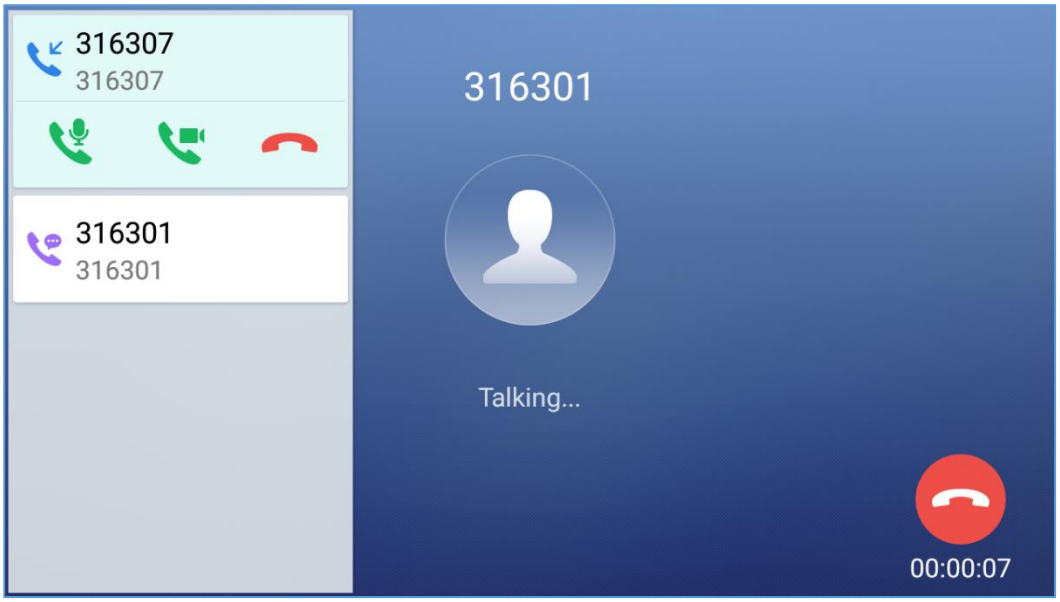

Figure 53: Call Waiting

2. Similar to single incoming call, if the incoming call is video call, users can choose to “Audio Answer” or to “Video Answer” to answer the call.

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 GXV3350 status bar, once clicking the bar it will go back to call screen.

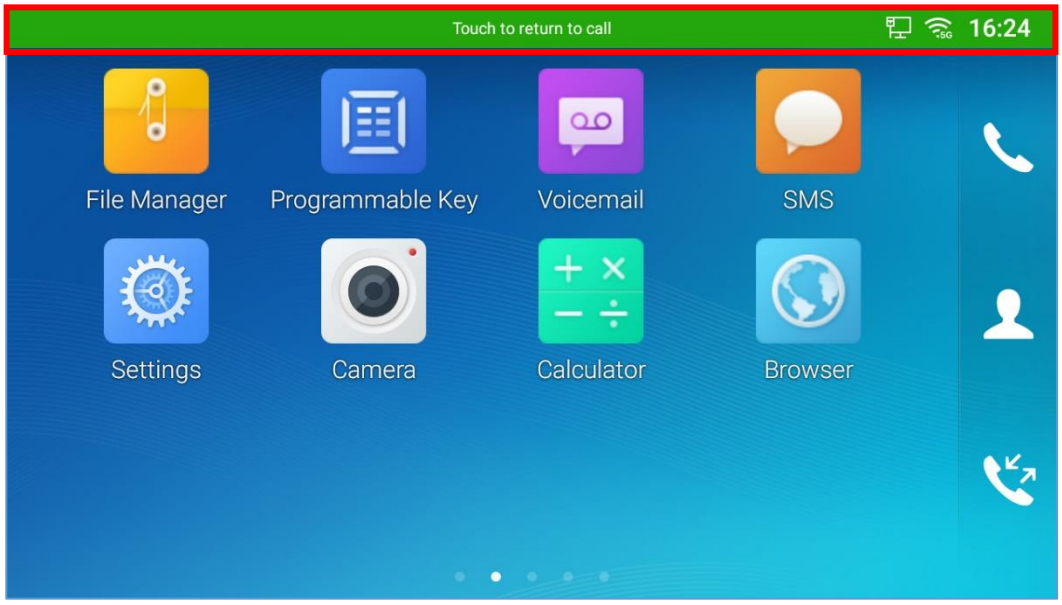

Figure 54: Touch to Return to Call Screen

Call Hold

During the active call, press HOLD softkey. The LCD screen will show as below. To resume the call, press UNHOLD softkey on the bottom of the screen.

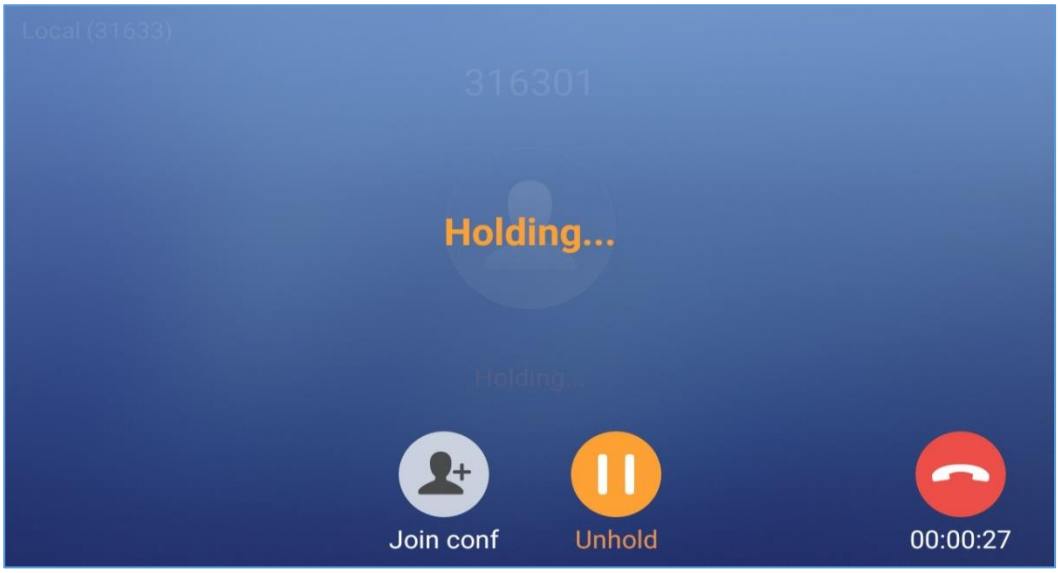

Figure 55: Call on Hold

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 GXV3350 Web GUI→Applications→Recording.

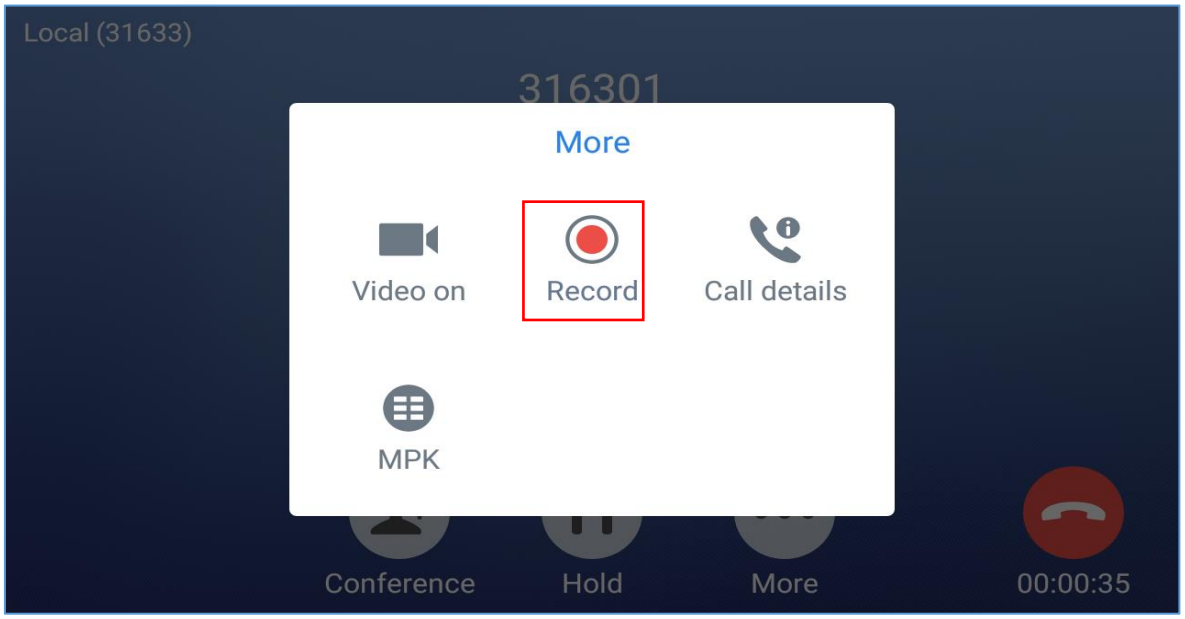

Figure 56: GXV3350 Call Recording

Note:

Users can configure the recording mode via Web GUI→Phone Settings→Call Settings→Record Mode.

Five modes are available:

- **Record Locally:** The phone will use the local recorder for call recording, and the audio file will be saved according to the recorder setup.
- **Record on PortaOne:** The phone will send the specified SIP messages to the corresponding server
- **Record on UCM:** The phone will send the recording feature code to the UCM server to request for recording, and the recording function will be executed by the server.
- **Record on BroadSoft:** The phone will send the recording feature code to the Broadsoft server to request for recording, and the recording function will be executed by the server.
- **Disable:** The phone cannot record in a call.

Users can configure the phone to Auto-Record all calls established via Web GUI→Phone Settings→Call Settings→Enable Auto Record When Call Established. But, if Record Mode is set to "Disable", this option cannot be configured.

MPK Monitoring

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

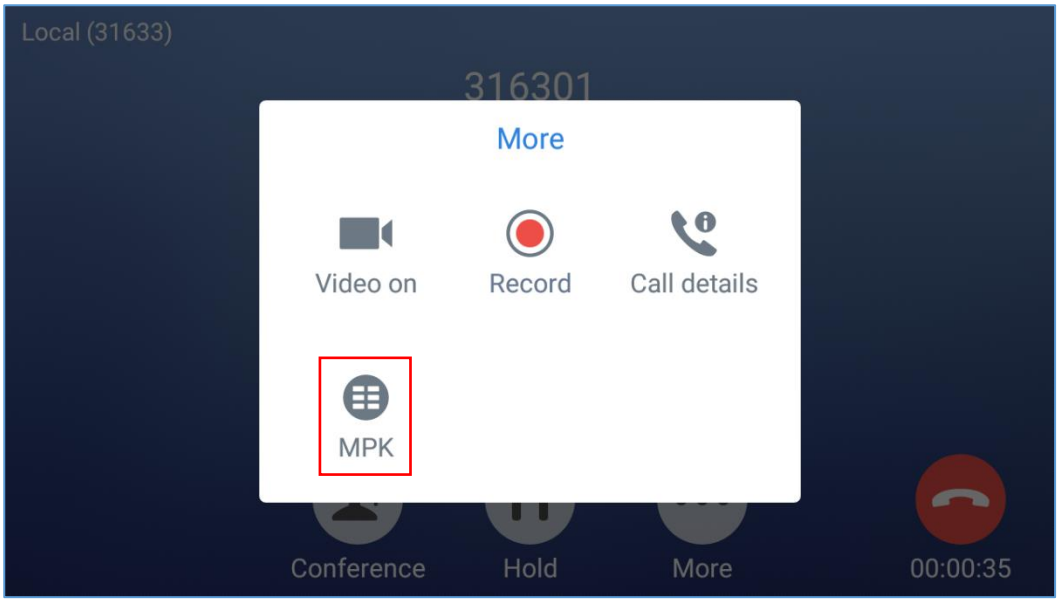

Figure 57: MPK button

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

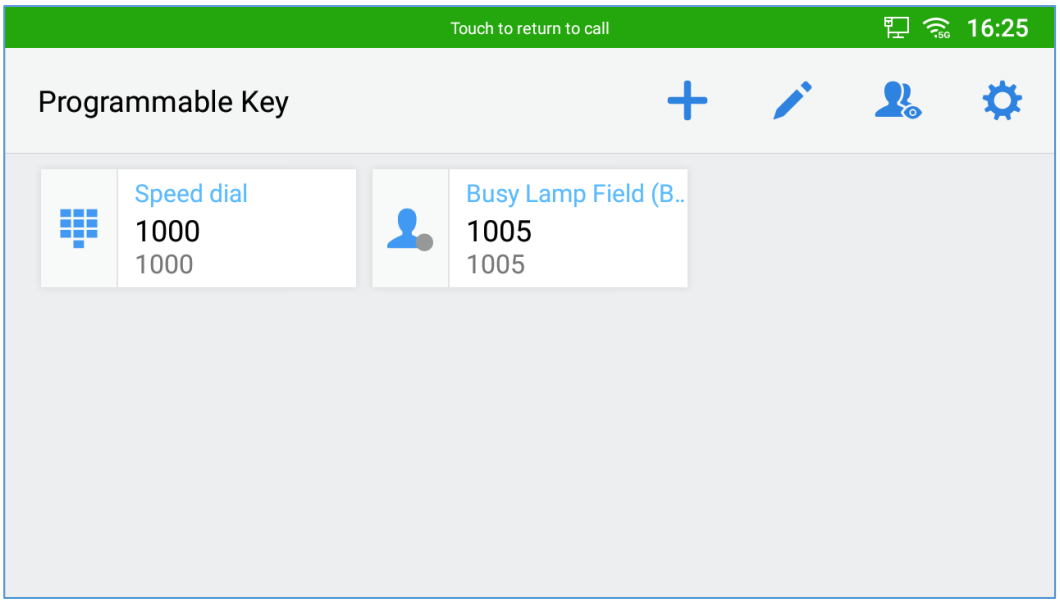

Figure 58: MPK list

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

Mute

During an active call, press "**Mute**" button to mute the call. The mute icon will be displayed behind the local number on the top of leftof the screen. Press **"Mute"** button again to unmute the call.

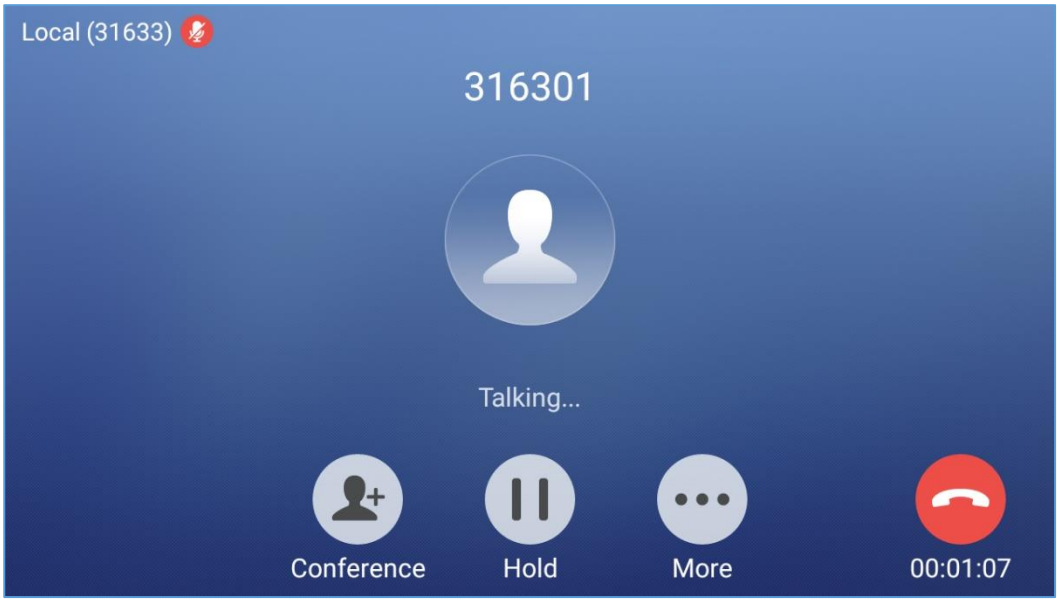

Figure 59: GXV3350 Call Mute

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.

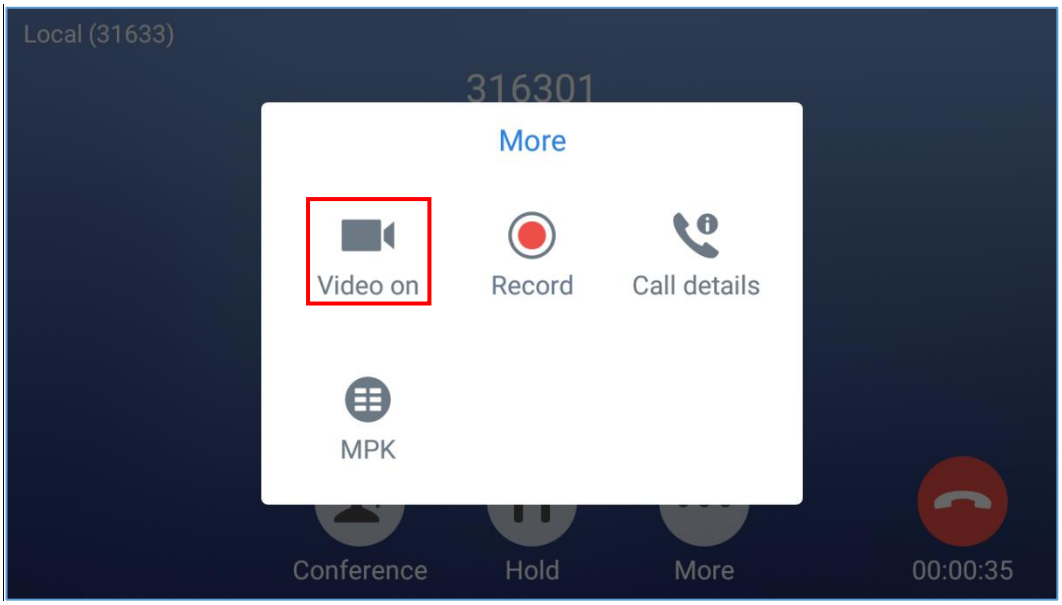

Figure 60: Turn on Video During Audio Call

- **Accept video request**

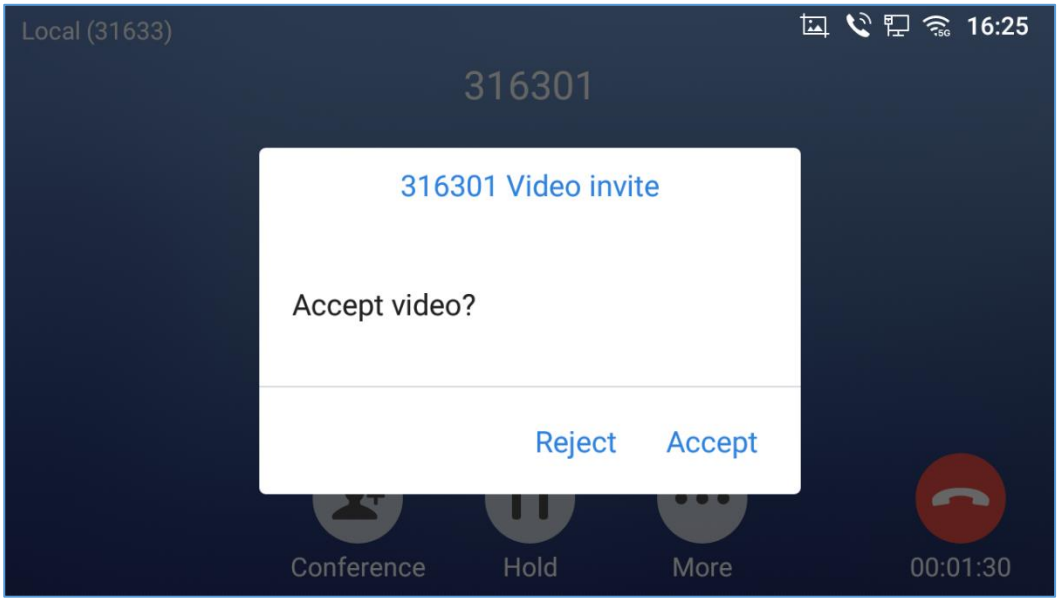

Figure 61: Accept Video During Audio Call

If the GXV3350 receives video request during the audio call, a message "Accept video?" will be prompted. Select "Accept" to establish video during the call. If the **Enable Video Call Feature** is not enabled on GXV3350, the “Video On” option on GXV3350 will be hidden during the audio call. However, if the GXV3350 receives video request during the audio call, users could tap to accept the video request.

Call Details during Call

During an active/video call, on the call screen, tap on “Mode” and select “Call details.

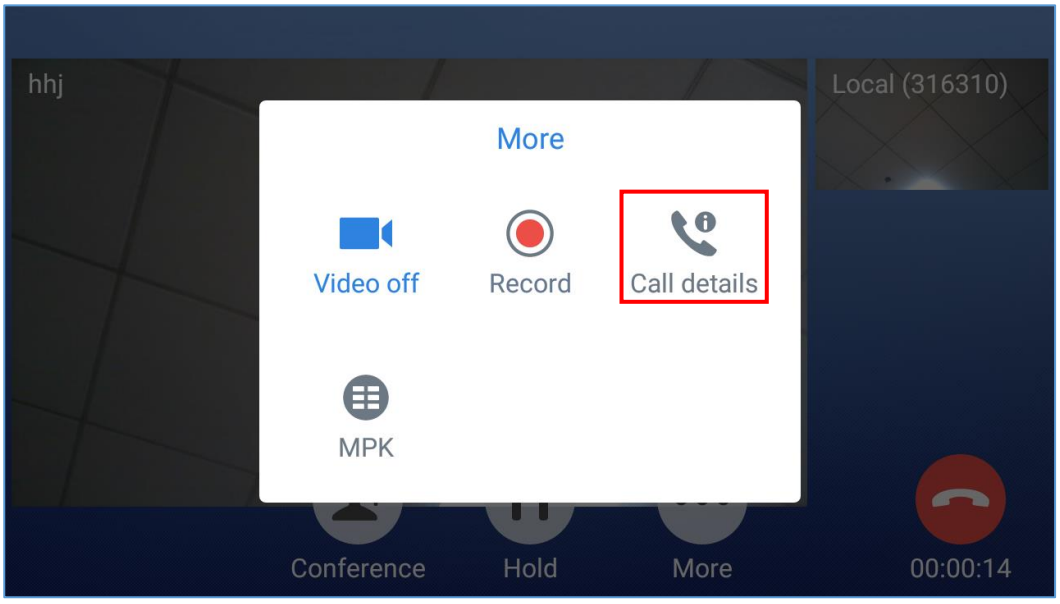

Figure 62: Select Call Details During Video Call

The call details for RTCP info report will be displayed as shown below.

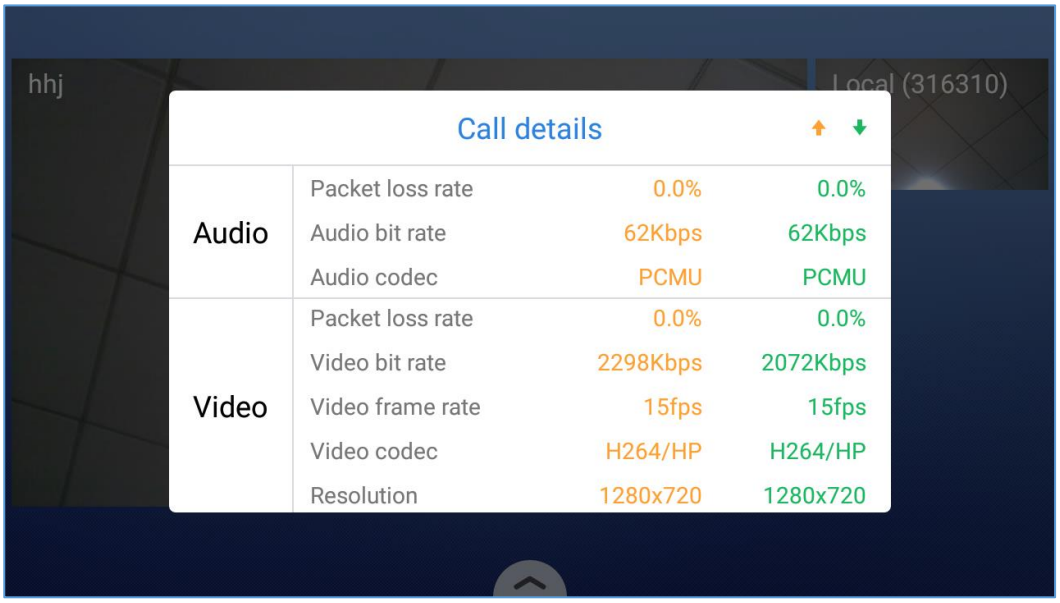

Figure 63: Call Details

Quick DTMF During Call

During an Audio/Video call, users have the ability to show DTMF buttons and each one of them can perform a different action. On the call screen, tap on “Mode” and select “Quick DTMF”.

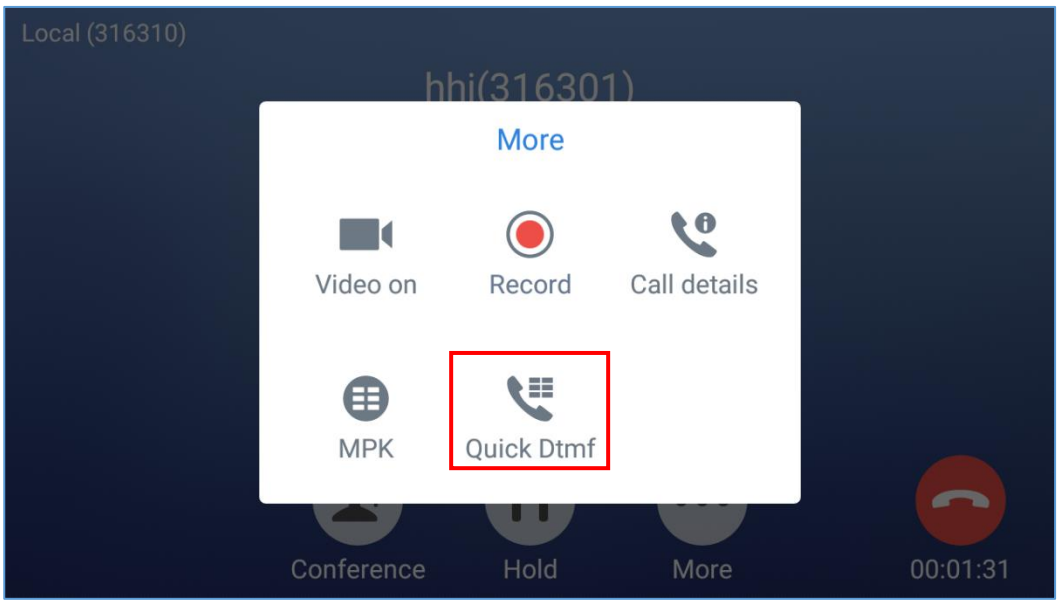

Figure 64: Select Quick DTMF During Call

This feature can be configured by following below steps:

1. Go to GXV3350 Web GUI→Value-added Service→Value-added Service.
2. Configure the service type as DTMF and specify its Display Name.
3. Set the DTMF content in “DTMF Content” field.
4. Repeat the same steps in order to get more DTMF Buttons displayed during the call. See the following figure.

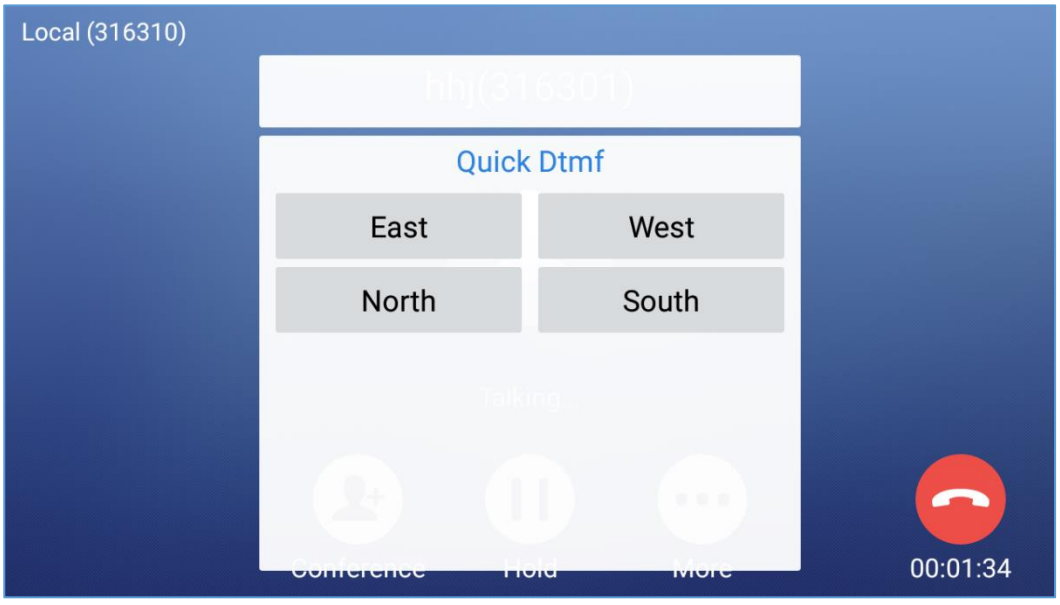

Figure 65: DTMF During Call