

Switch Audio Channel During Call

- GXV3350 allows users to switch among handset, speaker or headset(RJ9 headset, Plantronics EHS headset and Bluetooth headset) when making calls. Onhook to switch to handset; press the Headset button to switch to headset; press the Speaker button to switch to speaker.
- 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 of the screen shows the current audio channel being used during the call. If pressing the corresponding key for the currently used audio channel, the call will be hang up.

Call Transfer

A call can be transferred to another party during the call. The GXV3350 supports blind transfer and attended transfer.

Blind Transfer

1. During the active call, tap on "Transfer" button.
2. Select "Transfer" to bring up the transfer screen.
3. Select transfer mode as "Blind" by tapping on the highlight area [Figure 66: Blind Transfer].The default transfer mode is "Blind".
4. Enter the digits.
5. Tap on "Transfer" softkey.
6. The call will be transferred and GXV3350 will hang up the call.

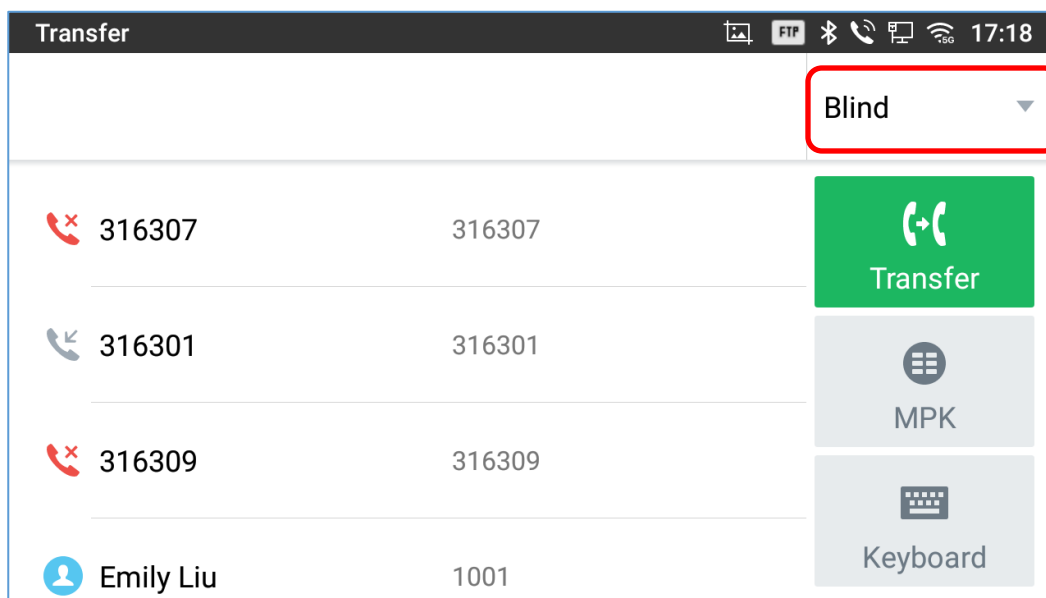




Figure 66: Blind Transfer

 **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

GXV3350 supports attended transfer:

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

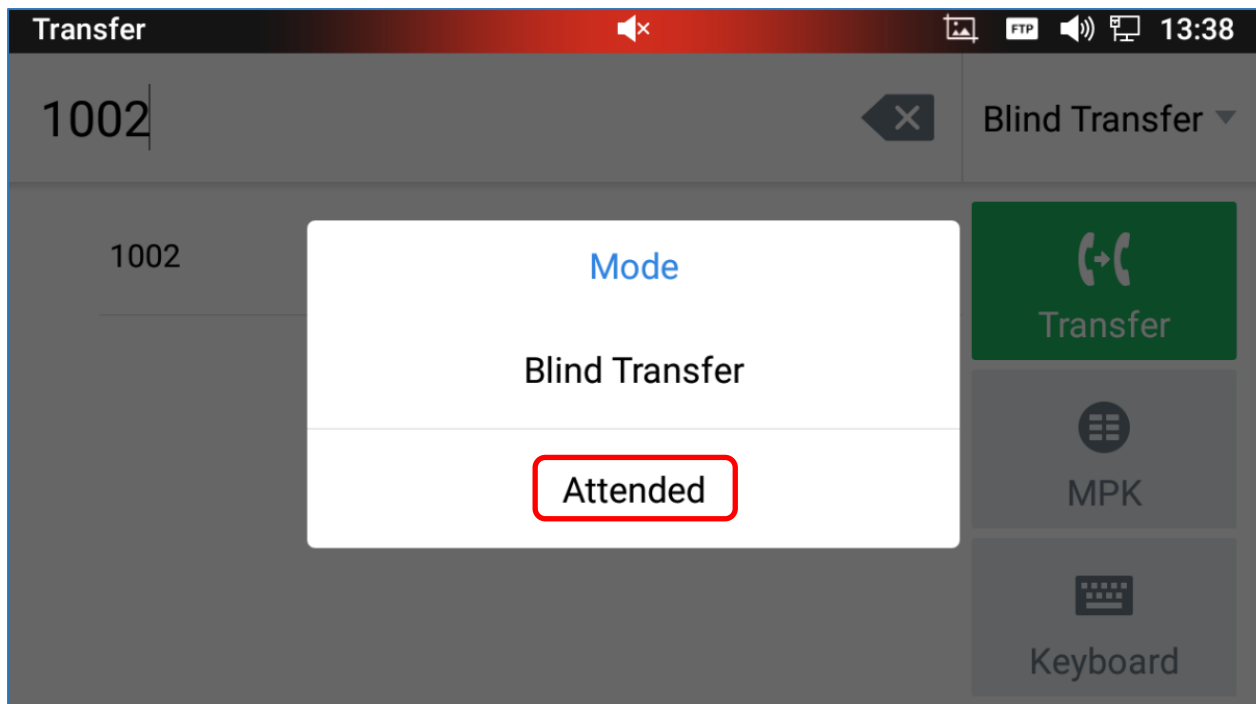


Figure 67: Attended Transfer

3. Enter the transfer target number, and then press the "Transfer" soft key on the right.
4. Before transfer target answers the call, GXV3350 hears the ringback tone, and the touch screen prompts shown as below. Users could tap on "Cancel" to cancel the transfer, tap on "End" or simply hang up the call to complete call transfer.

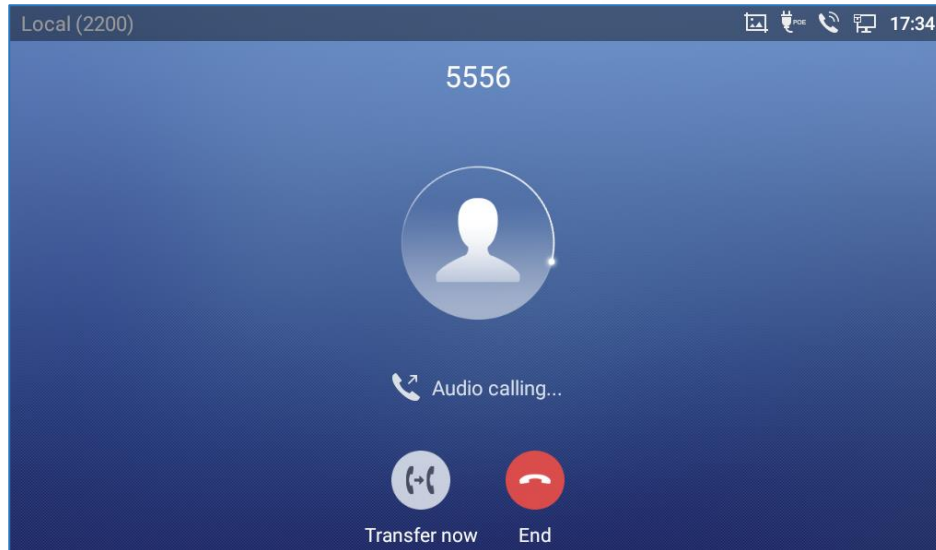


Figure 68: Attended Transfer - Transferring

5. After transfer target answers the call, the following screen will be shown up. If the user simply hangs up or taps on “End” soft key, the call will be transferred, and GXV3350 will hang up the call. 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.

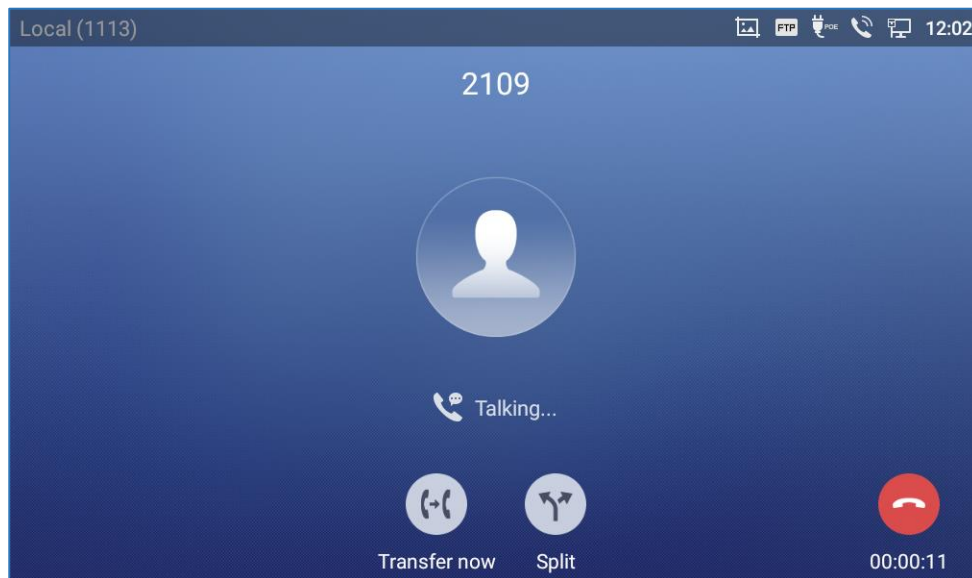




Figure 69: Attended Transfer – Split

6. Besides attended transfers above, users could also consult the third party first before transferring the call.
7. During the active call, tap More then New Call to make the second call. This will place the current call on hold.
8. The second call establishes after the call is answered.
9. During the active call, tap on "**Transfer**" button to bring up transfer screen. The other call on hold will be displayed such as  .

10. Select transfer mode as “Attended” in the transfer mode bar and tap on the call on hold such as  to transfer the call.
11. The call will be transferred, and GXV3350 will hang up the call.

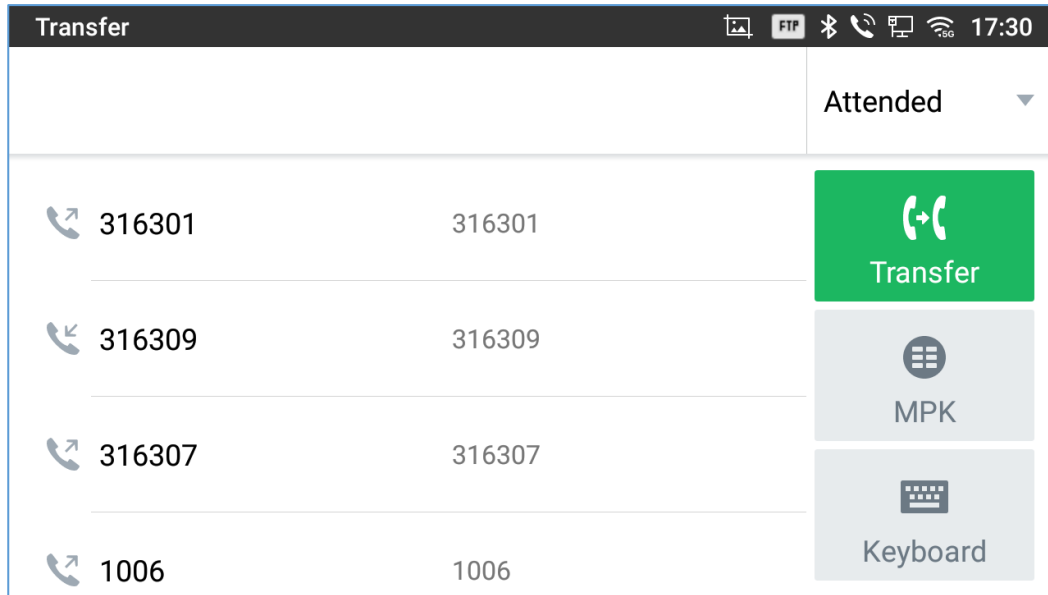


Figure 70: Attended Transfer

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**

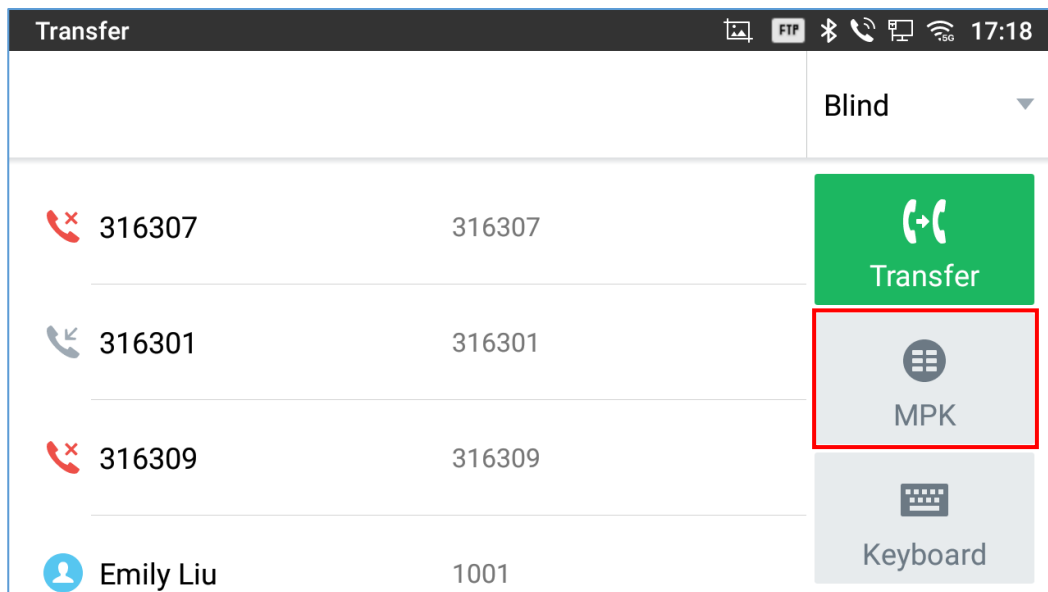


Figure 71: Transfer via MPK

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

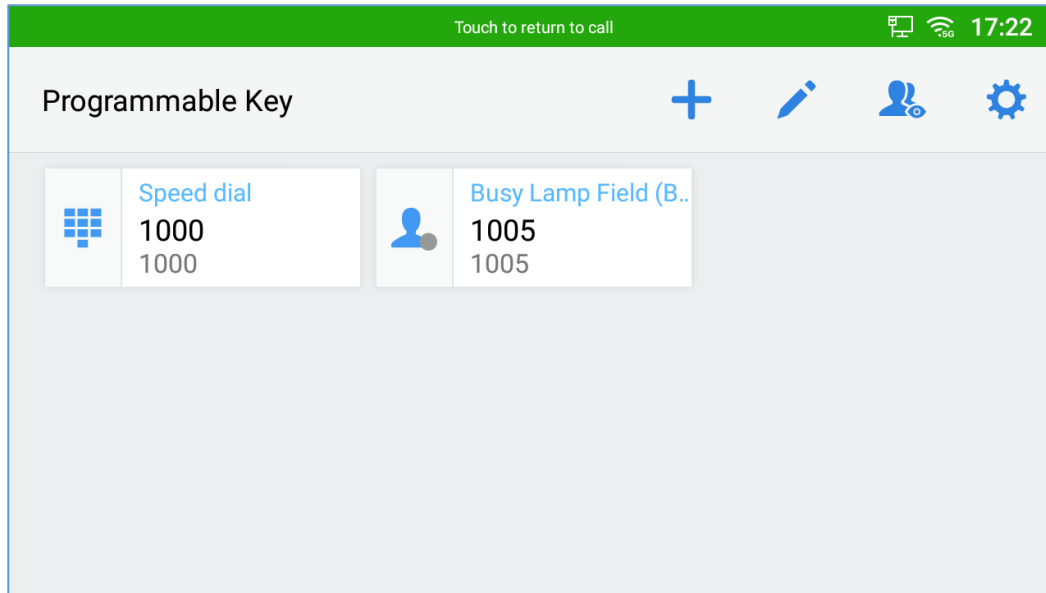



Figure 72: MPK list

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.

6-Way Conference

The GXV3350 supports up to 6-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 [\[Figure 42: GXV3350 Dial Screen\]](#).
 2. Enter the extension number then press on it on the left panel of the screen

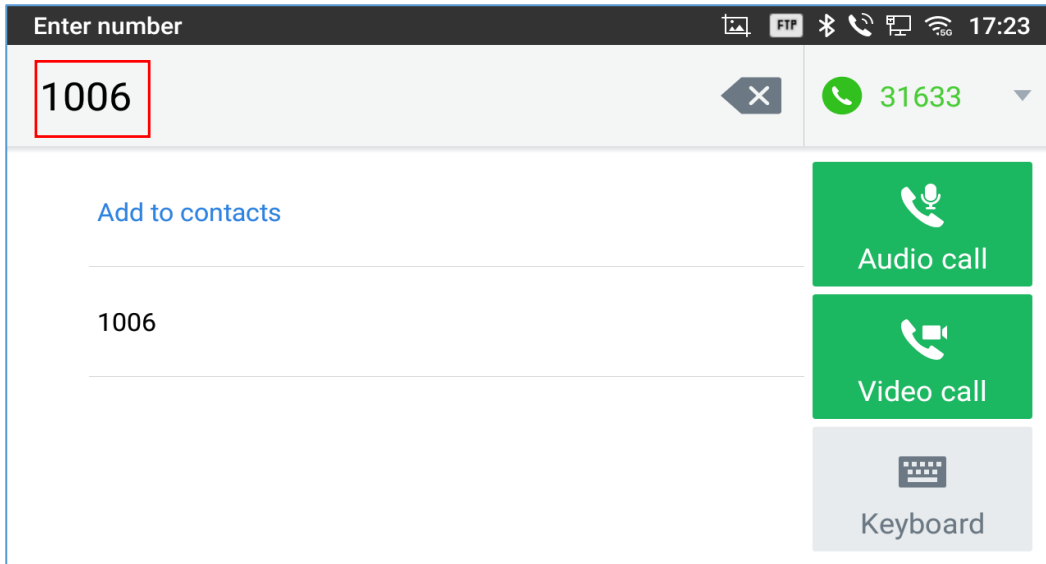


Figure 73: Add Conference Members from Dial Screen

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

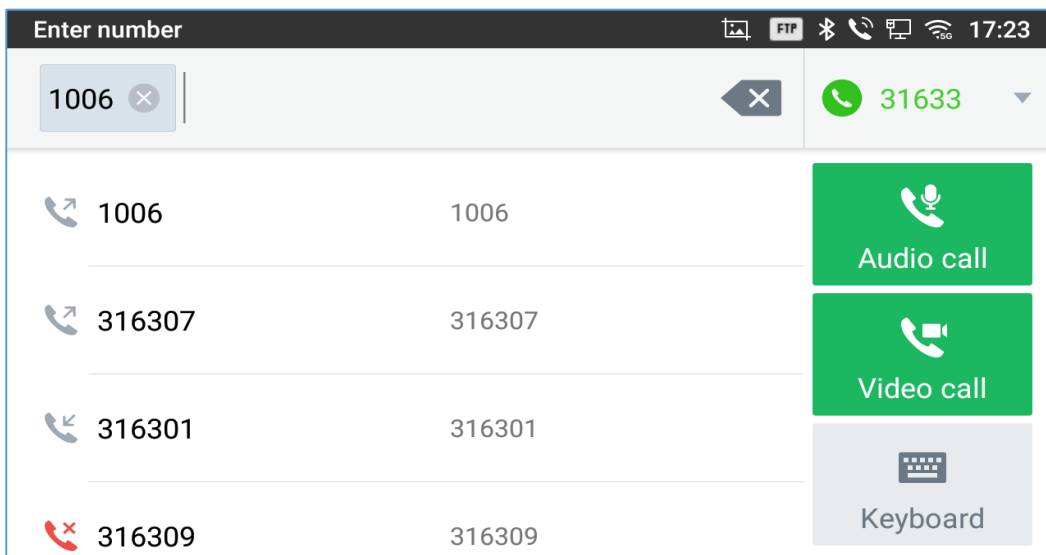



Figure 74: Add Conference Members from Dial Screen 2


- 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**

- When the phone is on call screen, tap on "**Conference**" button;
- 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;
- Tap on  to add another member to the conference;



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

1. On idle screen, press “**Conference**” button.
2. Tap on  to add the members of the conference.

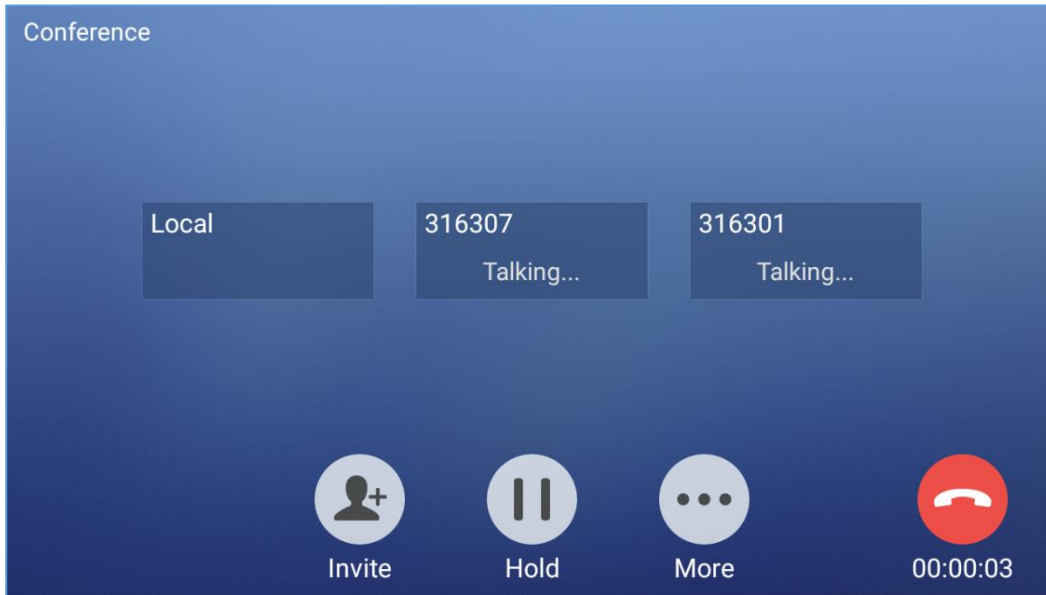



Figure 75: GXV3350 Conference Screen

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.

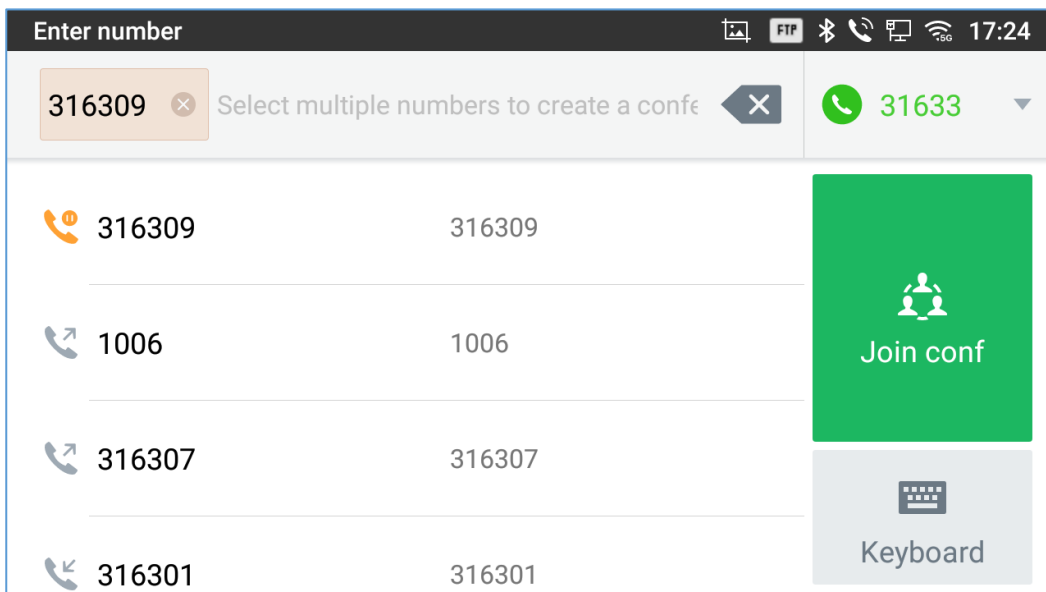


Figure 76: GXV3350 Conference - Add Existing Call to Conference

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

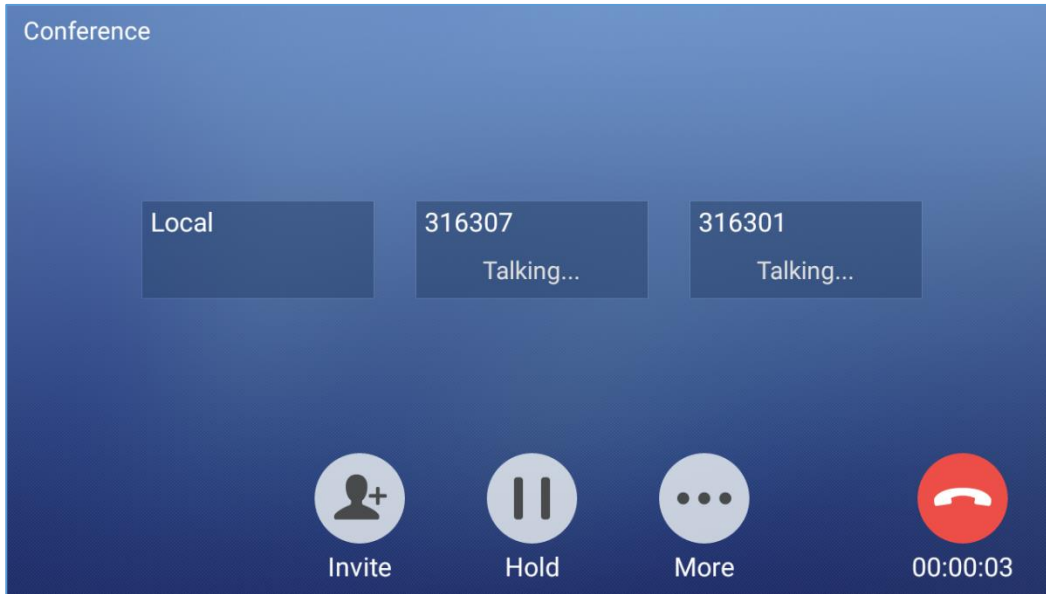


Figure 77: 3-Way Conference Call Established

Note: Every time a conference participant joins or exits the conference when using Full screen, a notification will appear in order to make the GXV3350 host aware of the participant's actions during the conference.

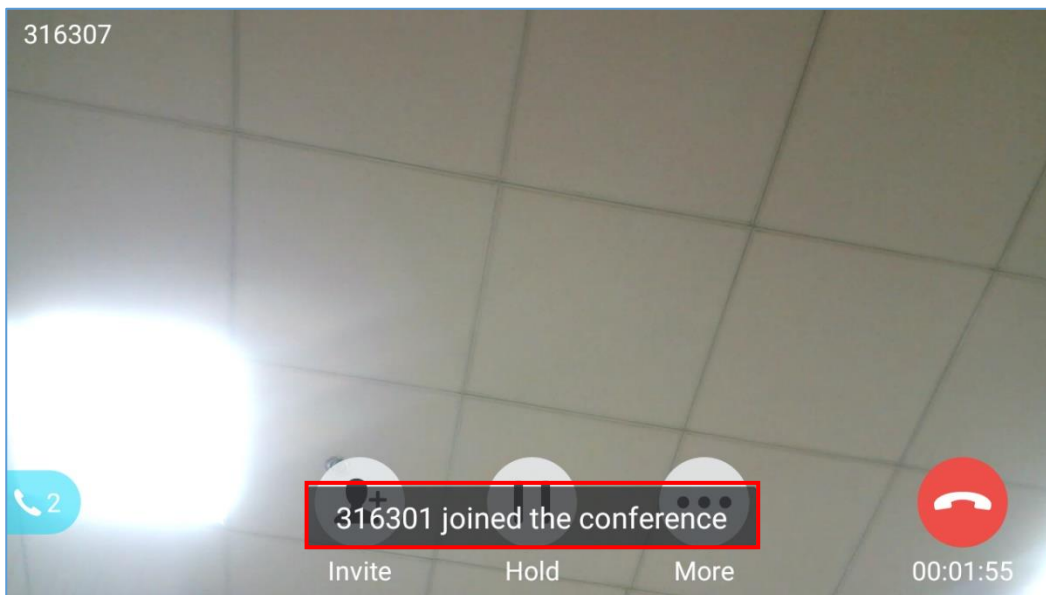


Figure 78: Notification of joining the conference

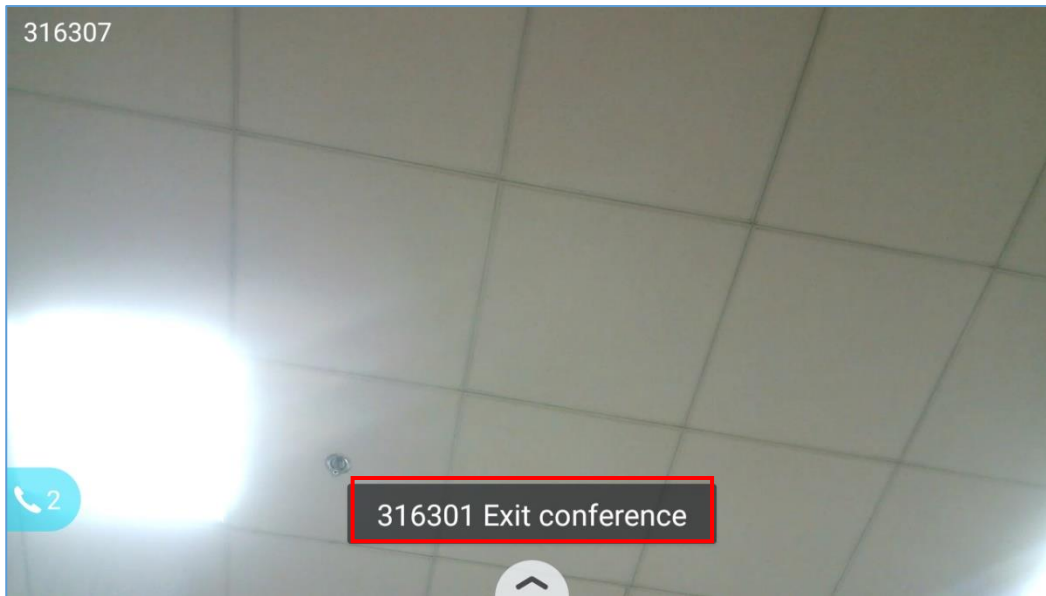



Figure 79: Notification of exiting the conference

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.

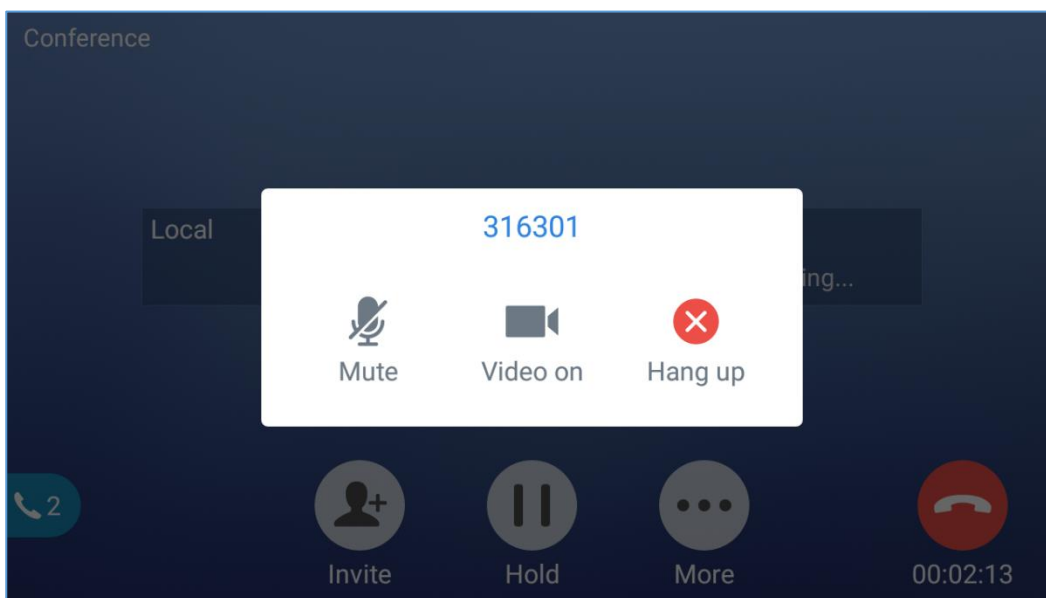



Figure 80: GXV3350 Conference - Remove Party from Conference

End Conference

To end the conference, tap on  to disconnect all the parties from the conference. GXV3350 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 GXV3350 will stay in the existed conference.

Hold and Resume Conference

During the conference, users could tap on Hold to hold the conference at any time. To resume the call tap on Unhold.

Auto Conference Mode

The GXV3350 also supports "Auto Conference" which allows users to establish conference call in a quick and easy way, instead of adding the other parties one by one. To enable Auto Conference feature, go to web GUI→**Phone Settings**→**Call Settings**→**Call Features** and set "**Auto Conference**" to "Yes".

To establish call with auto conference when there are 1 or more calls on the GXV3350, simply tap on "Conf" button. All the calls on GXV3350 will be brought into the conference.



Multicast Paging

Multicast paging is an approach to let different SIP users to listen to a page from a common multicast IP address. In multicast page call, one way audio will setup from sender to listeners, but the listeners cannot talk to each other. The sender and listeners must be located within the same LAN.

Sender multicast page configurations are under **Web UI Settings → Applications → Programmable Key → BLF**, users will need to press on Add in order to configure the option:

1. Set the key Mode to Multicast Paging in dropdown list.
2. Enter the multicast paging description in Display Name field.
3. Enter multicast paging address and port in URL field. The range of multicast page address is 224.0.0.0 to 239.255.255.255 with a port not in use by phone.

To receive multicast page, the GXV3350 must be well configured to listen to the right address and port. The configurations are under **Phone Settings → Multicast Paging → Multicast Listening**. There are 10 listening address supported. After multicast page listening well configured, please reboot the phone to let the settings take effect.

Multicast Listening switch

Users can Enable/Disable multicast listening feature from Multicast listening widget. When Multicast Listening Widget is set to ON; The phone will be listening to Multicast paging calls.

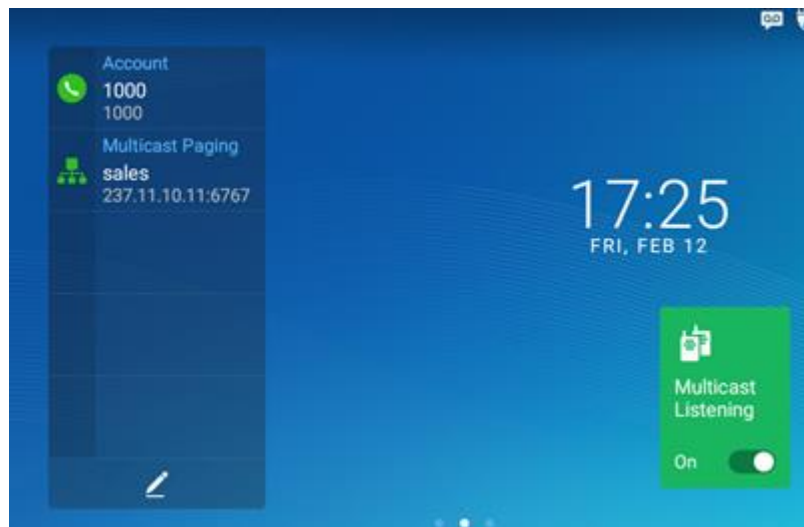


Figure 81: Multicast Listening widget – On

UCM Conference

Participate in UCM Conference Room

Users could dial the UCM conference room extension to join the conference. If password is required, enter the password to join the conference as a normal user, or enter the admin password to join the conference as administrator.



Figure 82: Join UCM Conference Room

CCM (Conference Call Menu)

During a UCM conference, Administrators can tap on the UCM conf menu



Figure 83: UCM conference Menu

Administrators could view/invite members, bridge conference, remove bridge, mute, unmute and lock the conference

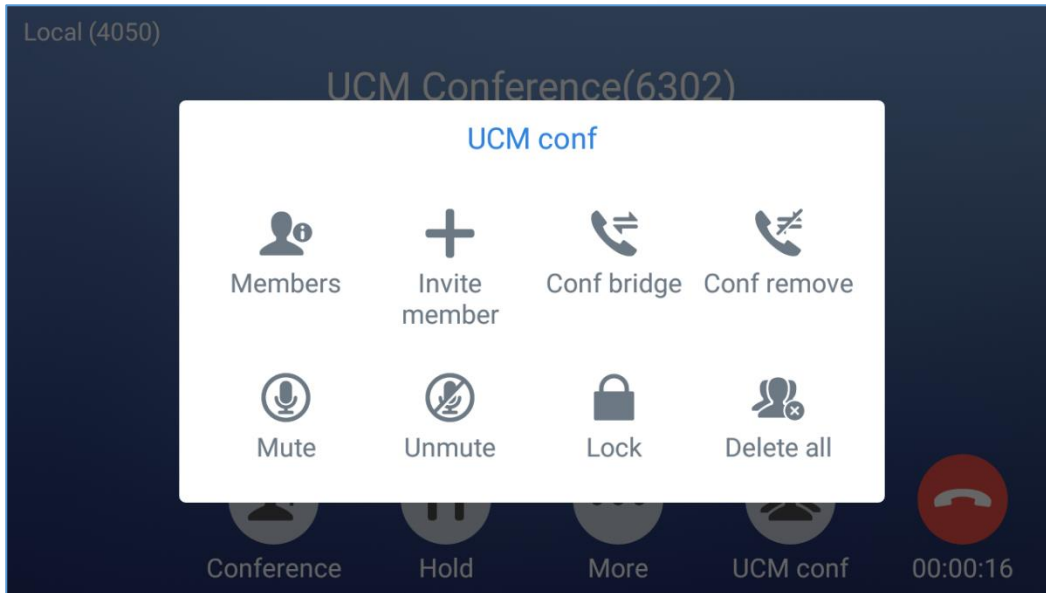



Figure 84: Conference Menu Options

Conference Call Operations

- Click on  to list all the users currently in the conference

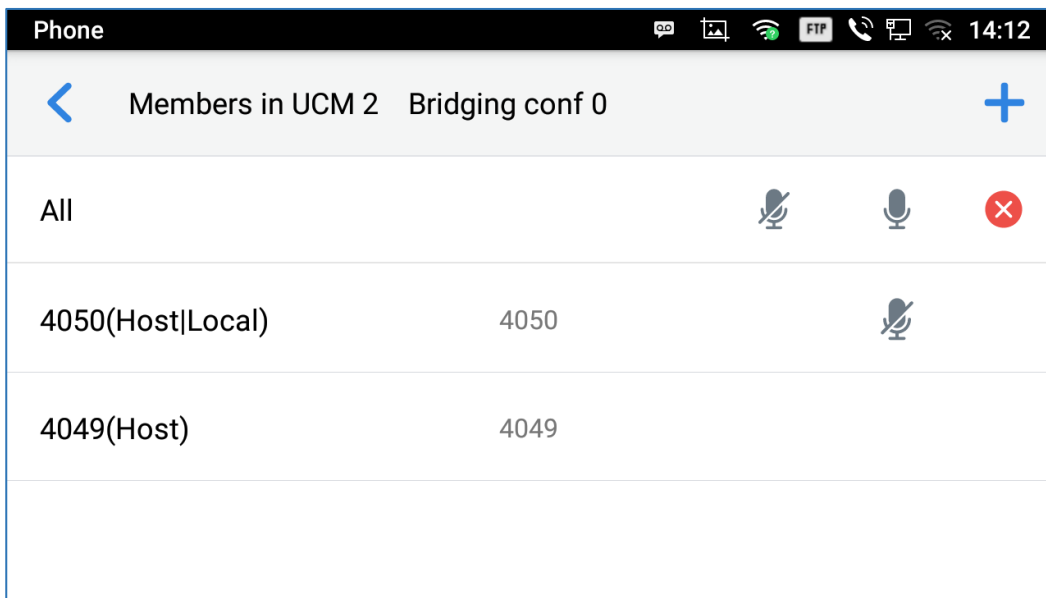



Figure 85: Conference's members list

- Click on  to invite other users into the conference room.

Users can send invitations to others to participate in the conference by pressing on the Invite option and then enter the member number an invitation will be sent to that number to join the conference room.

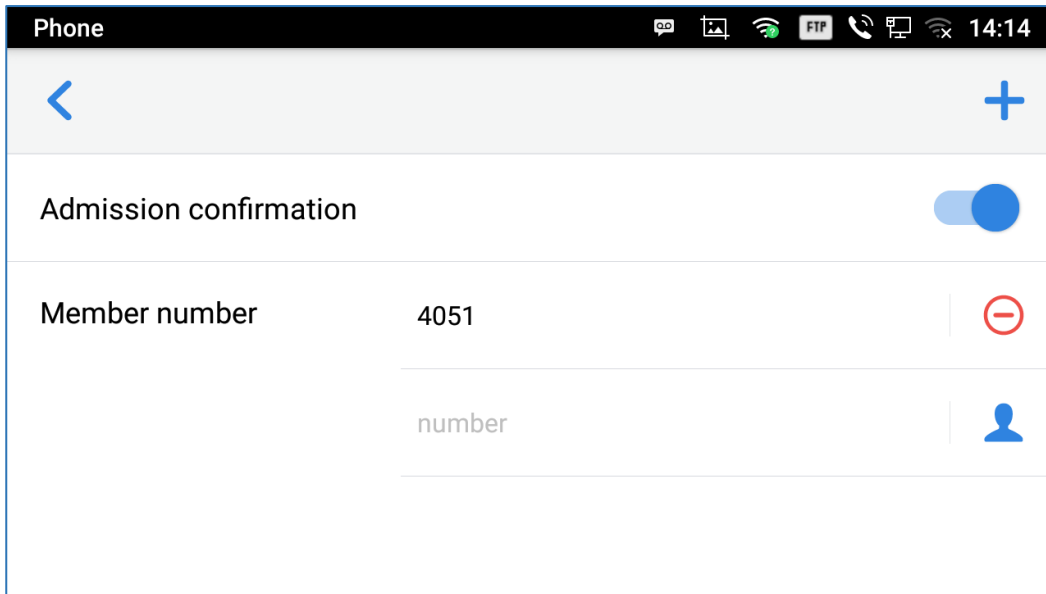



Figure 86: Invite a member

- Click on  to bridge another conference, Enter the conference number and password and Bridge request will be sent.

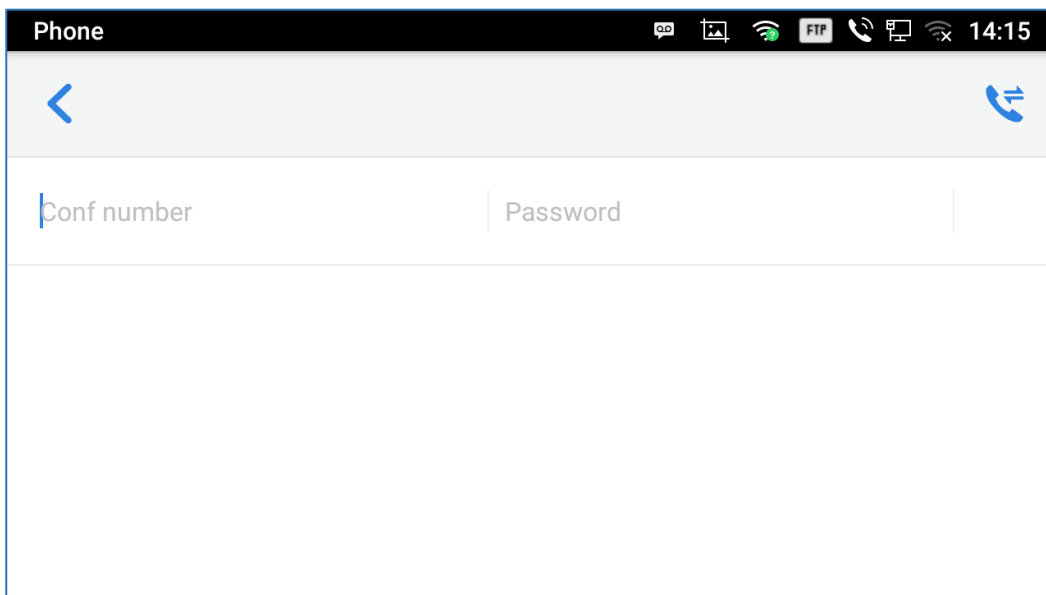







Figure 87: Conference Bridge

- Click on  to remove Conf Bridging.
- Click on  to Mute conference.
- Click on  to Unmute.
- Click on  to lock this conference room so that other users cannot join it anymore.

- Click on  to remove all members who are not the hosts.

CEI (Conference Event Indicator)

If CEI is enabled, Events like members joining/Leaving the conference, Invitation sent, Mute/Unmute ... will be displayed in the call screen as the examples shown below:



Figure 88: Mute all members

Missed Call

When there is a missed call, the LCD will show missed call dialog on the idle screen.

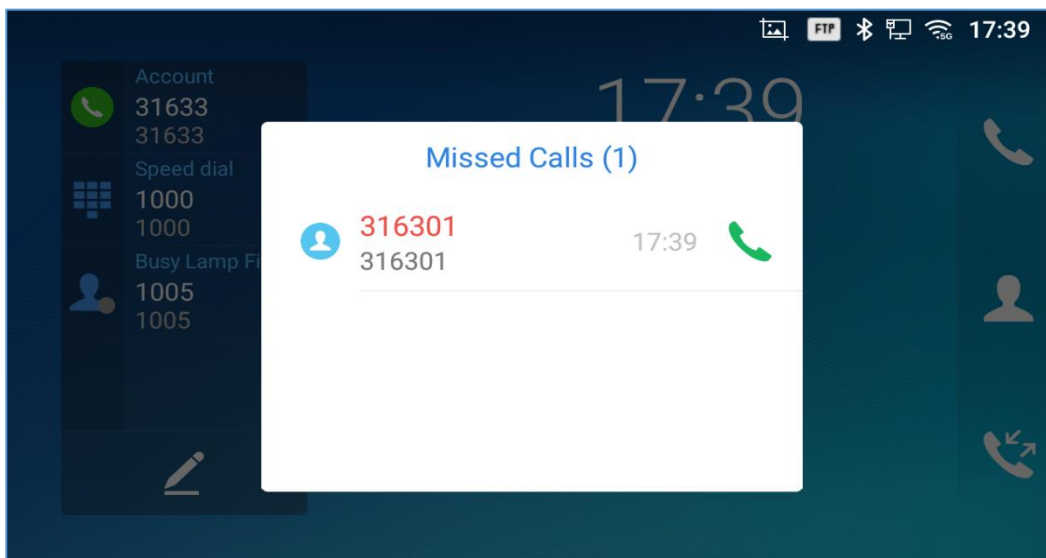





Figure 89: Missed Call Screen

Users can tap on the missed call entry to access the missed call log. To close the missed call screen and return to the idle screen, tap on the screen except the dialog.

DND (Do Not Disturb)

When DND is on, the incoming calls to the GXV3350 will be blocked for all registered accounts with a reminder ring produced. To turn on/off DND:

1. Touch and drag the status bar down on the GXV3350 idle screen.
2. Tap on the DND icon  to turn it on. The status bar shows icon  indicating DND is on.
3. Tap on the DND icon  to turn it off.

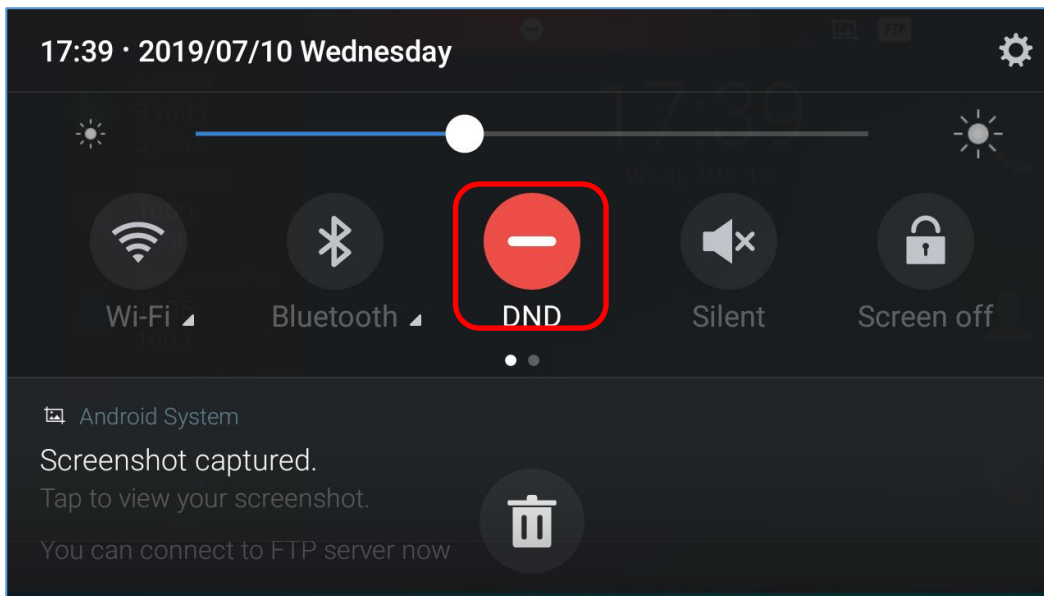



Figure 90: Enable/Disable DND


Note:

- When the phone is in an active call, turning on/off DND won't affect the current active call. It will take effect starting from the next incoming call.
- When DND is on, all the incoming call logs will be saved in Missed.

Voicemail/Message Waiting Indication

When there is a new voicemail, the Message Waiting Indication (MWI) LED icon will blink in red on the upper right corner of the GXV3350 and  will show up in the status bar.

To retrieve the voicemail:

1. Tap on the Message icon  from the applications section to bring up voicemail screen. All the registered accounts and the number of voicemails are displayed there.
2. Tap on the account to dial into the voicemail box. Then follow the Interactive Voice Response (IVR) for the message retrieval process.

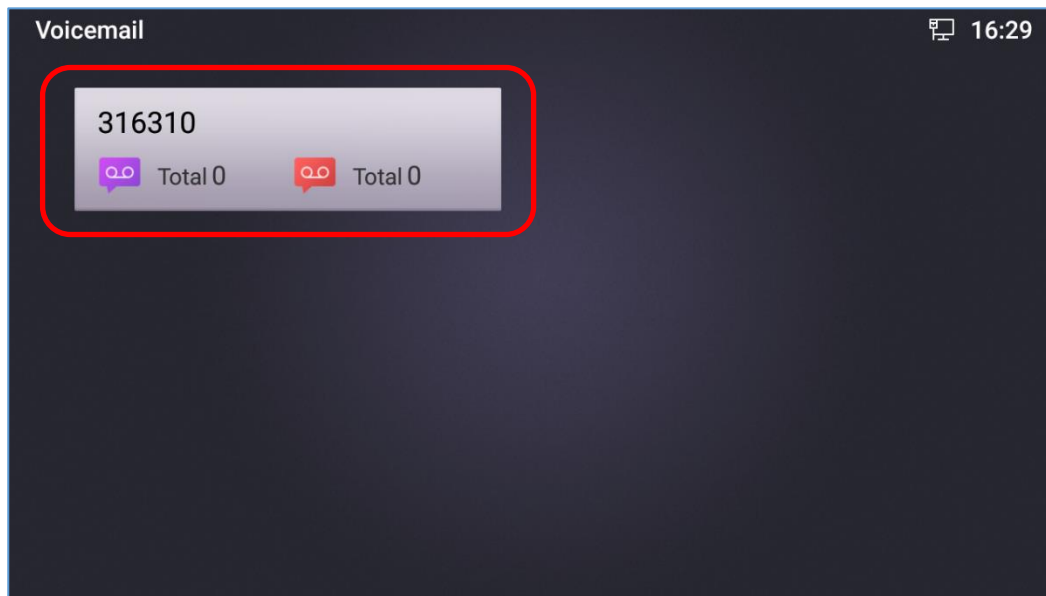


Figure 91: Retrieve Voicemail

For each account, the Voicemail User ID can be set up under web GUI→**Account X**→**General Settings**: "Voicemail Access Number". This is the number that will be dialed out to access voicemail message when tapping on the account in Voice Mail screen.

Call Forward

Call forward feature can be set up from GXV3350 LCD or Web GUI.

- **From LCD**

Go to onscreen Menu→**Settings**→**Features**→Call Forward. Select account name and tap on **Call Forwarding** to activate the feature. Then the list of options will be available. Select the option Call Forward Mode to configure the call forward type (Unconditional, Time Based, Others) and then enter necessary number in the fields.

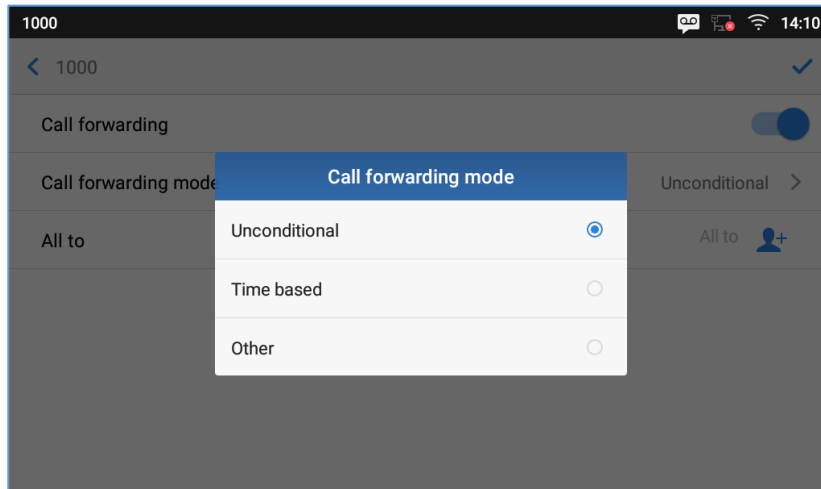


Figure 92: Unconditional Call Forward

- **From Web GUI**

Log in GXV3350 web GUI and go to **Account page**→**Call Settings**. By default, Call Forward feature is set to "None". The Call Forward feature options are:

- **Unconditional Forward:** All the incoming calls will be forwarded to the number set up in "All To" field.

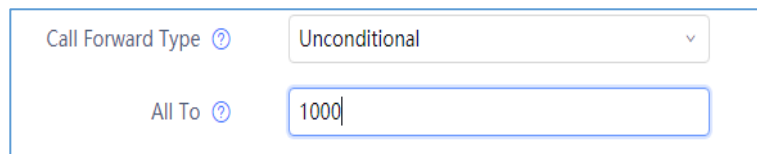


Figure 93: Call Forward – Unconditional

- **Time Based Forward:** All the incoming calls will be forwarded to the number as schedule in the time period. During the setup time, the call will be forwarded to the number in "In Time Forward To:" field. Other period the call will be forwarded to the number in "Out Time Forward To:" field.

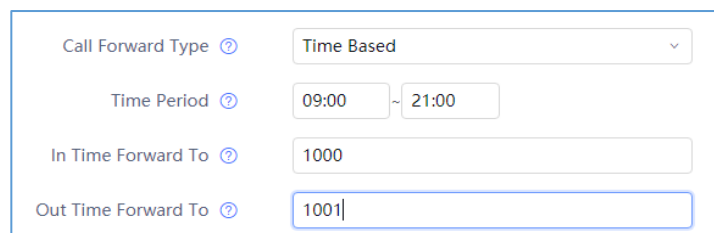


Figure 94: Call Forward - Time Based

- **Call Forward on Busy / Call Forward No Answer / Call Forward on DND:** The incoming call will be forwarded when the GXV3350 is busy or no answer after certain interval "Delayed Call Forward Wait Time (s)", or if the phone is on DND mode then the call will be forwarded to the configured destination number.

| | |
|----------------------------|-------------------------------------|
| Call Forward Type ? | <input type="text" value="Others"/> |
| Enable Busy Forward ? | <input type="checkbox"/> |
| Busy To ? | <input type="text"/> |
| Enable No Answer Forward ? | <input type="checkbox"/> |
| No Answer To ? | <input type="text"/> |
| No Answer Timeout (s) ? | <input type="text" value="20"/> |
| Enable DND Forward ? | <input type="checkbox"/> |
| DND To ? | <input type="text"/> |

Figure 95: Call Forward - Busy/No Answer/DND

Call Features

The GXV3350 supports traditional and advanced telephony features including caller ID, caller ID with caller Name, call waiting, call forward etc. Before using the following feature codes, please make sure "Enable Call Features" option is set to "Yes" under web GUI → **Account** page → **Call Settings**.

Table 11: GXV3350 Feature Code

| | |
|------------|---|
| *01 | <p>Use Preferred Codec (per call)</p> <ul style="list-style-type: none"> • Dial *01 followed by the preferred codec code and the phone number. • The phone will try to use this codec during the call. • Codec code: <ul style="list-style-type: none"> PCMU: 7110 PCMA: 7111 G726-32: 72632 G722: 722 iLBC: 7201 <p>For example, if the user would like to use PCMA as the preferred codec to call phone number 334455, enter *017111334455.</p> |
|------------|---|

| | |
|-----|--|
| *02 | <p>Force Codec (per call)</p> <ul style="list-style-type: none"> Dial *02 followed by the preferred codec code and the phone number. The phone will be forced to use this codec during the call. Codec code: PCMU: 7110 PCMA: 7111 G726-32: 72632 G722: 722 iLBC: 7201 <p>For example, if the user would like to use PCMA to call phone number 334455, enter *027111334455.</p> |
| *30 | <p>Block Caller ID (for all subsequent calls)</p> <ul style="list-style-type: none"> Dial *30. |
| *31 | <p>Send Caller ID (for all subsequent calls)</p> <ul style="list-style-type: none"> Dial *31. |
| *50 | <p>Disable Call Waiting</p> <ul style="list-style-type: none"> Dial *50. |
| *51 | <p>Enable Call Waiting</p> <ul style="list-style-type: none"> Dial *51. |
| *67 | <p>Block Caller ID (per call)</p> <ul style="list-style-type: none"> Dial *67 followed by the phone number. |
| *82 | <p>Send Caller ID (per call)</p> <ul style="list-style-type: none"> Dial *82 followed by the phone number. |
| *70 | <p>Disable Call Waiting (per Call)</p> <ul style="list-style-type: none"> Dial *70 followed by the phone number. |
| *71 | <p>Enable Call Waiting (per Call)</p> <ul style="list-style-type: none"> Dial *71 followed by the phone number. |
| *72 | <p>Unconditional Call Forward. To set up unconditional call forward:</p> <ul style="list-style-type: none"> Dial *72 followed by the phone number to forward the call. |
| *73 | <p>Cancel Unconditional Call Forward. To cancel the unconditional call forward:</p> <ul style="list-style-type: none"> Dial *73. |
| *74 | <p>Paging Call</p> <ul style="list-style-type: none"> Dial *74 followed by the phone number to send the paging call. |




| | |
|------------|---|
| *83 | Force Audio Calling (per call) <ul style="list-style-type: none">• Dial *83 followed by the phone number to send the audio call. |
| *84 | Force Video Calling (per call) <ul style="list-style-type: none">• Dial *84 followed by the phone number to send the video call. |
| *90 | Busy Call Forward. To set up busy call forward: <ul style="list-style-type: none">• Dial *90 followed by the phone number to forward the call. |
| *91 | Cancel Busy Call Forward. To cancel the busy call forward: <ul style="list-style-type: none">• Dial *91. |
| *92 | Delayed Call Forward. To set up delayed call forward: <ul style="list-style-type: none">• Dial *92 followed by the number to forward the call. The default timeout before the call is forwarded is 20 seconds. |
| *93 | Cancel Delayed Call Forward. To cancel the delayed call forward: <ul style="list-style-type: none">• Dial *93. |



CONTACTS

The GXV3350 supports local, LDAP Contacts.

To access GXV3350 contacts, on the phone's idle screen, tap on icon  on the right panel. The following figure shows Contacts on the GXV3350.

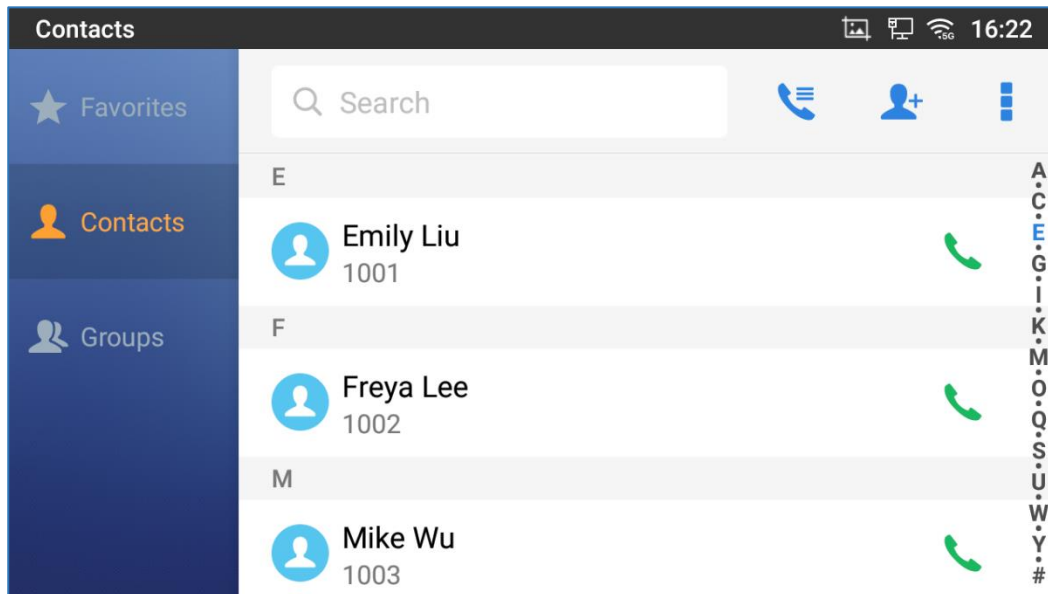



Figure 96: GXV3350 Contacts

Local Contacts

The local contacts can save up to 1000 entries. Users can manage contacts by adding, deleting and modifying single contacts, downloading contacts from HTTP/TFTP server, importing contacts from external storage and exporting contacts to external storage.

Note: A reminder prompt is shown on the GXV3350 LCD screen when adding a number of contacts more than the allowed one (when importing contacts for instance).

Add Single Contacts

1. On the Local Contacts menu Tap on  to bring up "Create Contact" dialog to manually add a new contact. See figure below.
2. Type First name, Last name, Phone number and other information for the new contacts. Please make sure the account number field is selected so the GXV3350 will use this account to dial out the new contact. The account number field is located on the left of the "Phone" field as highlighted below.

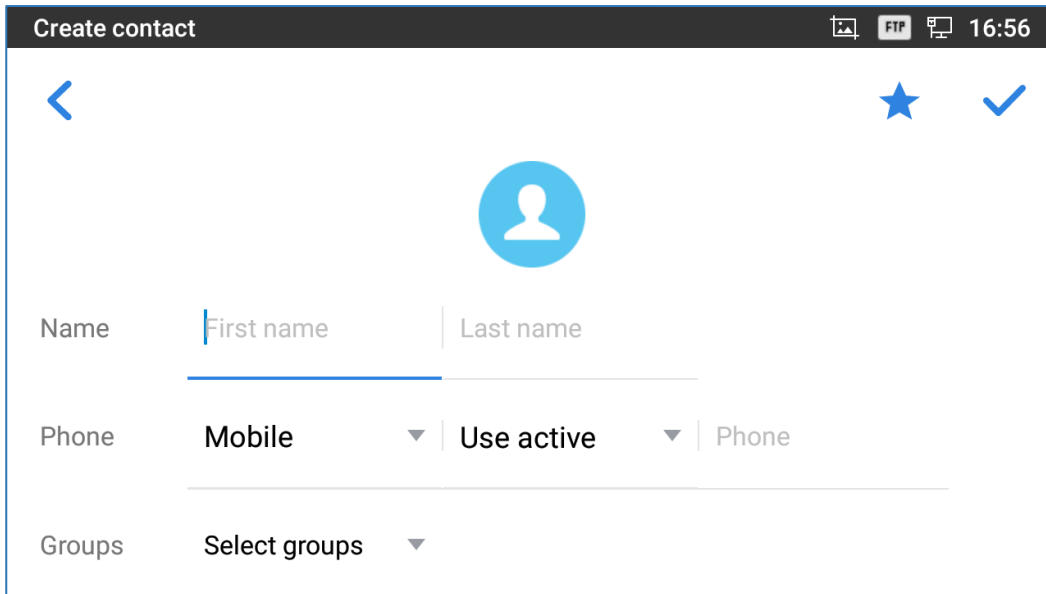


Figure 97: GXV3350 Contacts - Add New Contact

Note: When typing a number using dial pad, “Add to contacts” button will appear as displayed on following picture, to add a new entry to your contacts list if the input number does not match any entry in your contacts.

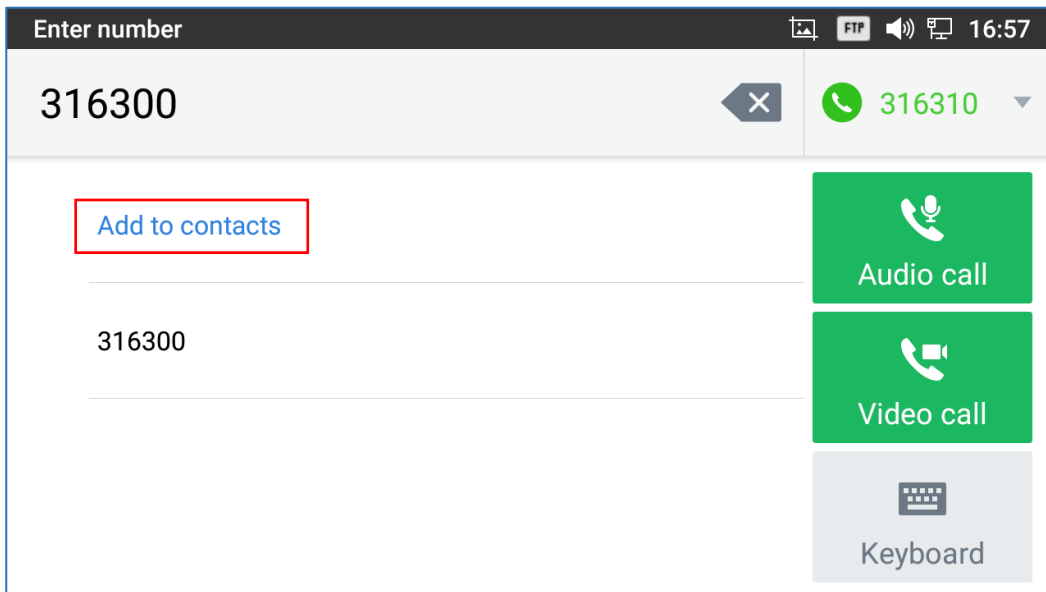



Figure 98: Add to Contacts from Dial Pad

Import/Export Contacts

If the users have the GXV3350 phonebook file saved in local storage or external storage device that has been plugged into the GXV3350, the phonebook file can be directly imported to the Contacts. There are two different formats supported for the phonebook file: "vcard", and "xml". Users could manually create contacts first and export the phonebook file in vcard or xml format to take a look on the phonebook file.

To Import Contacts:

1. Open Contacts.
2. Tap on More  on the upper right corner of the Contacts screen.
3. Select "Import contacts" to bring up the dialog below.
4. Fill in the import options and scroll down to the bottom of the screen.
5. Tap on "Select file" to import phonebook file from the directory in internal or external storage device.

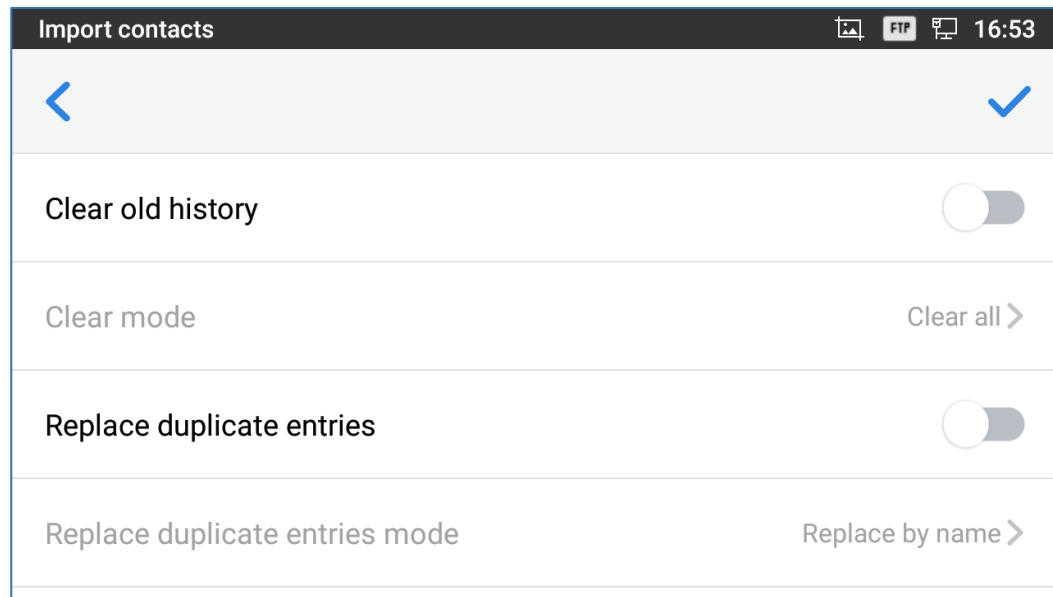



Figure 99: GXV3350 Contacts - Import Contacts

To Export Contacts:

1. Open Contacts.
2. Tap on More  on the upper right corner of the Contacts screen.
3. Select "Export Contacts " to bring up dialog below.
4. Select the file encoding and file type for the exported phonebook file. By default, the GXV3350 is using "UTF-8" as the encoding method.
5. Tap on "Choose Directory" and select the directory where the phonebook file will be exported to.

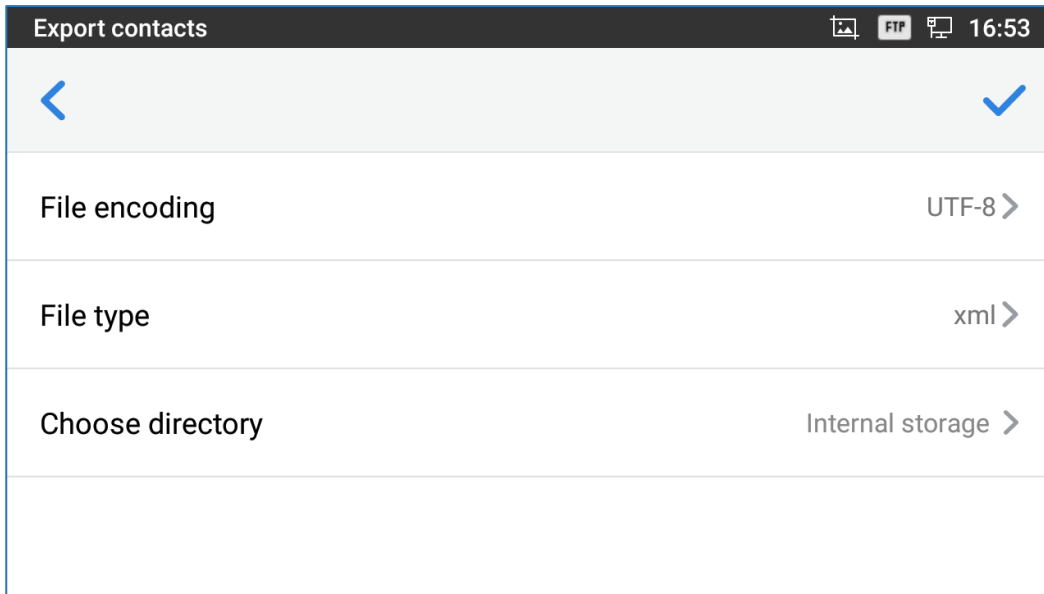


Figure 100: GXV3350 Contacts - Export Contacts



Note : if Keep Associated Account is enabled, the associated account information in the contact file will be synchronized to the phone.

Download Contacts

The GXV3350 supports downloading XML phonebook from a remote HTTP/TFTP/HTTPS server to local Contacts. When downloading the phonebook, the GXV3350 sends request to the HTTP/TFTP/HTTPS server looking for file **phonebook.xml**. For more details about GXV3350 phonebook, please refer to the following link:

https://www.grandstream.com/sites/default/files/Resources/gxv3275_xml_phonebook_guide_1.pdf

To download phonebook:

1. Make sure the GXV3350 can connect to the HTTP/TFTP/HTTPS server and the phonebook.xml file in correct format is downloadable from the HTTP/TFTP/HTTPS server.
2. Open Contacts.
3. Tap on More  on the upper right corner of the Contacts screen.
4. Select "Download Contacts" to bring up the dialog below.
5. Fill in the necessary options and then tap on  in the upper right corner of the screen. The GXV3350 will send out request to the configured HTTP/TFTP/HTTPS server.

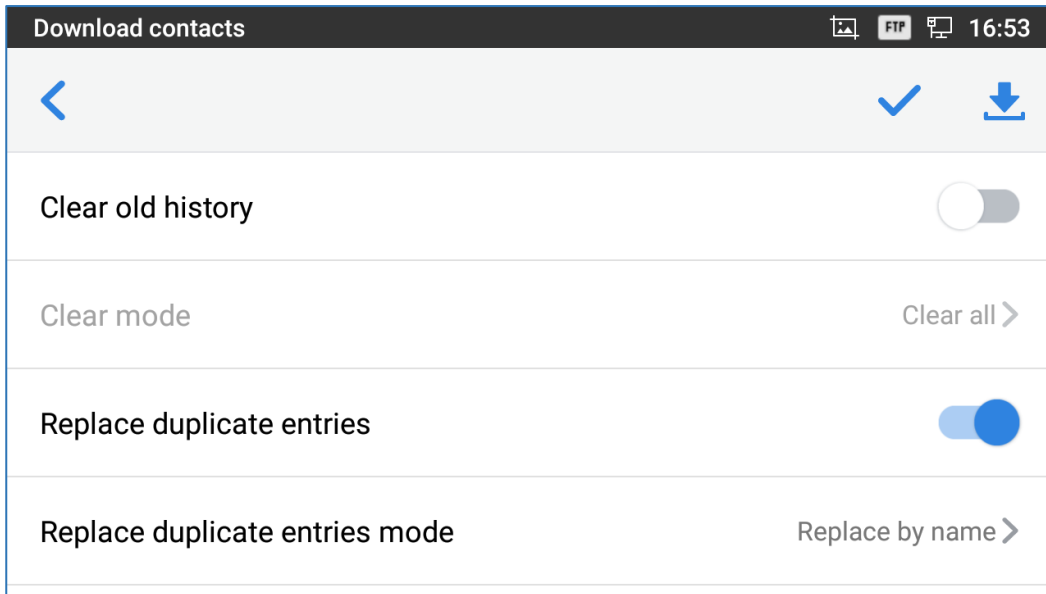



Figure 101: GXV3350 Contacts - Download Contacts

Note : if Keep Associated Account is enabled, the associated account information in the contact file will be synchronized to the phone.

Search Contacts

1. Open Contacts.
2. Tap on the search field .
3. Enter a contact's name or a number to search. The search result will be automatically updated and displayed when entering the key words.

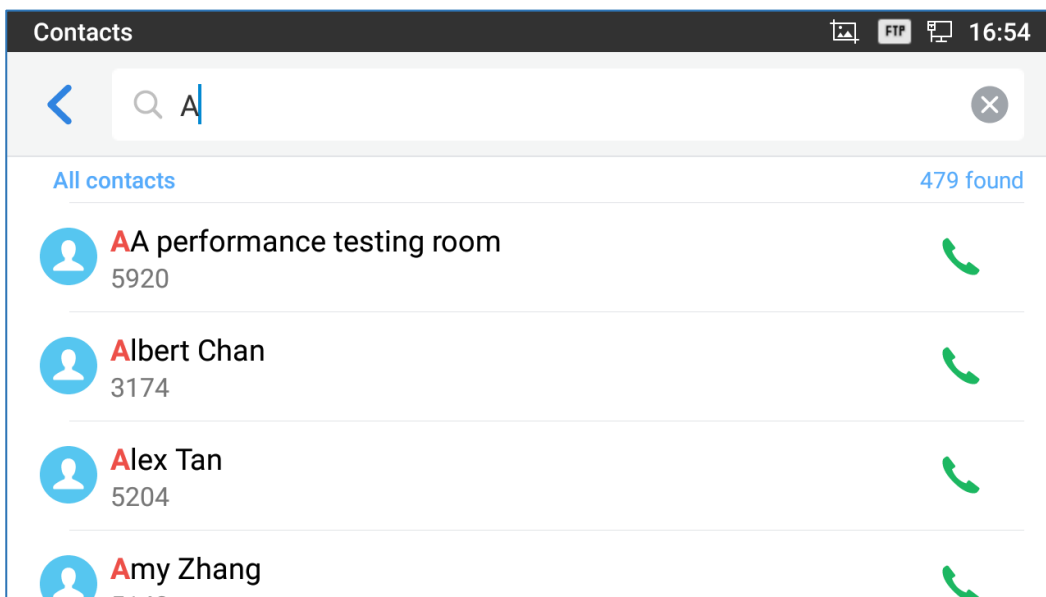




Figure 102: GXV3350 Contacts - Search Contacts


Use Contacts


Once the contacts are added, users could navigate in the contacts list  to make a call and manage the contacts furthermore.

Make a Call to Contacts

Scroll up/down to find the contact in the list and tap on  to call this contact.

Select Contacts

1. Scroll up/down to find the contact in the list.
2. Touch and press on the contact for about 2 seconds to show more options such as Delete contact, add to blacklist etc.
3. To select a batch of contacts at the same time, press More  on the upper right corner of the contacts screen and select Batch operation, Tap on the checkbox for the contacts to be selected.

 indicates the contact is selected.

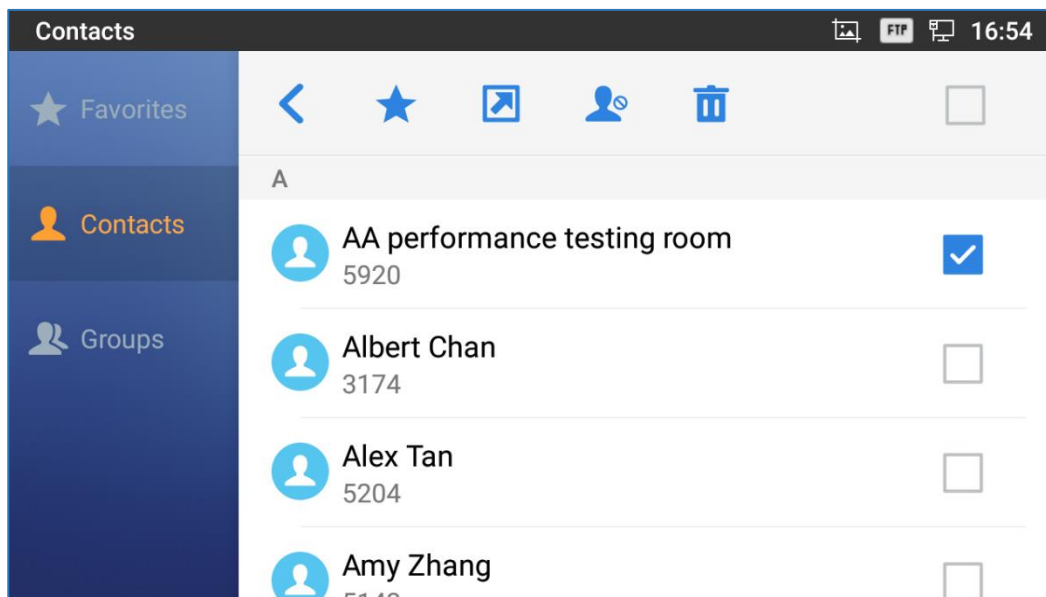






Figure 103: GXV3350 Contacts - Select Contacts

Add Contacts to Favorites

1. Select the contact/contacts to be added as described in [[Select Contacts](#)].
2. Then tap on  to add the contacts selected to Favorites

There are two other methods to add contacts to favorites.

- Directly pressing on the contact and tap on  to add the contact to favorite.
- Tapping on “Favorites” on the Contacts screen to navigate to favorites category and tap on  to select the contacts to be added to favorites then tap on .

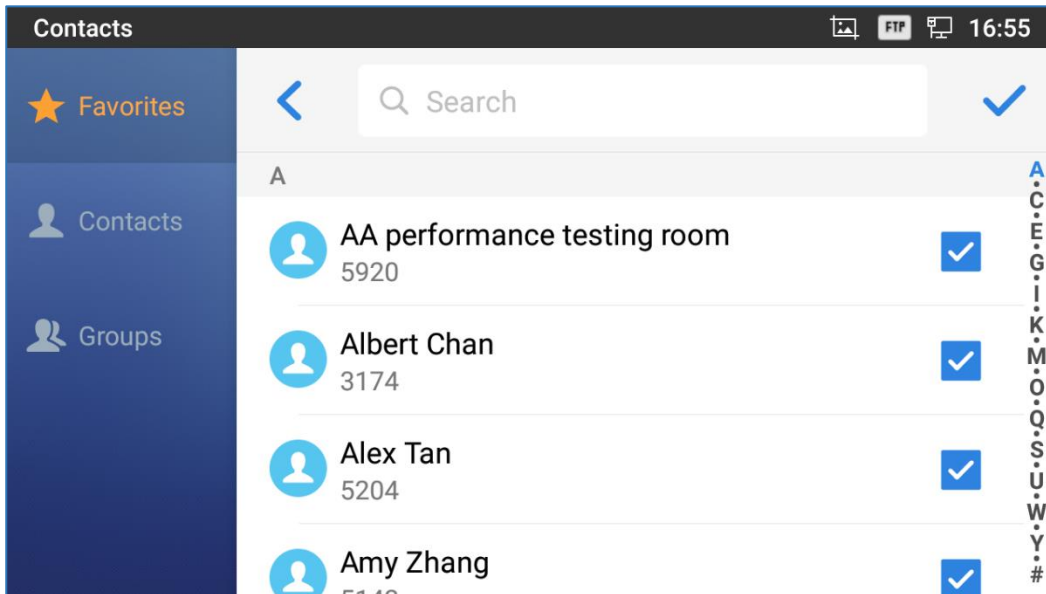



Figure 104: Add Contacts to Favorites

Edit Contacts

1. Tap on a contact from the contacts list
2. Tap on  to edit the contact.

Send Contacts to Desktop Shortcut

1. Long press on the contact
2. Tap on Send to Desktop from the menu.

Share Contacts via Bluetooth

Users can share a single contact or a batch of contacts. Refer to the following steps to do so:


- **Sharing a single contact:**

1. Long press on the contact



2. Select “Send” from the menu then choose the Bluetooth device that you want to share the contact with.

- **Sharing a batch of contacts:**

1. Select the contacts as described in [**Select Contacts**].
2. Press on  to share the selected contacts via Bluetooth


Add Contacts to Blacklist

Users can add a single contact or a batch of contacts to the black list. Refer to the following steps to do so:



- **Add a single contact to black list:**

1. Long press on the contact
2. Select "Add to Blacklist" from the menu.

- **Add a batch of contacts to black list:**

1. Select contacts as described in [**Select Contacts**].
2. Press on  to add the selected contacts to the blacklist

Add Group

Open Contacts and tap on  to access “Group”. To add a new group, tap on  and name the new group.

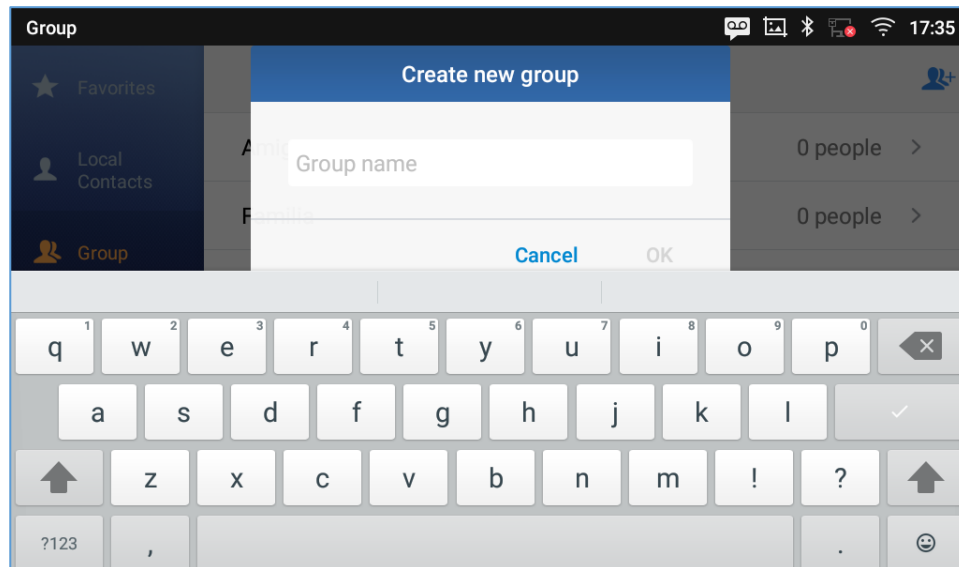




Figure 105: GXV3350 Contacts - Add New Group


Add contacts to Group

To add contacts to a group, tap on the group then tap on  , check the contacts to be added to the group and press  .

Note:

- Users could also select a group for the contact when adding or editing the contact.
- Ringtone can be assigned in group as well as single contact. If the group has ringtone set to "Custom Ringtone", this ring tone has the highest priority when there is an incoming call to the contact.

Contacts Storage Status

The GXV3350 default maximum contacts storage is up to 1000. To check contact storage status, tap on More on the upper right corner of the contacts screen  to bring up contacts options, scroll down and select "Storage Status".

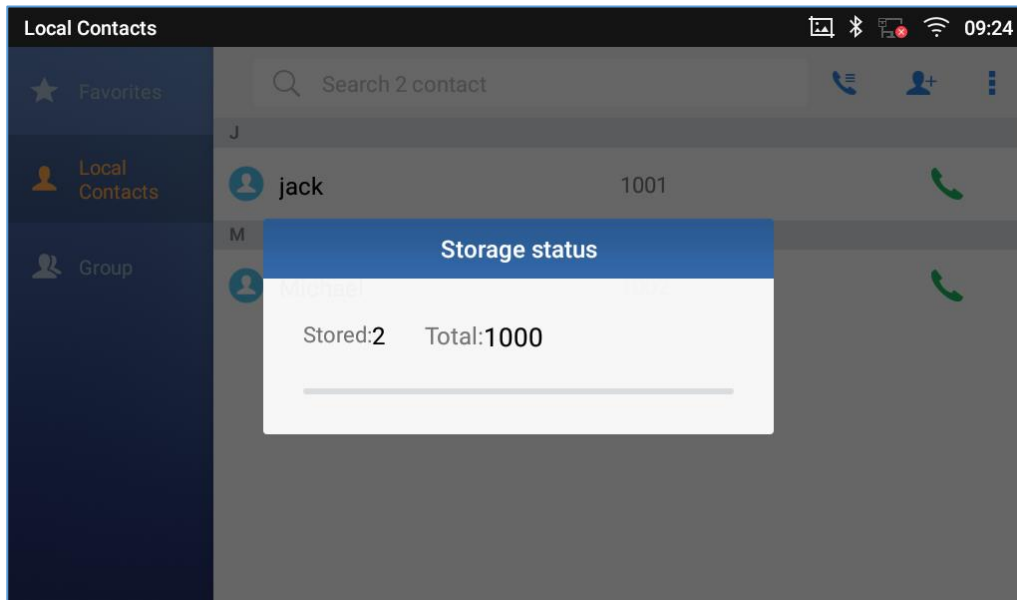


Figure 106: GXV3350 Contacts - Storage Status

Note:

Users could increase the number of maximum contacts storage to more than 1000 contacts on GXV3350. Users may access the phone through SSH and change the P value P1688 to another number (≤ 10000) to increase the default contacts storage. In this case, if users increase this default P value, the phone resource will be cost, and the phone performance will be slower.

PROGRAMMABLE KEYS

Programmable Keys Application

GXV3350 supports programmable keys without extension board (GBX20). Users can configure the programmable keys from Programmable Key application.

To configure programmable keys via Programmable Key application on GXV3350:

1. Open Programmable Key application. Tap **+** on the upper right of the app and then start adding programmable keys.
2. Select desired mode from Key mode dropdown list (Speed dial, BLF, Call Transfer, Intercom, Speed dial via active account, Dial DTMF, Call park, Multicast paging, Dial prefix and Speed conference)

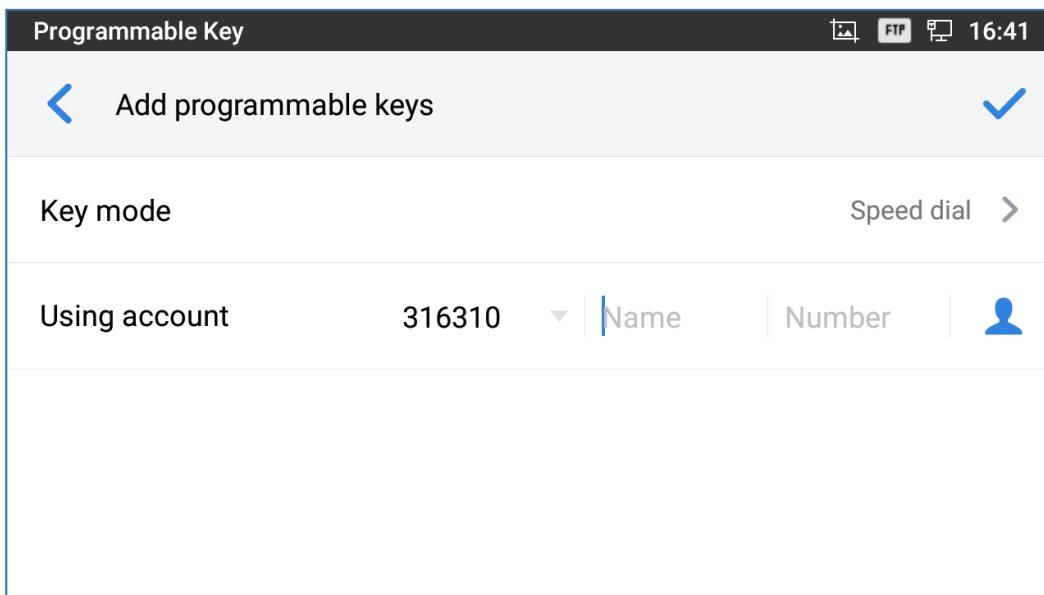


Figure 107: GXV3350 Programmable Key APP – Add Number

3. For number list, user could manually enter it or select number from Contacts to add it.

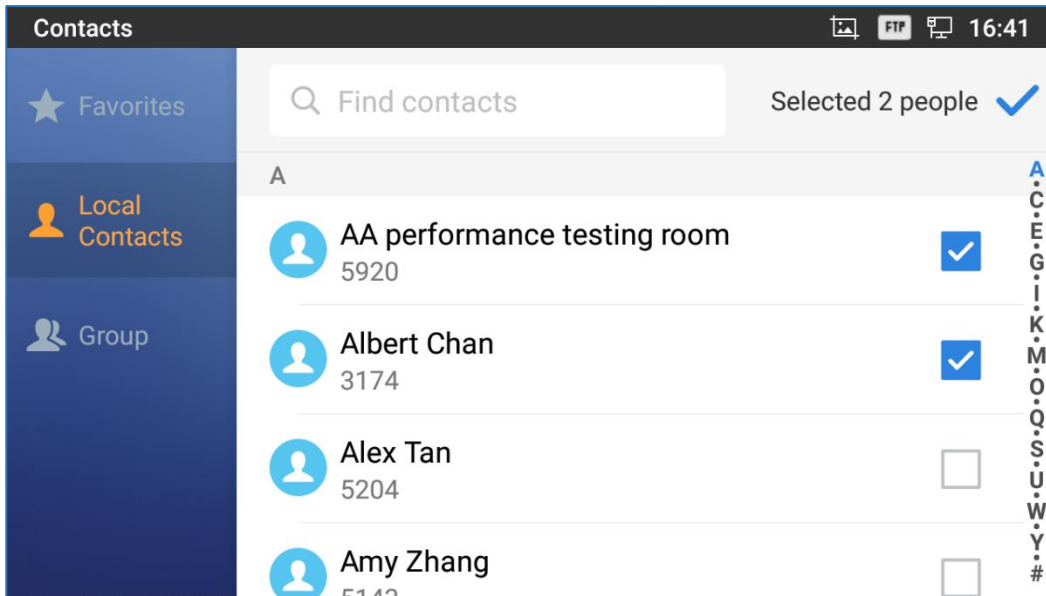


Figure 108: GXV3350 Programmable Key APP – Add number from Contacts

- The added numbers will show in the list as the figure shown below.

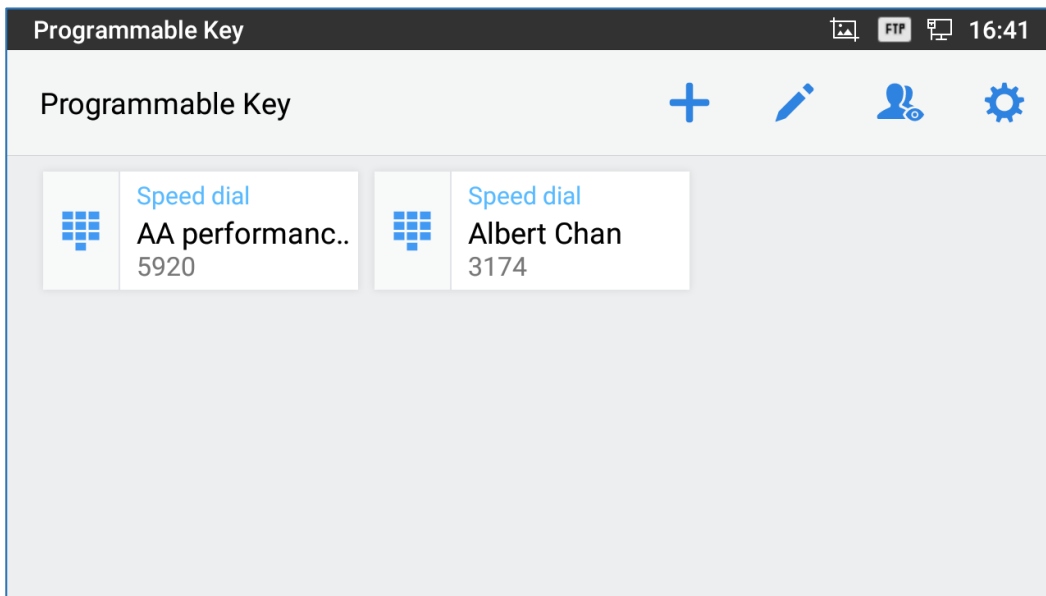


Figure 109: GXV3350 Programmable Key APP – Number List

GBX20 Extension Boards

GXV3350 also supports programmable keys with extension board (GBX20). Users can configure the programmable keys from Web GUI → Applications → Extension Boards.

For the details of how-to configuration information, please refer to GXV3350 Administration Guide.



 **Note:**

- When extension boards have been plugged in, the Programmable Keys Applications is disabled, and the account widget will not show any information of programmable keys.
 - If you want to reuse the Programmable Keys Application and others, please plug out the extension boards.
-

Diagnostics

Diagnostics app provides visual information about the device's interfaces connection, Network and accounts status. Users can also perform an Audio diagnostic test to check if the built-in speaker is working.

Users can access the Diagnostics app and press on Start to check the phone's status.

- **General Status:**

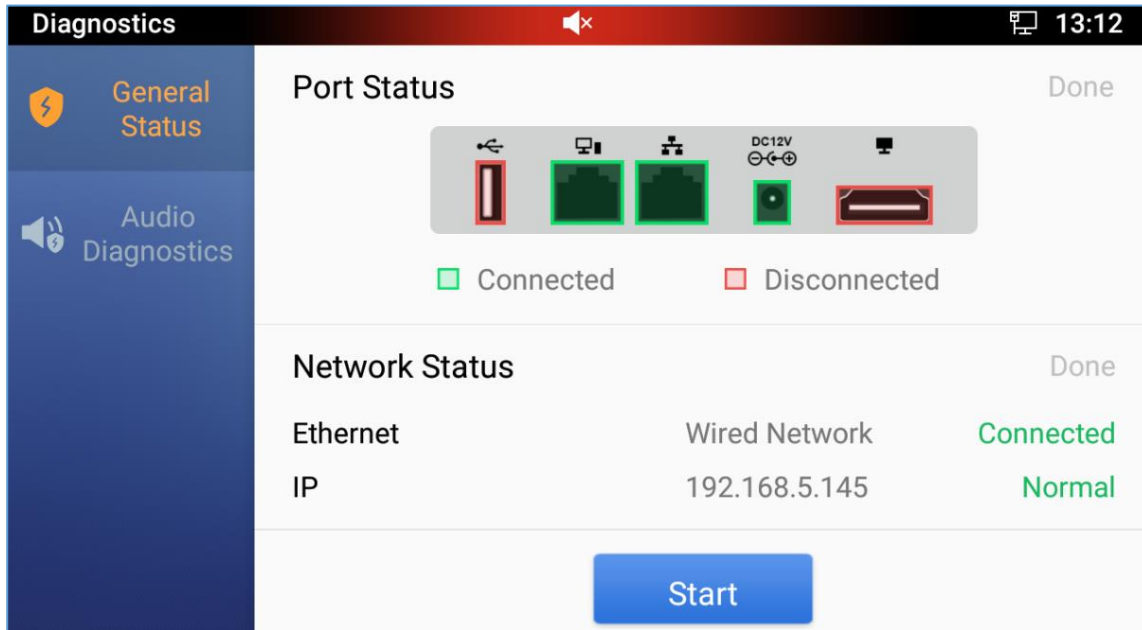


Figure 110: Port & Network Status

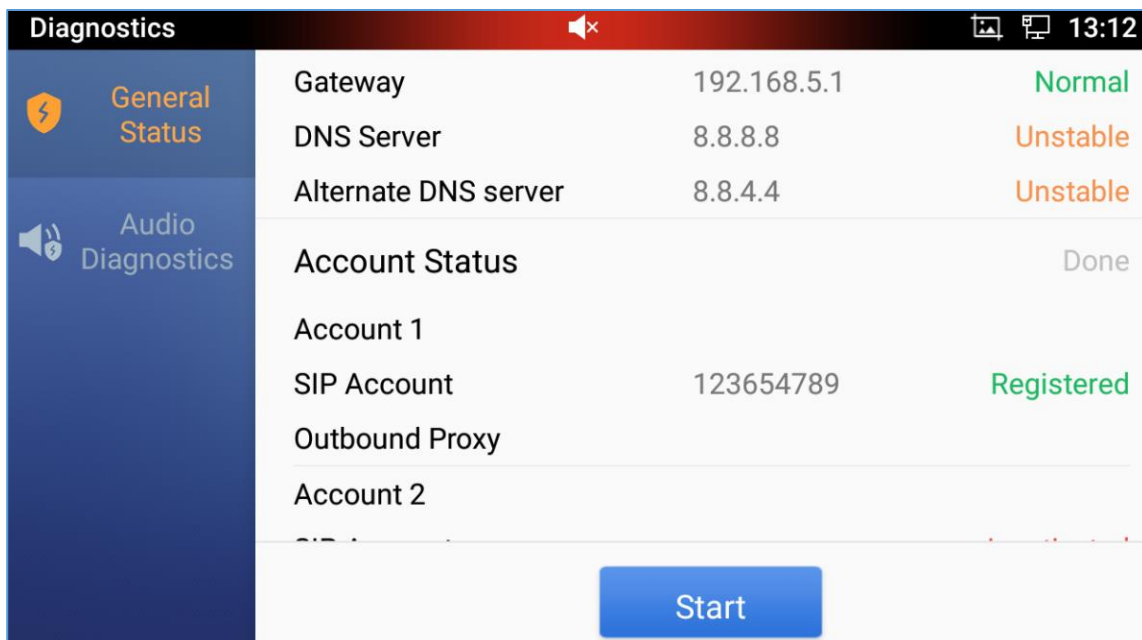


Figure 111: Account Status

- **Audio Diagnostics:**

In order to run the speaker diagnostics, users need to press on Start and listen to the recording, then users can indicate whether they could hear the audio recording and whether there was some noise heard.

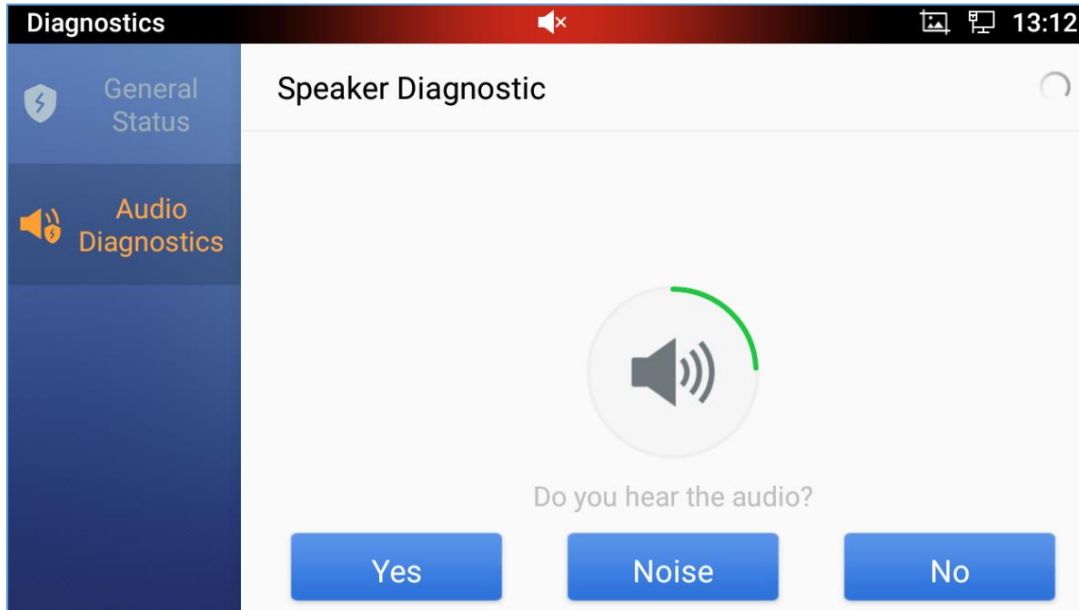


Figure 112: Speaker Diagnosis

When done with the speaker test, Users can Start the Microphone diagnostic which consists of speaking through the microphone after pressing on start and then checking If you can hear your speech back.

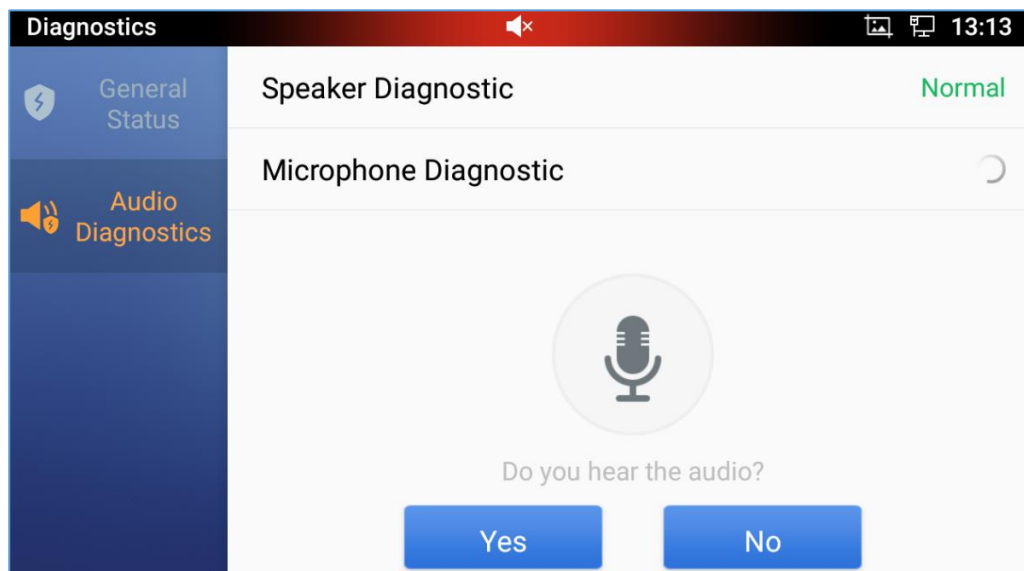



Figure 113: Microphone diagnosis

GXV3350 SETTINGS

Users could access the GXV3350 Settings by tapping on the icon  .

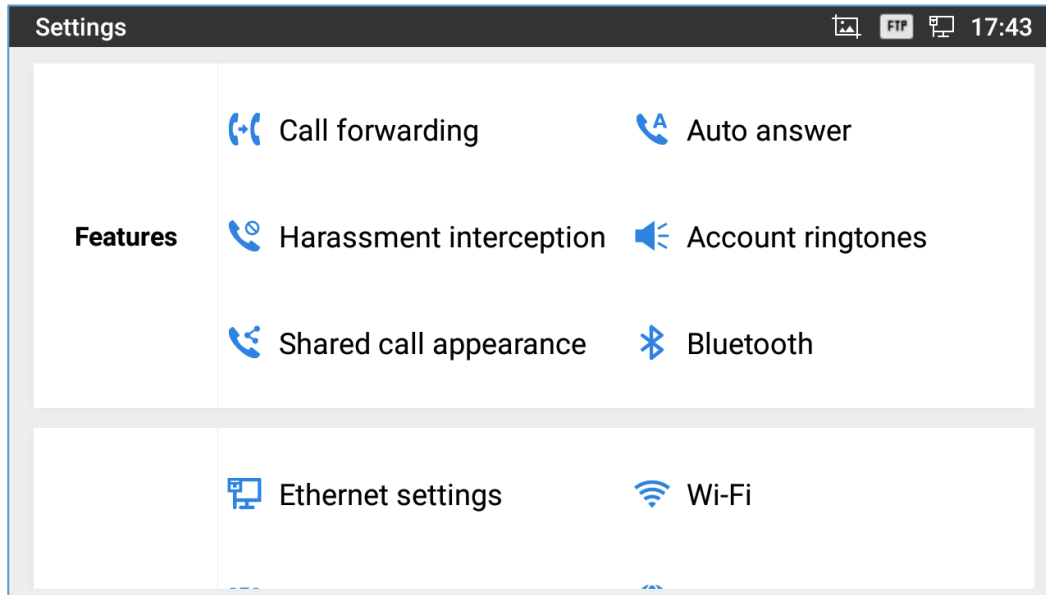


Figure 114: GXV3350 Settings

Users can find all the features and options that require configuration. Please, refer to the following table to have a clear idea about all the options available under this section:

| | |
|-----------------|---|
| Features | <ul style="list-style-type: none"> • Call forwarding • Harassment Interception • Shared Call Appearance (SCA) • Auto Answer • Account Ringtones • Bluetooth |
| Network | <ul style="list-style-type: none"> • Ethernet Settings • VPN • Proxy Settings • Wi-Fi • General Network Settings • Tethering & Portable Hotspot |
| Basic | <ul style="list-style-type: none"> • Sound • Language & Keyboard • Display • Date & Time • Security Settings • Peripherals |

| | |
|-----------------|--|
| | <ul style="list-style-type: none">• Accounts• Power Information• Reboot the phone |
| Apps | <ul style="list-style-type: none">• Application Management• Default Application• Notification Center |
| Advanced | <ul style="list-style-type: none">• Account Settings• System Updates• Syslog• System Security |
| Status | <ul style="list-style-type: none">• Account Status• Network Status• System Info• Storage Status |

HARASSMENT INTERCEPTION

The GXV3350 has blacklist support for users to manage incoming calls. To access blacklist, tap on “Settings” icon then under “Features”, access “Harassment Interception”.

Blocked Contacts

The blocked Contacts are the contacts that were added to the blacklist, the GXV3350 will block any calls coming from these contacts. To show the blocked contacts tap on Blacklist from the Harassment Interception page.

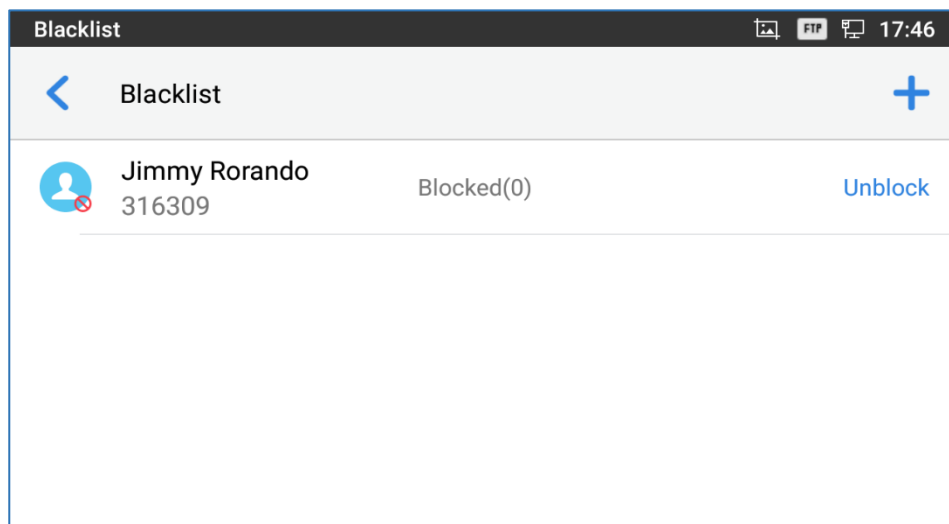


Figure 115: List of blocked contacts

Block History

To show the history of blocked contacts/numbers, tap on call history from home screen then on “Blocked”.

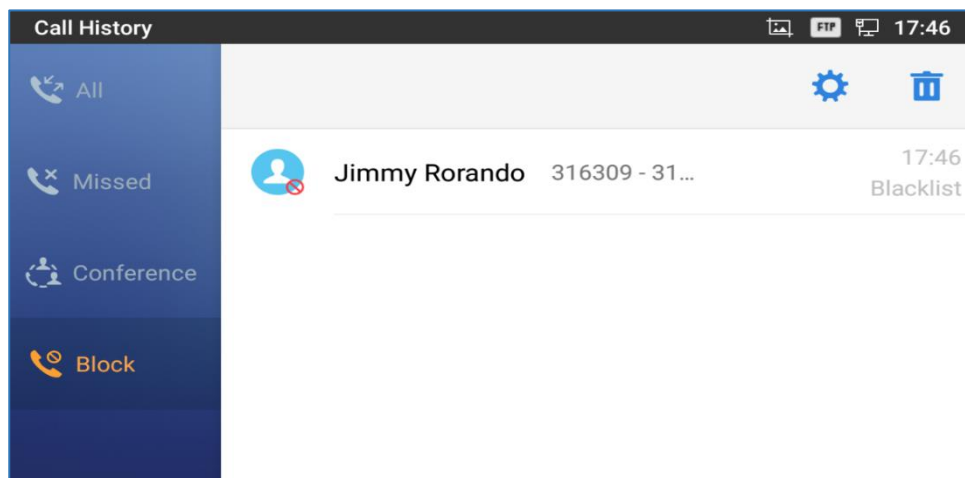



Figure 116: Block History


Delete Block History

1. In the block history, tap on the recycle bin icon 
2. Confirm the deletion of the complete blocking record by pressing “OK”

Edit Blacklist

Tap on Blacklist under the Harassment Interception Menu to show the blacklisted contacts

- **Add number to blacklist**

1. Tap on  to start adding new entry to the blacklist. The blacklist can be added manually, from contacts, or from call history.

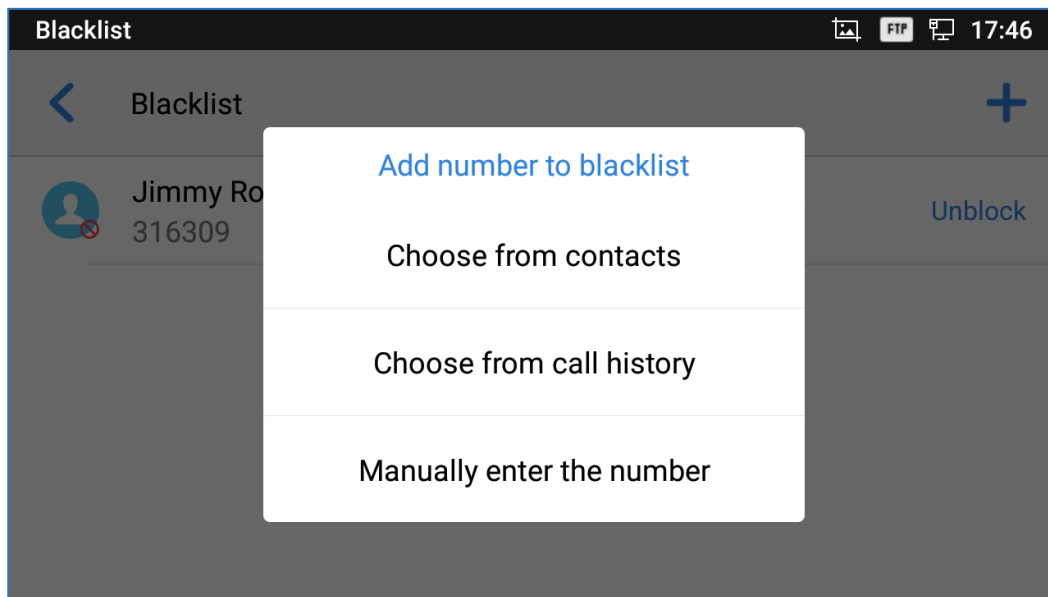


Figure 117: GXV3350 Blacklist - Add Number to Blacklist

2. The following figure shows manually adding number to blacklist. Once **Manually add** option is selected, a window will be prompted for users to enter the phone number in the first field and name/note in the second field (optional). Tap on **OK** to finish the adding operation.

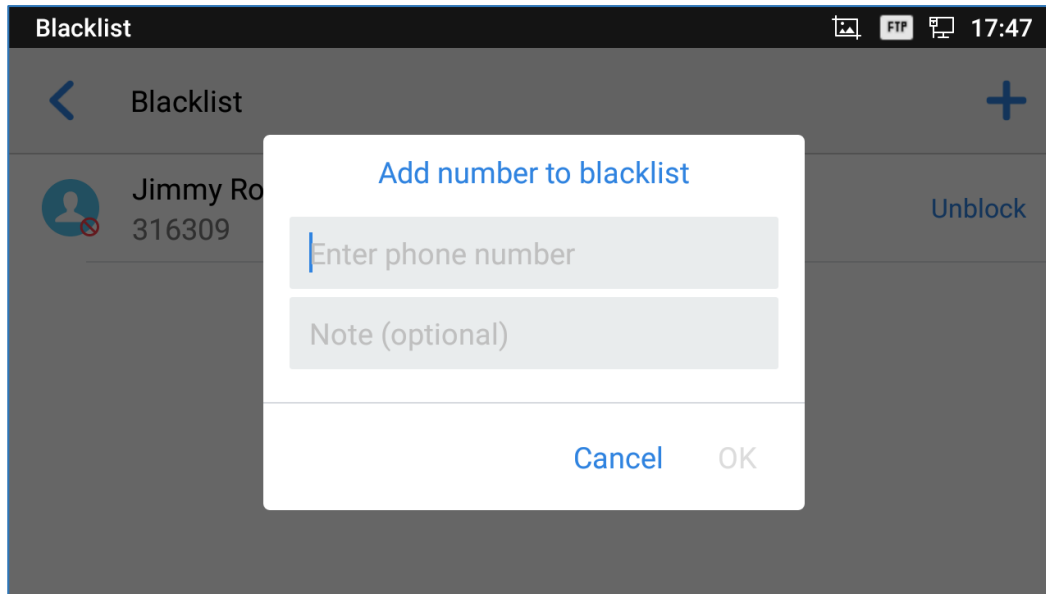


Figure 118: Manually Add Number to Blacklist

- **Edit Blacklist**

1. In the blacklist, touch and press the entry for about 2 seconds a prompt allowing changing the name/note is displayed
2. Change the name/note.
3. Tap on OK once done.

- **Delete Blacklist**

Users can Delete/unblock contacts from the black list using two methods:

1. From the black list menu press on “Unblocked” to no longer block the calls from coming from this contact.
2. From the contacts menu, long press on the contact and press “Remove from Blacklist”.

Intercept Anonymous calls

The GXV3350 gives the possibility to intercept anonymous calls for each account registered:

1. Enter the harassment Interception Menu.
2. Check **Intercept Anonymous Calls** as shown on the figure below.
3. Check the account to apply the interception.

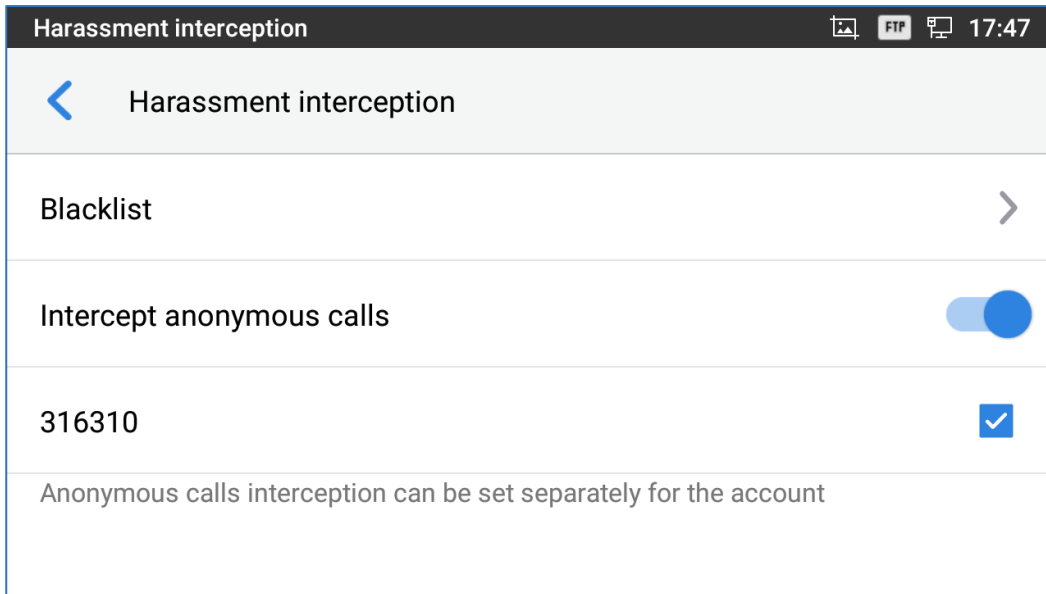



Figure 119: Intercept Anonymous Calls

CALL HISTORY

The GXV3350 supports local Call history. Tap  on idle screen to access Call history. The following figure shows the call history on the GXV3350.

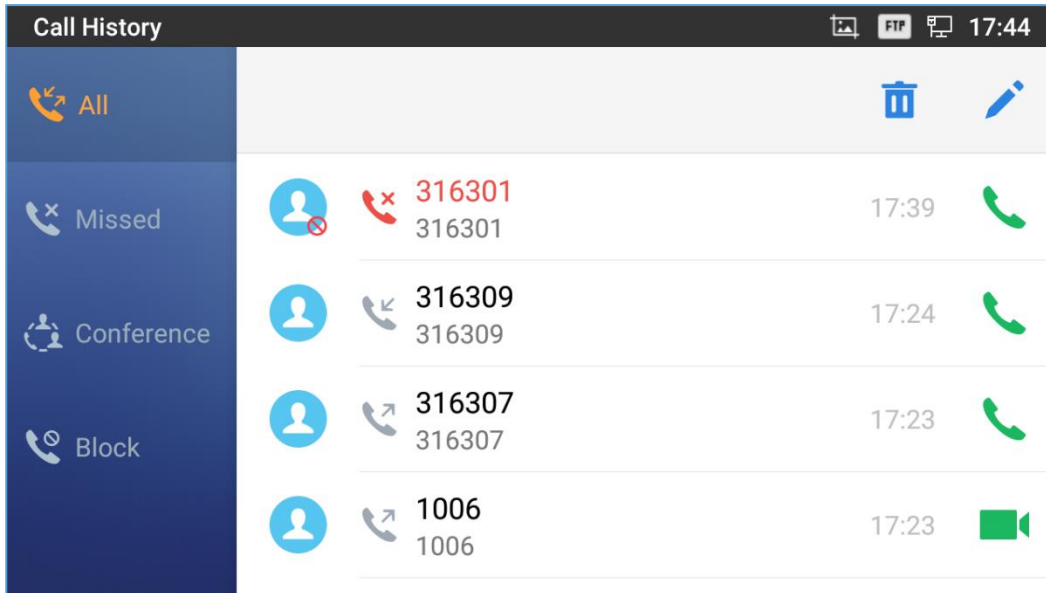






Figure 120: GXV3350 Call History

Local Call History

There are four different categories in the local call history. Users could tap on the icon on the top menu to access the corresponding call logs:

-  All
-  Missed
-  Conf History
-  Block (if any)

Dial Out from Call History

Tap on one of the call history entry to call this number directly. The phone will use the same account as the call log when dialing out.

Call History Options

- Touch and press the call history entry for about 2 seconds until more option window pops up
- Users can edit this number before calling, add this number to contacts, add this number to balcklist etc...

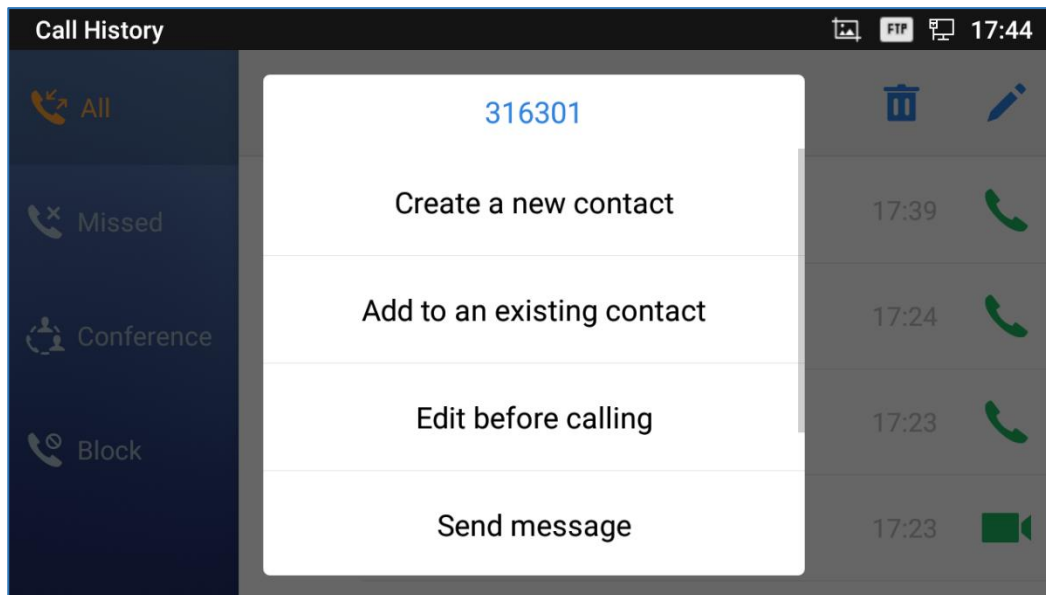



Figure 121: GXV3350 Call History – Options

Delete Call History



- **Delete the entire call history**

Users can delete the complete call history by pressing the  directly afeter accessing the call history page.

- **Delete a single call history entry**

Users can delete a single call history entry by pressing the entry for about 2 seconds to bring up the options then select Delete call history.

- **Delete multiple call history entries**

- Press on  the top right corner of the screen and select the entries to be deleted
- Tap on  to delete the entries.

Call History Details

For each call history entry, users could tap on the entry to access the details.

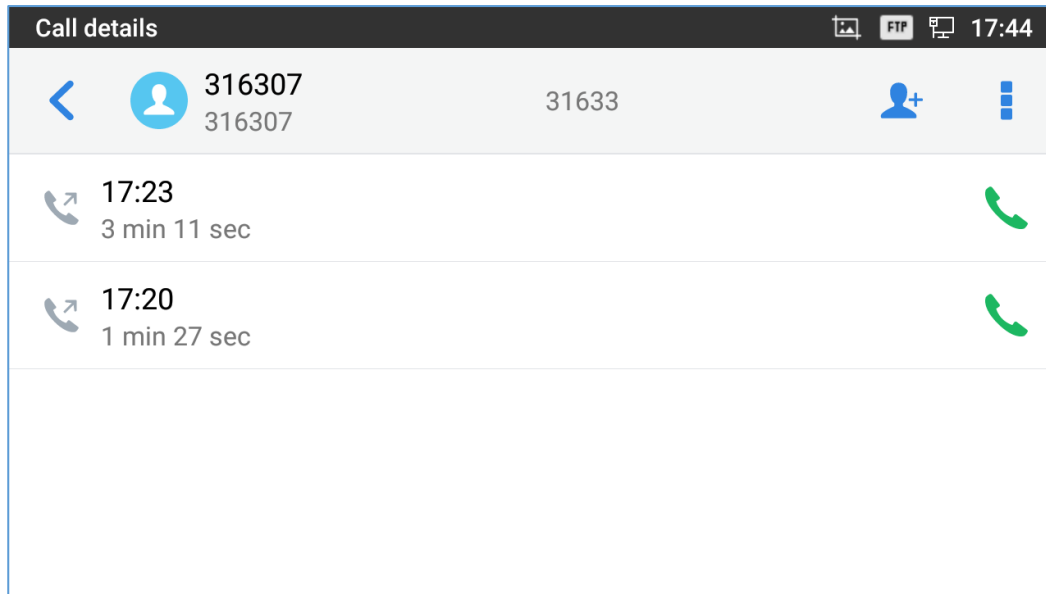







Figure 122: GXV3350 Call History - Details

Users could find the following call details by tapping on the entry:

- **The Call date:** the time when the call was initiated.
- **The Call duration:** The period of time when the call was in progress.
- **The type of the call:** Specifying if the call was a Video or an Audio Call.

Note: Call details under conference history include the previous details of the conference and for each one of the participants.

The following operations could be done:

-  Dial out this number directly.
-  Bring up dial screen with the call history number. Users could edit the number before dialing out.
-  Add to Blacklist
-  Delete the entry.
-  Options , "Create a New Contacts", "Add to an Existing Contact".

SMS

The GXV3350 has built-in SMS application to send/receive message, if the SIP server and the other party support SMS message. Users can create, edit draft, delete and check the storage status of SMS.

Tap on  from the phone's desktop to launch SMS application.

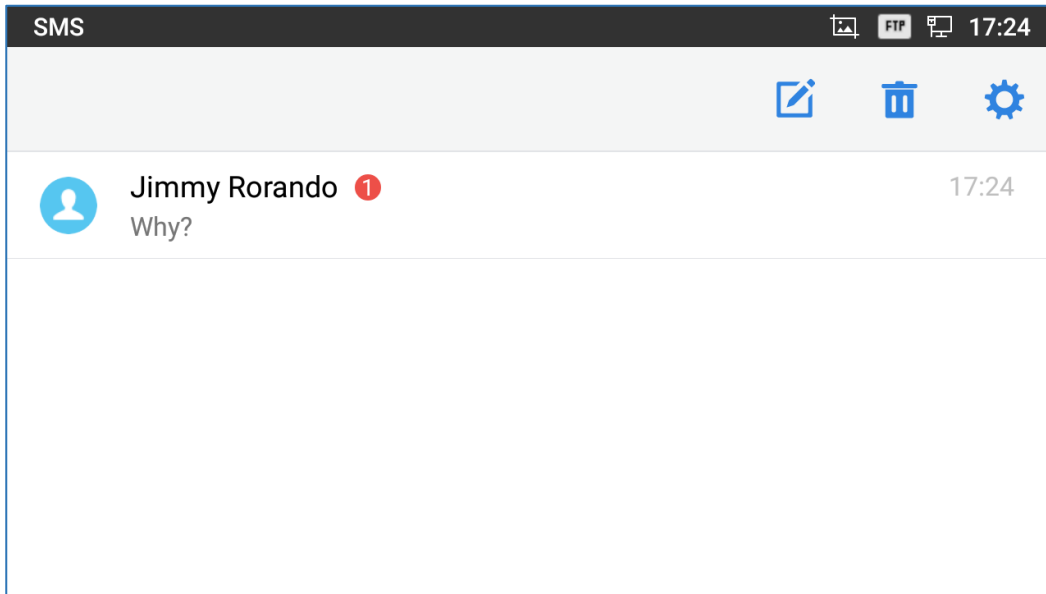


Figure 123: GXV3350 SMS Message

View SMS

On the SMS list screen, tap on one of the message to view the SMS details.

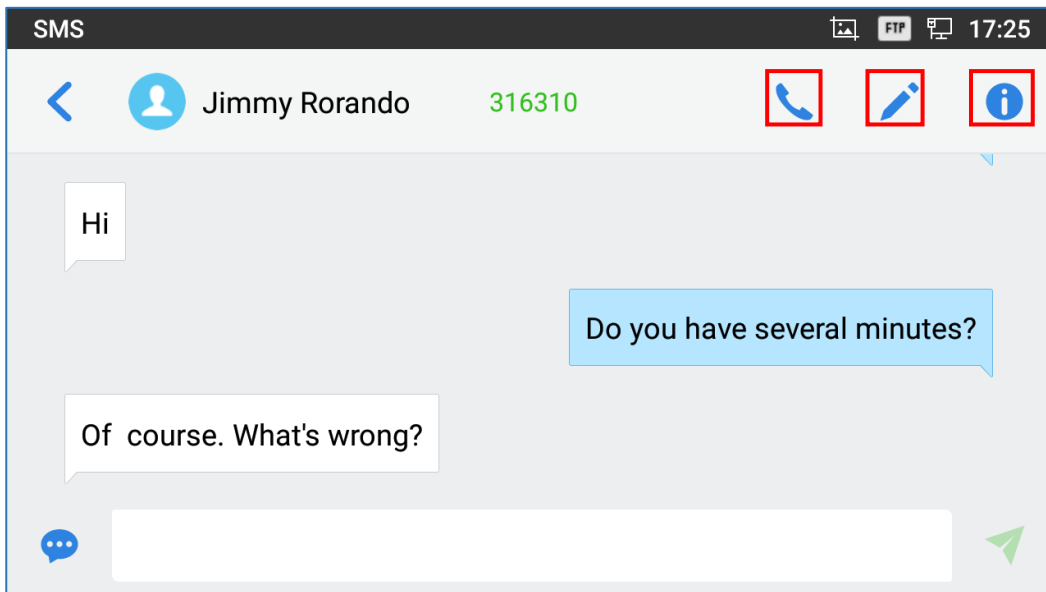






Figure 124: View SMS Dialog

- Users can press on  in order to make a call to the account's number on that conversation.
- Users can press on  in order to “delete”, “lock”, “unlock” or forward a message or a batch of messages from the conversation.
- Users can press on  in order to add the number as a contact in the GXV3350.

Create New SMS

Tap on  in SMS application to start composing a new message.

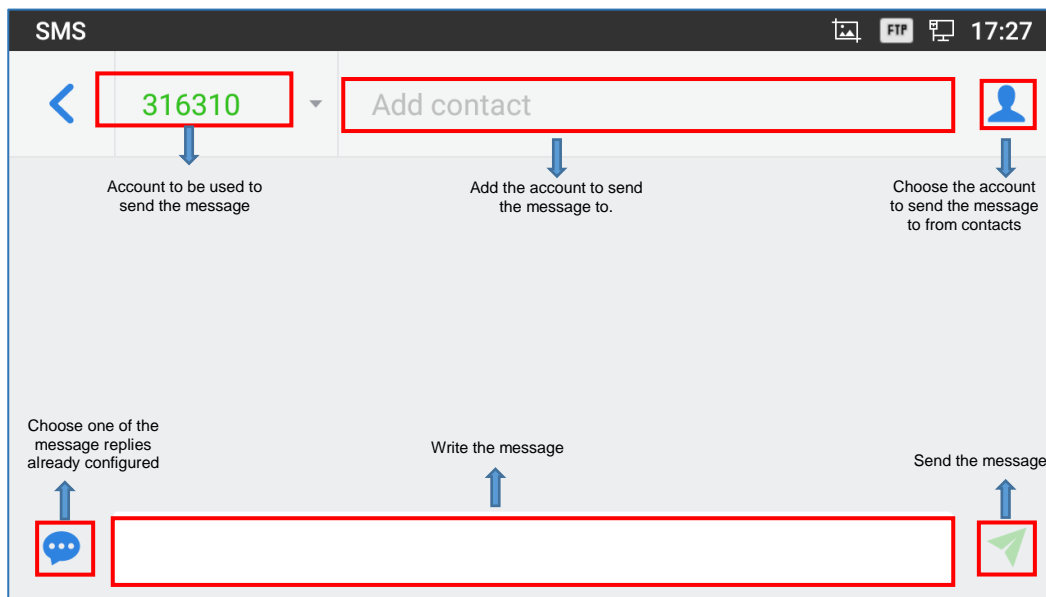




Figure 125: Create a New SMS

1. Select account to send the message from. (**Note:** Only registered accounts will be shown on the selection drop-down list, if you cannot find your account then make sure it's registered).
2. Enter the account number to send the SMS message to:
 - Add number to send the message to.
 - Enter the Number/Name of an existing contact to send the message.
 - Users could also select contact from GXV3350 Contacts by tapping on “Contacts” icon  on the upper right of the page.
3. Input content: Enter the message content on the bottom field of the screen. Tap on "Done" from the Keyboard once finished.
4. Send message: Tap on the arrow icon when you are ready to send the message out.


Delete SMS


1. Users can press and hold one SMS message in a conversation for about 2 seconds until a prompt appears where “Delete” can be pressed in order to delete the chosen SMS message.



2. In order to delete one conversation, users can press and hold the conversation for about 2 seconds until a prompt appears where “Delete” can be pressed in order to delete the chosen SMS message.
3. Users can delete a batch of conversations by pressing on , then the conversations can be selected in order to delete them by pressing the same icon.

SMS Settings

Users can verify the SMS Settings by pressing on “Settings” icon  from the conversations screen.

- **Storage Status:** The SMS app supports up to 1000 messages, “storage status” helps users to verify the current number of messages on the GXV3350 and the storage space that still available.
- **Enable Quick Reply:** Enable this feature in order to automatically send a quick reply when an incoming call is rejected.
- **Choose a quick reply message:** Users can add more quick reply messages by clicking on , and choose the one that will be used and sent automatically when an incoming call is rejected.

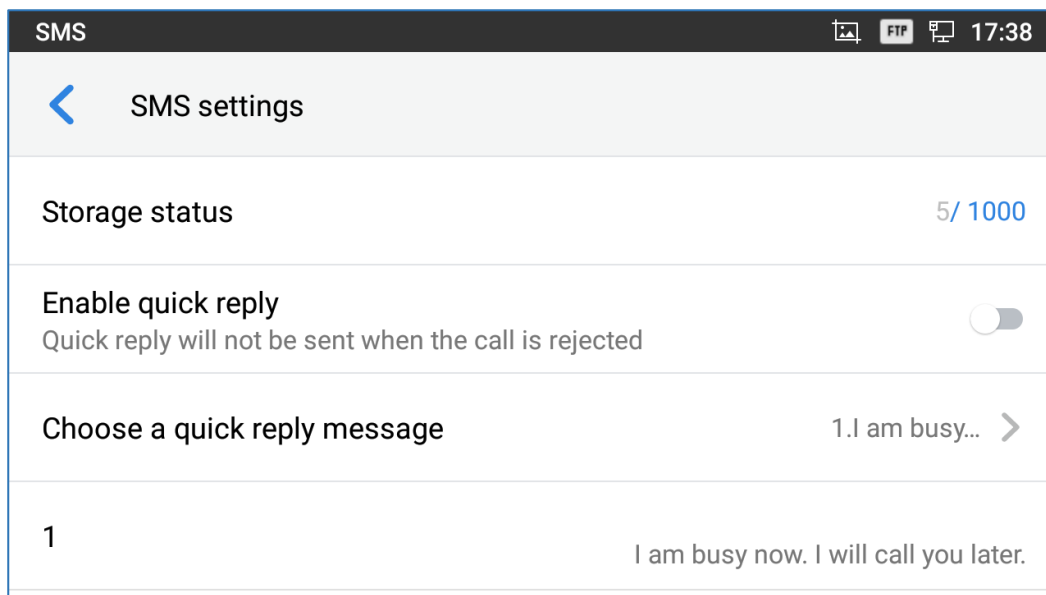


Figure 126: SMS Settings

FILE MANAGER

File Manager is a tool that allows users to delete, move, copy/past, send and rename files. It helps users to access and manage files in local storage as well as external storage devices (e.g, USB flash drive). Tap




on the phone's menu or desktop to launch File Manager application.

Files Operations

Copy and Paste Files

Follow the steps below to copy and paste a file on the GXV3350:

1. Open file manager and navigate to the directory of the file to be copied. Touch and press on the file for about 2 seconds until the options window pops up then press Copy.
2. Select the location to which you want to paste the file and press on  .

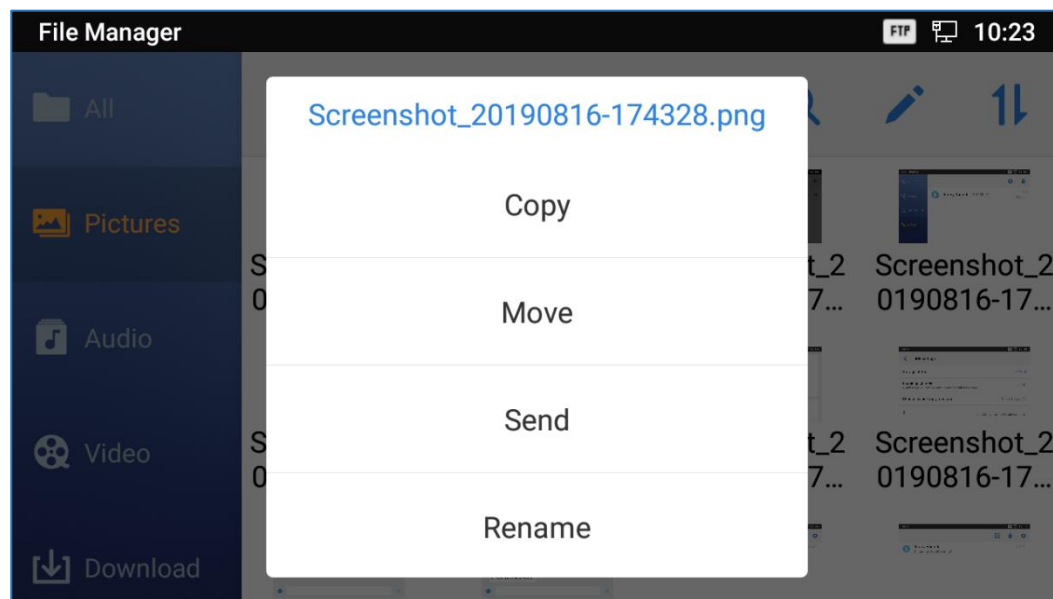





Figure 127: GXV3350 File Manager – Copy File

Or

1- Press  on the top right corner of the screen and select the files to copy

2-Tap on  to copy the files selected

3-Select the directory to which you want to paste the files then press  .



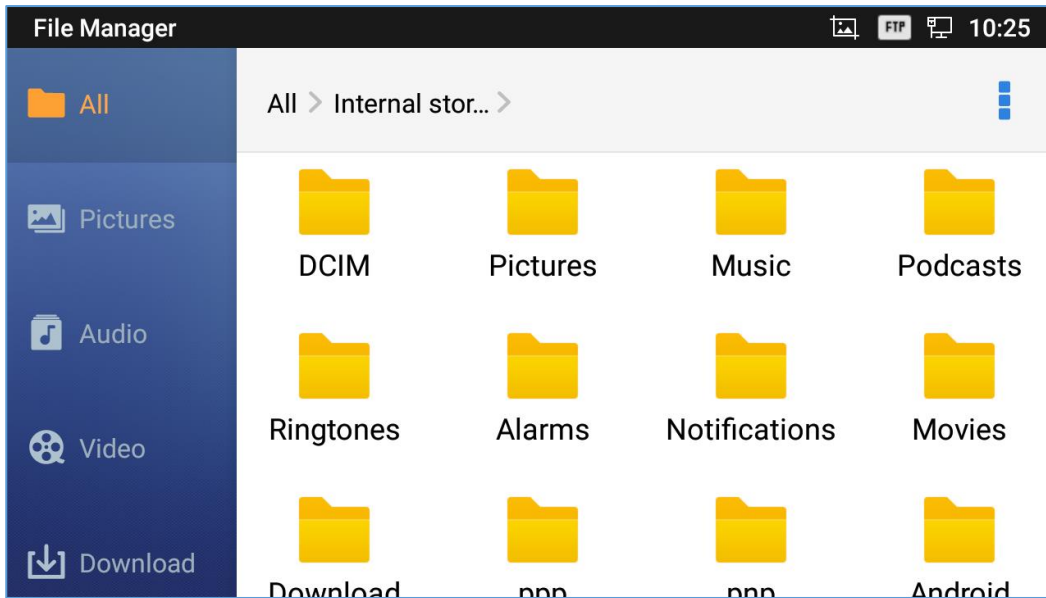



Figure 128: Paste File

Move Files

The steps to move a file are similar to the steps to copy/paste a file. The difference is once the file is moved, the file will not be kept in the source folder. Follow the steps below to move a file on the GXV3350.

1. Open file manager and navigate to the directory of the file to be moved. Touch and press on the file for about 2 seconds until the options window pops up then press Move.
2. Select the location to which you want to past the file and press on 

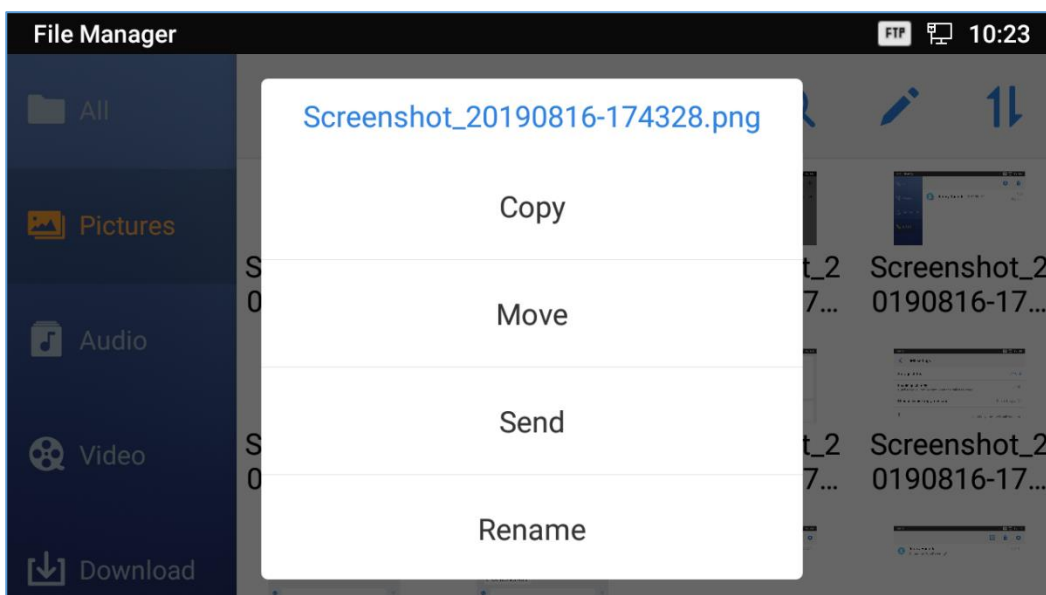


Figure 129: GXV3350 File Manager - Move



Send Files

The users can send a file via Bluetooth. Please make sure Bluetooth is turned on and connected to the Bluetooth devices. Otherwise, users will be directed to set it up before the file can be sent out.

To send a file:

1. Open file manager and navigate to the directory of the file to be sent over. Touch and press on the file for about 2 seconds and press send
2. Select the Bluetooth device to which the file will be transferred

Or

1. Open file manager and navigate to the directory of the file to be sent over then press on 
2. The check boxes will appear then check the files to be sent over
3. Press on  to send the selected files via Bluetooth then choose the Bluetooth devices to send the files to.

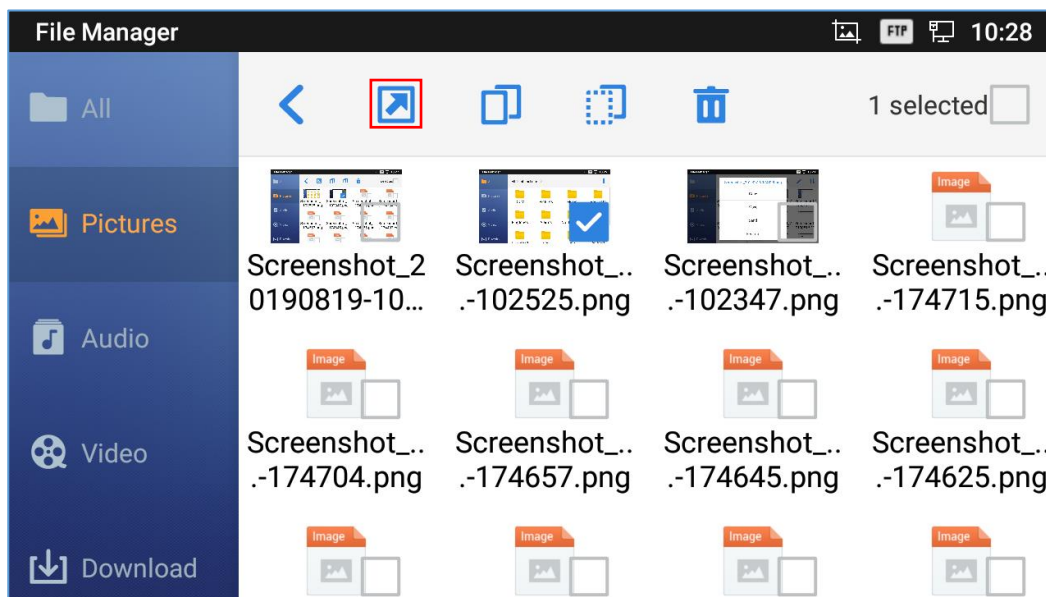




Figure 130: GXV3350 File Manager - Options

Delete Files

1. Open file manager and navigate to the directory of the file to be deleted. Touch and press on the file for about 2 seconds until more options appear.
2. Scroll down and select "Delete"

Or



1. Open file manager and navigate to the directory of the file/files to be deleted the click on 
2. The check boxes will appear then check the files to delete
3. Press on  to delete the files selected
4. Tap on **OK** to confirm

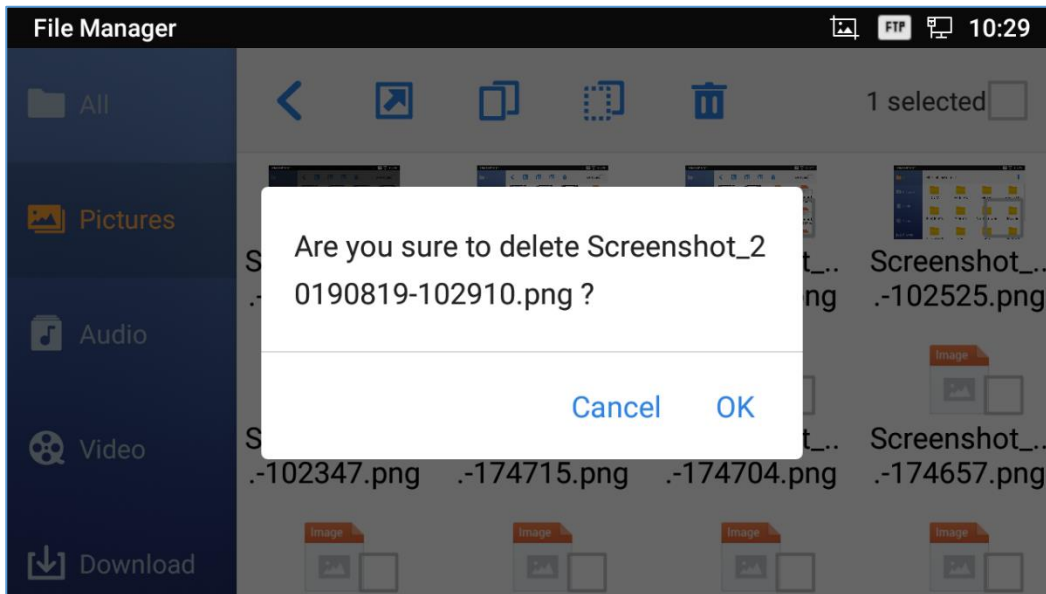


Figure 131: Delete File(s) via File Manager

Rename a File

1. Open file manager and navigate to the directory of the file to be renamed. Touch and press on the file for about 2 seconds until more options appear
2. Tap on "Rename". A new dialog window will pop up for users to enter the new name.
3. Tap on **OK**.

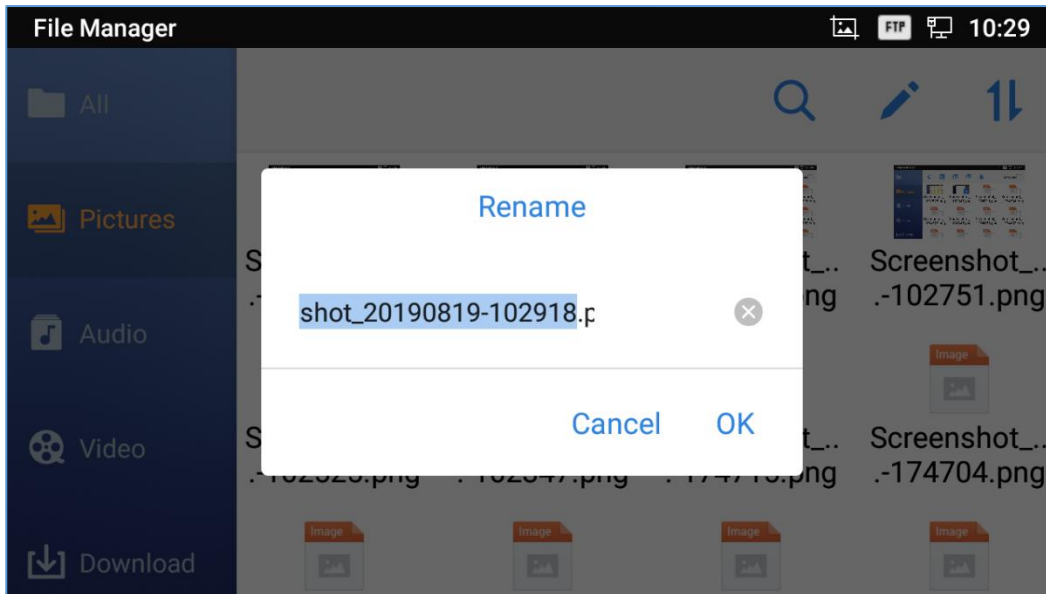


Figure 132: Rename File


File Categories

The file manager will categorize the files stored on local/external storage based on the type of files. The available categories are

- **All:** gives access to all internal storage files as well as external storage devices
- **Pictures:** contains all the pictures stored on the phone including screenshots, camera pictures and external pictures
- **Audio:** contains all the Audio file on local and external storage
- **Video:** contains all the videos stored on the phone including recorded videos from camera and videos stored on external devices
- **Downloads:** in this category the phone will list all the downloaded files such as apps, document, music, videos ...etc.

GS MARKET

The GXV3350 supports extensive amount of 3rd party Android applications. Users could install those applications from the built-in GS Market.

Tap on  at the phone onscreen menu to launch the GS Market. Users could browse, search, download and install the apps from there for tools, games and other applications.

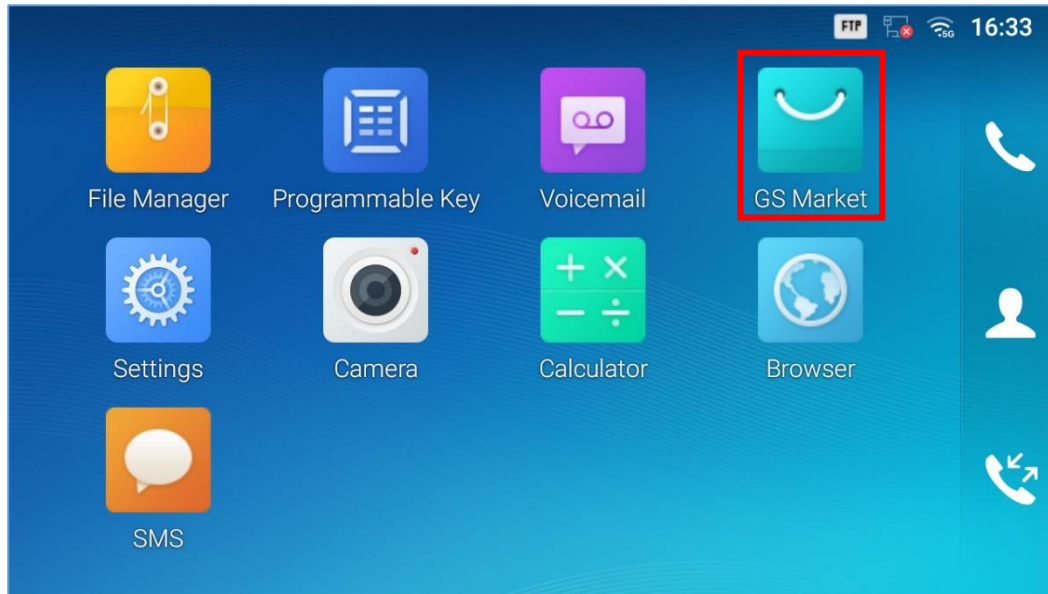



Figure 133: GS Market – Onscreen Menu

FTP SERVER

The GXV3350 supports file transfer via FTP server. Once installed, users could access the GXV3350 file system from PC. In order to access FTP Server application, go to GXV3350 application screen → File

Manager, and click on the icon .

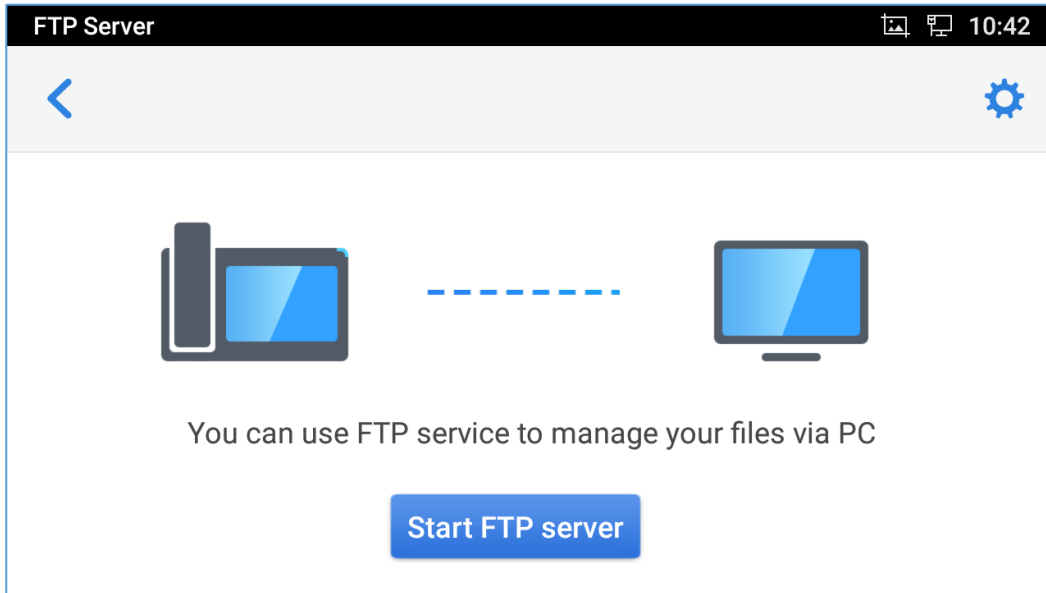


Figure 134: FTP Server – Start

Tap on "Start FTP Server" to turn the server on. The FTP server address URL will be provided on the screen.

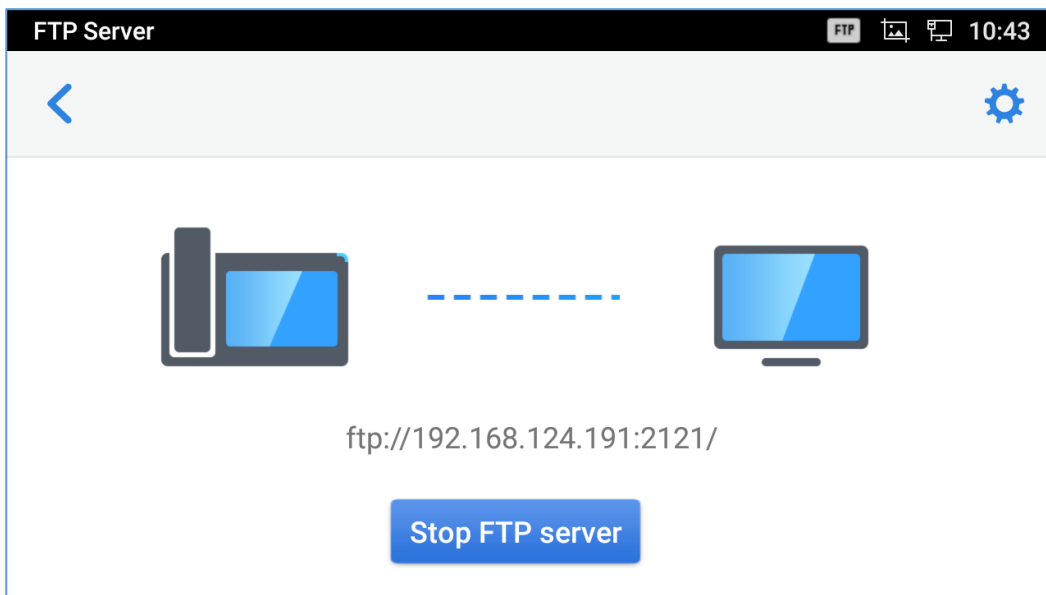



Figure 135: FTP Server – Stop

For security purpose, users could also tap on  in the above figure to set up username, password, port number and directory for remote access. By default, when the users access the ftp server from a PC, a prompt will show asking for user name and password. The default user name and password are "admin".

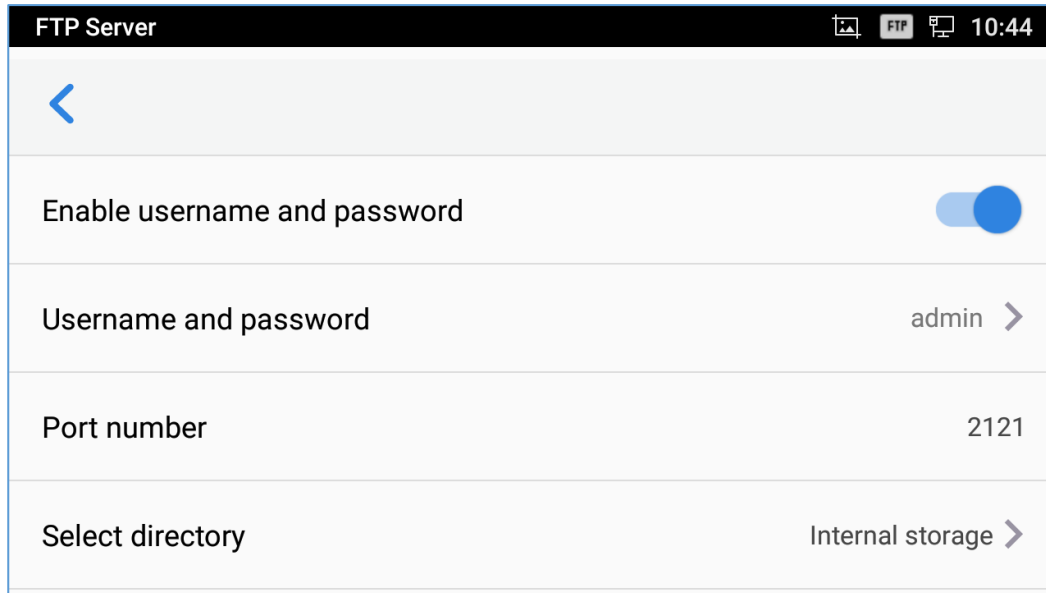


Figure 136: FTP Server – Settings

STATEDETECTION

The StateDetection APP is as diagnosis APP that scans generally the Port and network status of the GXV3350 also includes the audio loopback test feature to check the Microphone and Speaker's state:

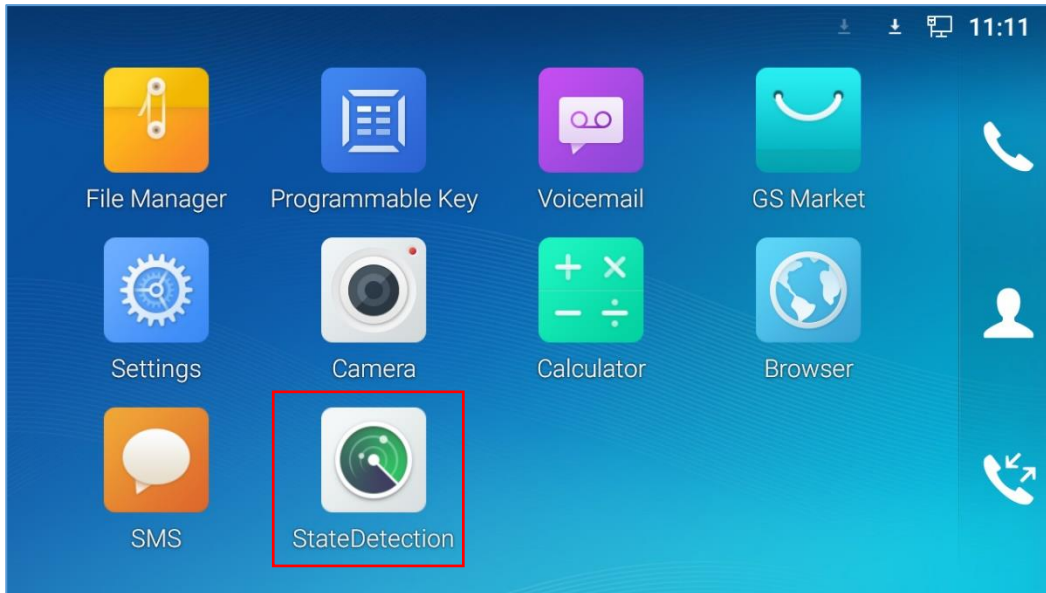


Figure 137: StateDetection APP

Tap on "Start" to turn the Ports and Network diagnosis on. The APP will then list the result of of the scan.

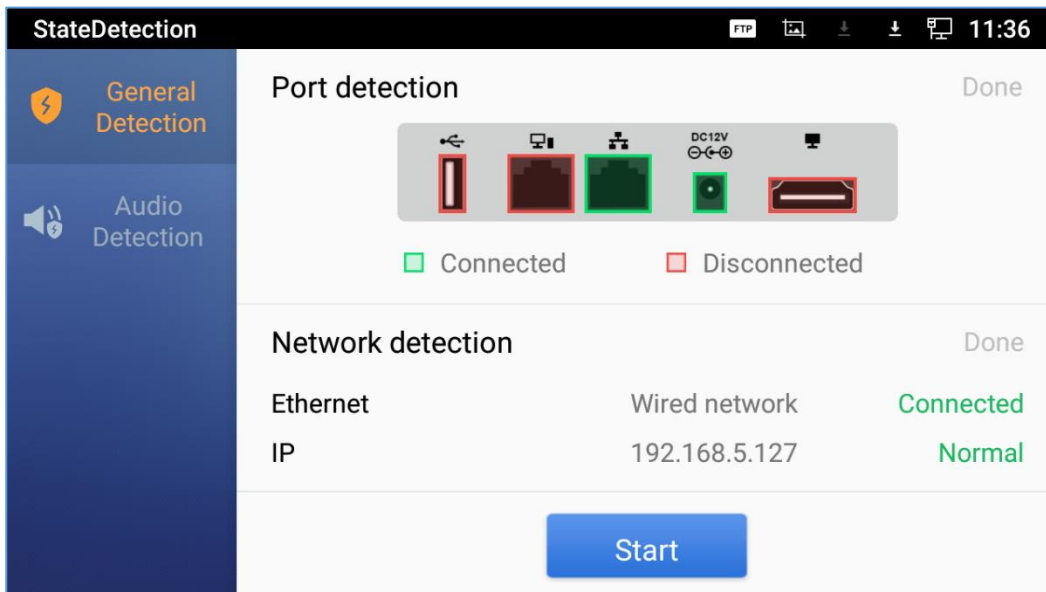


Figure 138: General Detection

To run the audio loopback test, tap on "Audio Detection" then on Start to verify if the microphone operates normally and if you can hear your voice from speaker.

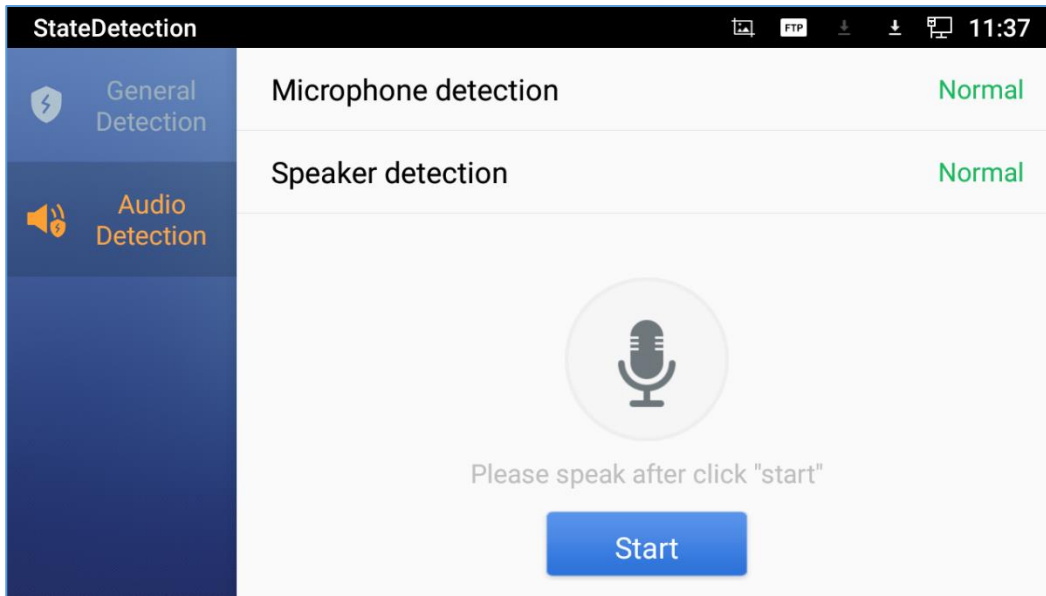



Figure 139: Audio Detection

CAMERA

The GXV3350 has built-in Camera to support taking pictures and recording videos. The camera can be used for SIP video calls or video calls via 3rd party applications.

Note: During SIP video calls or video calls via 3rd party applications, the camera cannot be accessed to take pictures or videos.

To access Camera to take pictures and videos, tap on Camera icon  on idle screen.

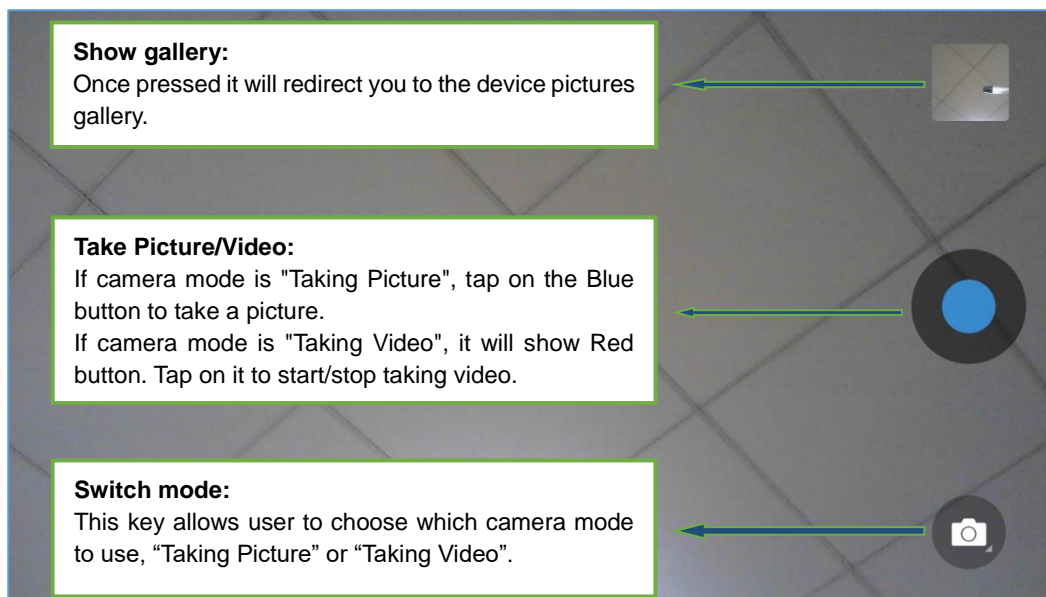






Figure 140: GXV3350 Camera

Take Picture


1. Press  to take picture.
2. The captured picture can be accessed under **File Manager** → **Internal Storage** → **DCIM** → **Camera**.
3. To view the last taken pictures, swipe from right to left on camera screen.

Record Video

1. Swipe from left to right on camera screen or press menu button, then tap on  then type on  to select the video mode.
2. Tap on  to start recording.
3. The recorded video can be accessed under **File Manager** → **Internal Storage** → **DCIM** → **Camera**.

4. To view the last recorded videos, swipe from right to left on camera screen.

Angle Adjustment

On the back of the GXV3350 camera, users could scroll the wheel up/down to adjust the camera angle. If users scroll the camera all the way up until the icon  shows up on the status bar of the screen, the camera is turned off.

Gallery

The GXV3350 has built-in Gallery for users to view pictures and play videos from GXV3350 internal storage. Users could also perform basic editing tasks on pictures under Gallery page.

To access the recently taken pictures or recorded videos, click on the circular key on the right top corner of the camera screen.

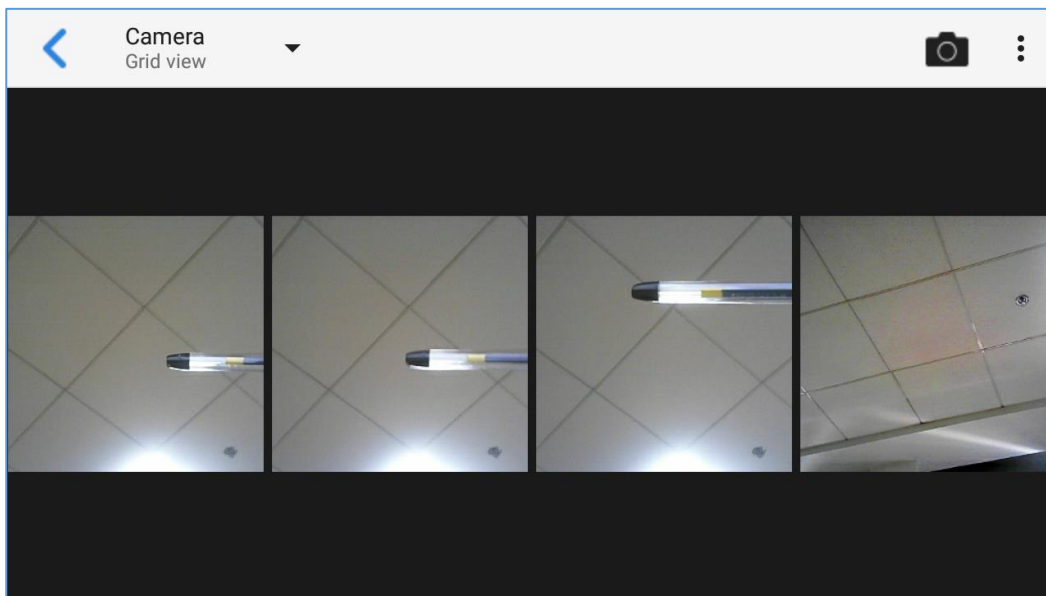




Figure 141: Recent pictures and videos page

On this page, users have the ability to perform operations, such as:

- Tapping on  button to share the file via Bluetooth or a 3rd party application.
- Tapping on  button to edit and customize pictures. Users can add filters, crop, rotate pictures... etc.

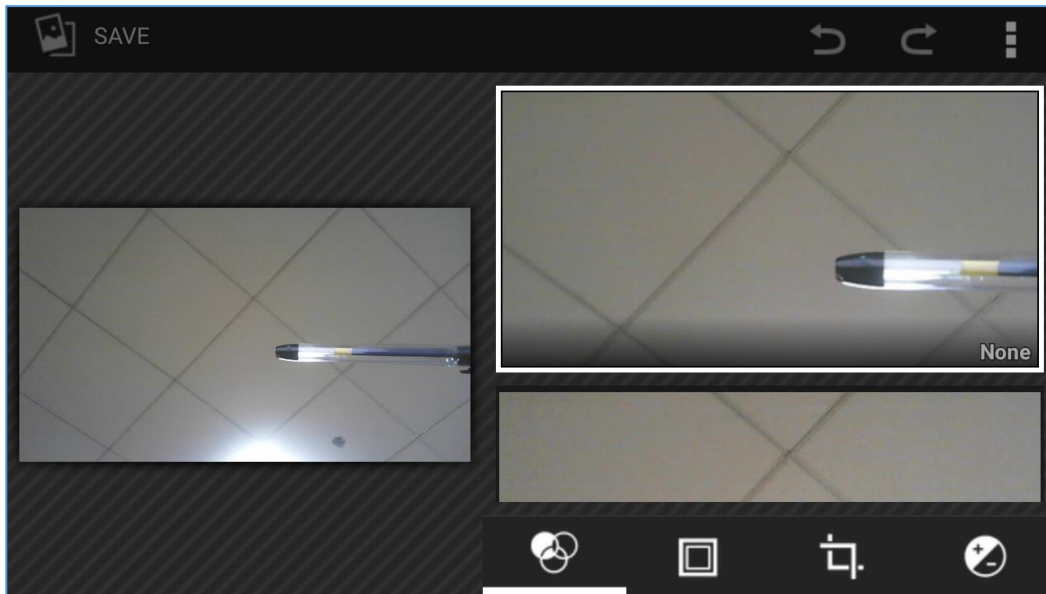


Figure 142: Edit picture

Note: Videos cannot be edited from the gallery

- **Gallery page**

To access the Gallery, open the camera click on the square key on the right top corner of the camera screen.

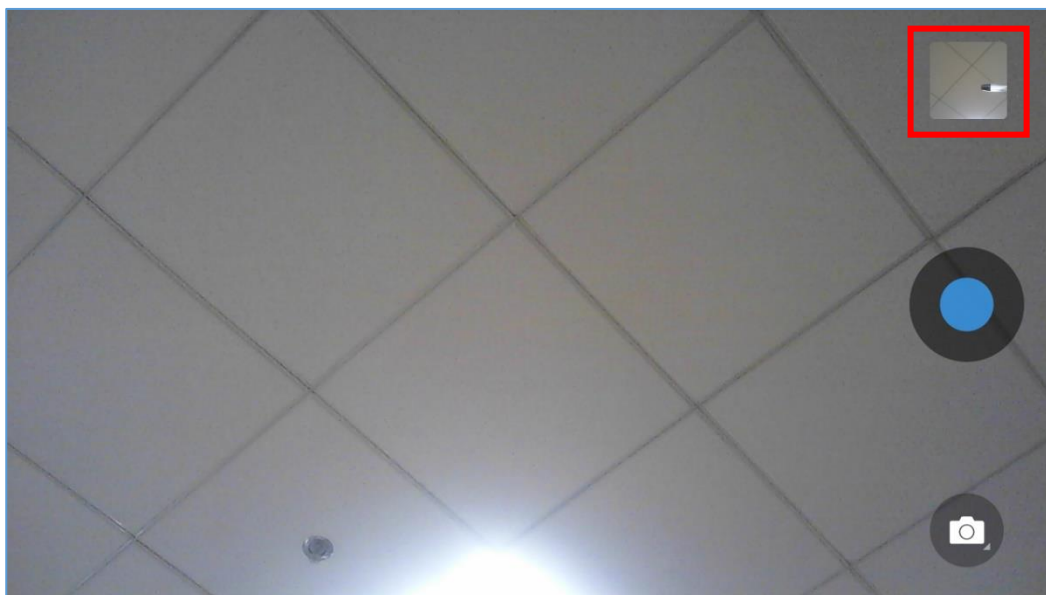


Figure 143: Access to the Gallery

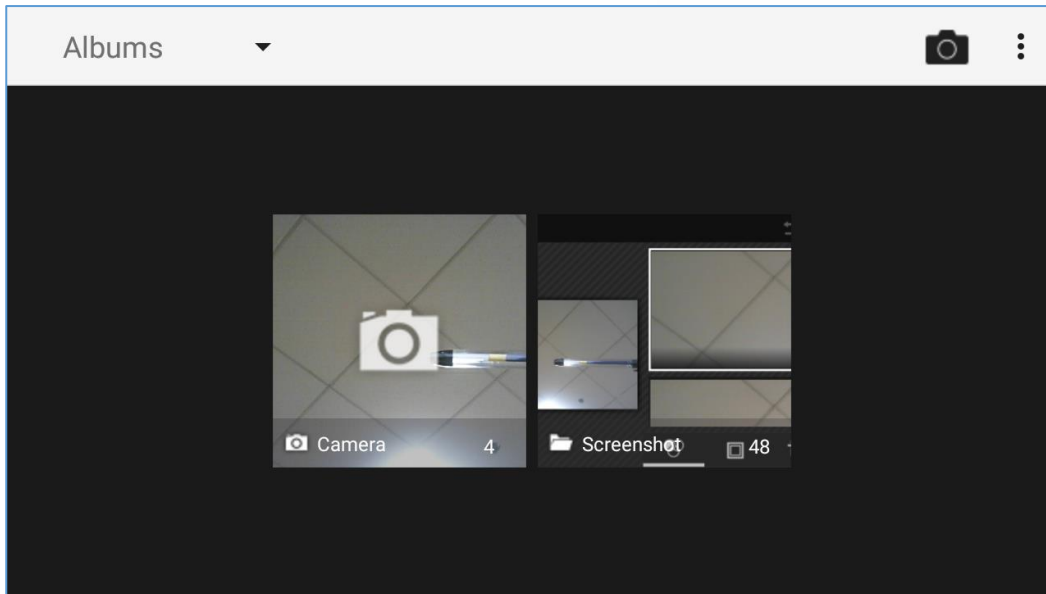



Figure 144: GXV3350 Gallery

On this page from the upper left corner, users can sort the pictures and videos by Album, Location or Time.

- **View Pictures**

Access one group of pictures and videos and select "Grid View" or "Filmstrip View" from upper left corner of the screen to set view mode of the pictures. Tap on a specific picture to view the picture in full screen.

- **Pictures Options**

When the picture is displayed in full screen, press the Menu button . A list of options will be available for users to select, including "Delete", "Slideshow", "Edit", "Rotate left", "Rotate right", "Crop" or "Set Picture as", etc.

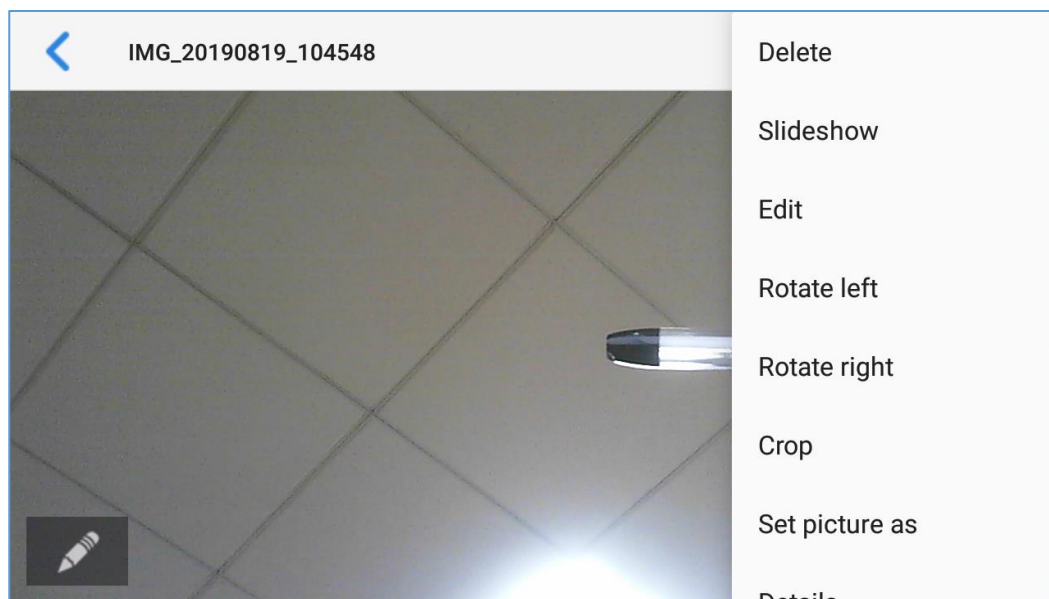



Figure 145: GXV3350 Gallery - Picture Options



- **Take picture/video**


Tap on  on the upper right of the Gallery page to start taking pictures or videos using the GXV3350 built-in camera.

- **Select multiple pictures**

Touch and press on one of the pictures for about 2 seconds until the picture is highlighted in blue.

Tap on other pictures to select multiple pictures. On the upper right of the Gallery screen, users can tap

on  to share the pictures via Bluetooth, tap on  to share the pictures via a third party

application or tap on  to delete the selected pictures.

Screensaver

User can set screensaver from the phone's idle screen under **Settings → Basic → Display → Screensaver**.

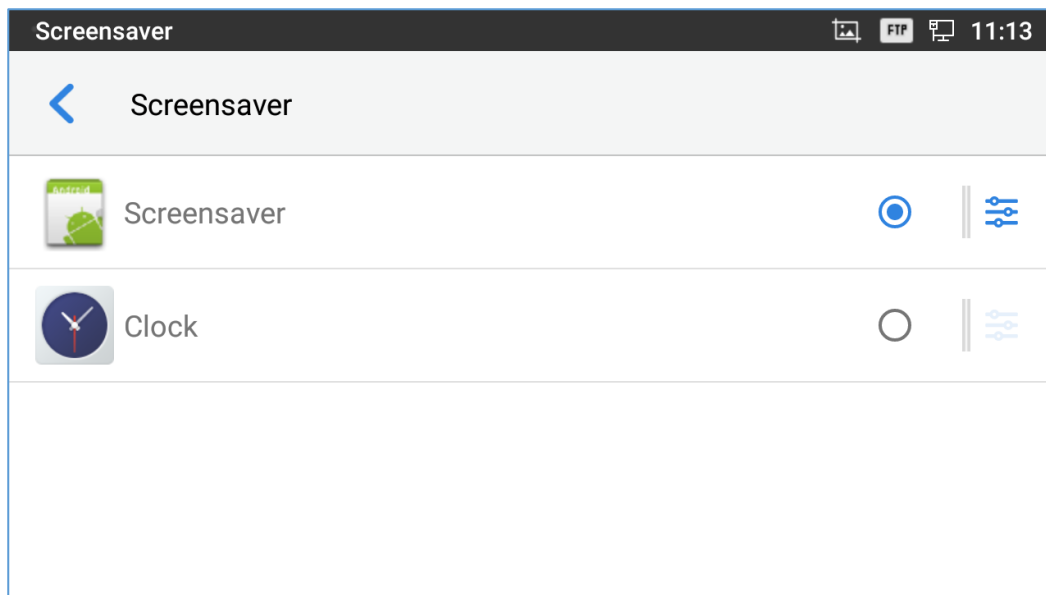




Figure 146: Screensaver settings

Users can set Screensaver to Clock or Screensaver.

- **Clock:** When setting the screen saver to Clock the phone will show a clock on the screen when the phone goes to standby mode. Press  to set the clock as Digital or Analog and Enable/Disable the Night mode.
- **Screensaver:** Users can set Screensaver from the local images, the default directory (Screensaver), or from Internal storage, or they can set a folder in a remote HTTP server to display images contained on it as screensaver. Press  to show the screensaver settings

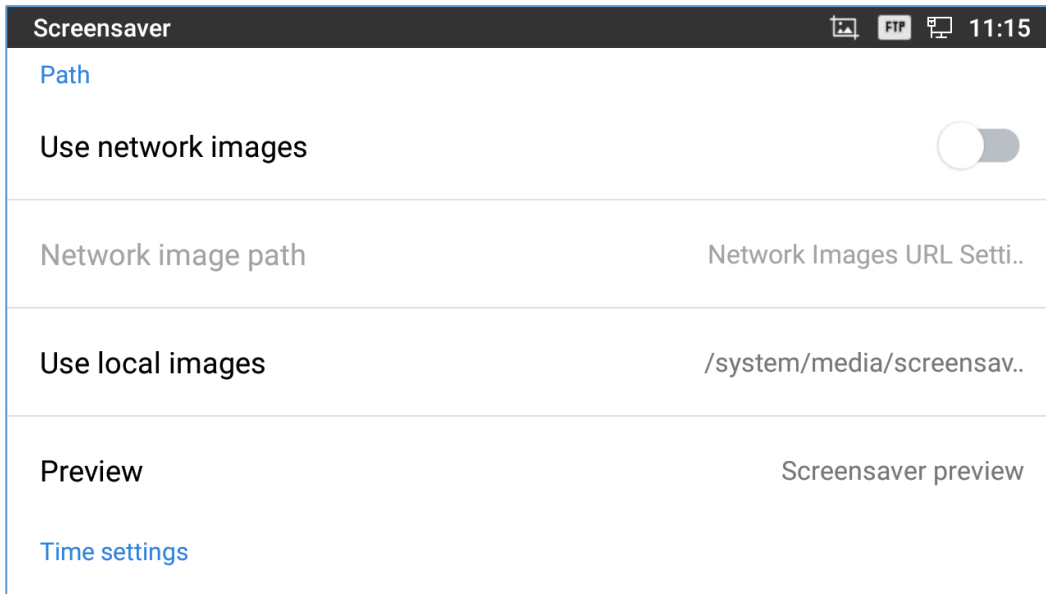


Figure 147: Use Network Images

Click on **Use network images** and set the path of the remote screensaver folder.

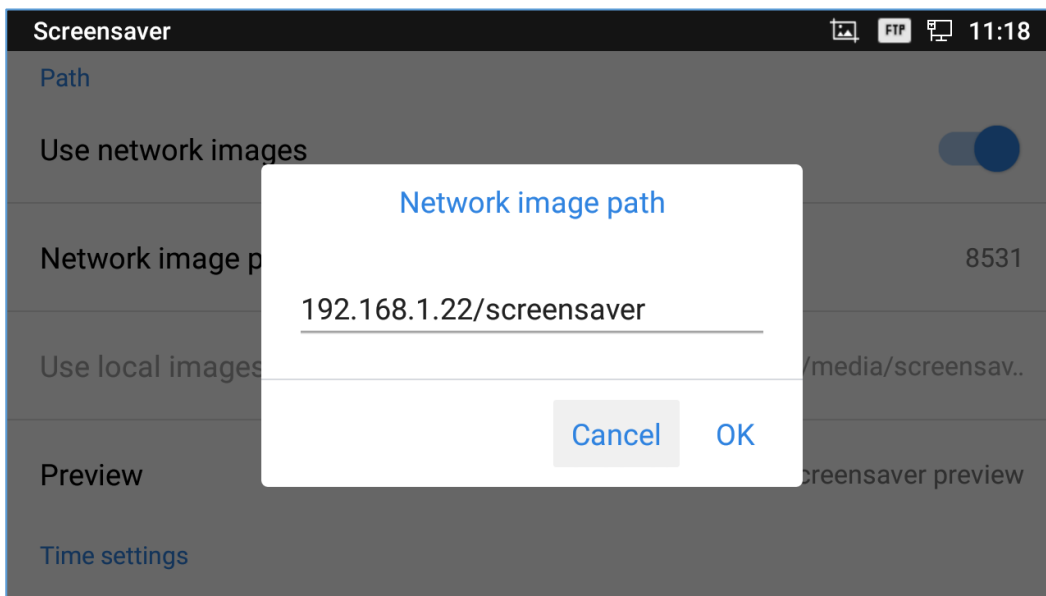



Figure 148: Network Image Path

BROWSER

GXV3350 browser could be used in a similar way as a PC-based web browser. Users can open web pages, bookmarks, view history, search ...etc. Tap  on the idle screen to launch the Browser application.

Note: The default page in the GXV3350's Browser is Google Search.

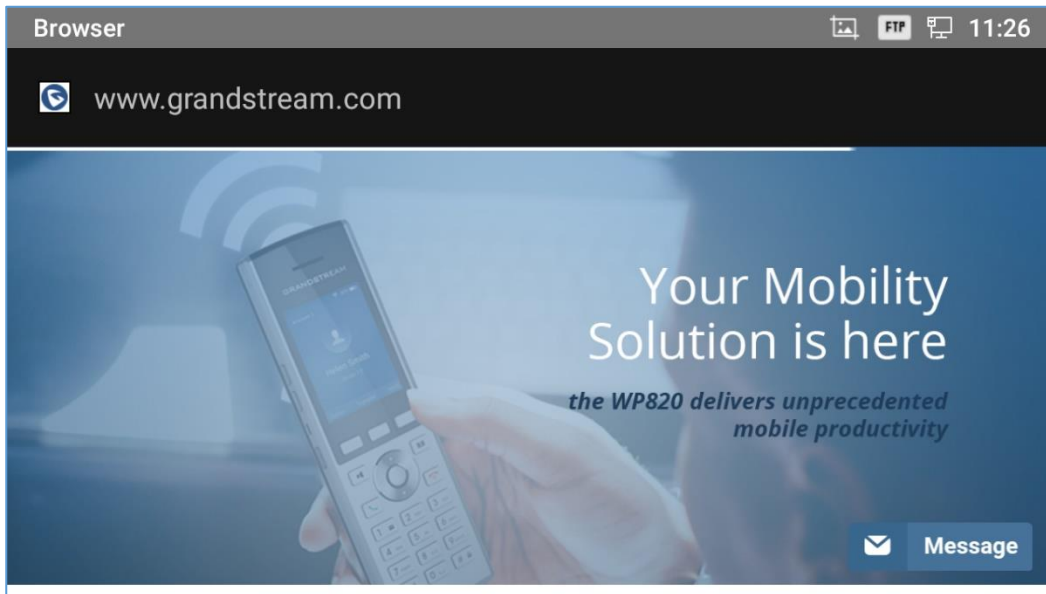



Figure 149: GXV3350 Web Browser

- Touch the screen and scroll up/down/left/right to view the web page.
- Use two fingers on the screen to pinch in or spreading out the page.
- Press the MENU button  to access more options including refresh New Tab, find on page, etc.

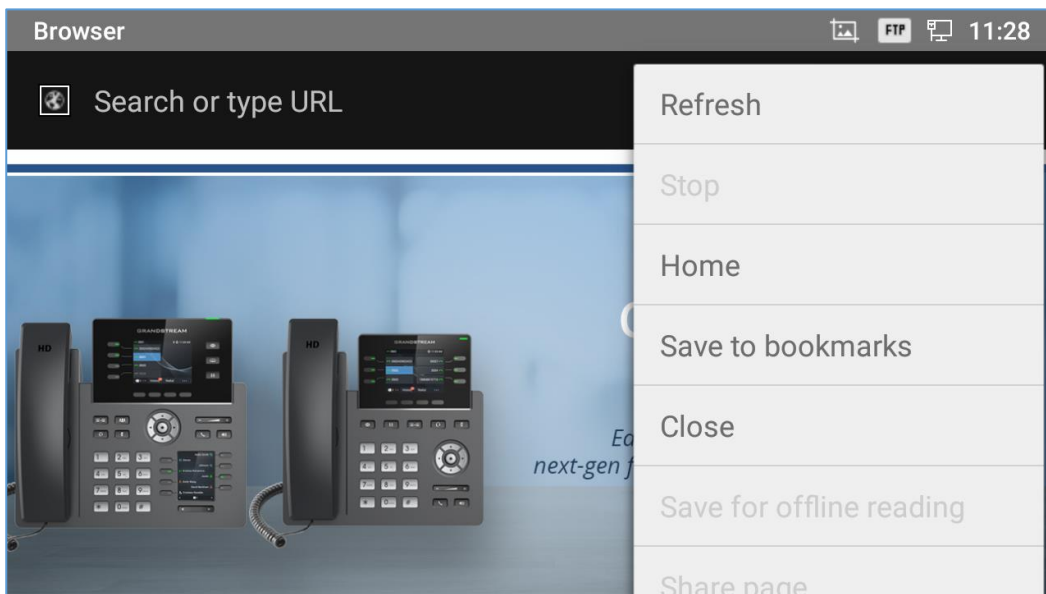


Figure 150: GXV3350 Browser Menu Options

- To open a new window, tap on the third icon  below, then tap on  icon on the right side of the tab.

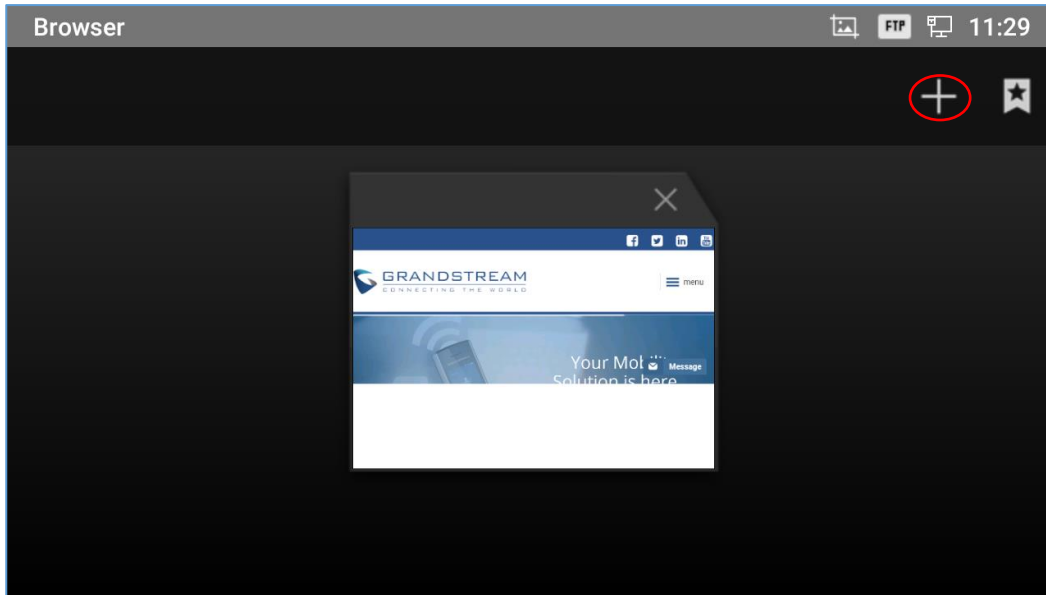



Figure 151: Open New Window in Browser

- To open **Bookmarks**, **History** and **Saved Pages**, tap the icon  on the upper right of the Browser.

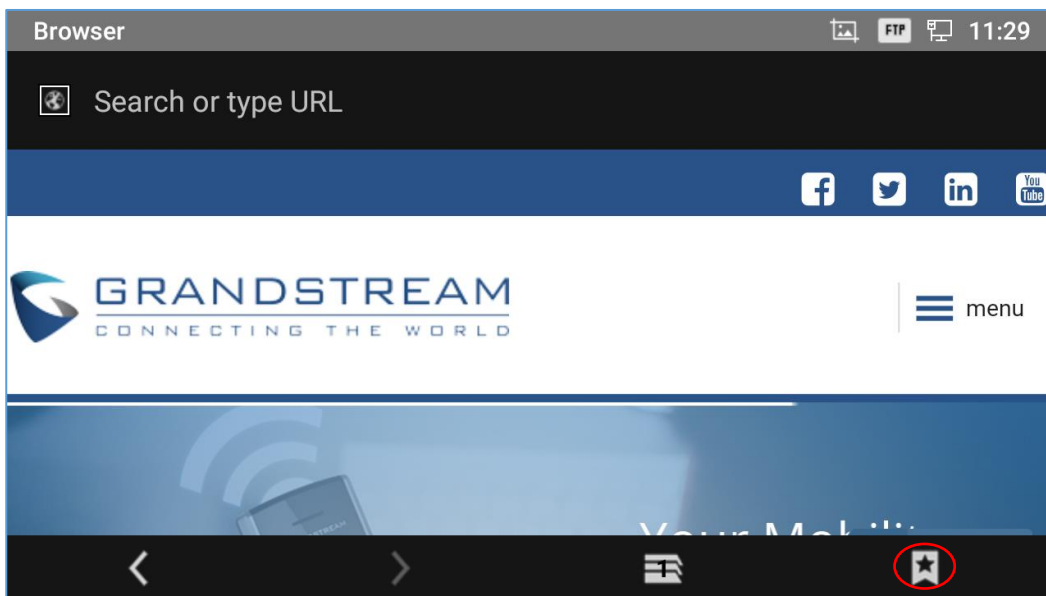


Figure 152: GXV3350 Web Browser-Bookmarks

ACTION URL

GXV3350 supports ActionURL module, and it is used to set the URL for various kinds of phone events on phone web GUI, and when the corresponding event occurs on the phone, phone will send the configured URL to SIP server. To use ActionURL module, users need to know the supported events in this module, and also added the dynamic variables of the supported events on phone web GUI. The dynamic variables of the supported event will be replaced by actual values of the phone, in order to notify the event to SIP server. Please refer to GXV3350 Administration Guide and ActionURL User Guide for the configuration details.

https://www.grandstream.com/sites/default/files/Resources/ActionURL_Guide.pdf



CONNECTING GXV3350 TO DOOR SYSTEMS

The GXV3350 offers a powerful integration with Door systems (GDS3710 Door System or others) and allows users to open the door, initiates call and gets real time audio/video stream.

In order to configure the GXV3350 with the door system from the phone side, users need to go under GXV3350 Web GUI→Value-added Service→Value-added Service. *Please, refer to the GXV3350 Administration Guide for more details about Value-added Service configuration.*

Once the configuration is done, the call from the door system is answered on the GXV3350 in full screen with the configured “Open” button to send the access password to the door system. *Please, refer to the following figure:*

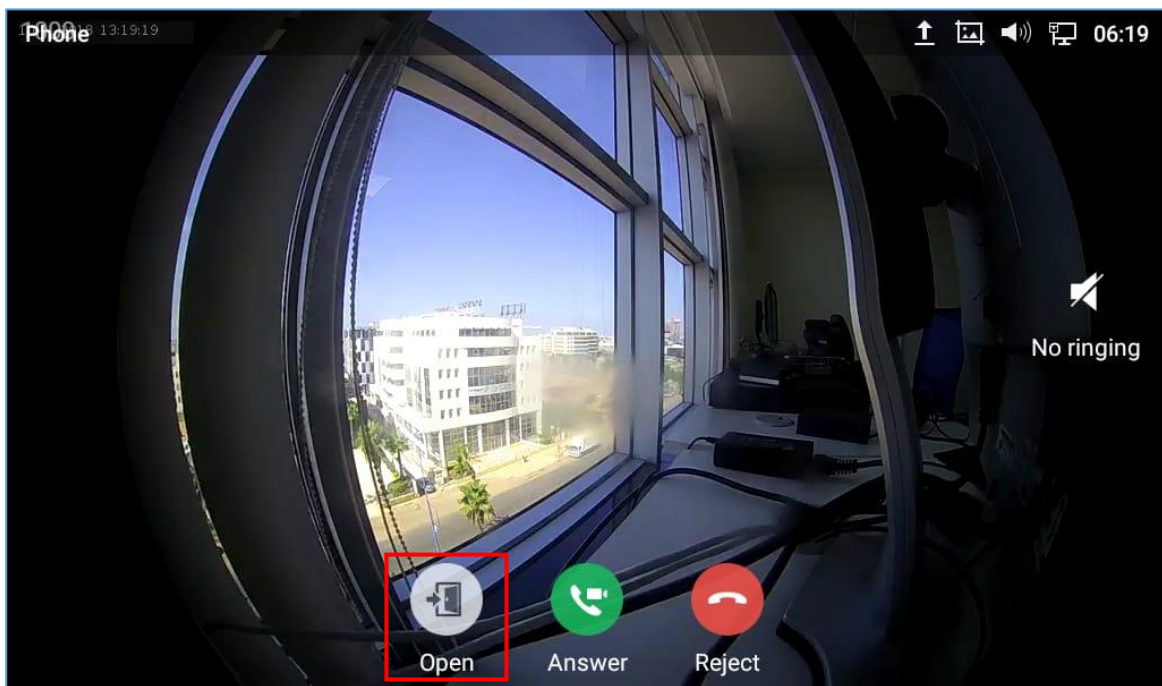


Figure 153: Incoming call from GDS3710 door system

The GXV3350 can be connected with the door system in two different ways, either using peering mode (without a SIP server) or through a SIP server. For more details, please refer to following guide describing the steps to connect the GXV3350 to GDS3710:

https://www.grandstream.com/sites/default/files/Resources/Connecting_GDS3710_with_GXV33XX.pdf

CONNECT TO NETWORK AND DEVICES

The GXV3350 supports a variety of network connections (Ethernet, Wi-Fi) and device connections, including EHS headset (Plantronics), USB and Bluetooth device. Users can connect the GXV3350 and transfer files from/to the GXV3350 using a USB connection or Bluetooth.

Ethernet

Ethernet connection is turned on as DHCP by default. If you would like to use Ethernet connection for network access, please make sure the Ethernet cable is plugged in to the LAN port on the back of the GXV3350.

To configure Ethernet settings on GXV3350 LCD:


1. Go to GXV3350's **Settings** → **Network** → **Ethernet Settings**.
2. Touch **IPv4 settings**.
3. Tap on "IPV4 Address Type" to select DHCP, Static IP or PPPoE as the address type.
 - For DHCP, save the setting and the GXV3350 should be able to get IP address from the DHCP server in the network.
 - For static IP, enter IP Address, Subnet Mask, Default Gateway, DNS Server and Alternative DNS server for the GXV3350 to correctly connect to network.
 - For PPPoE, enter PPPoE account ID and password so the GXV3350 can get IP address from the PPPoE server.

WI-FI

WI-FI is supported and built-in on the GXV3350. GXV3350 can be connected to network if Wi-Fi is available within the area.

Turn On/Off Wi-Fi

1. Go to GXV3350's **Settings**.
2. Touch **Network**.
3. Check or uncheck the option for **Wi-Fi**.

Or, users could open the top status bar and tap on Wi-Fi icon  to turn it on/off.

Connect to Wi-Fi Networks

1. Once Wi-Fi is turned on, GXV3350 will automatically start the scanning within the range.
2. Go to GXV3350's **Settings**.



3. Touch **Network**.
4. Touch **Wi-Fi Settings**.
5. A list of Wi-Fi networks will be displayed as scanning result. Tap on the SSID and enter the correct password information to connect to the selected Wi-Fi network.
6. The phone will start connecting to the Wi-Fi. The status bar will show Wi-Fi signal strength.
7. Once it's added and the password is remembered, the GXV3350 will connect to it again when the SSID is within the range.

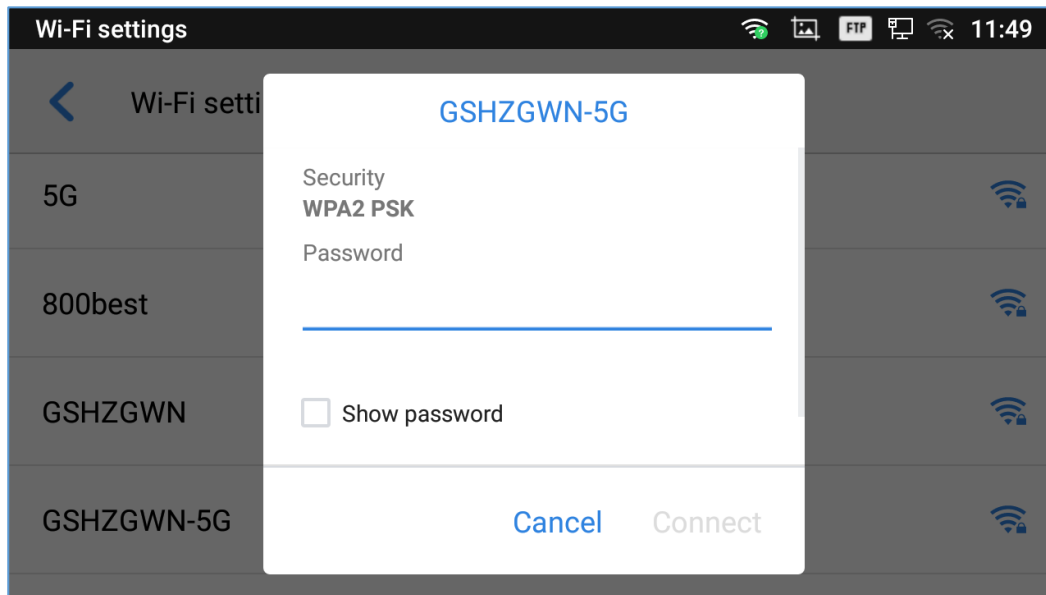


Figure 154: GXV3350 Connect to Wi-Fi

8. The previous steps allow the GXV3350 to connect the Wi-Fi network with DHCP setting by default. If it needs to be connected the Wi-Fi with static IP settings, please scroll down the setting window and tap to check the "**Advanced options**". Then the window will show up the IP settings at the bottom. If the Static is selected, the system will require end user to input IP address, Gateway, Network prefix length and DNS 1 and DNS 2 addresses.

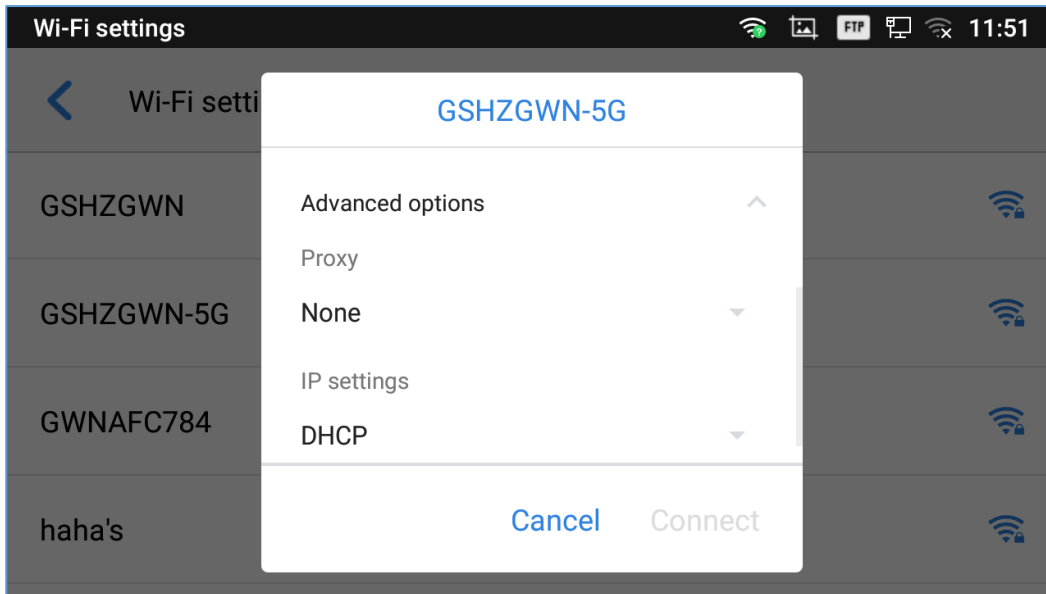


Figure 155: GXV3350 Connect to Wi-Fi-Show Advanced Options

9. If there is a need to modify the saved Wi-Fi network setting, the end user should tap and long press the SSID bar in the Wi-Fi setting page. The system will pop up a prompt and then users need to tap on **“Modify Network”**. Then, the phone system will pop up a new window to allow user to check the Wi-Fi parameters and change the setting by checking the **“Advanced options”** at the bottom.
10. User can also add Wi-Fi Networks manually if the network is hidden or not showing on the list of scanned SSIDs. User needs to roll down the Wi-Fi settings page and press on **“Add network”** and then enter the SSID name, Security type and Password.

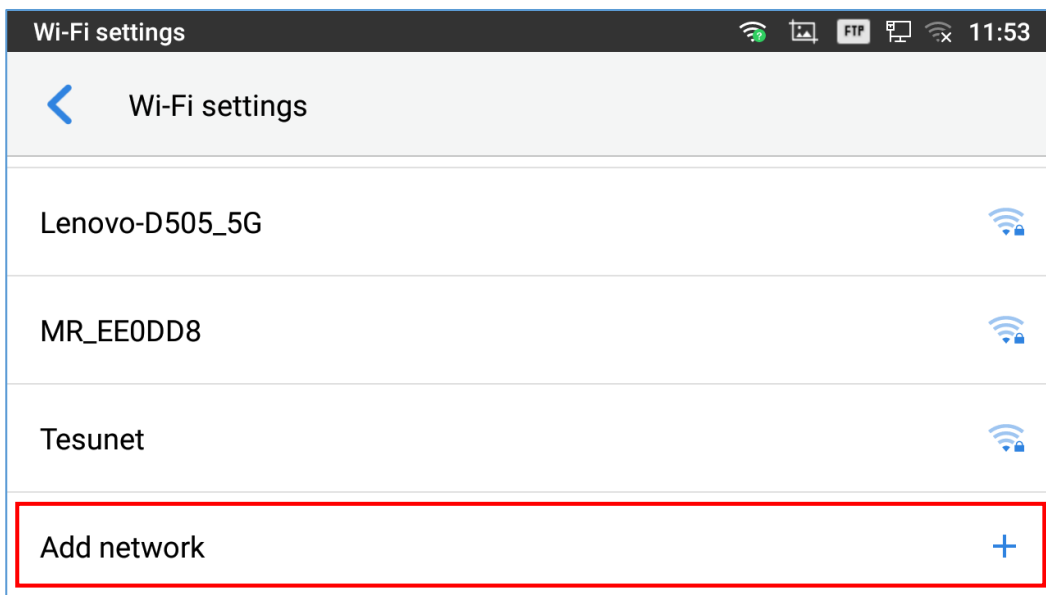


Figure 156: Wi-Fi - Add network

Wi-Fi Settings Shortcut

Users can enter the Wi-Fi settings by sliding the Status Bar, then long press on the Wi-Fi icon.

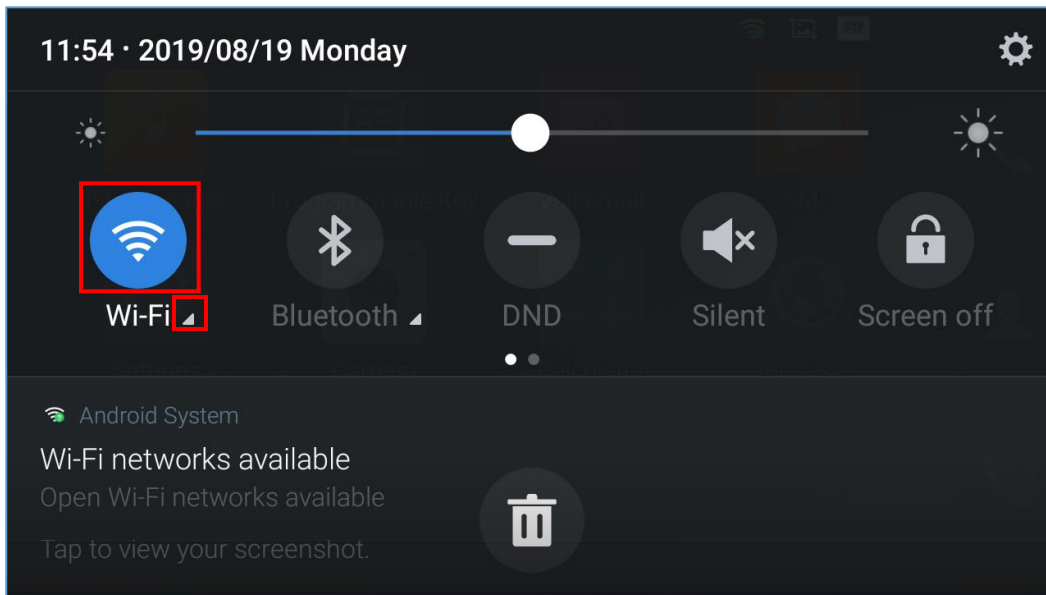


Figure 157: Wi-Fi Settings Shortcut

-Or-

Press the letter under Wi-Fi icon this will show the list of the Wi-Fi networks detected. Press “More Settings” to access the Wi-Fi settings.

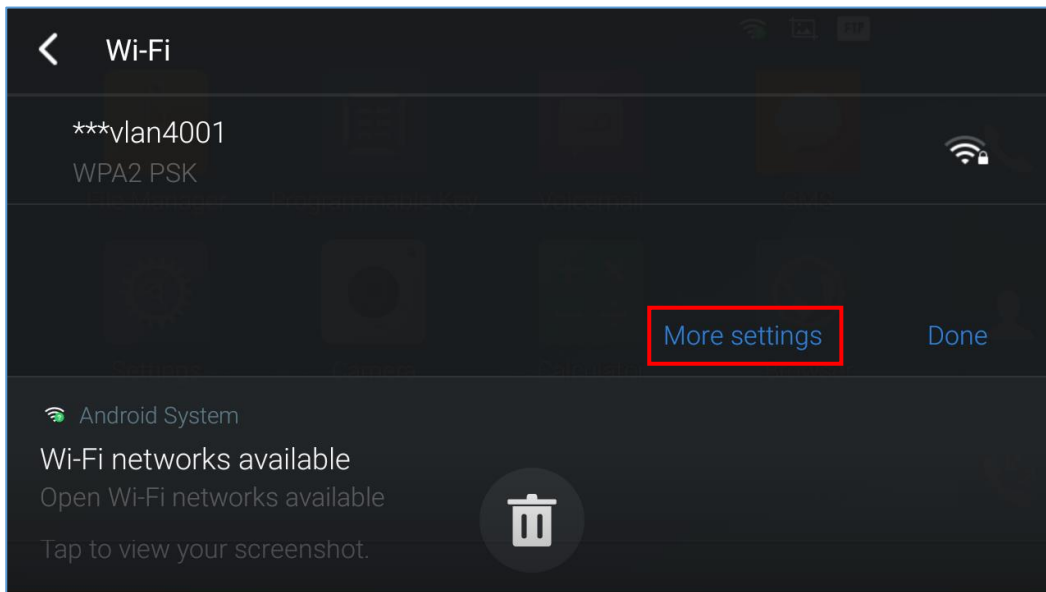


Figure 158: Wi-Fi Shortcut - Wi-Fi List

For more information about how to use Wi-Fi on the GXV3350, please refer to the link below:

https://www.grandstream.com/sites/default/files/Resources/gxv3275_wifi_guide_0.pdf

Bluetooth


Bluetooth is a proprietary, open wireless technology standard for exchanging data over short distances from fixed and mobile devices, creating personal area networks with high levels of security. The GXV3350 supports Bluetooth, version 4.2 + EDR. Users could use Bluetooth to transfer files, share contact information with other Bluetooth portable devices, use Bluetooth headset for making calls, switch calls to the GXV3350 from mobile devices using Bluetooth hands-free profile, and listen to media (music or other audio output) from the GXV3350.

To connect to a Bluetooth device, turn on GXV3350's Bluetooth radio first. The first time when using a new Bluetooth device with the GXV3350, "pair" the device with GXV3350 so that both devices know how to connect securely to each other. After that, users could simply connect to a paired device. Turn off Bluetooth if it's not used.

Bluetooth settings are under GXV3350's **Settings**→**Features**→**Bluetooth**.

Turn On/Off Bluetooth

1. Go to GXV3350's **Settings** → **Features** → **Bluetooth**.
2. Check or uncheck Bluetooth option.

Or, users could open the top status bar→ tap on Bluetooth icon  to turn it on/off.

Change Bluetooth Device Name

The GXV3350 uses "GXV3350_XXXXXY" as Bluetooth device name by default where "XXXXXX" is the last 6 digits of the phone's MAC address and the "Y" is the last 6th digit plus 2. The device name will be visible to other devices when connecting them. Follow the steps below to change the name:


1. Go to GXV3350's **Settings**→**Features**→**Bluetooth**
2. Turn on **Bluetooth**.
3. Select **Additional settings**.
4. Press "Device name".
5. Enter a name and tap on "Rename".

Pair GXV3350 with a Bluetooth Device

Before connecting GXV3350 with other Bluetooth device, users must pair them first. They will stay paired afterwards unless they are unpaired.

1. Go to GXV3350's **Settings** → **Features** → **Bluetooth**



2. Turn on **Bluetooth**.
3. Tap **Additional settings** and select “Visible to nearby Bluetooth devices” to make the GXV3350 phone visible to all nearby Bluetooth devices.
4. The GXV3350 scans and displays the IDs of all available Bluetooth devices in range. If the device you would like to pair with does not show up in the list (available devices), ensure that the other device is turned on and set to be discoverable.
5. If the GXV3350 stops scanning before the other device is ready, press  button to scan again.
6. Once the Bluetooth device shows up in the result, tap on it to start pairing. Confirm the passkey in the prompted message (if any). Or if passcode is required, please refer to the device's documentation or other procedures to obtain the passcode.

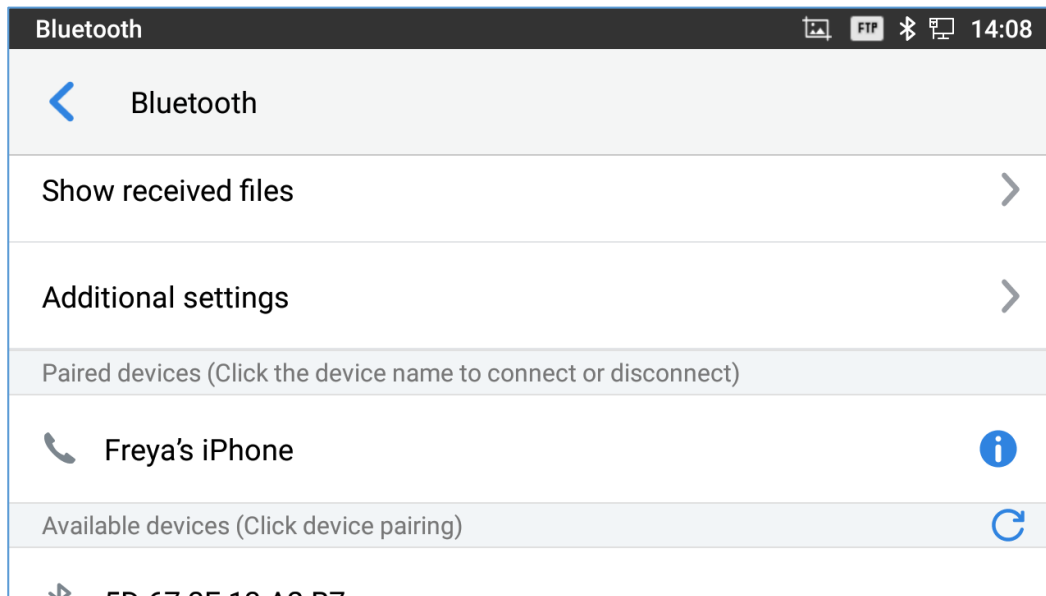



Figure 159: GXV3350 Bluetooth - Paired Device

Unpair a Bluetooth Device

1. In the Bluetooth settings, tap on  button corresponding to the Bluetooth device.
2. Select **Unpair**.

Bluetooth Settings Shortcut

User can enter the Bluetooth settings by sliding the Status Bar, then long Press on the Bluetooth icon.

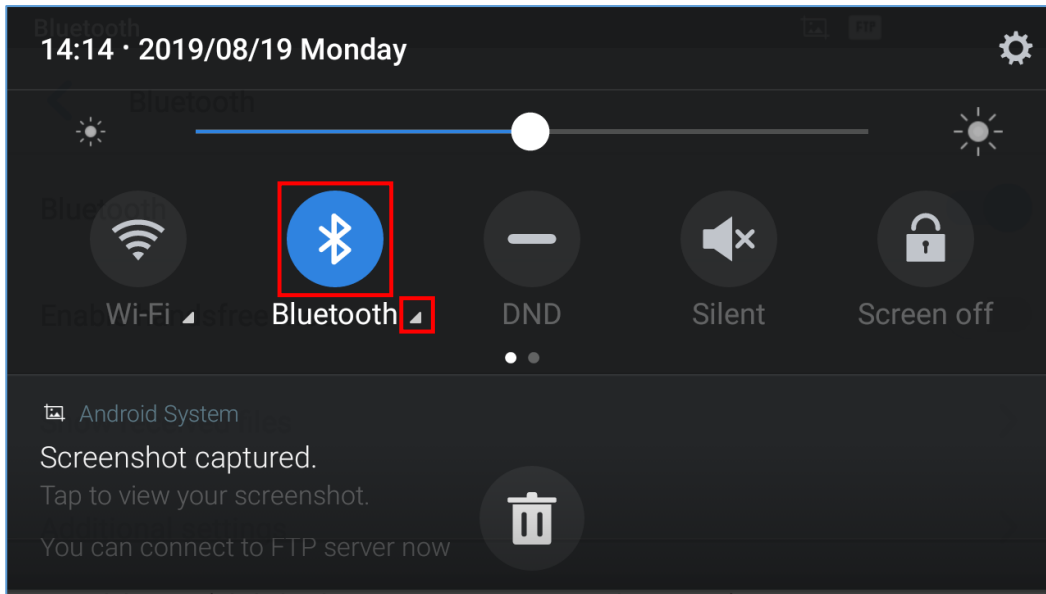


Figure 160: Bluetooth Settings Shortcut

-Or-

Press the letter under Bluetooth icon this will show the list of the paired devices. Press “More Settings” to access the Bluetooth settings.

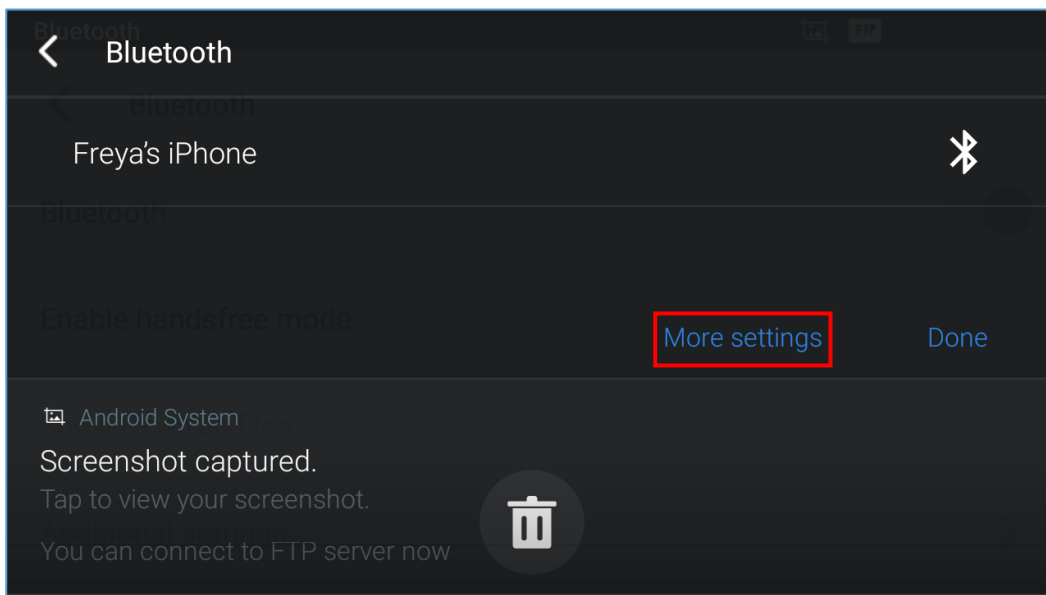


Figure 161: Bluetooth Setting shortcut 2

For more information about Bluetooth feature on the GXV3350, please refer to the link below:
https://www.grandstream.com/sites/default/files/Resources/gxv3275_bluetooth_guide_1.pdf

EHS Headset

The GXV3350 supports normal RJ9 headset and EHS headset. To use Plantronics EHS headset:

1. Go to the GXV3350 Home screen → **Settings** → **Basic** → **Peripherals**: enable option “Plug RJ9/EHS headset”
2. Connect EHS Headset to the GXV3350. Insert headset connector into the RJ9 headset port on the back of GXV3350.

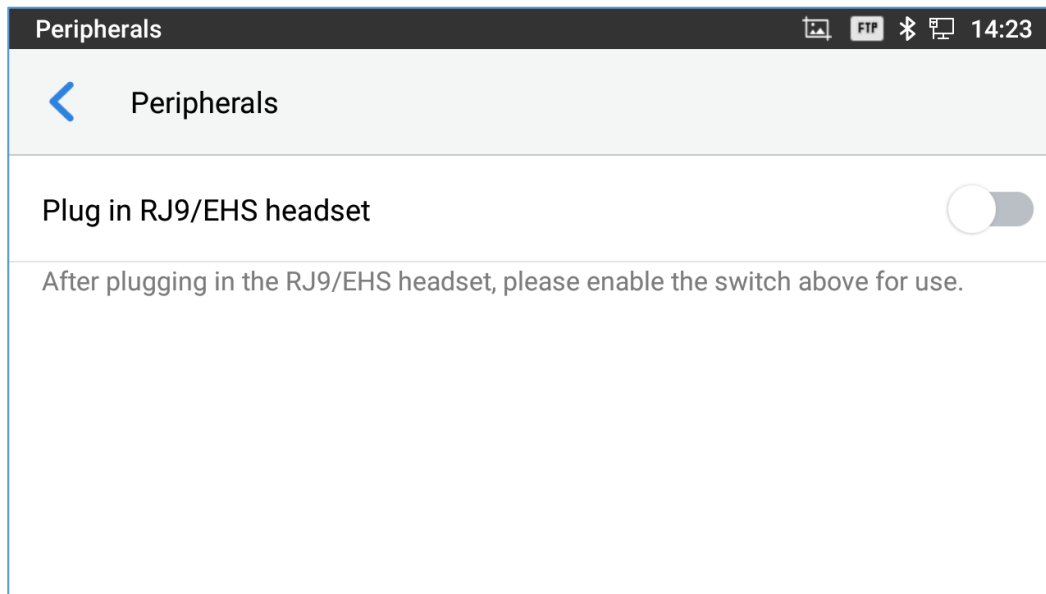


Figure 162: EHS headset

USB Headset

The GXV3350 supports the GUV3005/3000 headset. The GUV3000 and GUV3005 are HD USB Headsets that offer high-quality sound. Ideal for remote workers and busy environments, these USB headsets feature a noise cancellation microphone that minimizes background noise to provide crisp HD audio. The headset features multiple call control features such as answer/end a call, volume adjustment and mute/unmute. Users can plug in the USB port with the headset and simply use the headset as default media input/output channel. For more details, please visit: <https://grandstream.com/products/personal-collaboration-devices/headsets>

Once the headset is plugged in and you tap on the Headset button, it will be detected, then the following icon will be shown on the top right of the status bar, this means a USB headset is connected.

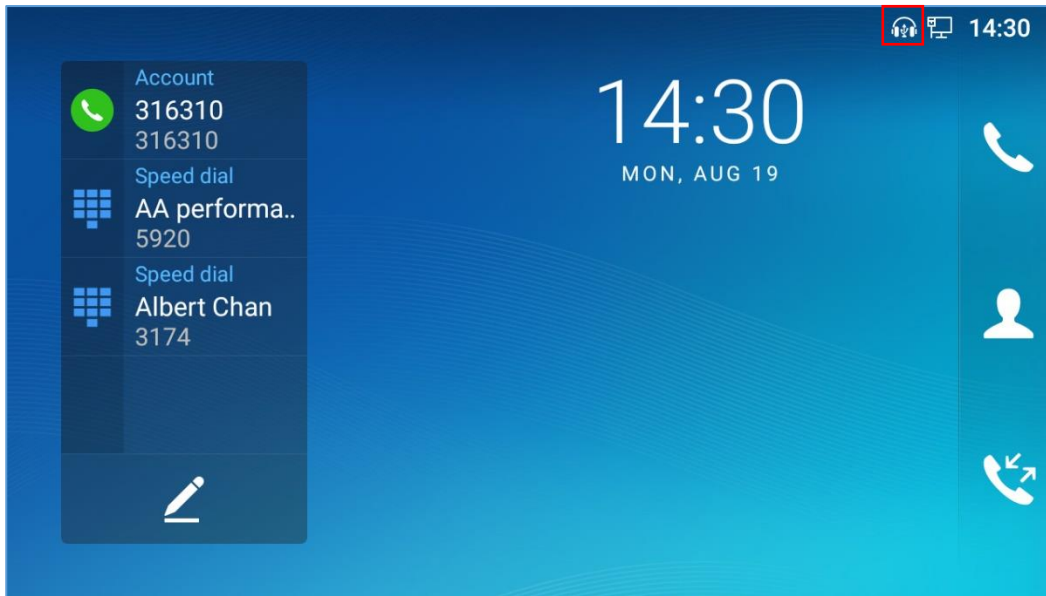


Figure 163: USB Headset Connected

In the calling page, user can press on the Headset button (shown in figure below) when plugging in USB headset to enable USB headset. The status bar shows the icon modified indicating that the USB headset is being used for speaking.

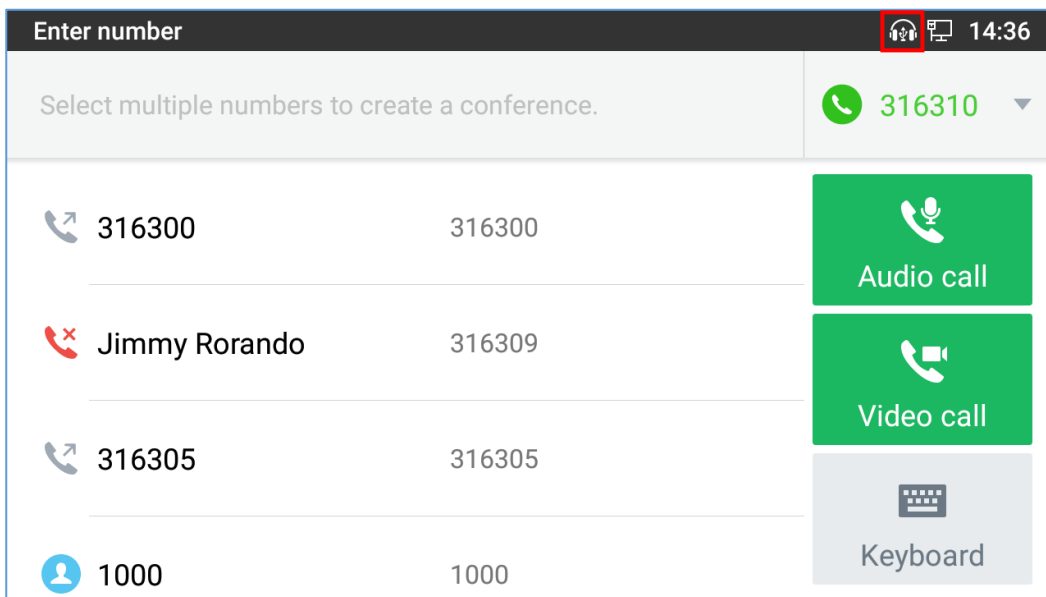



Figure 164: USB Headset Used for Call

During the call, users can tap on “Headset” to toggle between Speaker and USB Headset.

USB

The GXV3350 supports USB connection with USB storage devices. To connect and access USB storage device:

1. Insert an USB storage device into USB port at the back of the GXV3350.
2. It will take a few seconds for the GXV3350 to prepare the connection. Then the USB storage icon  will show on the status bar.
3. To access USB storage, go to GXV3350 MENU → **File Manager** → **USB**. Tap on it to access and manage your data.

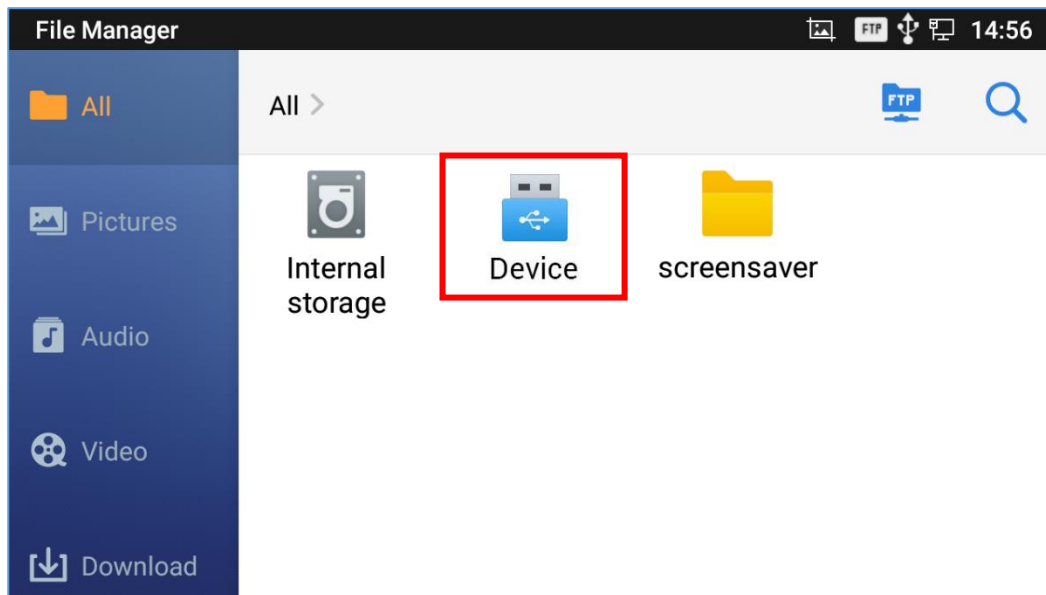


Figure 165: USB Storage Device Connected to GXV3350

EMERGENCY CALL

Users could configure Emergency Call Numbers on **GXV3350 Web GUI →System Application→Contacts→General Settings**, in order to still being able to call those numbers even when the phone is locked. Emergency call interface can be accessed by tapping on “EMERGENCY” under the GXV3350 locked screen. Please, refer to the following figure:

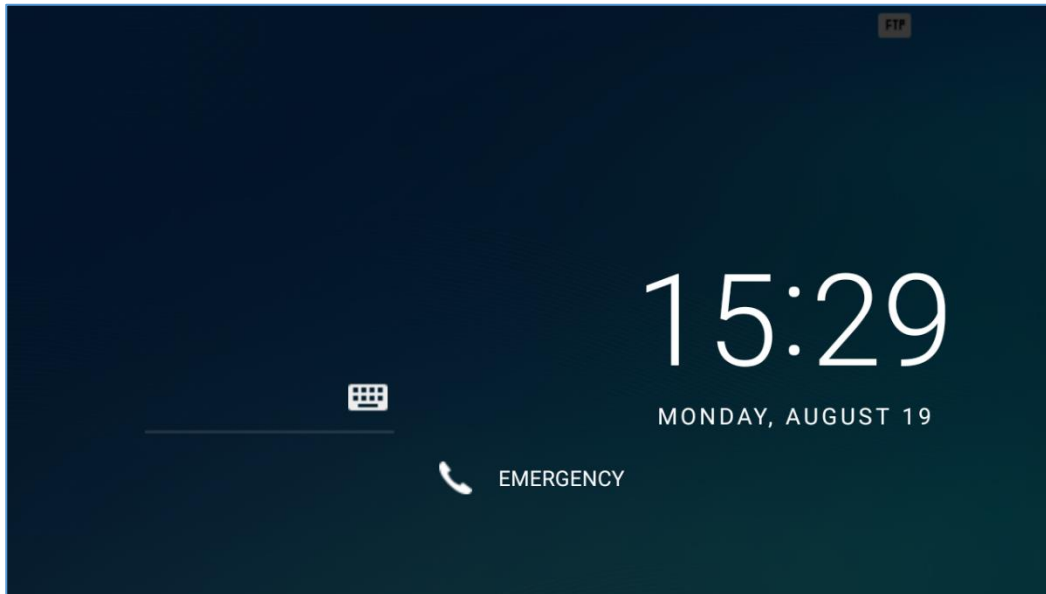


Figure 166: Emergency Access under GXV3350 Locked Screen

Once “EMERGENCY” is pressed, a dial screen will show and users can choose the numbers allowed to be dialed from the list on the left of the dial screen.

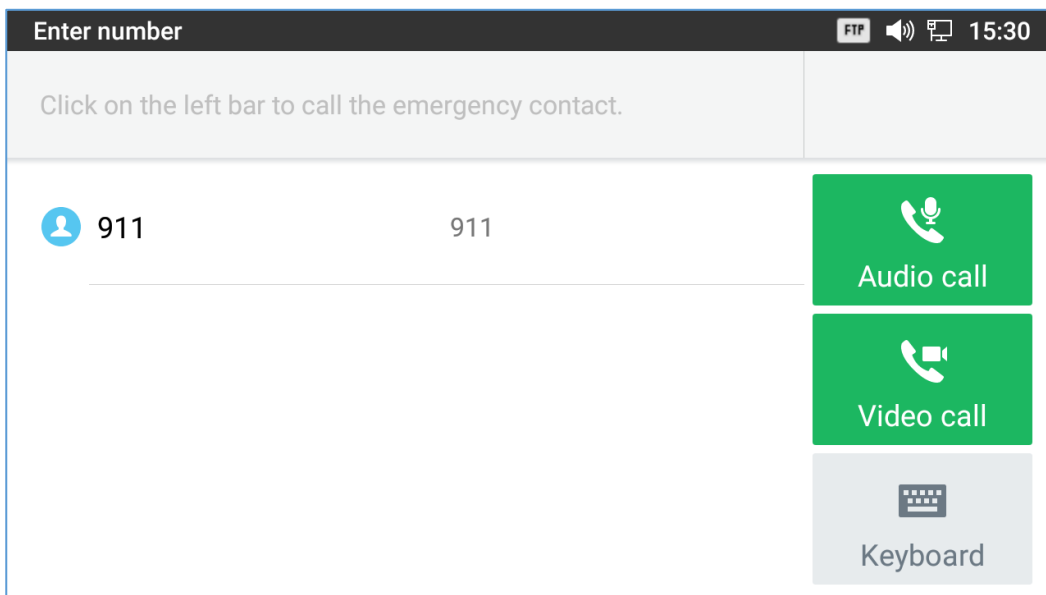


Figure 167: Emergency Dial Screen

Note: The GXV3350 is not pre-configured to support or carry emergency calls to any type of hospital, law enforcement agency, medical care unit (“Emergency Service(s)”) or any other kind of Emergency Service. You must make additional arrangements to access Emergency Services. It is your responsibility to purchase SIP-compliant Internet telephone service, properly configure the GXV3350 to use that service, and periodically test your configuration to confirm that it works as you expect. If you do not do so, it is your responsibility to purchase traditional wireless or landline telephone services to access Emergency Services.



EXPERIENCING THE GXV3350 APPLICATION PHONE

Please visit our website: <https://www.grandstream.com> to receive the most up- to-date updates on firmware releases, additional features, FAQs, documentation and news on new products.

We encourage you to browse our [product related documentation](#), [FAQs](#) and [User and Developer Forum](#) for answers to your general questions. If you have purchased our products through a Grandstream Certified Partner or Reseller, please contact them directly for immediate support.

Our technical support staff is trained and ready to answer all your questions. Contact a technical support member or [submit a trouble ticket online](#) to receive in-depth support.

Thank you again for purchasing Grandstream Enterprise Application phone, it will be sure to bring convenience and color to both your business and personal life.

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