Grandstream Networks, Inc.

GXV3275 IP Multimedia Phone for Android™

User Guide

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GXV3275 User Guide

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DOCUMENT PURPOSE

This User Guide describes the basic concept and tasks necessary to use and configure your GXV3275. This document covers the topics of phone installation, making basic calls, using phone's built-in applications and basic features. To learn more advanced features and configurations, please visit link http://www.grandstream.com/support to download the latest "GXV3275 Administration Guide".

GNU GPL INFORMATION

GXV3275 firmware contains third-party software licensed under the GNU General Public License (GPL). Grandstream uses software under the specific terms of the GPL. Please see the GNU General Public License (GPL) for the exact terms and conditions of the license.

Grandstream GNU GPL related source code can be downloaded from Grandstream web site from: http://www.grandstream.com/support/faq/gnu_gpl.

CHANGE LOG

This section documents significant changes from previous versions of GXV3275 user manuals. Only major new features or major document updates are listed here. Minor updates for corrections or editing are not documented here.

FIRMWARE VERSION 1.0.3.75

- Add Video Display Mode explanations for video answer feature [MAKE PHONE CALLS]

FIRMWARE VERSION 1.0.3.62

- Add Disable Video Call Feature option explanations and screenshots for making phone calls [MAKE PHONE CALLS]

FIRMWARE VERSION 1.0.3.55

- Add Authentication Type for BroadSoft Directories [BROADWORKS XSI CONTACTS]

FIRMWARE VERSION 1.0.3.46

- Add “End” key to complete attended transfer during attended transferring [ATTENDED TRANSFER]

FIRMWARE VERSION 1.0.3.37

- Add to consult the third party before attended transferring the call [ATTENDED TRANSFER]

FIRMWARE VERSION 1.0.3.30

- Add Call Forward option on incoming call page [SINGLE INCOMING CALL]
- Add option to dismiss the prompt missed call log on LCD [MISSED CALL]
- Add option to hide IP address on Account Widget [ACCOUNT STATUS]
- Add Event Notify feature [ACTIONURL]
- Add Call Function Buttons [CALL FUNCTION BUTTONS]
- Update Configure SIP Account [CONFIGURE SIP ACCOUNT]

FIRMWARE VERSION 1.0.3.22

- Add BS-IM&P [BS-IM&P]
- Add PNP [PNP]
- Update HDMI Device [HDMI DEVICE]

FIRMWARE VERSION 1.0.3.6

- Add WiFi Static IP and PPPoE Setting [ADD WI-FI NETWORKS]
- Add Set Programmable Keys On Unregistered Account [SET PROGRAMMABLE KEYS ON UNREGISTERED ACCOUNT]

FIRMWARE VERSION 1.0.1.54

- Add support for BroadWorks Xsi Contacts [BROADWORKS XSI CONTACTS]
- Add support for BroadWorks Xsi Call History [BROADWORKS XSI CALL HISTORY]
- Add Preview for video calls [SINGLE INCOMING CALL]

FIRMWARE VERSION 1.0.1.39

- Update screenshots

FIRMWARE VERSION 1.0.1.29

- This is the initial version.

WELCOME

Thank you for purchasing Grandstream GXV3275 IP Multimedia Phone for Android™. The powerful GXV3275 combines a comprehensive 6-line IP video phone, a multi-platform video conferencing solution and the user experience of an Android tablet to offer an all-in-one voice, video, data, and mobility solution. The GXV3275 is a 6-line IP multimedia phone with a 7" capacitive touchscreen that runs on Android™ OS version 4.2, offering access to the hundreds of thousands of Android apps in the Google Play Store - including business productivity apps such as Skype™, Microsoft Lync™, Salesforce1™, and GoToMeeting™. The phone features dual Gigabit ports, HD audio and HD video, a built-in web browser, integrated Wi-Fi (802.11b/g/n) for network flexibility, PoE, and a tiltable CMOS camera. The GXV3275's integrated Bluetooth allows users to sync calendars and contacts between their mobile phone and the GXV3275, use hands-free Bluetooth headsets and to transfer calls between the GXV3275 and their mobile phone. By combining a state-of-the-art IP phone, an advanced video conferencing solution, and the functionality of a tablet, businesses throughout the world can now use the GXV3275 for all communication and productivity needs.

⚠ **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 User Manual, could void your manufacturer warranty.

⚠ **Warning:**

Please do not use a different power adaptor with the GXV3275 as it may cause damage to the products and void the manufacturer warranty.

This document is subject to change without notice. The latest electronic version of this user manual is available for download here:
http://www.grandstream.com/support

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⚠ **FCC Caution:**

Any Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment. This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

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.

RF Exposure Information (SAR)

This device is designed and manufactured not to be exceeded the emission limits for exposure to radio frequency RF energy set by the Federal Communications Commission of the United States. The exposure standard for wireless devices employing a unit of measurement is known as the Specific Absorption Rate (SAR), and the SAR limit set by FCC is 1.6 W/kg.

This device is complied with SAR for general population/uncontrolled exposure limits in ANSI/IEEE C95.1-1992, and has been tested in accordance with the measurement methods and procedures specified in OET Bulletin 65 Supplement C. This device has been tested, and meets the FCC RF exposure guidelines when tested with the device directly contacted to the body. RF exposure compliance with anybody-worn accessory, which contains metal, was not tested and certified, and use such body-worn accessory should be avoided.

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

Hereby，Grandstream declares that this device is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC.

PRODUCT OVERVIEW

FEATURE HIGHLIGHTS

- 6 lines with up to 6 SIP accounts including FREE IPVideoTalk account with video mail, up to 6-way audio conference and 3-way video conference, phonebook with up to 1000 contacts, call history with up to 1000 records
- Dual switched auto-sensing 10/100/1000Mbps network ports, Wi-Fi (802.11b/g/n), PoE+, Bluetooth, USB, SD, HDMI, EHS with Plantronics headsets support
- 7" (1024x600) capacitive (5 points) touch screen TFT LCD, mega pixel CMOS sensor camera with privacy shutter
- HD wideband audio, full-duplex hands-free speakerphone with advanced acoustic echo cancellation
- Runs the Android™ Operating System 4.2 and offers full access to the Google Play Store - which includes thousands of business productivity apps such as Skype, Microsoft Lync, SalesForce1, GoToMeeting
- Integrate with Grandstream's GXV series of IP video surveillance cameras to view live camera feeds and to receive alerts/alarms from IP cameras installed on the same network
- Offers a multi-platform video conferencing solution (Grandstream's Free IPVideoTalk, Skype, Microsoft Lync, and more)
- Create Android applications for any business need to run on GXV3275 using Google's API and Grandstream's SDK toolkit

GXV3275 TECHNICAL SPECIFICATIONS

Table 1: GXV3275 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
Network Interfaces	Dual switched 10/100/1000 Mbps ports with integrated PoE
Graphic Display	7"(1024×600) capacitive (5 points) touch screen TFT LCD
Camera	Tiltable mega pixel CMOS camera privacy shutter
Bluetooth	Yes, integrated. Bluetooth 4.0 + EDR
Wi-Fi	Yes, integrated. 802.11b/g/n

Auxiliary Ports	RJ9 headset jack (allowing EHS with Plantronics headsets), 3.5mm stereo headset with microphone, dual USB ports, SD, mini HDMI
Feature Keys	2 function keys VOLUME +/-, 3 dedicated Android keys for HOME, MENU, and BACK
Voice Codec	Support for G.711μ/a, G.722 (wide-band), G.726-32, G.729 (pending), iLBC, Opus (pending), in-band and out-of-band DTMF (In audio, RFC2833, SIP INFO)
Video Codec and Capabilities	H.264 BP/MP/HP, video resolution up to 720p HD, frame rate up to 30 fps, bit rate up to 2Mbps, 3-way video conference, anti-flickering, auto focus and auto exposure, PIP (Picture-in-Picture), on-screen-display, camera block, still picture capture/store, video recording, visual voice message indicator
Telephony Features	Hold, transfer, forward (unconditional/no-answer/busy), call park/pickup, 6-way audio conference, shared-call-appearance (SCA) / bridged-line-appearance (BLA), virtual MPK, downloadable phone book (XML, LDAP), call waiting, call history, boss-secretary virtual button, flexible dial plan, hot desking, personalized music ringtones, server redundancy & fail-over
Sample Applications	Skype, Google Hangouts, Microsoft Lync, Web browser, GoToMeeting, Facebook, Twitter, Youtube, news, weather, stock, Internet Radio, Pandora, Last.fm, Yahoo Flickr, Photobucket, alarm clock, Google calendar, mobile phone data import/export via Bluetooth, etc. API/SDK available for advanced custom application development
Applications Deployment	Allow various Android operating system 4.2 compliant applications to be developed, downloaded and run in the embedded device with provisioning control
HD Audio	Yes, both handset and speakerphone support HD (wide-band) audio
Base Stand	Yes, integrated stand with multiple adjustable angles. Wall mountable
QoS	Layer 2 QoS (802.1Q, 802.1p) and Layer 3 (ToS, DiffServ, MPLS) QoS
Security	User and administrator level access control, MD5 and MD5-sess based authentication, 256-bit 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 (18W); Integrated PoE+ (Power-over-Ethernet) 802.3at, Class 4

Physical	Dimension: 252mm (W) x 211mm (L) x 84mm (H) Unit weight: 1.08kg Package weight: 1.77kg
Temperature and Humidity	Operating: 0°C to 40°C Storage: -10°C to 60°C Humidity: 10% to 90% Non-condensing
Package Content	GXV3275 phone, handset with cord, base stand, universal power supply, network cable, lens cleaning cloth, quick installation guide, brochure, GPL license
Compliance	FCC: Part 15 (CFR 47) Class B; UL 60950 (power adapter) CE: EN55022 Class B, EN55024, EN61000-3-2, EN61000-3-3, EN60950-1, EN62479, RoHS RCM: AS/ACIF S004; AS/NZS CISPR 22/24; AS/NZS 60950; AS/NZS 4268

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INSTALLATION

EQUIPMENT PACKAGING

Table 2: GXV3275 Equipment Packaging

Main Case (with built-in phone stand)	1
Handset	1
Phone Cord	1
12V DC Power Adaptor	1
Ethernet Cable	1
Wall Mount	1
Screen Cleaning Cloth	1
Quick Installation Guide	1

CONNECT YOUR PHONE

FRONT VIEW

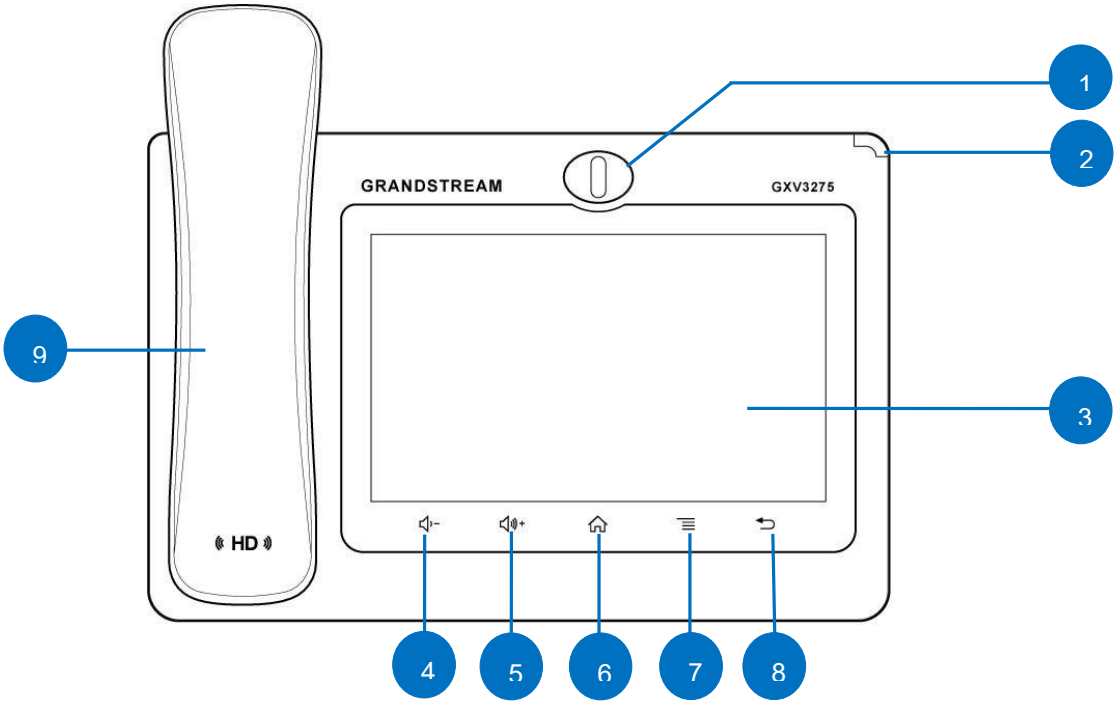

Figure 1: GXV3275 Front

Table 3: GXV3275 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	7" (1024x600) 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, the current running applications and **Applications** softkey will show to manage the applications.
7	Menu	Tap to view options for different screens or applications.
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.

BACK VIEW

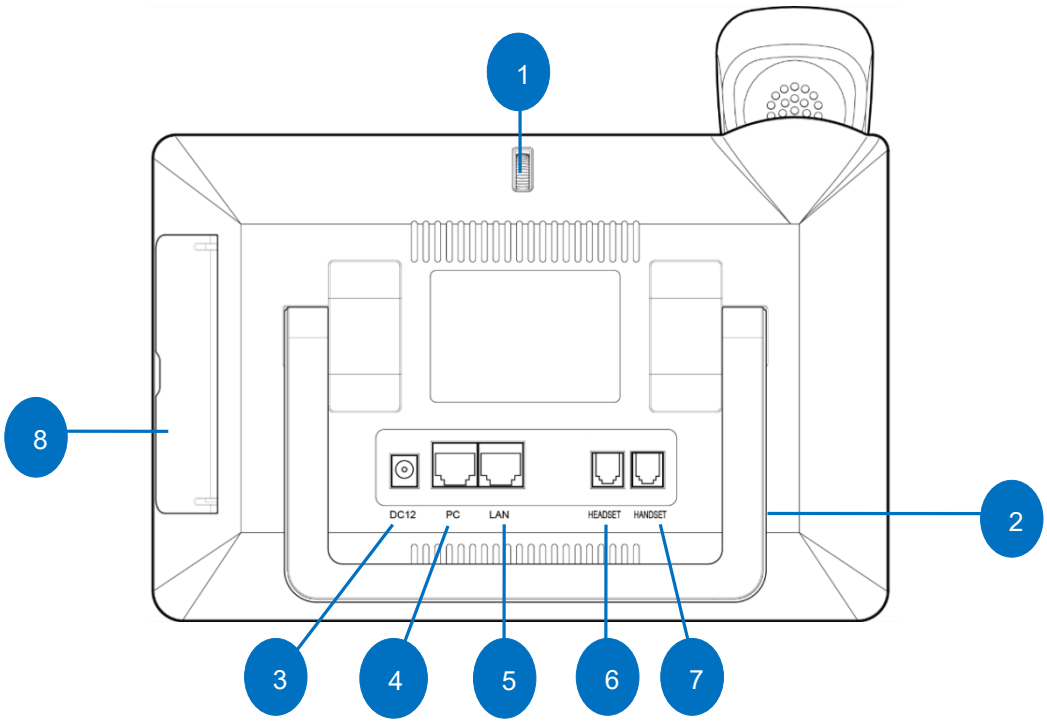

Figure 2: GXV3275 Back View

Table 4: GXV3275 Back View

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

SIDE VIEW

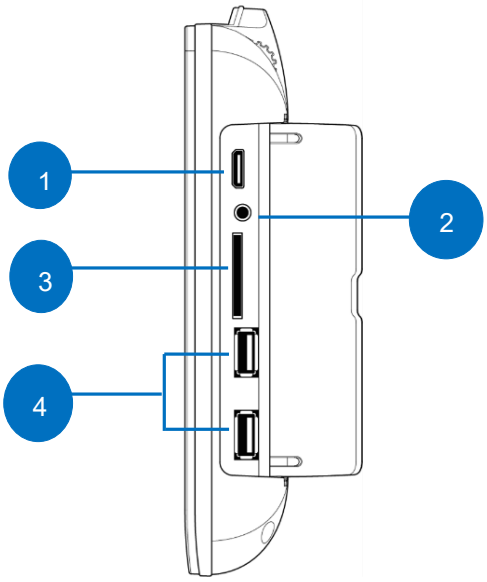

Figure 3: GXV3275 Side View

Table 5: GXV3275 Side View

Item	Name	Description
1	Mini HDMI Port	Connect display device to the HDMI port via HDMI cable.
2	3.5mm Headset Port	Connect 3.5mm headset.
3	SD Card Port	Connect SD storage device to the SD Card Slot.
4	USB Port	USB devices can be connected via the USB port. For example, connect a USB flash drive to save captured pictures.

To set up the GXV3275 as your desk phone, follow the steps below:

1. Take the phone stand out on the back and adjust the angle to place the phone steady on the desk;
2. Connect the handset and main phone case with the phone cord;
3. Connect the LAN port of the phone to the RJ-45 socket of a hub/switch or a router (LAN side of the router) using the Ethernet cable;
4. Connect the 12V DC output plug to the power jack on the phone; plug the power adapter into an electrical outlet. If PoE switch is used in step 3, this step could be skipped;
5. The LCD will display the booting up screen or firmware upgrading information. Before continuing, please wait for the main screen display to show up.

SAFETY COMPLIANCES

The GXV3275 phone complies with FCC/CE and various safety standards. The GXV3275 power adapter is compliant with the UL standard. Use the universal power adapter provided with the GXV3275 package only. The manufacturer's warranty does not cover damages to the phone caused by unsupported power adapters.

WARRANTY

If the GXV3275 phone was purchased from a reseller, please contact the company where the phone was purchased for replacement, repair or refund. If the phone was purchased directly from Grandstream, please contact Grandstream Support for a RMA (Return Materials Authorization) number before the product is returned. Grandstream reserves the right to remedy warranty policy without prior notification.

⚠ **Warning:**

Use the power adapter provided with the phone. Do not use a different power adapter as this may damage the phone. This type of damage is not covered under warranty.

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GETTING TO KNOW GXV3275

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.

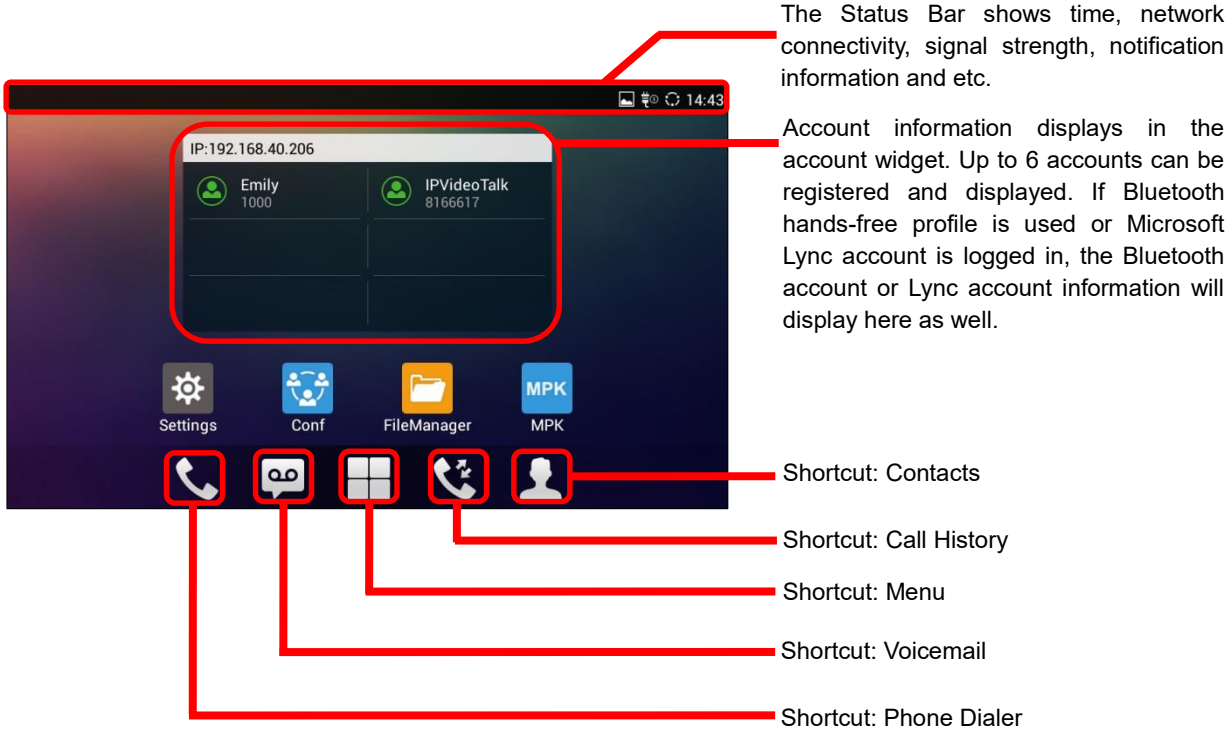

Figure 4: GXV3275 Default Home Screen

Tap on the onscreen Menu icon, the settings and applications menu will be brought up as shown below.

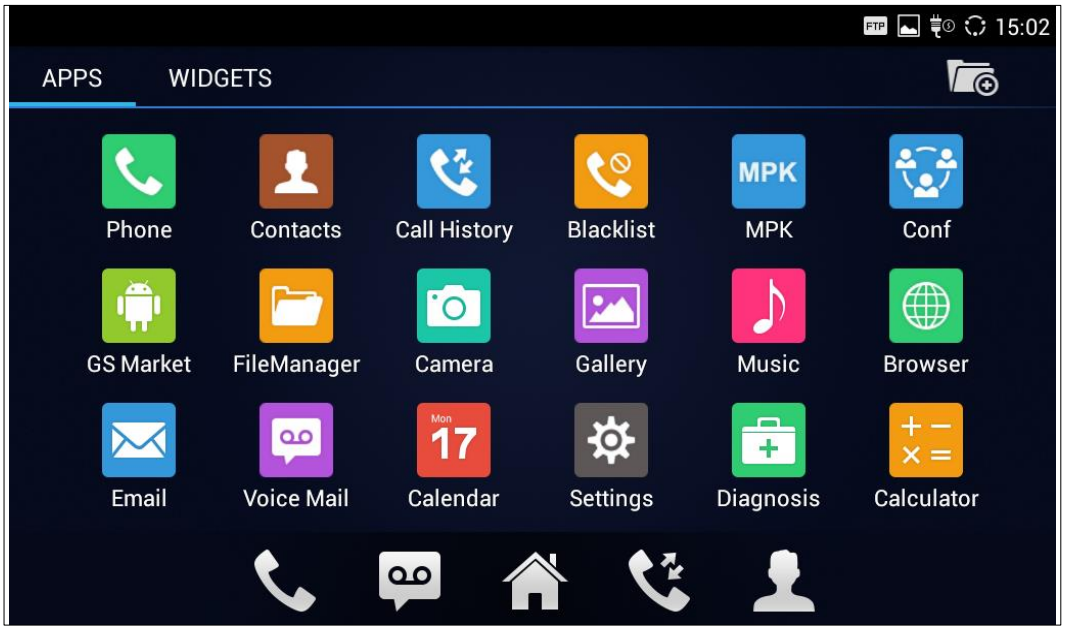

Figure 5: GXV3275 Onscreen Menu

To fully manipulate the GXV3275 capacitive touch screen, use your fingers to operate the following on the GXV3275 icons, buttons, menu items, onscreen keyboard and etc.

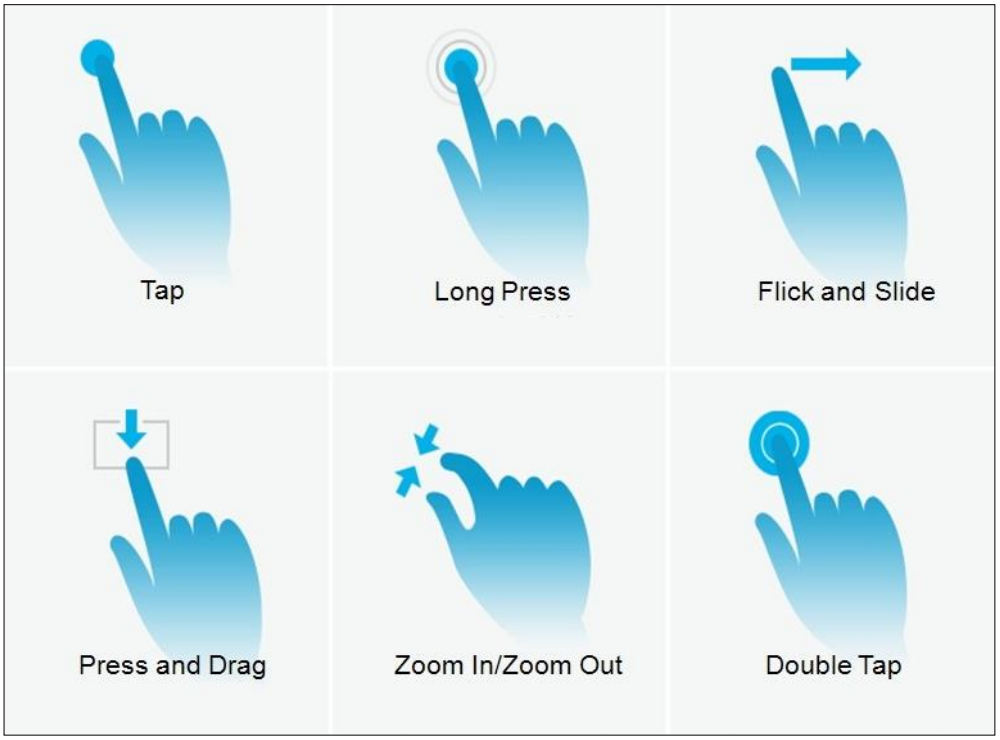

Figure 6: GXV3275 Finger Gestures on the Touch Screen

- **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 and 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 GXV3275 is on idle screen, press the MENU key to bring up phone's menu. Users can access the following in the desktop menu:

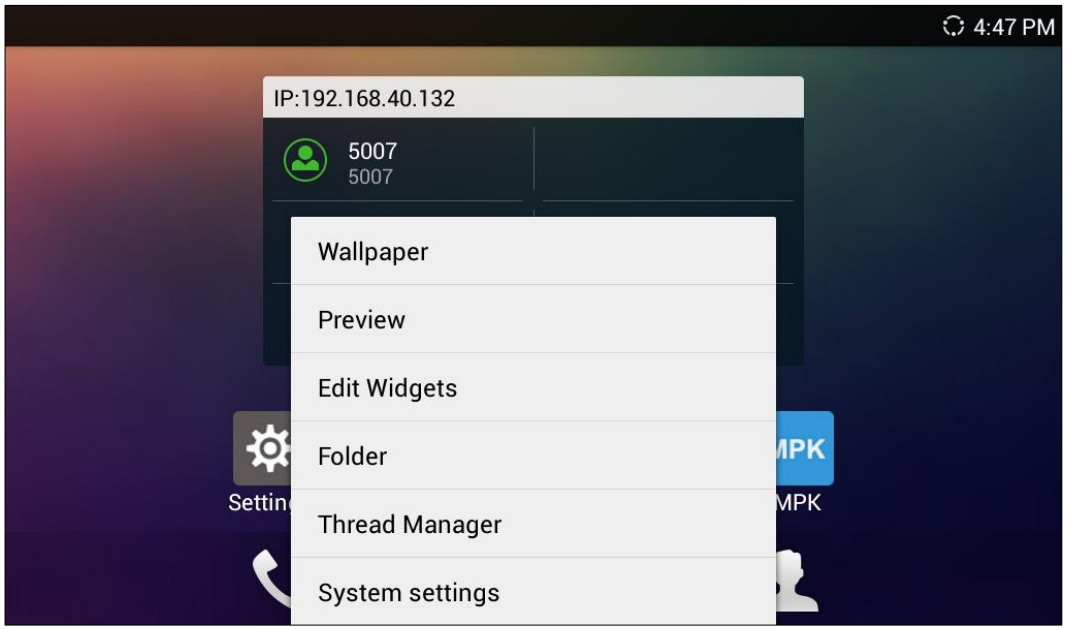

Figure 7: GXV3275 Desktop Menu

- **Wallpaper**

  Select wallpaper from Gallery, Wallpapers or Live Wallpapers.

- **Preview**

  Add, delete or edit desktop.

- **Edit Widget**

  Add widgets to the desktop by dragging the widget from the bottom menu to the desktop.

- **Folder**

  Add folder on the desktop and users can place desktop shortcuts into the folder.

- **Thread Manager**

  Manage running applications on the GXV3275. For more details, please refer to section [***MANAGE RUNNING APPLICATIONS***].

- **System settings**

  Access phone's settings such as "Personalized Account", "Wireless & Network", "Sound", "Display",

"Storage", "Application" and etc.

ADD APPLICATION SHORTCUT TO DESKTOP

The shortcut of the applications installed on the GXV3275 can be added to the desktop for users' easy access. To add shortcut:

1. Tap on the on screen Menu icon to access the applications first.
2. Select and press the application icon for about 2 seconds. The screen will show "Move to Desktop" on the bottom.
3. Drag the icon to the bottom of the screen. Phone's idle screen will immediately show up for you to place the shortcut.

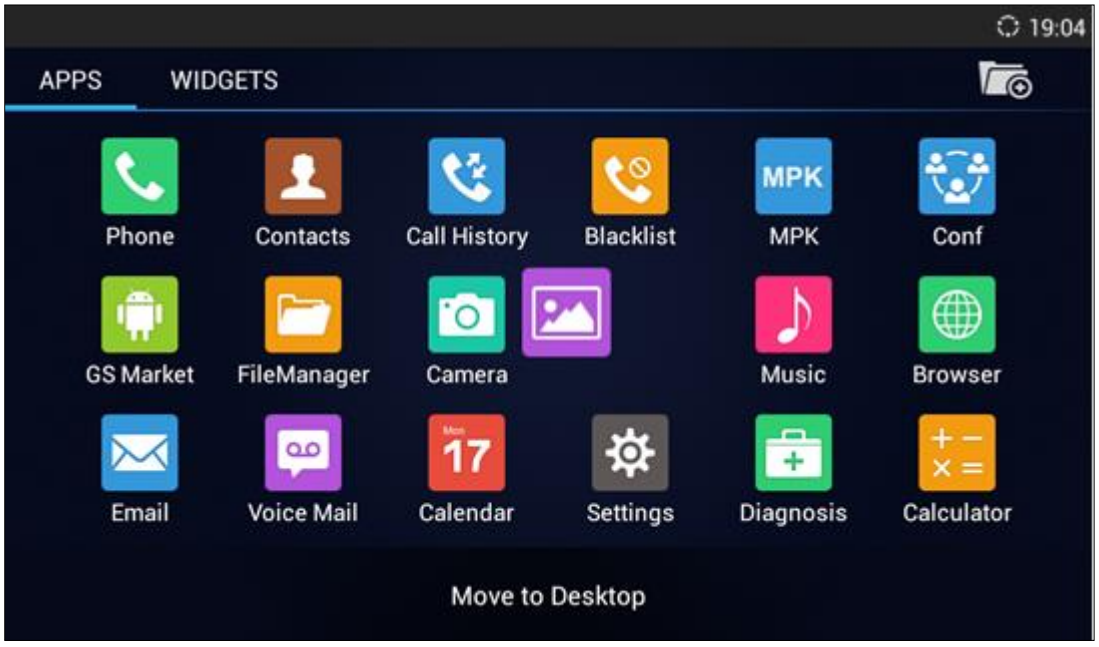

Figure 8: Add Application Shortcut to the Desktop

ADD WIDGET TO DESKTOP

The GXV3275 provides widgets like account bar (with different number of accounts supported), clock, calendar, contacts, Email, MPK, system setting shortcut, weather and etc. Users could conveniently add those widgets to the desktop as preferred. To add a widget:

1. Press the Menu key and select "Edit Widgets".
2. Different widgets will be displayed on the bottom 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 9: Add Widget to the Desktop

MANAGE DESKTOP ITEMS

On the GXV3275 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 "FileManager" 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, stop watch or alarm.

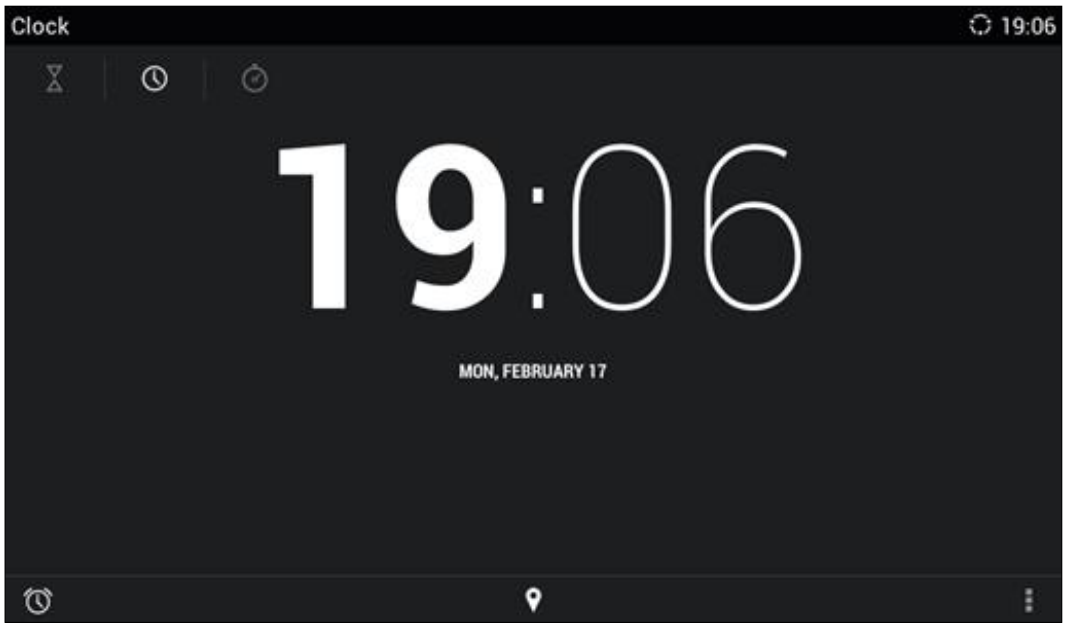

Figure 10: Open Clock Widget

- **Certain widgets such as Calendar, Clock and Bookmark can be resized on the desktop.**

  To resize a widget, touch and press the widget for about 2 seconds. Then lift your finger from the screen. This will bring up the blue frame as shown in [***Figure 11: Resize Digital Clock Widget***]. Touch and drag the border of the frame to adjust the size.

Figure 11: Resize Digital Clock Widget

- **Move the shortcut/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 2 seconds until a recycle bin icon shows up on the bottom of the screen. Drag the item up/down/left/right to the destination spot on the screen. Lift your finger once done.

Figure 12: Move Clock Widget

- **Remove the shortcut/widget**

  To remove an item from the desktop, touch and press the item for about 2 seconds. A recycle bin icon will show up on the bottom of the screen. Drag the item to the recycle bin to remove it.

Figure 13: Remove Clock Widget

⚠ **Note:**

Removing operation only removes the shortcut of the application on the screen. The application itself will not be uninstalled.

SET WALLPAPERS

On the GXV3275 desktop, touch and press on an empty spot for about 3 seconds to bring up wallpaper settings. Or users could press menu key ☰ and select "Wallpaper" to set up the wallpaper for the desktop. Users could select wallpaper from different categories:

- **Gallery**
  Open Gallery application and tap on the picture to preview. Touch and drag the blue frame border to select the area of the picture. Then tap on "OK" to set the selected area of the picture as wallpaper.

- **Live Wallpapers**
  Open a list of sample animated wallpapers built-in with the GXV3275. Select the live wallpaper to

preview and then tap on "Set wallpaper".

- **Wallpapers**
  Open a list of sample wallpapers built-in with the GXV3275. Select the picture to preview and then tap on "Set wallpaper".

Figure 14: GXV3275 Choose Wallpaper

MANAGE RUNNING APPLICATIONS

On the GXV3275 desktop, press the Home button for about 2 seconds or select "Thread Manager" after pressing Menu button .

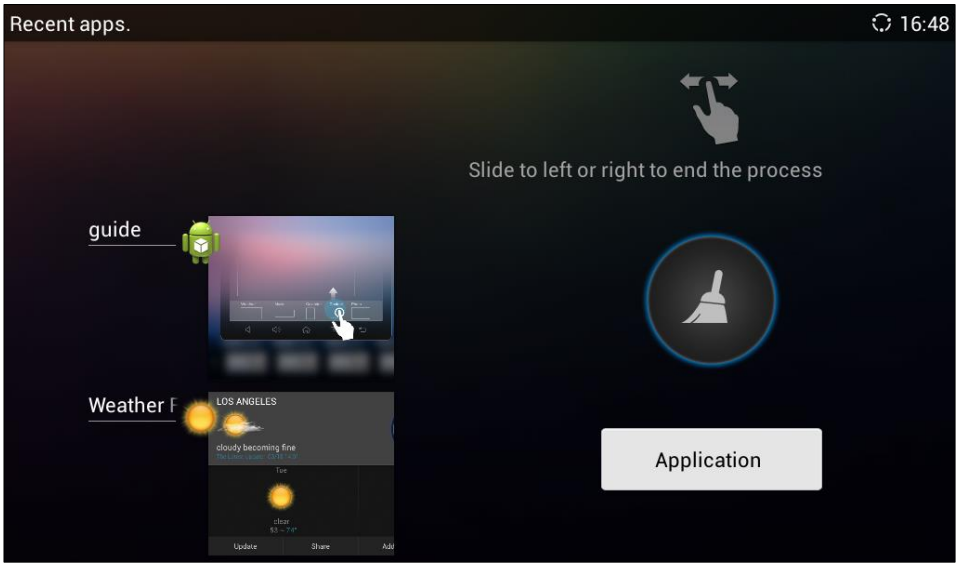

Figure 15: GXV3275 Recent Applications

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 GXV3275 supports multiple idle screens by sliding the screen horizontally. On the GXV3275 screen, slightly touch an empty area and slide to the left or right using your finger to switch between different idle screens.

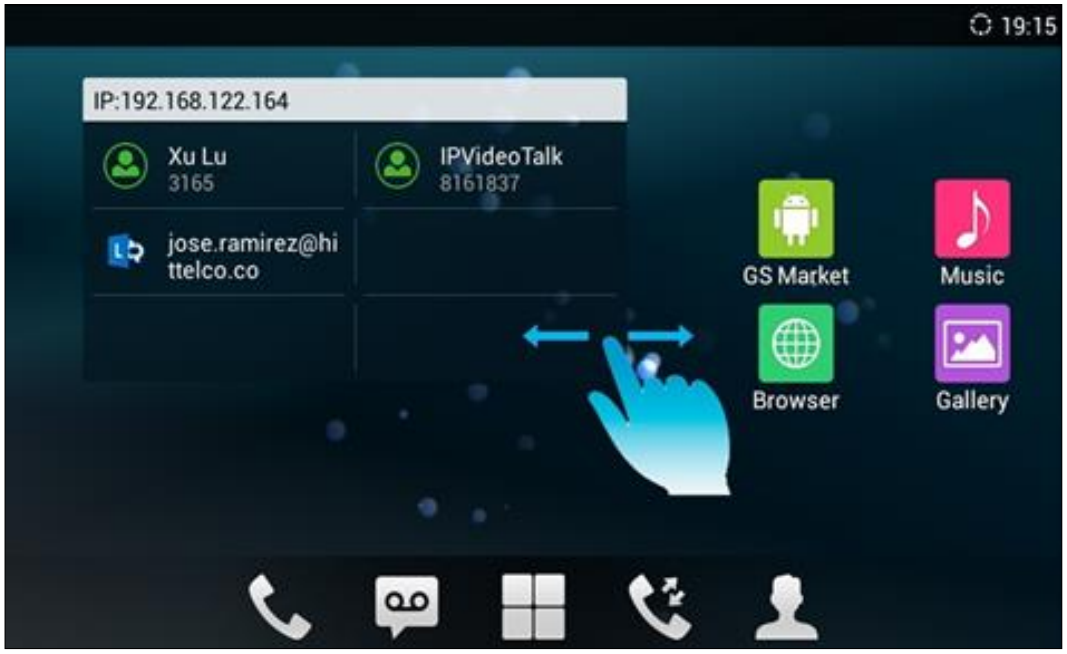

Figure 16: GXV3275 Switch Idle Screens

SET UP IDLE SCREEN

- **Set home screen**

Follow the steps below to set up the HOME screen.

1. GXV3275 is up and running on idle screen.
2. Press the MENU button and tap on "**Preview**" option. This will zoom out all the screens as shown in ***[Figure 17: 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.

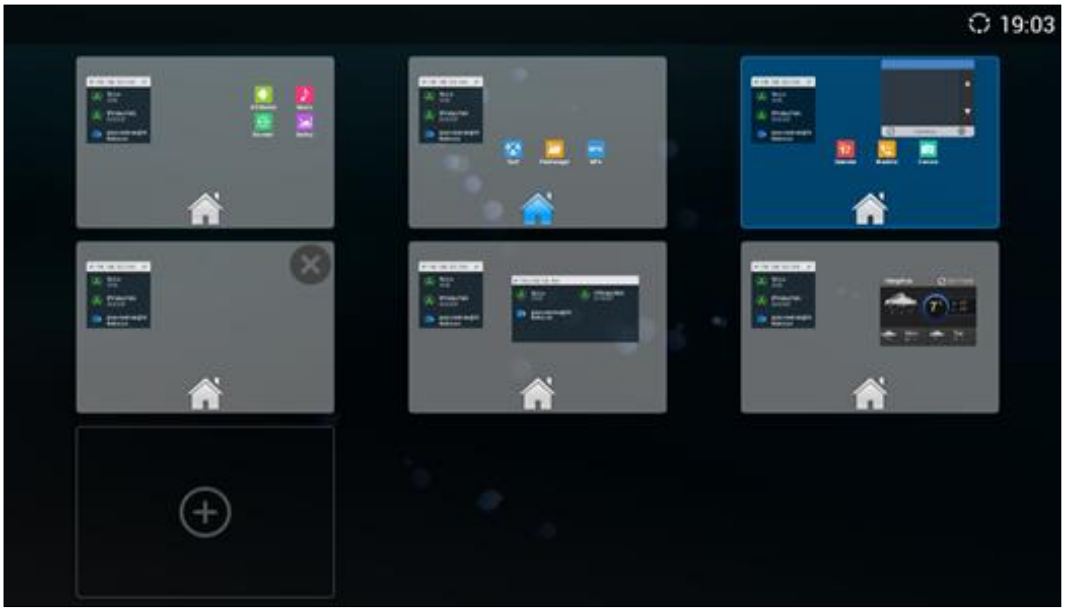

Figure 17: Set up Home Idle Screen

- **Add/Delete idle screen**

As shown in ***[Figure 17: Set up Home Idle Screen]***, the screen with the blue frame highlighted is the current idle screen on the LCD. Users could add or delete idle screen.

➢ Add idle screen.

Tap on to add a new idle screen. Users could add up to 9 idle screens.

➢ Delete idle screen.

Tap on on the top right of the idle screen to delete 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.

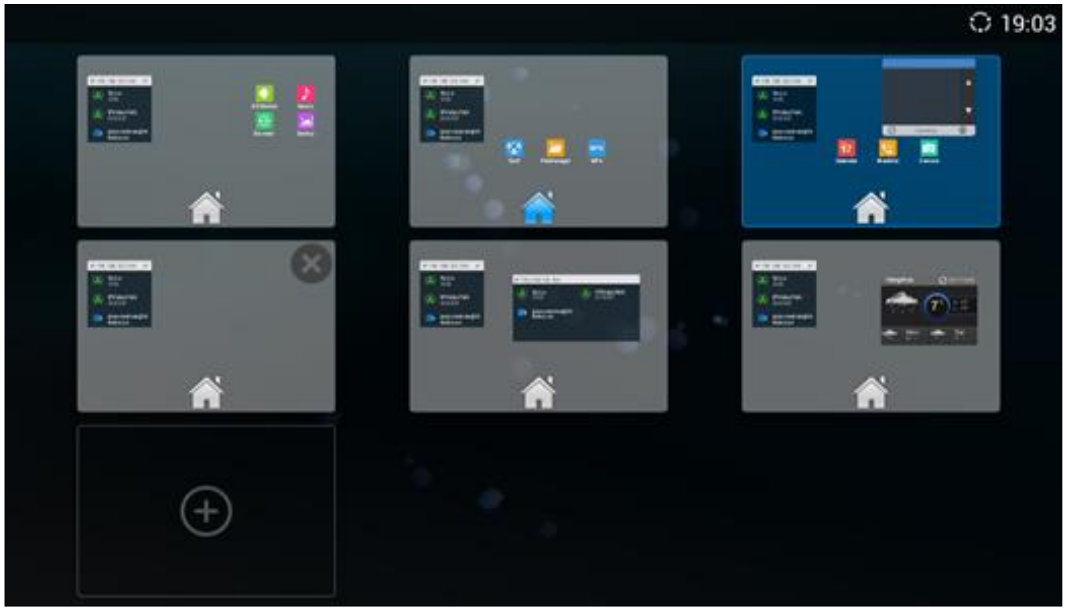

Figure 18: Delete Idle Screen

USE THE STATUS BAR

The status bar on the top of the GXV3275 screen provides visual notifications for the system settings and status, as well as quick access for important system settings. To access it, on the GXV3275 idle screen, slowly slide down from the top to the bottom of the screen as the following figure shows.

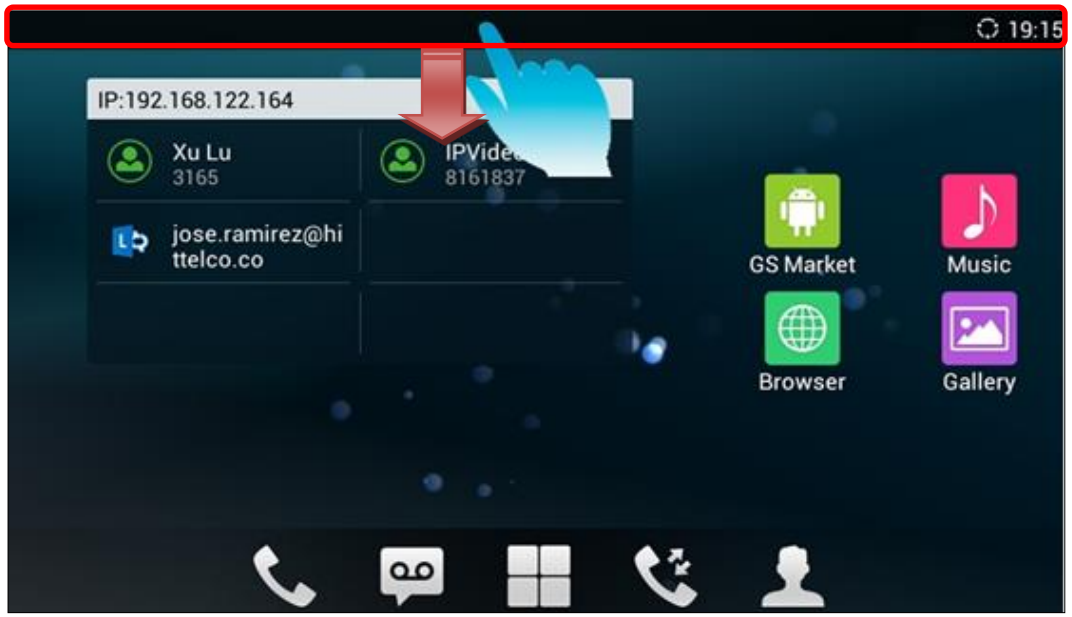

Figure 19: GXV3275 Top Status Bar

The running process will show up in the list. For example, the following figures indicate the Google Play app is being downloaded at the moment.

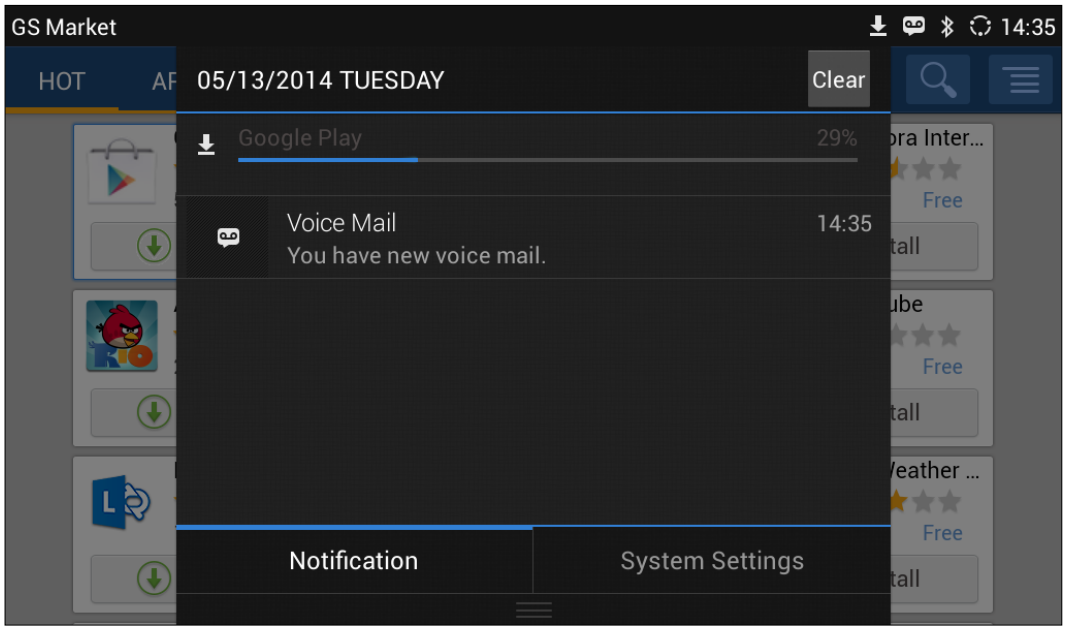

Figure 20: GXV3275 Top Status Bar - Notification

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

NOTIFICATIONS IN STATUS BAR

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

Table 6: GXV3275 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.
	Missed call.
	One line is active.
	Speaker is being used.
	RJ9 headset is being used.
	RJ9 headset mode is on. All the calls will be using RJ9 headset by default.
	3.5mm earphone is connected.
	3.5mm earphone is being used for calls.
	The system has detected the 3.5mm earphone line order.
	Wi-Fi is enabled and connected. Signal level: 1.
	Wi-Fi is enabled and connected. Signal level: 2.
	Wi-Fi is enabled and connected. Signal level: 3.
	Wi-Fi is enabled and connected. Signal level: 4.
	Onscreen keyboard is activated.

	Bluetooth is enabled and connected.
	Bluetooth is enabled but not 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.
	Mute is enabled.
	Silent mode is enabled. When it's on, the incoming call/message won't produce ring tone/notification tone from phone's speaker.
	SD Card is inserted.
	SD Card space full.
	USB flash drive is inserted.
	Downloading files via Internet connection.
	Updating applications.
	Calendar has event scheduled.
	Unread voicemail to be retrieved.
	Unread Email to be retrieved.
FTP	FTP server is running.
	Incoming call from blacklist contact.
	Camera is disabled.

	Contact storage is full.
	HDMI cable is connected to display device.
	New SMS message to be retrieved.
	SMS Message sent failure.
	The phone is powered up using PoE.
	Call forward is set up for SIP account 1.
	Call forward is set up for SIP account 2.
	Call forward is set up for SIP account 3.
	Call forward is set up for SIP account 4.
	Call forward is set up for SIP account 5.
	Call forward is set up for SIP account 6.
	More notifications on the status bar.
	USB mouse is connected.
	Music is playing using music app.
	PPPoE is connected.
	PPPoE is not connected.
	Warning message.

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SYSTEM SETTINGS IN STATUS BAR

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

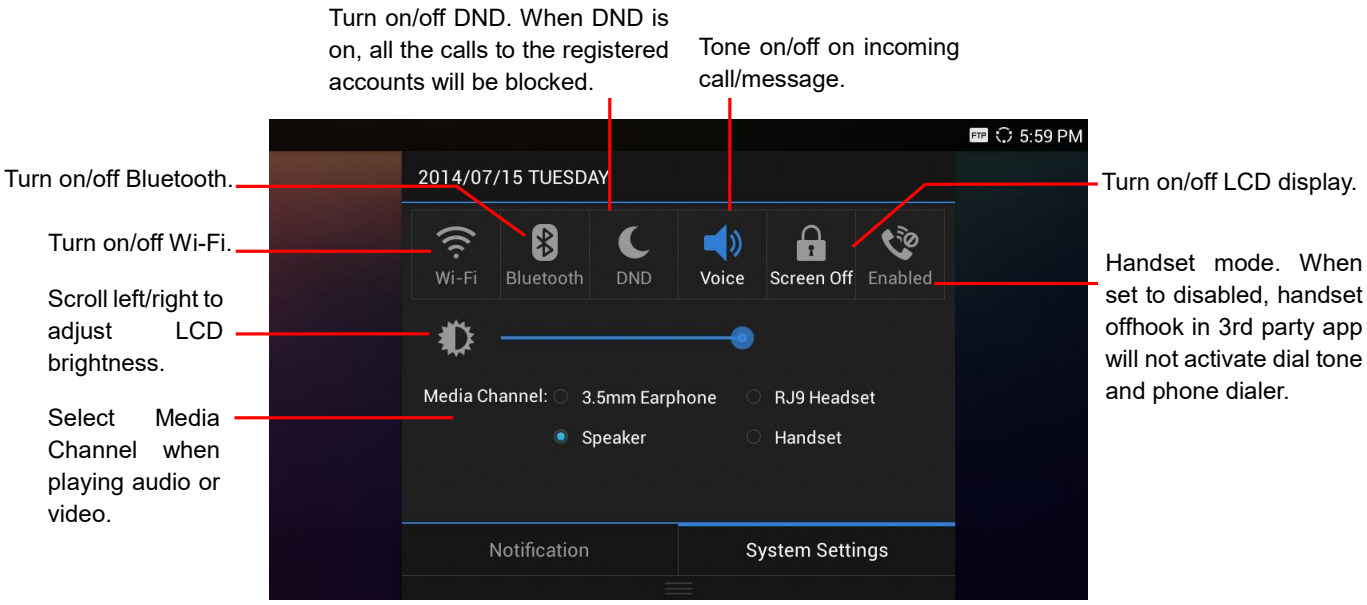

Figure 21: System Settings in Status Bar

⚠ **Note:**

Handset Mode is for audio path and GXV3275 dialer control when running 3rd party app that uses media path. Currently there are three options supported:

- **Enabled:** Default mode. When handset is lifted, audio will come through handset and the GXV3275 default dial screen will show.
- **Disabled:** In this mode, when running the 3rd party app, if handset is lifted, the audio path will switch to handset but GXV3275 default dial screen won't show (users won't hear dial tone either). Onhook the handset, the audio path will be switched to speaker. Under this mode, even the GXV3275 is not using the 3rd party application, picking up the handset will not activate the GXV3275 dialer. (Users can still use Speaker button to activate GXV3275 dialer under this mode.)
- **Auto:** In this mode, the GXV3275 will automatically detect if the audio path is used by 3rd party app first. If so, it will use the handset mode "Disabled". Otherwise, keep it in "Enabled" mode. Please note that running the 3rd party app doesn't necessarily mean the audio path is used by the 3rd party app. If the audio path is not occupied by the 3rd party app, the GXV3275 will still use the handset mode "Enabled".

USE THE GXV3275 KEYS

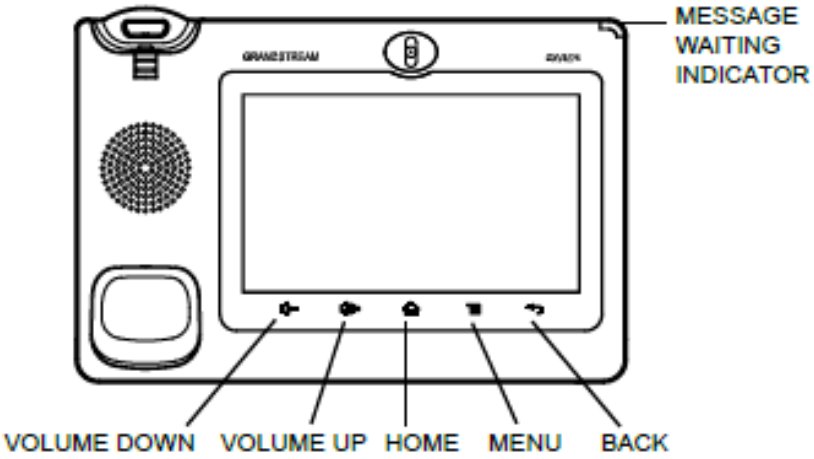

Figure 22: GXV3275 Keys

Table 7: GXV3275 Keys

Volume Down	Tap to turn down the call volume and media volume.
Volume Up	Tap to turn up the call volume and media volume.
Home	Tap to go back to **Home** screen; or touch and press for about 2 seconds, the current running applications and **Applications** softkey will show to manage the applications.
Menu	Tap to view options for different screens or applications.
Back	Tap to go back to the previous menu.

KEYPAD SHORTCUT FUNCTIONS

The GXV3275 supports keys shortcuts for certain special system functions.

- **Screenshot**
  Press and hold the Menu button for about 3 seconds to capture screenshot. The screenshot can be accessed via **FileManager**->**Internal Storage**->**Pictures**->**Screenshots**. The screenshot picture size is 1024x600 pixels.

- **Firmware upgrade via SD card**

  1. Insert the SD card to the GXV3275. The SD card should have the valid firmware bin file in it.
  2. Power cycle the phone and the 5 LCD keys on the bottom of the screen will light up.
  3. Wait for the LCD keys light to turn off.

4. Once the light is off, immediately press and hold both keys (the first LCD key from the left) and (the third LCD key from the left) at the same time.
5. Release the keys when the LCD screen displays the upgrading bar.
6. The phone will start the upgrading process.

USE THE ONSCREEN KEYBOARD

The GXV3275 onscreen keyboard can be activated by tapping on an input field.

- **English Keyboard**

  This is the default keyboard on GXV3275. Tap on to access input options to switch input methods.

Figure 23: GXV3275 Onscreen Keyboard - English Keyboard

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

Figure 24: GXV3275 Onscreen Keyboard - Lowercase and Uppercase

- **Number and symbols**

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

on

to switch back.

Figure 25: English Keyboard - Number and Symbols

Tap on

to access more symbols.

Figure 26: English Keyboard - More Symbols

⚠ **Note:**

- To configure keyboard and input options, users could go to **Settings**->**Language & Keyboard**-> **Keyboard & Input Methods**.
- 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 GXV3275 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 8: GXV3275 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
	Fast Flashing	Upgrading
OFF	OFF	Normal

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MAKE PHONE CALLS

REGISTER SIP ACCOUNTS

The GXV3275 supports up to 6 independent SIP accounts, including a pre-configured IPVideoTalk account registered on account 6. Users can make video calls and send messages to other IPVideoTalk accounts registered on another GXV32xx/GXV31xx. Each account can have separate SIP servers, usernames and NAT configurations.

ACCOUNT STATUS

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

- The following figure shows the accounts are successfully registered (account icon is green).
- If the account icon is grey, it's still trying to register or unable to register.
- If the users have enabled Shared Call Appearance on the registered account, the account icon will be blue .
- Microsoft Lync account and Bluetooth handsfree profile account will be displayed here too (if any).

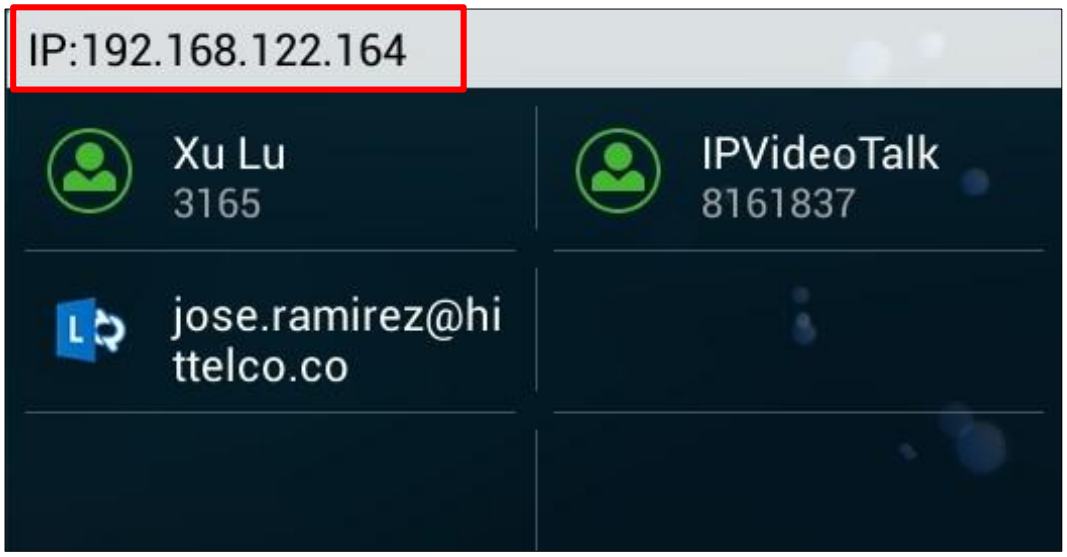


Figure 27: GXV3275 Account Widget

Note: Users may go to web UI -> Maintenance -> Network Settings, uncheck “Show IP Address On Account Widget” to hide the IP address of the phone.

CONFIGURE SIP ACCOUNT

To register SIP account, users could directly configure from phone's LCD menu->**Settings**->**Advanced Settings**->**Account**. Or users could log in the GXV3275 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 GXV3275 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 bottom of the idle screen, tap on icon to open dial screen.

  Note: Users could go to **web UI** -> **Advanced Settings** -> **Call Features** to set the dial-up type to on-hook dial or off-hook dial via the dialing button on desktop. The default setting is "No", which means click on the dialing button to access dialing screen to initialize off-hook dialing.

- Tap on to open "Phone" application which will bring up dial screen.

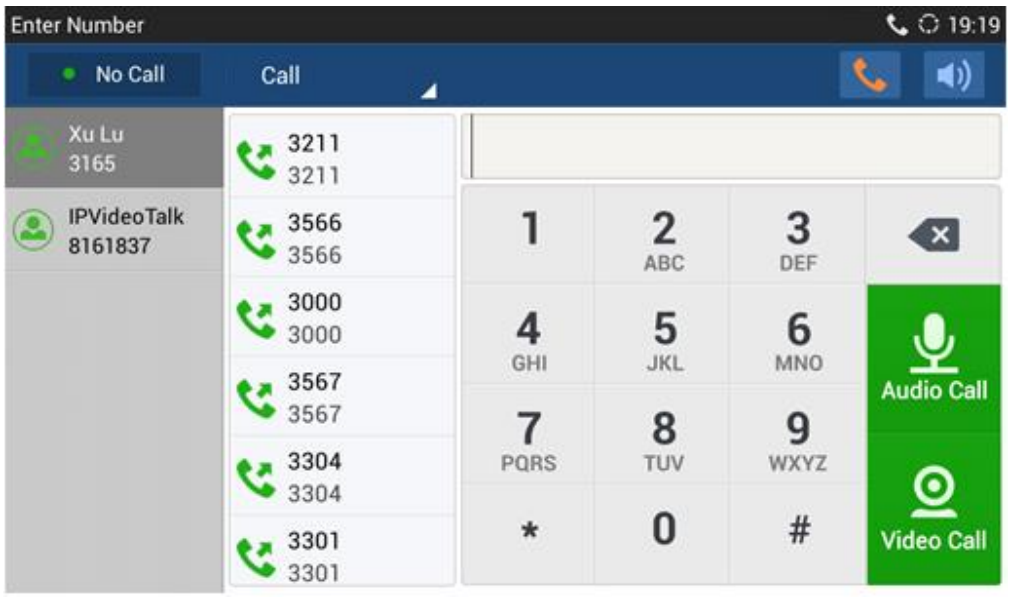


Figure 28: GXV3275 Dial Screen

If **Disable Video Call Feature** option is enabled, the **Video Call** option on GXV3275 dial screen will be hidden.

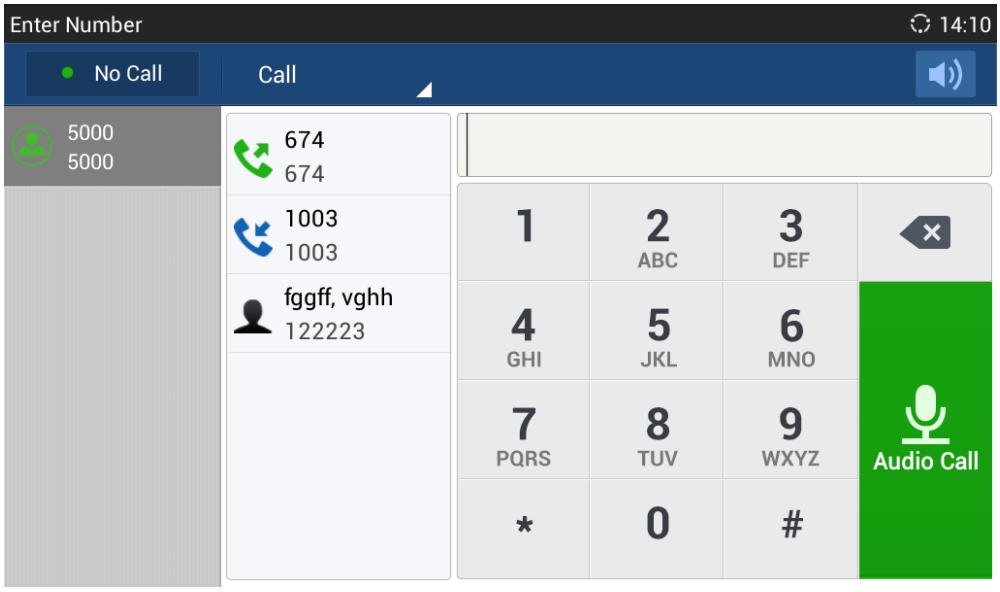


Figure 29: Disable Video Call Feature on Dial Screen

SET PROGRAMMABLE KEYS ON UNREGISTERED ACCOUNT

GXV3275 allows end users to setup shortcut keys on the Phone app. The shortcut keys only bed allowed to take place the unregistered accounts. From example, if the phone enables the Account 1 and registers

it with a SIP server, end users have to place the shortcut keys on Account 2 to 6.

From Web UI, users can set the shortcut keys under the setting of Account X→Call Settings→Programmable keys. After setting, the programmable keys can be showed on the account bar in the phone app. The following screenshot is a speed dial key which takes place the Account 2 position. End user can tap the key to user Account 1 to dial the number 1001.

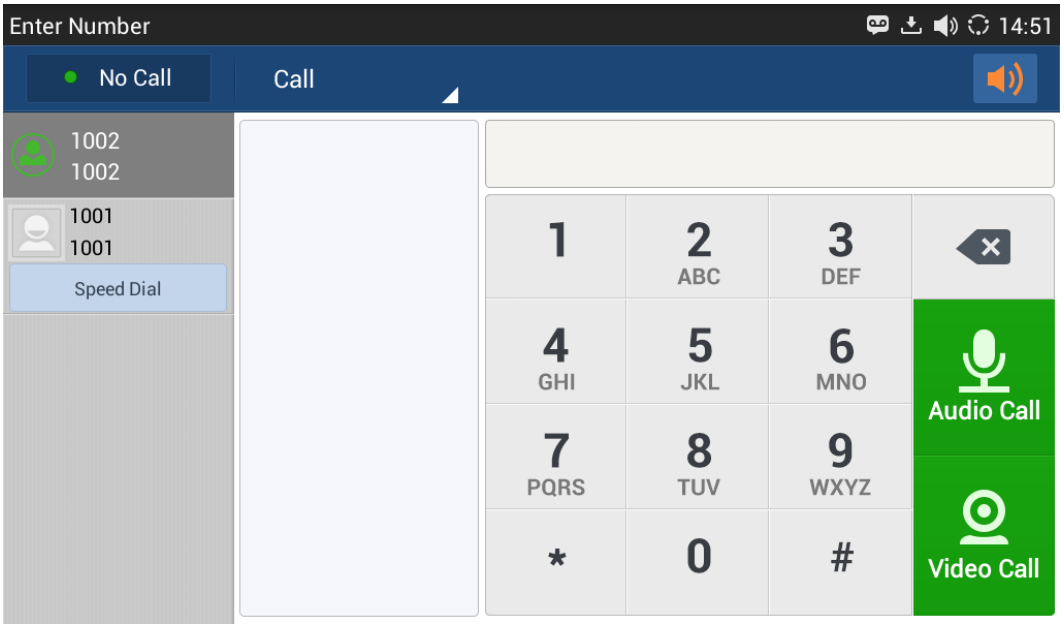


Figure 30: GXV3275 Programmable Keys

DIAL A NUMBER DIRECTLY

1. Use the methods mentioned above to open dial screen ***[Figure 28: GXV3275 Dial Screen]***.
2. Select the account to dial out on the left panel of the dial screen. The selected account will be highlighted in grey background.
3. Enter the digits to be dialed out using the keypad. If the digit matches call history, a list of numbers will be displayed for users to select.
4. Tap on (audio call only) or (video call) to send the number. If no key is pressed, by default the call will be automatically dialed out after 4 seconds timeout.

⚠ **Note:**

- By default, the "No Key Entry Timeout" is 4 seconds, meaning if no key is pressed after starting entering number, the call will be automatically sent out after the timeout. The timeout interval can be configured

under web GUI->**Account**->**Call Settings**.

- GXV3275 allows users to press # key as SEND key. This behavior can be disabled via option "Use # as Dial Key" under web GUI->**Account**->**Call Settings**.
- When the user enters the digit on the dial screen, if there is digit matching call history, or contacts name/number, the drop-down list will show the numbers. For example, if "John" is saved in the contacts, entering 5 (JKL) 6 (MNO) 4 (GHI) 6 (MNO) will show call log with 5646 as the first four digits, as well as John's number. Users could then directly select one of them from the list, instead of entering all the digits.

REDIAL

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

1. Enter the dial screen.
2. A list of dialed call will be displayed on the left side of the dial pad. Tap on the number you would like to 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 bottom of the idle screen, or selecting from phone's menu.
2. Navigate in the contacts entries by sliding up/down on the screen.
3. Tap on the dial icon for the contact .

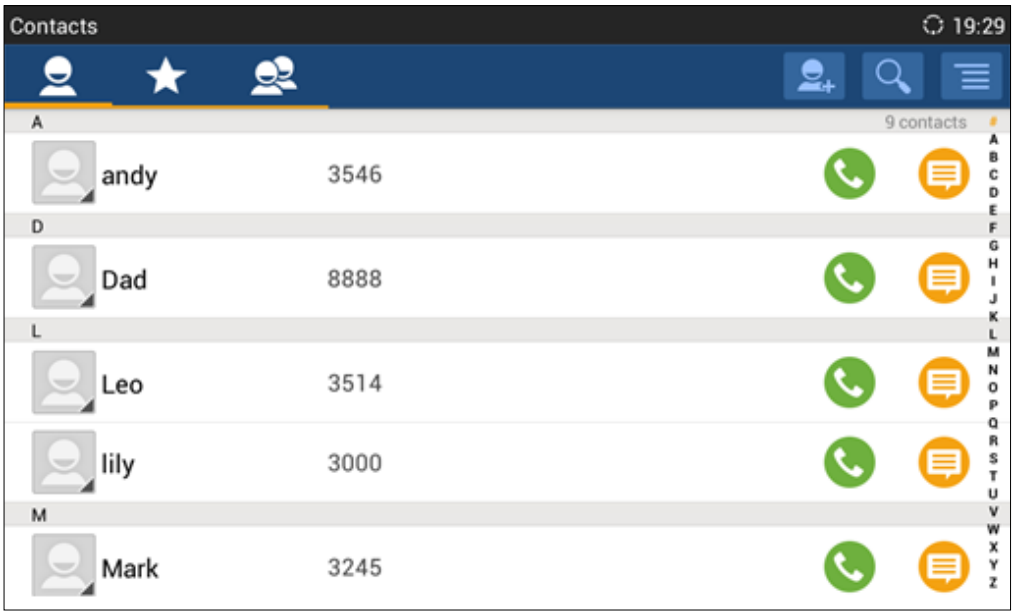


Figure 31: GXV3275 View Contacts

DIAL A NUMBER VIA CALL HISTORY

1. Access Call History by tapping on icon on the bottom of the idle screen, or selecting from the phone Menu.
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 dial out.

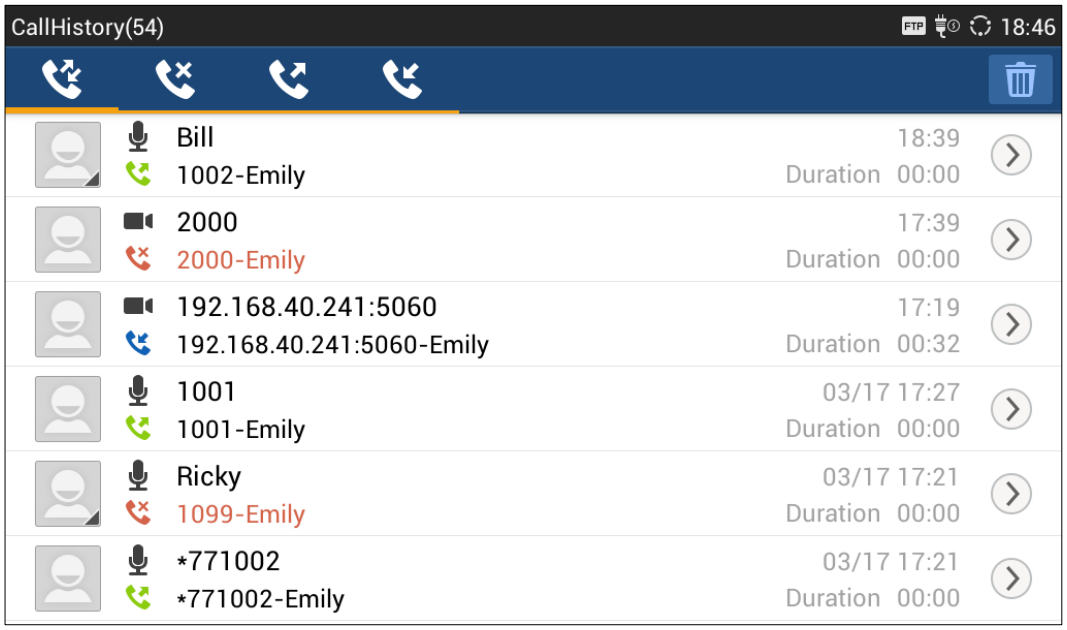


Figure 32: GXV3275 Call History

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 two 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. Off hook the phone or select account in the idle screen to bring up dial screen on GXV3275;
2. Under "Mode" button in the call screen, tap on it and select the mode as "IP Call";
3. Input the target IP address. For example, if the target IP address is 192.168.1.60 and the port is 5062 (i.e., 192.168.1.60:5062), input the following:
   192*168*1*60#5062
   The * key represents the dot (.) and the # key represents the colon (:).
4. Tap on (audio call only) or (video call) to dial out.

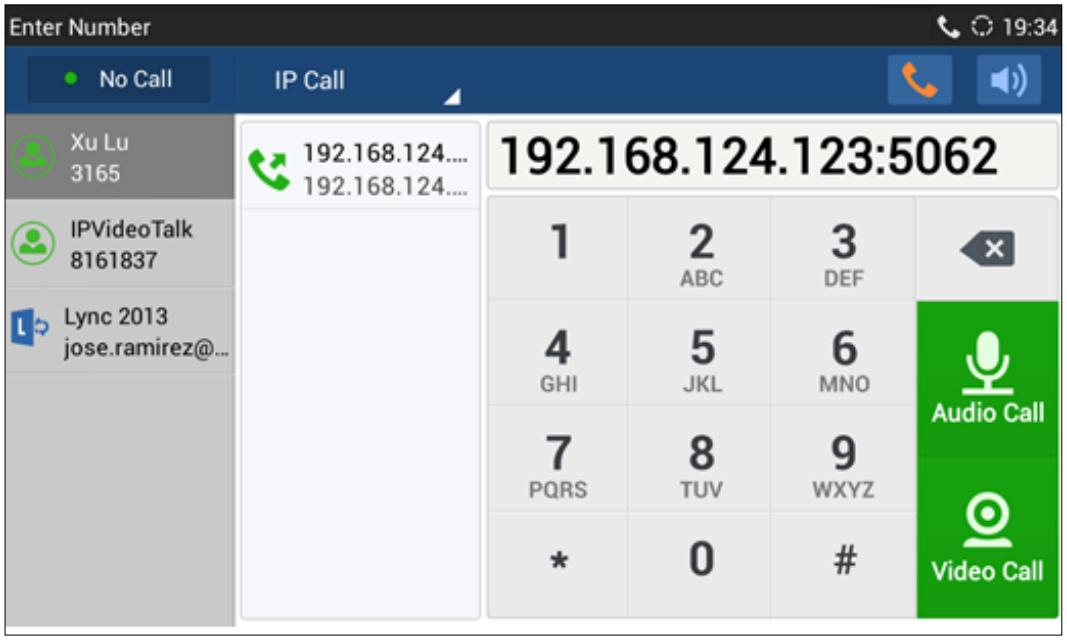


Figure 33: Direct IP Call

⚠ **Note:**

- The # will represent colon ":" in direct IP call rather than SEND key as in normal phone call;
- Port number is not mandatory when making direct IP call;
- Users need activate the first account on the GXV3275 to complete direct IP call;
- If you have a SIP server configured, direct IP call still works. If the devices are behind NAT, users need to configure NAT Traversal before using direct IP call. If you are using STUN, direct IP call will also use STUN;
- The phone needs to configure option "User Random Port" to "No" to accept direct IP calls;
- In GXV3275 Contacts, if the phone number is IP address, direct IP call can be made by dialing this contact.

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 34: 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 Answer" to answer the call via speaker, or pick up the handset. To answer the call with both audio and video, tap on "Video Answer". During video call, the audio will switch to handset if picking up the handset.

Note: Users could select the **Video Display Mode** on phone's Web UI -> **Advanced Settings** -> **Video Settings**. Set the video display mode to "**Original proportion**", "**Equal proportional cutting**" or "**Proportional add black edge**". If set to "**Original proportion**", the phone displays video in its original proportion. If the video display proportion is different from the one of the phone, the phone will stretch or compress video to display it. If set to "**Equal proportional cutting**", the phone will cut video to meet its own display proportion. If set to "**Proportional add black edge**", the phone will display video in its original proportion, if still exists spare space, the phone will add black edge on it.

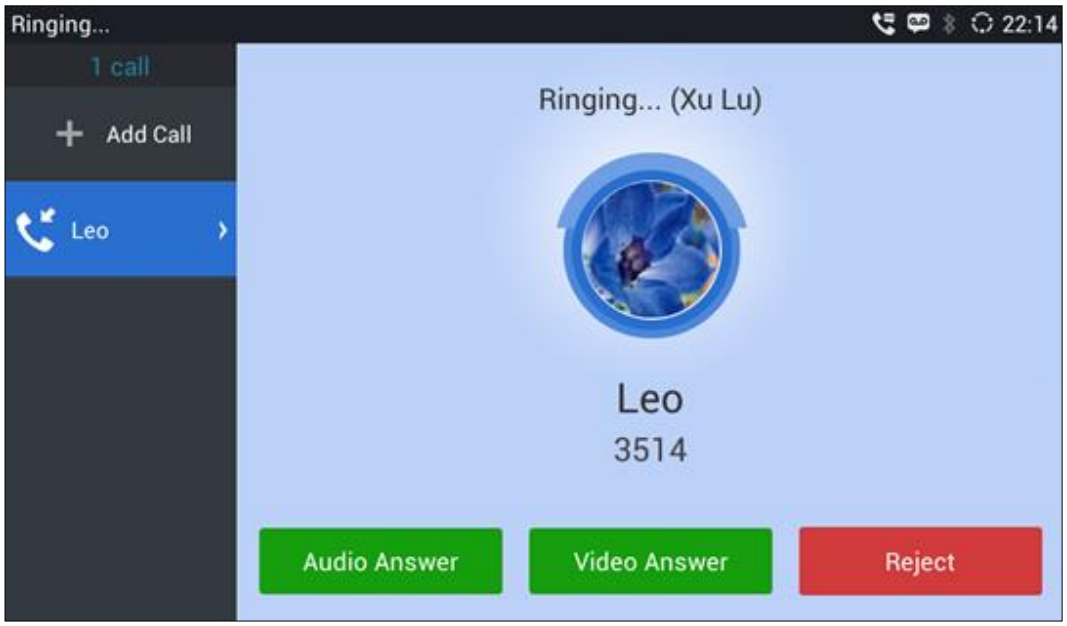


Figure 35: Single Incoming Call - Video

- If the phone set the "Preview" feature for the incoming call from Web UI, the phone will display one more key "Preview" when there is an incoming video call. End users will preview the remote end without answering the video call. After previewing, end user can tap "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.

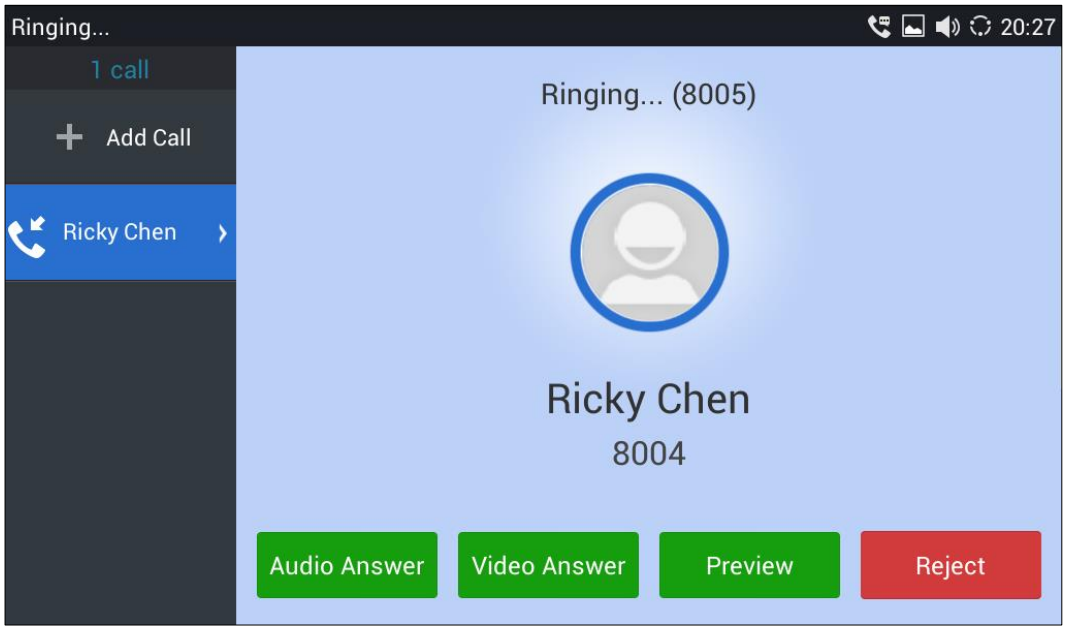


Figure 36: Single Incoming Call – Preview-1

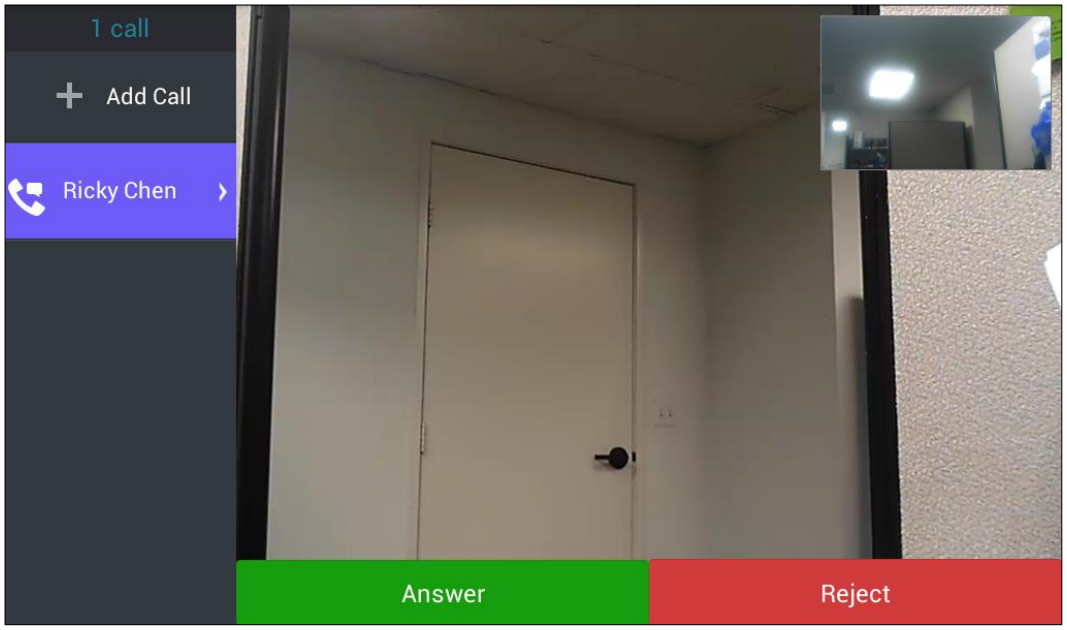


Figure 37: Single Incoming Call – Preview-2

- If the phone set to “Call Forward”, the phone system will pop up the “Transfer” key on the LCD screen when there is an incoming audio/video call, and users could tap on it to show up the transferring page without answering the incoming audio/video call, then, users could transfer this incoming audio/video call to others.

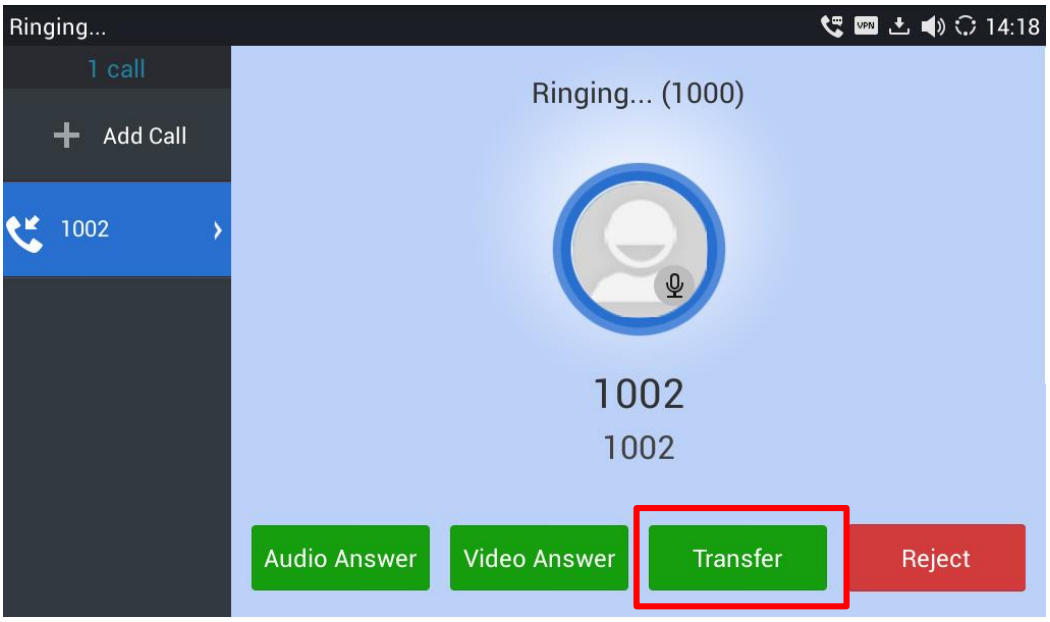


Figure 38: Single Incoming Call - Call Forward-1

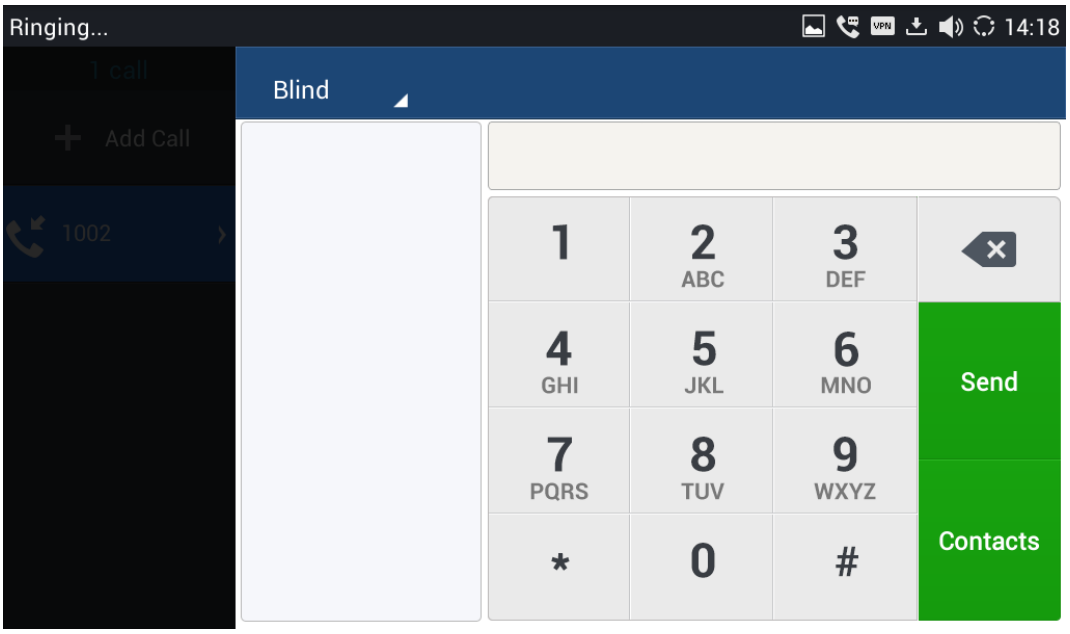


Figure 39: Single Incoming Call - Call Forward-2

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

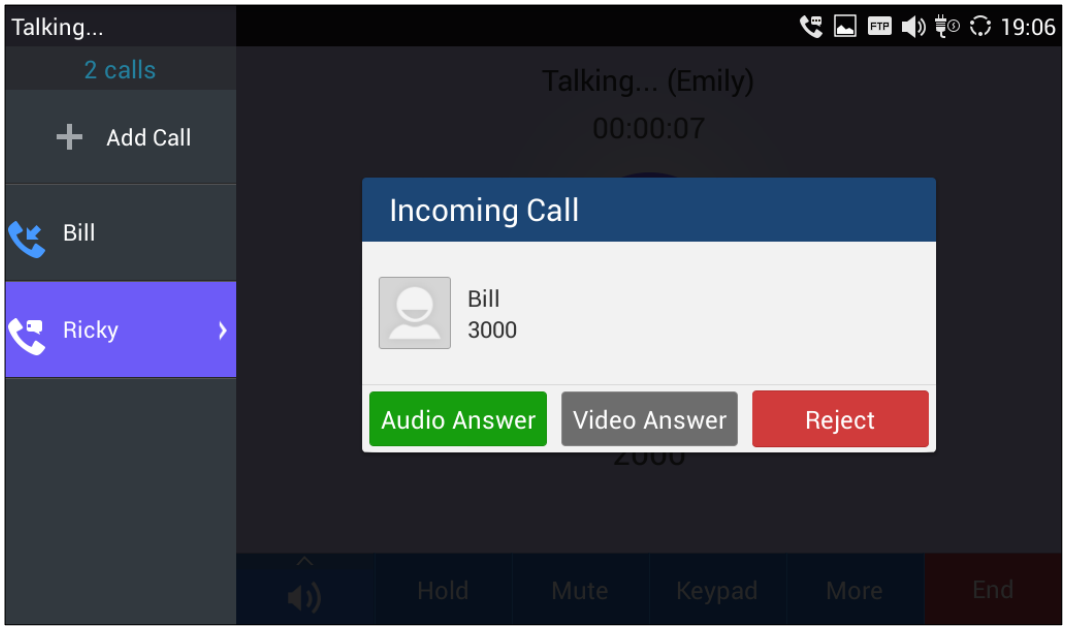


Figure 40: Call Waiting

2. Similar to single incoming call, if the incoming call is video call, users can choose "Audio Answer" or "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 HOLD

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

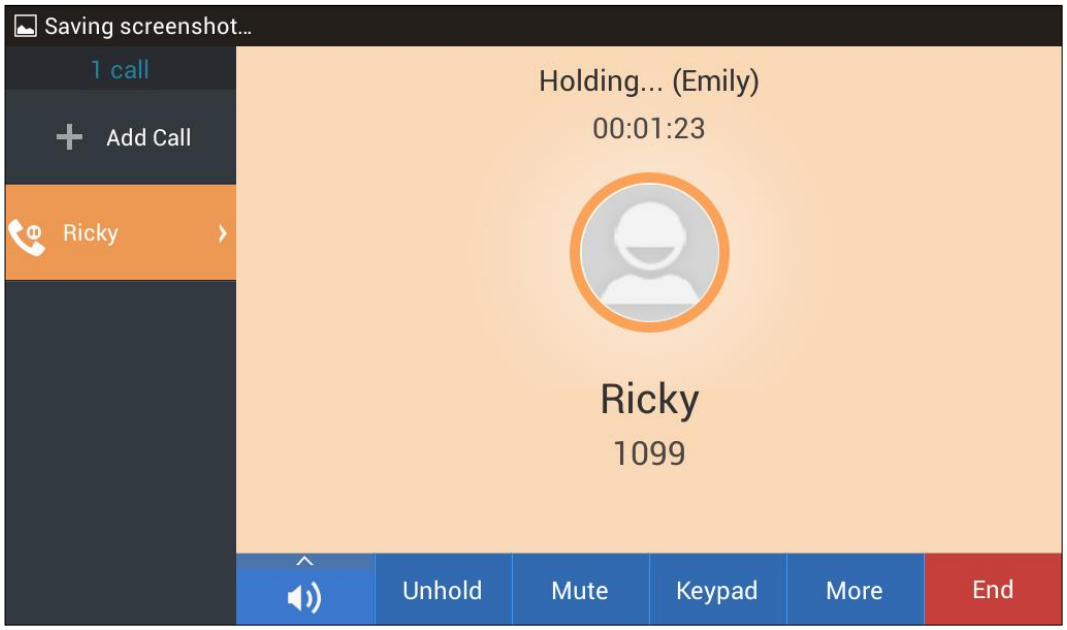


Figure 41: Call On Hold

CALL RECORDING

1. During the call, users could record the conversation to the phone by tapping on "More"->"Start Recording" on the call screen.
2. If need to stop the recording, tap on "More"->"Stop Recording" or hang up the call.
3. The recording files can be retrieved from the GXV3275 application "Recorder"->"Call" category.

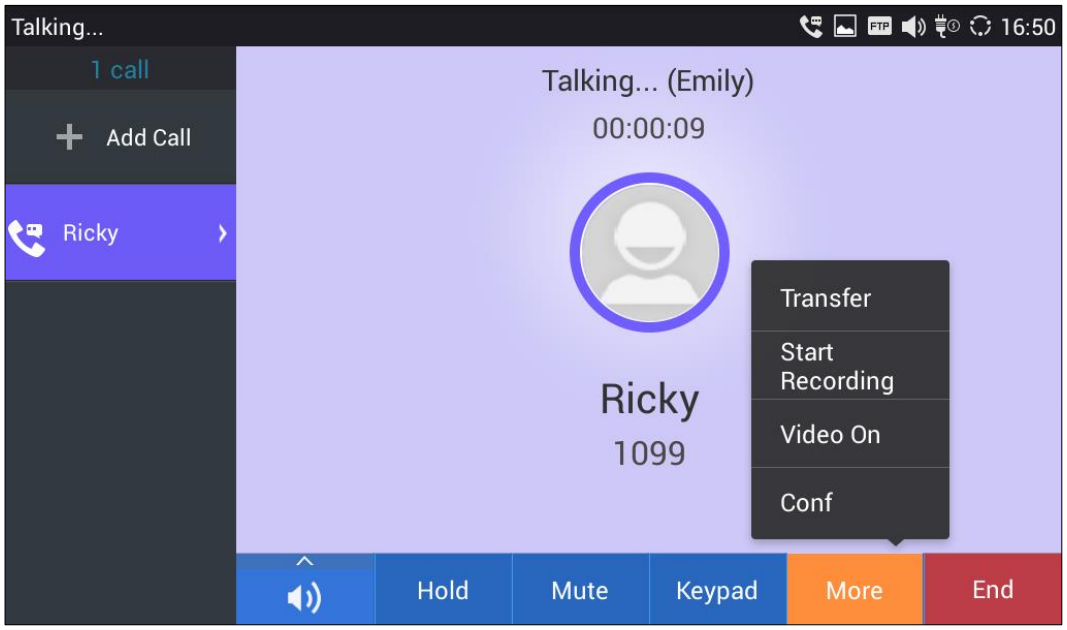


Figure 42: GXV3275 Call Recording

MUTE

During an active call, press the MUTE softkey on the bottom of the screen to mute the call. The mute icon will be displayed in the status bar on the top of the screen. Press the UNMUTE softkey on the bottom of the screen to unmute the call.

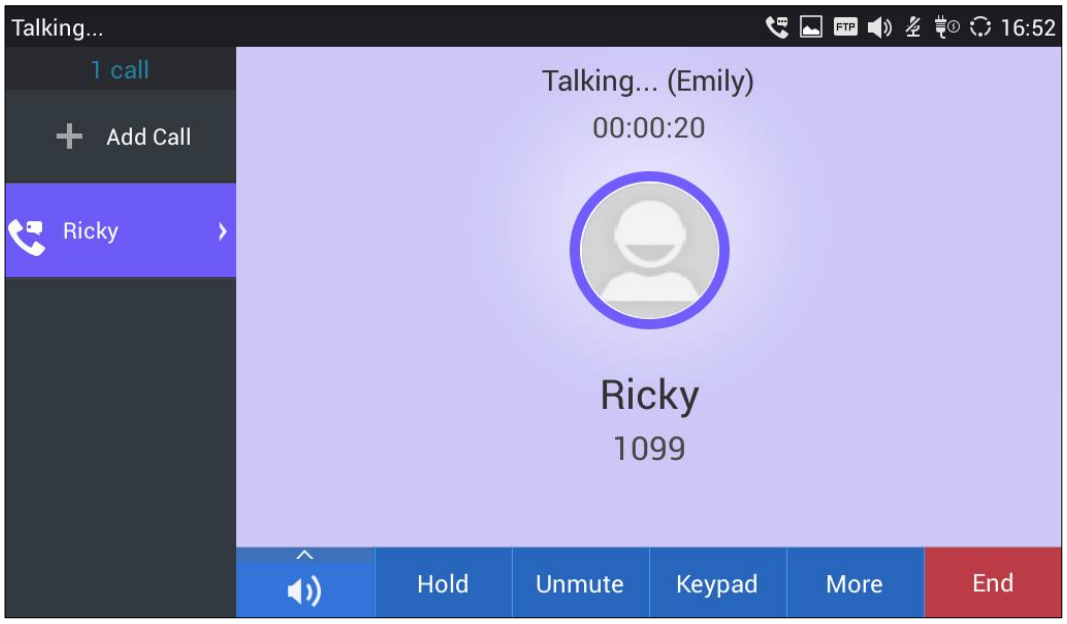


Figure 43: GXV3275 Call Mute

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.

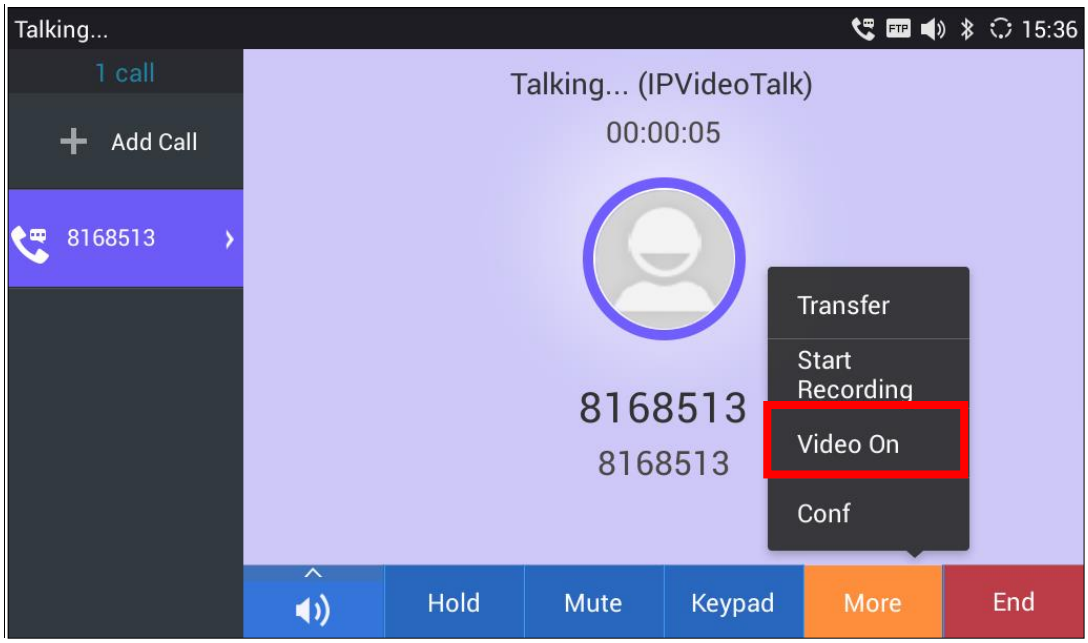


Figure 44: Turn on Video during Audio Call

- **Accept video request**

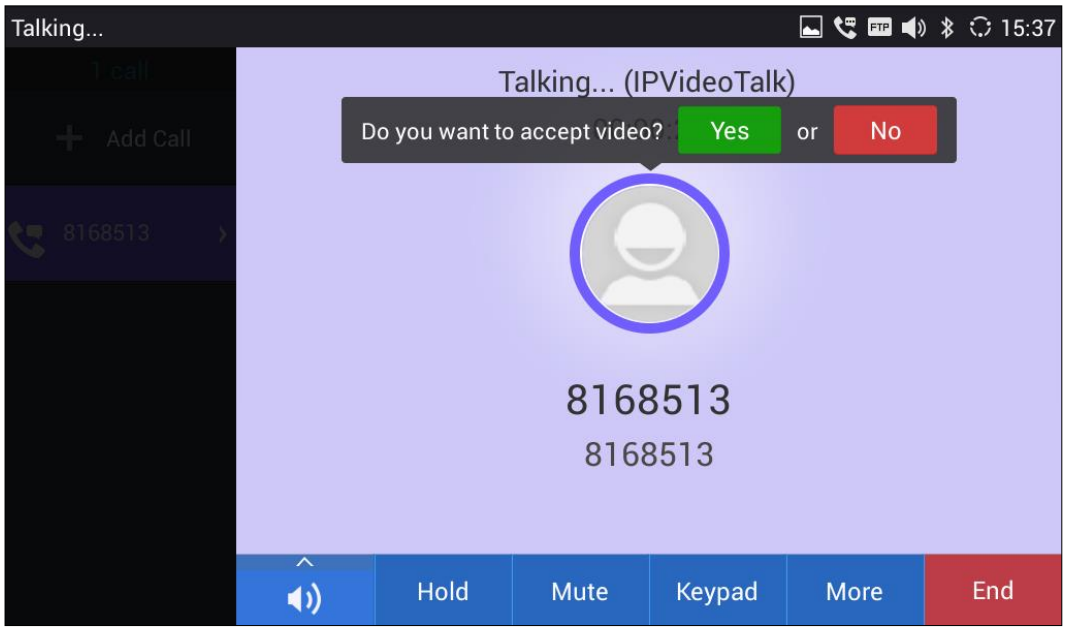
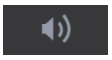


Figure 45: Accept Video during Audio Call

If the GXV3275 receives video request during the audio call, a message "Do you want to accept video?" will be prompted. Select "Yes" to establish video during the call. If the **Disable Video Call Feature** is enabled on GXV3275, the “Video On” option on GXV3275 will be hidden during the audio call. However,

if the GXV3275 receives video request during the audio call, users could tap to accept the video request.

SWITCH AUDIO CHANNEL DURING CALL

- The GXV3275 allows users to switch among handset, speaker or headset (RJ9 headset, 3.5mm earphone, Plantronics EHS headset and Bluetooth headset) when making calls.
- During a call, tap on the first softkey on the bottom to switch audio channel. Tap on icon to use handset; tap the icon to switch to RJ9 headset; tap on icon  to switch to speaker; tap on to switch to 3.5mm earphone; tap on to switch to Bluetooth headset.
- If Bluetooth headset is connected, the audio will be automatically switched to Bluetooth headset once the call is established.
- The status bar on the top or the screen shows the current audio channel being used during the call. If pressing the corresponding key for the currently used audio channel, the call will be hang up.

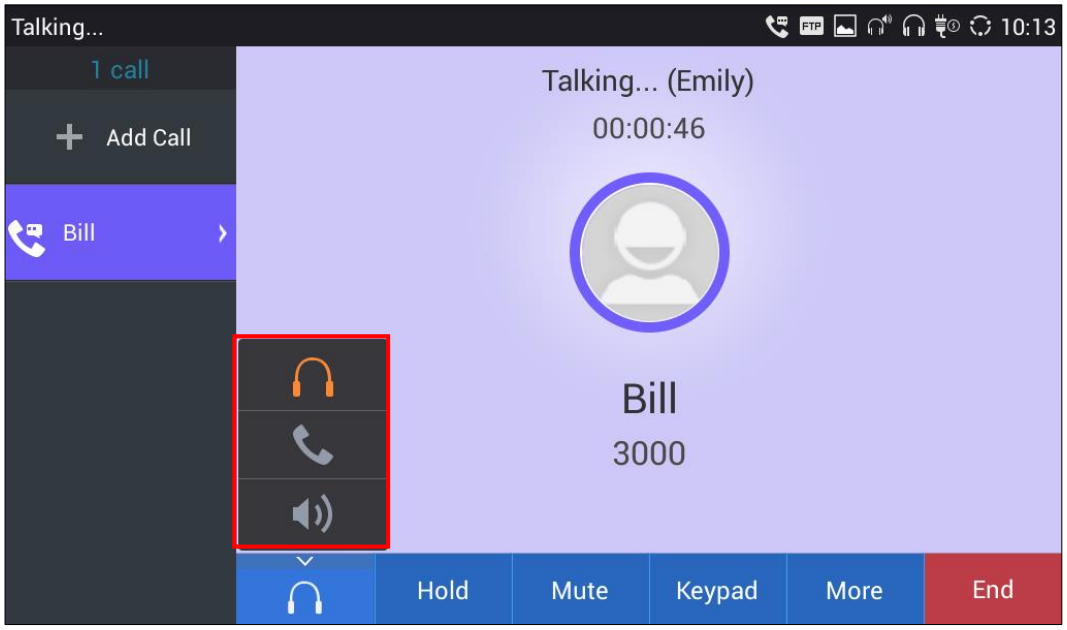


Figure 46: Switch Audio Channel during Call 1

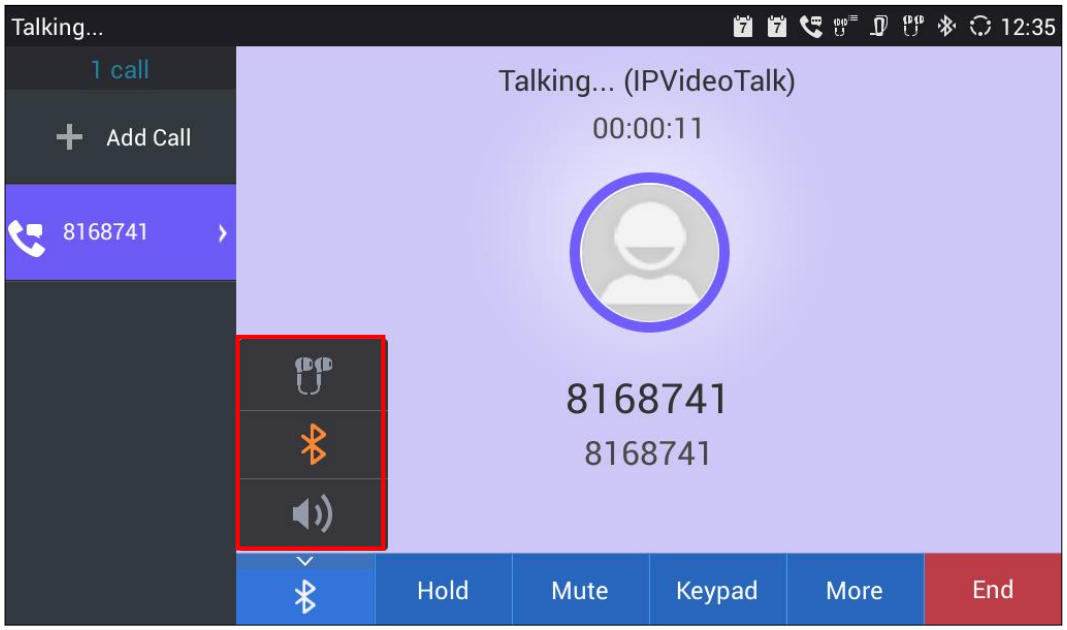


Figure 47: Switch Audio Channel during Call 2

CALL FUNCTION BUTTONS

GXV3275 allows users to replace the displayed buttons on call screen, users could select three options at most. If select less than three options, it will automatically display the unchecked options in sequence behind the selected ones. The default setting is "Hold", "Mute" and "Keyboard". For example, users go to **web UI** -> **Advanced Settings** -> **Call Features**, select the function buttons from “Available” box, and move to the right “Selected” box, to display the selected function buttons on call screen. As the figure shows below, “Start Video”, “Transfer”, and “Conference” are selected and shown up on the call screen:

Note: The settings will not take effect immediately during the call.

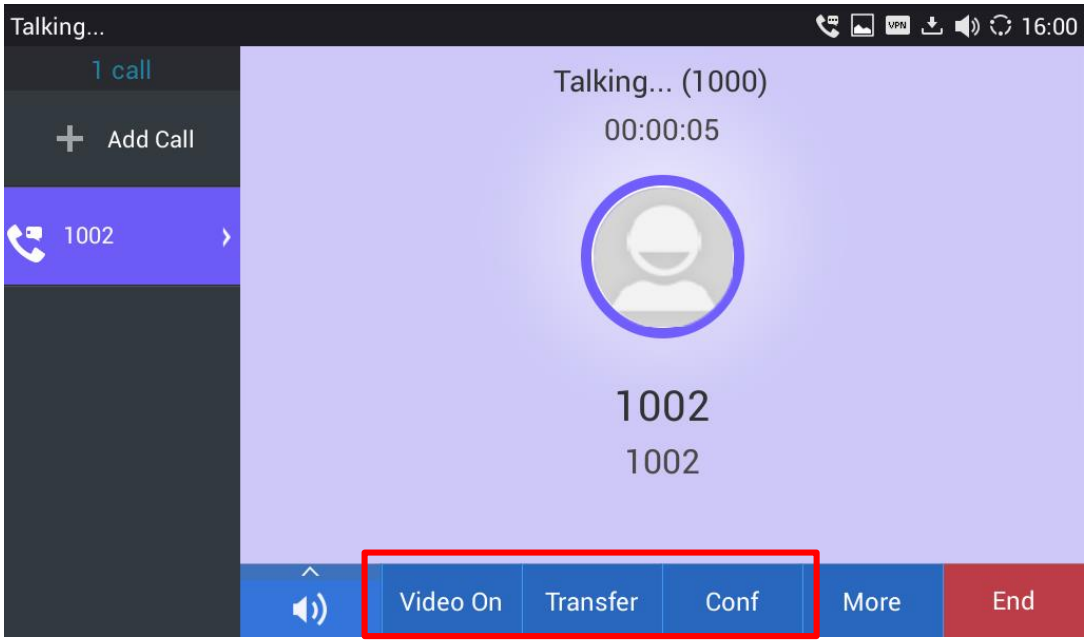


Figure 48: Call Function Buttons

CALL TRANSFER

A call can be transferred to another party during the call. The GXV3275 supports blind transfer and attended transfer.

BLIND TRANSFER

1. During the active call, tap on "More" softkey.
2. Select "Transfer" to bring up the transfer screen.
3. Select transfer mode as "Blind" by tapping on the highlight area in ***[Figure 49: Blind Transfer]***. The default transfer mode is "Blind".
4. Enter the digits.
5. Tap on "Send" softkey.
6. The call will be transferred and GXV3275 will hang up the call.

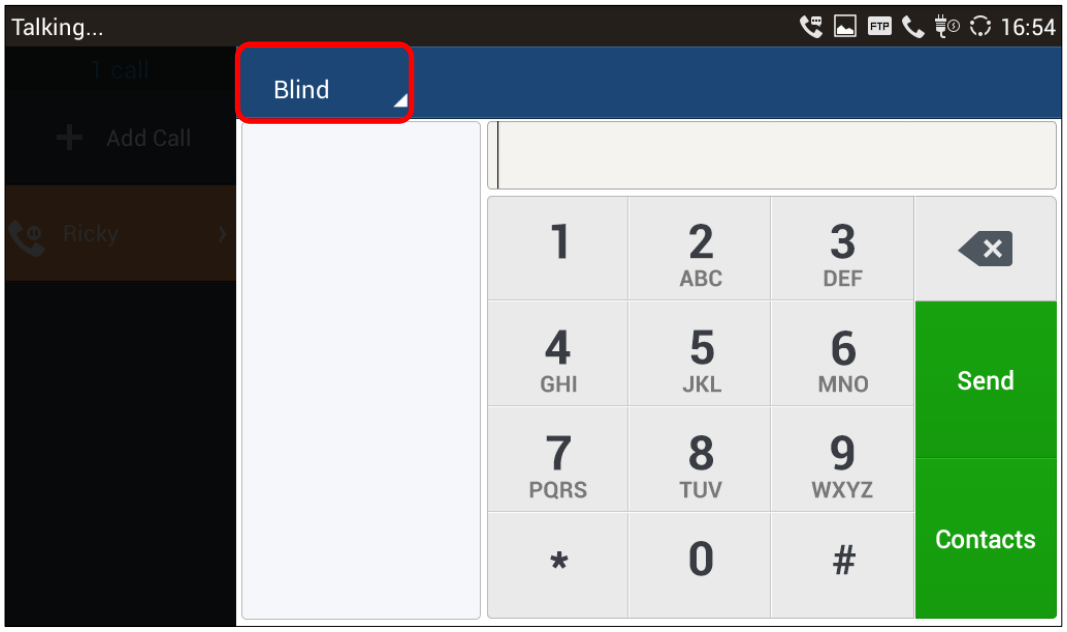


Figure 49: Blind Transfer

⚠ **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

GXV3275 supports attended transfer:

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

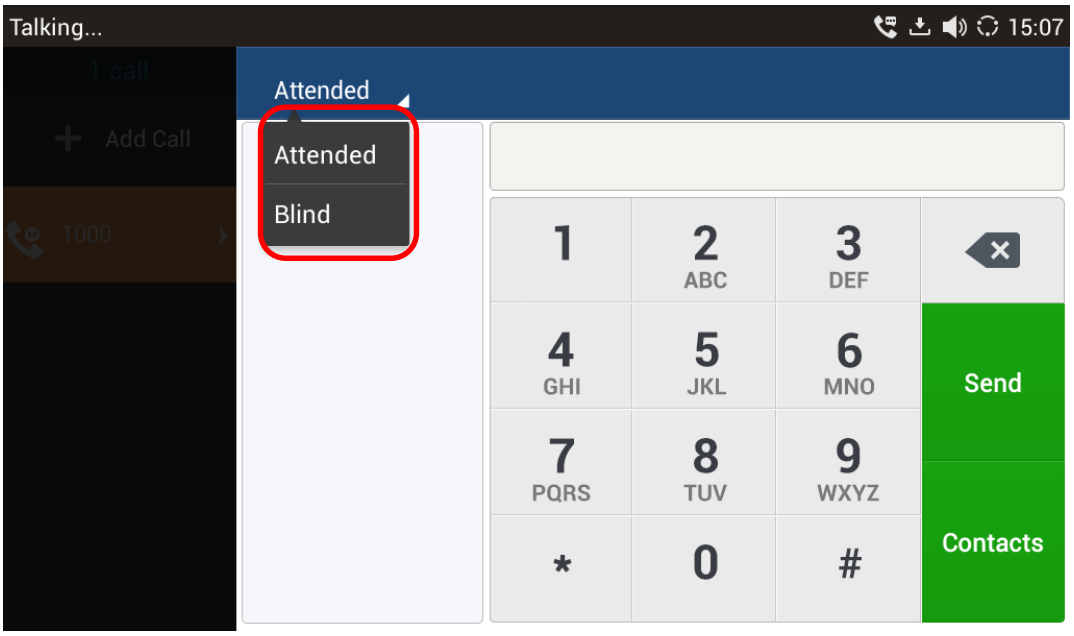


Figure 50: Attended Transfer

3. Enter the transfer target number, and then press the "Send" soft key on the right.
4. Before transfer target answers the call, GXV3275 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.

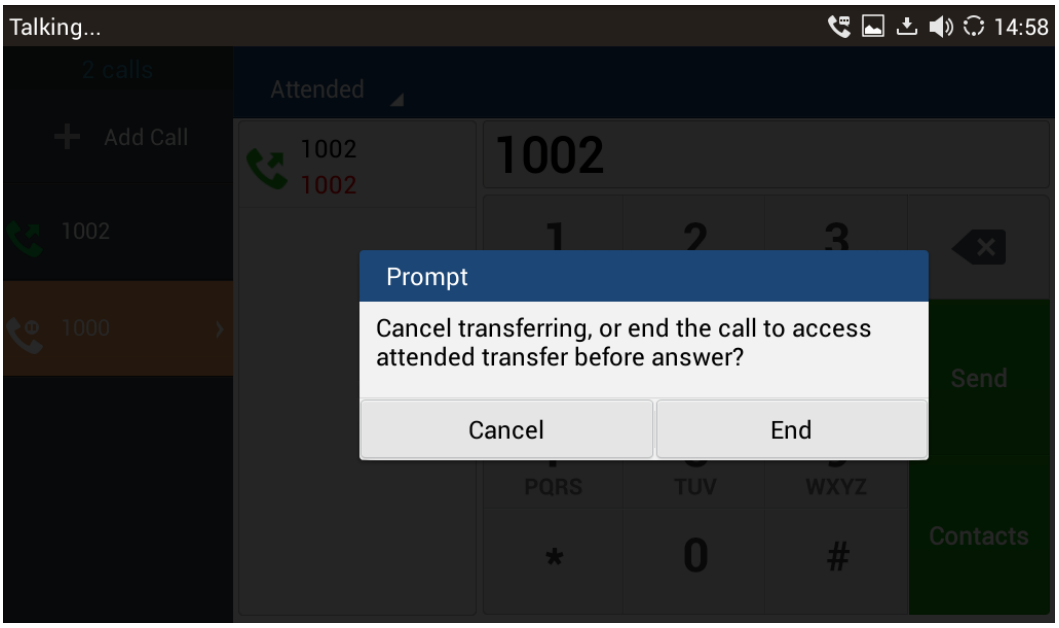


Figure 51: Attended Transfer - Transferring

5. After transfer target answers the call, the following screen will be shown up. If the user simply hangs up, tap on “End” or taps on the "Transfer" soft key, the call wil be transferred, and GXV3275 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.

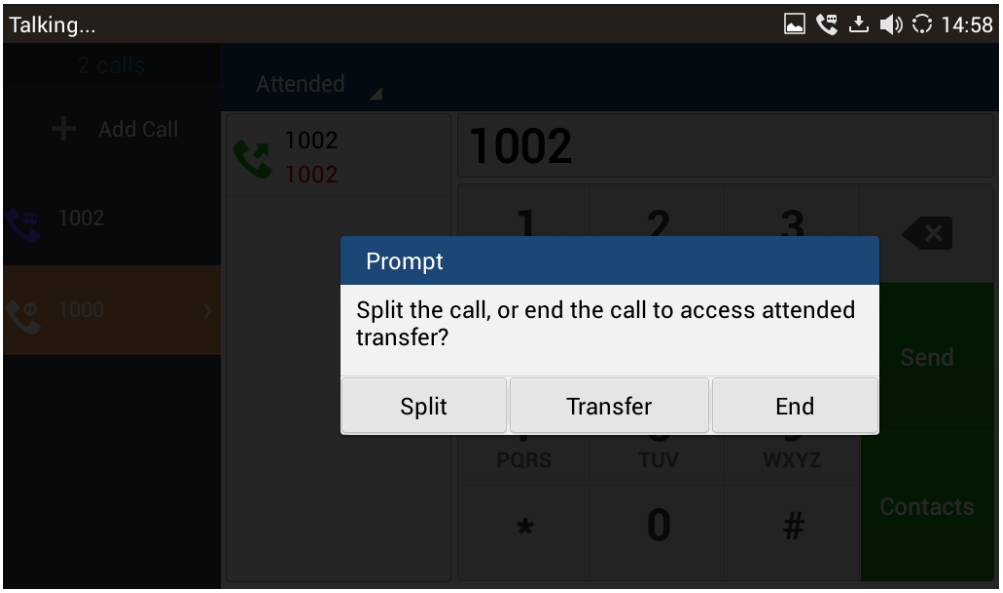
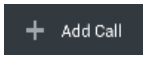
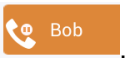
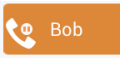


Figure 52: Attended Transfer - Split

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

1) During the active call, tap 

on the left panel of the screen to make the second call. This will place the current call on hold.
2) The second call establishes after the call is answered.
3) During the active call, tap on "**More**" softkey.
4) Select "Transfer" to bring up transfer screen. The first call on hold will be displayed such as 

.
5) Select transfer mode as “Attended” in the transfer mode bar, and tap on the call on hold such as 

to transfer the call.
6) The call will be transferred, and GXV3275 will hang up the call.

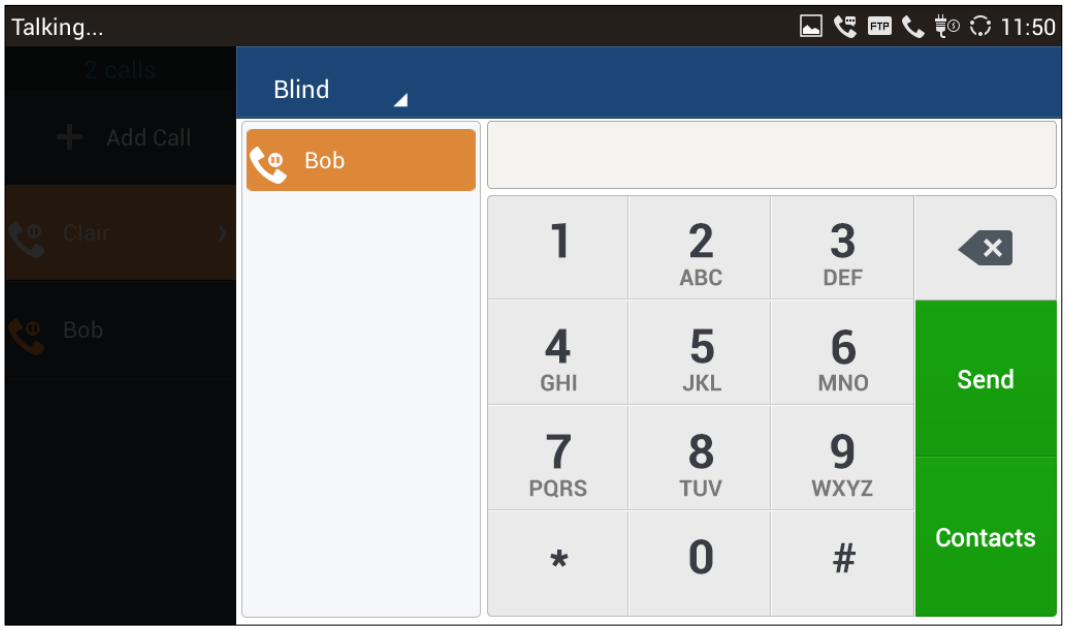


Figure 53: Attended Transfer

⚠ **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 GXV3275 supports up to 6-way audio conferencing.

INITIATE CONFERENCE

1. When the phone is on call screen, tap on "More" softkey.
2. Select "Conf" to bring up conference screen;
3. Tap on to start adding the another party in conference;

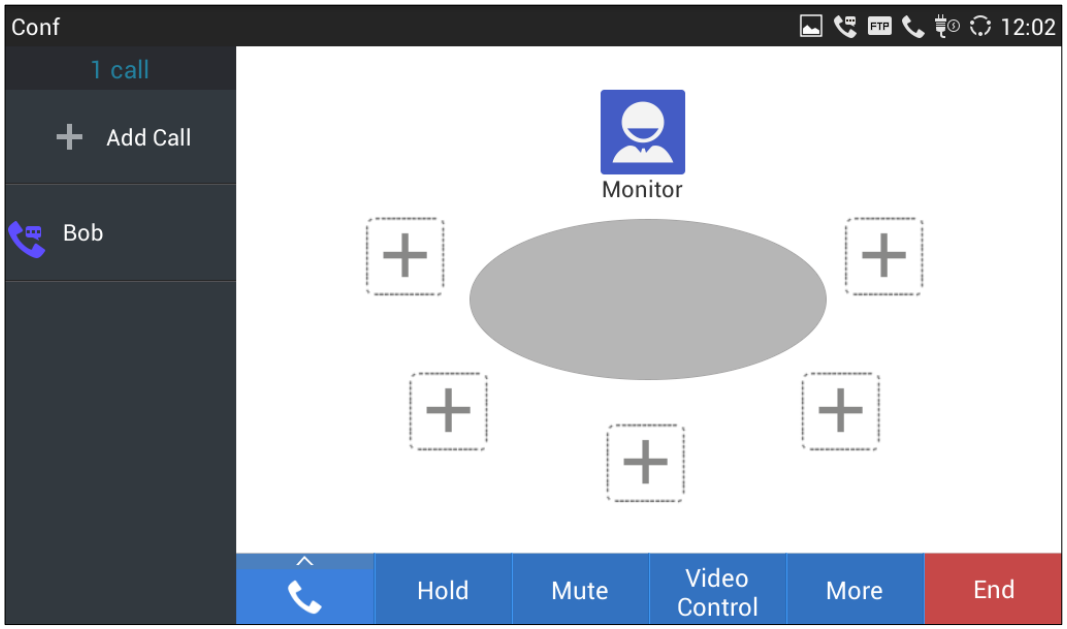


Figure 54: GXV3275 Conference Screen

4. Enter the number of the party and tap on "Invite" to add it to the conference.

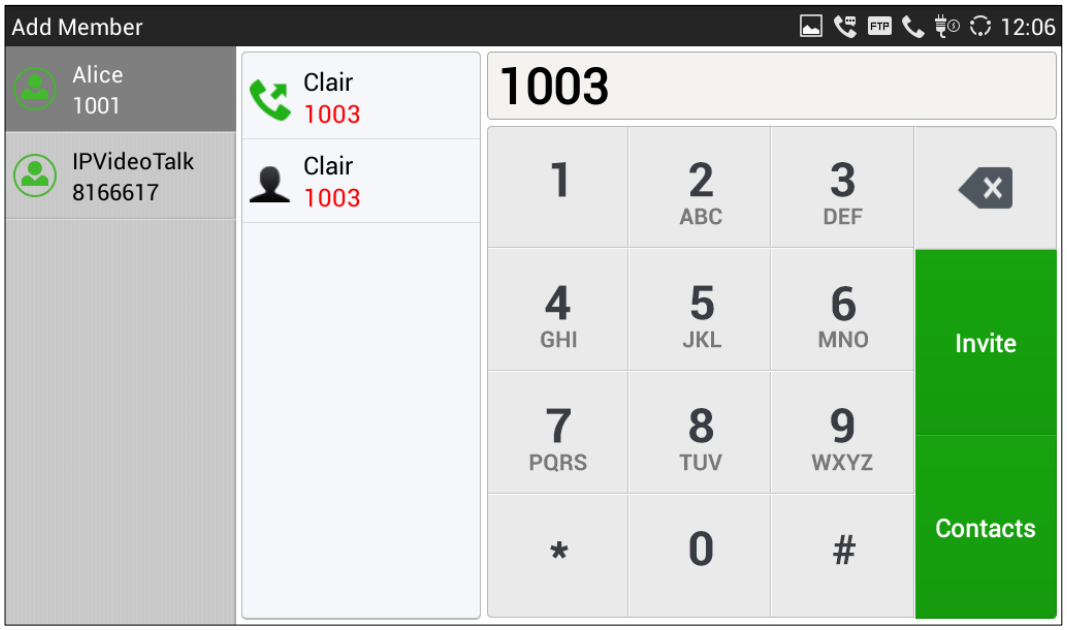


Figure 55: GXV3275 Conference - Add New Call to the Conference

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.

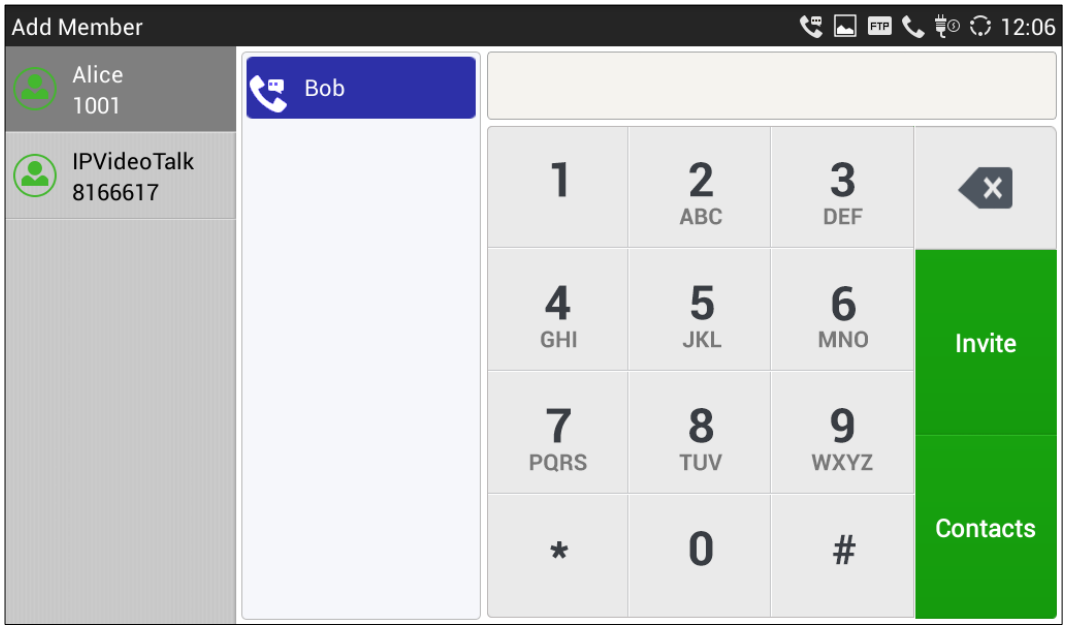


Figure 56: GXV3275 Conference - Add Existing Call to Conference

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

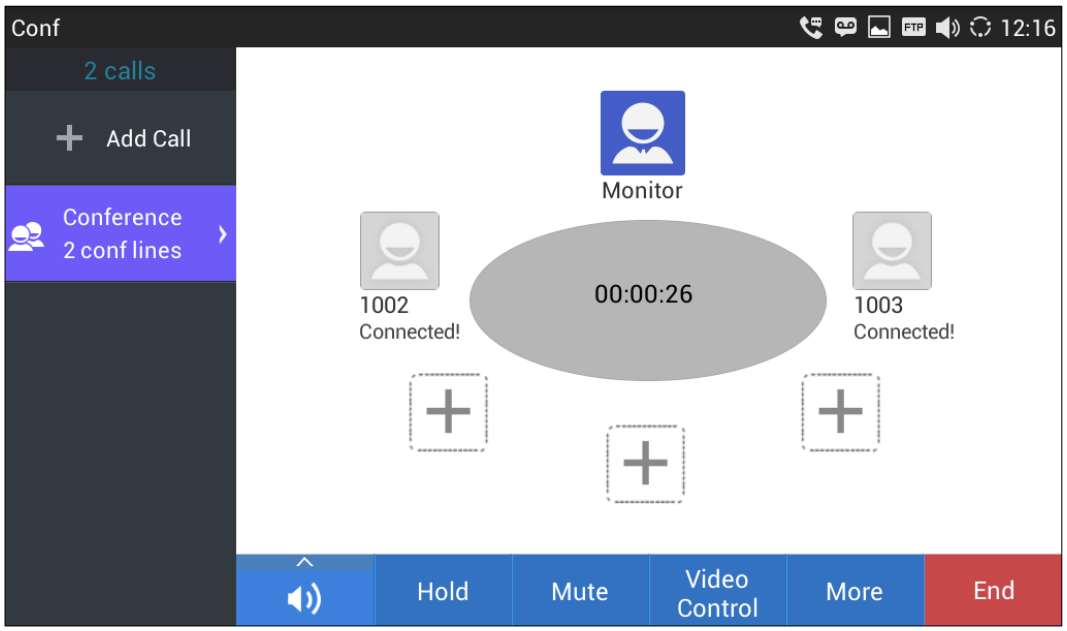


Figure 57: 3-way Conference Call Established

REMOVE PARTY FROM CONFERENCE

To remove a party from the conference:

1. Tap on the conference party's icon. The party will be highlighted with option icons "Mute" and "Remove" displayed.

2. Tap on icon to remove the party from the conference.

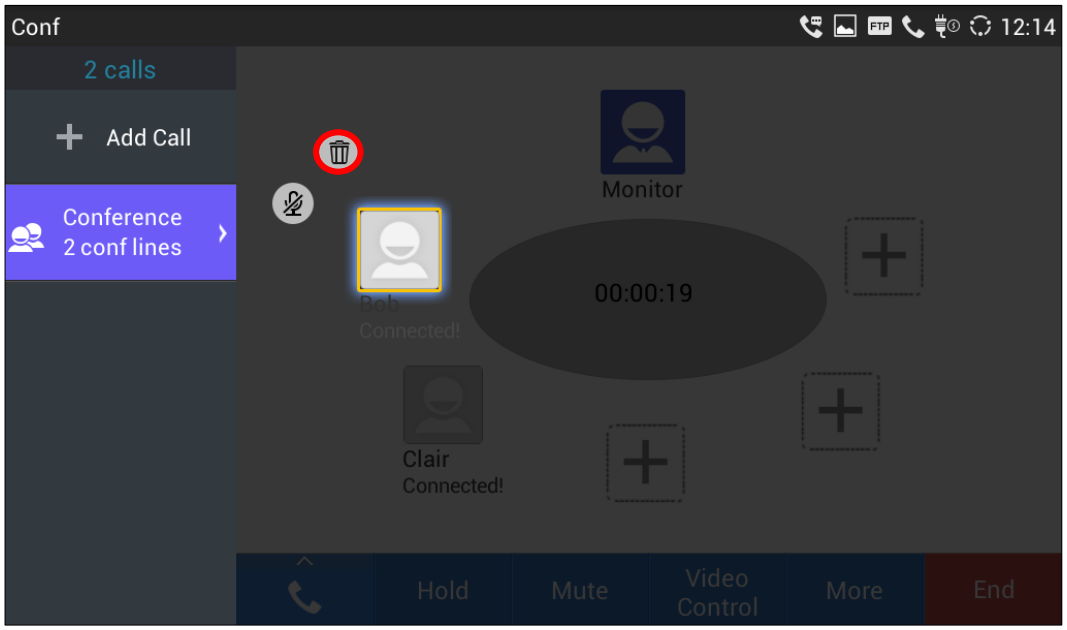


Figure 58: GXV3275 Conference - Remove Party from Conference

END CONFERENCE

To end the conference, tap on

to disconnect all the parties from the conference. GXV3275 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 GXV3275 will stay in the existed conference.

HOLD AND RESUME CONFERENCE

During the conference, users could tap on the "Hold"/"Unhold" softkey to hold or resume the conference at any time.

AUTO CONFERENCE MODE

The GXV3275 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->**Advanced Settings**->**Call Features** and set "**Auto Conference**" to "Yes".

To esablish call with auto conference when there are 1 or more calls on the GXV3275, simply tap on "More" softkey and select "Conf". All the calls on GXV3275 will be brought into the conference.

Note:

- During the conference, if the initiator of the conference hangs up , the conference will end. If users wish to allow the remaining parties to stay in conversation after the initiator hangs up, the conference initiator should set "Transfer on 3-way Conference Hang up" to "Yes" in web GUI->**Account** page->**Call Settings**. This would allow the remaining parties to stay in the conference after the initiator exists the conference.

MISSED CALL

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

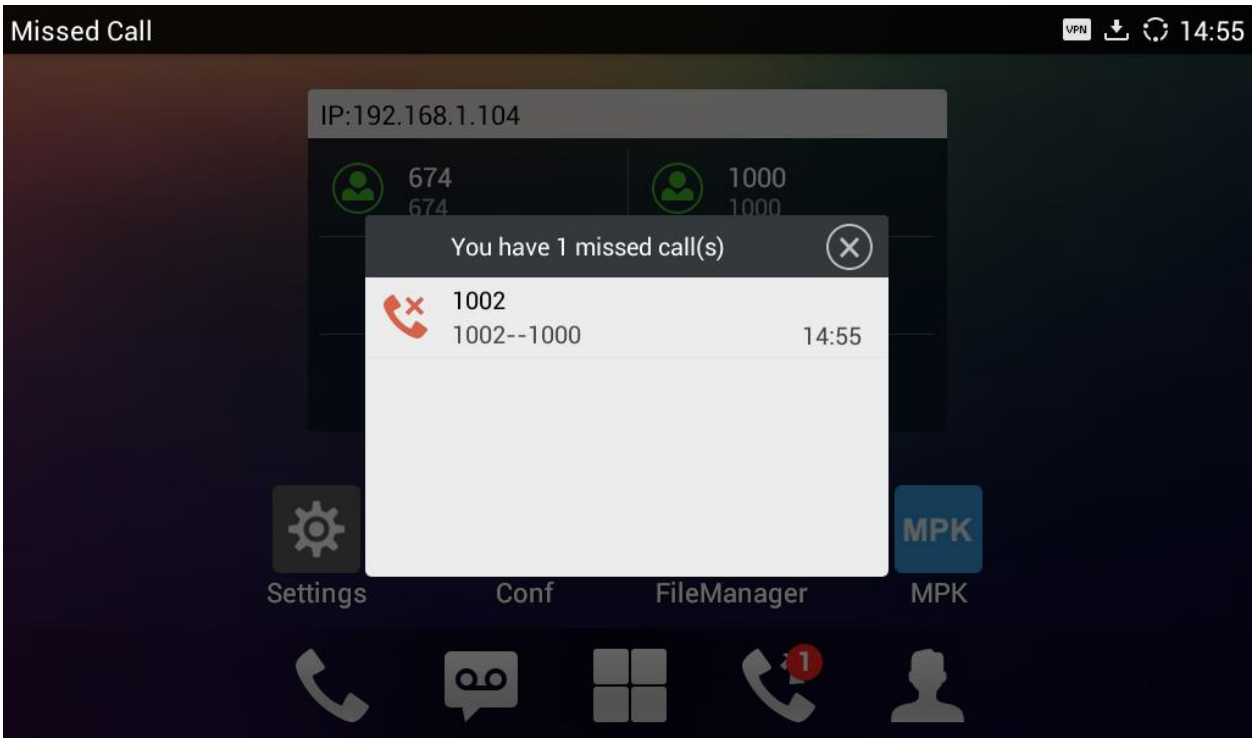


Figure 59: Missed Call Screen

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 on the upper right of the dialog.

Note: Users may also disable the prompt for missed calls on web UI. Users may go to web UI -> Account -> Call Settings -> Call Log, users need to choose “Don’t Prompt Missed Call” to disable the prompt for

missed call logs.

DND (DO NOT DISTURB)

When DND is on, the incoming calls to the GXV3275 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 GXV3275 idle screen. Then tap on "**System Settings**".
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 if off.

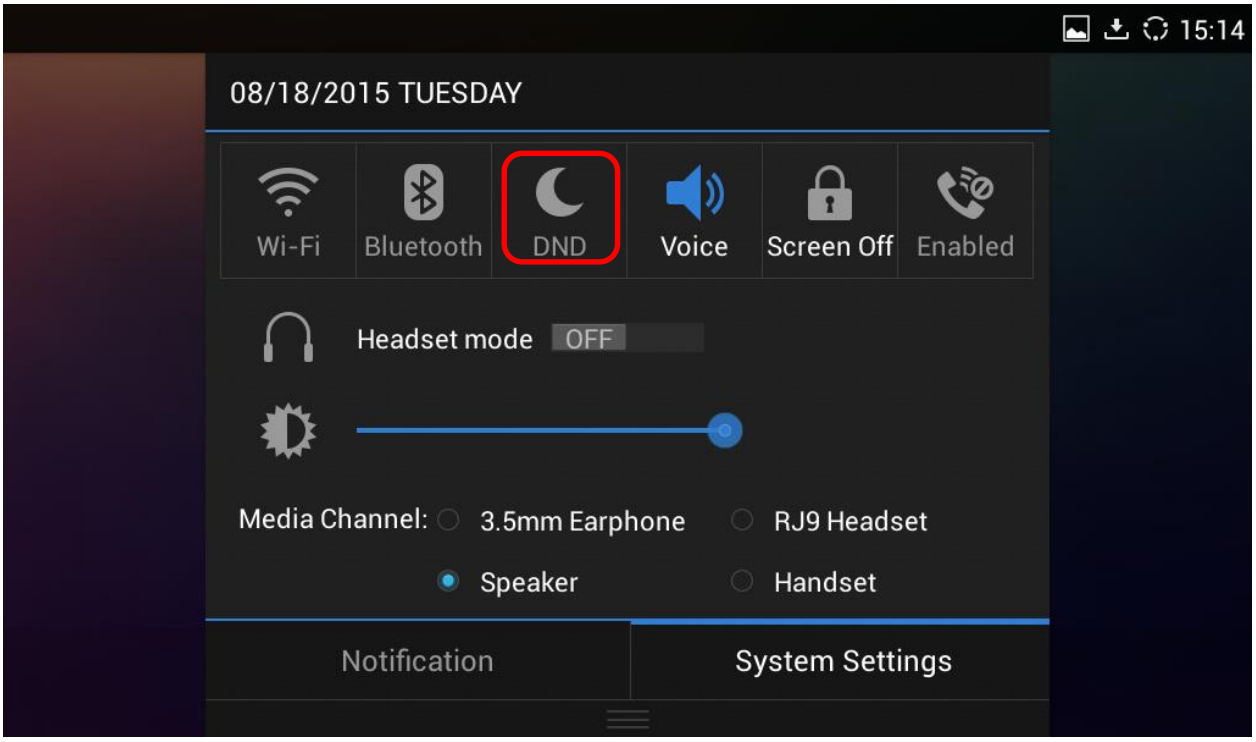


Figure 60: Enable/Disable DND

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 the DND is on, all the incoming call logs will be saved in Blacklist. They won't be saved in Call History.

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 GXV3275 and will show up in the status bar.

To retrieve the voicemail:

1. Tap on the Message icon on the bottom of the idle screen 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.

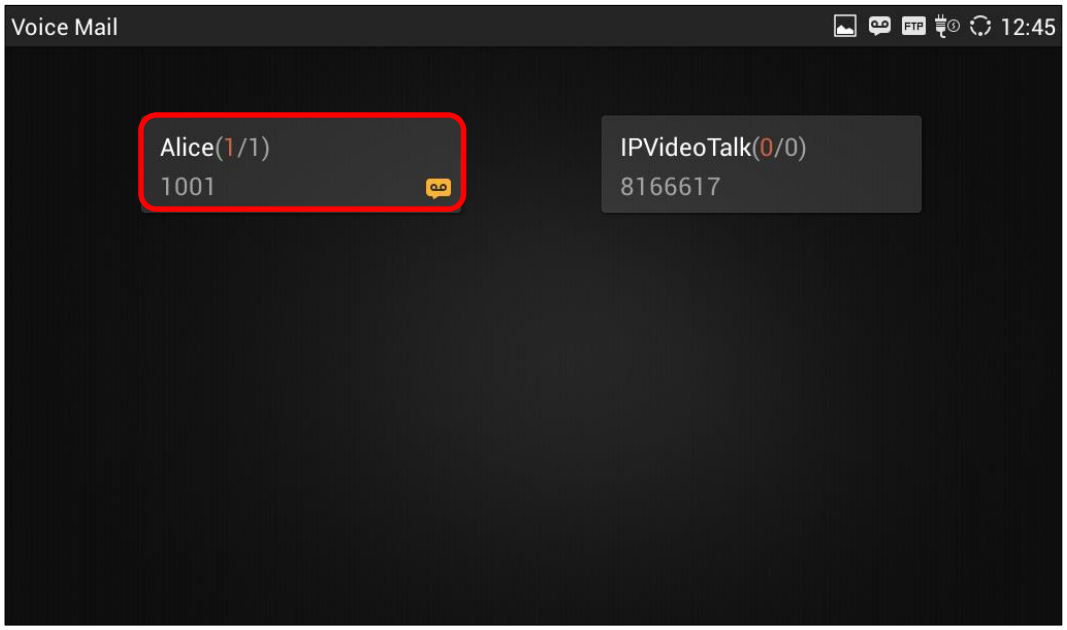


Figure 61: Retrieve Voicemail

For each account, the Voicemail User ID can be set up under web GUI->**Account X**->**General Settings**: "Voice Mail UserID". 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 GXV3275 LCD or web GUI.

- **From LCD**

Go to onscreen Menu->**Settings**->**Personalized Account**->Select account name and tap on **Call Forwarding** to activate the feature. Then a list of options will show. Select the option to configure the call forward type (None, Unconditional, Time Based, Others) and then enter necessary number in the fields.

- **From Web GUI**
  Log in GXV3275 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.

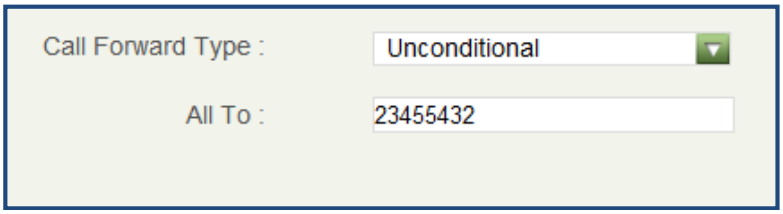


Figure 62: Call Forward - Unconditional

  - **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.

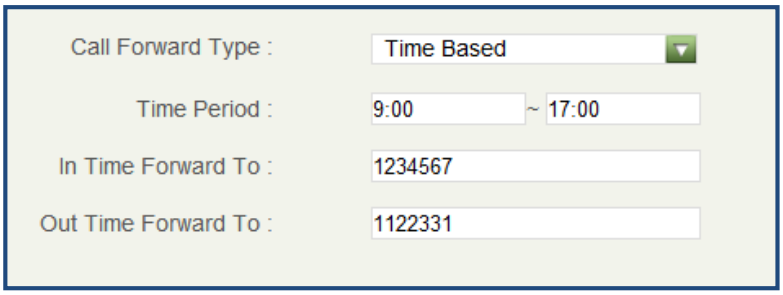


Figure 63: Call Forward - Time Based

  - **Call Forward on Busy / Call Forward No Answer:** The incoming call will be forwarded when the GXV3275 is busy or no answer after certain interval "Delayed Call Forward Wait Time (s)".

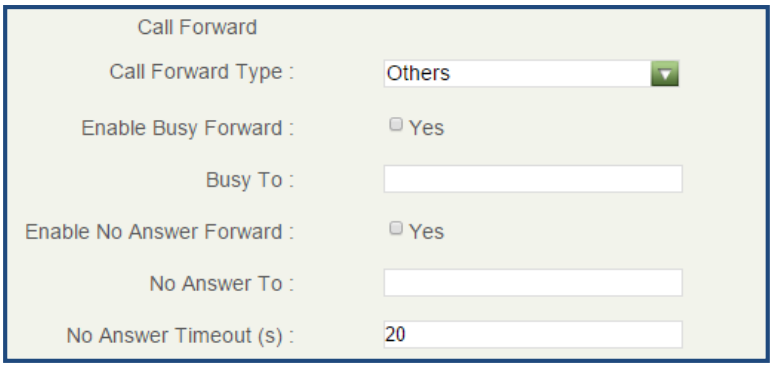


Figure 64: Call Forward - Busy/No Answer

MULTI-PURPOSE KEYS

The GXV3275 supports multi-purpose keys (MPK) by downloading MPK app from GS Market. After downloading the MPK app, users could configure the MPK from MPK settings via LCD Menu->MPK app

, or via web GUI->**Advanced Settings**->**MPK LCD Settings**.

To configure MPK via MPK app on the GXV3275:

1. Download MPK app from GS Market and install it to the GXV3275.
2. Open the MPK app. Tap on on the upper right of the app and then tap on to start adding MPK numbers.

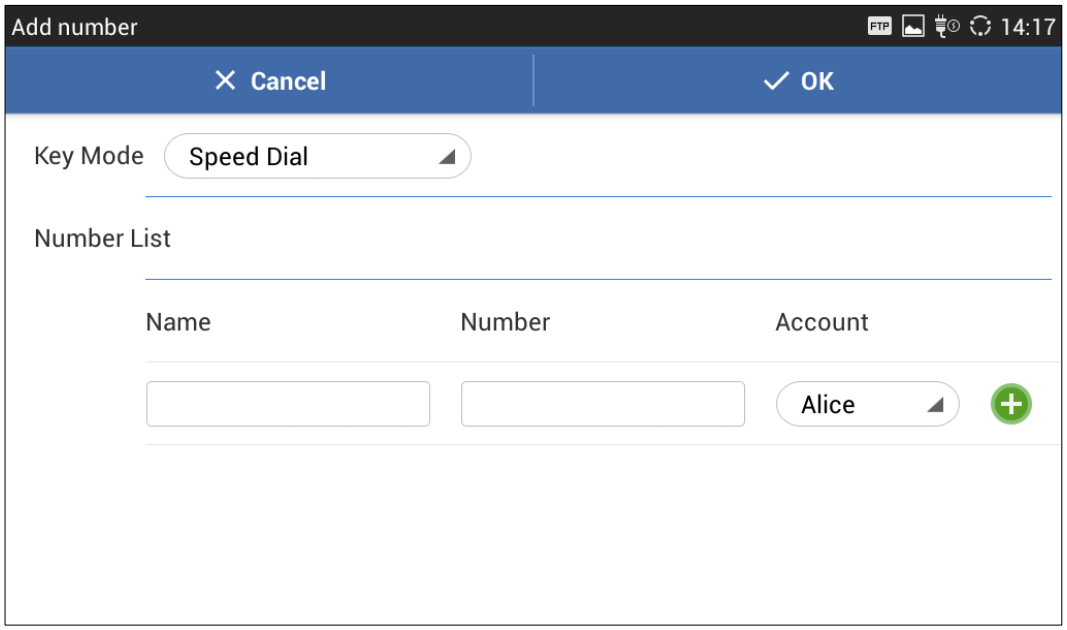


Figure 65: GXV3275 MPK APP - Add Number

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

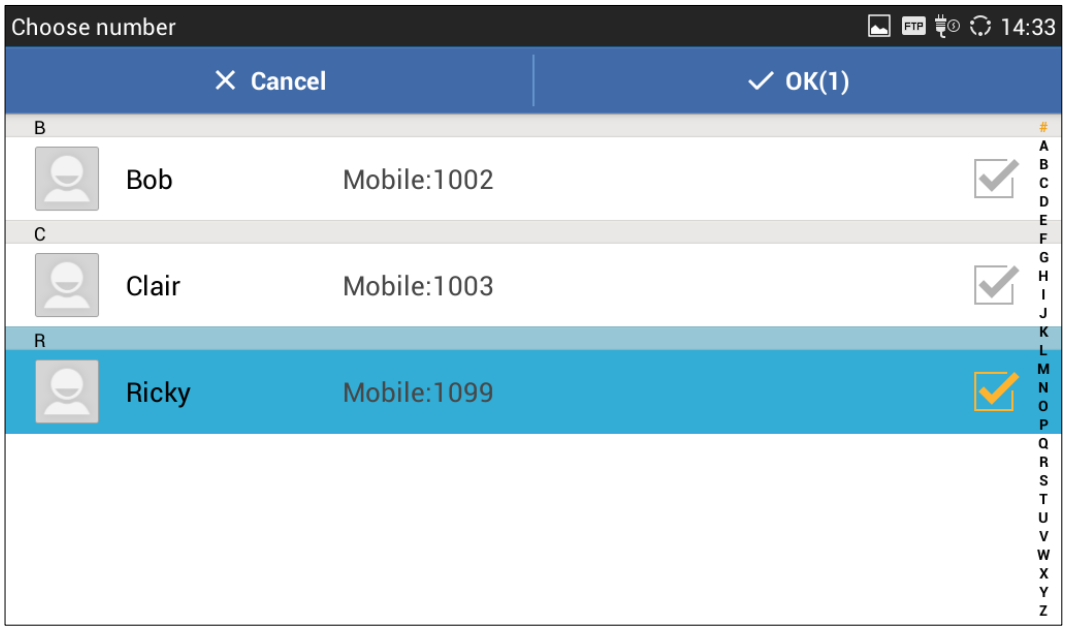


Figure 66: GXV3275 MPK APP - Add Number from Contacts

4. The added number will be shown in the list as the figure shows below.

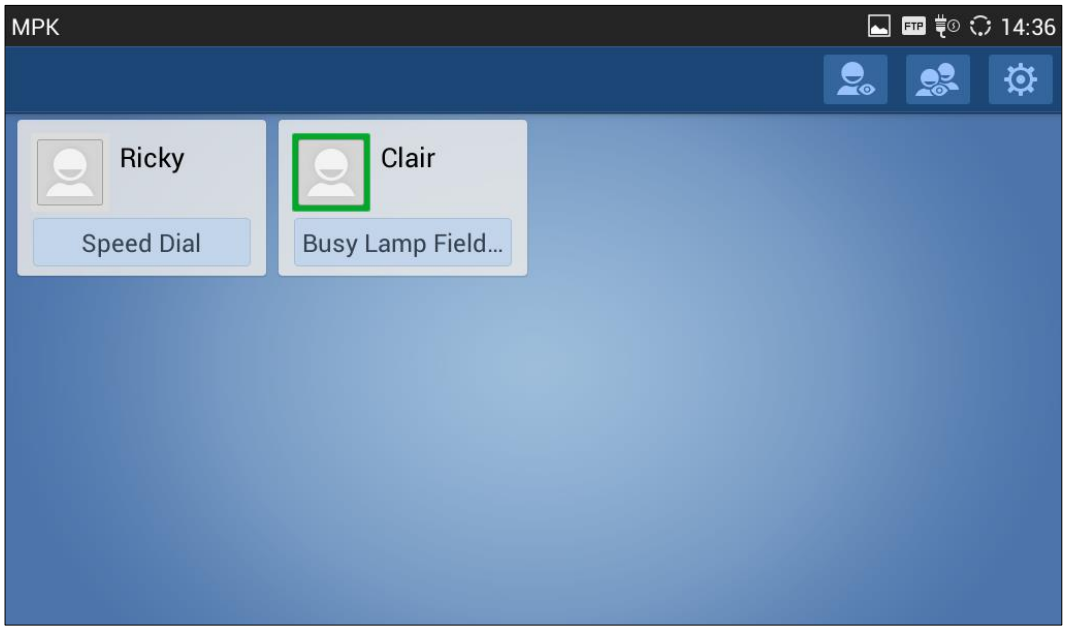


Figure 67: GXV3275 MPK APP - Number List

SHARED CALL APPEARANCE (SCA)

The GXV3275 supports shared call appearance by the Broadsoft standard. This feature allows members of the SCA group to shared SIP lines and provides status monitoring (idle, active, progressing, hold) of the shared line. When there is an incoming call designated for the SCA group, all of the members of the group will be notified of an incoming call and will be able to answer the call from the phone with the SCA extension registered.

All the users that belong to the same SCA group will be notified by visual indicator when a user seizes the line and places an outgoing call, and all the users of this group will not be able to seize the line until the line goes back to an idle state or when the call is placed on hold (with the exception of when multiple call appearances are enabled on the server side).

In the middle of the conversation, there are two types of hold: Public Hold and Private Hold. When a member of the group places the call on public hold, the other users of the SCA group will be notified of this by the yellow-flashing button and they will be able to resume the call from their phone by pressing the line button. However, if this call is placed on private-hold, no other member of the SCA group will be able to resume that call.

To enable shared call appearance, the user would need to register the shared line account on the phone. In addition, they would need to enable SCA and configure SCA options via LCD or web GUI.
To configure SCA via LCD, go to **Settings**->**Personalized Account** and select one account first. The tap

on "Shared Call Appearance (SCA)" switch to turn it on.

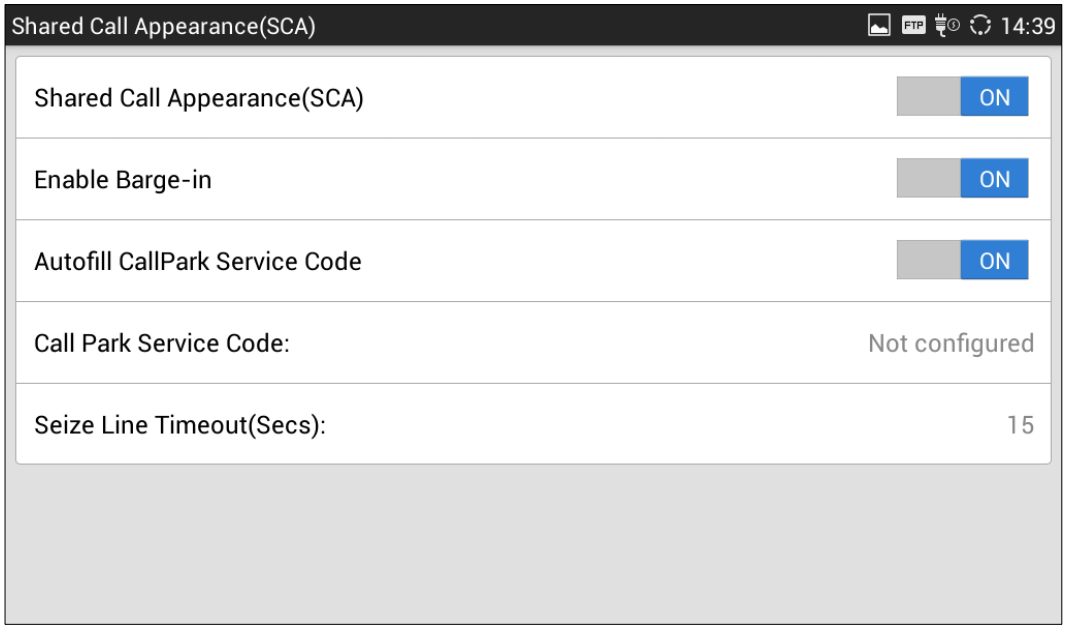


Figure 68: GXV3275 SCA Settings on LCD

To configure SCA via web GUI, go to **Account** page->**SIP Settings** to fill out the options in the following figure.

Figure 69: GXV3275 SCA Settings on Web UI

For more information about SCA configuration and function, please refer to the link below:
http://www.grandstream.com/products/gxp_series/general/documents/gs_sca_guide.pdf

CALL FEATURES

The GXV3275 supports traditional and advanced telephony features including caller ID, caller ID with caller Name, call waiting, call forward and etc. Before using the following feature code, please make sure "Enable Call Features" option is set to "Yes" under web GUI->**Account** page->**Call Settings**.

Table 9: GXV3275 Feature Code

***01**	**Use Preferred Codec** (per call) • 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: PCMU: 7110 PCMA: 7111 G726-32: 72632 G722: 722 iLBC: 7201 For example, if the user would like to use PCMA as the preferred codec to call phone number 334455, enter *017111334455.
***02**	**Force Codec** (per call) • 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 For example, if the user would like to use PCMA to call phone number 334455, enter *017111334455.
***30**	**Block Caller ID** (for all subsequent calls) • Dial *30.
***31**	**Send Caller ID** (for all subsequent calls) • Dial *31.
***50**	**Disable Call Waiting** • Dial *50.
***51**	**Enable Call Waiting** • Dial *51.

***67**	**Block Caller ID** (per call) • Dial *67 followed by the phone number.
***82**	**Send Caller ID** (per call) • Dial *82 followed by the phone number.
***70**	**Disable Call Waiting** (per Call) • Dial *70 followed by the phone number.
***71**	**Enable Call Waiting** (per Call) • Dial *71 followed by the phone number.
***72**	**Unconditional Call Forward**. To set up unconditional call forward: • Dial *72 followed by the phone number to forward the call.
***73**	**Cancel Unconditional Call Forward**. To cancel the unconditional call forward: • Dial *73.
***74**	**Paging Call** • Dial *74 followed by the phone number to send the paging call.
***83**	**Force Audio Calling** (per call) • Dial *83 followed by the phone number to send the audio call.
***84**	**Force Video Calling** (per call) • Dial *84 followed by the phone number to send the video call.
***90**	**Busy Call Forward**. To set up busy call forward: • Dial *90 followed by the phone number to forward the call.
***91**	**Cancel Busy Call Forward**. To cancel the busy call forward: • Dial *91.
***92**	**Delayed Call Forward**. To set up delayed call forward: • 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: • Dial *93.

CONTACTS

The GXV3275 supports local, LDAP and BroadWorks Xsi Contacts.
There are two ways to access GXV3275 contacts:

- On the phone's idle screen or menu, open Contacts app by tapping on icon .
- On the phone idle screen or menu screen, tap on icon on the bottom of the screen.

The following figure shows Contacts on the GXV3275.

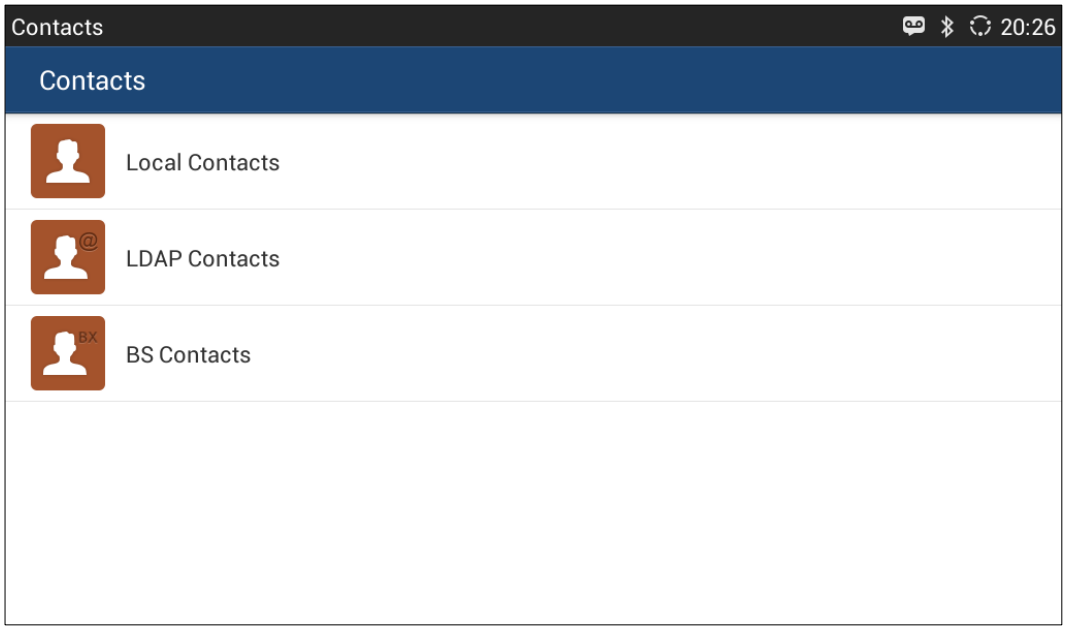


Figure 70: GXV3275 Contacts

Tap the icon to access the Contacts. The BS Contacts is the BroadWorks Xsi Contacts. It needs to be configured with the remote BroadWorks server to enable this feature.

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.

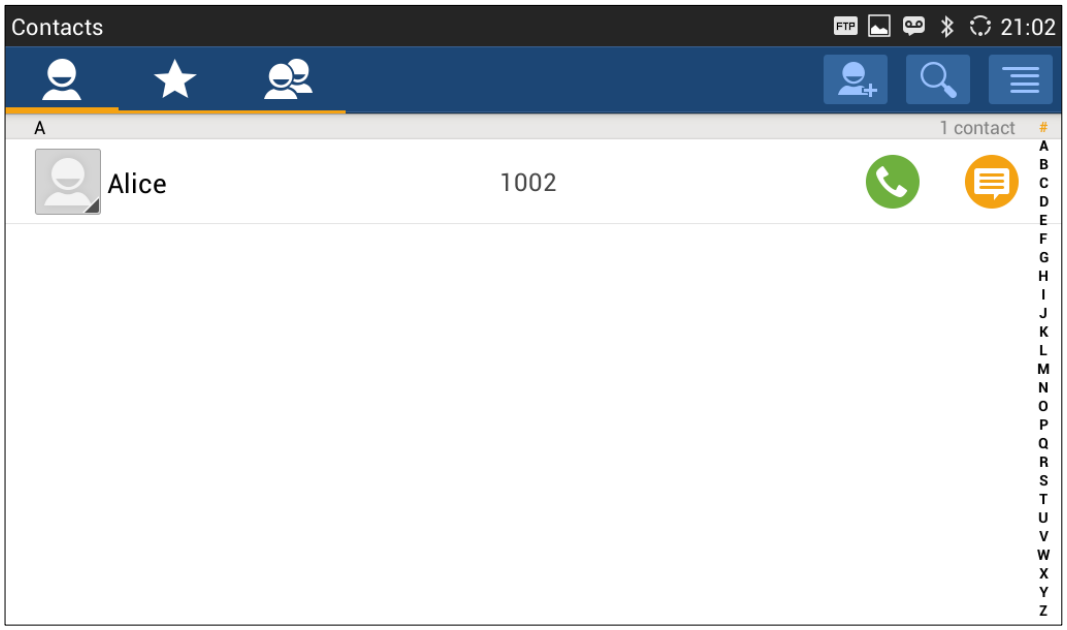


Figure 71: GXV3275 Local Contacts

ADD SINGLE CONTACTS

1. Tap on to access all contacts.
2. Tap on to bring up "New Contact" dialog to manually add a new contact. See [***Figure 72: GXV3275 Contacts - Add New Contact***].
3. 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 GXV3275 will use this account to dial out the new contact. The account number field is located on the left of the "Phone" filed as highlighted below.

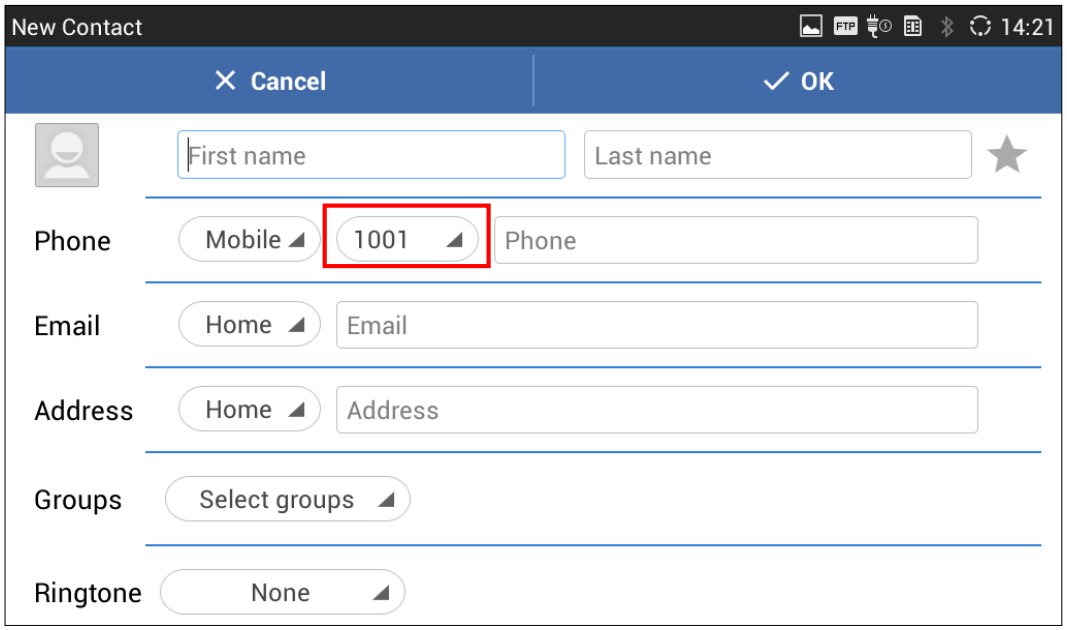


Figure 72: GXV3275 Contacts - Add New Contact

IMPORT/EXPORT CONTACTS

If the users have the GXV3275 phonebook file saved in local storage or external storage device that has been plugged into the GXV3275, the phonebook file can be directly imported to the Contacts. There are three different formats supported for the phonebook file: "csv", "vcard", and "xml". Users could manually create contacts first and export the phonebook file in csv, vcard or xml format to take a look on the phonebook file.

To import contacts:

1. Open Contacts.
2. Tap on on the upper right of the Contacts screen.
3. Select "Import" to bring up "Import Contacts" dialog.

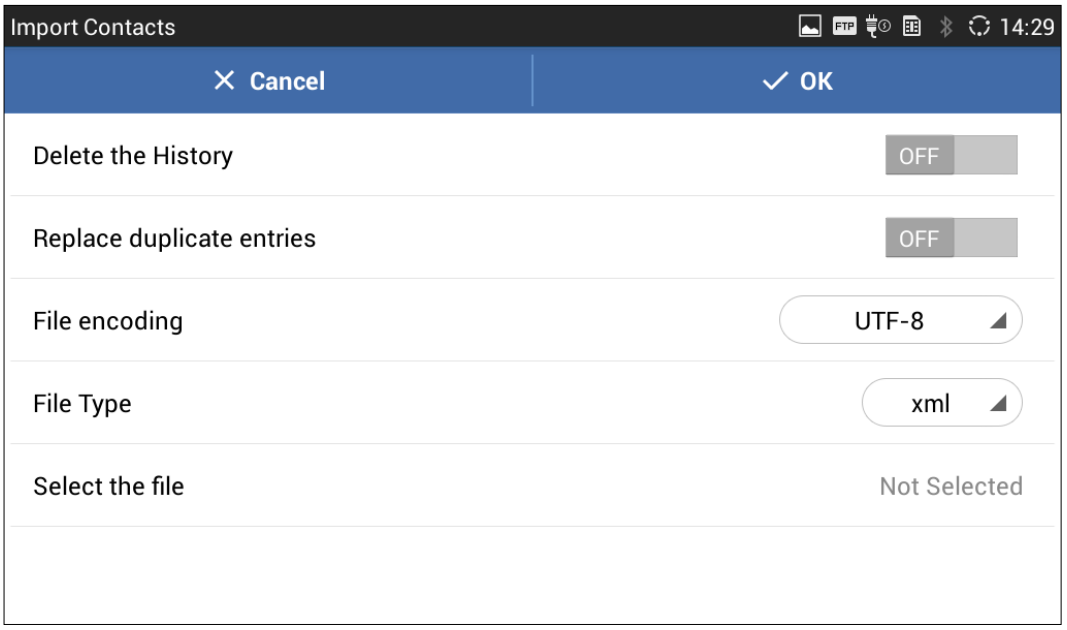


Figure 73: GXV3275 Contacts - Import Contacts

4. Fill in the import options and scroll down to the bottom of the screen.
5. Tap on "Select the file" to import phonebook file from the directory in internal or external storage device.

To export contacts:

1. Open Contacts.
2. Tap on on the upper right of the Contacts screen.
3. Select "Export" to bring up "Export Contacts" dialog.

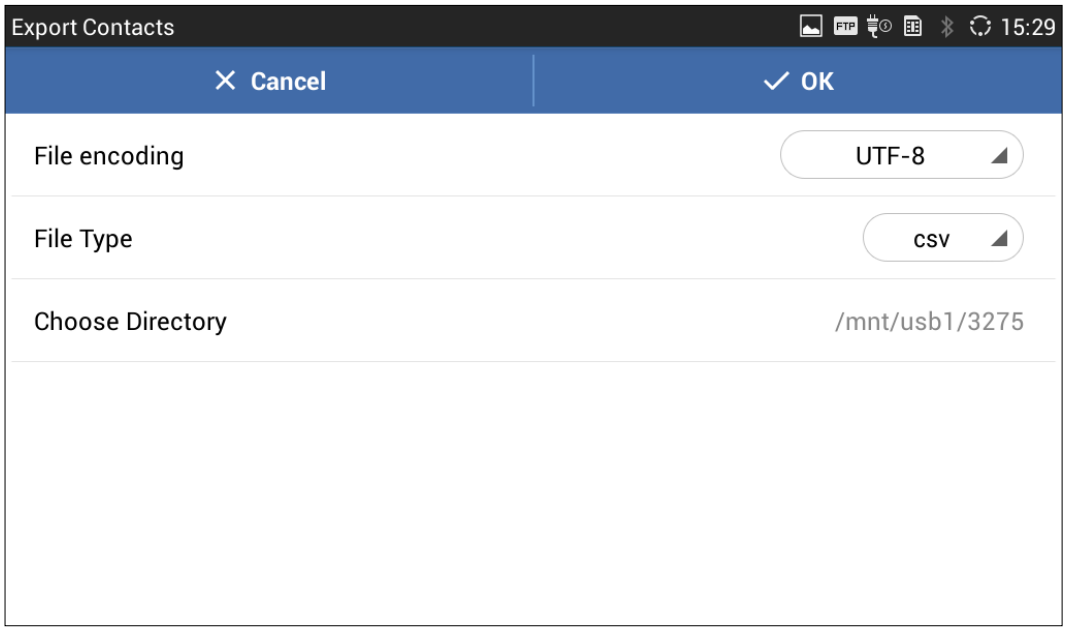


Figure 74: GXV3275 Contacts - Export Contacts

4. Select the file encoding and file type for the exported phonebook file. By default, the GXV3275 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.

DOWNLOAD CONTACTS

The GXV3275 supports downloading XML phonebook from a remote HTTP/TFTP server to local Contacts. When downloading the phonebook, the GXV3275 sends request to the HTTP/TFTP server looking for file **phonebook.xml**. For more details about GXV3275 phonebook, please refer to the following link:

http://www.grandstream.com/products/gxv_series/gxv3275/documents/gxv3275_xml_phonebook_guide.pdf

To download phonebook:

1. Make sure the GXV3275 can connect to the HTTP/TFTP server and the phonebook.xml file in correct format is downloadable from the HTTP/TFTP server.
2. Open Contacts.
3. Tap on at the upper right of the Contacts screen.
4. Select "Download" to bring up the "Download Contacts" dialog.

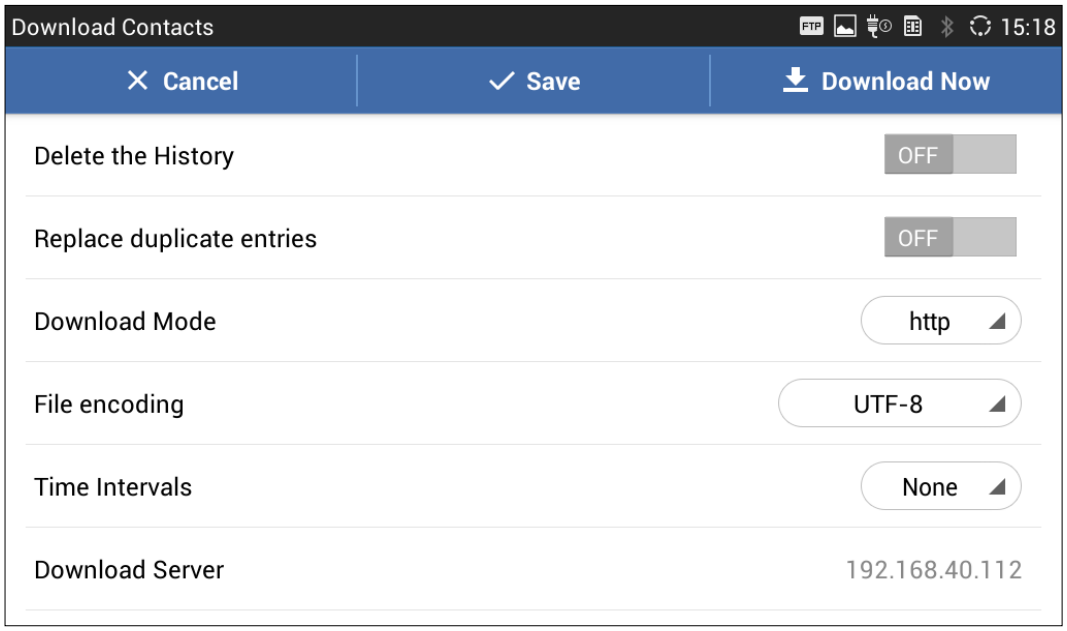


Figure 75: GXV3275 Contacts - Download Contacts

5. Fill in the necessary options and then tap on "Download Now". The GXV3275 will send out request to the configured HTTP/TFTP server.

SEARCH CONTACTS

1. Open Contacts.
2. Select or to open the contact list where you would like to search.
3. Tap on at the upper right to bring up search dialog.
4. Enter contact's name or number to search. The search result will be automatically updated and displayed when entering the key words.

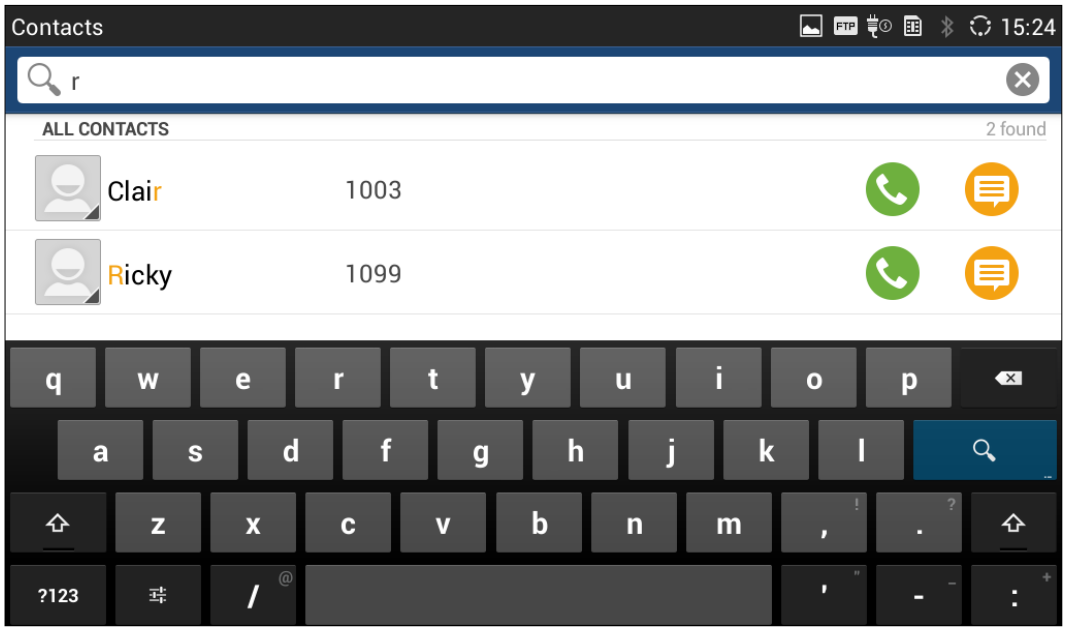


Figure 76: GXV3275 Contacts - Search Contacts

USE CONTACTS

Once the contacts are added, users could navigate in the contacts list to make a call, send message and manage the contacts further more.

MAKE A CALL TO CONTACTS

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

SEND SMS MESSAGE 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. Touching and pressing on the contact for about 2 seconds until the checkbox shows up.
3. Tap on the checkbox for the contacts to be selected. indicates the contact is selected.

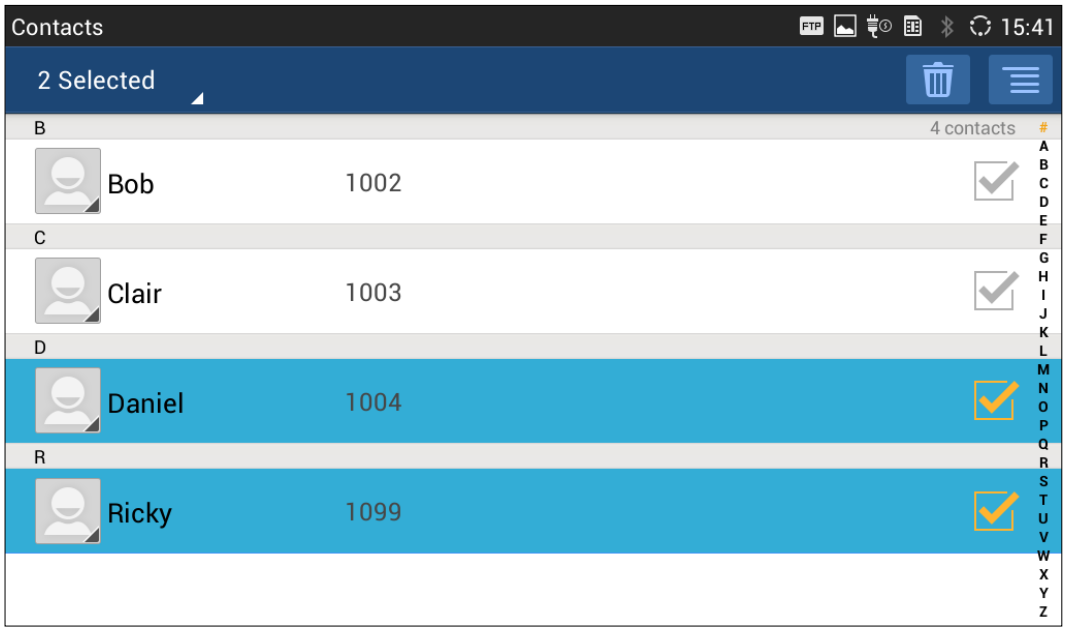


Figure 77: GXV3275 Contacts - Select Contacts

ADD CONTACTS TO FAVORITES

1. Select the contact to be added as described in [***SELECT CONTACTS***].
2. Tap on and select "Add to favourites".

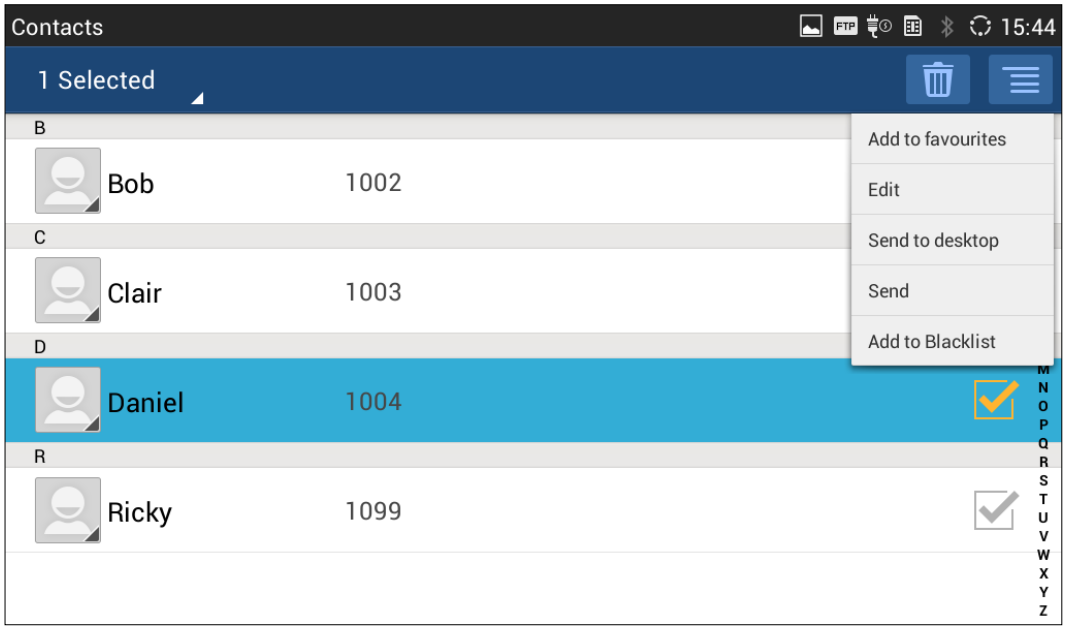


Figure 78: GXV3275 Contacts - Contacts Options

There are another 2 methods to add contacts to favorites.

- When adding or editing single contact, tap on to add the contact to favorite.

  or

- Tap on to navigate to favorite category. Then tap on to select the contacts to be added to favorites.

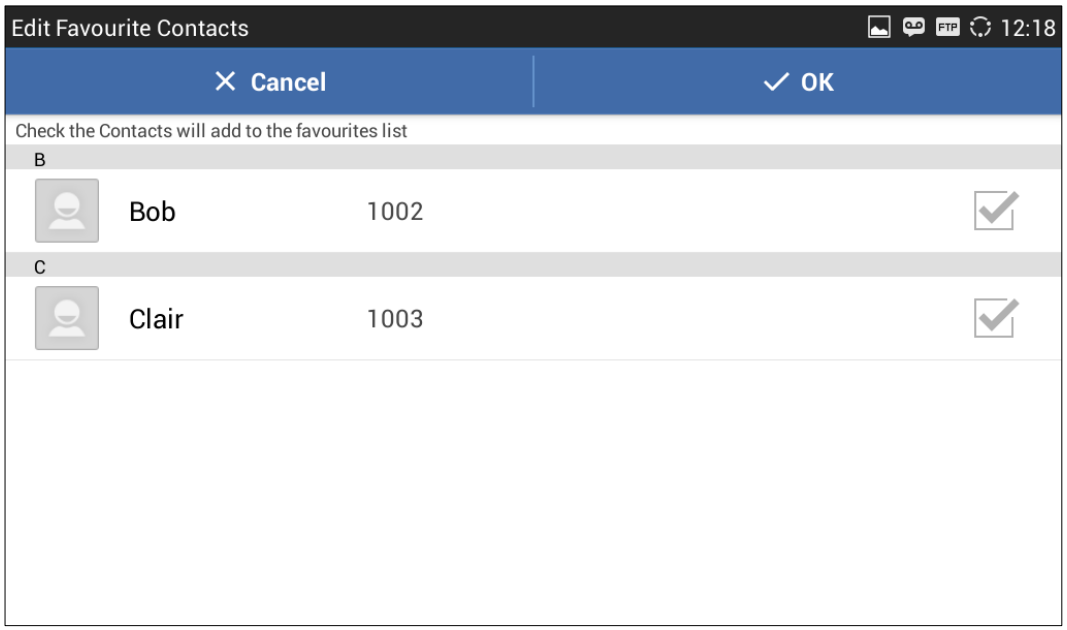


Figure 79: Add Contacts to Favorites

EDIT CONTACTS

1. Select the contact as described in [***SELECT CONTACTS***].
2. Tap on to edit the contacts.

SEND CONTACTS TO DESKTOP SHORTCUT

1. Select the contact as described in [***SELECT CONTACTS***].
2. Tap on and select "Send to desktop". A shortcut for this contact will be created on the idle screen for the users to access.

SHARE CONTACTS VIA BLUETOOTH

1. Select the contact as described in [***SELECT CONTACTS***].
2. Tap on and select "Send". Users will be able to send this contact to the connected Bluetooth device with the GXV3275.

ADD CONTACTS TO BLACKLIST

1. Select the contact as described in [***SELECT CONTACTS***].
2. Tap on and select "Add to Blacklist".

ADD GROUP

Open Contacts and tap on to access group. To add a new group, tap on and select the existing contacts to the group.

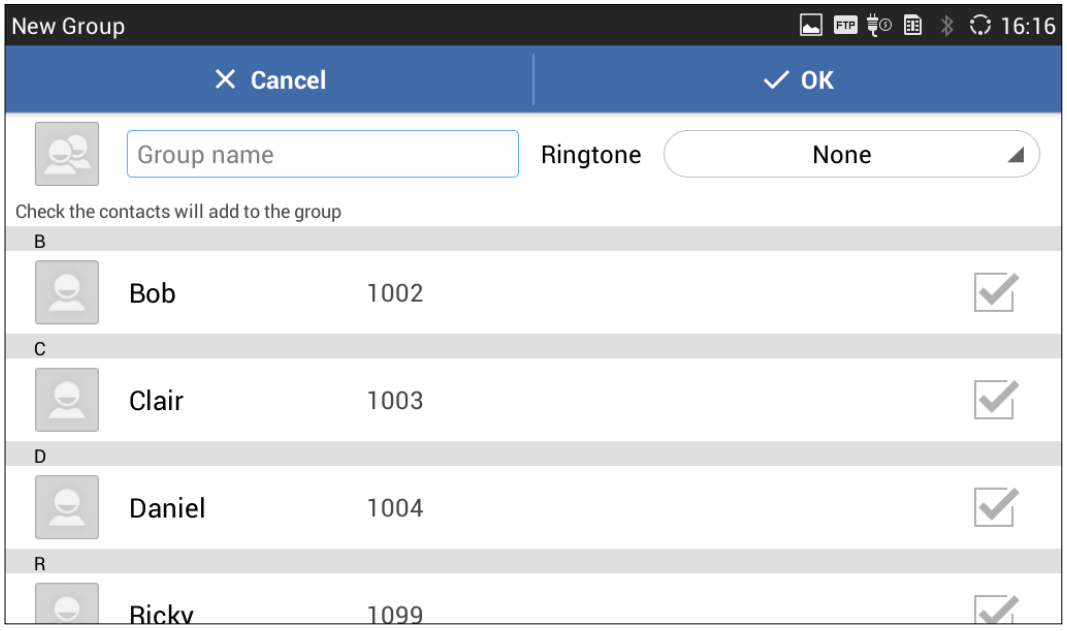


Figure 80: GXV3275 Contacts - Add New Group

Note:

- Users could also select 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 GXV3275 default maximum contacts storage is up to 1000. To check contact storage status, tap on to bring up contacts options and select "Storage Status".

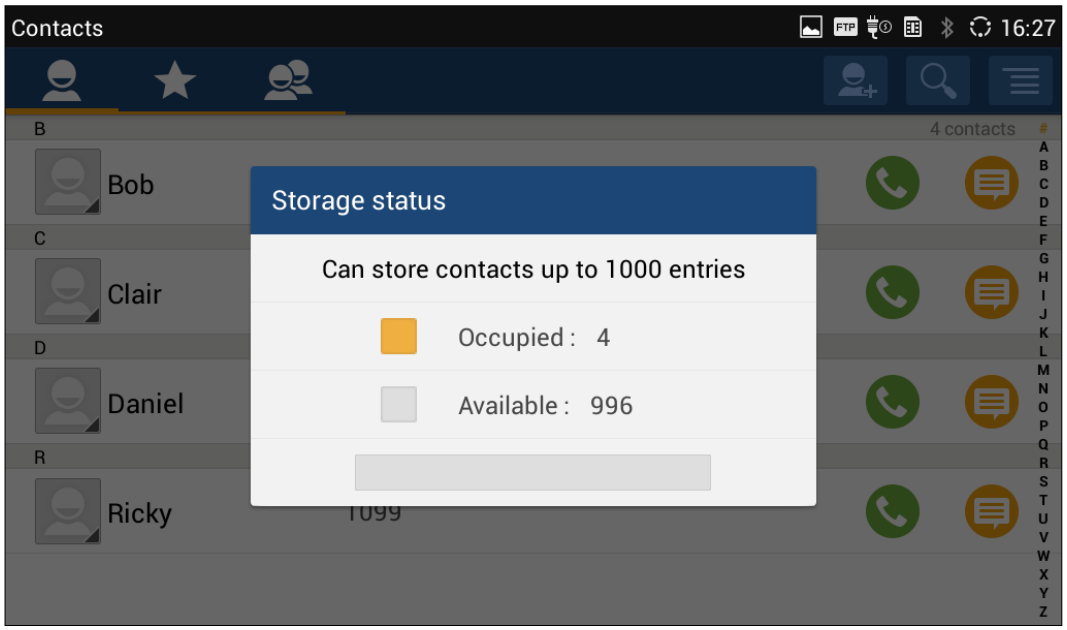


Figure 81: GXV3275 Contacts - Storage Status

Note: Users could increase the number of maximum contacts storage to more than 1000 contacts on GXV3240/3275. Users may access the phone through telnet, 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.

ADD ACCOUNT TO SYNC UP CONTACTS

On the GXV3275, users could add 3rd party application account (e.g., Gmail, Microsoft Lync, Skype, and etc.) so that the contacts there could be added to the GXV3275.

To add 3rd party application account:

1. Make sure the 3rd party application is installed successfully. For example, install Skype from GS market if you would like to add Skype account's contacts to the GXV3275.
2. Open contacts.
3. Tap on to bring up contacts options and select "Account".

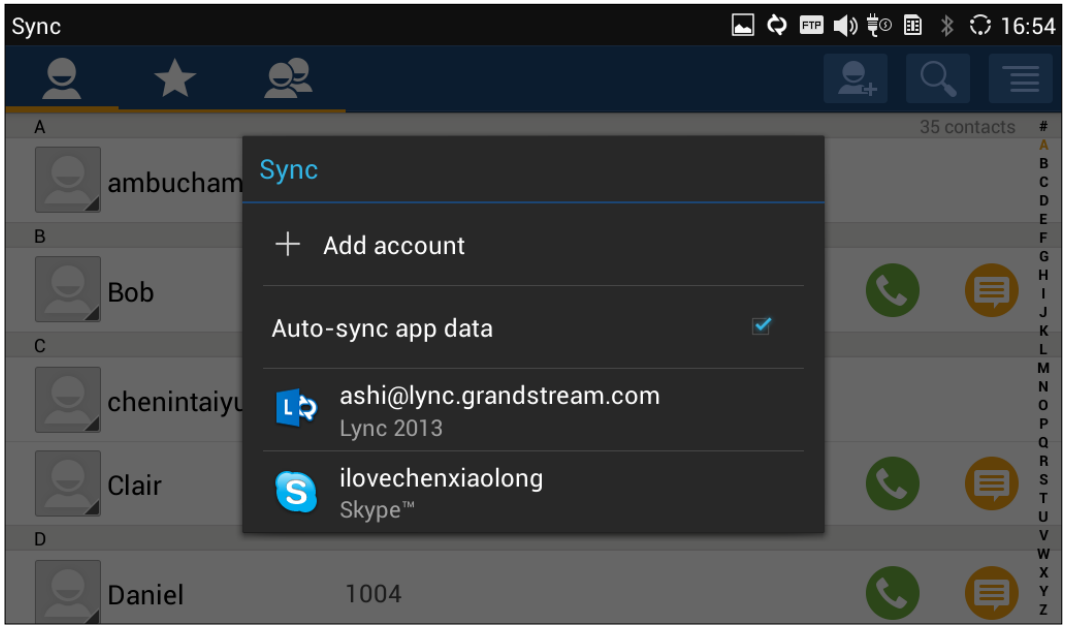


Figure 82: GXV3275 Contacts Options- Account

4. An installation wizard will guide the user to set up the account to sync the contacts step by step. Tap on "Add account" if there is no logged-in account set up on the GXV3275 yet.
5. The following figures describe adding a Google account for sync-up purpose. Tap on "Google" to add a Google account.

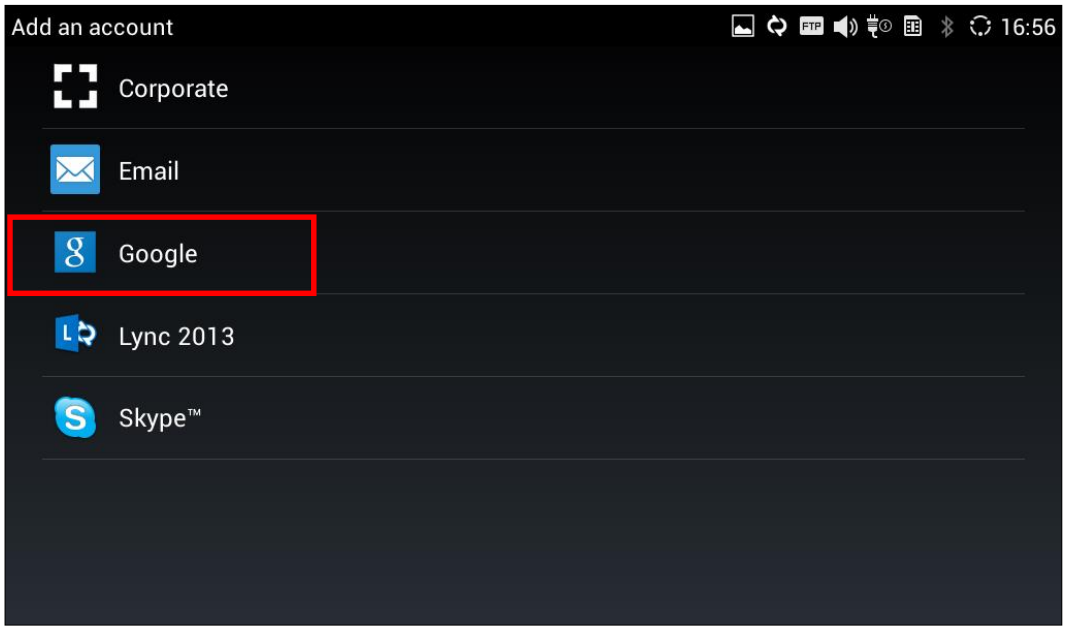


Figure 83: Add Account to Sync up in Contact

6. Follow the wizard and select "Existing" or "New" for the Google account.

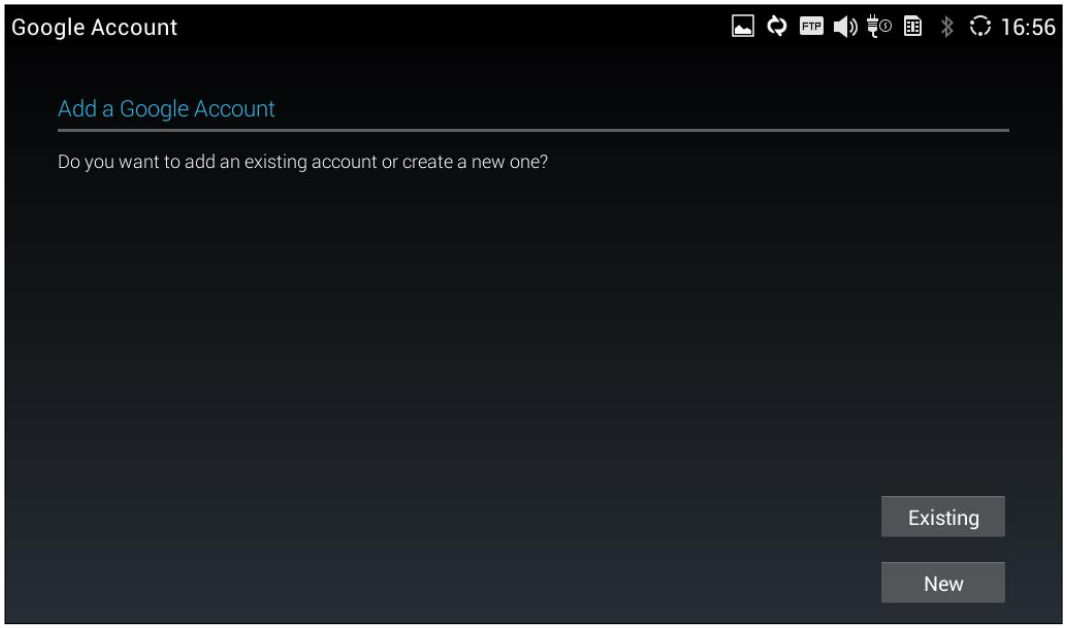


Figure 84: Add Google Account to Sync up in Contact

If users select "Existing", sign in with the Email address and password to complete the setup.

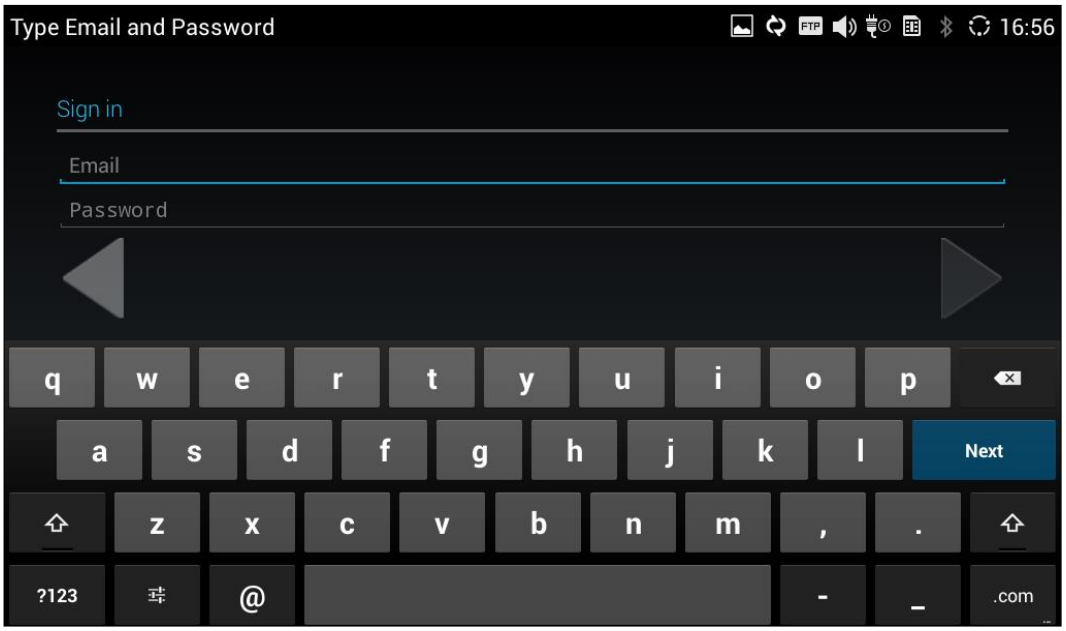


Figure 85: Sign in Google Account

LDAP PHONEBOOK

In addition to local contacts, the GXV3275 also supports LDAP and LDAPS phonebook if LDAP or LDAPS server is available within the network. Please refer to the following link for more details about how to use LDAP book on the GXV3275:
http://www.grandstream.com/products/gxv_series/gxv3275/documents/gxv3275_ldap_book_guide.pdf

BROADWORKS XSI CONTACTS

Besides the Local and LDAP phonebook, the GXV3275 also supports BroadWorks Xsi contacts if BroadWorks XSP server is available within the network. Please refer to the following link for more details about how to use BroadWorks Xsi Contacts on the GXV3275:
http://www.grandstream.com/products/gxv_series/general/documents/gxv32xx_broadworks_xsi_guide.pdf

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BLACKLIST

The GXV3275 has blacklist support for users to manage incoming calls. To access blacklist, tap on icon in the phone's menu.

BLOCK HISTORY

Open blacklist and tap on to view the block history. It shows the detailed information for the blocked calls: caller number, caller name and calling time.

RESTORE BLOCKED NUMBER

The blocked number in the block history can be restored to call history and the number will be removed from blacklist. To do this:

1. In the block history, touch and press the entry for about 2 seconds until checkbox displays.
2. Tap on the checkbox for the entries to be selected. indicates the entry is selected.
3. Tap on and select "Restore to Call History".

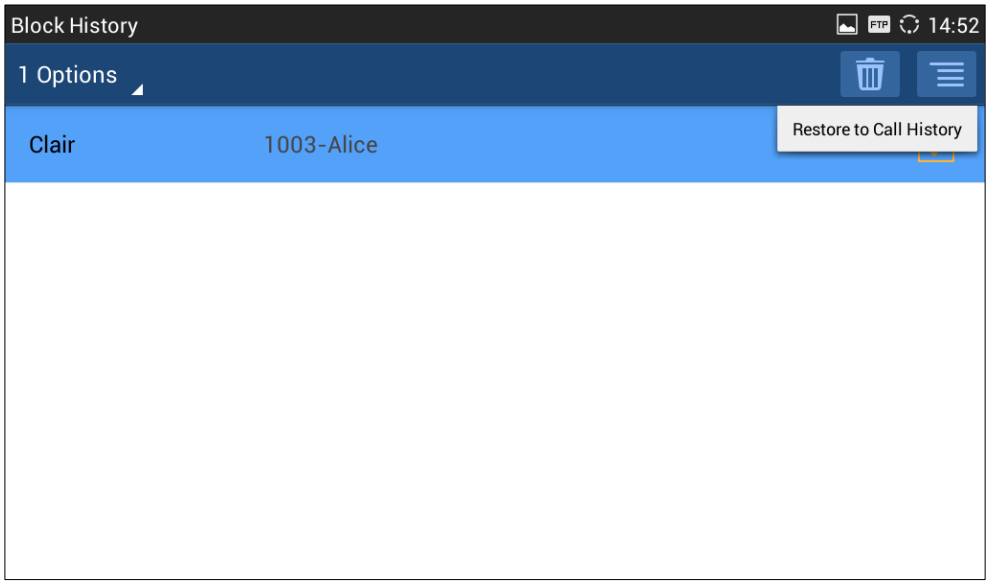


Figure 86: Restore Blocked Number

4. A dialog will pop up for users to confirm. Tap on OK to restore this number to call history and the number will be removed from blacklist.

DELETE BLOCK HISTORY

1. In the block history, touch and press the entry for about 2 seconds until checkbox displays.
2. Tap on the checkbox for the entries to be selected. indicates the entry is selected.
3. Tap on to delete the selected entries.

Users could also tap on directly to clear all block history logs.

EDIT BLACKLIST

Tap on and users will see all the blacklist numbers.

ADD BLACKLIST

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

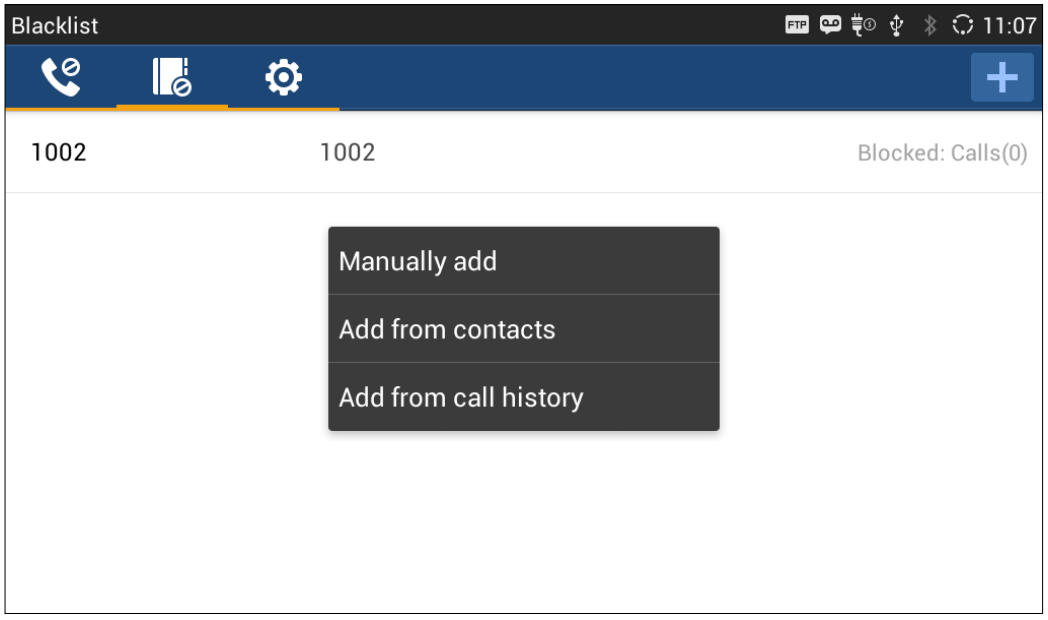


Figure 87: GXV3275 Blacklist - Add Blacklist

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/other note information in the second field (optional). Tap on **Save** to finish the adding operation.

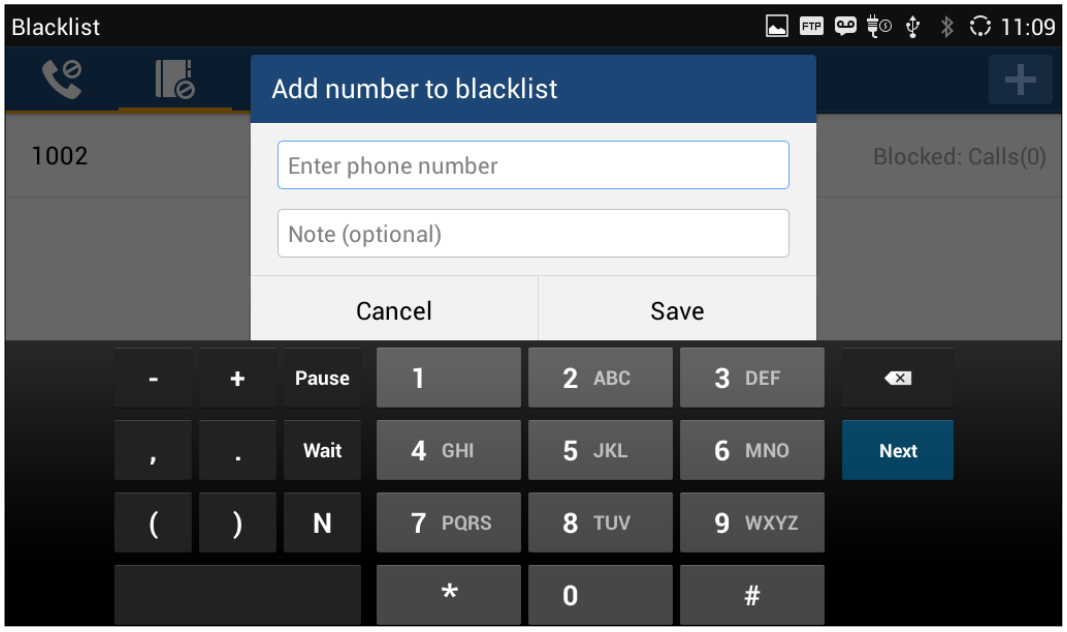


Figure 88: Manually Add Number to Blacklist

EDIT BLACKLIST

1. In the blacklist, touch and press the entry for about 2 seconds until checkbox displays.
2. Tap on to edit the blacklist.
3. Tap on OK once done.

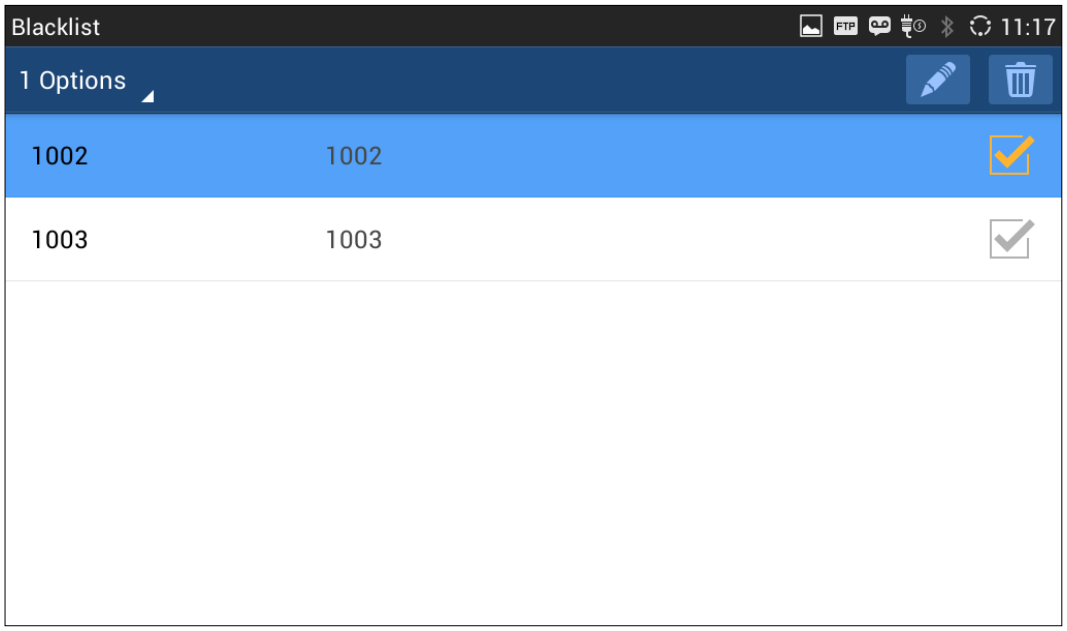


Figure 89: Edit Entry from Blacklist

DELETE BLACKLIST

1. In the blacklist, touch and press the entry for about 2 seconds until checkbox displays.
2. Tap on the checkbox for the entries to be selected. indicates the entry is selected.
3. Tap on to delete the selected entries.

BLACKLIST SETTINGS

Tap on to access blacklist settings.

- **DND Mode**: Turn on/off DND mode. If turned on, all incoming calls will be rejected.
- **Block Mode**: Turn on/off Block Mode. If turned on, the **Block Options** will be activated so that the specific incoming calls will be blocked as defined in **Block Options**.
- **Block Options**: Select **Block All**, **Block Blacklist Only**, **Block Anonymous** or **Block Anonymous And Blacklist**. The option is valid only when **Block Mode** is on;
- **Block Notification**: Turn on/off Block Notification. If turned on, the block icon will be displayed in the status bar after the phone blocks incoming calls. Users could touch and drag the status bar and tap on the block notification to view details.
- **Time Settings**: Set up the block schedule. Select **Block 24 Hours** or **Modify Time** by specifying the **Starting Time** and **Ending Time**.

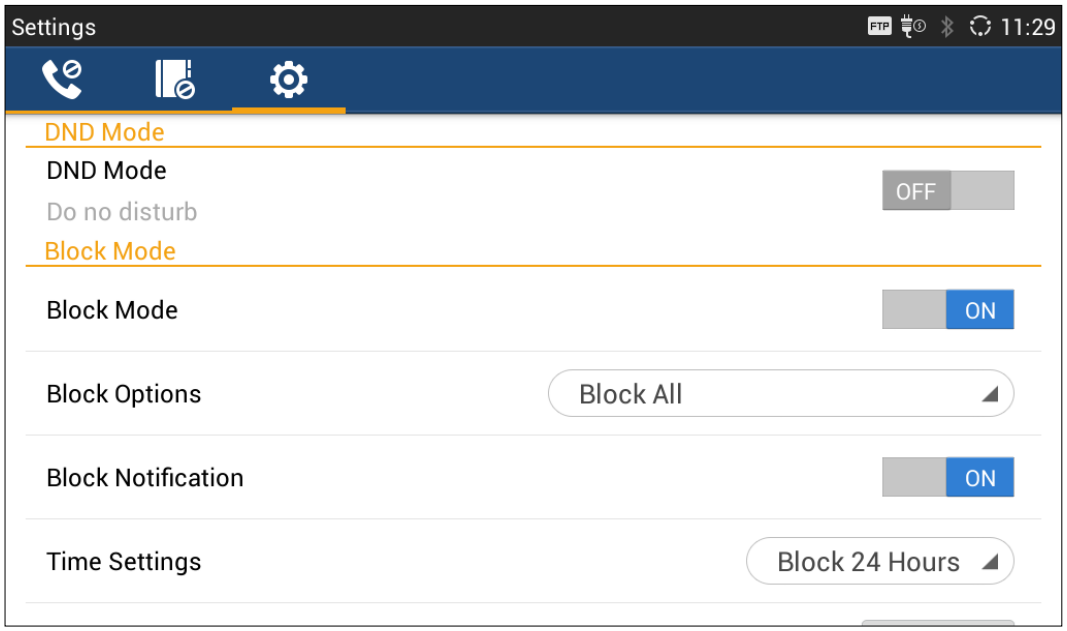


Figure 90: Blacklist Settings

CALL HISTORY

The GXV3275 supports local and BroadWorks Xsi Call history.
There are two ways to access GXV3275 contacts:

- Tap on phone's menu or idle screen if call history shortcut is created on the desktop.

  Or

- Tap on the bottom of the idle screen or menu screen.

The following figure shows the call history on the GXV3275.

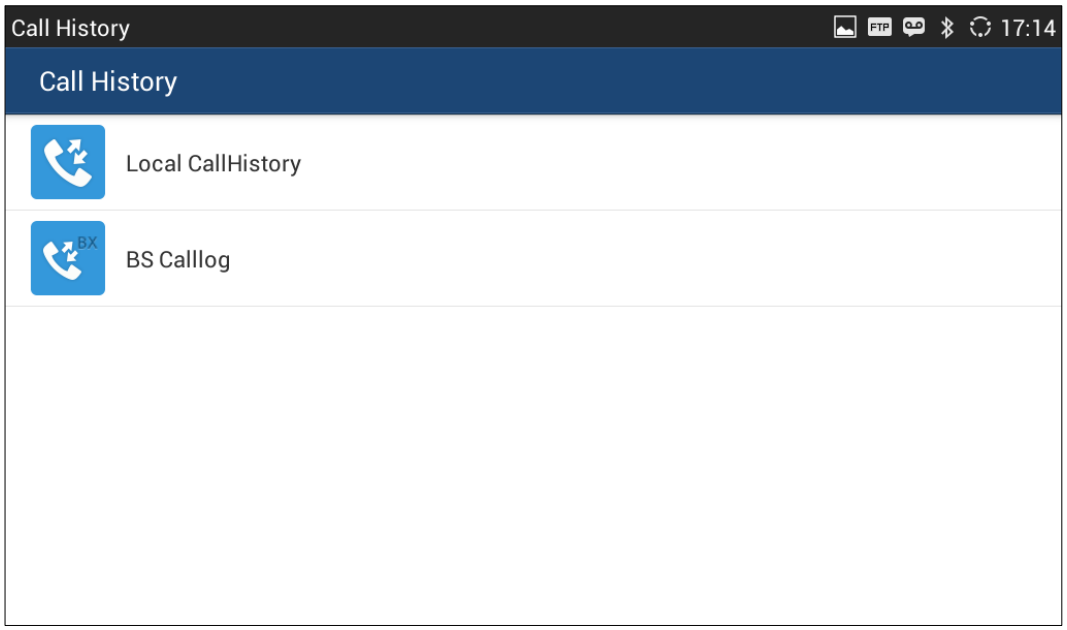
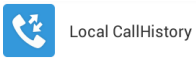


Figure 91: GXV3275 Call History

LOCAL CALL HISTORY

Tap the 

icon to enter the 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 calls

- Answered calls
- Dialed calls
- Missed calls

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 the checkbox displays.
- Then tap on to bring up the options. Users can edit this number before calling, add this number to contacts, add this number to balcklist and send text message to this number.

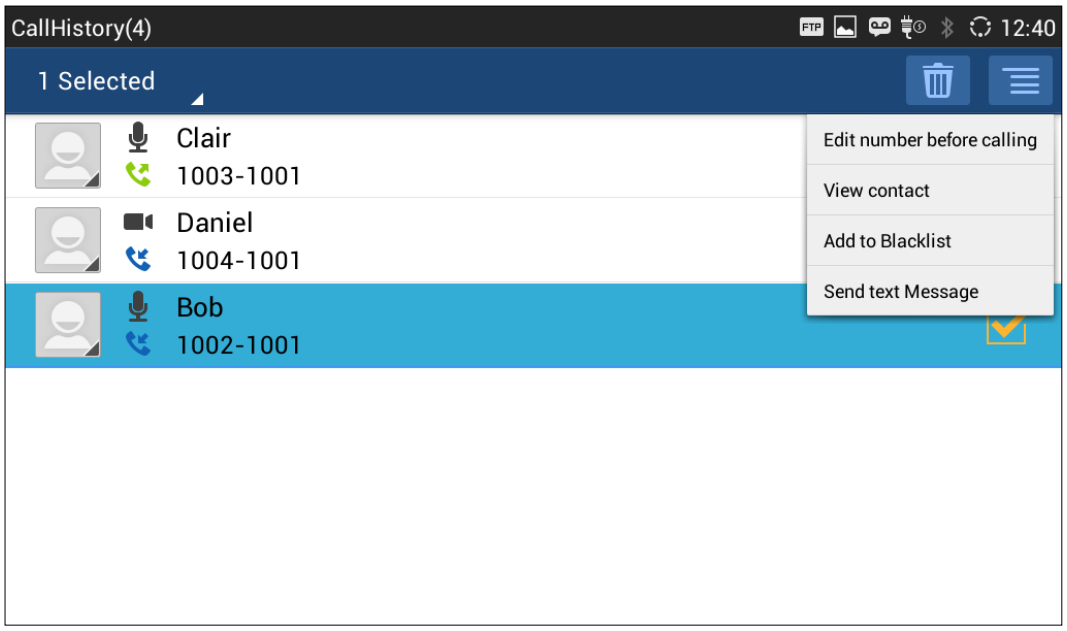


Figure 92: GXV3275 Call History – Options

DELETE CALL HISTORY

- Touch and press the call history entry for about 2 seconds until the checkbox displays.
- Tap on the checkbox to select the call history entries. The icon turned to indicates the entry is selected.
- Tap on to delete the entries.

CALL HISTORY DETAILS

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

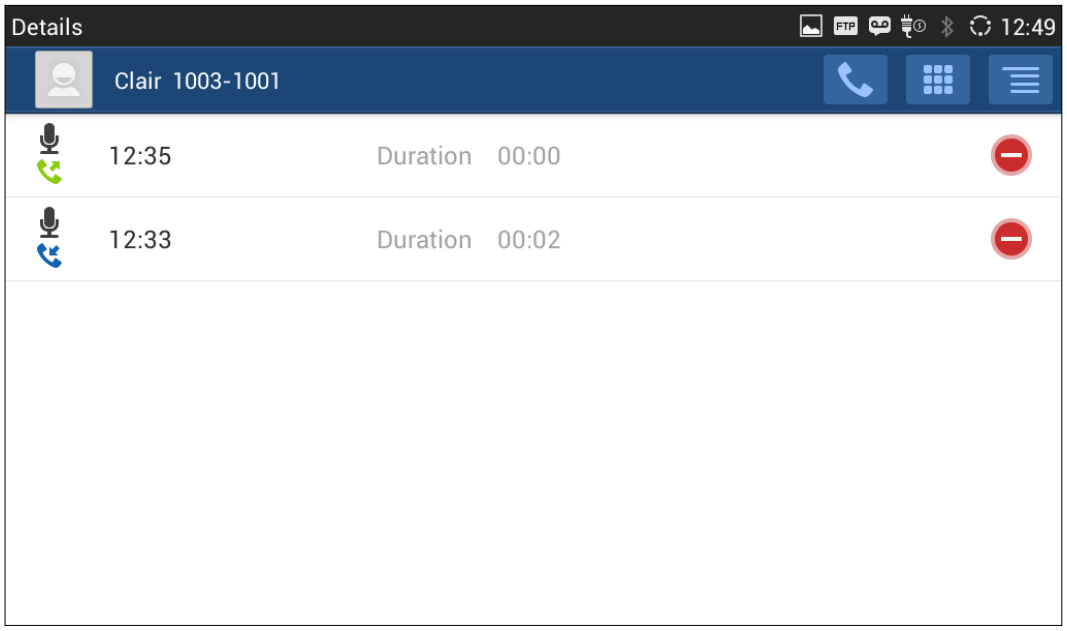


Figure 93: GXV3275 Call History - Details

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.
- Delete the entry.

- Options "Clear all", "Add to Contacts", "Add to Blacklist", or "Send Text Message" for the number in this entry.

BROADWORKS XSI CALL HISTORY

Besides the Local Call History, the GXV3275 also supports BroadWorks Xsi call history if BroadWorks XSP server is available within the network. Please refer to the following link for more details about how to use BroadWorks Xsi Call History on the GXV3275:
http://www.grandstream.com/products/gxv_series/general/documents/gxv32xx_broadworks_xsi_guide.pdf

SMS

The GXV3275 has built-in SMS application to send/receive message, if the SIP server supports SMS message.

Users can create, edit draft, delete and check the storage status of SMS. The SMS app supports up to 1000 messages. Tap on on the phone's menu or desktop to launch SMS application.

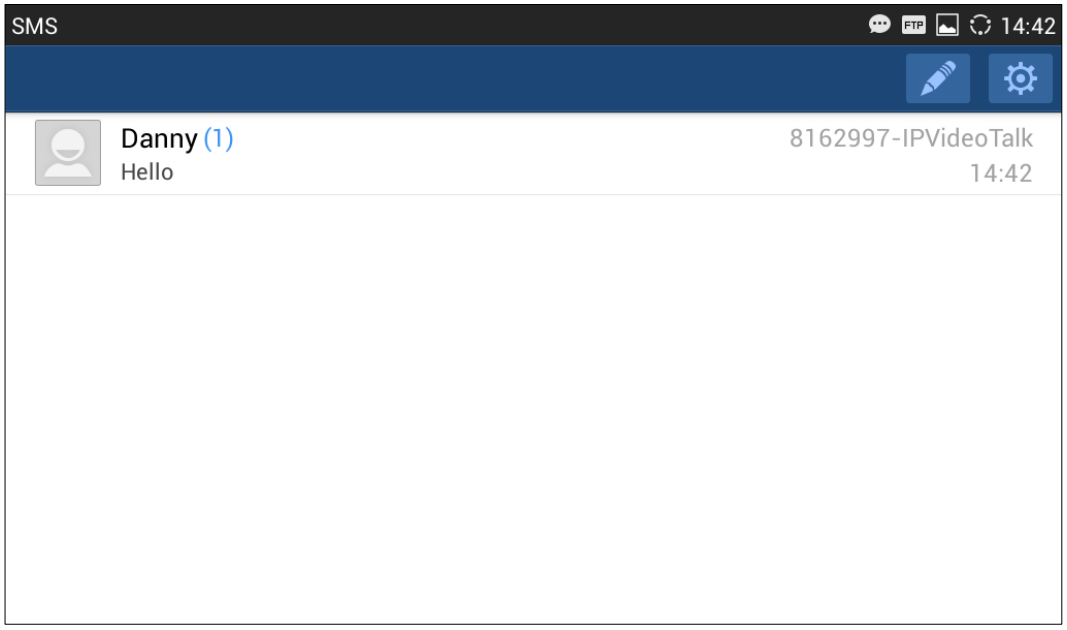


Figure 94: GXV3275 SMS Message

VIEW SMS

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

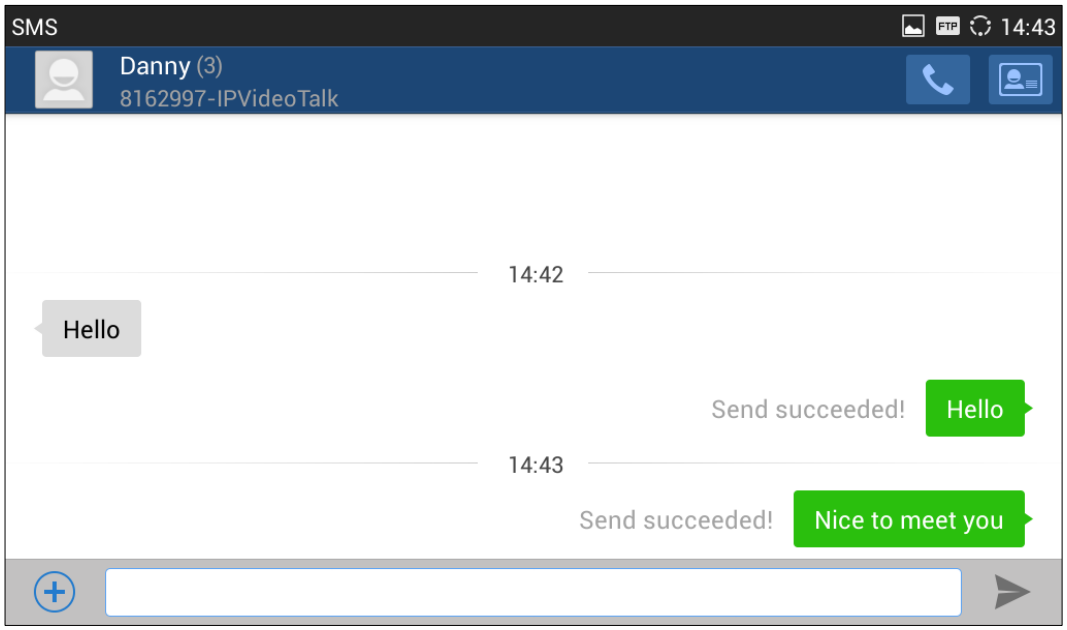


Figure 95: View SMS Dialog

CREATE NEW SMS

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

Figure 96: Create New Message

1. Select account to send the message from.
   Select the account to send the SMS message in the drop down box on the right side of the top menu.

2. Add number to send the message to.
   Enter the number of the contact to send the message to on the left side of the top menu. Users could also select contact from GXV3275 Contacts by tapping on Select the account to send the SMS message in the drop down box on the right side of the top menu.

3. Input content
   Enter the message content on the bottom field of the screen. Tap on "Done" once finished.

4. Send message

   Tap on the arrow icon when you are ready to send the message out.

DELETE SMS

1. Touch and press one SMS message for about 2 seconds until the checkbox shows.
2. Select the checkbox for the messages to be deleted. Users could also tap on

to select/unselect all message.
3. Tap on to delete the selected messages.

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CALENDAR

In Calendar application, users could synchronize events from Google account as well as create, modify and view the events. The GXV3275 also provides notification for the upcoming events from the Calendar. Tap on

to launch Calendar application.

SIGN IN CALENDAR

While launching the Calendar application for the first time, the users will be required to sign in with a Google account.

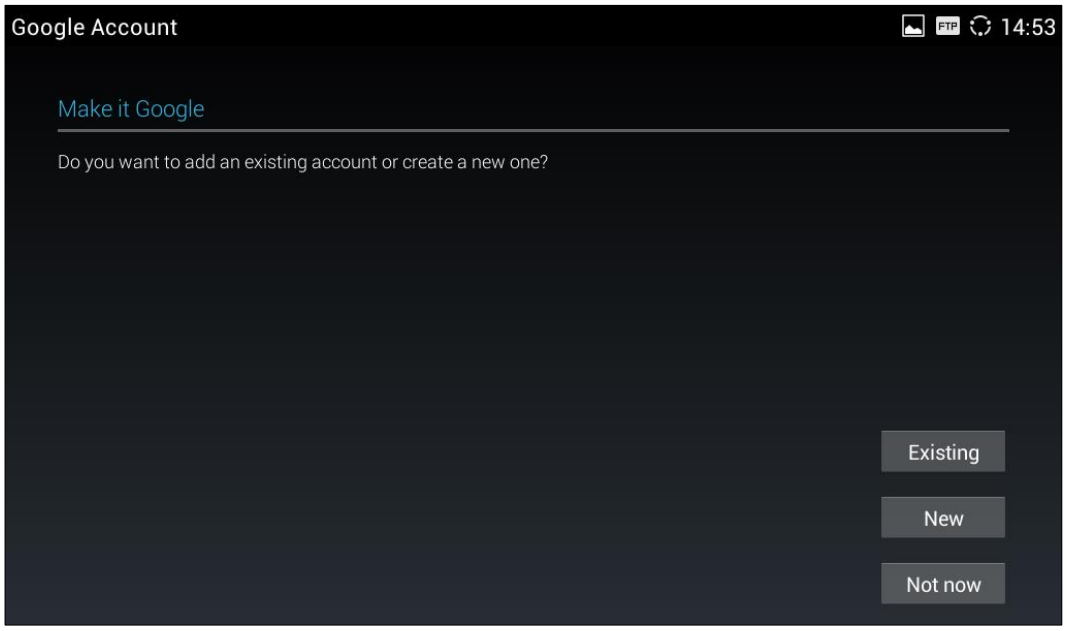

Figure 97: Sign In Calendar with Google Account

VIEW CALENDAR

Once signed in, tap on the upper left softkey in the Calender application to select different format to view the calendar. Users can select "Day" "Week" "Month" or "Agenda" from there.

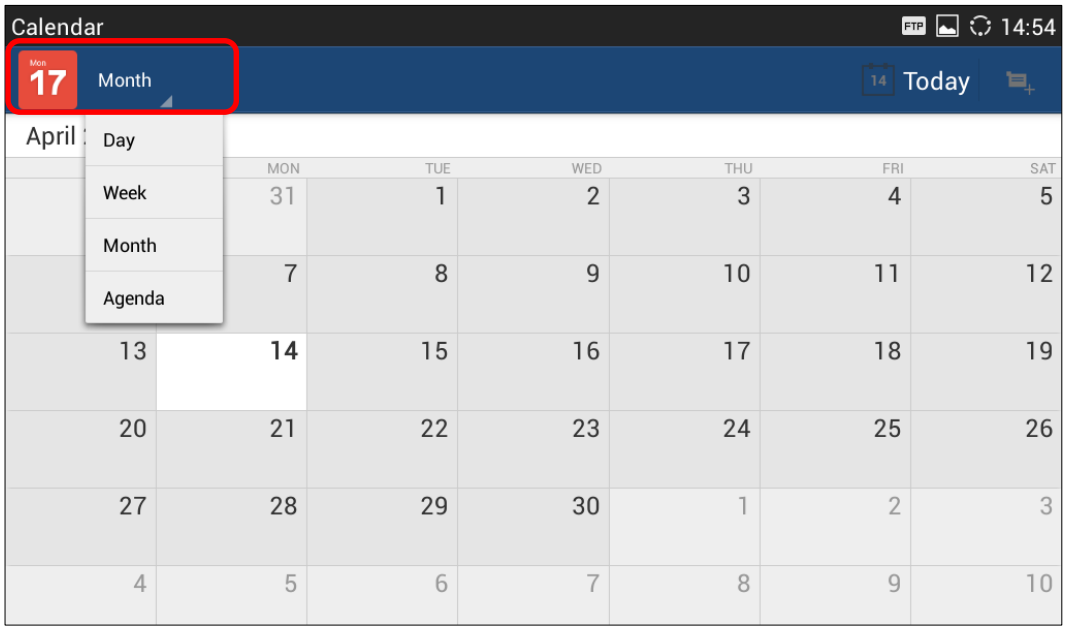

Figure 98: View Calendar

When viewing the calendar by month, the blue mark on the date indicates there is event scheduled on that day. Tapping on it can view the scheduled event.

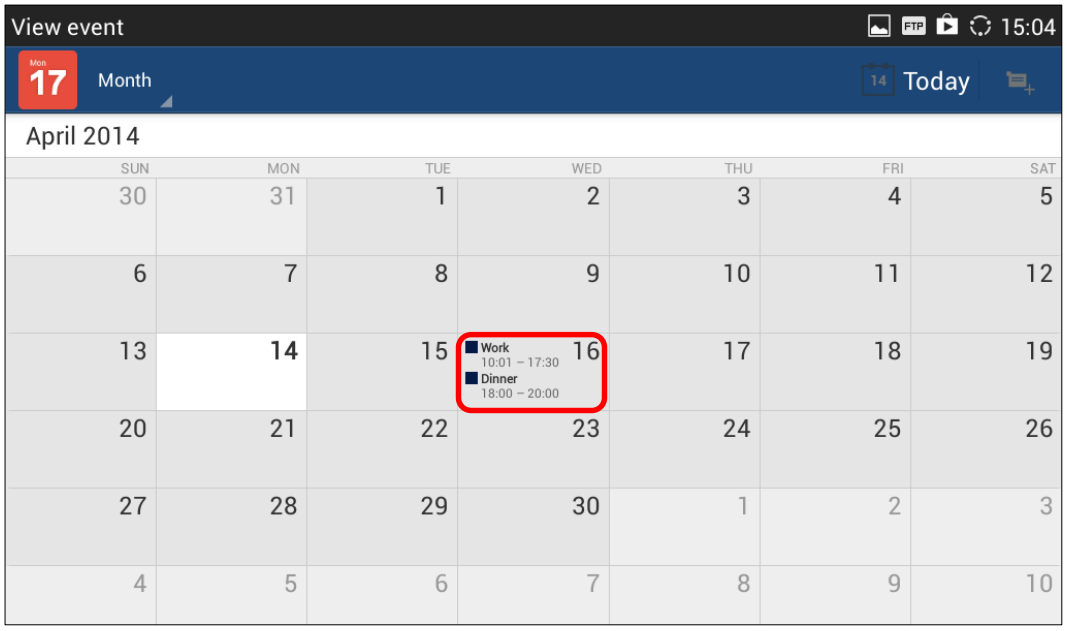

Figure 99: View Calendar by Month

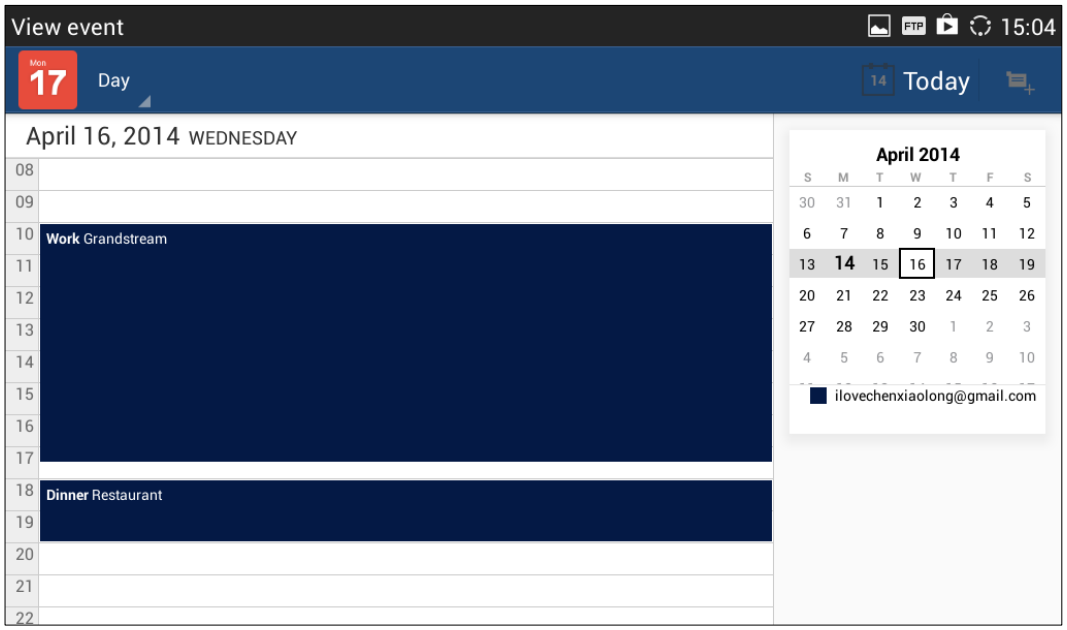

Figure 100: View Calendar by Day

CREATE EVENT

1. Tap on a date in the Calendar application to bring up the event list for that day.
2. On the upper right, tap on to create a new event.

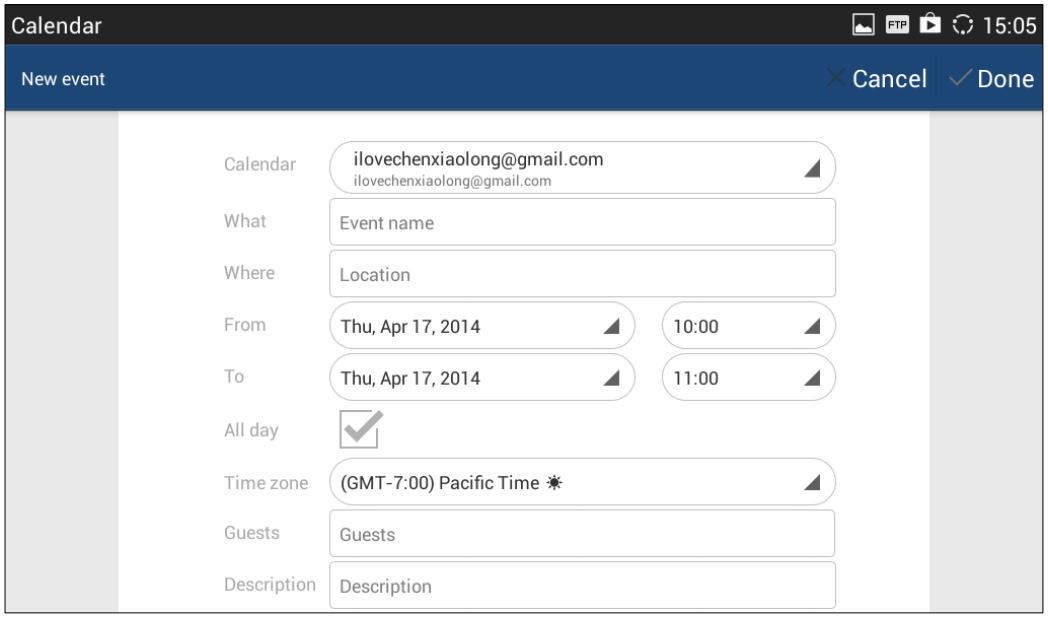

Figure 101: Create Event

CALENDAR OPTIONS

In the Calendar application, press MENU button to bring up calendar options. Users could refresh calendar, search events and synchronize calendar with Google account by tapping on "Settings".

EMAIL

GXV3275 provides built-in Email application for users to access personal or business Email account. Tap on to launch Email application.

SIGN IN EMAIL

When launching the Email application for the first time, a wizard will be provided for users to set up the Email account step by step.

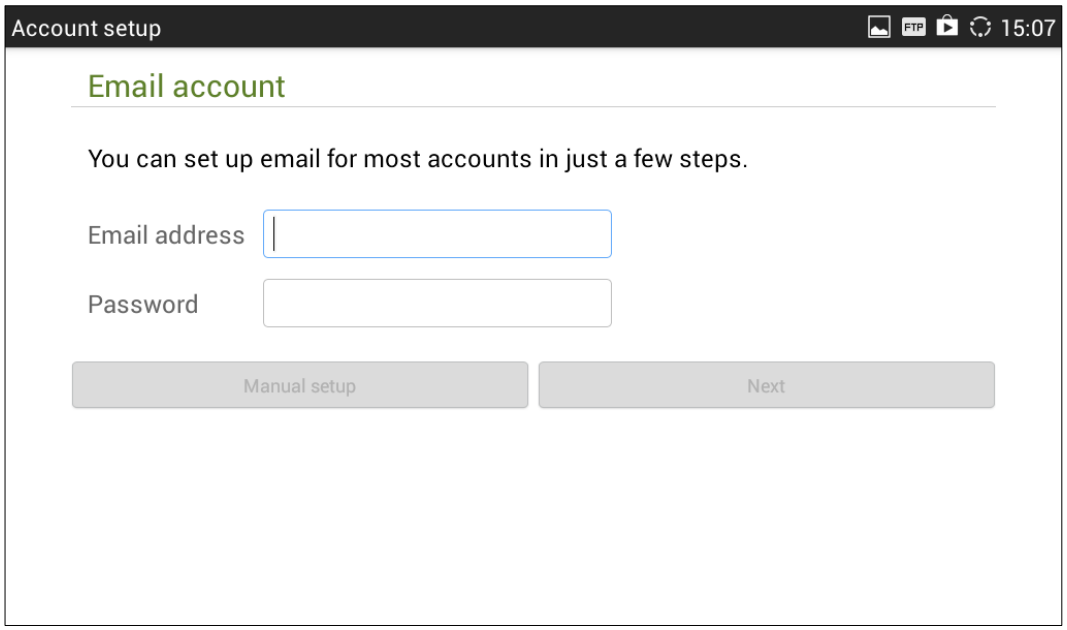

Figure 102: Sign in Email

1. Enter the Email address and Password.
2. Tap on "Next" for quick setup, or tap on "Manual setup" to manually configure more options.
3. If "Manual setup" is selected in step 2, users will need to choose the account type "POP3" "IMAP" or "EXCHANGE" depending on the type of your Email account.

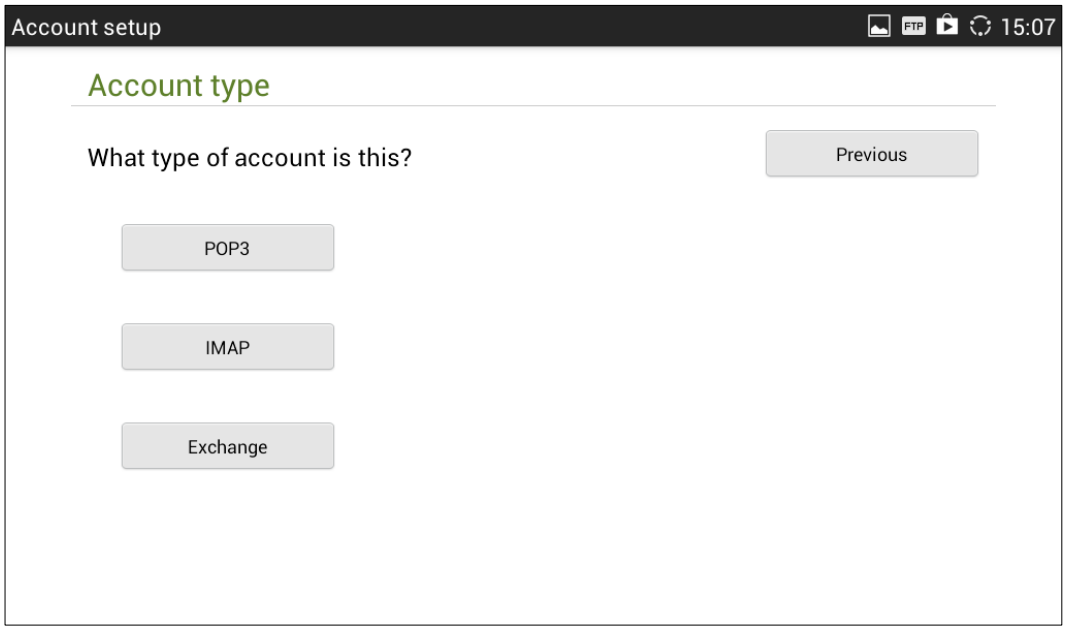

Figure 103: Select Email Account Type

- POP3 setup. When using POP3, the sent Emails are stored locally instead of the server side. Please check with your network administrators for the correct Email account settings for POP3.

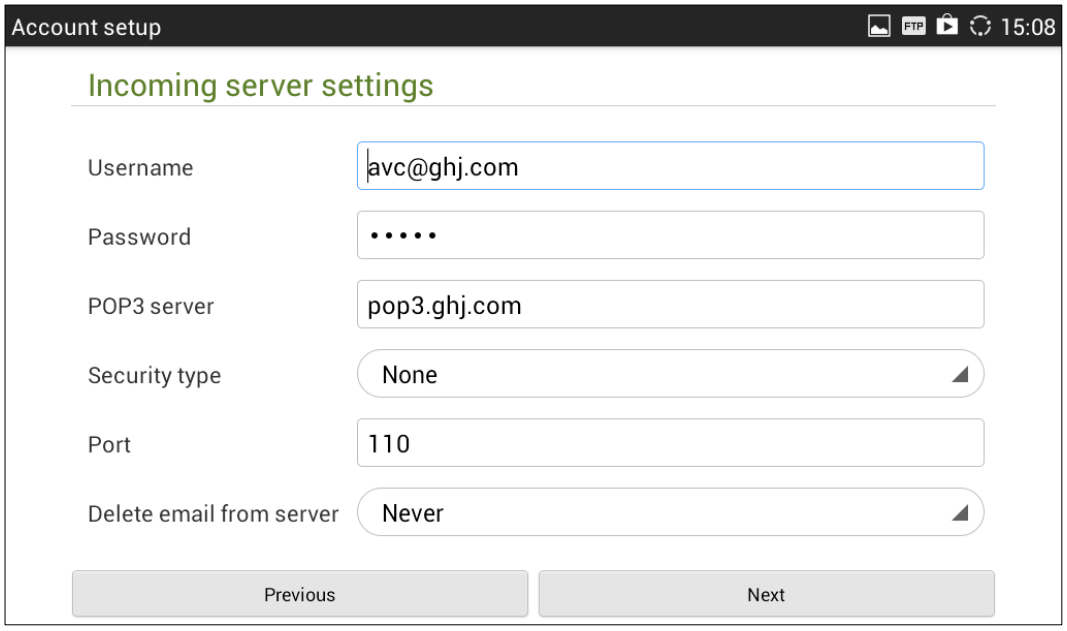

Figure 104: Email Account Type - POP3

- IMAP setup. When using IMAP, the Emails stay on the server side and users can see them from other devices as well. Please check with your network administrators for the correct Email account settings for IMAP.

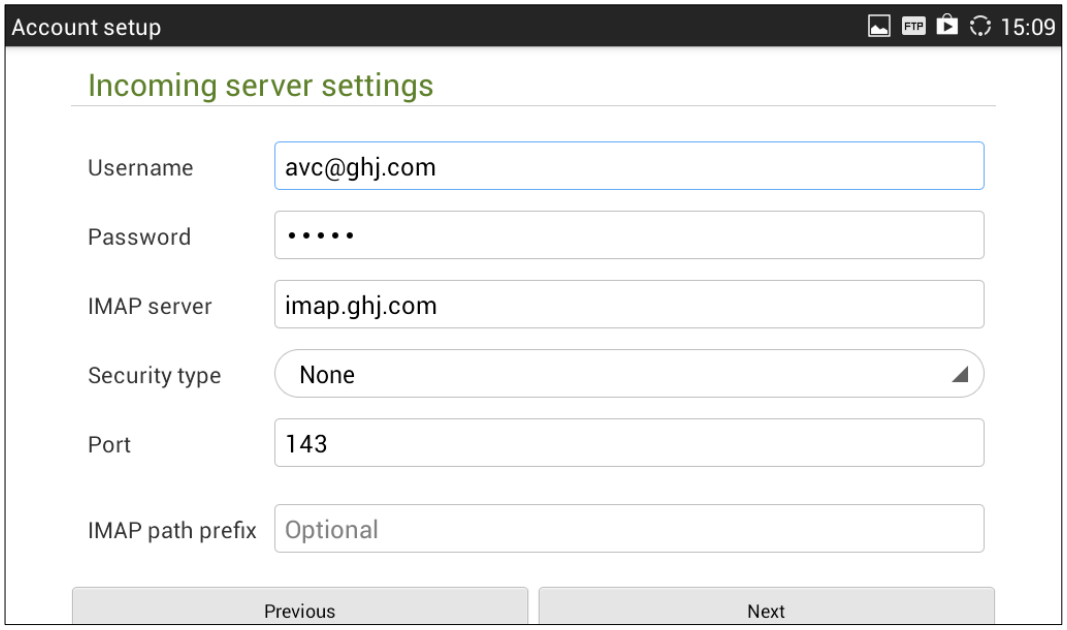

Figure 105: Email Account Type - IMAP

- EXCHANGE setup. When using EXCHANGE, all Emails are stored in the central Exchange mail server and can be checked using capable mail client such as Microsoft Outlook. Please check with your network administrators for the correct Email account settings for EXCHANGE.

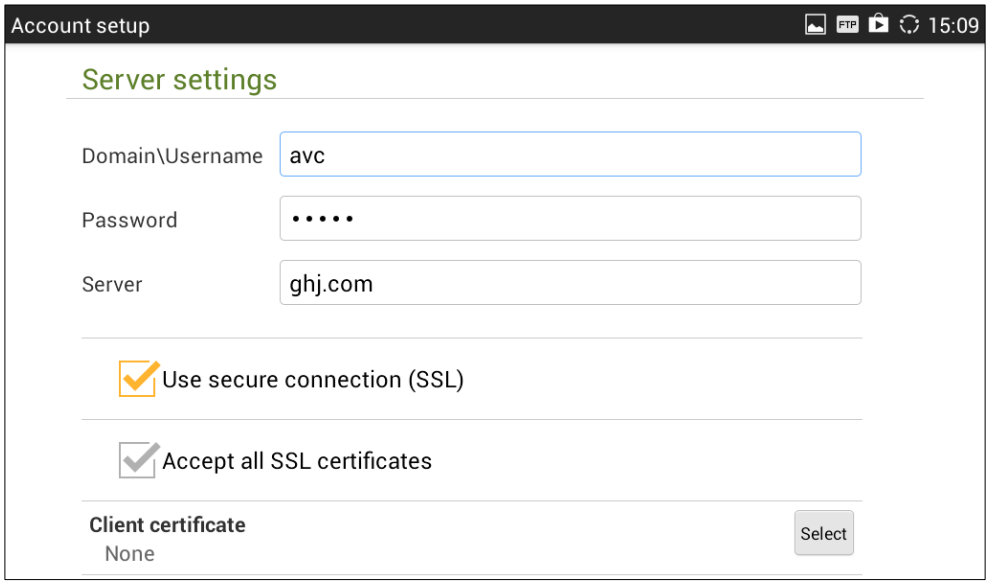

Figure 106: Email Account Type - EXCHANGE

4. If "Next" is selected in step 2, users will see the following default account settings. Tap on "Next" again.

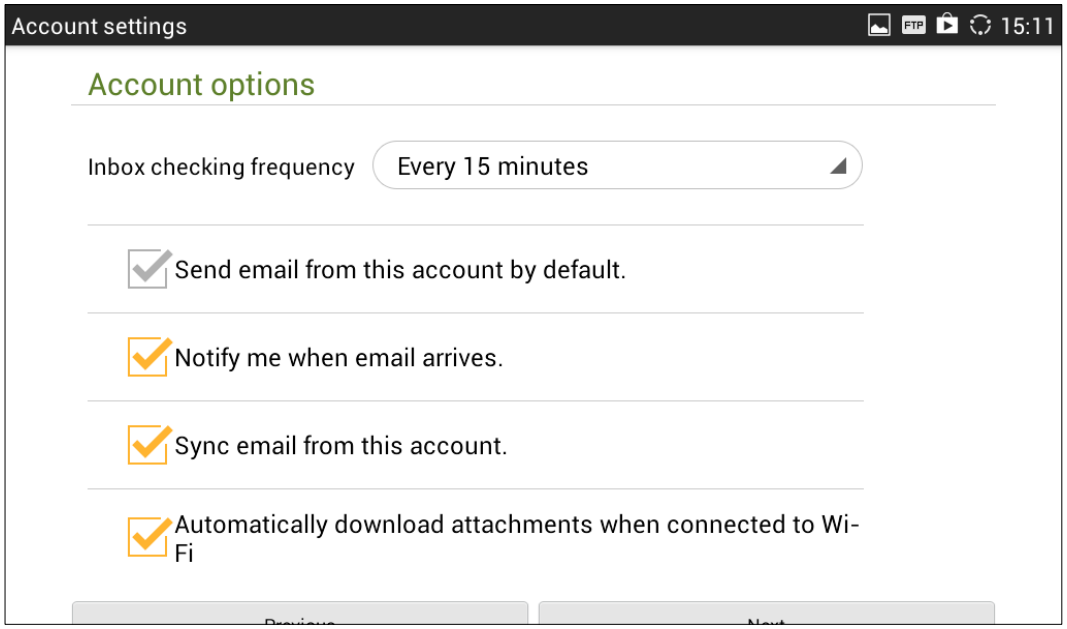

Figure 107: Email Account Settings

5. Set up "Your name" to be displayed on the outgoing messages and tap on "Next" again. Users should be able to start using the Email account now.

EMAIL OPTIONS

SEND EMAIL

Tap on to compose and send an Email.

SEARCH EMAIL

Tap on to search Email.

EMAIL FOLDERS

Tap on to open up folders.

MULTIPLE EMAIL ACCOUNTS

Users could also add more than one Email account on the GXV3275. To do this, go to phone's **Settings—>Accounts**, tap on "Add account" and select "Email". A new Email account setup wizard will show up for users to add the Email account.

Once another Email account is successfully added, users could tap on the account Email address on the upper left to switch between the Email accounts.

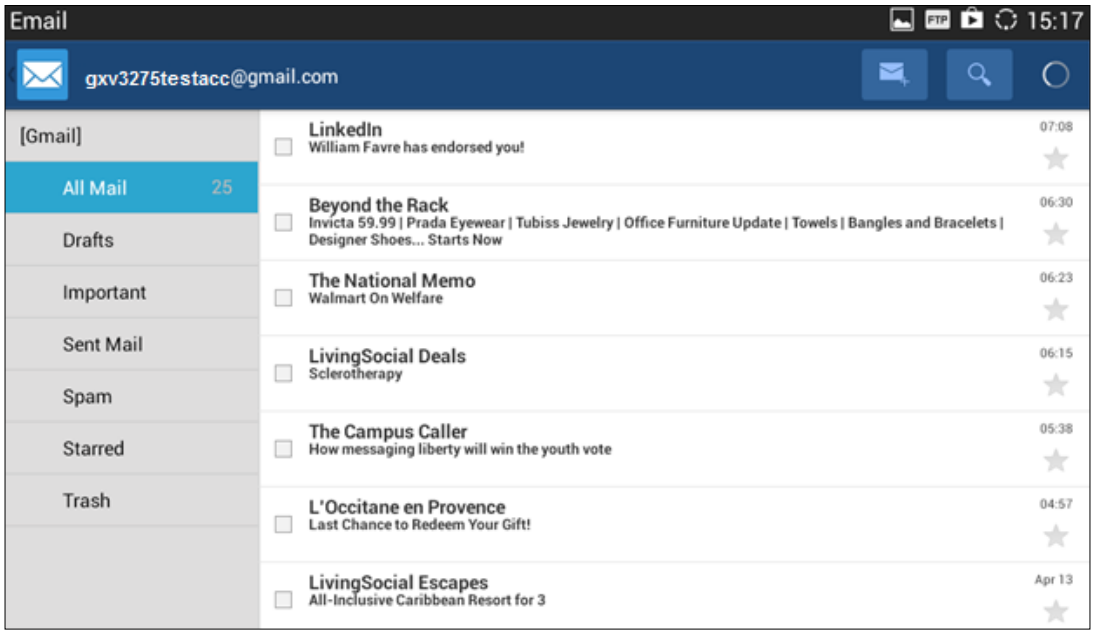

Figure 108: Multiple Email Accounts

GS MARKET

The GXV3275 supports extensive amount of 3rd party Android applications. Users could install those applications from the built-in GS Market. If Google Play application is installed from GS market, users could log in and download all kinds of applications there as well.

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

VIEW APPS

Open GS market and there are four different categories "HOT", "APP", "GAME" and "TOOLS". In the displayed applications, tap on one of the application and users will be able to see the details such as descriptions, publish date, version, rate, comments and etc.

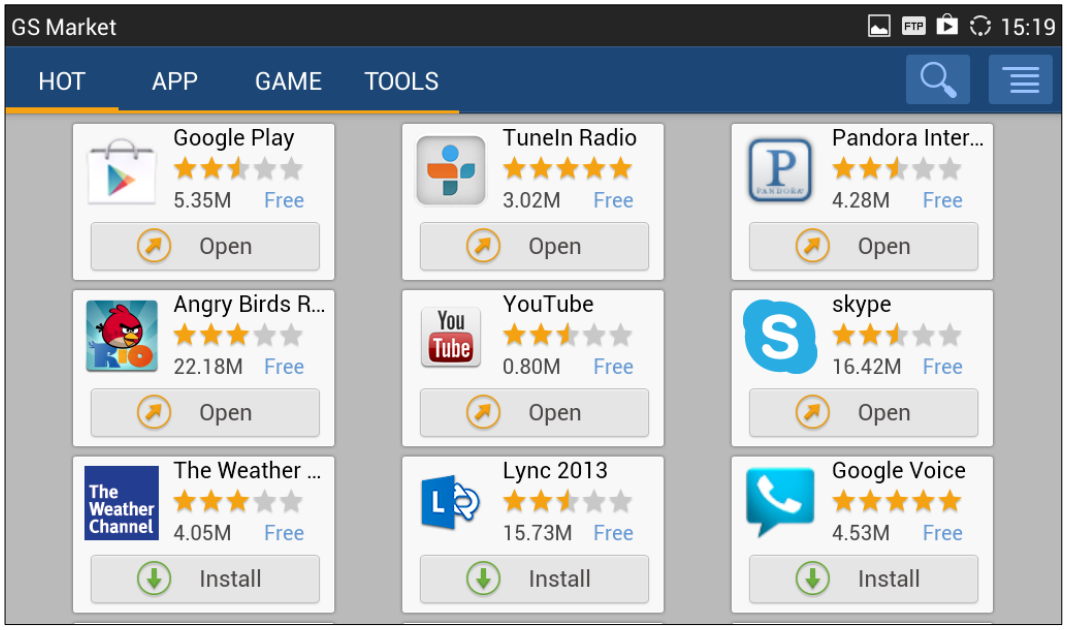

Figure 109: GXV3275 GS Market

SEARCH APPS

Open GS market and tap on . to input the key words for the app you are looking for.

DOWNLOAD AND INSTALL APPS

1. Open GS market and find the app you would like to install.
2. Tap on "Install" softkey for the app. It will start downloading.
3. Once downloaded, the installation process will start automatically.
4. Tap on to view the downloaded apps and installed apps from GS market.

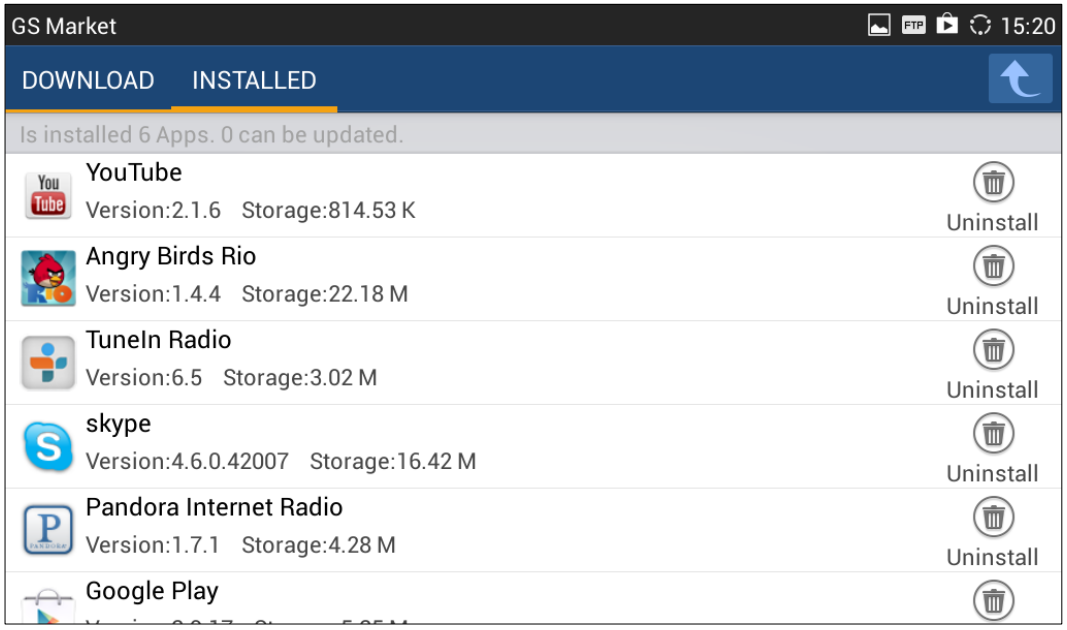

Figure 110: GXV3275 GS Market - Downloaded Applications

UPDATE APPS

The GXV3275 will automatically detect if there is a new version available for the installed apps to upgrade when the network connection is available and stable. Users can also view update status and manually update the apps in GS Market.

To update apps, open GS Market and tap on to access the installed apps. Users will see the Update option for the app that has new version available.

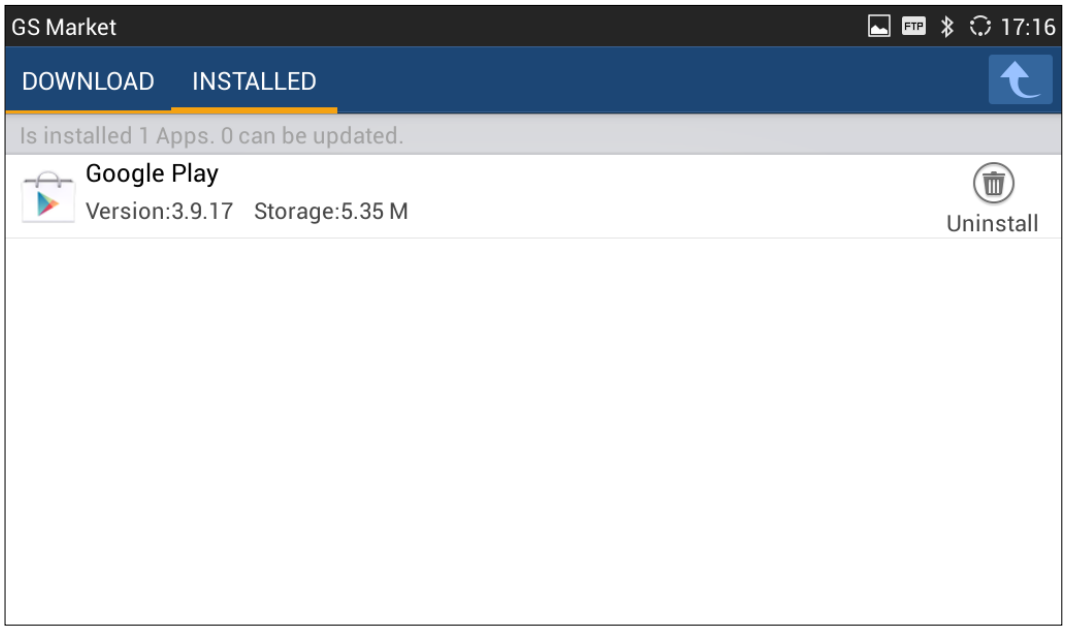

Figure 111: GXV3275 GS Market - Installed Applications

UNINSTALL APPS

1. Open GS Market and tap on to access the installed apps.
2. User will see "Uninstall" option for each app. Tap on "Unstall" for the app you would like to unstall.
3. A confirmation dialog will pop out. Tap on "OK" to start uninstallation.

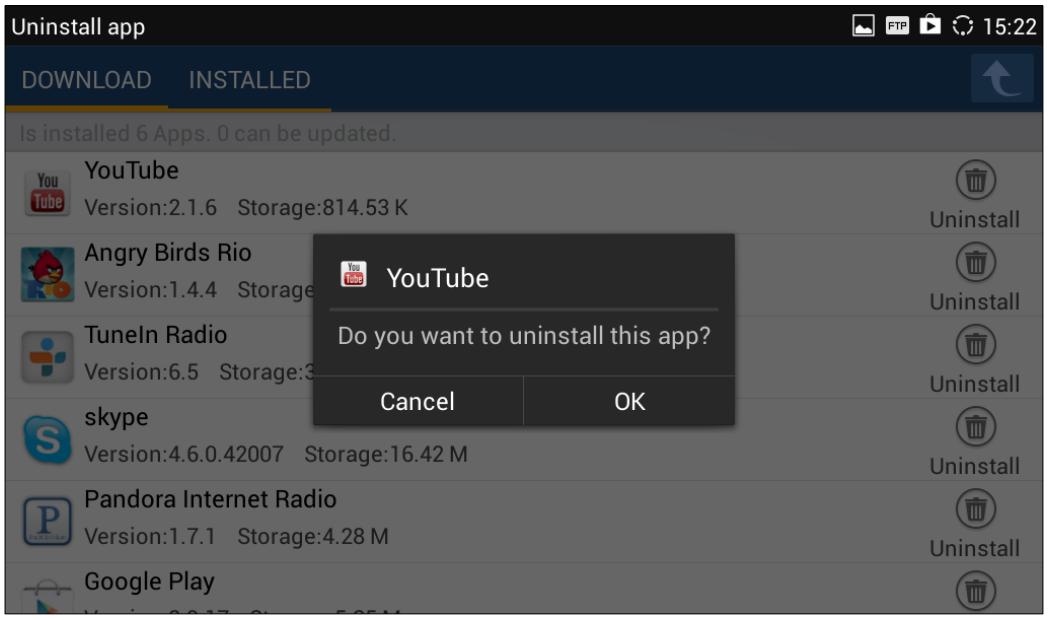

Figure 112: GXV3275 GS Market - Uninstall Applications

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TOOLS

FILE MANAGER

File Manager is a tool that allows users to delete, move, copy/paste, send and rename files. It helps users to access and manage files in local storage as well as external storage devices (e.g, SD card/USB flash drive). Tap on the phone's menu or desktop to launch File Manager application.

COPY AND PASTE FILES

Follow the steps below to copy and paste a file on the GXV3275.

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 checkbox shows up.

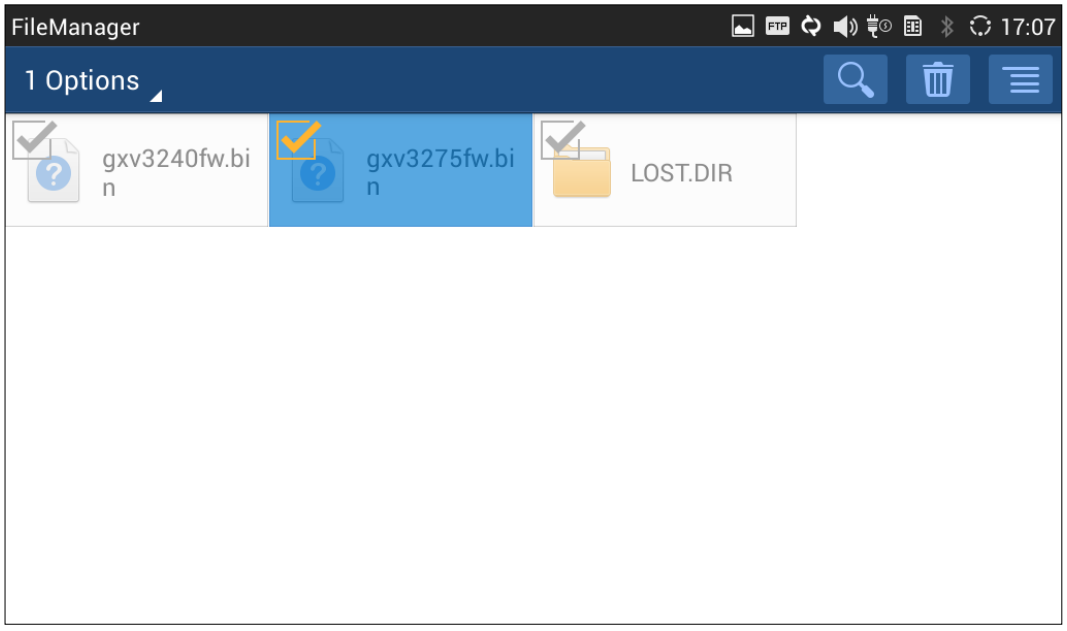

Figure 113: GXV3275 File Manager - Select File

2. Select the files or folders to be copied. Tap on

to select all files or unselect all files.

3. Tap on and select "Copy". The file will be copied.

4. Tap on the root directory / to go back to the root directory. Navigate to the destination folder where you would like to paste the file to.

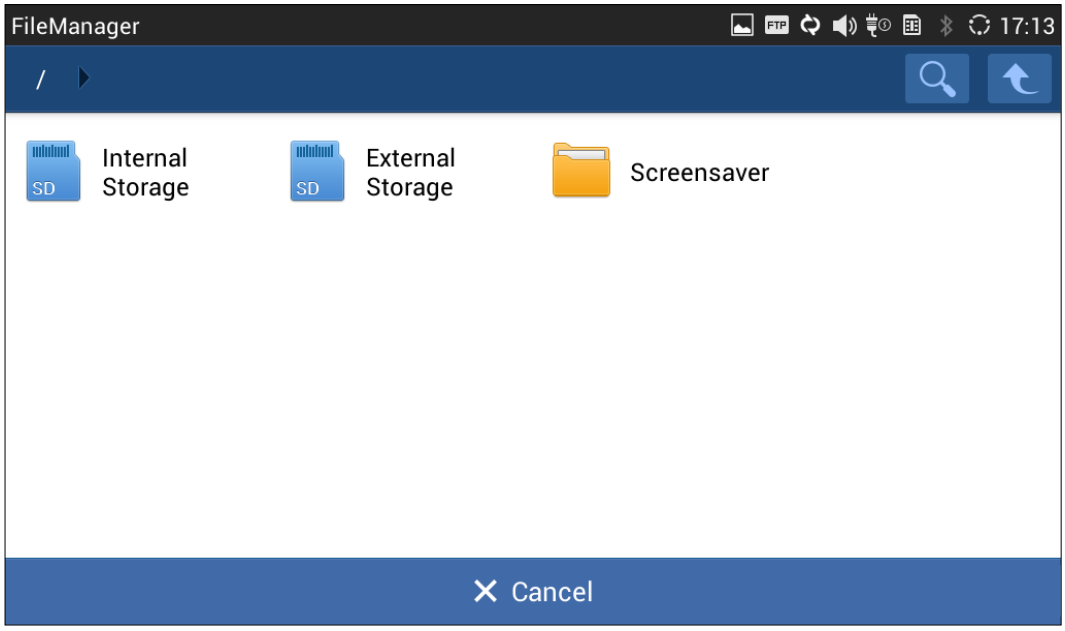

Figure 114: File Manager Root Directory

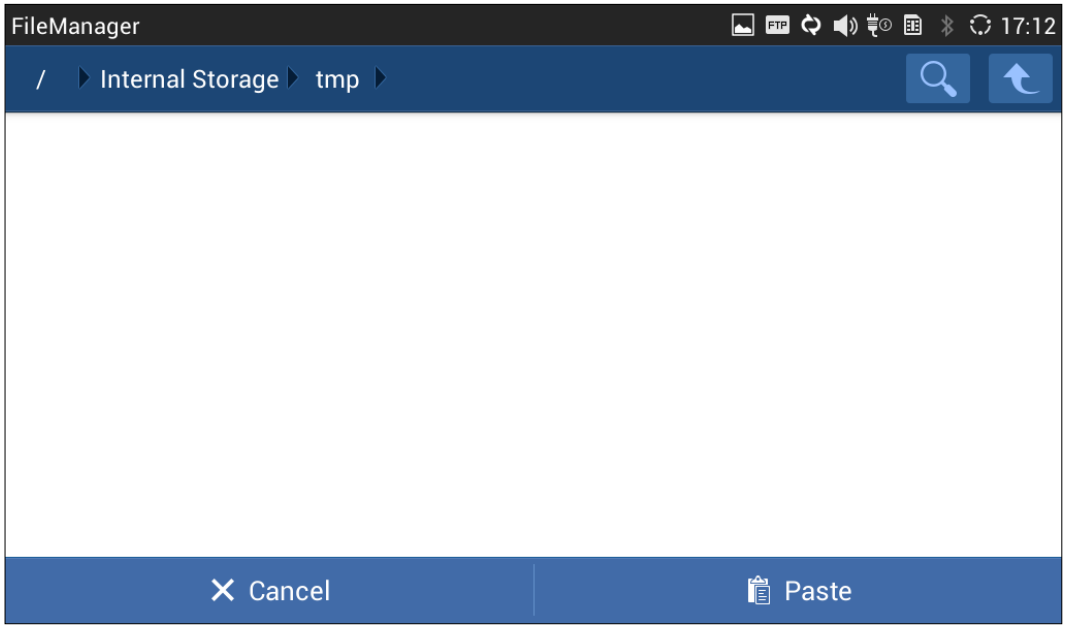

Figure 115: Paste File

MOVE FILES

The steps to move a file is similar 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 GXV3275.

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 checkbox shows up.

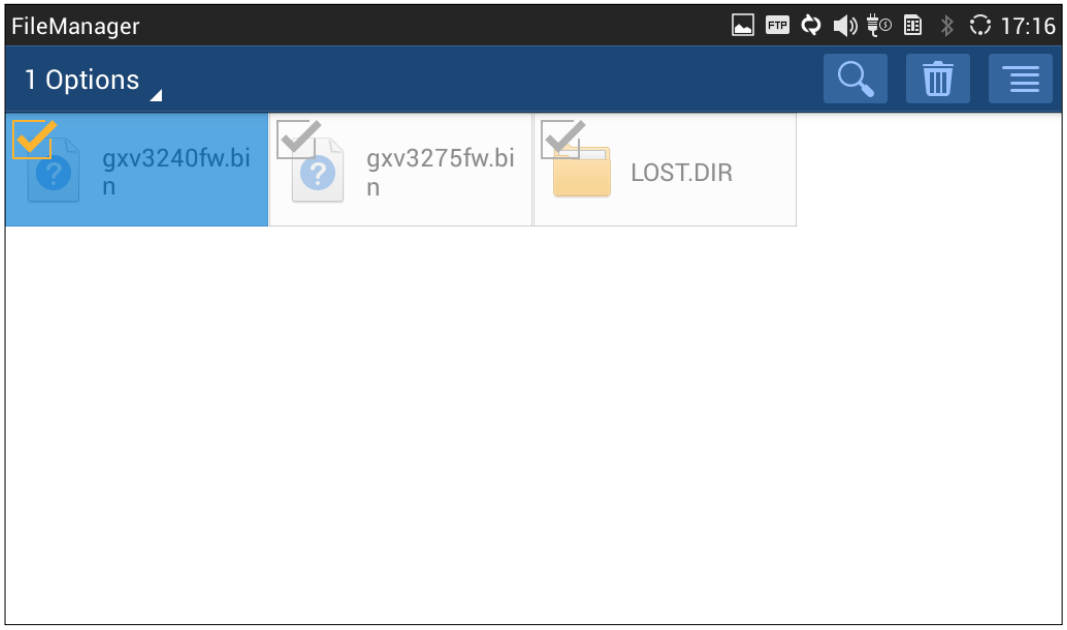

Figure 116: GXV3275 File Manager - Select File

2. Select the files or folders to be moved. Tap on 1 Options to select all files or unselect all files.
3. Tap on and select "Move". The file will be copied.
4. Tap on the root directory / to go back to the root directory. Navigate to the destination folder where you would like to move the file to.

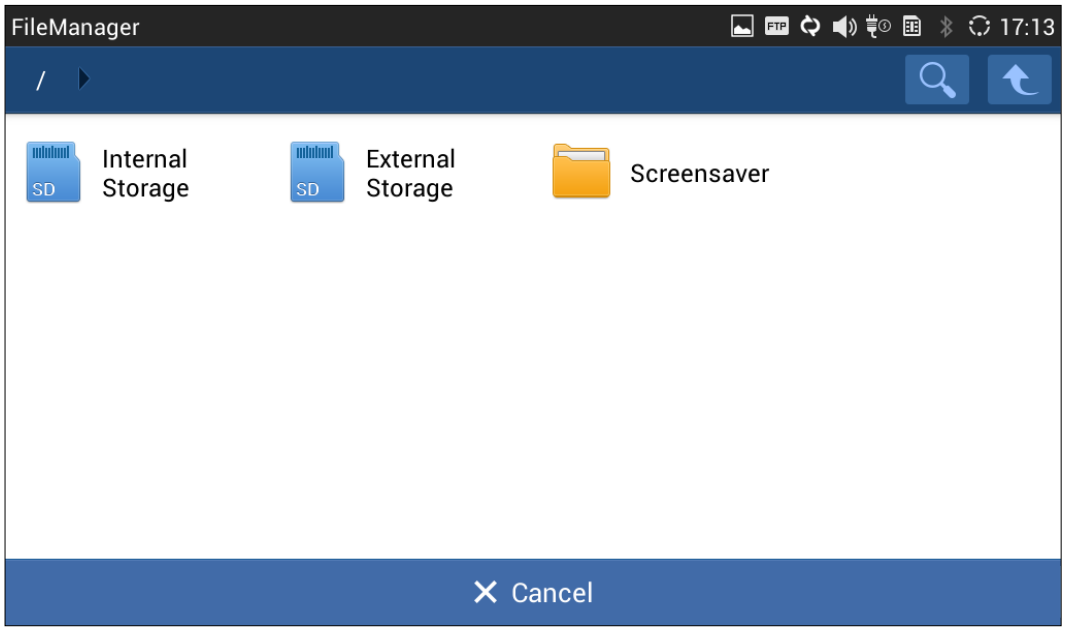

Figure 117: File Manager Root Directory

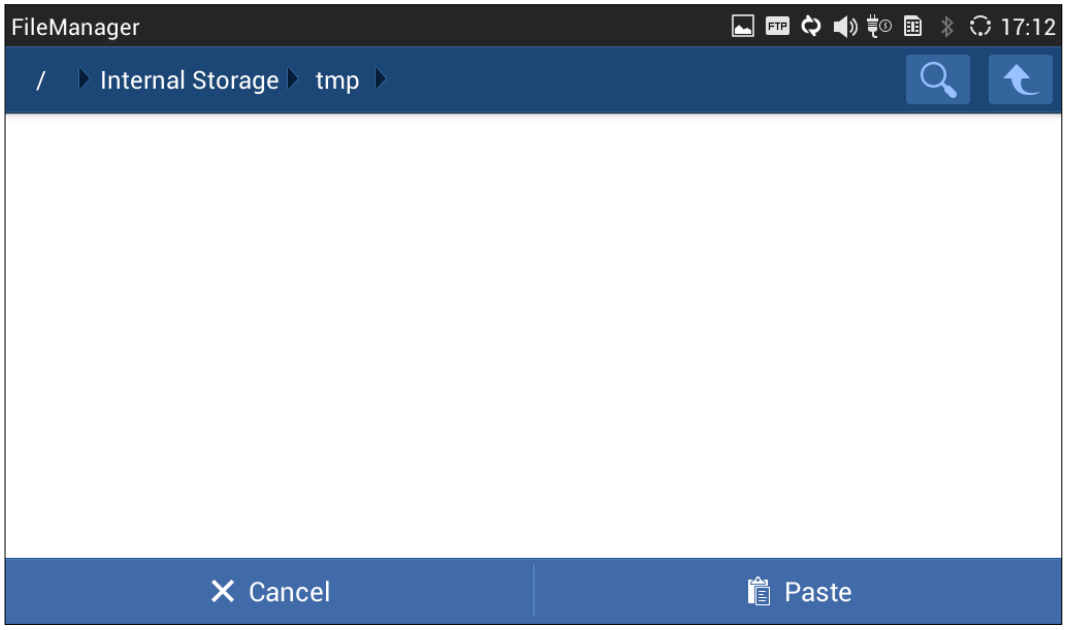

Figure 118: Paste File

SEND FILES

The users can send a file via Bluetooth or other applications from file manager. Please make sure Bluetooth is turned on and connected to the Bluetooth devices, or the applications are set up properly already. 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 until the checkbox shows up.
2. Select the files or folders to be sent. Tap on 1 Options to select all files or unselect all files.

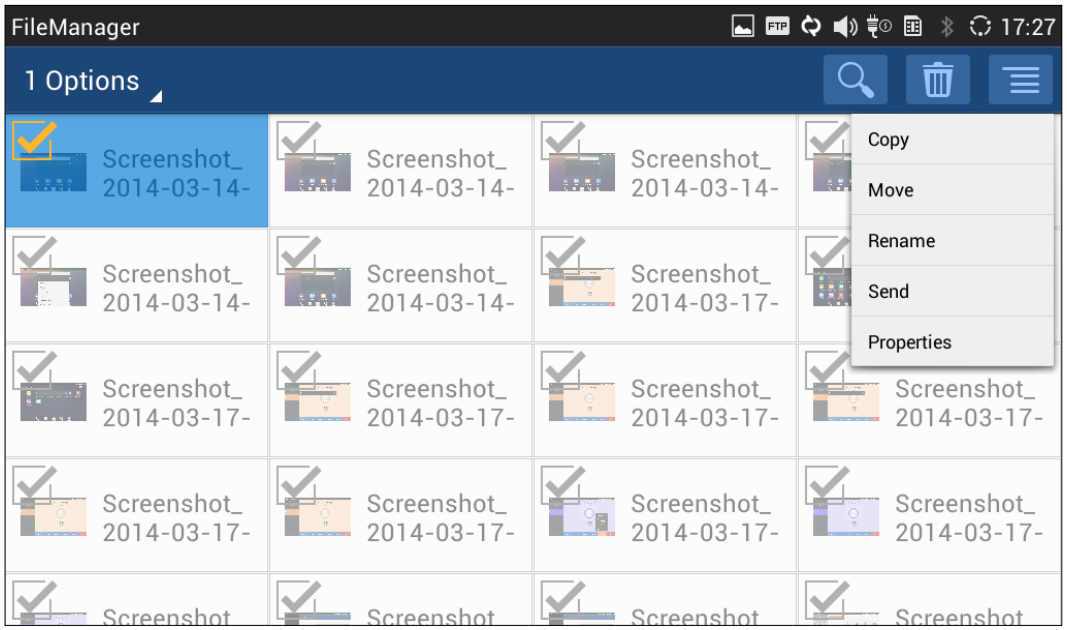

Figure 119: GXV3275 File Manager - Options

3. Tap on and select "Send". A new dialog window will pop up for users to send the file via Bluetooth or other applications.

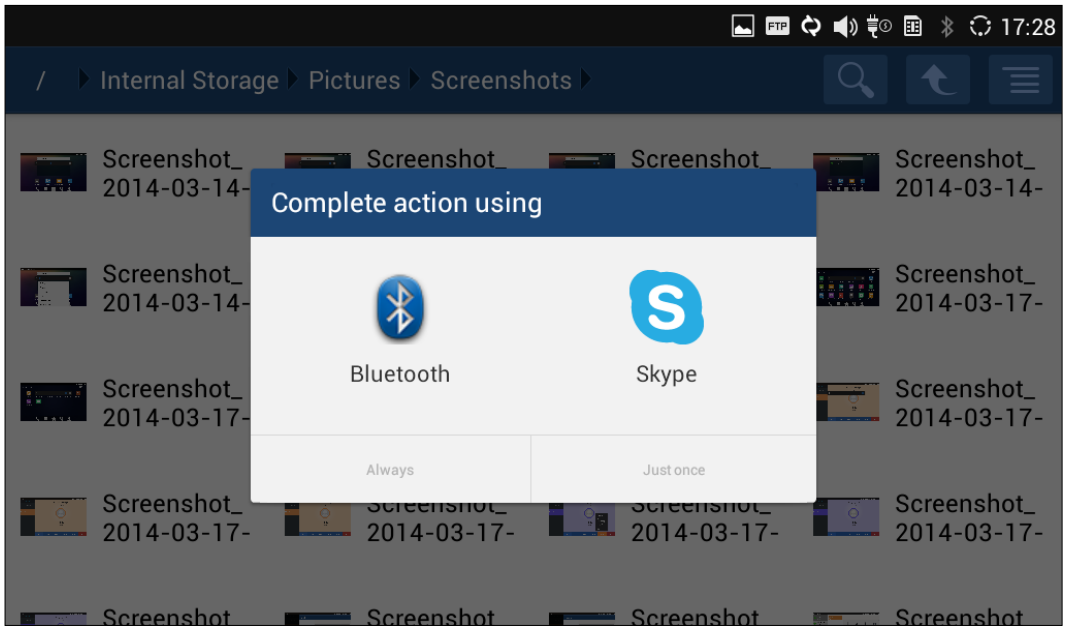

Figure 120: GXV3275 File Manager - Select Application to Send File

DELETE FILES

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 until the checkbox shows up.
2. Select the files or folders to be sent. Tap on 1 Options to select all files or unselect all files.
3. Tap on . A confirmation dialog will pop up.
4. Tap on OK to delete the file(s).

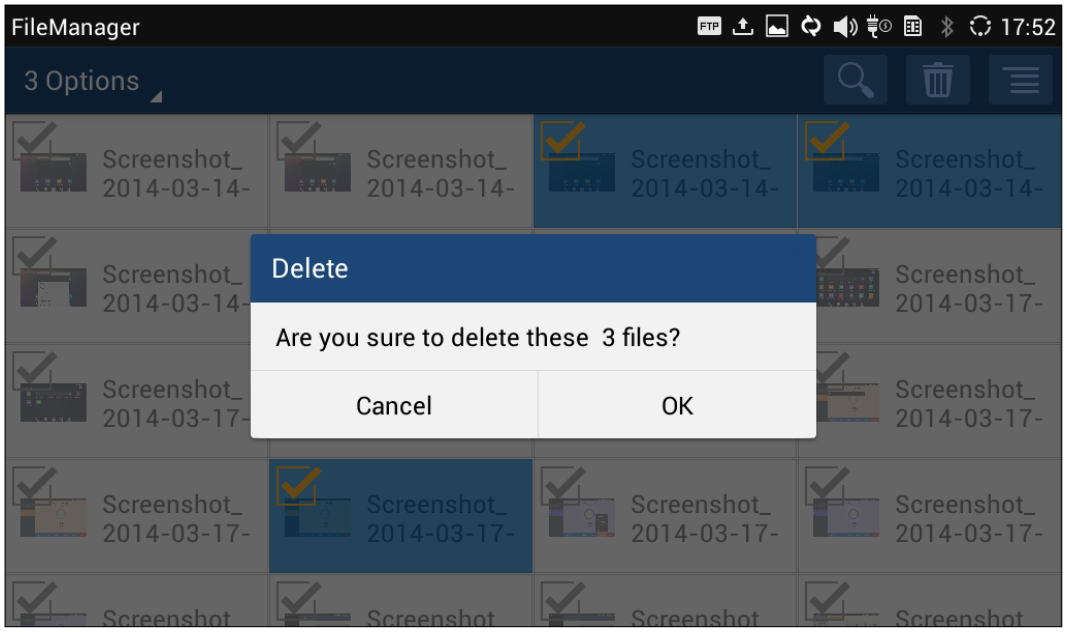

Figure 121: Delete File(s) via File Manager

RENAME 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 until the checkbox shows up.
2. Tap on and select "Rename". A new dialog window will pop up for users to enter the new name.
3. Tap on OK.

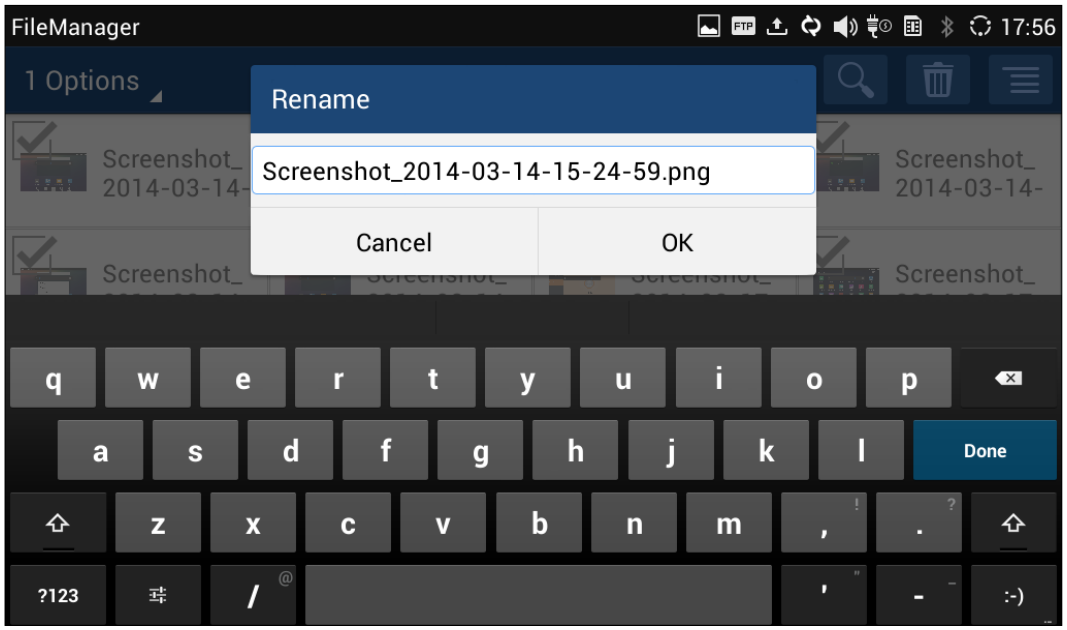

Figure 122: Rename File

⚠ **Note:**

Under the File Manager root directory, screensaver is a system folder that users could not create or delete files/folders there.

FTP SERVER

The GXV3275 supports file transfer via FTP server. Once installed, users could access the GXV3275 file system from PC. Tap on

in the phone's menu or desktop to open FTP Server application.

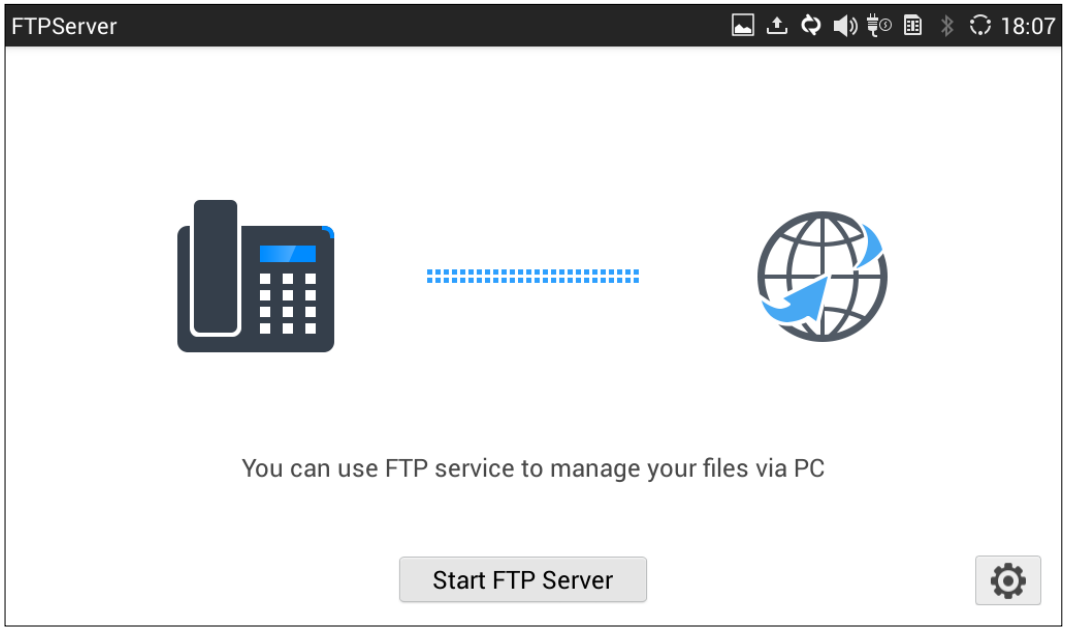

Figure 123: FTP Server - Start

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

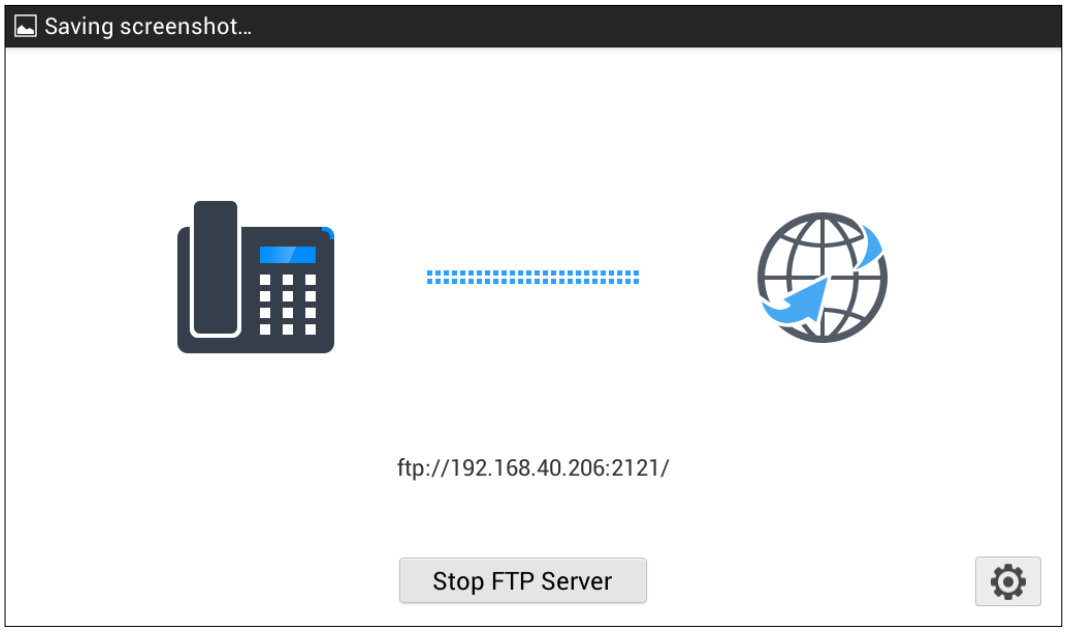

Figure 124: FTP Server - Stop

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".

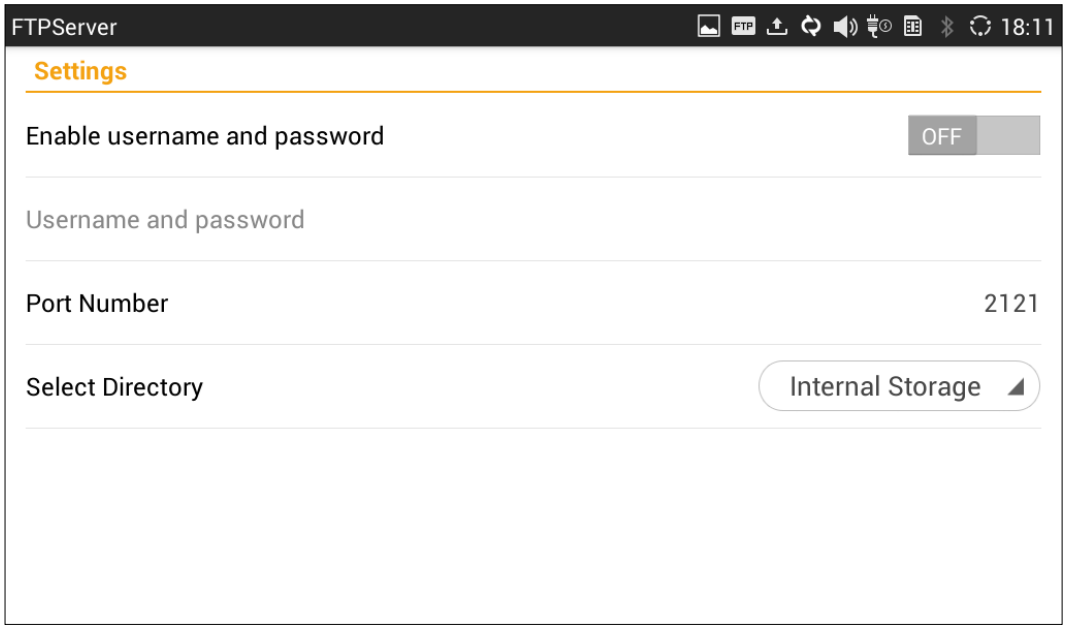

Figure 125: FTP Server - Settings

RECORDER

GXV3275 Recorder application allows users to record audio and access recording files from call recording. There is no time limit on the recorder as long as there is enough space to save the recording file. Tap on on the phone's menu or desktop to launch the Recorder application.

NORMAL RECORDER

Normal recorder shows the recording files recorded using the Recorder application.

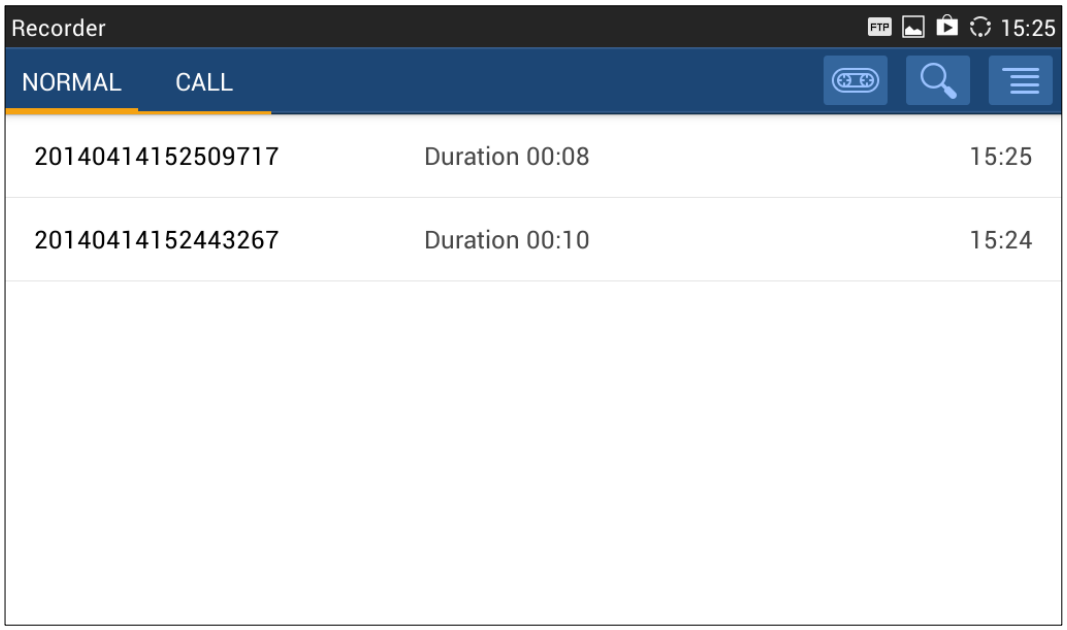

Figure 126: Normal Recorder

To use the recorder app to record audio, tap on open the recorder.

1. Tap on to start recording.

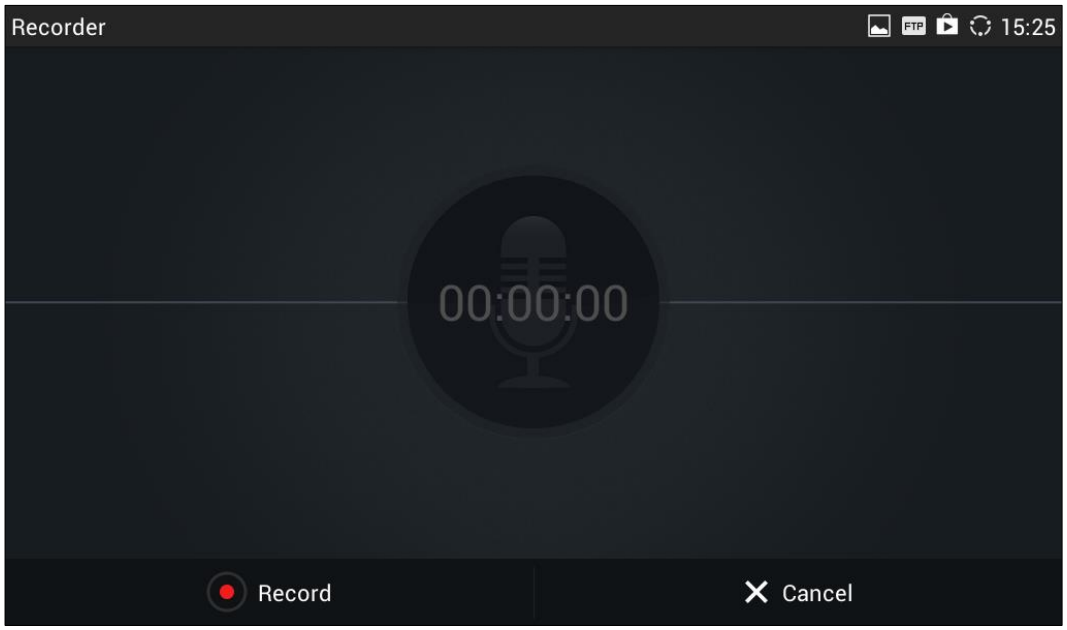

Figure 127: Normal Recorder - Start Recording

2. Tap on "Save" to end recording.

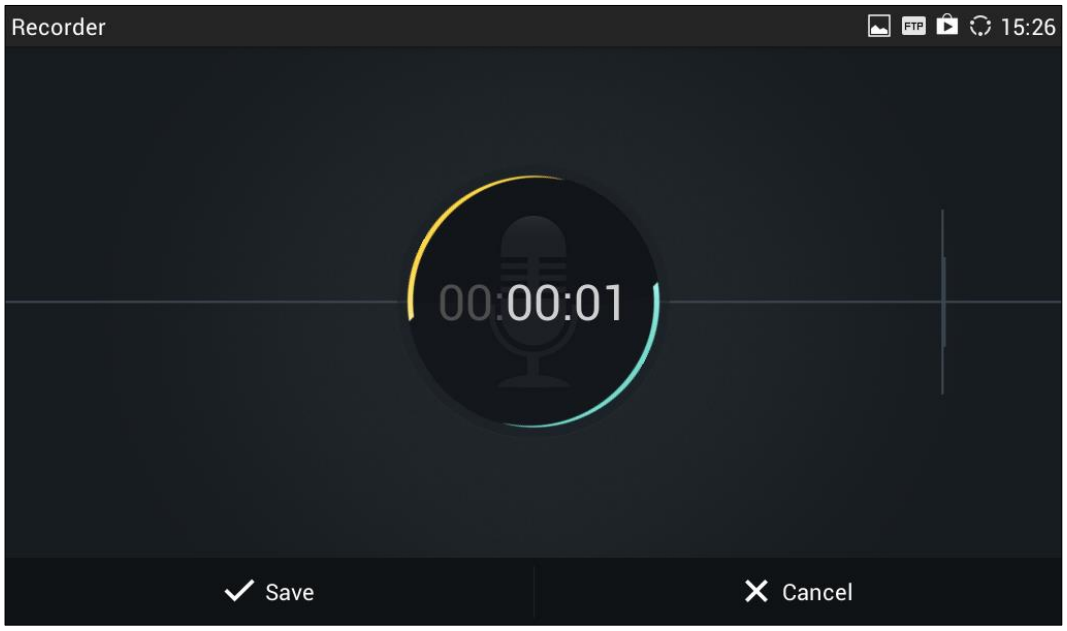

Figure 128: Normal Recorder - End Recording

3. The file will be saved and accessible under Recorder application "Normal" category. Tap on the recording file to play the recording.

CALL RECORDER

During an active call, users have the option to record the conversation. The recorded conversation can be retrieved here.

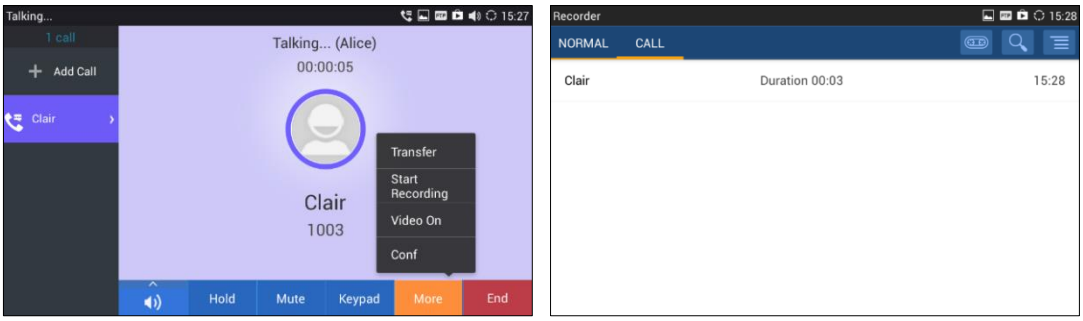

Figure 129: Call Recorder

DOWNLOADS

The Downloads application can be opened by tapping on on the phone's menu or desktop. The files (such as PDF documents, pictures) downloaded from the browser will be stored in the internal storage and can be access from Downloads application.

Figure 130: Downloads

- Tap on the file to open it.
- Tap on the checkbox to select the file. Then users could delete or share the file.
- Tap on "Sort by size" or "Sort by date" to sort the downloaded files.

IP LOCATION

The IP Location application provides users with a tool to resolve the public IP address to the location. Tap on to on the phone's menu or desktop to launch the IP Location application.

In the IP Location application, users could simply enter the public IP address and then tap on **Search** to view the result. Based on the IP address provided, the following information will be given: **Country**, **Region**, **City**, **Latitude**, **Longitude**, **Time Zone** and **Weather Code**. This information is useful when configuring the phone to provide personalized settings based on user's location.

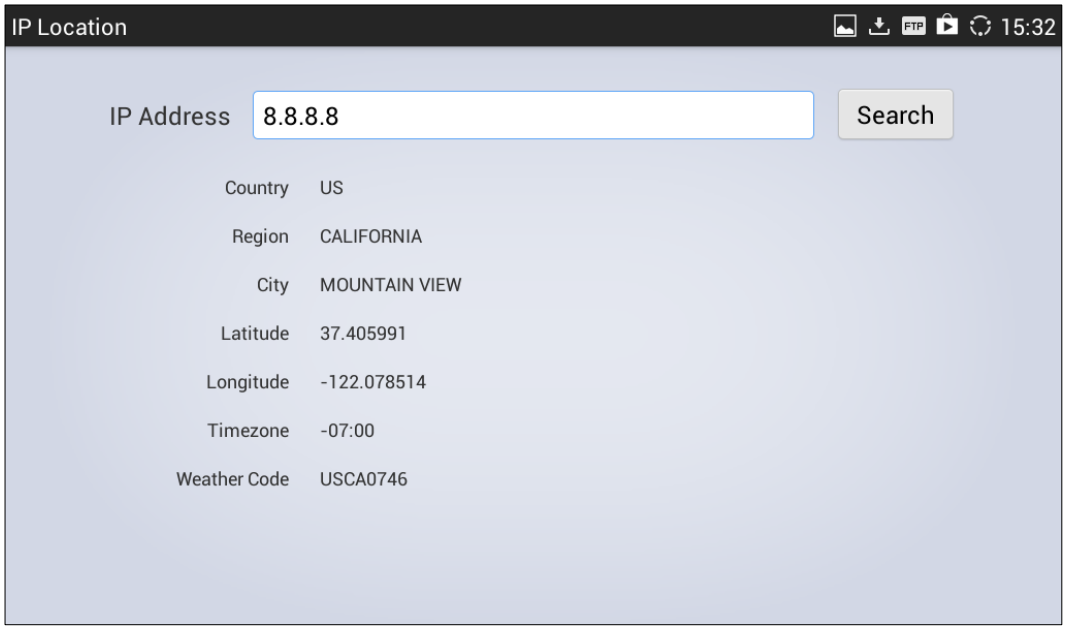

Figure 131: GXV3275 Location

For example, in the above figure, the public IP address 8.8.8.8 is mapped to Mountain View in California, USA. The time zone is UTC-07:00 and the weather code is USA0746.

DIAGNOSIS

The GXV3275 provides a built-in diagnosis application for users to troubleshoot hardware issues related to LCD, keypad, and touch screen, LED as well as extension board connection. Tap on the phone's menu or desktop to launch Diagnosis application. The following figure shows the diagnosis menu. After selecting the option, users could follow the diagnosis instruction to troubleshoot the device.

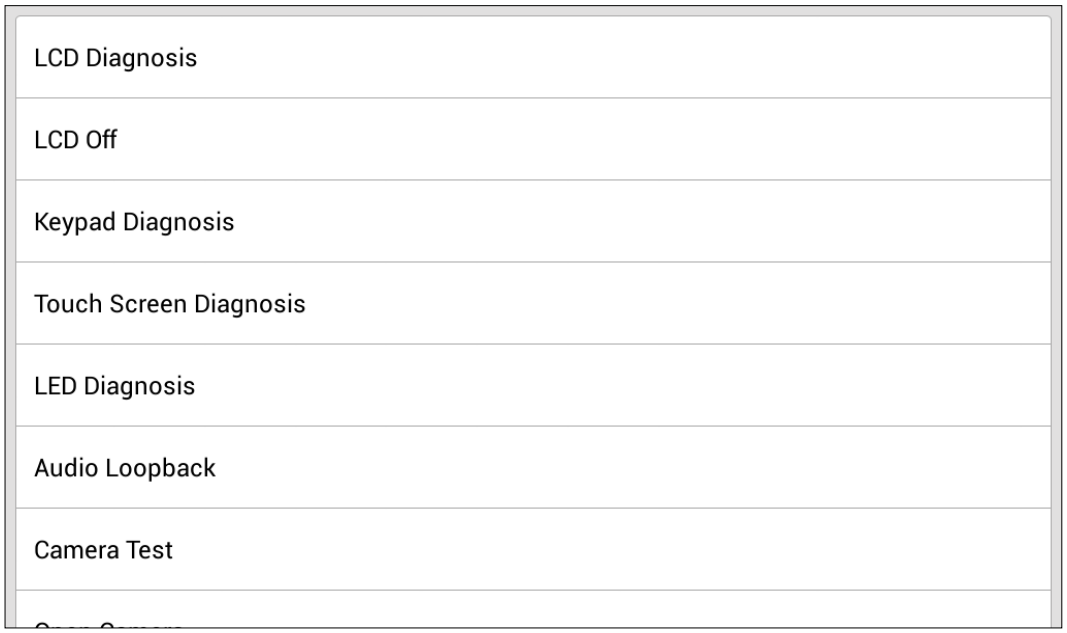

Figure 132: GXV3275 Diagnosis

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CAMERA

The GXV3275 has built-in Camera to support taking pictures and recording videos. Users can also use the camera during SIP video calls as well as video calls via 3rd party applications such as Microsoft Lync. To access Camera to take pictures and videos, tap on Camera icon on the desktop or phone's menu.

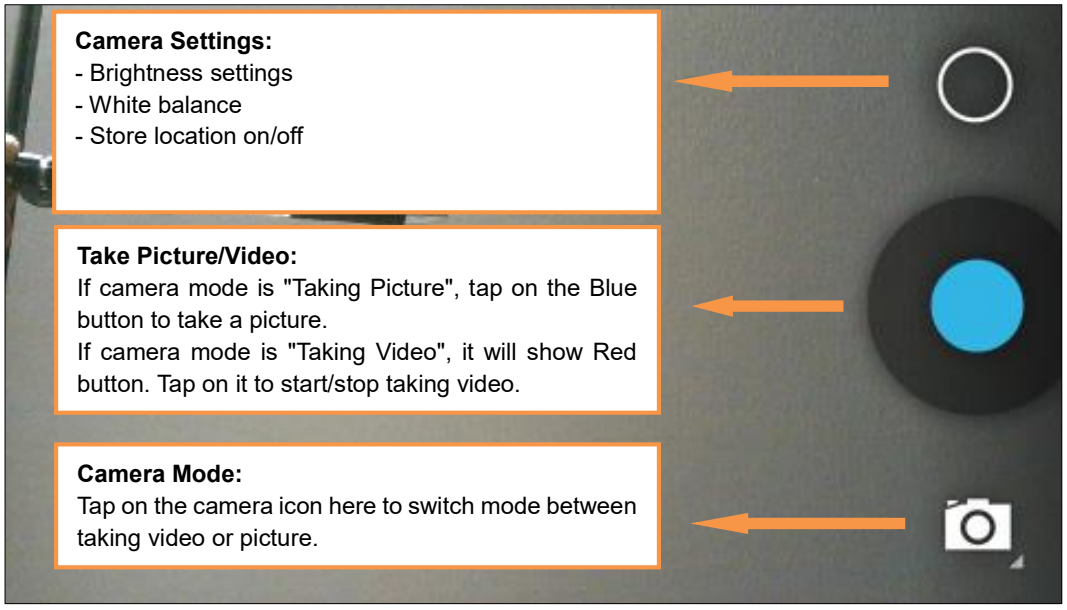

Figure 133: GXV3275 Camera

TAKE PICTURE

1. Select the camera mode as to take picture.
2. Tap on the Blue button to take a picture.
3. The captured picture can be accessed under **FileManager->Internal Storage->DCIM->Camera**.

RECORD VIDEO

1. Select the camera mode as to record video.
2. Tap on the Red button to start/stop recording.
3. The recorded video can be accessed under **FileManager->Internal Storage->DCIM->Camera**.

CAMERA SETTINGS

Tap on icon to bring up camera settings.

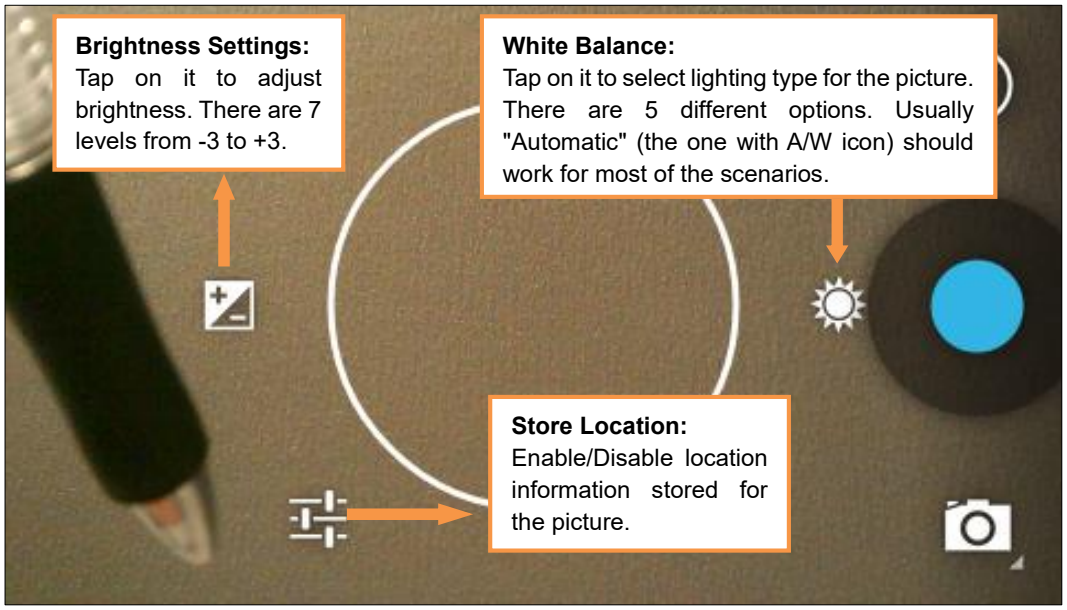

Figure 134: GXV3275 Camera Settings

ANGLE ADJUSTMENT

On the back of the GXV3275 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.

MULTIMEDIA

GALLERY

The GXV3275 has built-in Gallery application for users to take pictures/videos, view pictures and play videos from GXV3275 internal storage or USB/SD card storage. Users could also perform basic editing tasks on pictures and set them as wallpaper or picture for contacts. The pictures can be easily shared with friends in Gallery app by sending via Bluetooth and Email.

Tap on the phone's menu or desktop to launch the gallery application on the GXV3275.

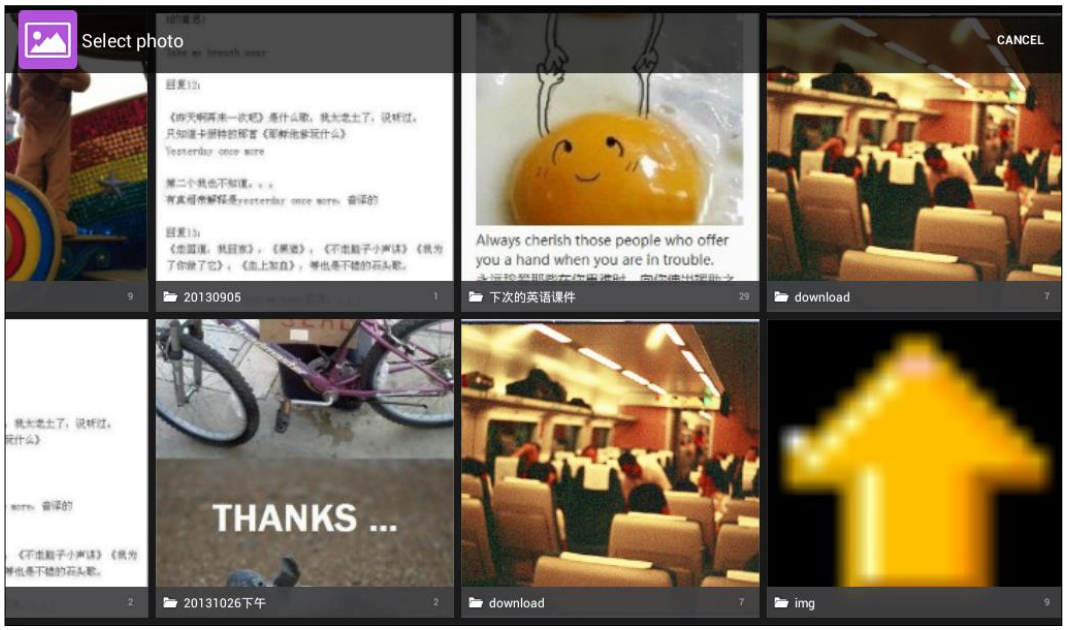

Figure 135: GXV3275 Gallery

- **Gallery albums**
  The image related folders in the GXV3275 will be present in Gallery as thumbnails. Users can tap on the thumbnail to access the folder.

- **View pictures**
  After accessing the album, slide left/right to view all the pictures. Users could select "Grid" or "Filmstrip" view mode to display the pictures. Tap on a specific picture to view the picture in full screen.

- **Edit picture**

When the picture is displayed in full screen, tap on the screen again. On the lower left corner, users will see icon . Tap on it and users can crop/rotate/add effect to the picture.

Figure 136: GXV3275 Gallery - Edit Picture

- **Picture 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", "Edit", "Rotate", "Crop" or "Set Picture as", etc.

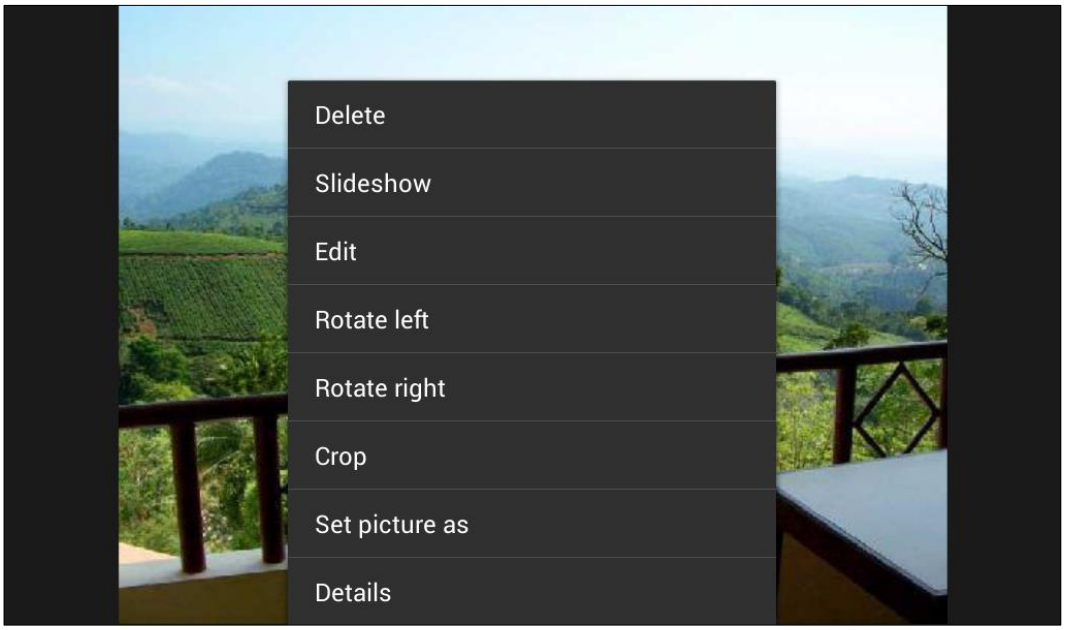

Figure 137: GXV3275 Gallery - Picture Options

- **Take picture/video**

  Tap on on the upper right of the Gallery to start taking pictures or videos using the GXV3275 built-in camera. In the camera mode, users could tap on to take video and tap on to take picture on the bottom right.

- **Select multiple pictures**

  Touch and press on one of the pictures for about 2 seconds until the picture is highlighted. Tap on other pictures to select multiple pictures. On the upper right of the Gallery app, users can tap on to share the pictures, or tap on to delete the selected pictures

- **Share pictures**

  Tap on on the upper right of the picture to send the picture via Bluetooth or 3rd party applications.

MUSIC

The GXV3275 has built-in music player to support audio files in AAC, MP3, AMR, WAVE, MIDI and Vorbis format. Tap on icon on the phone's menu or desktop to launch Music application.

PLAY MUSIC

1. Download music to have the music files ready in USB flash drive/SD card plugged into the GXV3275.
2. Open Music application.
3. Tap on and select "Refresh". The music files will be displayed in the list.

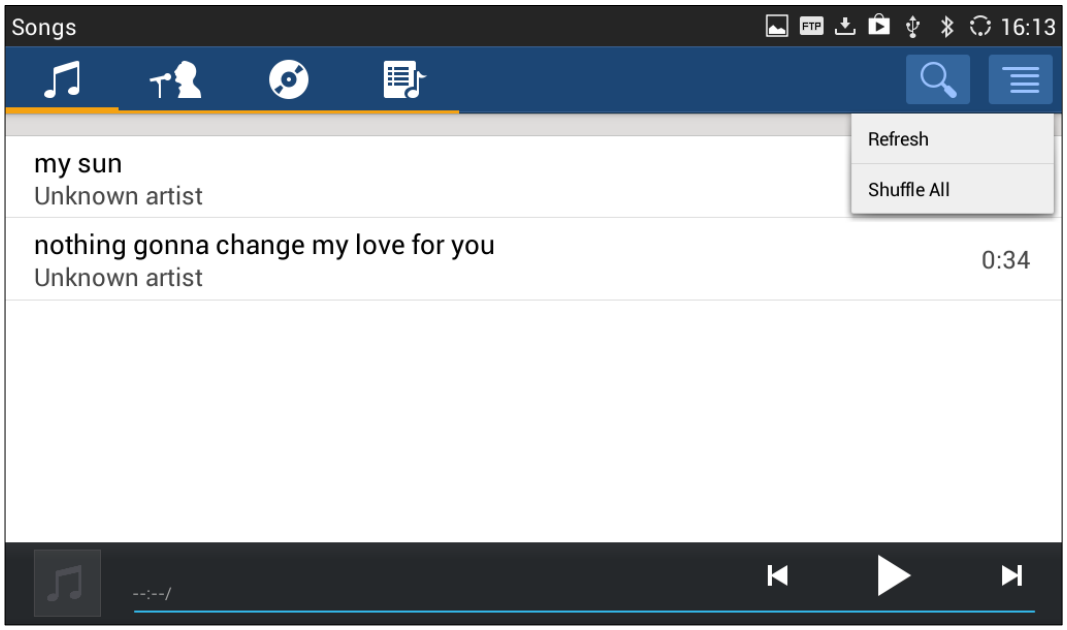

Figure 138: GXV3275 Music - Refresh Music List

4. Select a song and tap on to play the song.

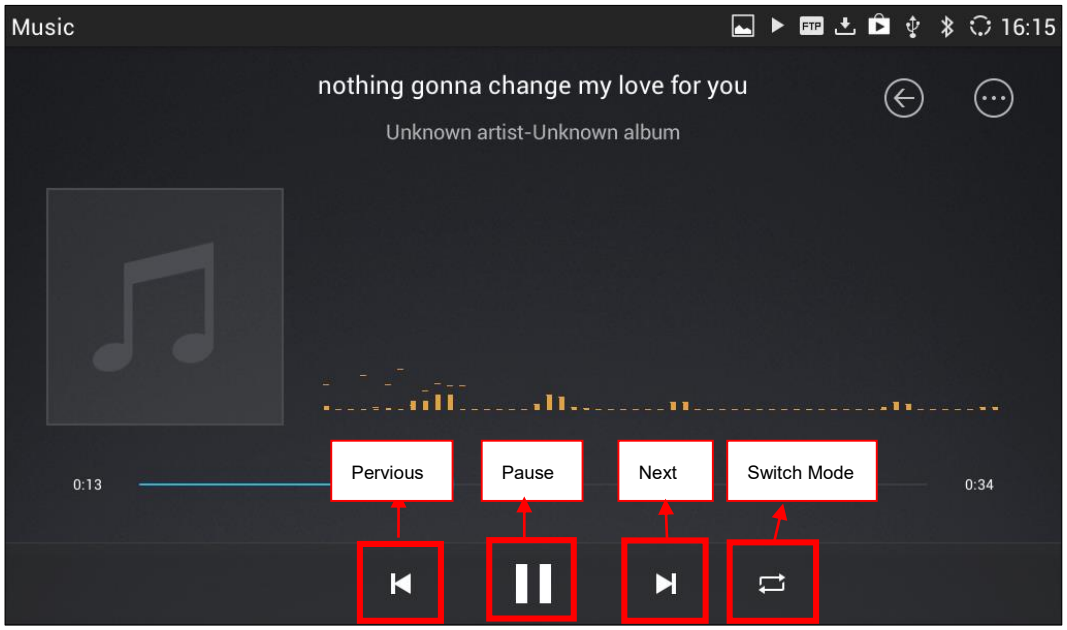

Figure 139: GXV3275 Music - Play a Song

EDIT MUSIC

1. In the music list, touch and press on one of the music file until the checkbox displays.
2. Tap on and users will be able to "Play" the music, "Add To PlayList" and "Save As Ringtone".

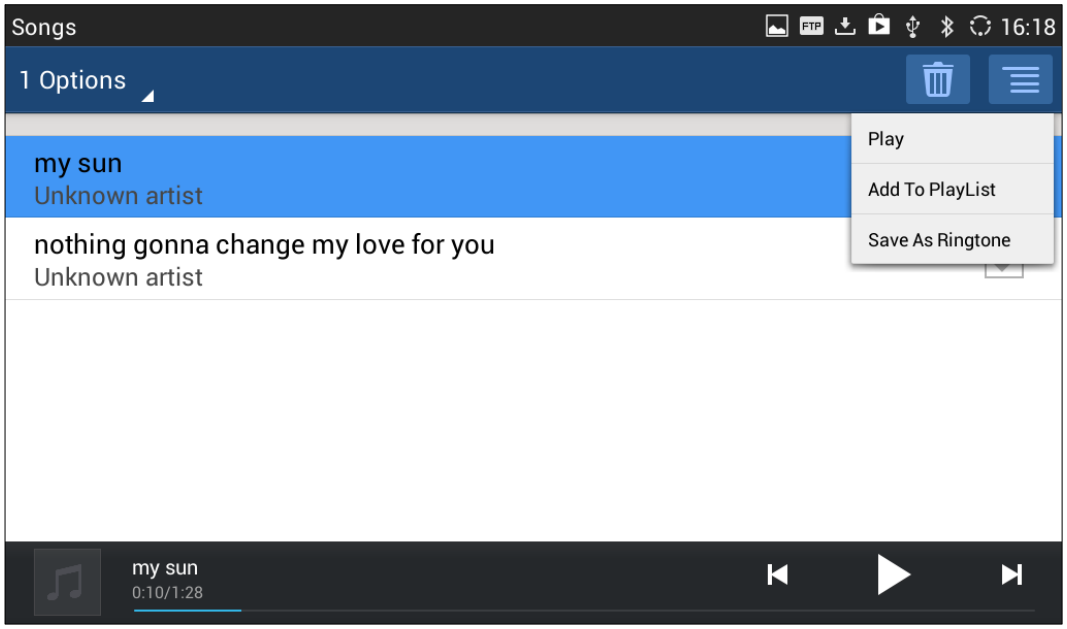

Figure 140: GXV3275 Music - Options

SORT MUSIC

On the top menu of the Music application, users can sort music by "Song", "Artist", "Album" and "Playlist".

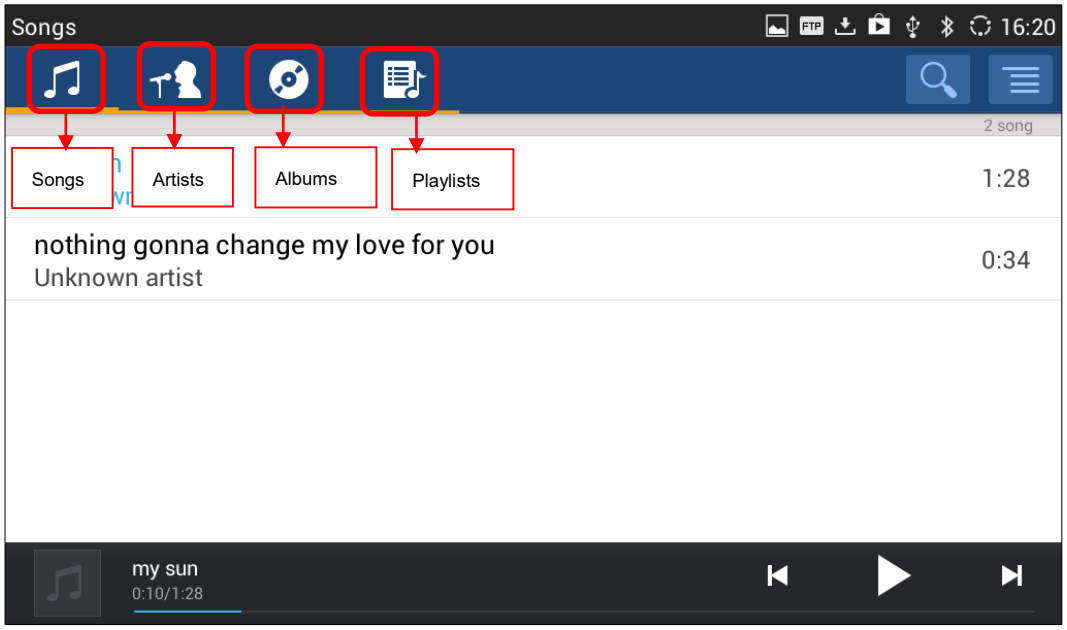

Figure 141: GXV3275 Music - Sort Songs

SEARCH MUSIC

1. Tap on to access the lists of songs.

2. Tap on and enter the name of the song to search.

CREATE PLAYLIST

1. Tap on to access Playlists.

2. Tap on to create a new playlist.

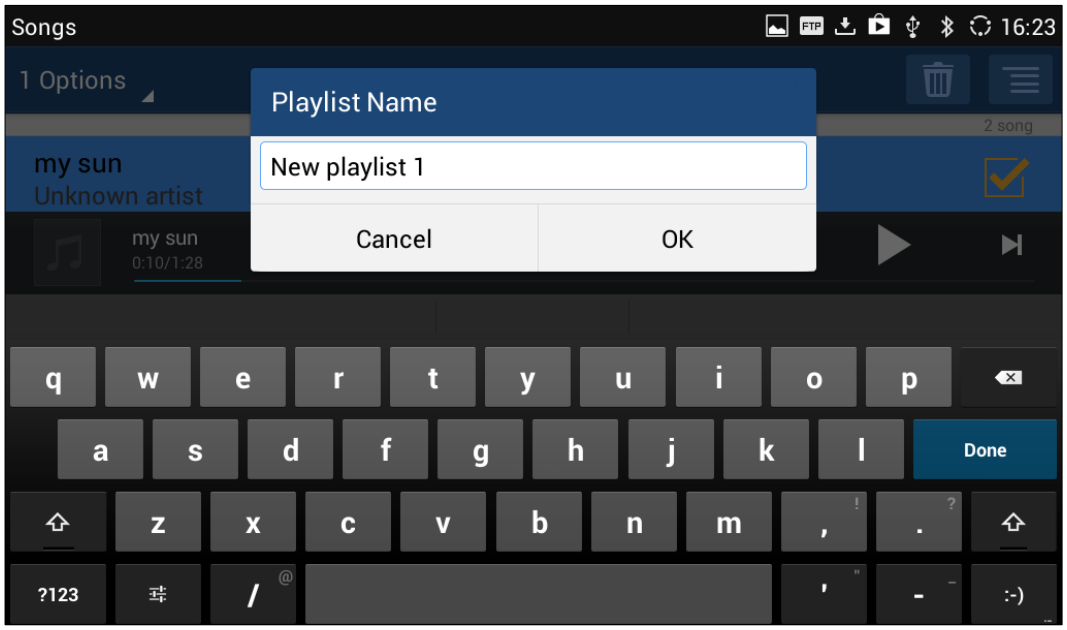

Figure 142: GXV3275 Music - Create Playlist

EDIT PLAYLIST

1. Tap on to access Playlists.
2. Touch and press one of the playlist for about 3 seconds to select it.
3. Press to bring up options to play the playlist or rename the playlist.
4. Tap on to delete the selected playlist.

Once the playlist is created, users can touch and press it for about 3 seconds.

BROSWER

GXV3275 browser could be used in a similar way as a PC-based web browser, i.e., open web pages, bookmarks, view history, search and etc. Tap on the phone's menu or desktop to launch the Browser application.

Figure 143: GXV3275 Web Browser

- Touch the screen and scroll up/down/left/right to view the web page.

- Double tap on the screen to zoom in/zoom out. Or use two fingers on the screen to pinch in or spreading out the page.
- Press the MENU button to access more options including bookmarks, share the page and etc.

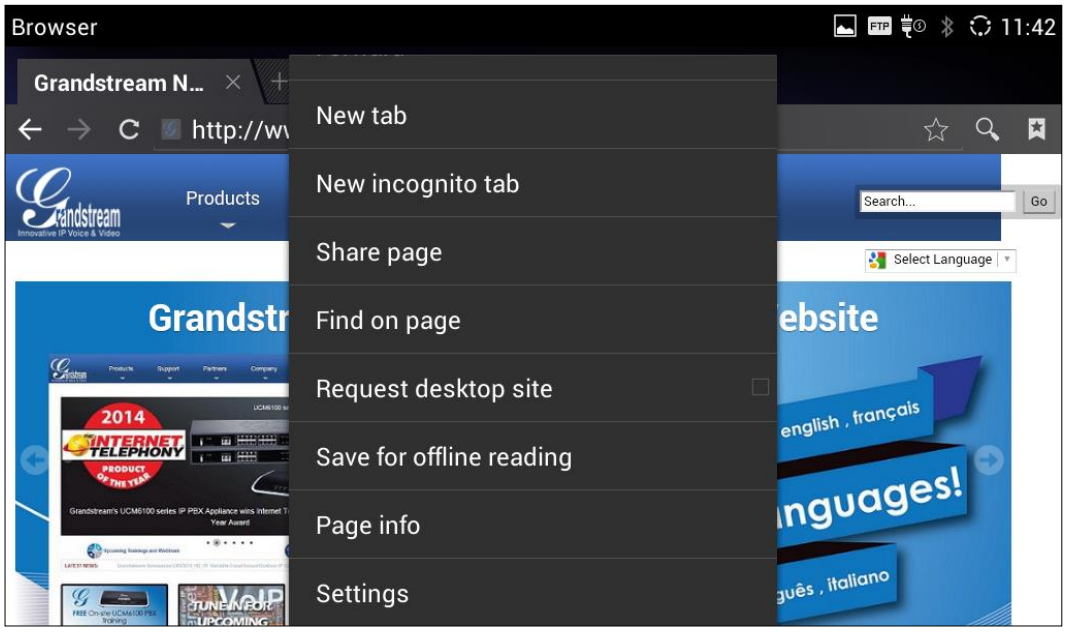

Figure 144: GXV3275 Browser Menu Options

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

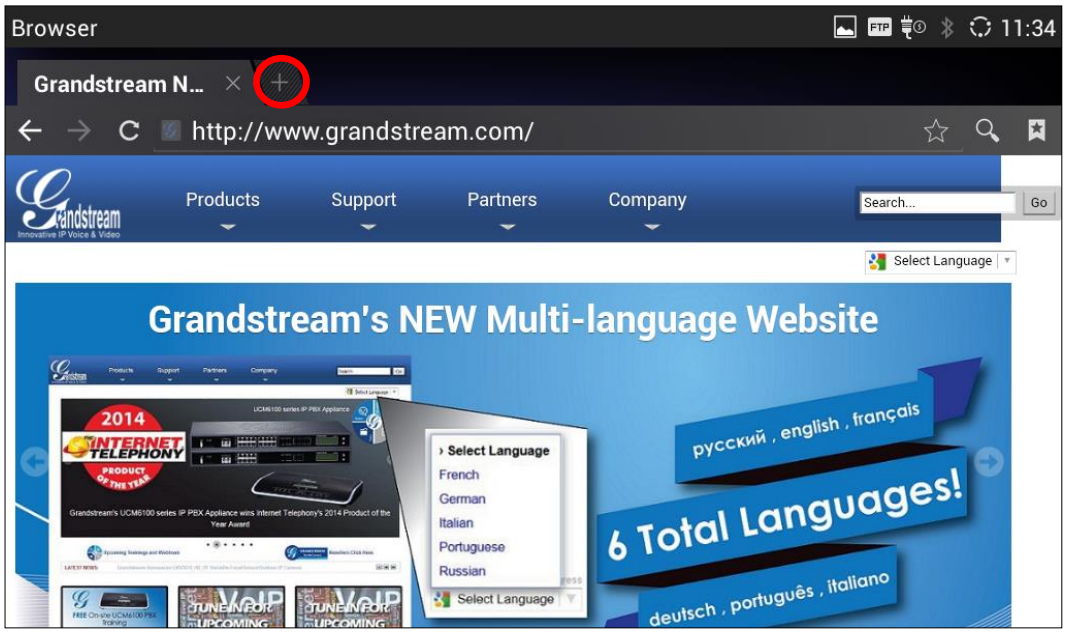

Figure 145: Open New Window in Browser

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

Figure 146: GXV3275 Web Browser-Bookmarks

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RSS NEWS

ADD RSS WIDGET

1. On the GXV3275 idle screen, press Settings button and select "Edit Widgets".
2. A list of widgets will show on the bottom of the screen. Swipe left/right to find the "RSS News" widget.
3. Touch and drag it to the idle screen. Please make sure there is enough space on the idle screen to place the widget.

USE RSS WIDGET

On the RSS widget, users can tap on icon to refresh the page, scroll up/down to view the abstract of the news, and tap on the news to access the detailed content.

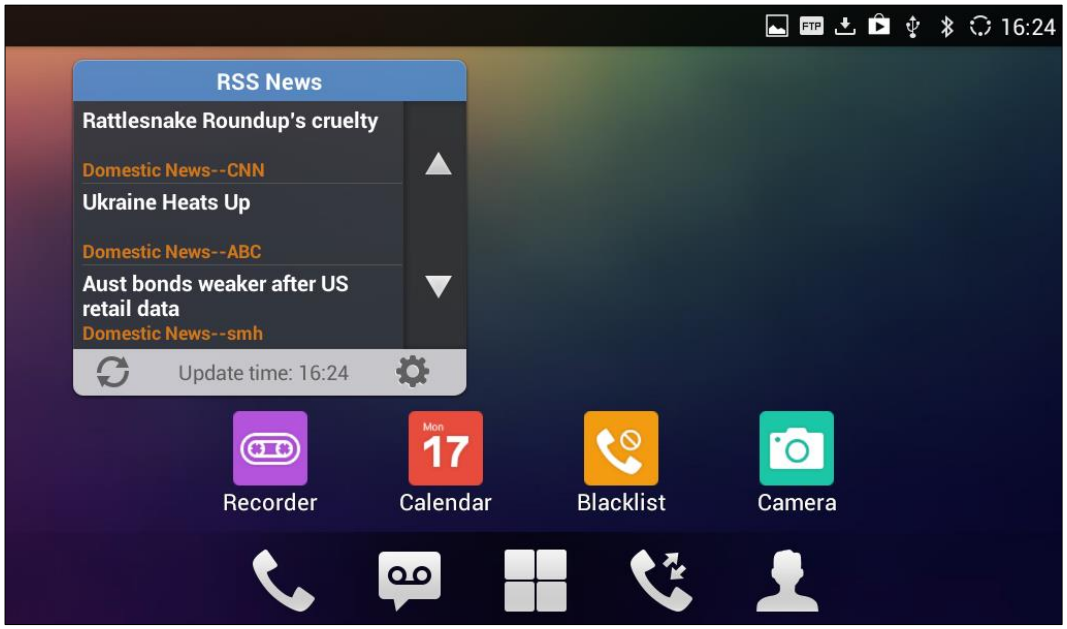

Figure 147: GXV3275 RSS News

RSS WIDGET SETTINGS

On the RSS News widget, tap on to access RSS News settings.

- **Update Interval:** Configure the interval to refresh the news. The valid range is from 10 minutes to 24 hours.
- **Page-turning Intervals:** Configure the page-turning speed on the widget when it displays different pages of news.
- **Subscribe:** Select the categories of the news you would like to display on the RSS News.

- **RSS Feed:** Tap on the URL field on the bottom of the screen and enter the link of a new RSS feed. Then tap on icon to add it to the category of the RSS feed.

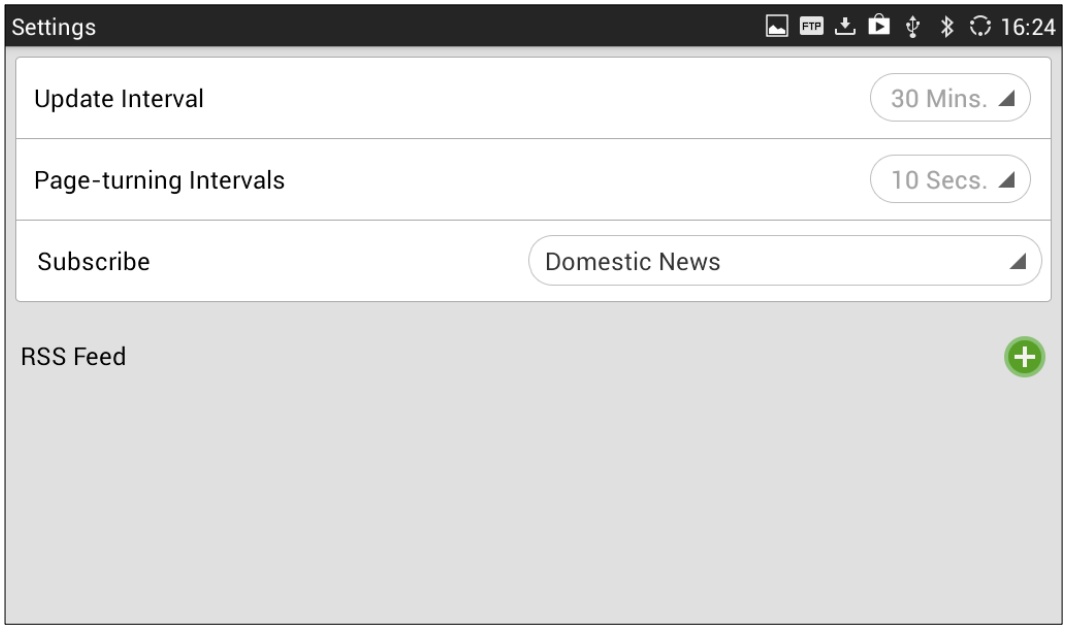

Figure 148: GXV3275 RSS News Settings

WEATHER

GXV3275 has a built-in Weather widget that provides weather information includes humidity, wind direction, wind speed (mph) and temperature in unit as configured by the users.

ADD WEATHER WIDGET

1. On the GXV3275 idle screen, press Settings button and select "Edit Widgets".
2. A list of widgets will show on the bottom of the screen. Swipe left/right to find the "Weather" widget.
3. Touch and drag it to the idle screen. Please make sure there is enough space on the idle screen to place the widget.

USE WEATHER WIDGET

On the Weather widget, tap on to refresh the weather information. Users can also tap on the widget to access the settings.

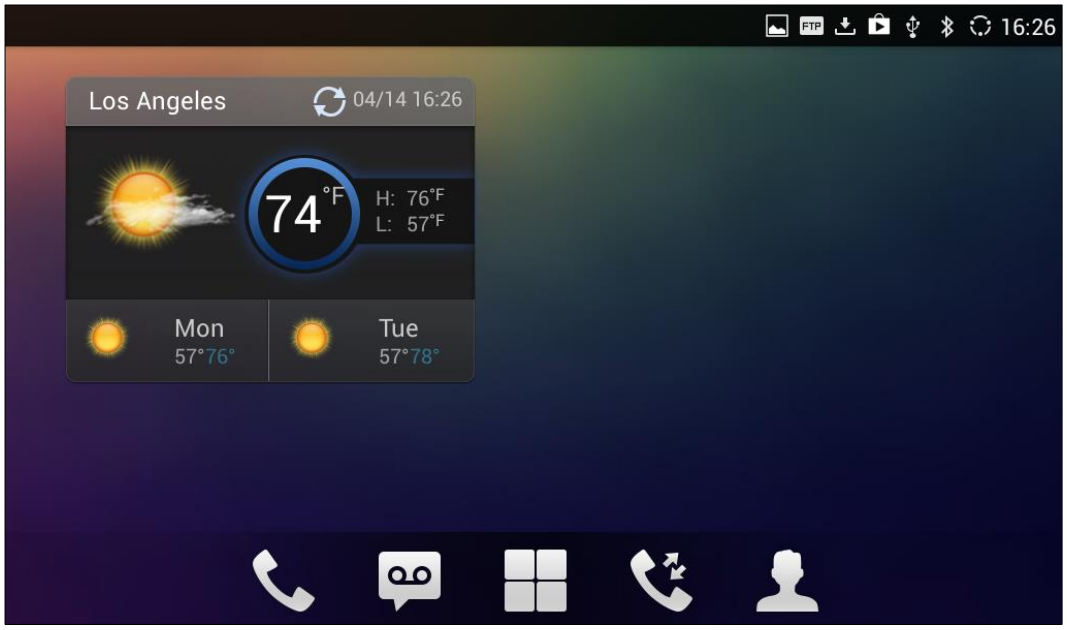

Figure 149: GXV3275 Weather

WEATHER SETTINGS

Tap on the weather widget to access settings. Users will see four softkeys on the bottom of the screen.

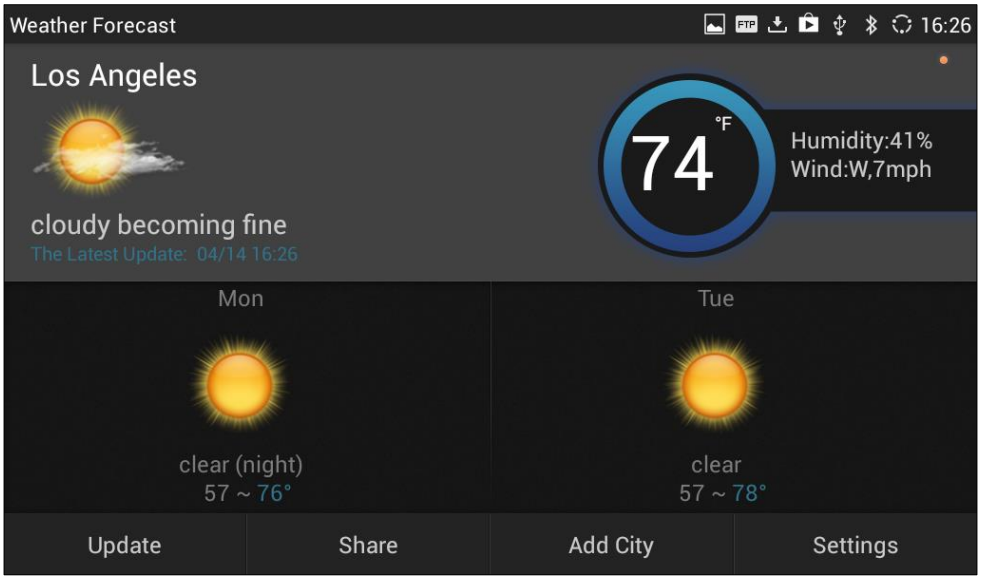

Figure 150: GXV3275 Weather Settings

- **"Update":** Tap to refresh the weather information.
- **"Share":** Tap to share the weather information with other users.
- **"Add City":** Tap to add city for the location you would like to check the weather.
- **"Settings":** Tap on configure temperature unit and update interval time.

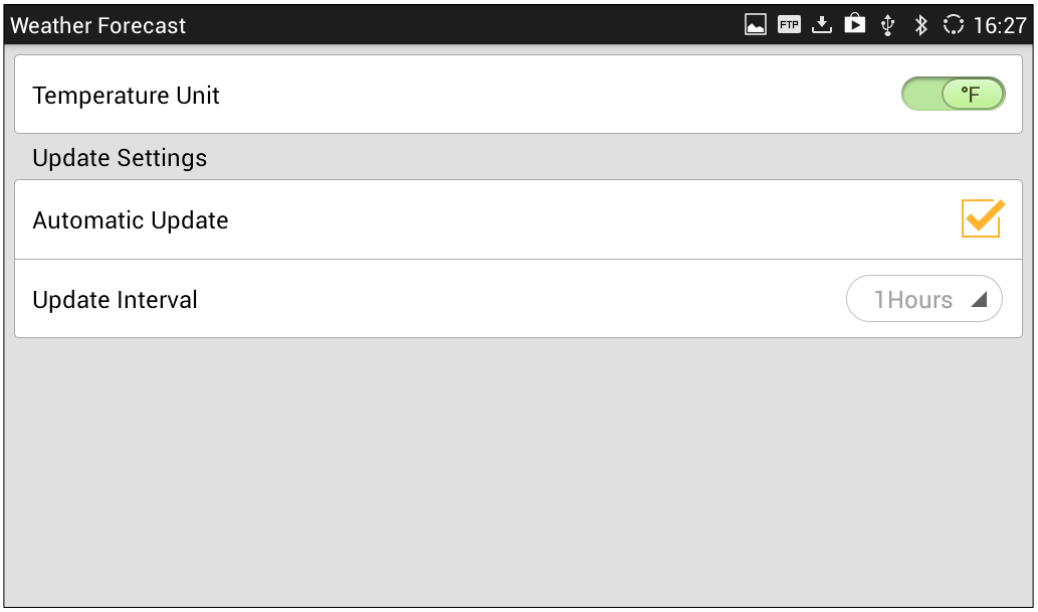

Figure 151: GXV3275 Weather Update Settings

BS-IM&P

GXV3275 supports BroadCloud Instant Message and Presence (IM&P) feature. This service is a multi-tenant Instant Message & Presence service based on the Extensible Messaging and Presence Protocol (XMPP) and works with any XMPP compatible client. Please refer to the following link for more details about how to use BroadCloud IM&P on the GXV3275:
http://www.grandstream.com/products/gxv_series/general/documents/gxv32xx_broadworks_imp_guide.pdf

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ACTIONURL

GXV3240 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 GXV3240 Administration Guide and ActionURL User Guide for the configuration details.

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PNP

The GXV3275 has built in PNP (Plug and Play) application to mass provision for other Grandstream phone clients. The PNP feature is for other phones to be able to find the configuration path and download their configuration settings with little or no configurations from GXV3275. It gives the GXV3275 phone accessibility to many phones' settings and features that can be configured, making it unnecessary to configure these settings on other phones themselves.

SET UP PNP APPLICATION

It needs to configure the Account 1's setting properly before implementing the PNP feature on GXV3275.

1. Check the Account Active box for Account 1.
2. In Account 1's SIP setting page, cancel the Validate Incoming SIP Messages feature.
3. In Account 1's SIP setting page, set the SIP transport protocol to UDP.
4. In the Account 1's SIP setting page, do not use 5060 as the Local SIP Port. This setting will be overridden to 0 automatically when the PNP feature is enabled. The port number with 0 refers the port number will be random.

ENABLE PNP FEATURE

After the settings above, end users can enable the PNP feature for GXV3275. It can be enabled from the web page or from the LCD screen.

ENABLE FROM WEB PAGE

1. Log in the GXV3275 web page, browse to Maintenance→ Upgrade.
2. Check the Enable PNP Feature box.
3. In the PNP URL box, type the URL path for the saved configuration file with protocol identifier. For example, http://192.168.1.200/config. The protocol identifier can be selected from tftp, http, and https.
4. GXV3275 supports the built-in httpd server feature. End users can save the config file in the GXV3275 device and it can be set as a file server transport the files to other phone client. If end user needs this feature, the config file should be saved in the directory */Internal Storage/pnp*. And the PNP URL should be point to the pnp directory. For instance, if a user wants to set his GXV3275 as a HTTP file server, whose IP address is 192.168.1.100, and the config file is saved in the directory */Local Storage/pnp*, it needs to enter http://192.168.1.100/pnp If it needs to transport the file via HTTPS, it needs to set the Access Method to HTTPS under the page of Maintenance→Web/SSH Access.

5. Then save the setting and reboot the unit. If the Account 1's Local SIP port does not be set to 0, the phone system will pop up a prompt window and it writes "The local SIP port is 5060 in your account, save the operation will change the port to the random one, sure to change?" Click OK to change to port from 5060 to 0 by force.

ENABLE FROM LCD

1. On the LCD screen, tap the icon

to enter the PNP application.
2. Tap the Setting icon at the upper right corner of the screen to enter the PNP-Settings page.
3. In the Settings page, switch the PNP feature on and switch the 3CX Auto Provision off. Type the URL to the Configuration file path in the correct format. And if the GXV3275 needs to be set as a file server, it needs to load the configuration file to the directory /Local Storage/pnp via the Import local configuration file.
4. Save the setting and reboot the device.

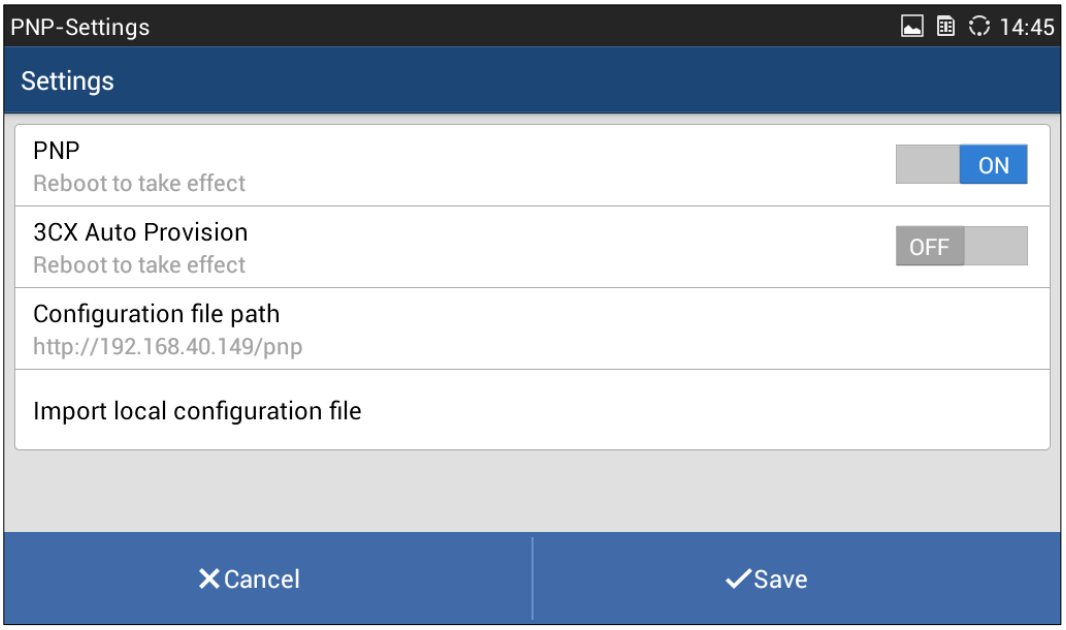

Figure 152: GXV3275 PNP Settings

USE PNP FEATURE

After setting up the PNP feature on GXV3275, the other client phone units will multicast the SIP SUBSCRIBE message while booting up if their 3CX Auto Provision feature has been enabled. Then the client phone units' configure server path and transportation protocol will be provisioned by the SIP NOTIFY message from the GXV3275 device. After then the client phone units will download the config file from the provisioned URI.

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CONNECT TO NETWORK AND DEVICES

The GXV3275 supports a variety of network connections (Ethernet, Wi-Fi) and device connections, including EHS headset (Plantronics), USB, SD card and Bluetooth device. Users can connect the GXV3275 to transfer files from/to the GXV3275 using a USB connection, SD card 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 GXV3275.

To configure Ethernet settings on GXV3275 LCD:

1. Go to GXV3275's Settings application->**Wireless & Network**->**Ethernet Settings**.
2. Touch **IPv4 settings**.
3. Tap on "Address Type" to select DHCP, Static IP or PPPoE as the address type.
   - For DHCP, save the setting and the GXV3275 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 GXV3275 to correctly connect to network.
   - For PPPoE, enter PPPoE account ID and password so the GXV3275 can get IP address from the PPPoE server.

WI-FI

WI-FI is supported and built-in on the GXV3275. GXV3275 can be connected to network if Wi-Fi is available within the area.

TURN ON/OFF WI-FI

1. Go to GXV3275's **Settings**.
2. Touch **Wireless & Network**.
3. Check or uncheck the option for **Wi-Fi**.

Or, users could open the top status bar->**System Settings** and tap on WI-FI icon to turn it on/off.

ADD WI-FI NETWORKS

1. Once Wi-Fi is turned on, GXV3275 will automatically start the scanning within the range.
2. Go to GXV3275's **Settings**.
3. Touch **Wireless & 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 GXV3275 will connect to it again when the SSID is within the range.

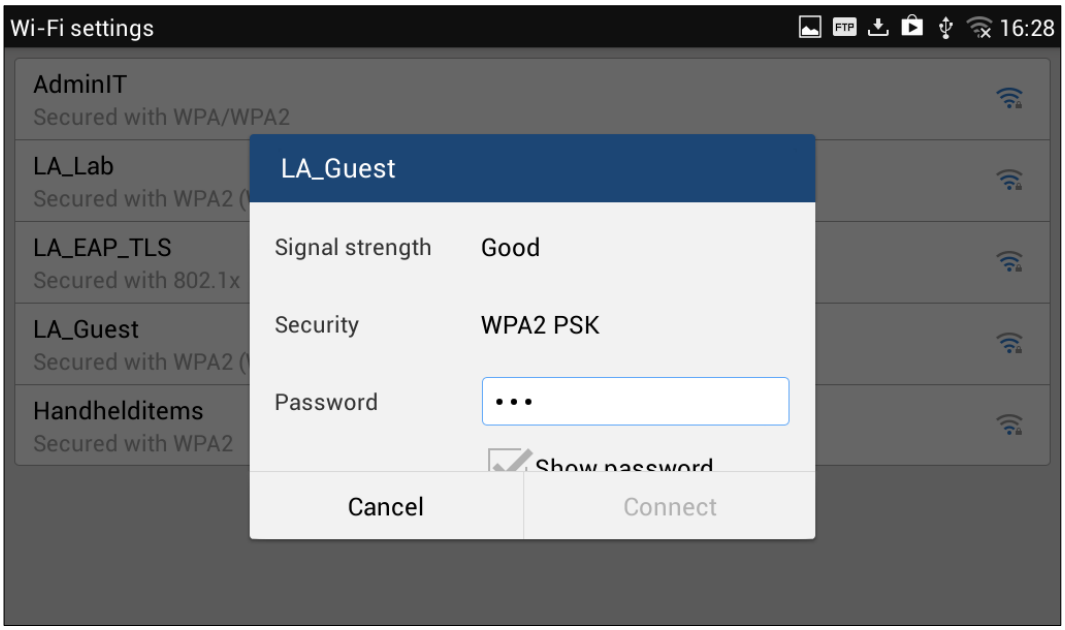

Figure 153: GXV3275 Connect to Wi-Fi

8. The previous steps allow the GXV3275 to connect the WiFi network with DHCP setting by default. If it needs to connected the WiFi with static IP or PPPoE setting, please scroll down the setting window and tap to check the "**Show 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. If the PPPoE is selected, the system will require end user to input PPPoE account ID and password.

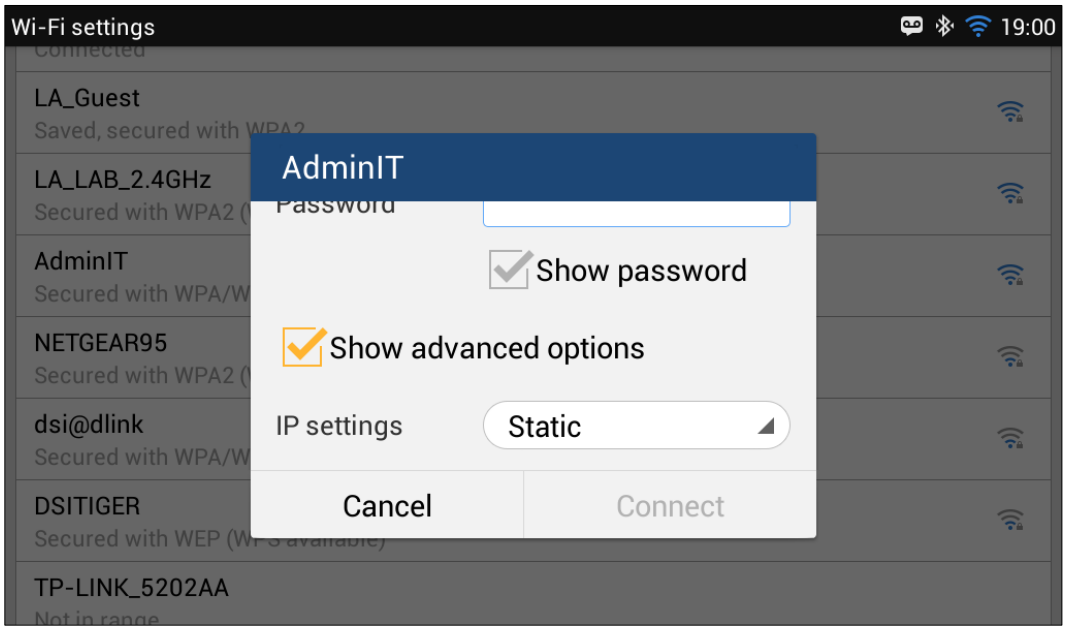

Figure 154: GXV3275 Connect to Wi-Fi-Show Advanced Options

9. If there is need to modify the saved WiFi 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 user needs to tap the "**Modify Network**". Then the phone system will pop up a new window to allow user to check the WiFi parameters and change the setting by checking the "**Show advanced options**" at the bottom.

For more information about how to use Wi-Fi on the GXV3275, please refer to the link below:
http://www.grandstream.com/products/gxv_series/gxv3275/documents/gxv3275_wifi_guide.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 GXV3275 supports Bluetooth Class 2, version 4.0 + 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 GXV3275 from mobile devices using Bluetooth hands-free profile, and listen to media (music or other audio output) from the GXV3275.

To connect to a Bluetooth device, turn on GXV3275's Bluetooth radio first. The first time when using a new Bluetooth device with the GXV3275, "pair" the device with GXV3275 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 related settings are under GXV3275's Settings-> **Wireless & Network**.

TURN ON/OFF BLUETOOTH

1. Go to GXV3275's **Settings**.
2. Touch **Wireless & Network**.
3. Check or uncheck the option for **Bluetooth**.

Or, users could open the top status bar->System Settings and tap on Bluetooth icon to turn it on/off.

CHANGE BLUETOOTH DEVICE NAME

The GXV3275 uses "GXV3275" as Bluetooth device name by default. The device name will be visible to other devices when connecting them. Follow the steps below to change the name:

1. Go to GXV3275's **Settings**.
2. Turn on **Bluetooth**.
3. Select **Wireless & Network**->**Bluetooth settings**.
4. Press Menu button and tap on "Rename phone".
5. Enter a name and tap on "Done".

PAIR GXV3275 WITH A BLUETOOTH DEVICE

Before connecting GXV3275 with other Bluetooth device, users must pair them first. They will stay paired afterwards unless they are unpaired.

1. Go to GXV3275's **Settings**.
2. Select **Wireless & Network** and turn on **Bluetooth**.
3. Tap on **Bluetooth settings**.
4. Tap on the Bluetooth device to make it visible to all nearly Bluetooth devices.
5. The GXV3275 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, ensure that the other device is turned on and set to be discoverable.
6. If the GXV3275 stops scanning before the other device is ready, press Menu button and select "Search for devices".
7. 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.

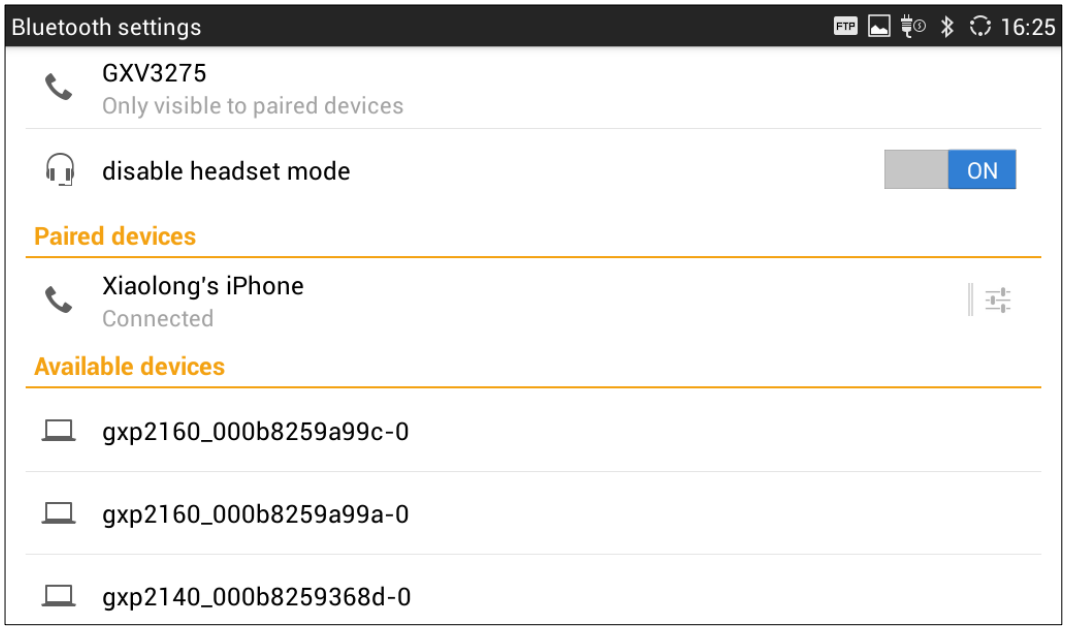

Figure 155: GXV3275 Bluetooth - Paired Device

UNPAIR A BLUETOOTH DEVICE

1. In the Bluetooth settings, tap on the Bluetooth device.
2. Tap on **Unpair**.

For more information about Bluetooth feature on the GXV3275, please refer to the link below:
http://www.grandstream.com/products/gxv_series/gxv3275/documents/gxv3275_bluetooth_guide.pdf

EHS HEADSET

The GXV3275 supports normal RJ9 headset and EHS headset. To use Plantronics EHS headset:

1. Go to the GXV3275 web GUI->**Maintenance**->**Device Manager**: Headset Type. Select "Plantronics EHS" and reboot the phone to take effect.
2. Connect EHS Headset to the GXV3275. Insert headset connector into the RJ9 headset port on the back of GXV3275.

USB

The GXV3275 supports USB connection with USB storage devices. To connect and access USB storage device:

1. Insert USB storage device into USB port at the back of the GXV3275.
2. It will take a few seconds for the GXV3275 to prepare the connection. Then the USB storage icon will show on the status bar.
3. To access USB storage, go to GXV3275 MENU->**File Manager**->**USB Disk**. Tap on it to access and manage your data.

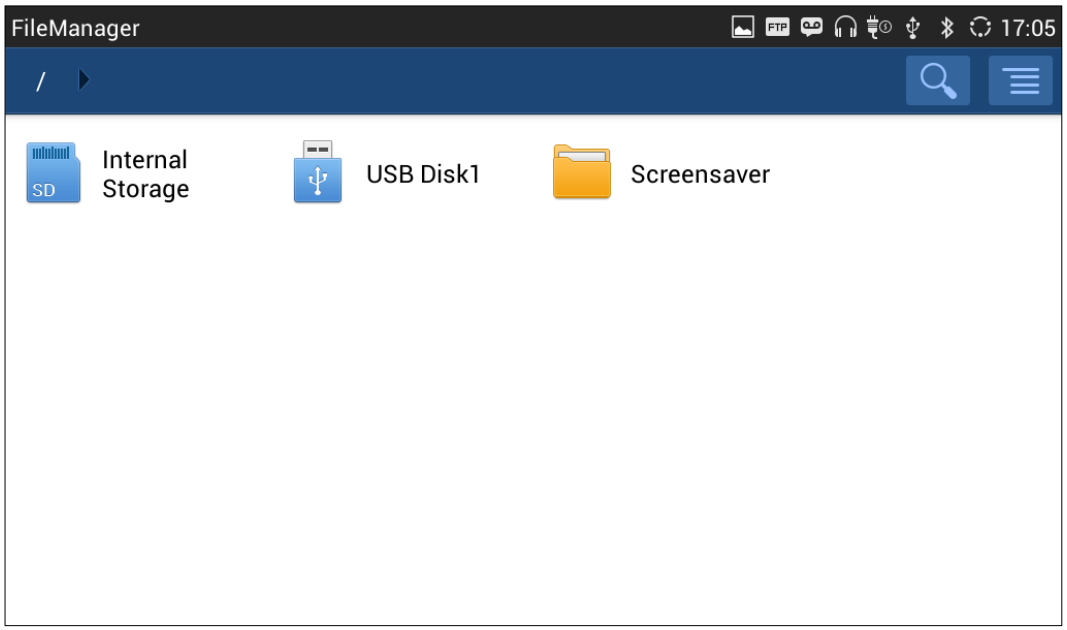

Figure 156: USB Storage Device Connected to GXV3275

SD CARD

1. Insert your SD card into SD Card slot at the back of GXV3275. Please make sure the SD Card is inserted with right direction on the GXV3275 as indicated on the SD card slot.
2. It will take a few seconds for the GXV3275 to prepare the connection. Then the SD Card icon will show on the status bar.
3. To access SD Card, go to GXV3275 MENU->**File Manager**->**sdcard**. Tap on it to access and manage your data.

HDMI DEVICE

1. Plug one end of the mini HDMI cable into the mini HDMI port on the GXV3275.
2. Plug the other end of the mini HDMI cable into the HDMI port on the LCD display or TV. User needs to adjust the resolution on the LCD display or TV for proper display.
3. On the GXV3275, go to **Settings**->**Display**. Make sure the HDMI is turned on. A HDMI icon will show on the top status bar HDMI .

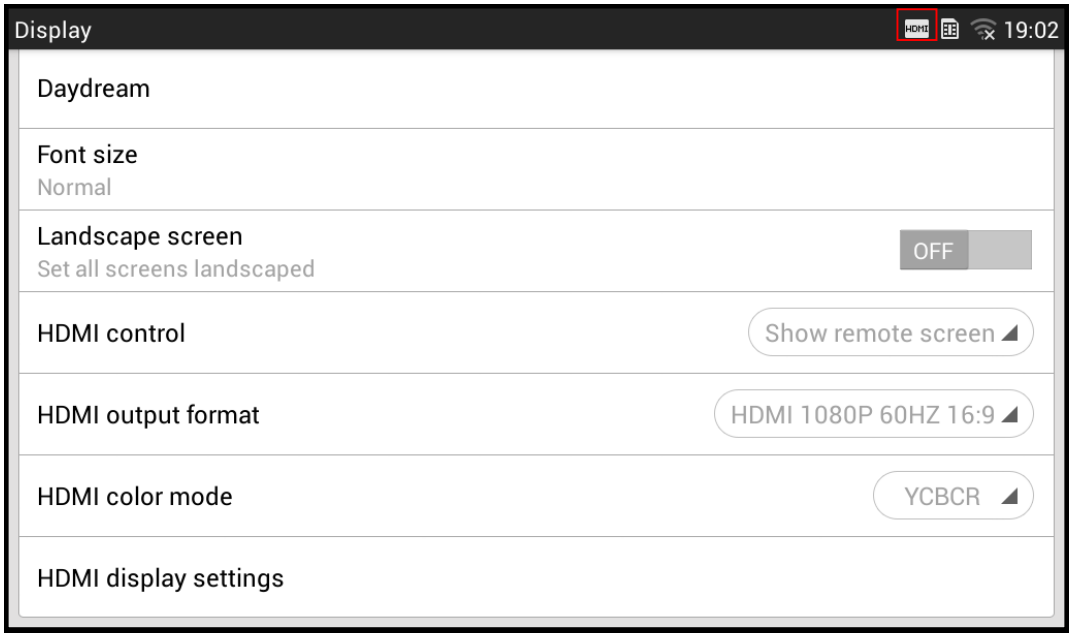

Figure 157: Settings->Display->HDMI

4. In LCD **Settings**->**Display**, tap on “HDMI control”, a window with selections will be shown on the screen. It allows end users to set the HDMI output mode from “Close HDMI output”, “HDMI display synchronization with LCD”, “and Show remote screen”. If “Close HDMI output” is selected, the HDMI output feature will be turned off. If “HDMI display synchronization with LCD” is selected, the pictures displayed on the remote HDMI device will always be same as the GXV3275’s LCD display. If “Show remote screen” is selected, the remote HDMI device will display the same picture with the phone’s LCD screen unless displaying the remote side’s video in full size mode during a video call.

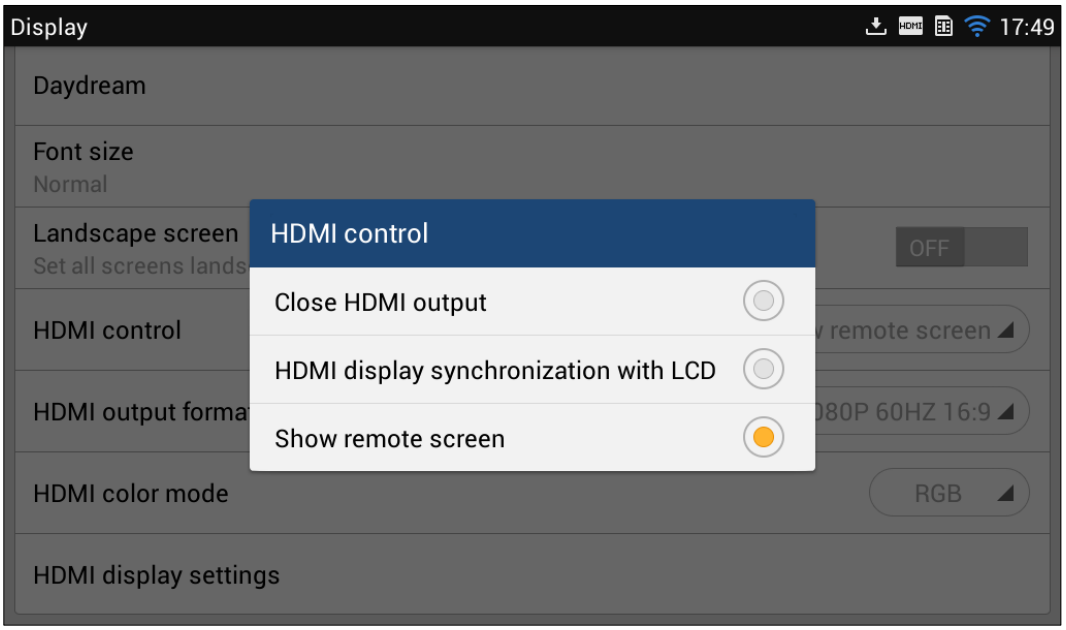

Figure 158: Settings->Display->HDMI Control

5. In LCD **Settings**->**Display**, tap on "HDMI output format", a window with selections will be shown on the screen. In this window, end user can set the HDMI output video quality, screen refresh rate and screen resolution for the GXV3275 device. The video quality can be selected from 480P to 720P; the screen refresh rate can be selected from 50HZ to 60HZ, and the screen resolution can be selected from 4:3 to 16:9.

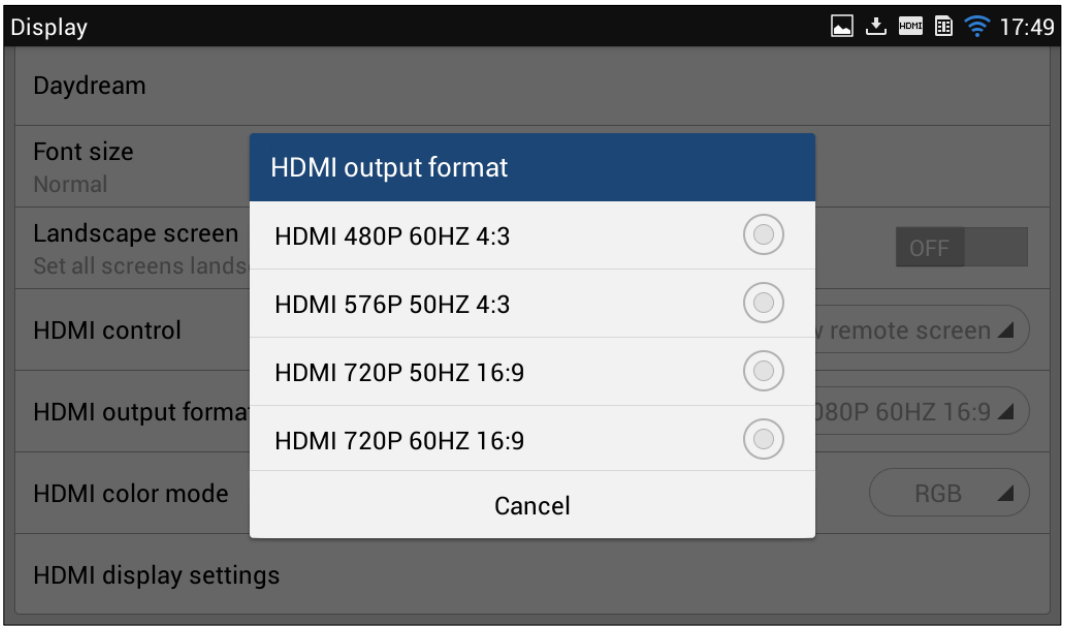

Figure 159: Settings->Display->HDMI Output Format

6. In LCD **Settings**->**Display**, tap on “HDMI output format”, a window with selections will be shown on the screen. User can selected from RGB and YCbCr, the color spaces used to represents digital component video. The RGB represents color as red, green, and blue. The YCbCr represents color as brightness and two color difference signals.

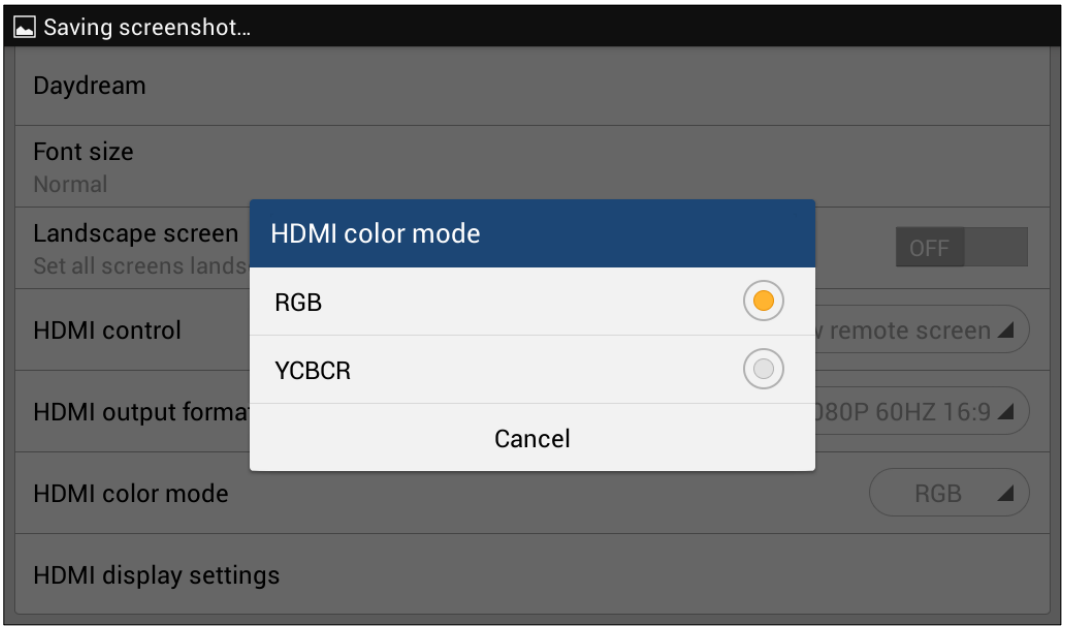

Figure 160: Settings->Display->HDMI Color Mode

7. In LCD **Settings**->**Display**, tap on "HDMI Display Settings", an adjusting bar will be shown on the screen. Scroll to the left or right to adjust the display on the output TV or LCD screen. Once done, tap on OK.

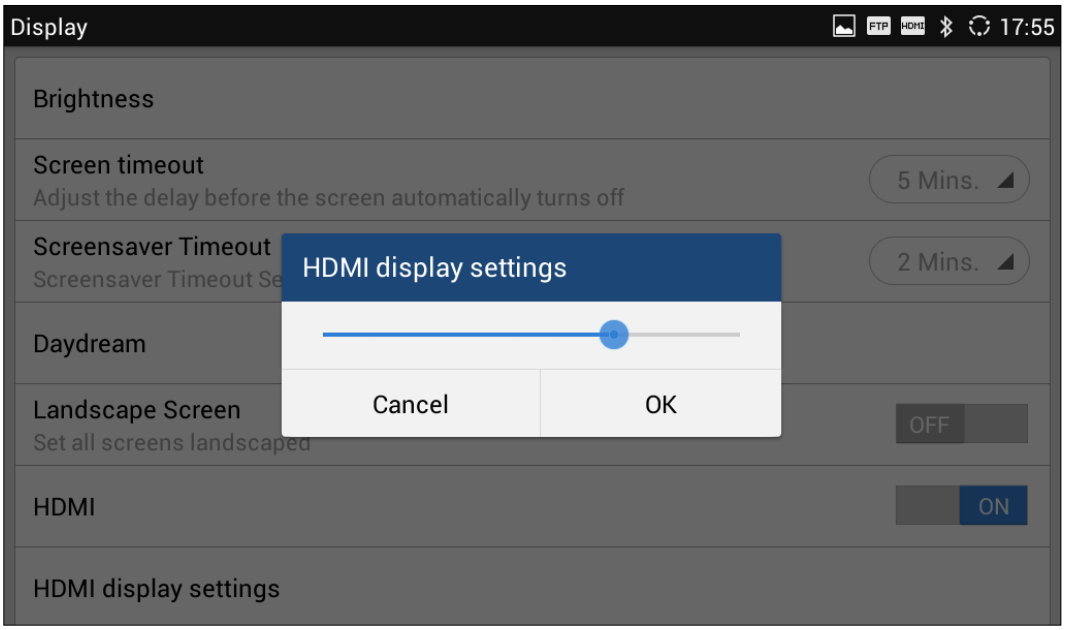

Figure 161: Settings->Display->HDMI Display Settings

8. The end user can select the audio channel while the HDMI device is connected. In LCD **Settings**->**Sound**, there is an audio channel setting "HDMI". If it switched on, the audio channel will be use the HDMI device. Otherwise, the audio channel will be used locally.

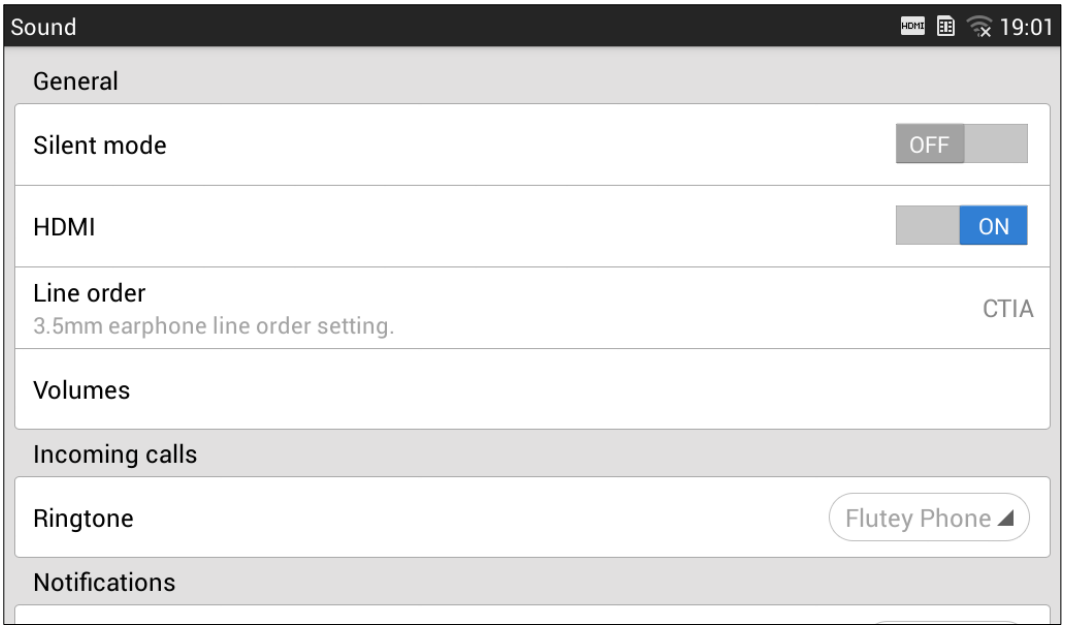

Figure 162: Settings->Display->HDMI Audio Channel Switch

EXPERIENCING THE GXV3275 APPLICATION PHONE

Please visit our website: http://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 of 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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