

# Grandstream Networks, Inc.

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GXV3275

IP Multimedia Phone for Android™

## User Guide



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## **CAUTION**

Changes or modifications to this product not expressly approved by Grandstream, or operation of this product in any way other than as detailed by this guide, could void your manufacturer warranty.

## **WARNING**

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



## FCC 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.



## 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/sites/default/files/Resources/gxv32xx\\_gpl.zip](http://www.grandstream.com/sites/default/files/Resources/gxv32xx_gpl.zip)



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## DOCUMENT PURPOSE

This document describes how to configure the GXV3275 via phone's LCD menu and web UI menu to fully manipulate phone's features. To learn advanced functions of GXV3275, please visit <http://www.grandstream.com/support> to download the latest "GXV3275 Administration Guide".

This guide covers following topics:

- [Product Overview](#)
- [Getting started](#)
- [Getting to know GXV3275](#)
- [Make phone calls](#)
- [Contacts](#)
- [Blacklist](#)
- [Call history](#)
- [SMS](#)
- [Calendar](#)
- [Email](#)
- [GS market](#)
- [Tools](#)
- [Recorder](#)
- [Camera](#)
- [Multimedia](#)
- [Browser](#)
- [RSS News](#)
- [BS IM&P](#)
- [Action URL](#)
- [PNP](#)
- [Connect to network and devices](#)
- [Experiencing the GXV3275 applications](#)



## CHANGE LOG

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

### Firmware Version 1.0.3.187

- Removed “Transfer” button when second phone answers the attended transfer.
- Added Wi-Fi serial number in the factory function. [Wi-Fi Serial Number]
- Replaced expired pem certificate.
- Supported auto record under web UI → Advanced Settings → Call Features → Enable Auto Record When Call Established. [Enable Auto Record When Call Established]

### Firmware Version 1.0.3.186

- Added Bluetooth patch for BlueBorne vulnerability.
- Supported TLSv1.1 and TLSv1.2.
- Added option to block image gallery options via GUI Cust Tool 3.9.0. [Gallery]
- Supported device displays more Programmable keys in call interface. [DTMF During Call]

### Firmware Version 1.0.3.180

- Updated that attended transfer would put the account on hold in the transfer list.
- Updated DUT will prompt for adding new calls or new incoming calls during preview.
- Updated GXV3275 incoming call line button from blue to green like GXV3240.

### Firmware Version 1.0.3.177

- Added Support to set call forward when phone is on DND state. [Call Forward - Busy/No Answer/DND]
- Supported that DUT would not show unregistered accounts on SMS app. [Create New SMS]
- Added Success notification for setting a recording as ring tone. [Set as ringtone]
- Removed the Setup Wizard which was introduced in 1.0.3.171 after upgrading or factory reset.
- Added timestamp in the exported call recording file name. [Export]
- Added account selection for LDAP calls instead of automatically selecting the first active account when the option is “Default”. [LDAP PHONEBOOK]

### Firmware Version 1.0.3.171

- Removed “Click to Return Call” animation on status bar. [Call Progress Status]
- Updated dialing interface button “End” to “Cancel”.
- Added sending SIP INFO message with “record” header when record key is pressed. [Call Recording]



- Added “Record Mode” to specify the location for saving call recording. [Call Recording]

### **Firmware Version 1.0.3.162**

- Added “Disable RJ9 Headset Auto Detect” [EHS Headset]

### **Firmware Version 1.0.3.158**

- Updated phone to automatically answer paging call after a short reminding tone rather than a long one.
- Added “Add to contacts” button in dial pad if input number does not match any in Contact. [Add to contacts]
- Updated preview function before answering the call would keep playing ringback on caller side.

### **Firmware Version 1.0.3.144**

- Changed FileManager → Internal storage icon. [File Manager]
- Supported new feature code “\*2016” to start factory function apk. [Diagnosis]
- Optimized dialer UI response.
- Broadsoft contacts result can automatically match input letter when searching contact. [BROADWORKS XSI CONTACTS]
- Added support for a new larger size of 6 \* 4 MPK panel. [Multi-Purpose Keys]

### **Firmware Version 1.0.3.131**

- Supported “Call Detail” for RTCP info report. [Call Details during Call]
- Added Prefix MPK Support. [Multi-Purpose Keys]
- Added support headsets via USB port on GXV32xx. [USB Headset]
- Added ability to show the call-in-progress status on GXV32xx panel. [Call Progress Status]
- Added ability to access to the Bluetooth and Wi-Fi Settings menu through quick buttons on taskbar. [Bluetooth Settings Shortcut] [Wi-Fi Settings Shortcut]
- Removed Lync Setup Application.
- Added ability to launch 3<sup>rd</sup> party application upon handset off-hook and dialer app.
- Added Storage Settings for phone recording. [Recorded Files Settings]
- Supported adding new participants via Audio/Video call in conference room. [Initiate Conference]
- Added ability to configure the screensaver network images path as a folder path. [Screensaver]
- Added Support for Direct IP calls via IPv6. [Direct IP Call]

### **Firmware Version 1.0.3.92**

- Update document layout.

### **Firmware Version 1.0.3.75**

- Add Video Display Mode explanations for video answer feature. [Make Phone Calls]



- Add Phonebook Key Function explanations for Phonebook option. [Contacts]

### **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. [Action URL]
- Add Mute Key Features While Idle. [Mute]

### **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 BroadWorks Xsi Contacts. [BROADWORKS XSI CONTACTS]
- Add BroadWorks Xsi Call History [Broadworks XSI Call History]
- Add Preview for video calls Contacts. [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.




## PRODUCT OVERVIEW

### Feature Highlights

The following tables contain the major features of the GXV3275:

**Table 1: GXV3275 Features in a Glance**

 <p><b>GXV3275</b></p>	<ul style="list-style-type: none"> <li>• 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</li> <li>• 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</li> <li>• 7" (1024x600) capacitive (5 points) touch screen TFT LCD, mega pixel CMOS sensor camera with privacy shutter</li> <li>• HD wideband audio, full-duplex hands-free speakerphone with advanced acoustic echo cancellation</li> <li>• 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</li> <li>• Integrates 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</li> <li>• Offers a multi-platform video conferencing solution (Grandstream's Free IPVideoTalk, Skype, Microsoft Lync, and more)</li> <li>• Create Android applications for any business need to run on GXV3275 using Google's API and Grandstream's SDK toolkit</li> </ul>
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## GXV3275 Technical Specifications

The following table resumes all the technical specifications including the protocols / standards supported, voice codecs, telephony features, languages and upgrade/provisioning settings for the phone GXV3275.

**Table 2: GXV3275 Technical Specifications**

<b>Protocols/Standards</b>	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, RFC3605
<b>Network Interfaces</b>	Dual switched 10/100/1000 Mbps ports with integrated PoE
<b>Graphic Display</b>	7"(1024×600) capacitive (5 points) touch screen TFT LCD
<b>Camera</b>	Tilttable mega pixel CMOS camera privacy shutter
<b>Bluetooth</b>	Yes, integrated. Bluetooth 4.0 + EDR
<b>Wi-Fi</b>	Yes, integrated. 802.11b/g/n
<b>Auxiliary Ports</b>	RJ9 headset jack (allowing EHS with Plantronics headsets), 3.5mm stereo headset with microphone, dual USB ports, SD, mini HDMI
<b>Feature Keys</b>	2 function keys VOLUME +/-, 3 dedicated Android keys for HOME, MENU, and BACK
<b>Voice Codec</b>	Support for G.711μ/a, G.722 (wide-band), G.726-32, G.729, iLBC, Opus, in-band and out-of-band DTMF (In audio, RFC2833, SIP INFO)
<b>Video Codec and Capabilities</b>	H.264 BP/MP/HP, H263, 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
<b>Telephony Features</b>	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
<b>Sample Applications</b>	Skype, Google Hangouts, Microsoft Lync, Web browser, GoToMeeting, Facebook, Twitter, YouTube, news, weather, stock, Internet Radio, Pandora, Last.fm, Yahoo Flickr, Photo bucket, alarm clock, Google calendar, mobile phone data import/export via Bluetooth, etc. API/SDK available for advanced custom application development
<b>Applications Deployment</b>	Allow various Android operating system 4.2 compliant applications to be developed, downloaded and run in the embedded device with provisioning control
<b>HD Audio</b>	Yes, both handset and speakerphone support HD (wide-band) audio
<b>Base Stand</b>	Yes, integrated stand with multiple adjustable angles. Wall mountable
<b>QoS</b>	Layer 2 QoS (802.1Q, 802.1p) and Layer 3 (ToS, DiffServ, MPLS) QoS





<b>Security</b>	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
<b>Multi-language</b>	English, German, Italian, French, Spanish, Portuguese, Russian, Croatian, Chinese, Korean, Japanese, and more
<b>Upgrade/ Provisioning</b>	Firmware upgrade via TFTP / HTTP / HTTPS or local HTTP upload, mass provisioning using TR-069 or AES encrypted XML configuration file
<b>Power and Green Energy Efficiency</b>	Universal power adapter included: Input: 100-240VAC 50-60Hz; Output: 12VDC, 1.5A (18W); Integrated PoE+ (Power-over-Ethernet) 802.3at, Class 4
<b>Physical</b>	Dimension: 252mm (W) x 211mm (L) x 84mm (H) Unit weight: 1.08kg Package weight: 1.77kg
<b>Temperature and Humidity</b>	Operating: 0oC to 40oC Storage: -10oC to 60oC Humidity: 10% to 90% Non-condensing
<b>Package Content</b>	GXV3275 phone, handset with cord, base stand, universal power supply, network cable, lens cleaning cloth, quick installation guide, brochure, GPL license
<b>Compliance</b>	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



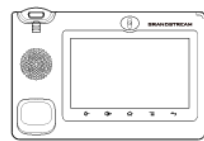
## GETTING STARTED

This chapter provides basic installation instructions including the list of the packaging contents and also information for obtaining the best performance with the GXV3275.

### Equipment Packaging

**Table 3: Equipment Packaging**

GXV3275
<ul style="list-style-type: none"> <li>• 1 x GXV3275 Main Case.</li> <li>• 1 x Handset.</li> <li>• 1 x Phone Card.</li> <li>• 1 x Ethernet Cable.</li> <li>• 1 x 12V Power Adapter.</li> <li>• 1 x Wall Mount.</li> <li>• 1 x Screen Cleaning Cloth.</li> <li>• 1 x Quick Installation Guide.</li> <li>• 1 x GPL License.</li> </ul>



1 X GXV3275 Main Case



1 X Handset



1 X Phone Cord



1 X Ethernet Cable



1 X 12V Power Adapter



1 X Wall Mount



1 X Screen Cleaning Cloth



1 X Quick Installation Guide / 1 X GPL License

**Figure 1: GXV3275 Package Content**

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

## Description of the GXV3275

### Front View

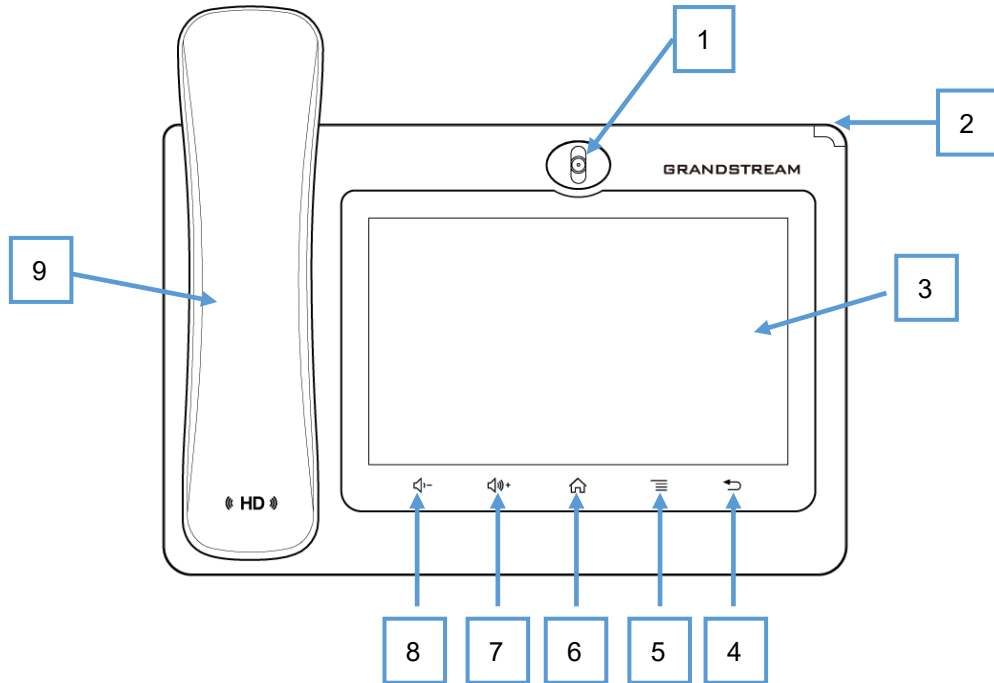


Figure 2: GXV3275 Front

Table 4: GXV3275 Front View

Item	Name	Description
1	<b>Front Camera</b>	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	<b>MWI LED Indicator</b>	To indicate message status, call status and phone's system status using the LED indicator.
3	<b>LCD</b>	7" (1024x600) capacitive (5 points) touch screen.
4	<b>Back</b>	Tap to go back to the previous menu.
5	<b>Menu</b>	Tap to view options for different screens or applications.
6	<b>Home</b>	Tap to go back to <b>Home</b> screen; or touch and press for about 2 seconds, the current running applications and <b>Applications</b> softkey will show to manage the applications.
7	<b>Volume Up</b>	Tap to turn up the call volume and media volume.
8	<b>Volume Down</b>	Tap to turn down the call volume and media volume.
9	<b>Handset</b>	Off hook to use handset as the audio channel for calls and media.



## Back View

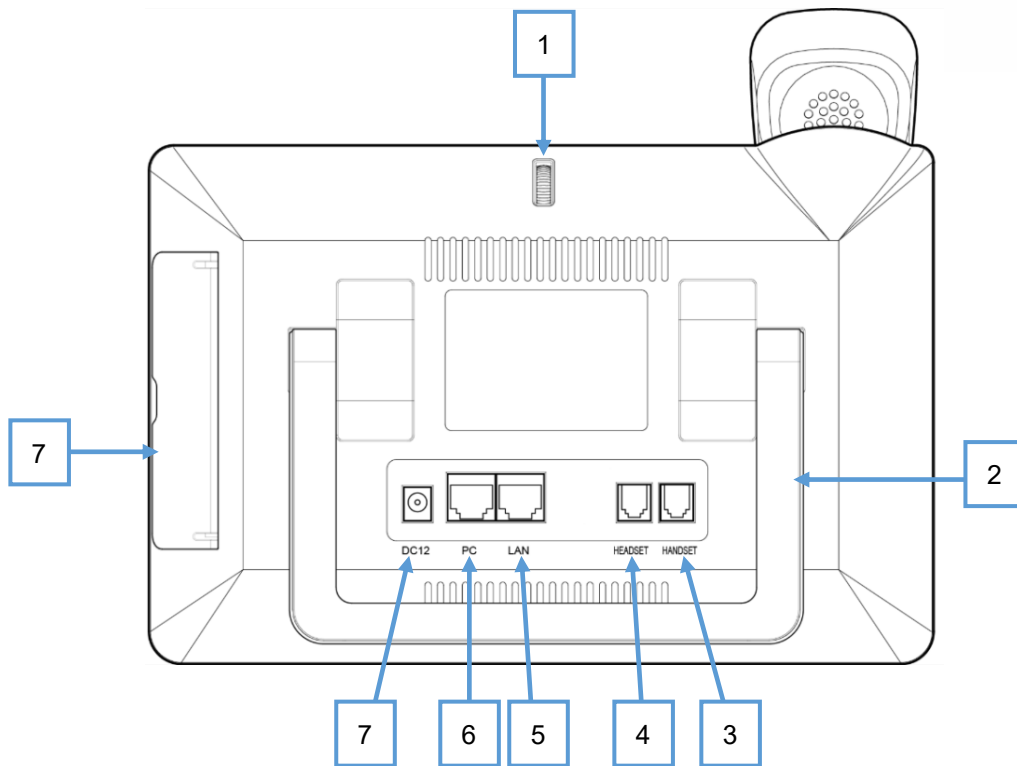


Figure 3: GXV3275 Back View

Table 5: 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	Handset Port	RJ9 handset connector port.
4	Headset Port	RJ9 headset connector port (supporting EHS with Plantronics headset).
5	LAN Port	10/100/1000Mbps RJ-45 port connecting to Ethernet. PoE is supported.
6	PC Port	10/100/1000Mbps RJ-45 port connecting to PC.
7	Power Jack	12V DC Power connector port.
8	Side Connectors Cover	Open the cover for USB port, SD card slot, 3.5mm headset port and mini HDMI port.

## Side View

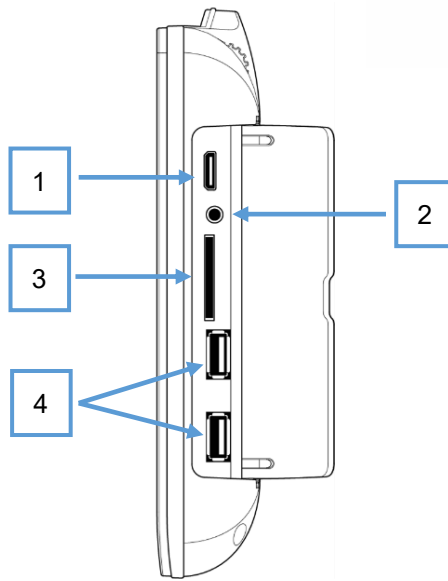


Figure 4: GXV3275 Side View

Table 6: GXV3275 Side View

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

## Connecting and Setting Up The GXV3275

The GXV3275 can be installed on the desktop using the built-in stand or attached on the wall using the slots for wall mounting.

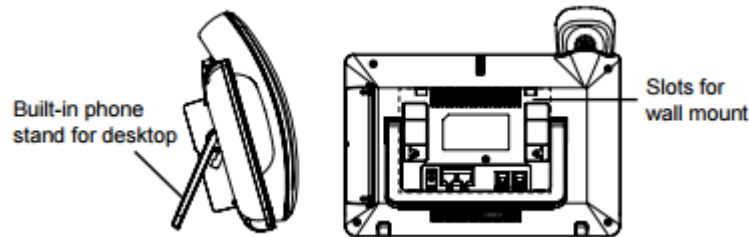
### Using the Phone Stand

The GXV3275 has a built-in phone stand. 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;  
 The LCD will display the booting up screen or firmware upgrading information. Before continuing, please wait for the main screen display to show up.

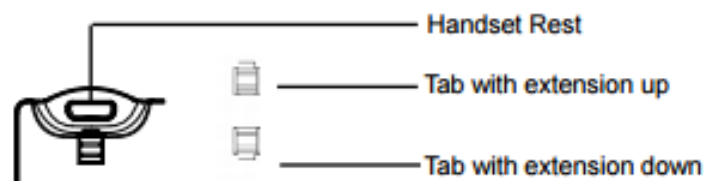


**Figure 5: Built In Stand And Mounting Slots On The GXV3275.**

### Using the Slots for Wall Mounting

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

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



**Figure 6: Tab On The Handset Cradle.**

## Connecting the GXV3275

To setup your GXV3275, please follow the steps below:

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

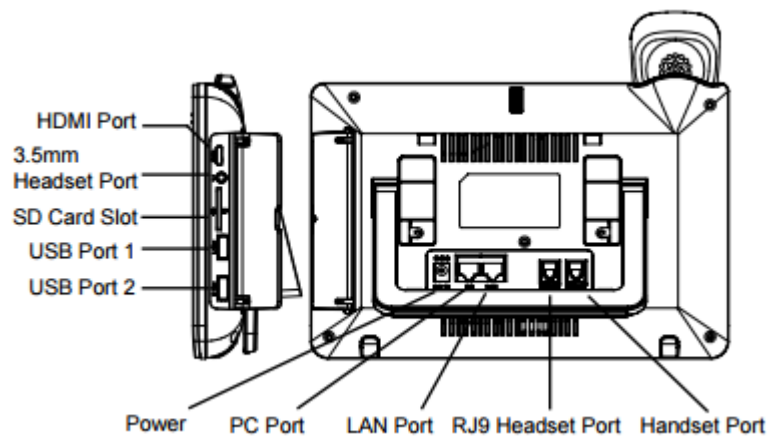
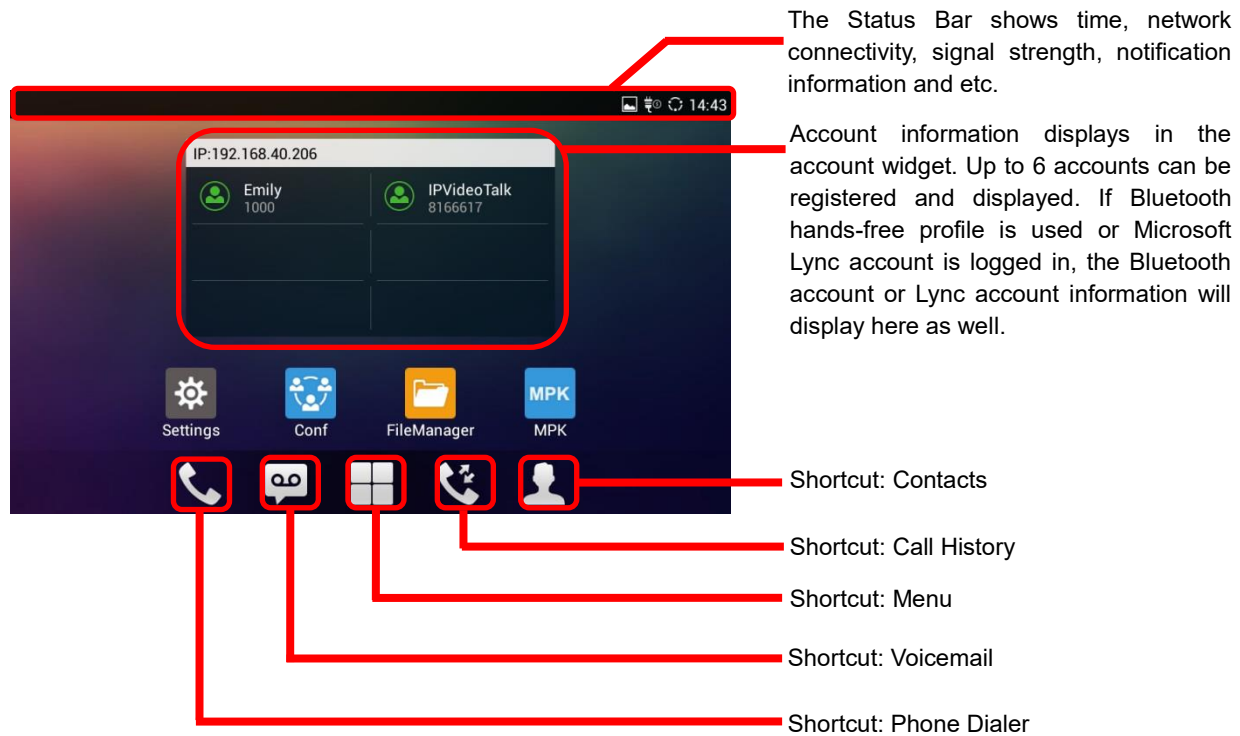


Figure 7: GXV 3275 Back / Side View


# 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 8: GXV3275 Default Home Screen**

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



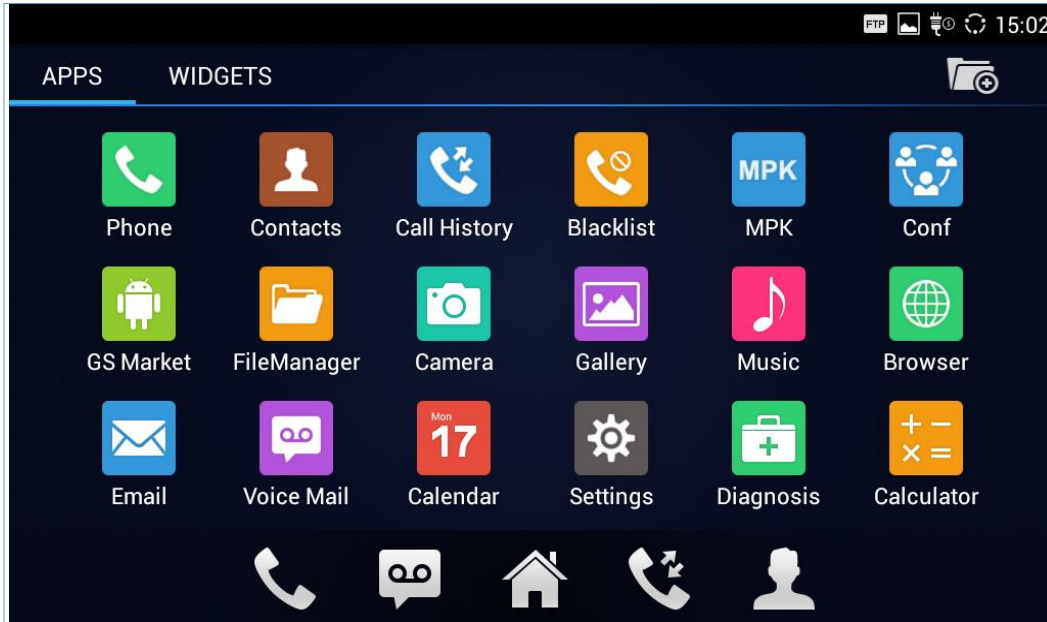


Figure 9: GXV3275 Onscreen Menu

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.

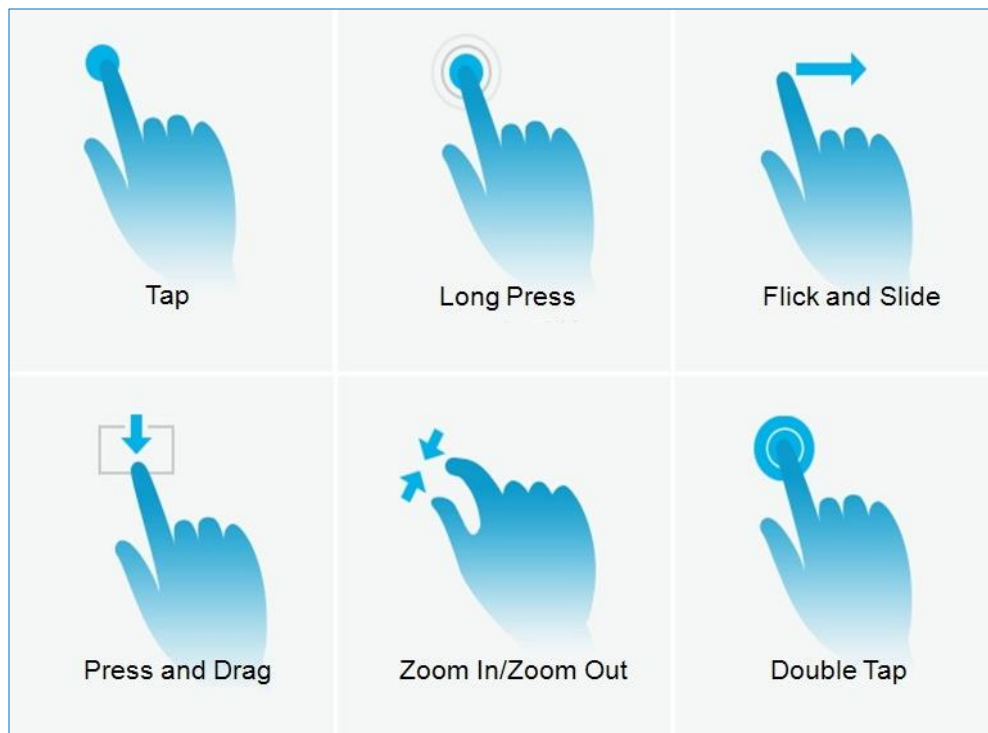



Figure 10: GXV3275 Finger Gestures on the Touch Screen

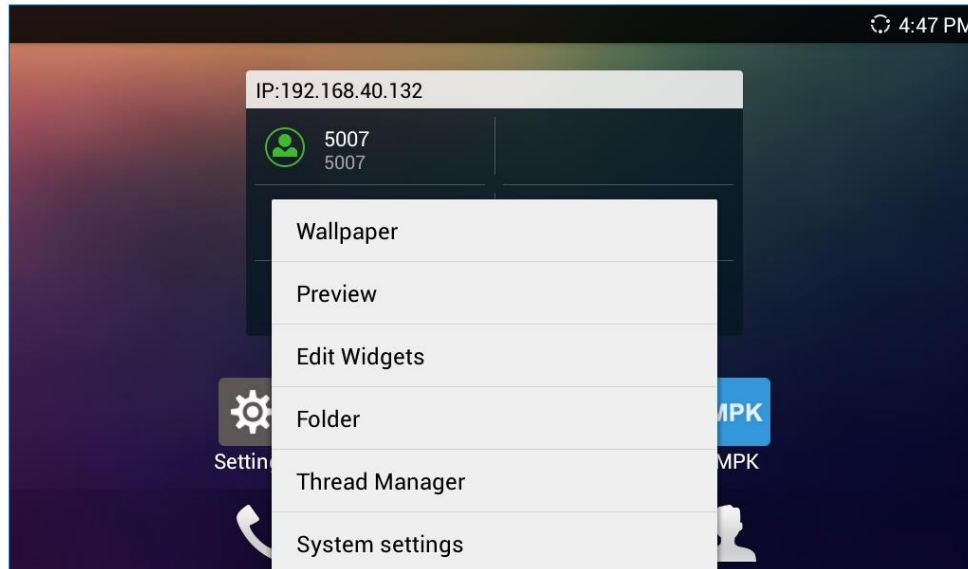
- **Tap**  
Slightly touch the screen with fingertip to initiate menu, options or applications. For example, to select items on the screen (e.g., setting options, apps and etc.); to press onscreen buttons (e.g., "End" or "Options" softkey during the call); to type letters and symbols using the onscreen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






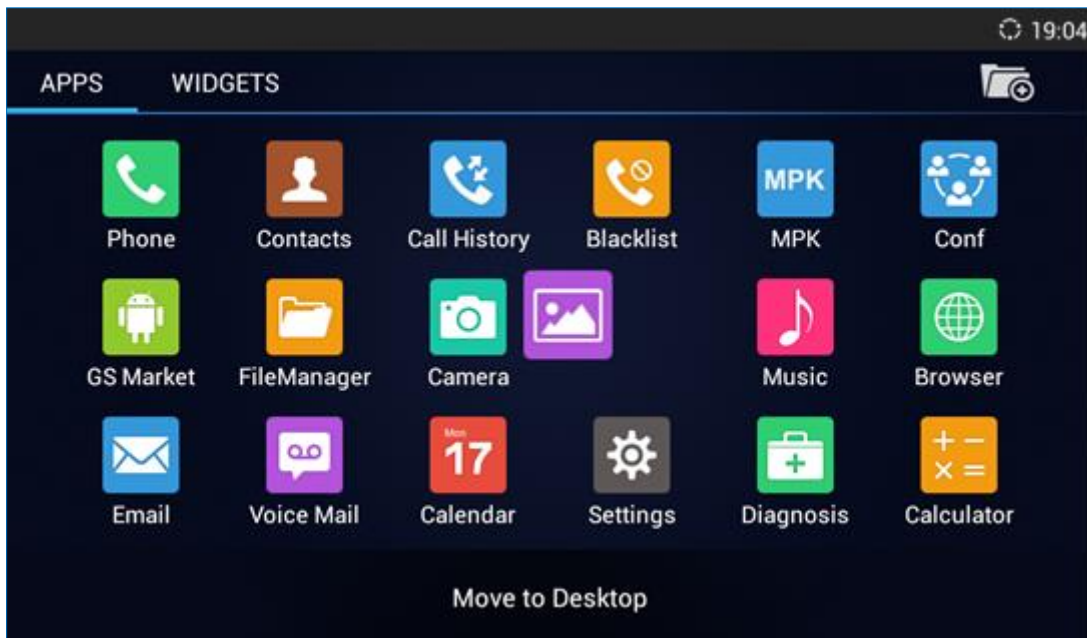
**Figure 11: GXV3275 Desktop Menu**

- **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 12: 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.

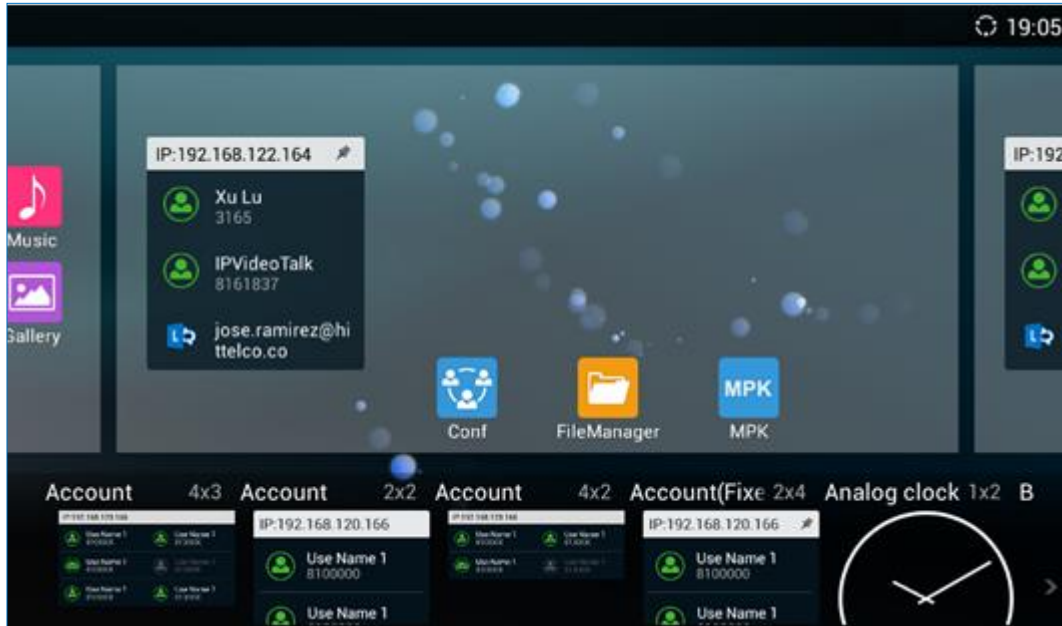


Figure 13: Add Widget to the Desktop

### 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, stopwatch or alarm.

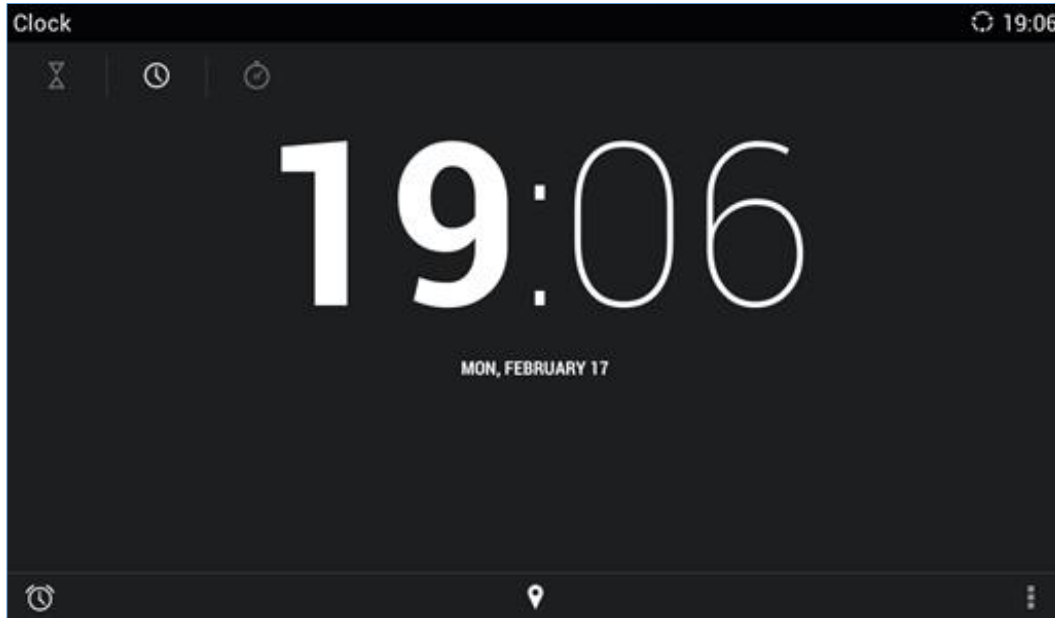


Figure 14: Open Clock Widget

- 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 [\[Figure 15: Resize Digital Clock Widget\]](#). Touch and drag the border of the frame to adjust the size.



Figure 15: 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 16: 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 17: 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".

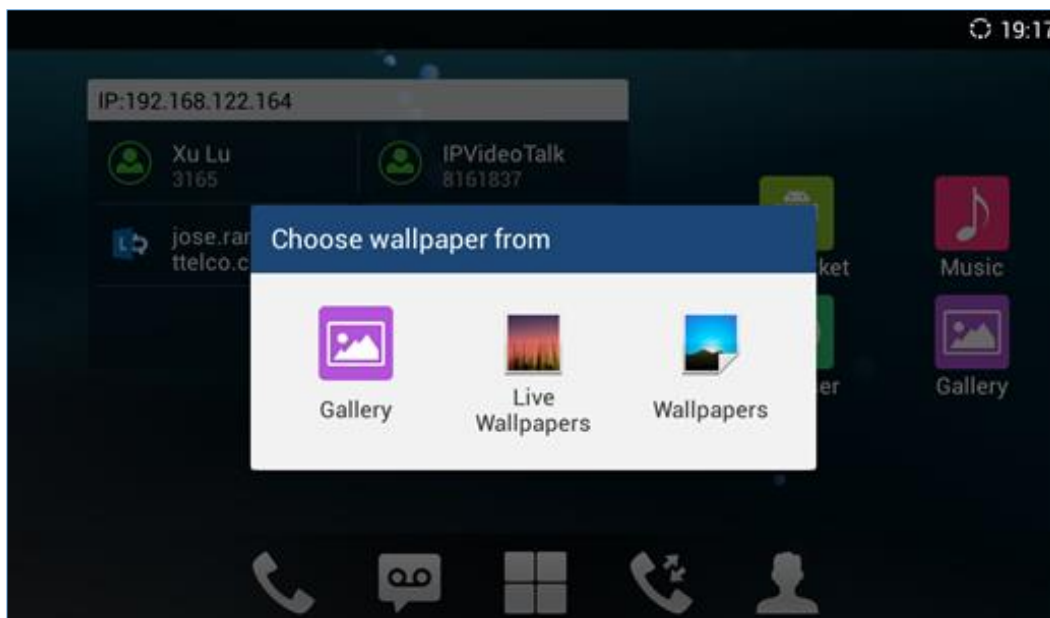


Figure 18: GXV3275 Choose Wallpaper





## Manage Running Applications

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

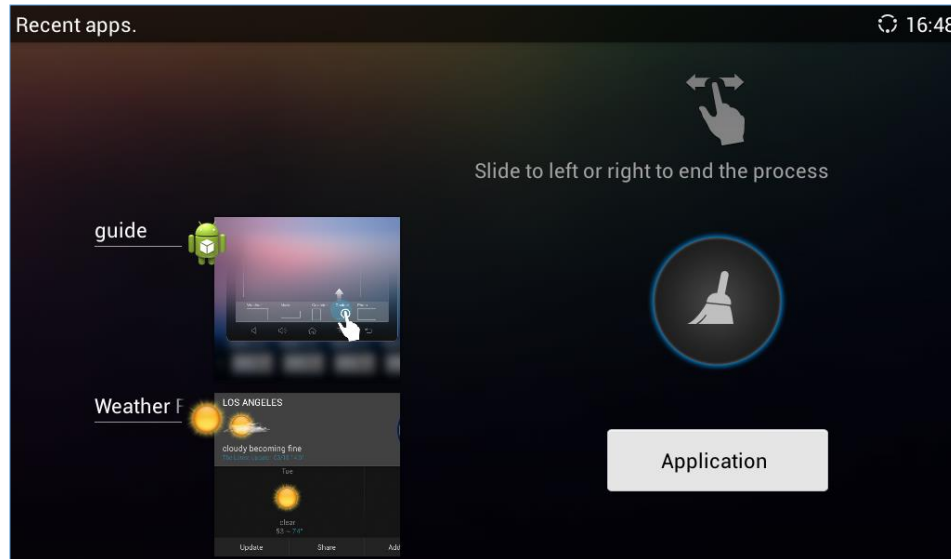



Figure 19: GXV3275 Recent Applications

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.

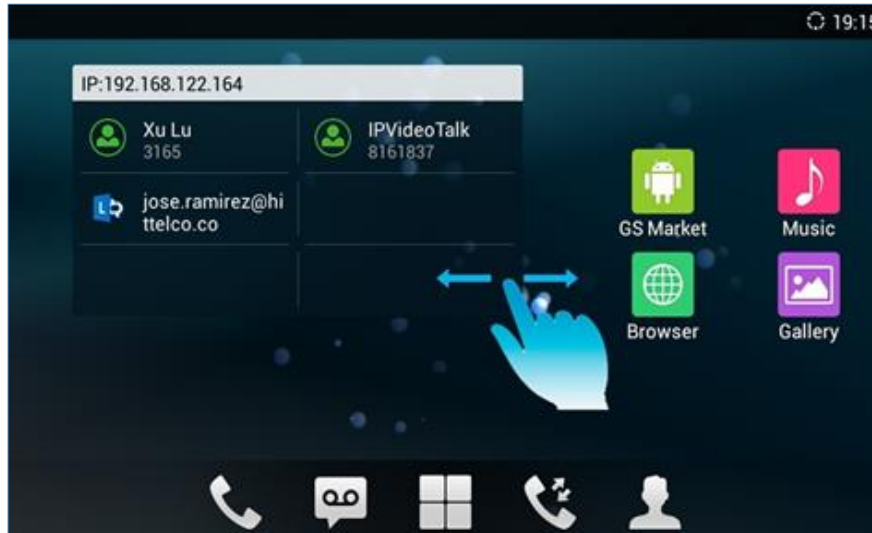






Figure 20: GXV3275 Switch Idle Screens

### 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 21: 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.

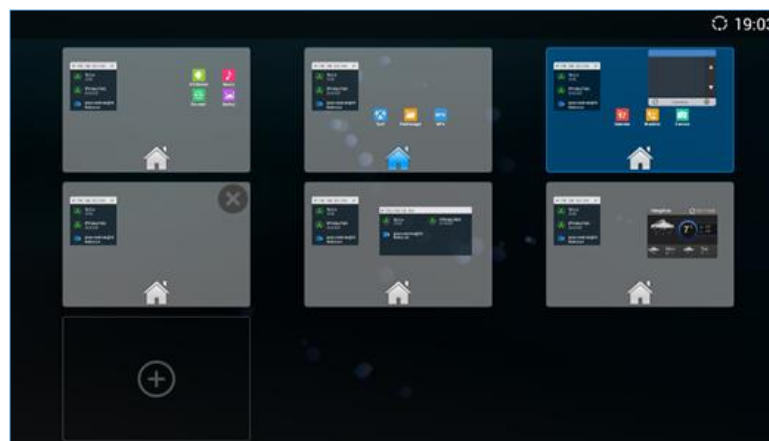



Figure 21: Set up Home Idle Screen



- **Add/Delete idle screen**

As shown in [\[Figure 21: Set up Home Idle Screen\]](#), 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.

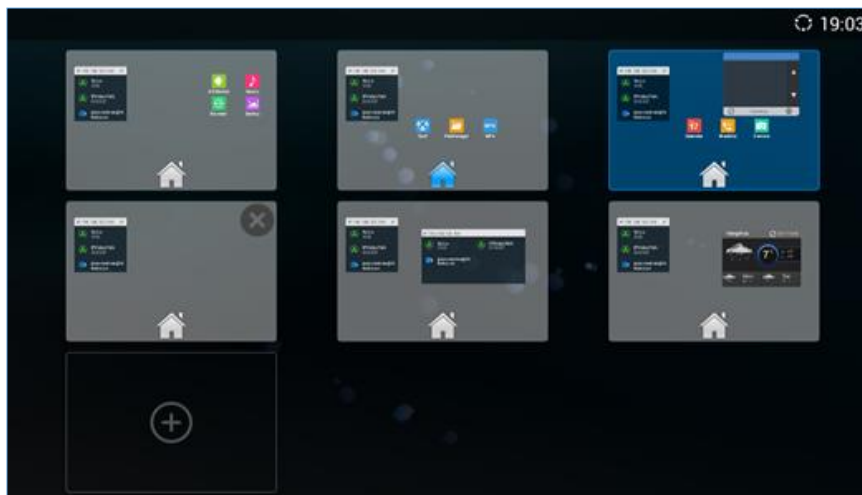
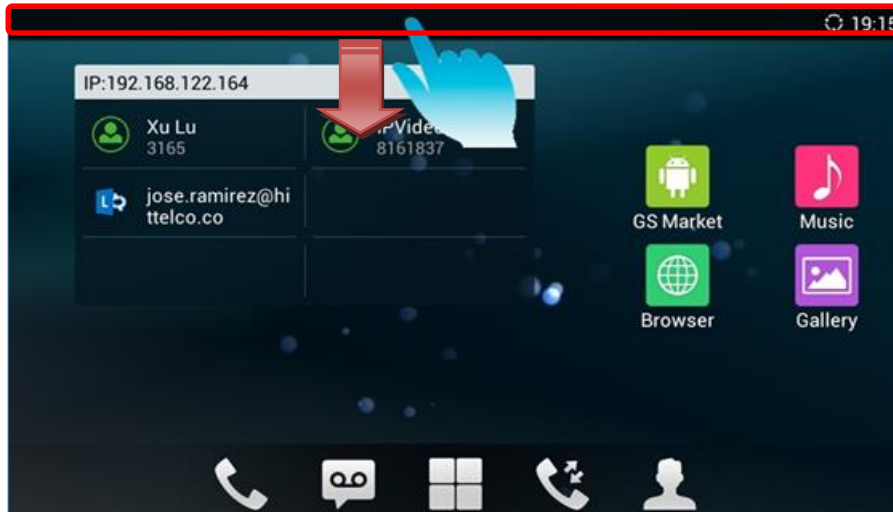


Figure 22: Delete Idle Screen

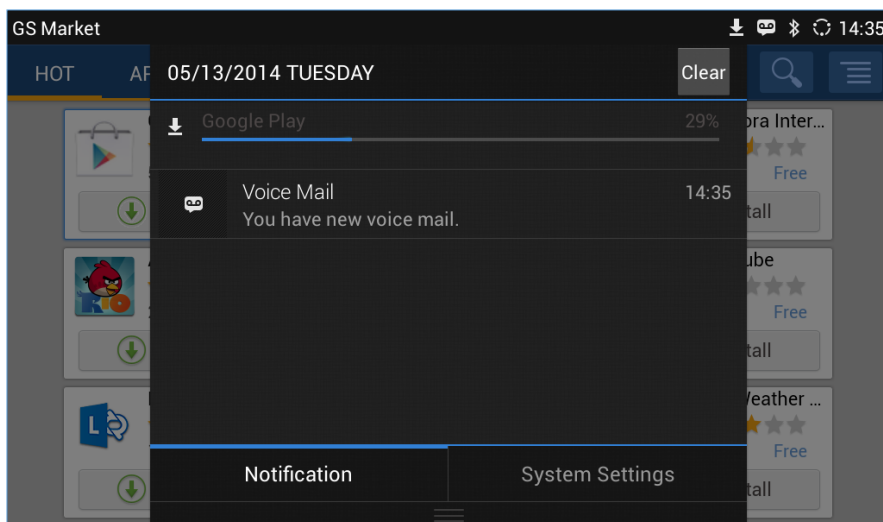
## Use the Status Bar

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 23: 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 24: 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 7: GXV3275 Status Bar Notification Icons**

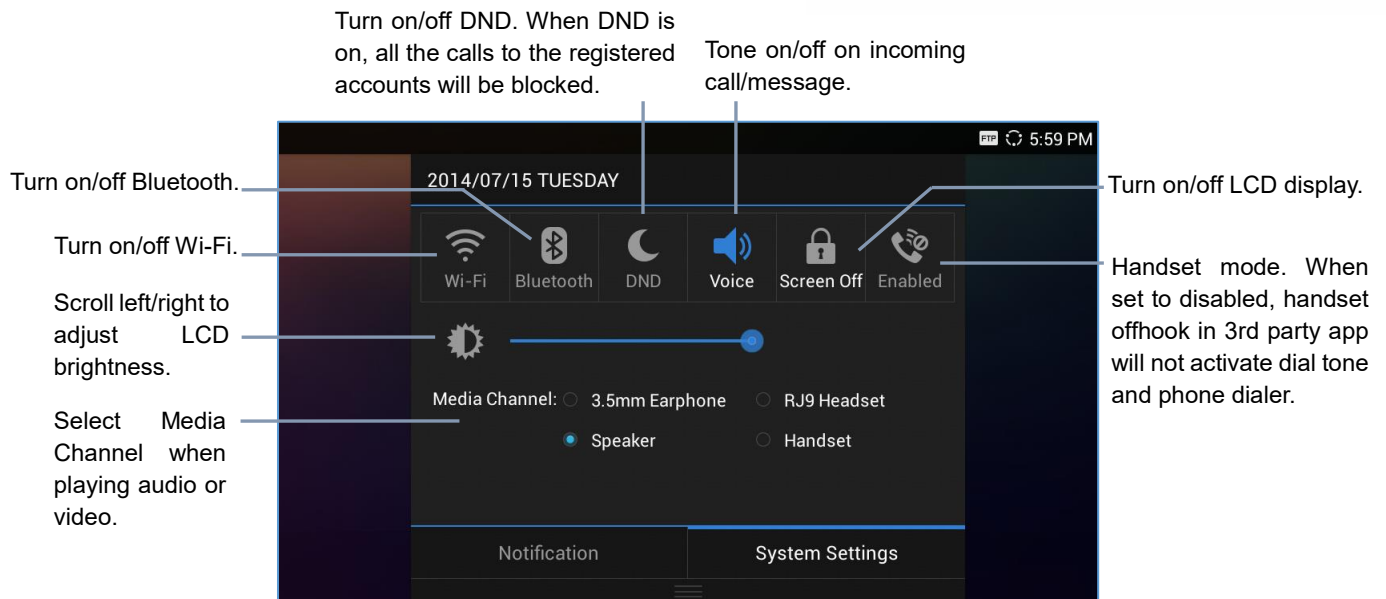
	Network connected via Ethernet cable.
	Trying to connect to the network via Ethernet cable.
	Network disconnected via Ethernet cable.
	Handset is off hook.
	Missed call.
	One line is active.
	Speaker is being used.
	RJ9 headset is being used.
	RJ9 headset mode is on. All the calls will be using RJ9 headset 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 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.

## System Settings in Status Bar

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



**Figure 25: 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

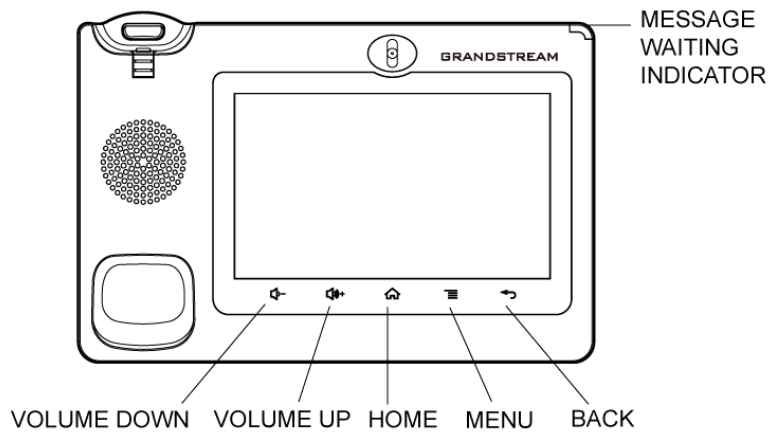


Figure 26: GXV3275 Keys


Table 8: GXV3275 Keys

<b>Volume Down</b>	Tap to turn down the call volume and media volume.
<b>Volume Up</b>	Tap to turn up the call volume and media volume.
<b>Home</b>	Tap to go back to <b>Home</b> screen; or touch and press for about 2 seconds, the current running applications and <b>Applications</b> softkey will show to manage the applications.
<b>Menu</b>	Tap to view options for different screens or applications.
<b>Back</b>	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 On-Screen 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 27: GXV3275 Onscreen Keyboard - English Keyboard

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

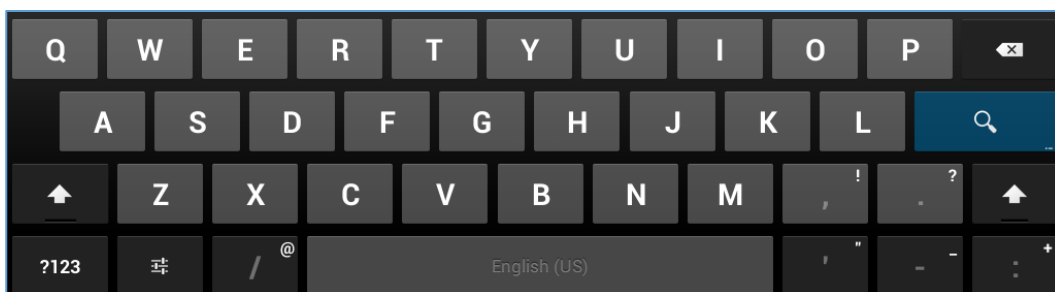



Figure 28: GXV3275 Onscreen Keyboard - Lowercase and Uppercase

- **Number and symbols**

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

 to switch back.

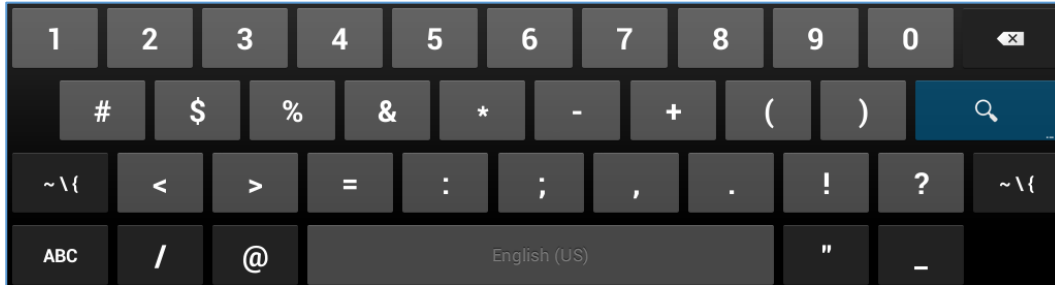


Figure 29: English Keyboard - Number and Symbols


Tap on  to access more symbols.



Figure 30: English Keyboard - More Symbols

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



 **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 9: 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


## 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).

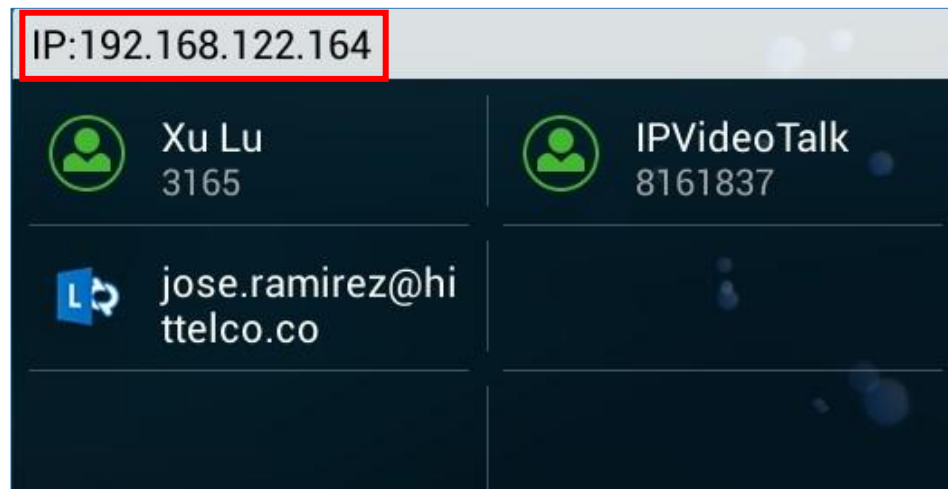


Figure 31: GXV3275 Account Widget

**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.

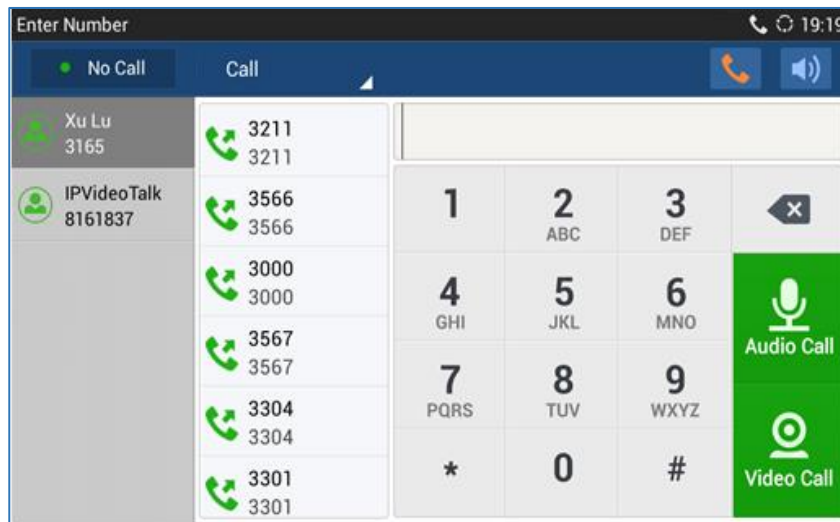
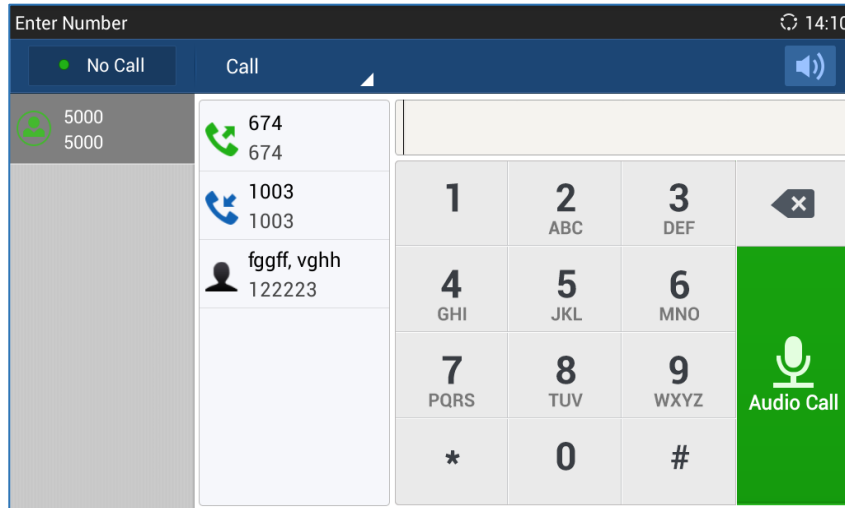


Figure 32: GXV3275 Dial Screen

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



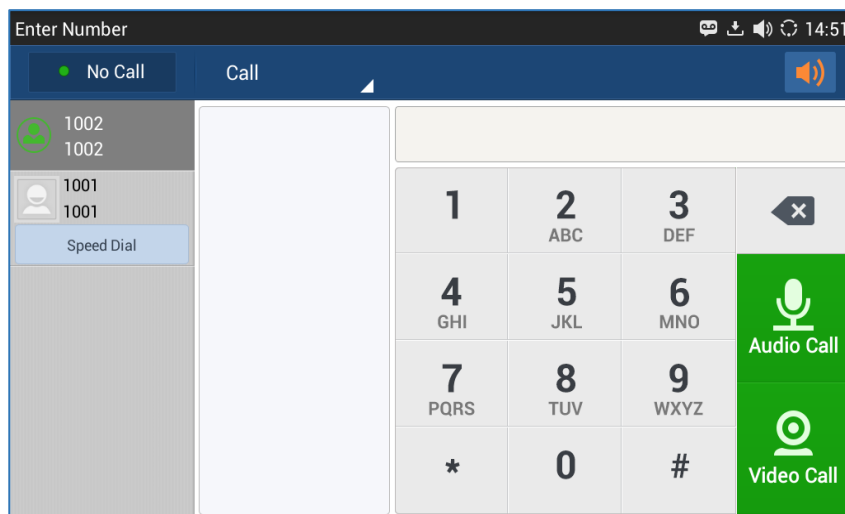


**Figure 33: Disable Video Call Feature on Dial Screen**

### Set Programmable Keys On Unregistered Account

GXV3275 allows end users to setup shortcut keys on the Phone app. The shortcut keys only be 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 34: GXV3275 Programmable Keys**



## Dial a Number Directly

1. Use the methods mentioned above to open dial screen **[Figure 32: 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 calls 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 .





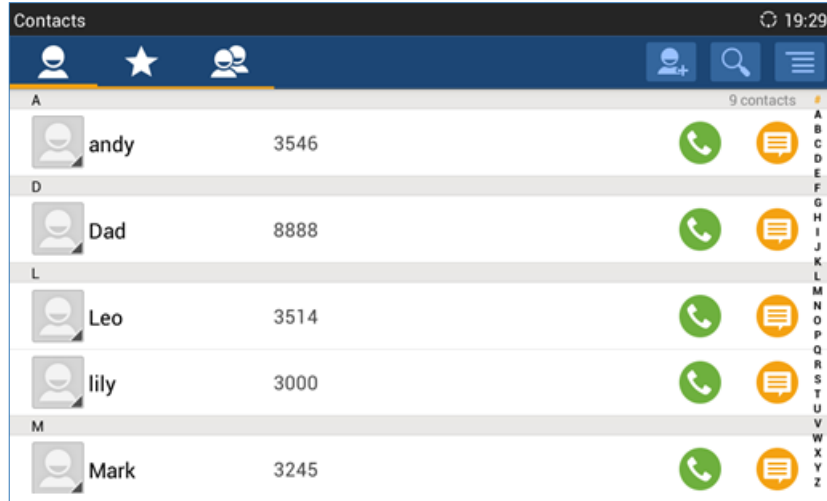




Figure 35: GXV3275 View Contacts

## 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.

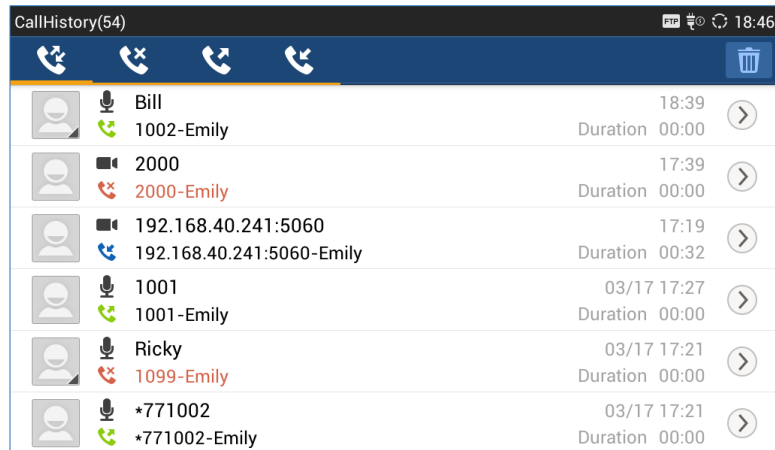


Figure 36: GXV3275 Call History

## 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 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).

The GXV3275 support both IPv4 and IPv6, below description on how to make IP calls via both IPv4 and IPv6.



#### IP call via IPv4:

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. On the top middle button set by default to "Call", 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.

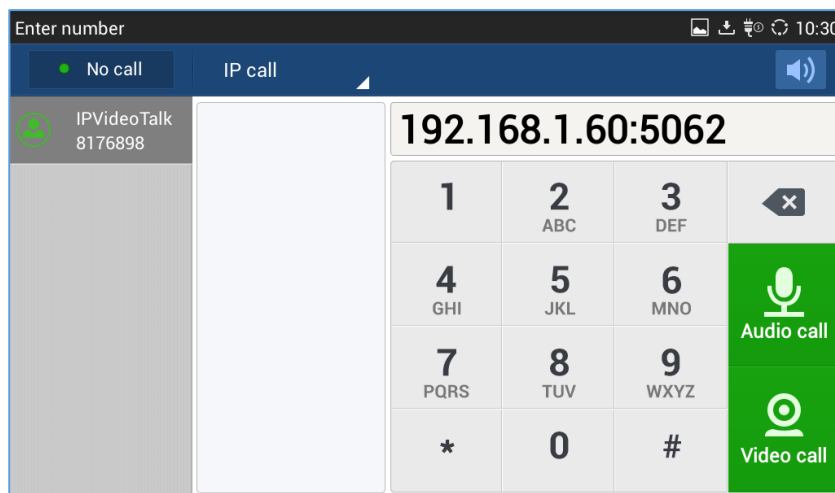





Figure 37: Direct IP Call

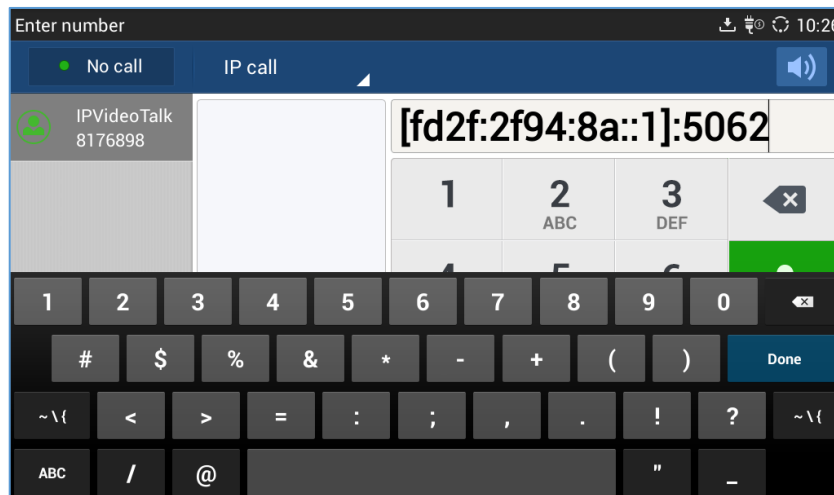
#### IP call via IPv6:

To make a direct IP call via IPv6, please follow the steps below:

1. On the phone webGUI under "Advanced Settings > Call Features" set **Display Soft Keyboard** to **Yes**. Once activated, users could click on the dialing box the soft keyboard will appear to enter the IPv6.



2. Off hook the phone or select account in the idle screen to bring up dial screen on GXV3275.
3. On the top middle button set by default to "Call", tap on it and select the mode as "IP Call".
4. Input the target IPv6 address. For example, if the target IPv6 address is fd2f:2f94:8a::1 and the port is 5062, input the following: **[fd2f:2f94:8a::1]:5062**
5. Press "SEND"  key or tap on  (audio call only) /  (video call) button to dial out.



**Figure 38: Direct IP Call via IPv6**

 **Note:**

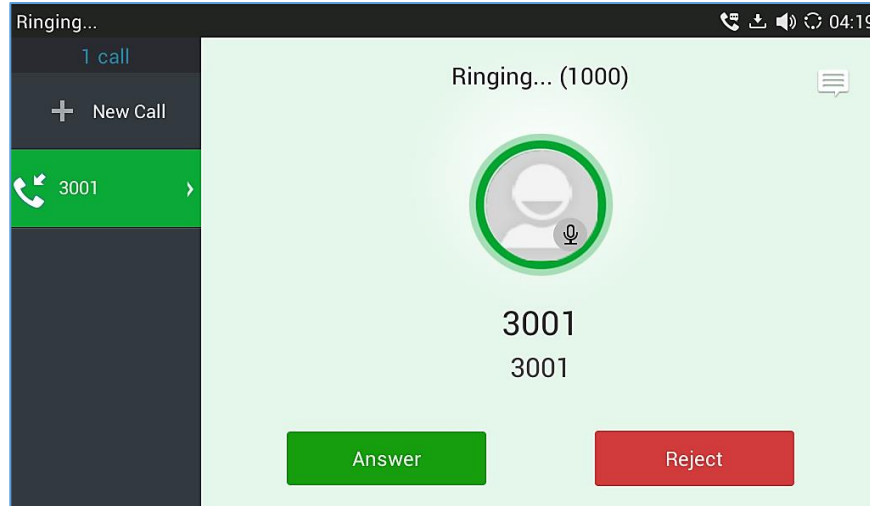
- The # will represent colon ":" in direct IPv4 call rather than SEND key as in normal phone call.
- Port number is not mandatory when making direct IP call.
- Users need to activate the first account on the GXV3275 to complete direct IP call.
- If you have a SIP server configured, direct IP call still 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 an IP (both IPv4 and IPv6) 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.



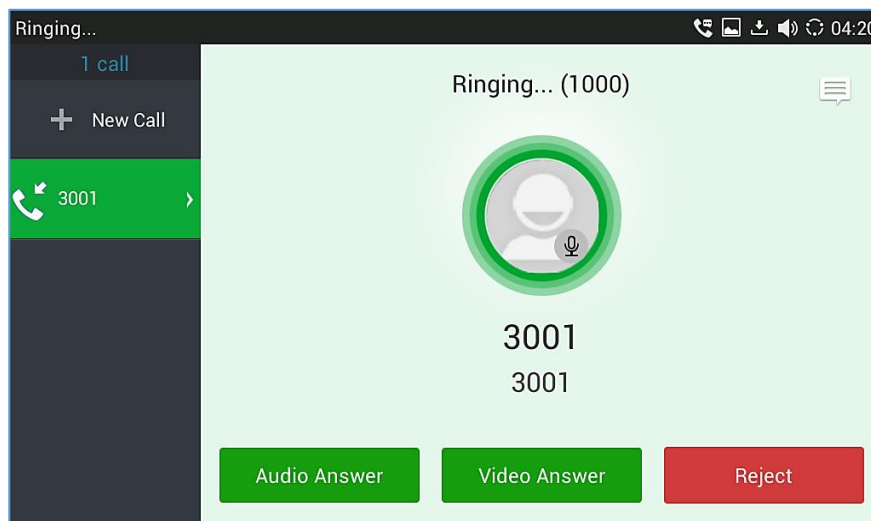


**Figure 39: Single Incoming Call - Audio**

- 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**".

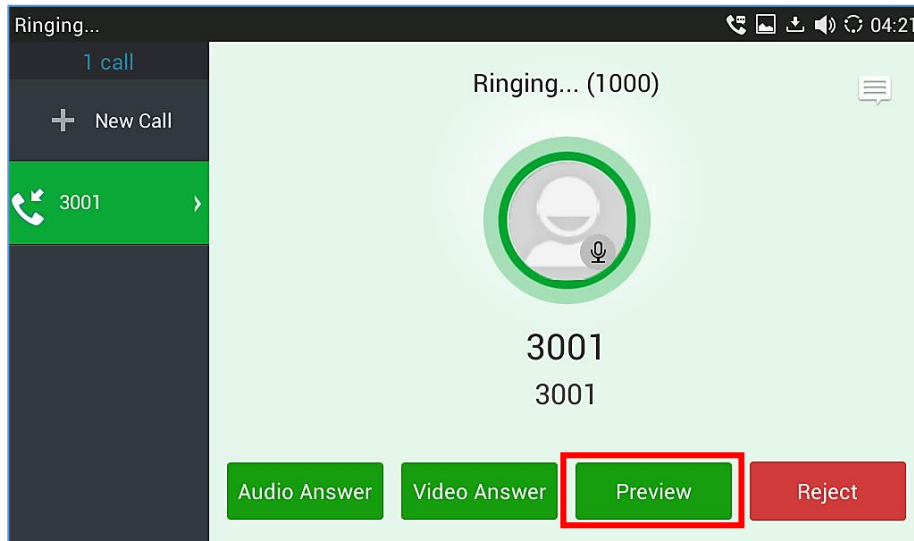
If set to "**Original proportion**", the phone displays video in its original proportion. If the video display proportion is different from the one of the phone, the phone will stretch or compress video to display it. If set to "**Equal proportional cutting**", the phone will cut video to meet its own 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.



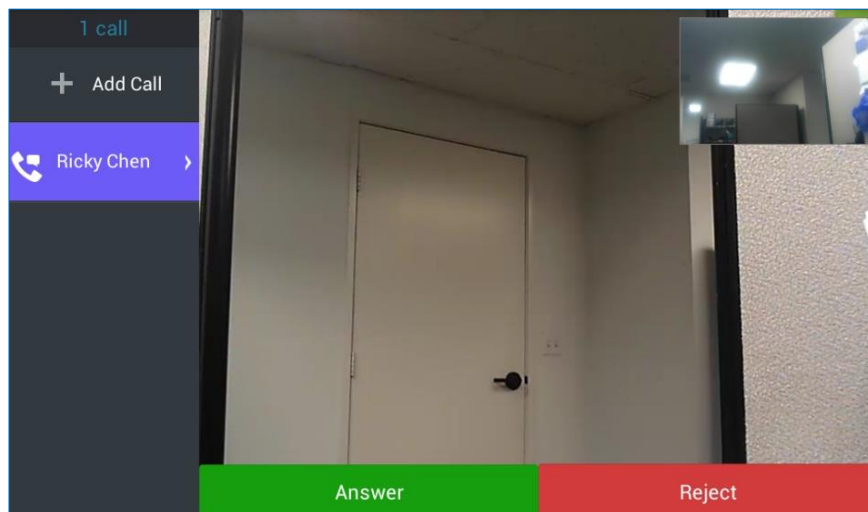
**Figure 40: Single Incoming Call - Video**



- 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 “Audio Answer” key to answer the audio call, “Video 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.



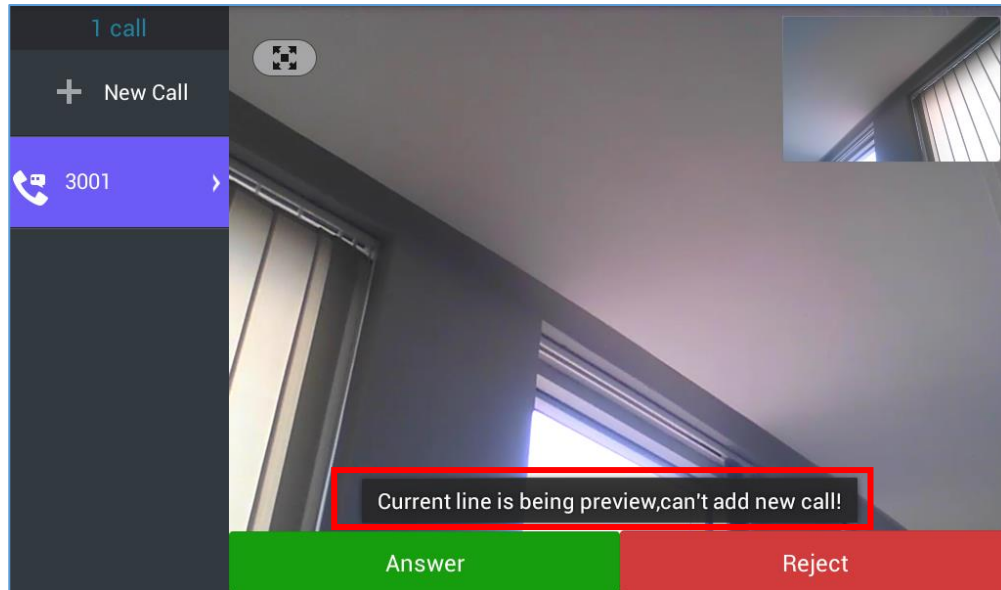
**Figure 41: Single Incoming Call – Preview-1**



**Figure 42: Single Incoming Call – Preview-2**

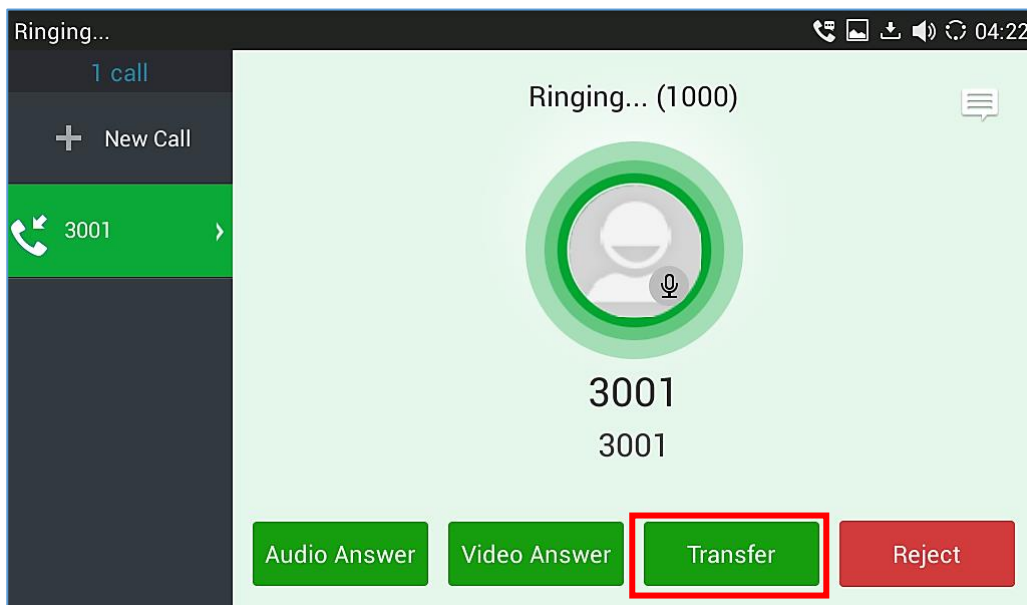
**Note:**

Adding new calls during the preview of an incoming Video call is not possible. When pressing the “new call” button, a message will be prompted telling the user that it is inaccessible. See the following screenshot:

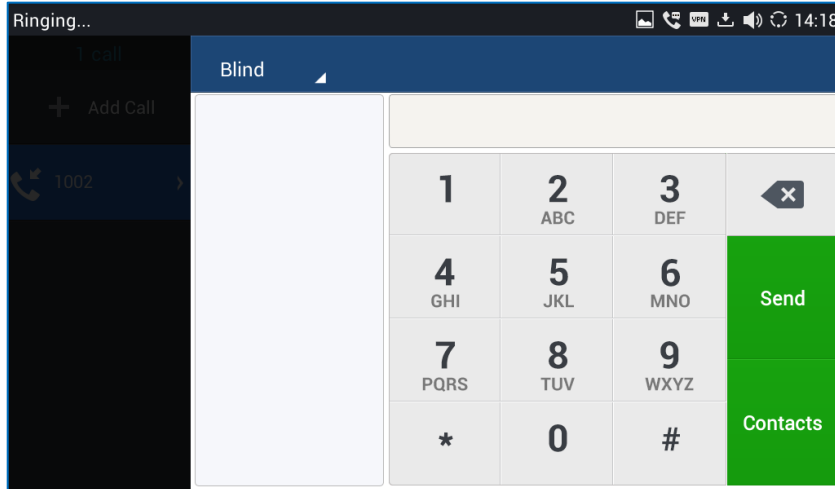


**Figure 43: Prompt displayed when pressing new call during preview**

- 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.



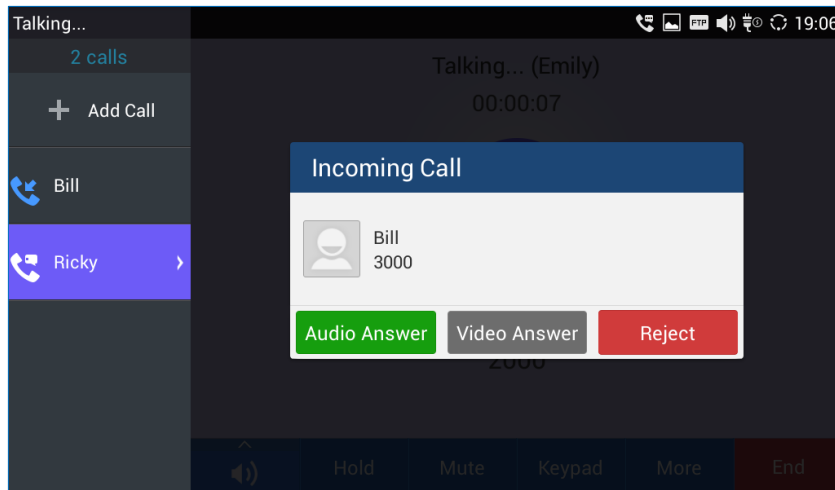
**Figure 44: Single Incoming Call - Call Forward-1**



**Figure 45: 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 46: 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 Progress Status

During an active call if Home Button is pressed, the phone will go back to the home screen and the call-in-progress status will be shown on the GXV3275 status bar, once clicking the bar it will go back to call screen.



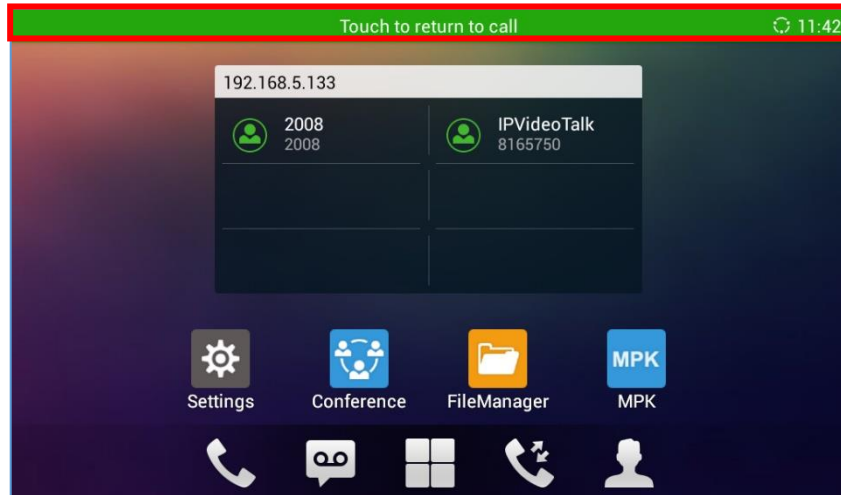


Figure 47: Touch to Return to Call Screen

## 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.

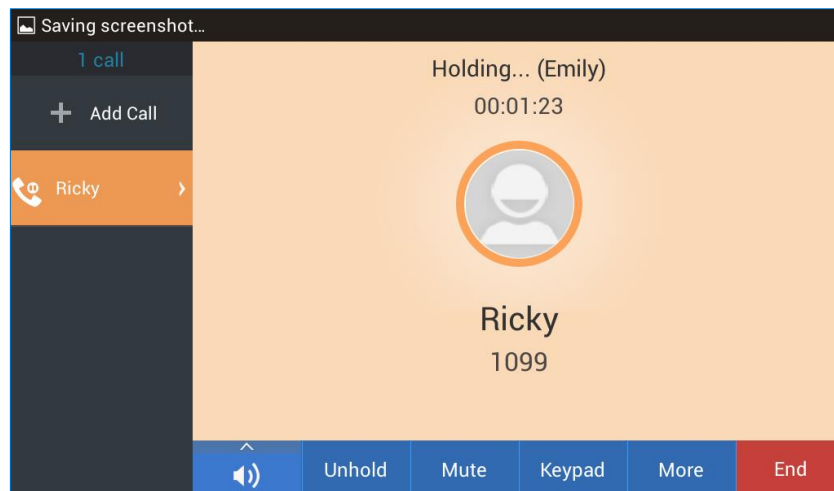


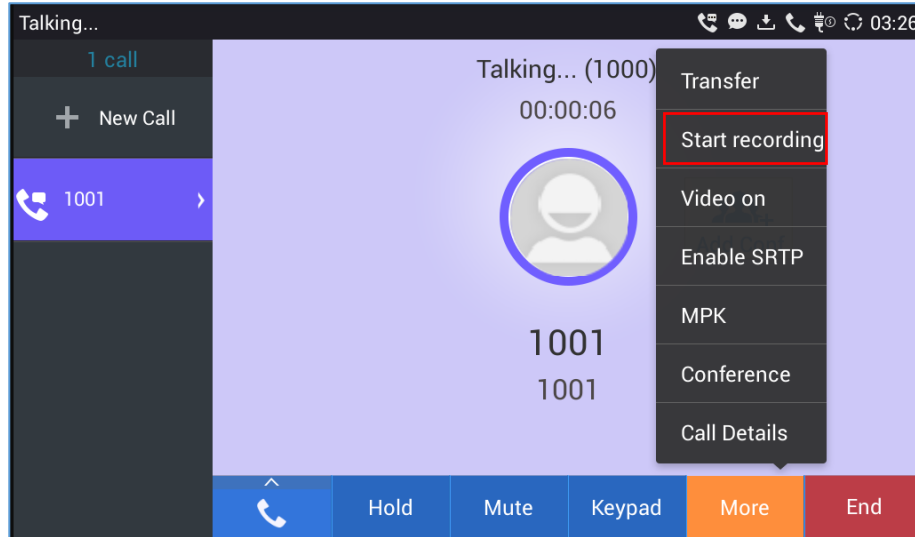
Figure 48: Call On Hold

## 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 49: GXV3275 Call Recording**

**Notes:**


Users can configure the recording mode via the Web GUI→Advanced Settings→Call features→Record Mode. Three modes are available:

- **Record Locally:** The phone will use the local tape recorder for call recording, and the audio file will be saved in accordance with the tape recorder setup.
- **Record on PortaOne:** The phone will send SIP INFO message with “record” header to the server.
- **Record on UCM:** The phone will send the recording feature code to the UCM server to request for recording and the recording function will be executed by the UCM.

Users can configure the phone to auto-record all the calls established via Web GUI→Advanced Settings→Call features→ Enable Auto Record When Call Established.

**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.

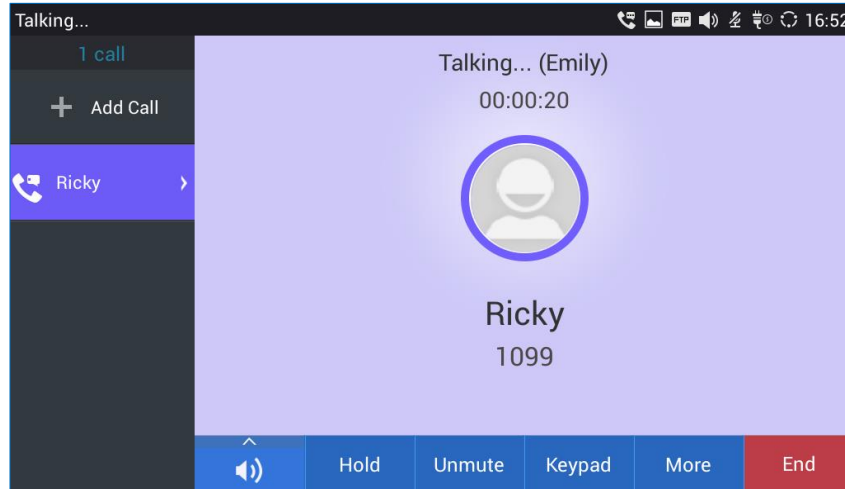


Figure 50: GXV3275 Call Mute

## 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.

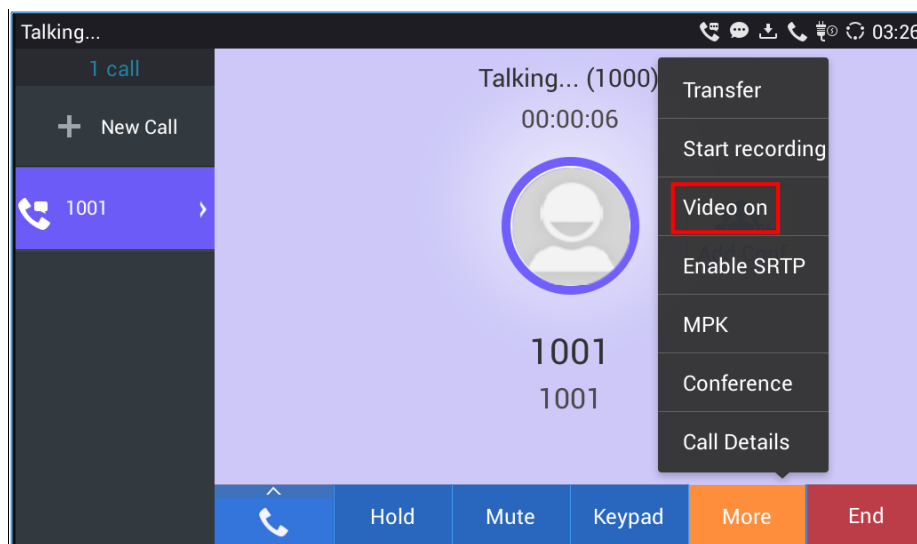
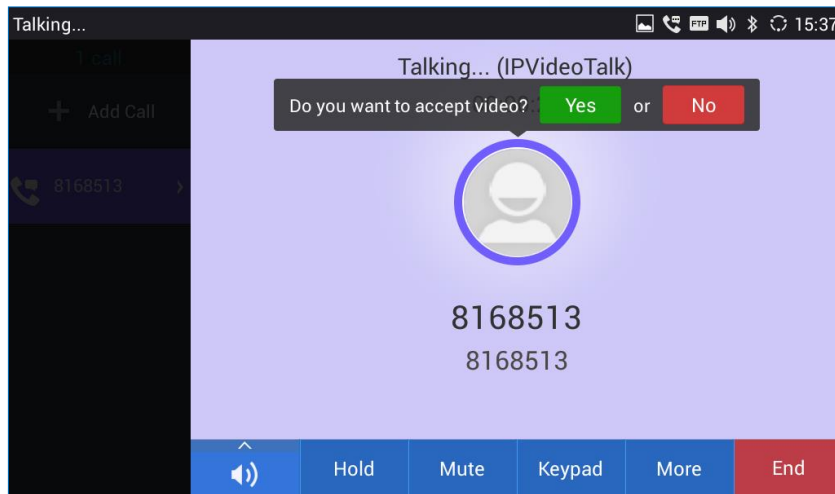


Figure 51: Turn on Video During Audio Call



- **Accept video request**

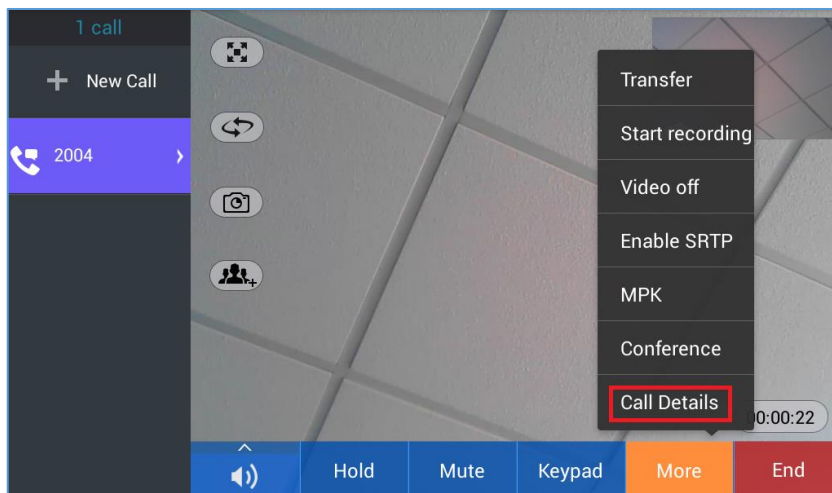


**Figure 52: Accept Video During Audio Call**

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.

## Call Details during Call

During an active audio/video call, on the call screen, tap on **More** and select **Call Details**.



**Figure 53: Select Call Details During Video Call**

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

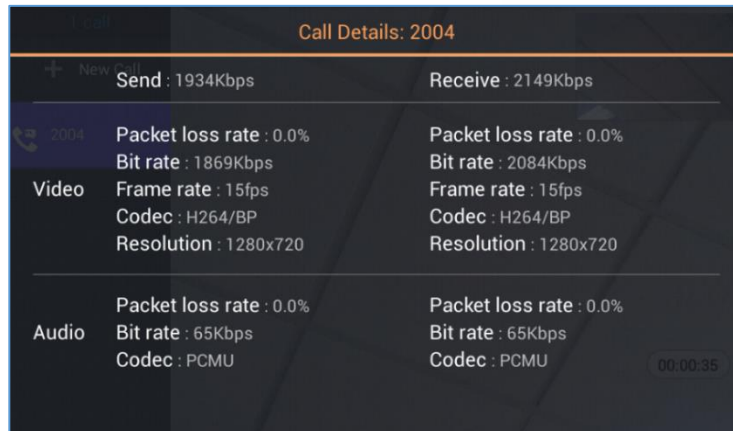
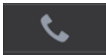






Figure 54: Call Details

## 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.

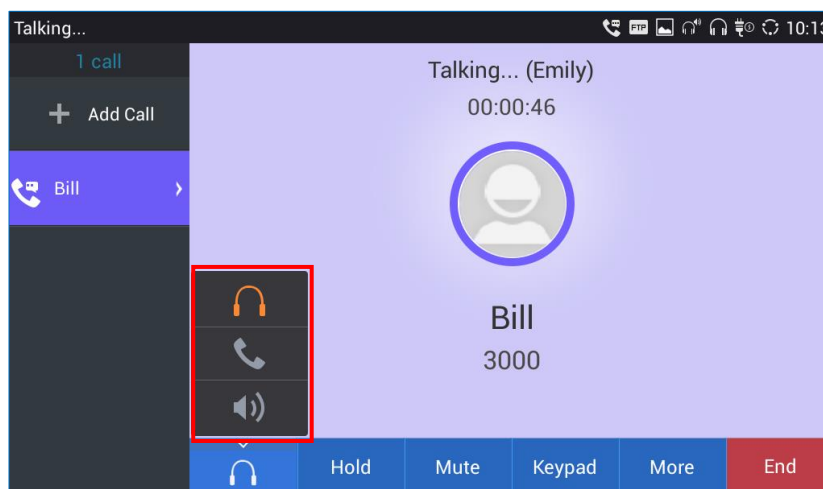


Figure 55: Switch Audio Channel during Call 1

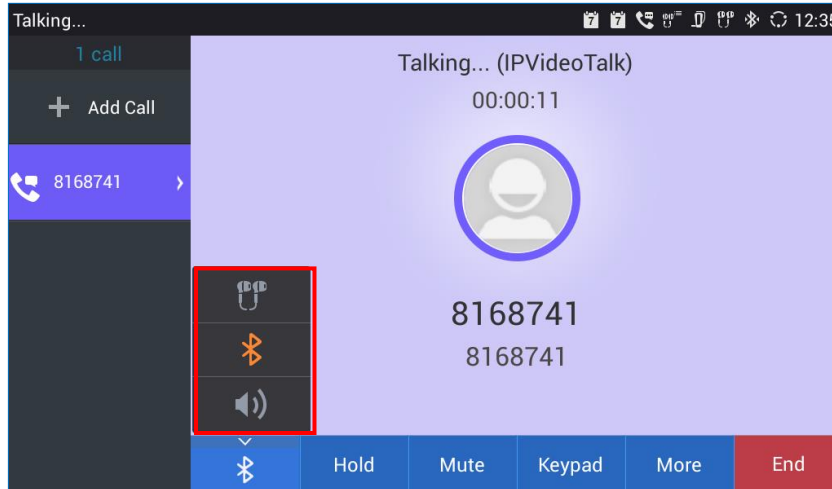


Figure 56: Switch Audio Channel during Call 2

## 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.

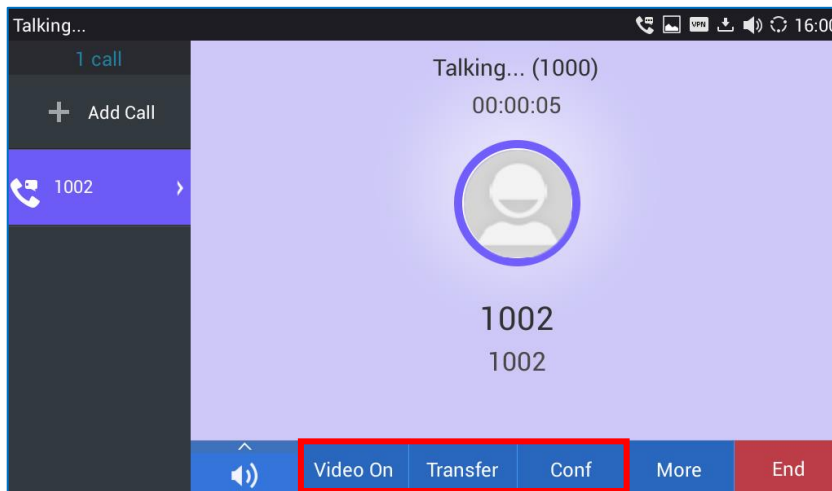


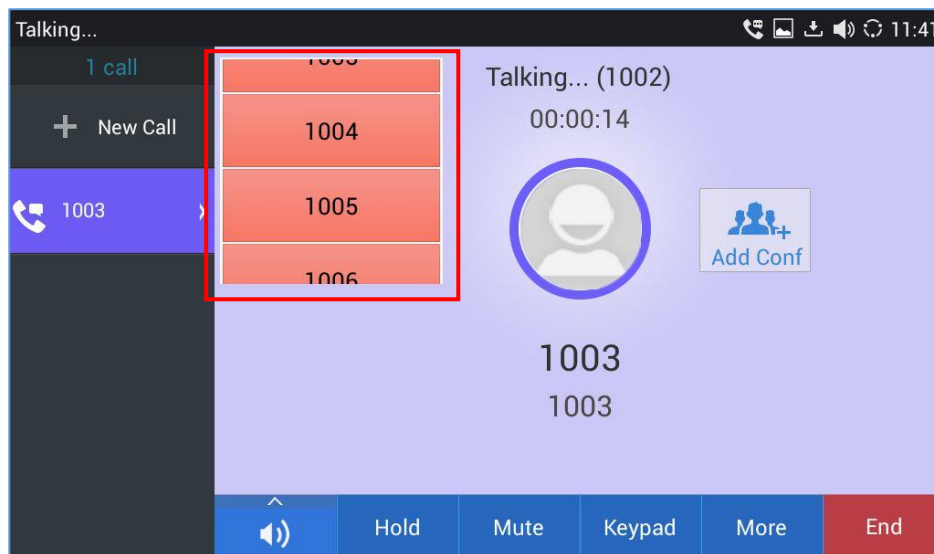
Figure 57: Call Function Buttons



## DTMF During Call

During an Audio/Video call, the user has the ability to show DTMF buttons and each one of them can perform a different action. This feature can be configured by following below steps:

1. Go to GXV3275 Web GUI → **Account X** → **Call Settings** → **Programmable Keys**
2. Set the Key mode of the programmable key as Dial DTMF and specify its name.
3. In "DTMF Content" field, set UserID for the corresponding MPK
4. Choose the wanted "Dial DTMF Condition".
5. Repeat the same steps for the five other accounts in order to get more DTMF Buttons displayed during the call. *See the following figure.*



**Figure 58: DTMF Buttons during call**

The DTMF Buttons are displayed in a space where the user can see only three of them and he can easily scroll up and down to display the others.

## Call Transfer

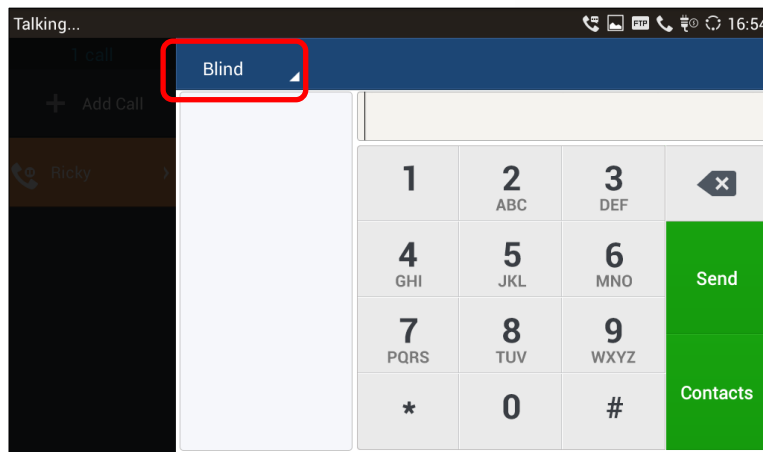
A call can be transferred to another party during the call. The GXV3275 supports blind transfer and attended transfer.

### 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 59: 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 59: Blind Transfer**

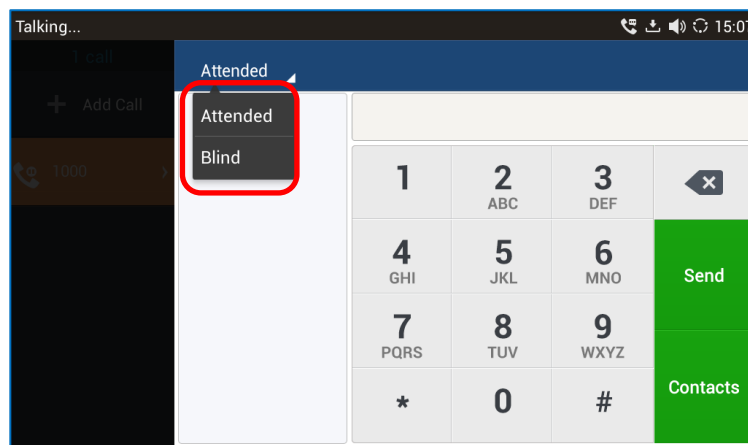
**Note:**

- 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:

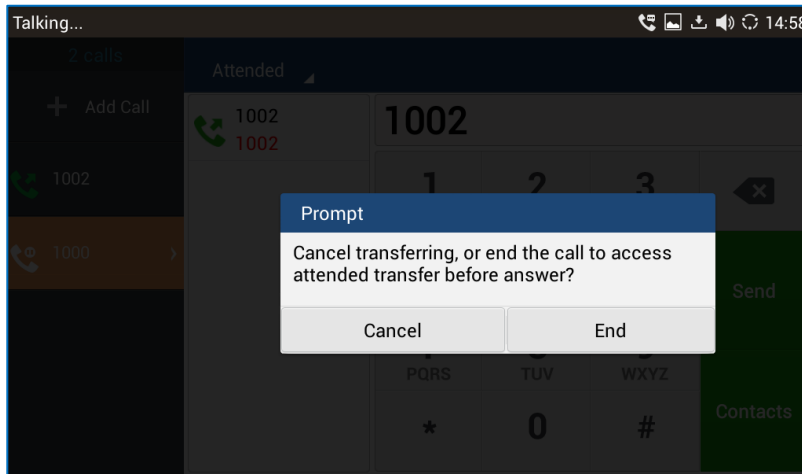
1. During the active call, tap on **"More"** softkey. Select **"Transfer"** to bring up transfer screen.
2. Select transfer mode as "Attended" by tapping on the mode selection area (see figure below).



**Figure 60: Attended Transfer**

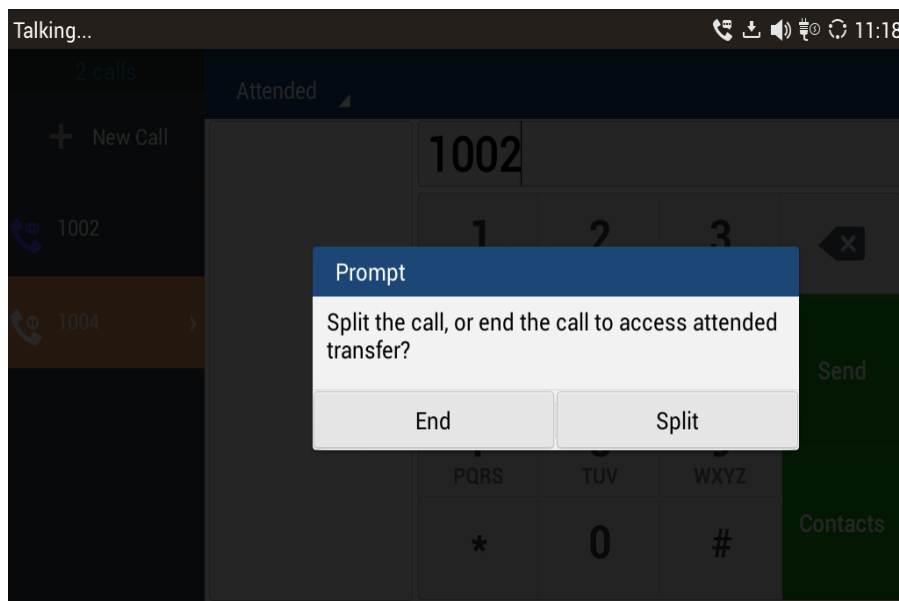


3. Enter the transfer target number, and then press the "Send" soft key on the right.
4. Before transfer target answers the call, GXV3275 hears the ringback tone, and the touch screen prompts shown as below. Users could tap on "Cancel" to cancel the transfer, tap on "End" or simply hang up the call to complete call transfer.




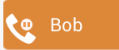
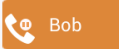
**Figure 61: Attended Transfer - Transferring**

5. After transfer target answers the call, the following screen will be shown up. If the user simply hangs up or taps on "End" soft key, the call will be transferred, and 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 62: Attended Transfer - Split**



6. Besides attended transfers above, users could also consult the third party first before transferring the call.
7. During the active call, tap  on the left panel of the screen to make the second call. This will place the current call on hold.
8. The second call establishes after the call is answered.
9. During the active call, tap on **"More"** softkey.
10. Select "Transfer" to bring up transfer screen. The other call on hold will be displayed such as .
11. Select transfer mode as "Attended" in the transfer mode bar, and tap on the call on hold such as  to transfer the call.
12. The call will be transferred, and GXV3275 will hang up the call.

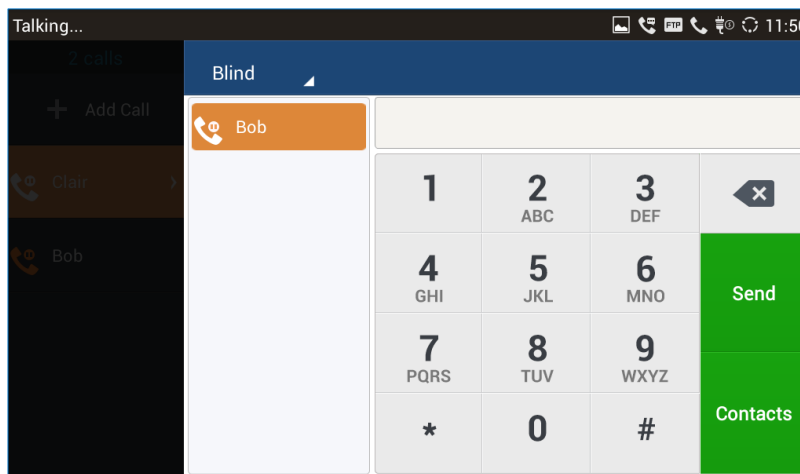



Figure 63: Attended Transfer

 **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;

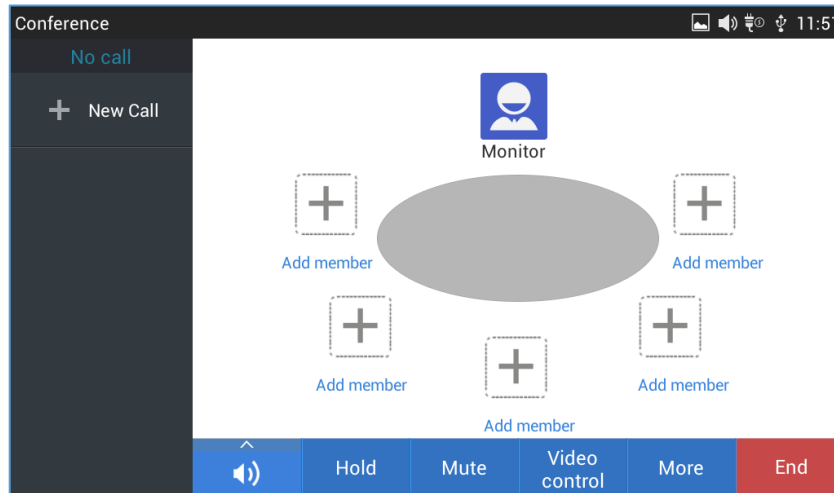


Figure 64: GXV3275 Conference Screen

4. Enter the number of the party and tap on "Audio Call" / "Video Call" to add it to the conference, or click on "Contacts" to select a number from the local phonebook contacts..

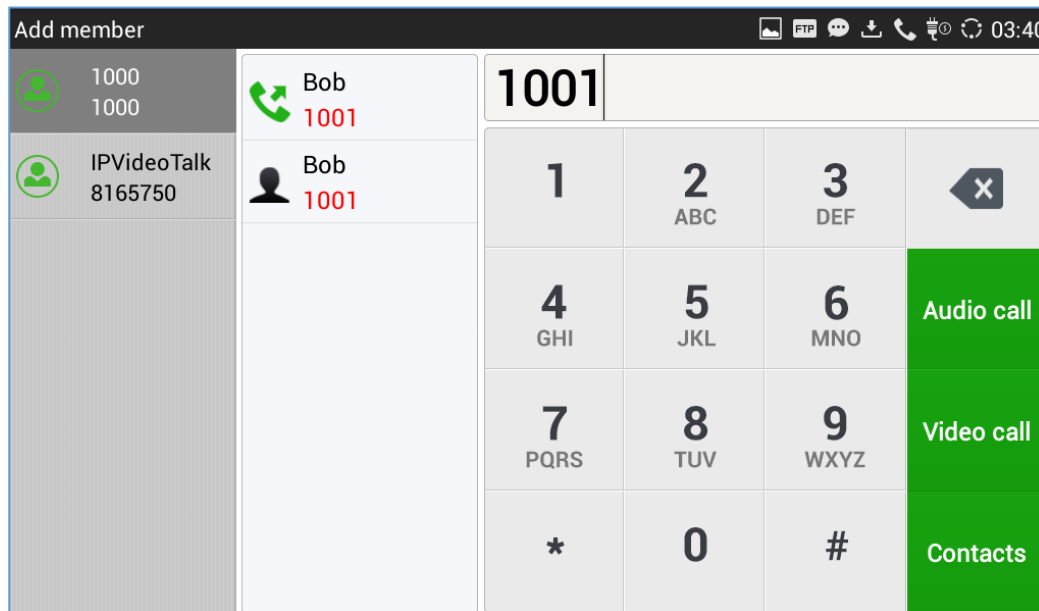
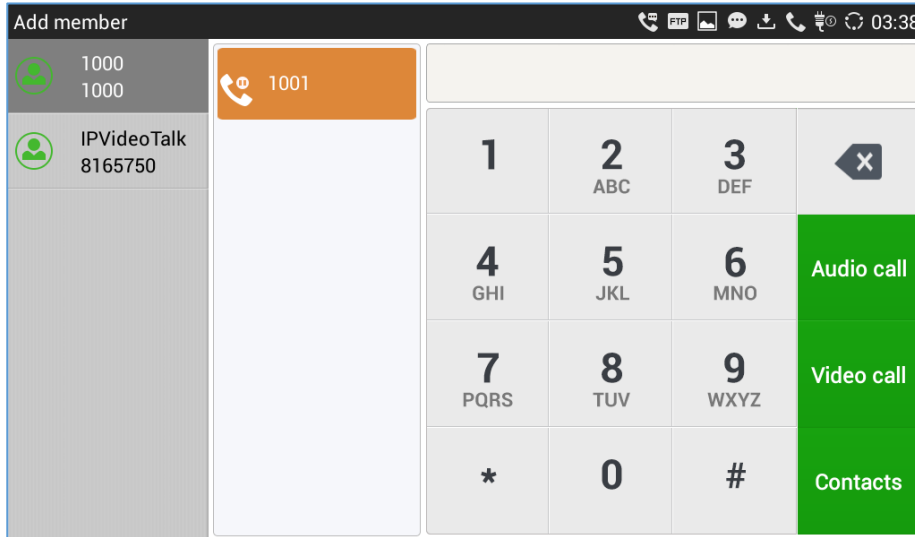


Figure 65: GXV3275 Conference - Add New Call to the Conference

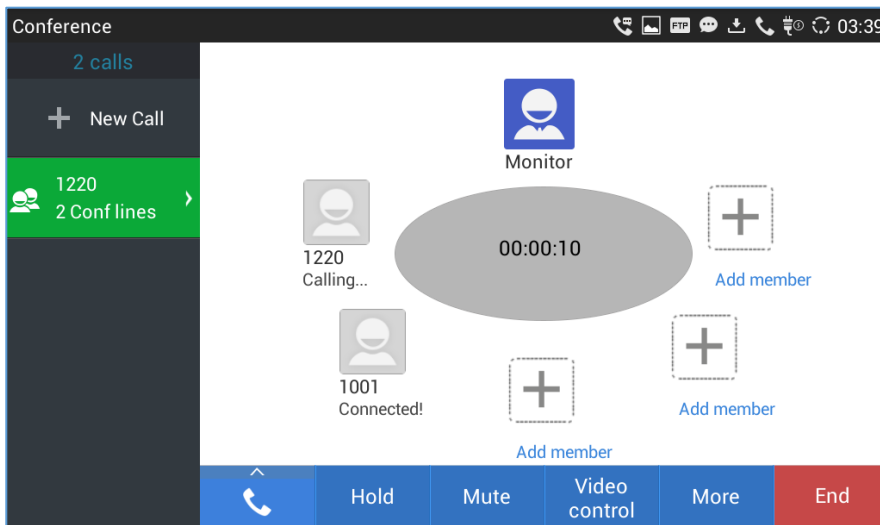
If there are calls on hold, they will show up when adding member to the conference. Users could then tap on the call to add it to the conference directly.





**Figure 66: GXV3275 Conference - Add Existing Call to Conference**




- Repeat the above steps to add more parties into the conference. The following figure shows a 4-way conference established.



**Figure 67: 3-Way Conference Call Established**

### Remove Party from Conference

To remove a party from the conference:

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



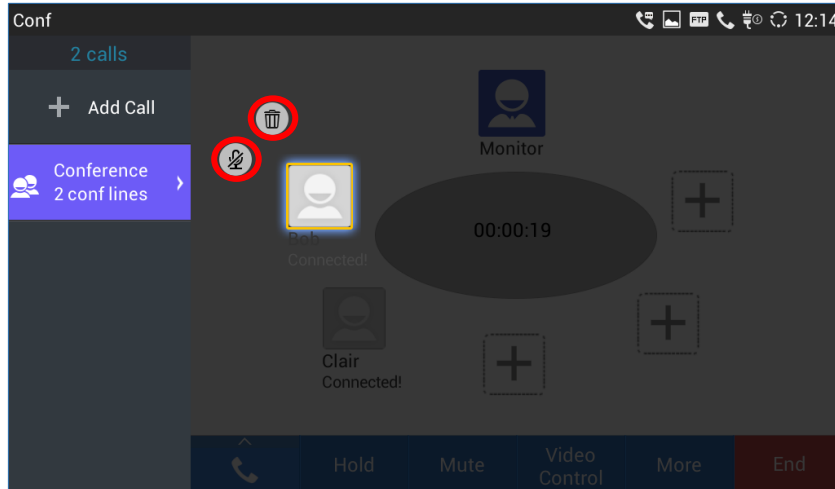


Figure 68: GXV3275 Conference - Remove Party from Conference

### End Conference

To end the conference, tap on **End** 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".

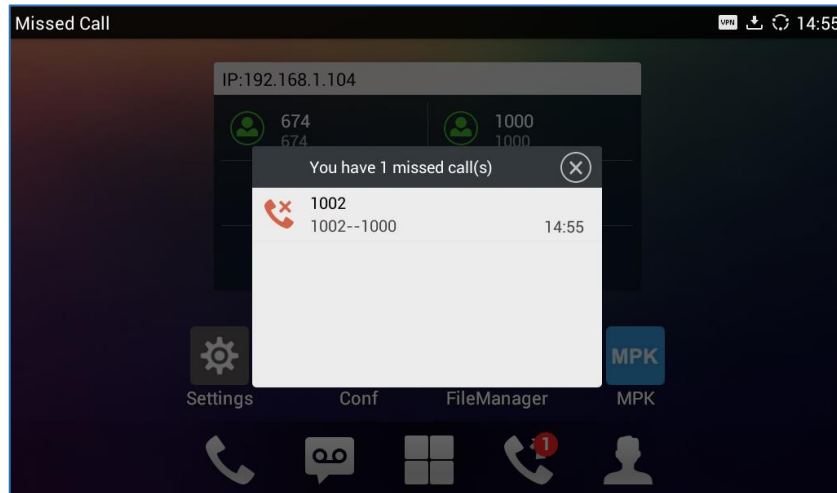
To establish call with auto conference when there are 1 or more calls on the GXV3275, simply tap on "More" softkey and select "Conf". All the calls on GXV3275 will be brought into the conference.

### 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 exits the conference.

## Missed Call

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



**Figure 69: 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.

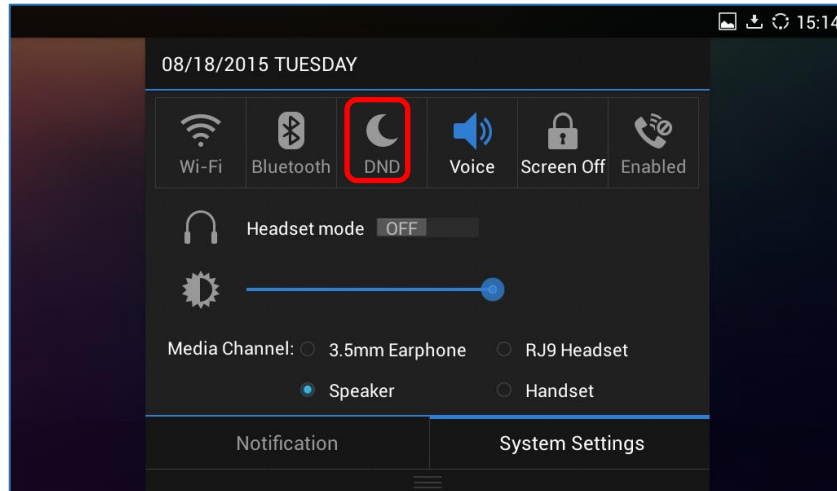
## DND (Do Not Disturb)

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 it off.






**Figure 70: 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.



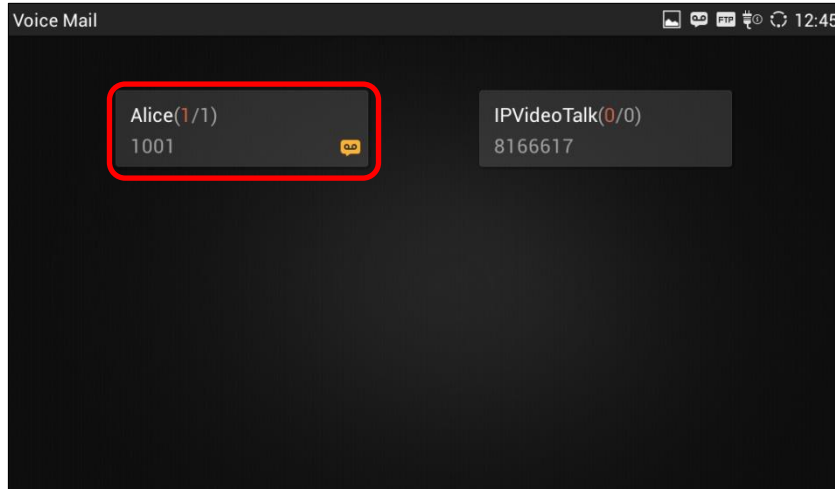


Figure 71: Retrieve Voicemail

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.

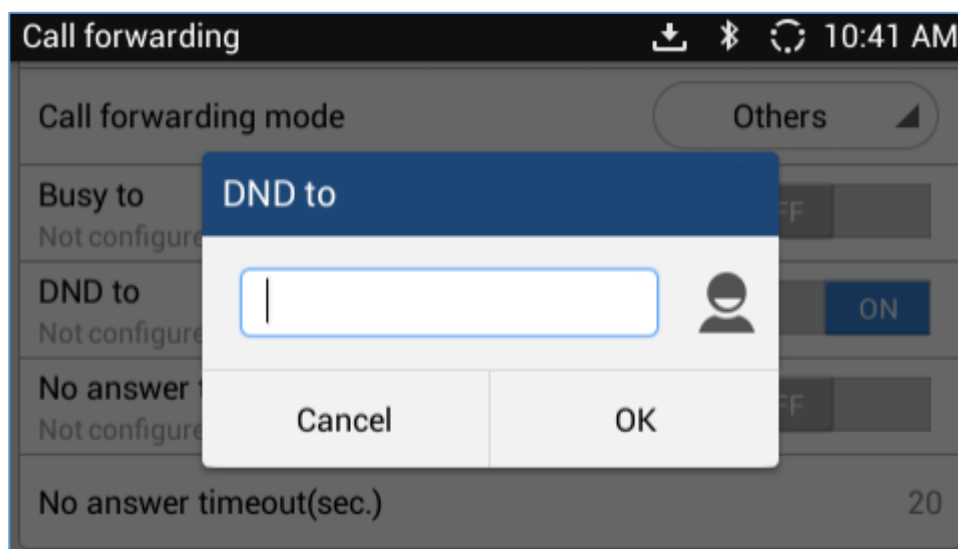


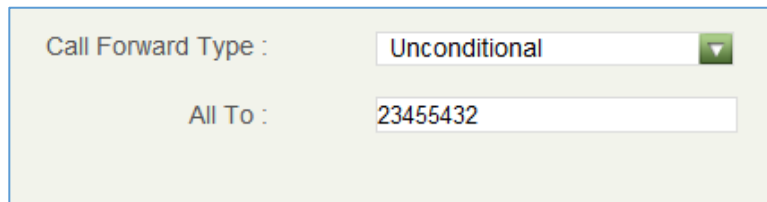
Figure 72: Call Forward when DND



- **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.

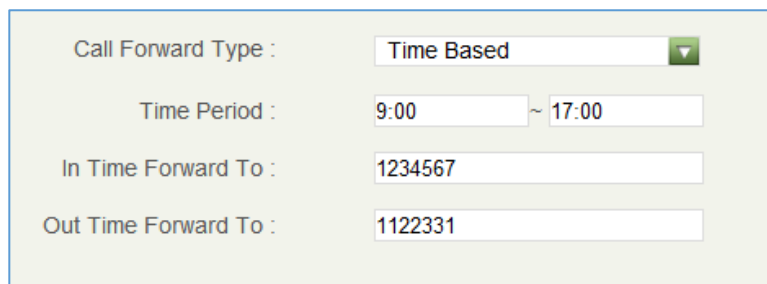


Call Forward Type : Unconditional

All To : 23455432

**Figure 73: 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.



Call Forward Type : Time Based

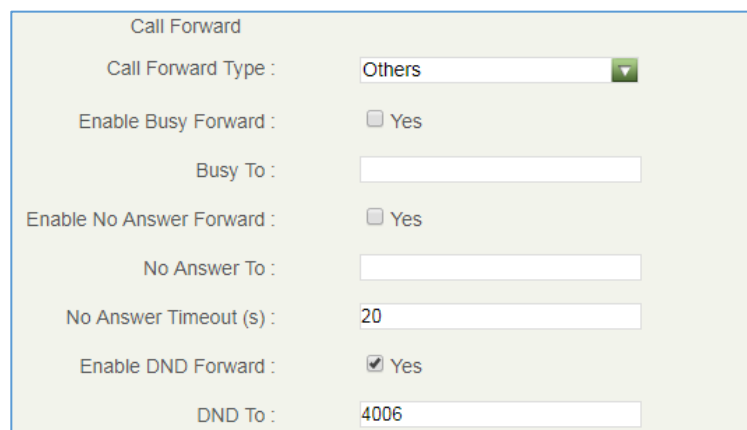
Time Period : 9:00 ~ 17:00

In Time Forward To : 1234567

Out Time Forward To : 1122331

**Figure 74: Call Forward - Time Based**

- **Call Forward on Busy / Call Forward No Answer / Call Forward on DND:** The incoming call will be forwarded when the GXV3275 is busy or no answer after certain interval "Delayed Call Forward Wait Time (s)", or if the phone is on DND mode then the call will be forwarded to the configured destination number.



Call Forward

Call Forward Type : Others

Enable Busy Forward :  Yes

Busy To :

Enable No Answer Forward :  Yes

No Answer To :

No Answer Timeout (s) : 20

Enable DND Forward :  Yes

DND To : 4006

**Figure 75: Call Forward - Busy/No Answer/DND**





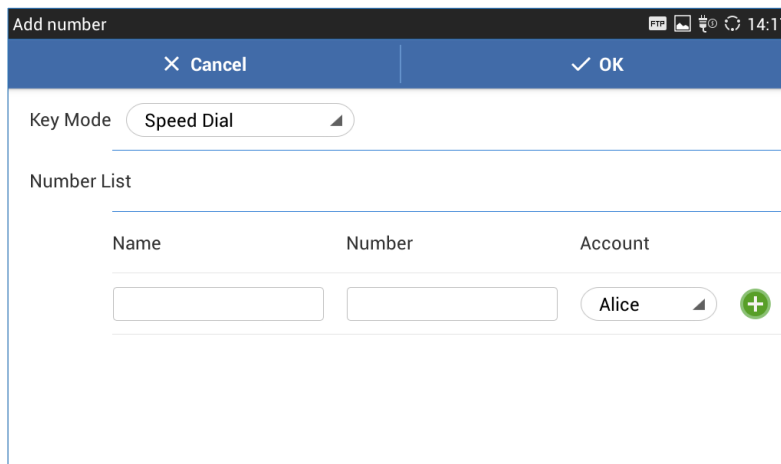
## Multi-Purpose Keys

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**.

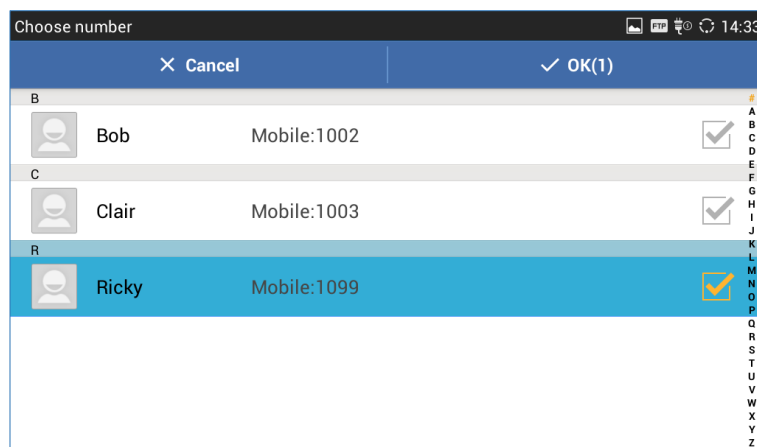
To configure MPK via MPK app on the GXV3275:

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.
3. Select desired mode from Key mode dropdown list (Speed dial, Call transfer, Intercom, Dial prefix, etc ...)



**Figure 76: GXV3275 MPK APP - Add Number**

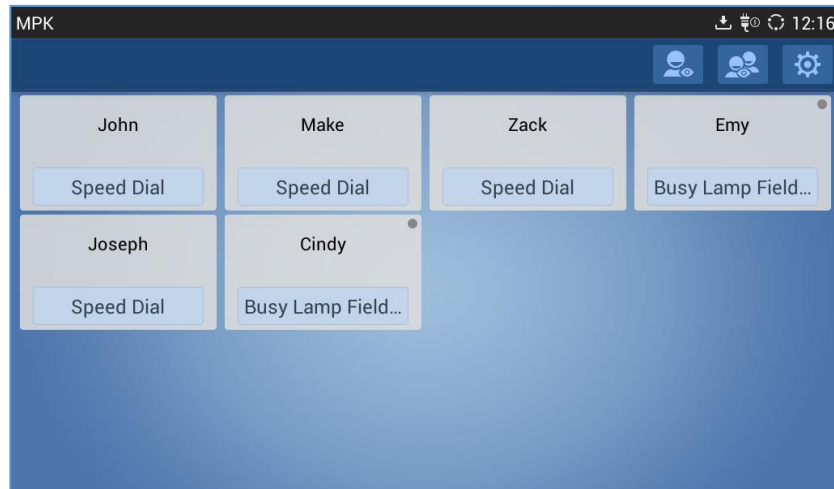
4. For the number list, users could manually enter it or select number from Contacts to add it.



**Figure 77: GXV3275 MPK APP - Add Number from Contacts**



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



**Figure 78: GXV3275 MPK APP - Number List**

## Shared Call Appearance (SCA)

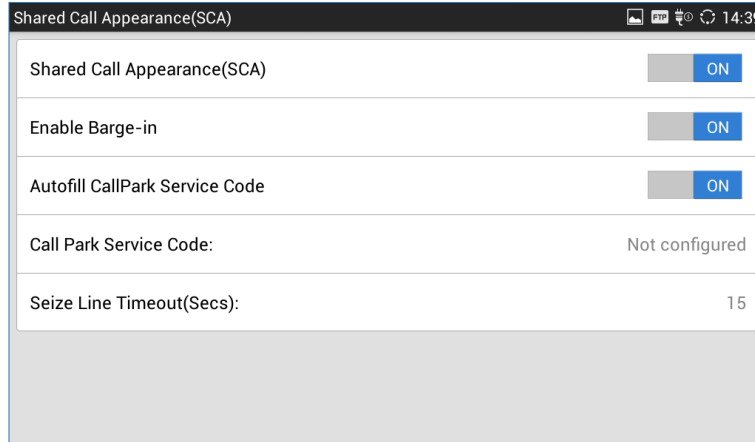
The GXV3275 supports shared call appearance by the Broadsoft standard. This feature allows members of the SCA group to shared SIP lines and provides status monitoring (idle, active, progressing, hold) of the shared line. When there is an incoming call designated for the SCA group, all of the members 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 79: 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 80: GXV3275 SCA Settings on Web UI**

For more information about SCA configuration and function, please refer to the link below:

[http://www.grandstream.com/sites/default/files/Resources/GXV32xx\\_broadworks\\_SCA\\_Guide\\_0.pdf](http://www.grandstream.com/sites/default/files/Resources/GXV32xx_broadworks_SCA_Guide_0.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 10: GXV3275 Feature Code**

	<b>Use Preferred Codec</b> (per call)
<b>*01</b>	<ul style="list-style-type: none"> <li>Dial *01 followed by the preferred codec code and the phone number.</li> <li>The phone will try to use this codec during the call.</li> </ul>



	<ul style="list-style-type: none"> <li>Codec code: PCMU: 7110 PCMA: 7111 G726-32: 72632 G722: 722 iLBC: 7201</li> </ul> <p>For example, if the user would like to use PCMA as the preferred codec to call phone number 334455, enter *017111334455.</p>
<b>*02</b>	<p><b>Force Codec</b> (per call)</p> <ul style="list-style-type: none"> <li>Dial *02 followed by the preferred codec code and the phone number.</li> <li>The phone will be forced to use this codec during the call.</li> <li>Codec code: PCMU: 7110 PCMA: 7111 G726-32: 72632 G722: 722 iLBC: 7201</li> </ul> <p>For example, if the user would like to use PCMA to call phone number 334455, enter *017111334455.</p>
<b>*30</b>	<p><b>Block Caller ID</b> (for all subsequent calls)</p> <ul style="list-style-type: none"> <li>Dial *30.</li> </ul>
<b>*31</b>	<p><b>Send Caller ID</b> (for all subsequent calls)</p> <ul style="list-style-type: none"> <li>Dial *31.</li> </ul>
<b>*50</b>	<p><b>Disable Call Waiting</b></p> <ul style="list-style-type: none"> <li>Dial *50.</li> </ul>
<b>*51</b>	<p><b>Enable Call Waiting</b></p> <ul style="list-style-type: none"> <li>Dial *51.</li> </ul>
<b>*67</b>	<p><b>Block Caller ID</b> (per call)</p> <ul style="list-style-type: none"> <li>Dial *67 followed by the phone number.</li> </ul>
<b>*82</b>	<p><b>Send Caller ID</b> (per call)</p> <ul style="list-style-type: none"> <li>Dial *82 followed by the phone number.</li> </ul>





<b>*70</b>	<b>Disable Call Waiting (per Call)</b> <ul style="list-style-type: none"> <li>Dial *70 followed by the phone number.</li> </ul>
<b>*71</b>	<b>Enable Call Waiting (per Call)</b> <ul style="list-style-type: none"> <li>Dial *71 followed by the phone number.</li> </ul>
<b>*72</b>	<b>Unconditional Call Forward.</b> To set up unconditional call forward: <ul style="list-style-type: none"> <li>Dial *72 followed by the phone number to forward the call.</li> </ul>
<b>*73</b>	<b>Cancel Unconditional Call Forward.</b> To cancel the unconditional call forward: <ul style="list-style-type: none"> <li>Dial *73.</li> </ul>
<b>*74</b>	<b>Paging Call</b> <ul style="list-style-type: none"> <li>Dial *74 followed by the phone number to send the paging call.</li> </ul>
<b>*83</b>	<b>Force Audio Calling (per call)</b> <ul style="list-style-type: none"> <li>Dial *83 followed by the phone number to send the audio call.</li> </ul>
<b>*84</b>	<b>Force Video Calling (per call)</b> <ul style="list-style-type: none"> <li>Dial *84 followed by the phone number to send the video call.</li> </ul>
<b>*90</b>	<b>Busy Call Forward.</b> To set up busy call forward: <ul style="list-style-type: none"> <li>Dial *90 followed by the phone number to forward the call.</li> </ul>
<b>*91</b>	<b>Cancel Busy Call Forward.</b> To cancel the busy call forward: <ul style="list-style-type: none"> <li>Dial *91.</li> </ul>
<b>*92</b>	<b>Delayed Call Forward.</b> To set up delayed call forward: <ul style="list-style-type: none"> <li>Dial *92 followed by the number to forward the call. The default timeout before the call is forwarded is 20 seconds.</li> </ul>
<b>*93</b>	<b>Cancel Delayed Call Forward.</b> To cancel the delayed call forward: <ul style="list-style-type: none"> <li>Dial *93.</li> </ul>



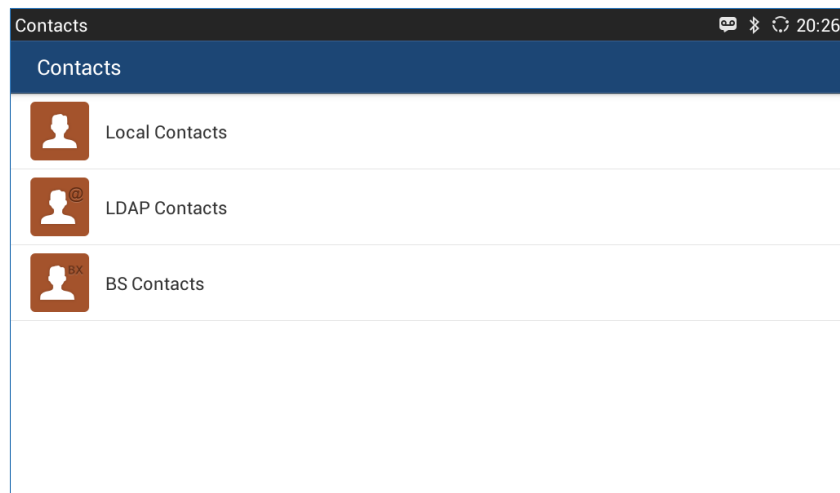
## CONTACTS

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.

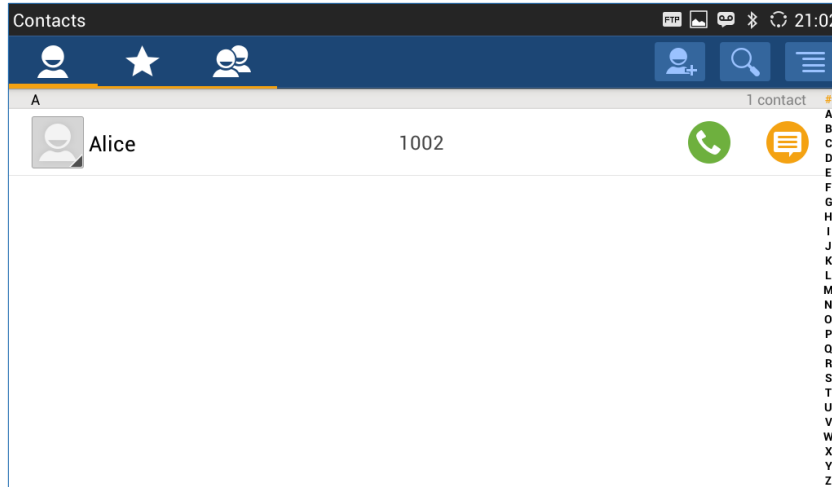


**Figure 81: GXV3275 Contacts**

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

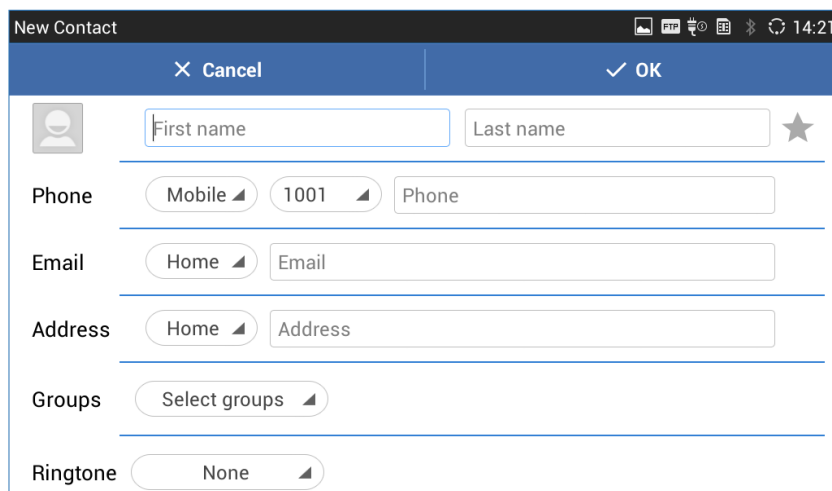
The local contacts can save up to 1000 entries. Users can manage contacts by adding, deleting and modifying single contacts, downloading contacts from HTTP/TFTP server, importing contacts from external storage and exporting contacts to external storage.



**Figure 82: 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 [\[Figure 83: GXV3275 Contacts - Add New Contact\]](#).
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" field as highlighted below.



**Figure 83: GXV3275 Contacts - Add New Contact**

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



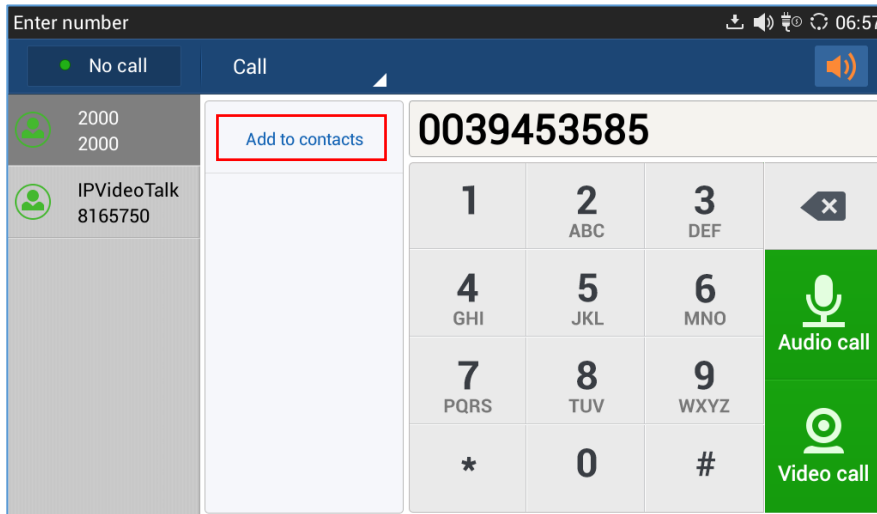



Figure 84: Add To Contacts Under Dial Pad

## 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.

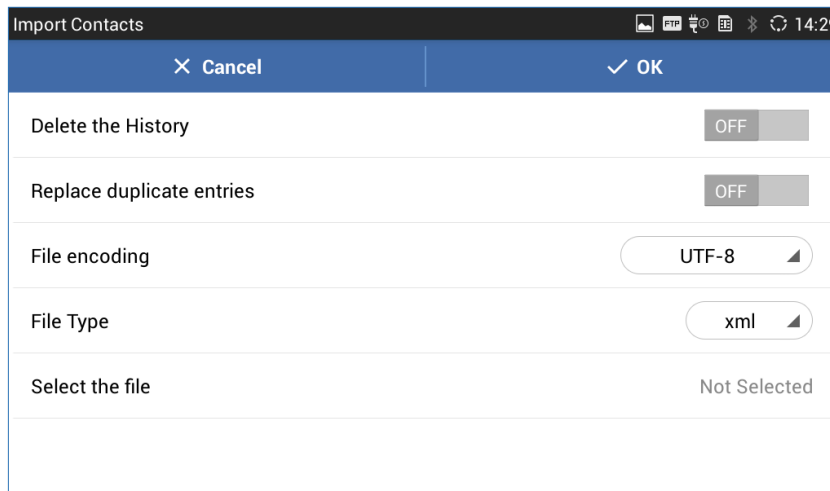



Figure 85: GXV3275 Contacts - Import Contacts

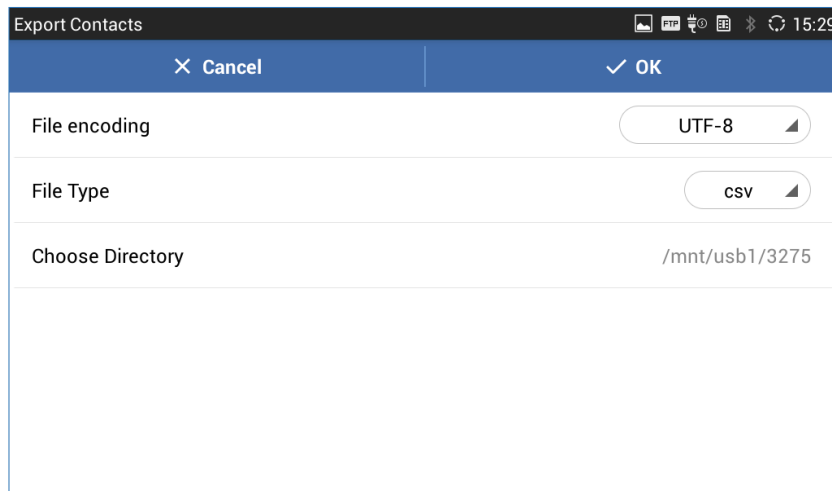




4. Fill in the import options and scroll down to the bottom of the screen.
5. Tap on "Select the file" to import phonebook file from the directory in internal or external storage device.

#### 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 86: 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:

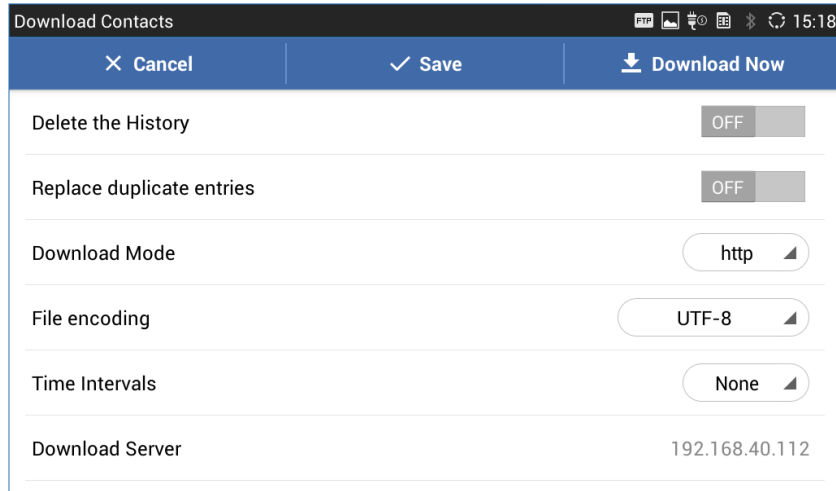
[http://www.grandstream.com/sites/default/files/Resources/gxv3275\\_xml\\_phonebook\\_guide\\_1.pdf](http://www.grandstream.com/sites/default/files/Resources/gxv3275_xml_phonebook_guide_1.pdf)

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.

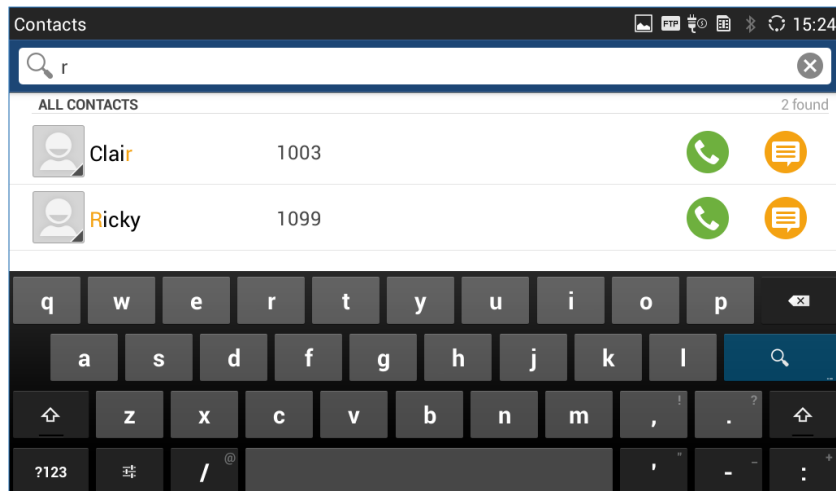


**Figure 87: GXV3275 Contacts - Download Contacts**

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 88: 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 furthermore.


### 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.

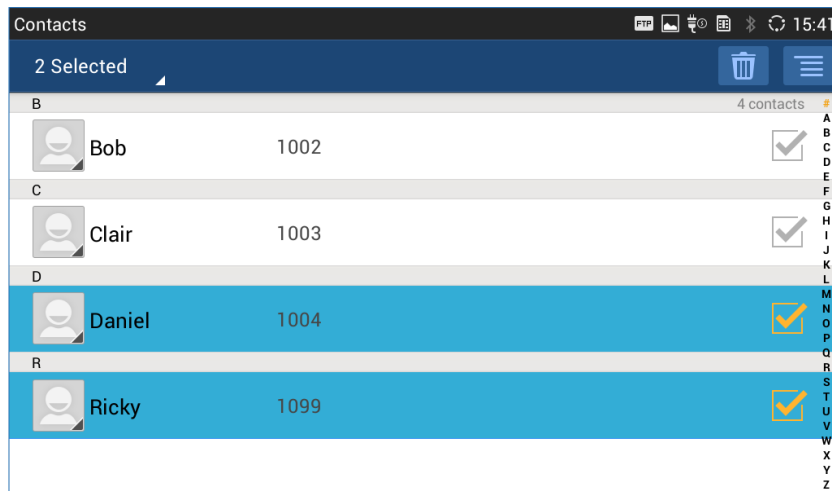

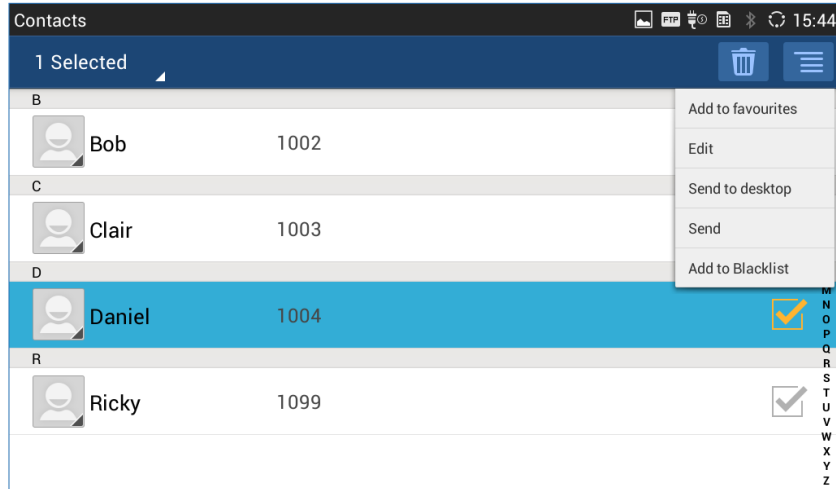


Figure 89: GXV3275 Contacts - Select Contacts




### Add Contacts to Favorites

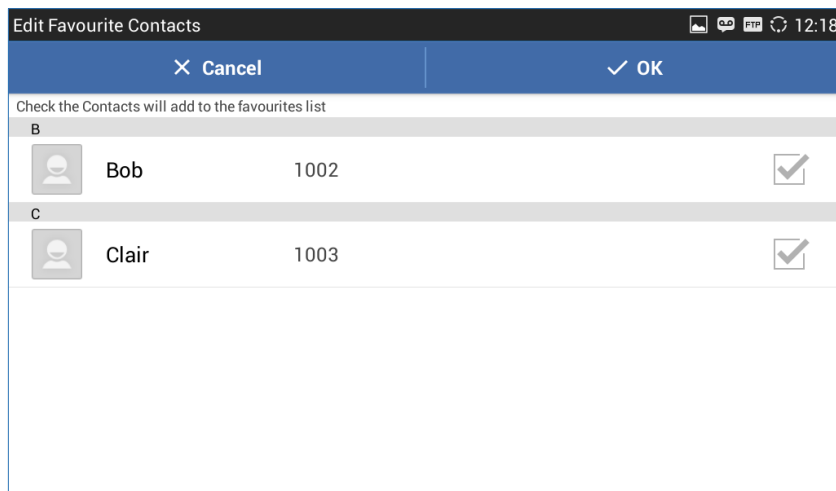
1. Select the contact to be added as described in [**Select Contacts**].
2. Tap on  and select "Add to favourites".



**Figure 90: 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 91: 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.

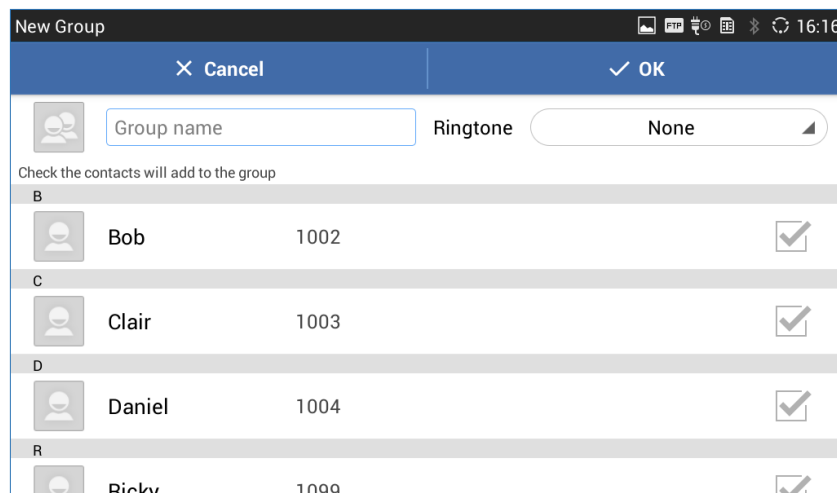


Figure 92: GXV3275 Contacts - Add New Group


#### 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".

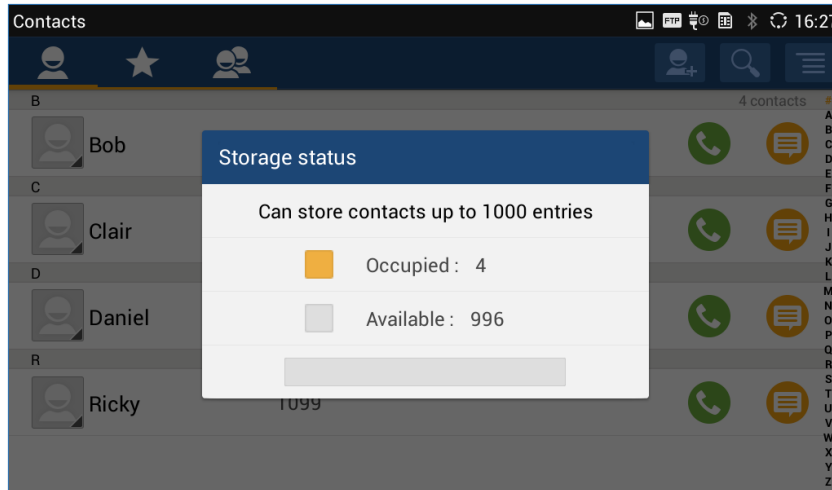



Figure 93: GXV3275 Contacts - Storage Status

**Note:** Users could increase the number of maximum contacts storage to more than 1000 contacts on 3275. Users may access the phone through telnet, and change the P value P1688 to another number ( $\leq 10000$ ) 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.

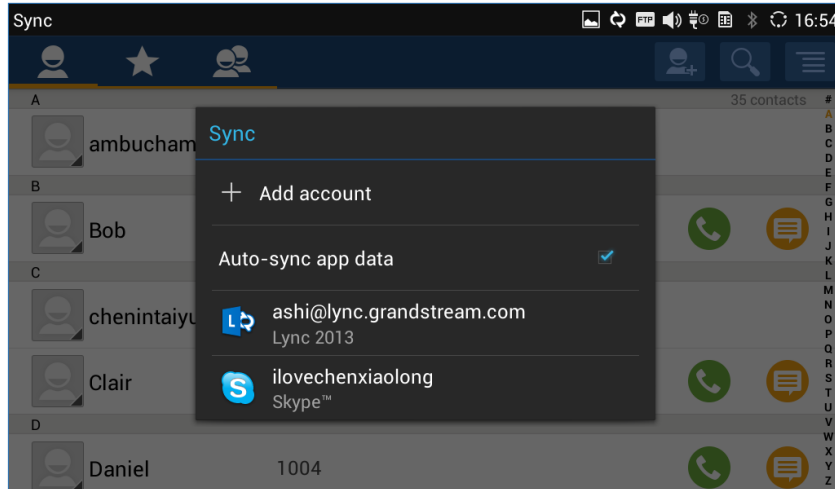
## Add Account to Sync Up Contacts

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:

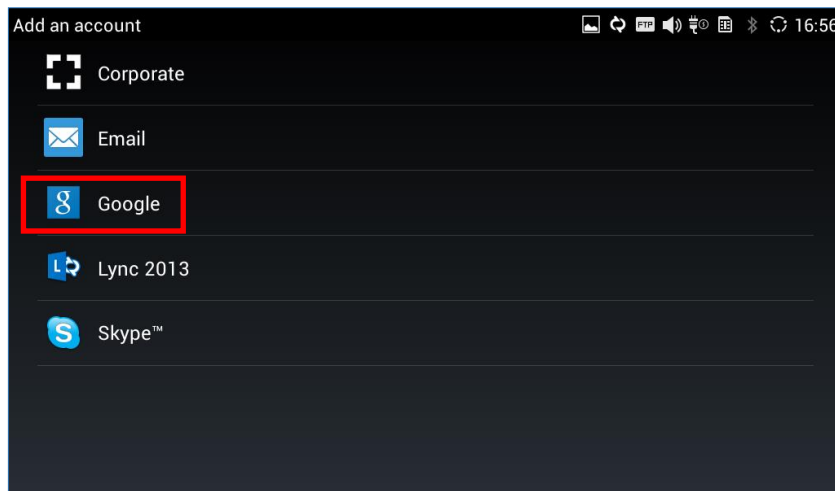
1. Make sure the 3rd party application is installed successfully. For example, install Skype from GS market if you would like to add Skype account's contacts to the GXV3275.
2. Open contacts.
3. Tap on  to bring up contacts options and select "Account".





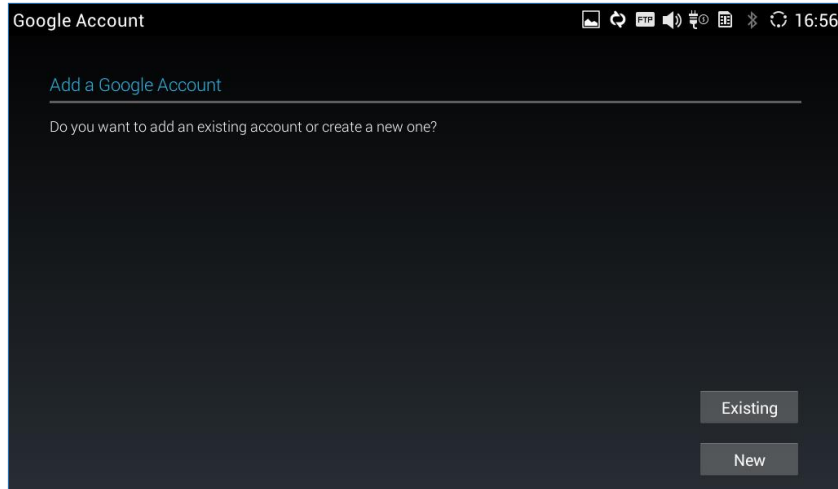
**Figure 94: GXV3275 Contacts Options- Account**

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.



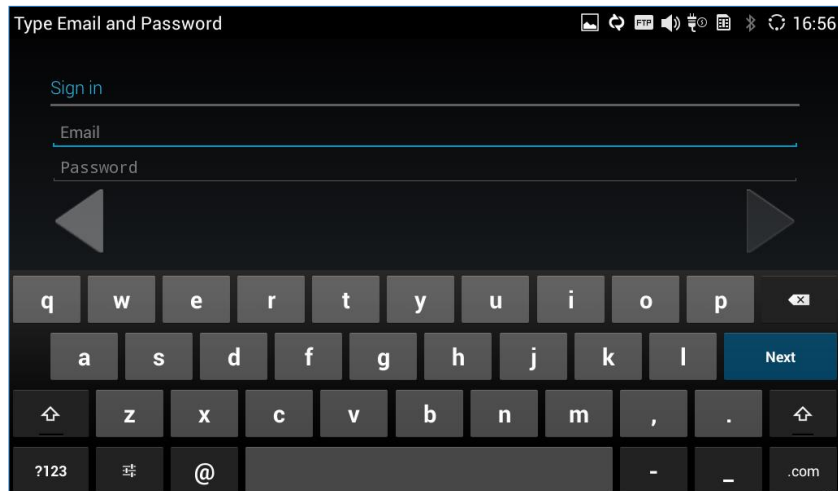
**Figure 95: Add Account to Sync up in Contact**

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



**Figure 96: 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 97: 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/sites/default/files/Resources/gxv3275\\_ldap\\_book\\_guide.pdf](http://www.grandstream.com/sites/default/files/Resources/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/sites/default/files/Resources/GXV\\_XSI\\_Guide.pdf](http://www.grandstream.com/sites/default/files/Resources/GXV_XSI_Guide.pdf)




## 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".

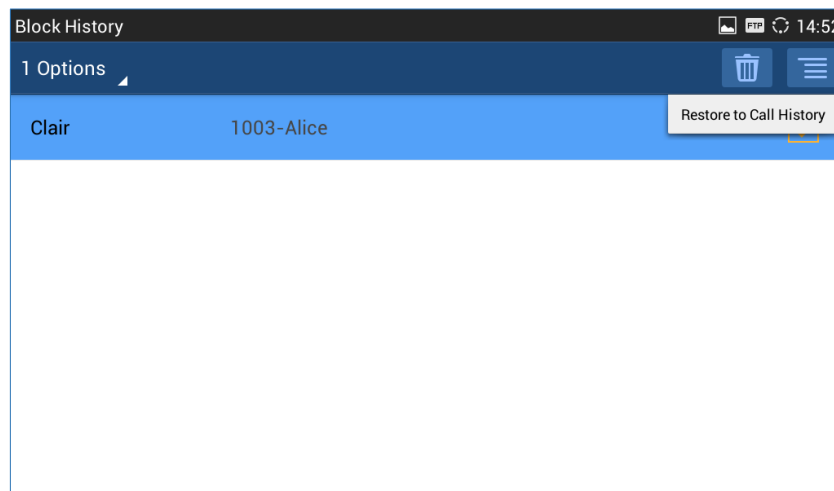





Figure 98: Restore Blocked Number

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.

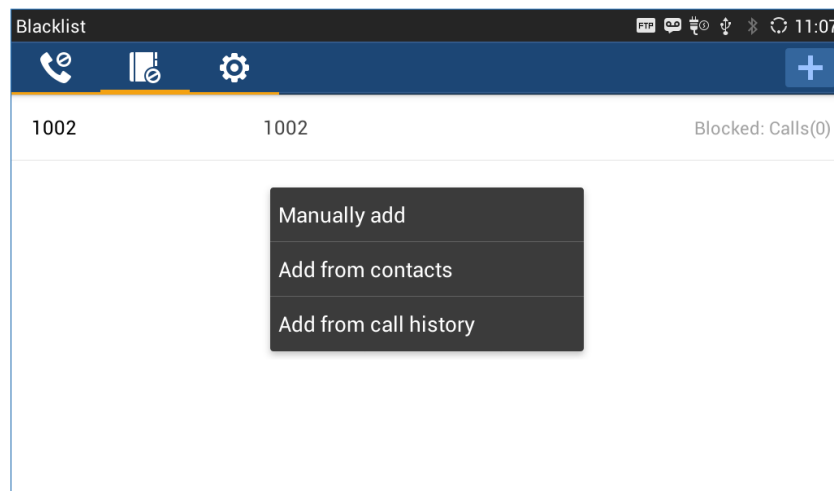
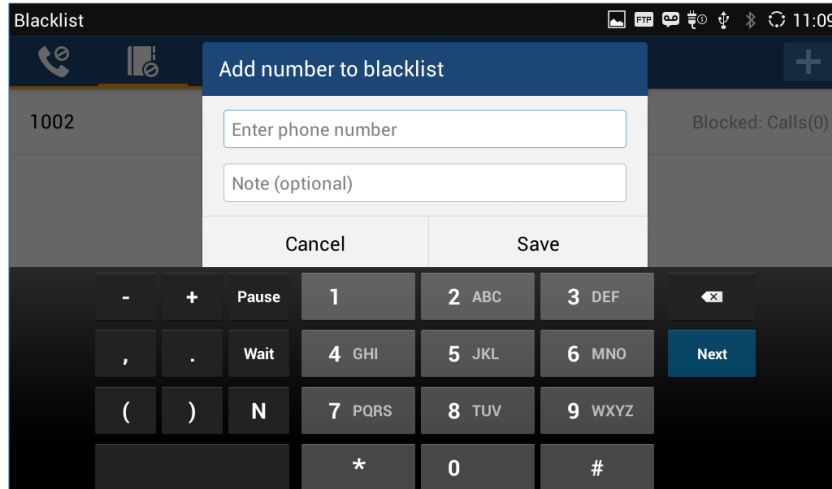



Figure 99: GXV3275 Blacklist - Add Blacklist

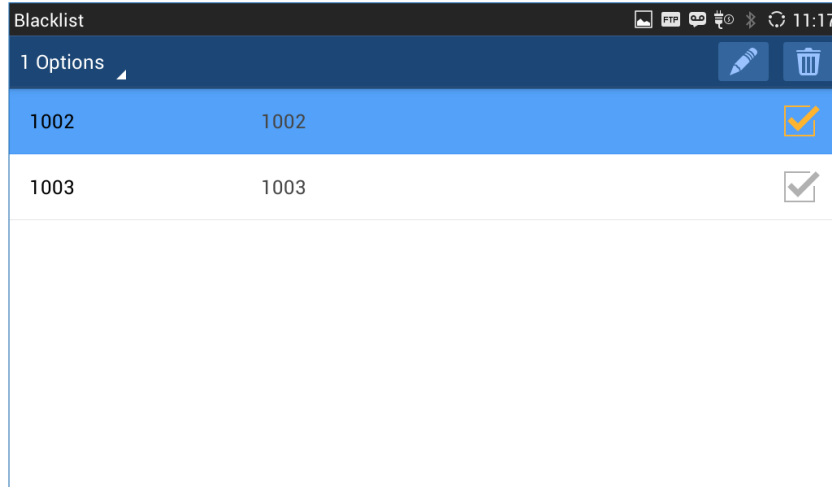
2. The following figure shows manually adding number to blacklist. Once **Manually add** option is selected, a window will be prompted for users to enter the phone number in the first field and name/other note information in the second field (optional). Tap on **Save** to finish the adding operation.



**Figure 100: 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 101: 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**.

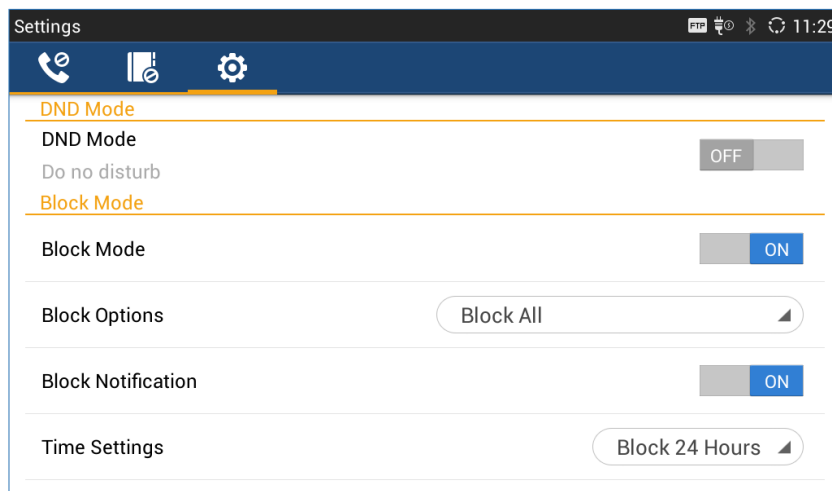




Figure 102: Blacklist Settings

## 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.

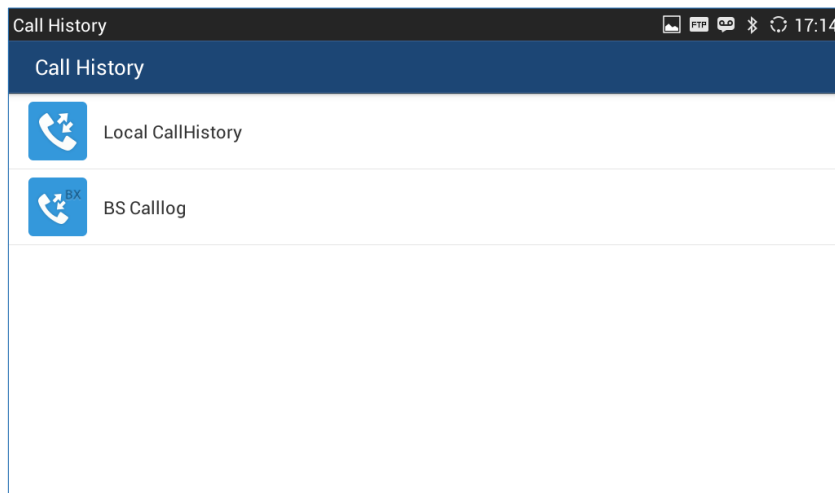







Figure 103: GXV3275 Call History

### Local Call History

Tap the  Local CallHistory 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 blacklist and send text message to this number.

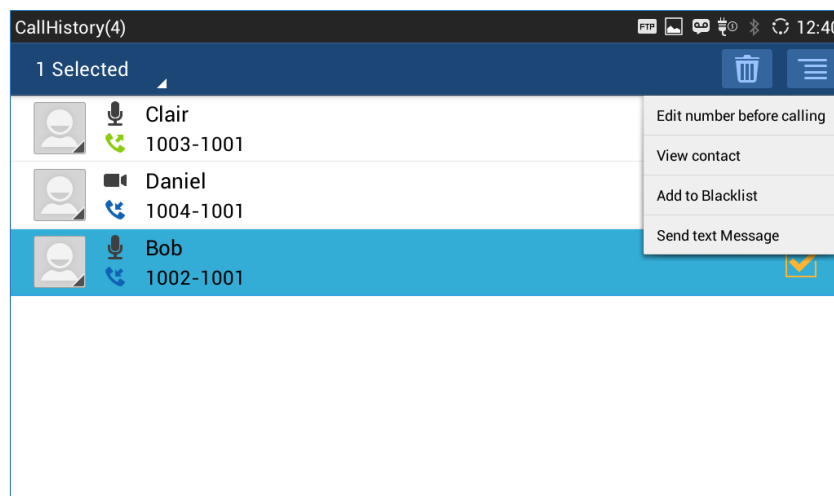




Figure 104: GXV3275 Call History – Options

## Delete Call History

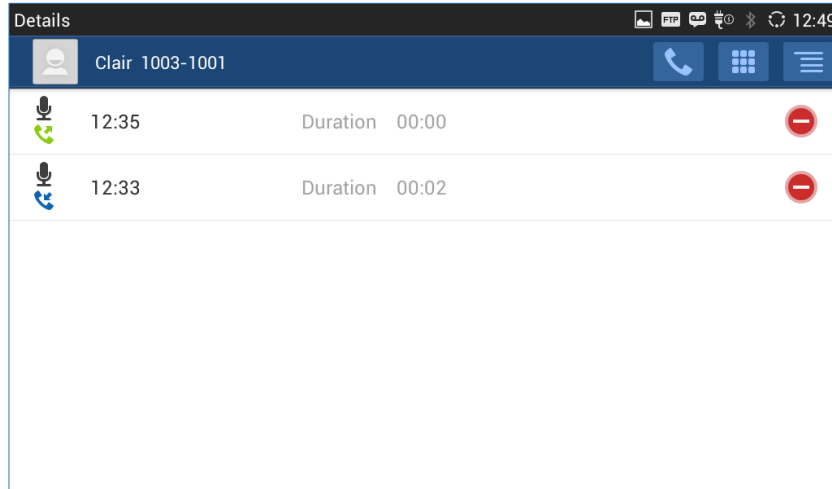
- Touch and press the call history entry for about 2 seconds until the checkbox displays.
- Tap on the checkbox to select the call history entries. The icon turned to  indicates the entry is selected.
- Tap on  to delete the entries.

## Call History Details

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











**Figure 105: 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/sites/default/files/Resources/GXV\\_XSI\\_Guide.pdf](http://www.grandstream.com/sites/default/files/Resources/GXV_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.

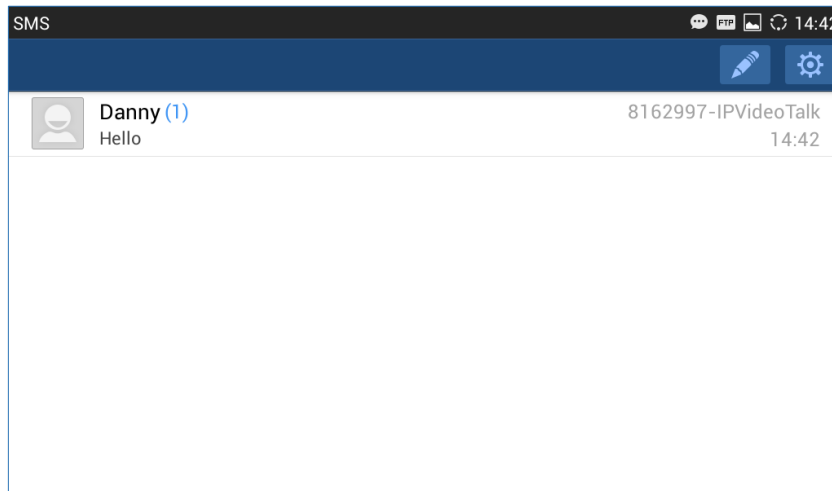


Figure 106: GXV3275 SMS Message

## View SMS

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

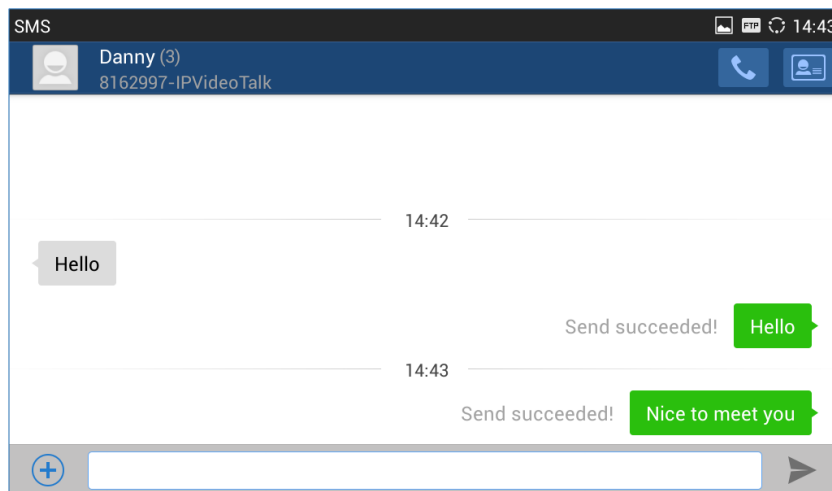


Figure 107: View SMS Dialog



## Create New SMS






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



Figure 108: Create New Message

1. Select account to send the message from. (**Note:** Only registered accounts will be shown on the selection drop-down list, if you cannot find your account then make sure it's registered).
2. Select the account to send the SMS message in the drop-down box on the right side of the top menu.
3. Add number to send the message to.
4. 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.
5. Input content: Enter the message content on the bottom field of the screen. Tap on "Done" once finished.
6. 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.



## 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.

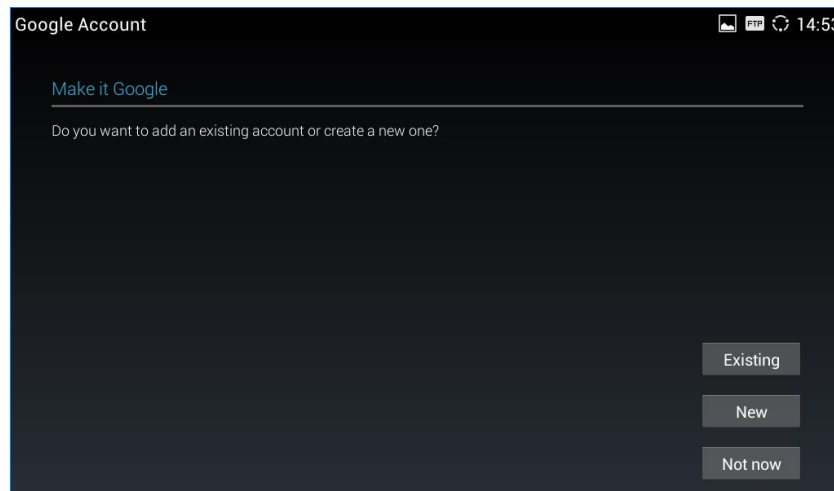
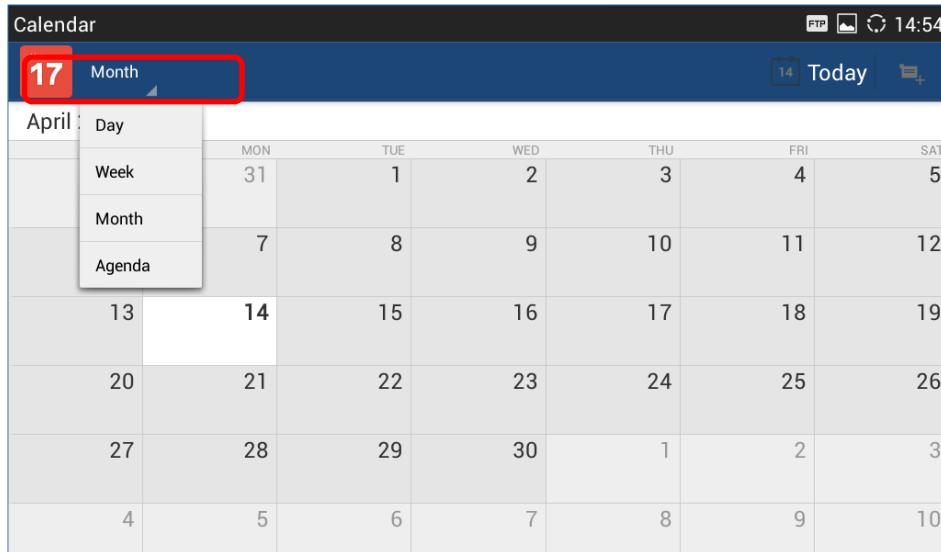


Figure 109: Sign In Calendar with Google Account

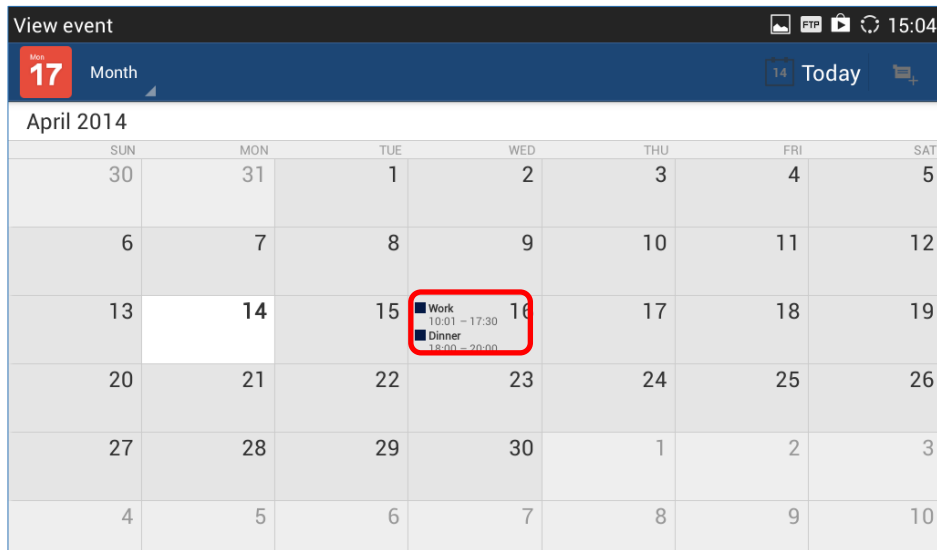
### View Calendar

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



**Figure 110: 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 111: View Calendar by Month**



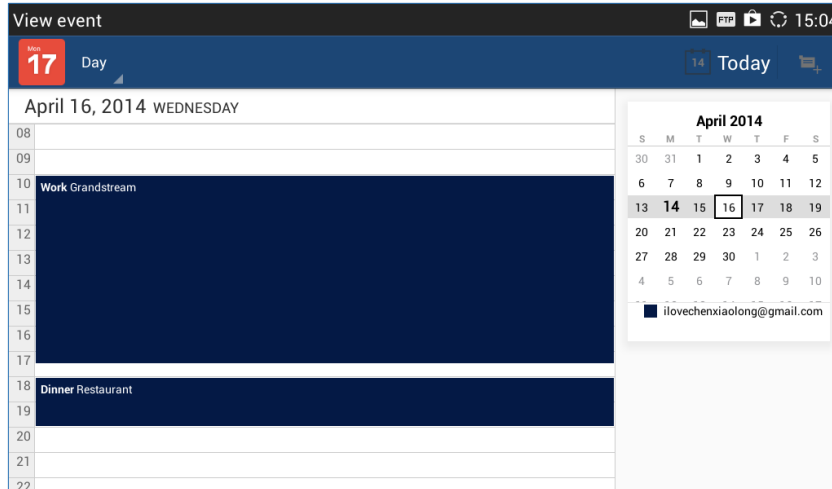



Figure 112: View Calendar by Day

## 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.

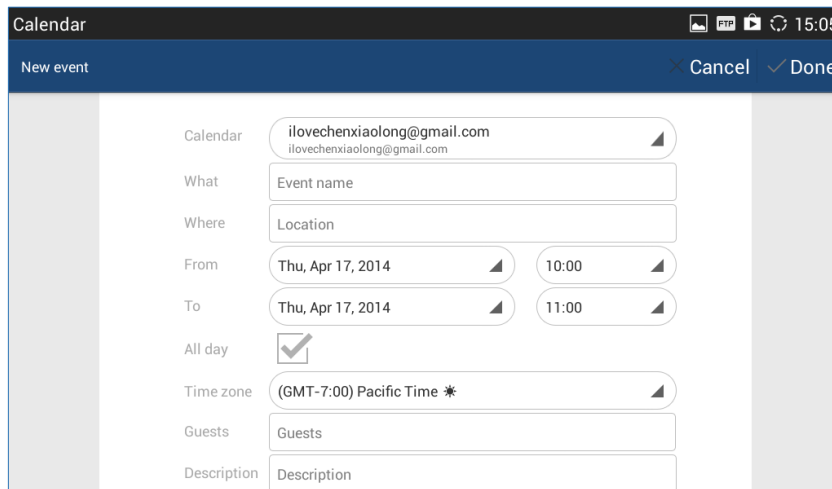




Figure 113: Create Event

## 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".

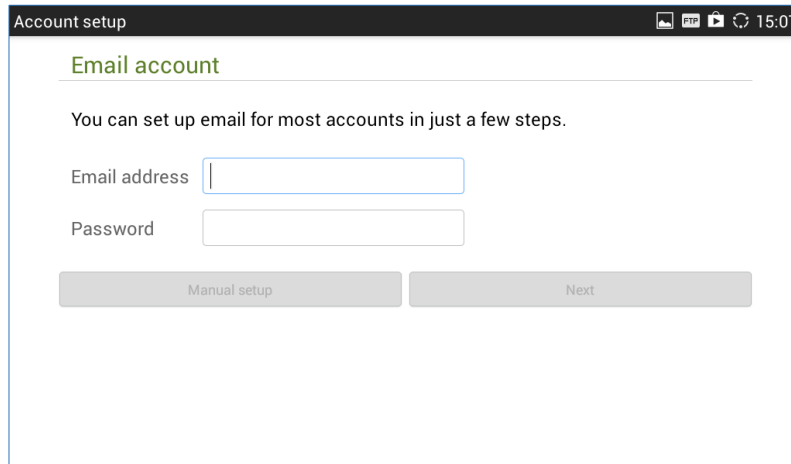


## EMAIL

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

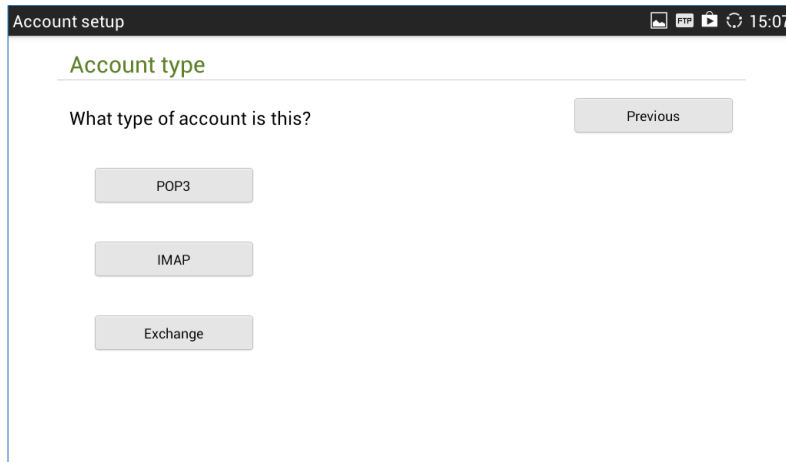
### Sign in Email

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 114: Sign in Email**

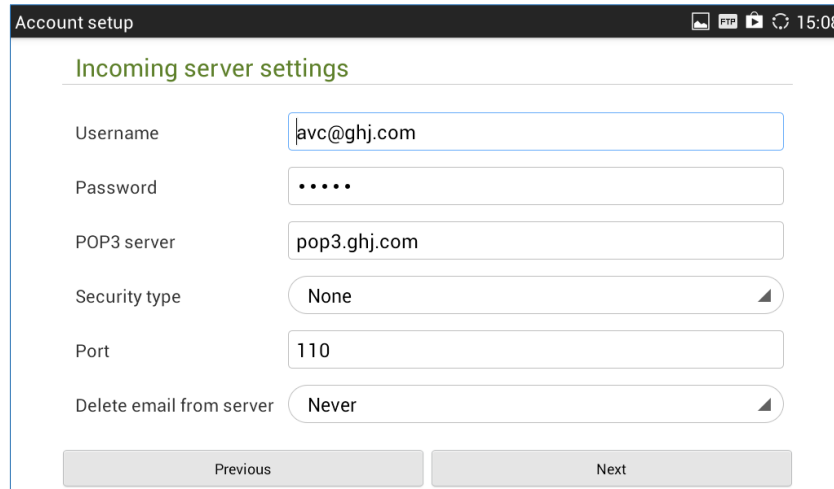
1. Enter the Email address and Password.
2. Tap on "Next" for quick setup, or tap on "Manual setup" to manually configure more options.
3. If "Manual setup" is selected in step 2, users will need to choose the account type "POP3" "IMAP" or "EXCHANGE" depending on the type of your Email account.



**Figure 115: 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.



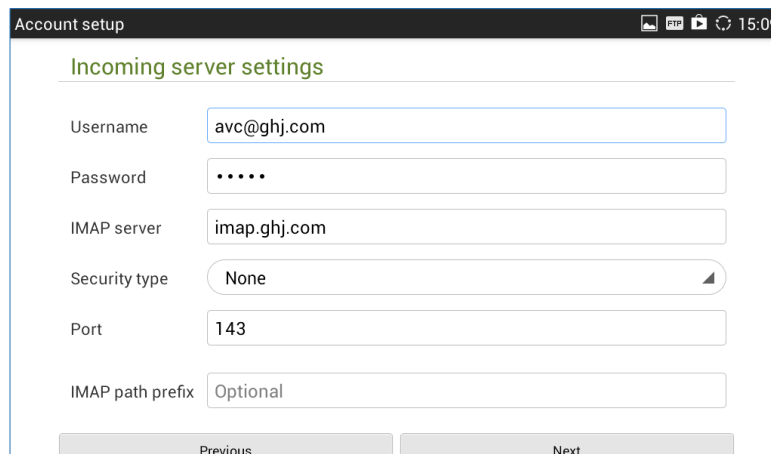
The screenshot shows the 'Account setup' window with the following fields:

- Username:** avc@ghj.com
- Password:** masked with dots
- POP3 server:** pop3.ghj.com
- Security type:** None
- Port:** 110
- Delete email from server:** Never

Buttons for 'Previous' and 'Next' are visible at the bottom.

**Figure 116: 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.



The screenshot shows the 'Account setup' window with the following fields:

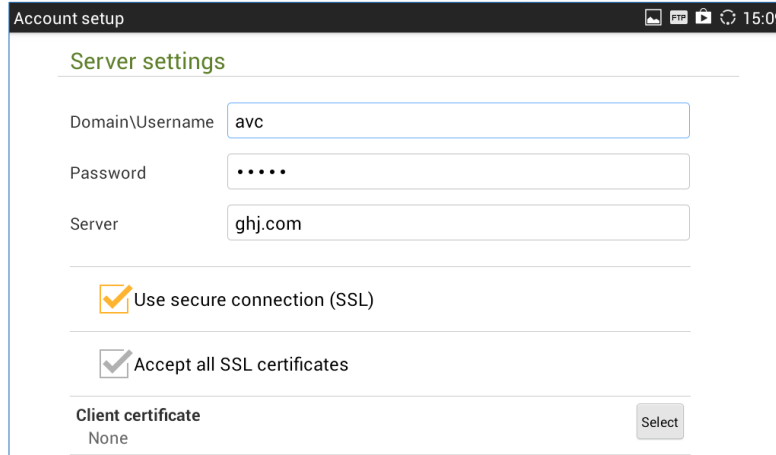
- Username:** avc@ghj.com
- Password:** masked with dots
- IMAP server:** imap.ghj.com
- Security type:** None
- Port:** 143
- IMAP path prefix:** Optional

Buttons for 'Previous' and 'Next' are visible at the bottom.

**Figure 117: Email Account Type - IMAP**

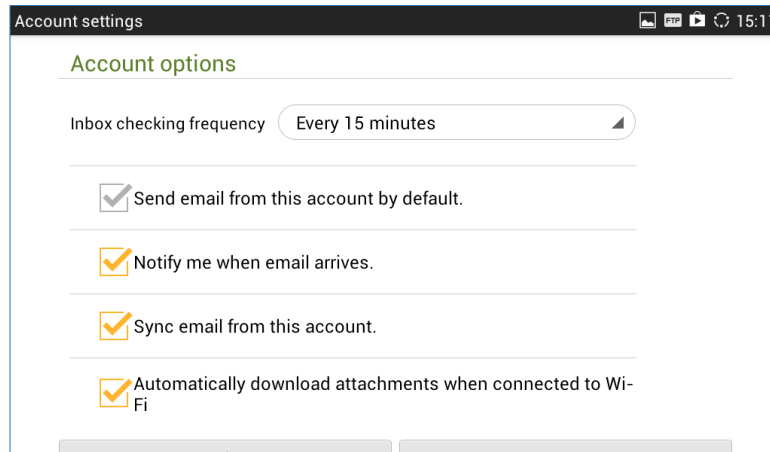
- EXCHANGE setup. When using EXCHANGE, all Emails are stored in the central Exchange mail server and can be checked using capable mail client such as Microsoft Outlook. Please check with your network administrators for the correct Email account settings for EXCHANGE.





**Figure 118: Email Account Type - EXCHANGE**

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




**Figure 119: Email Account Settings**


- 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.

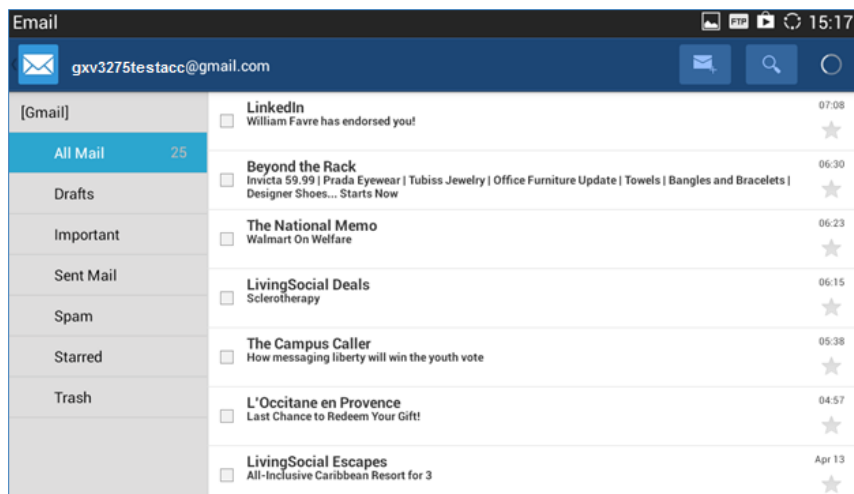



Figure 120: Multiple Email Accounts



## 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.

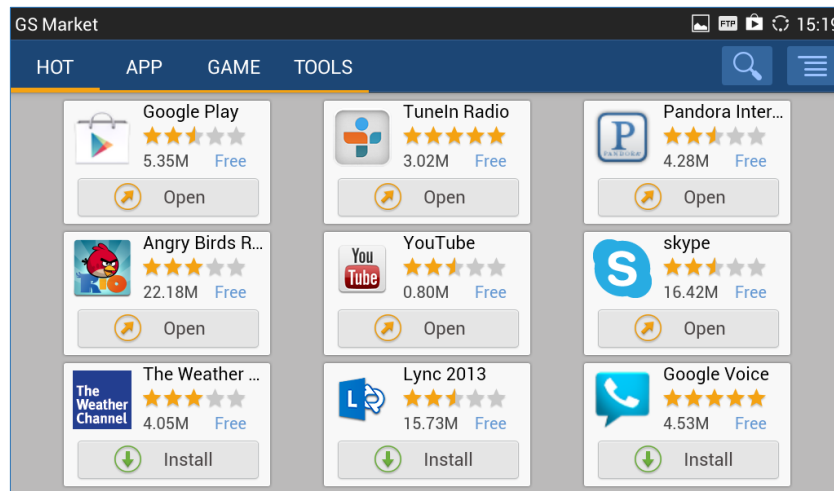




Figure 121: GXV3275 GS Market

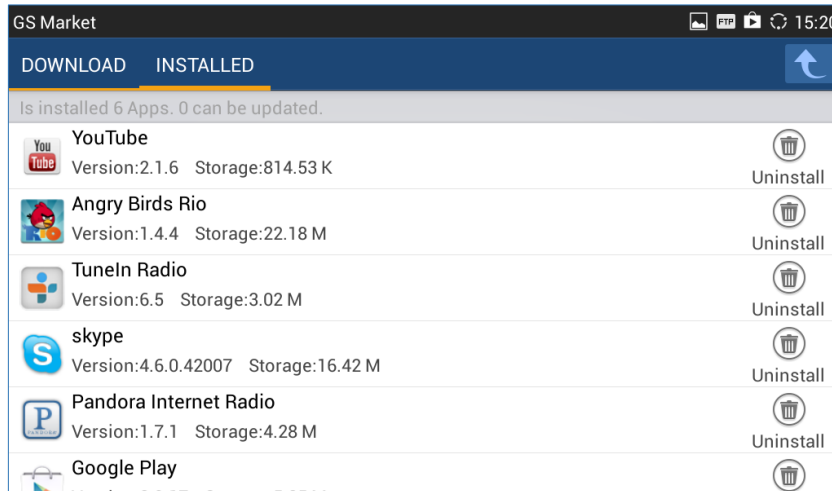
### Search APPS

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.




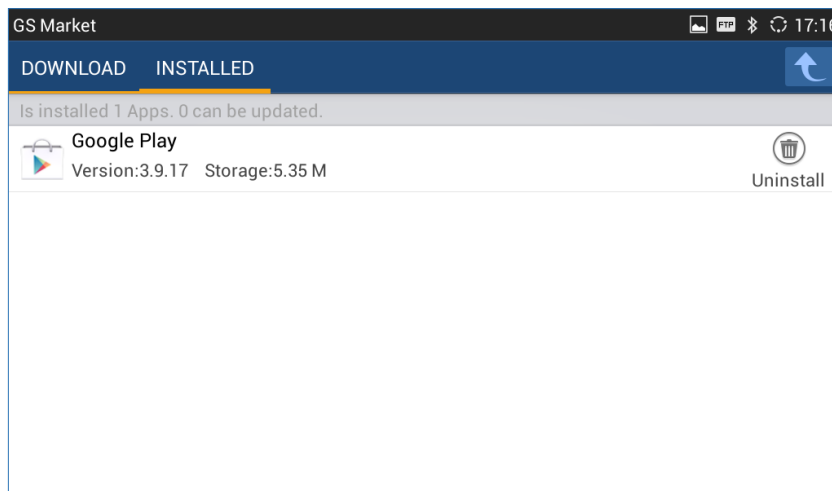


**Figure 122: GXV3275 GS Market - Downloaded Applications**

## 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 123: 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 "Uninstall" for the app you would like to uninstall.
3. A confirmation dialog will pop out. Tap on "OK" to start uninstallation.

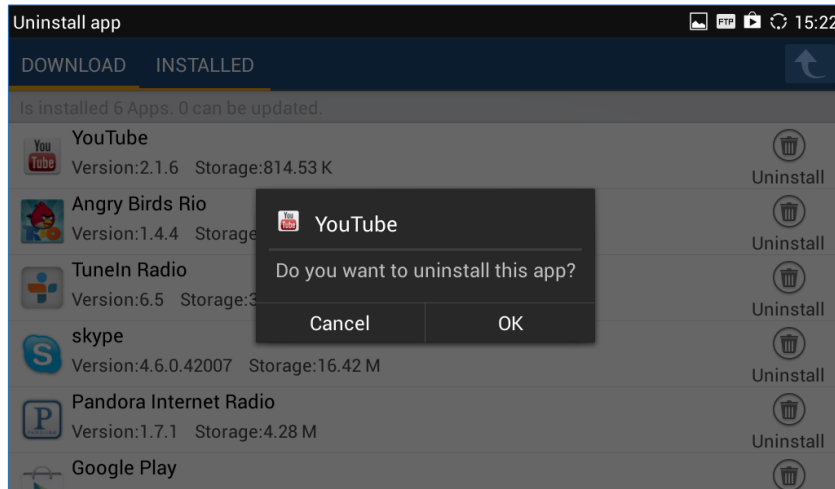



Figure 124: GXV3275 GS Market - Uninstall Applications

## 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.

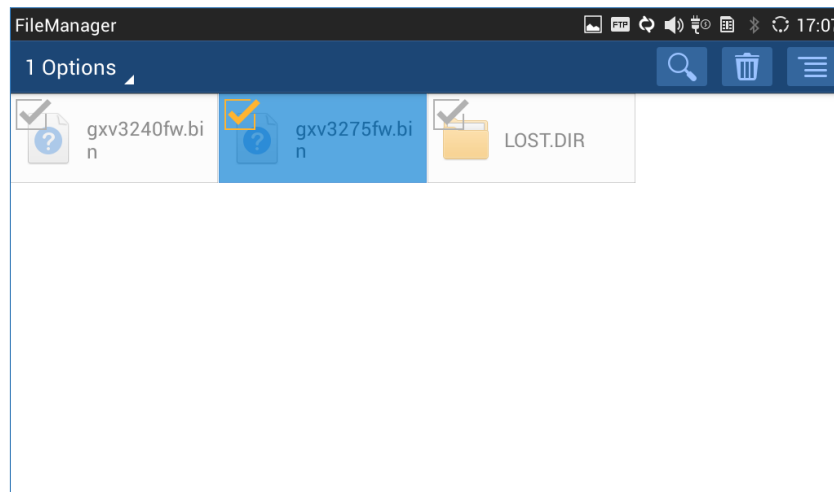



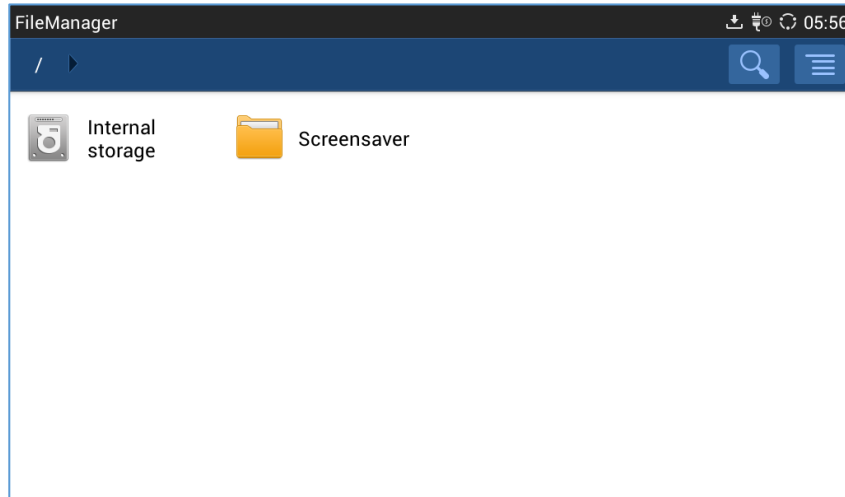
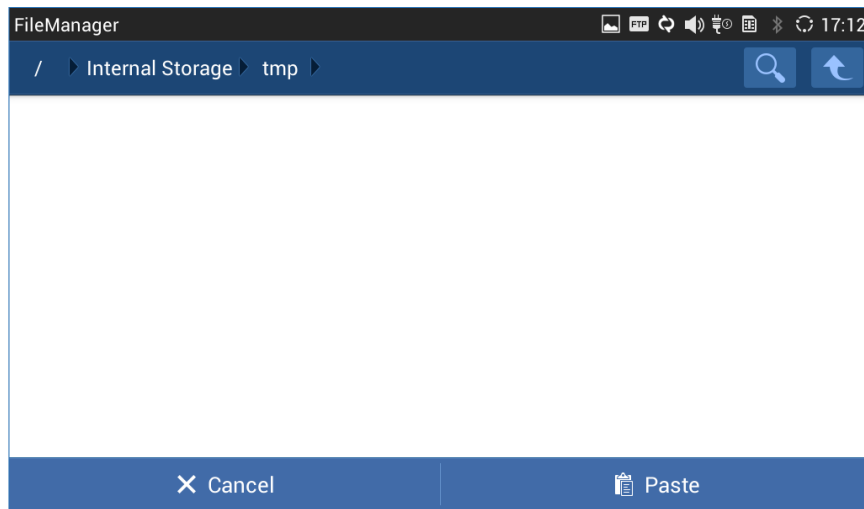


Figure 125: GXV3275 File Manager - Select File

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 126: File Manager Root Directory**



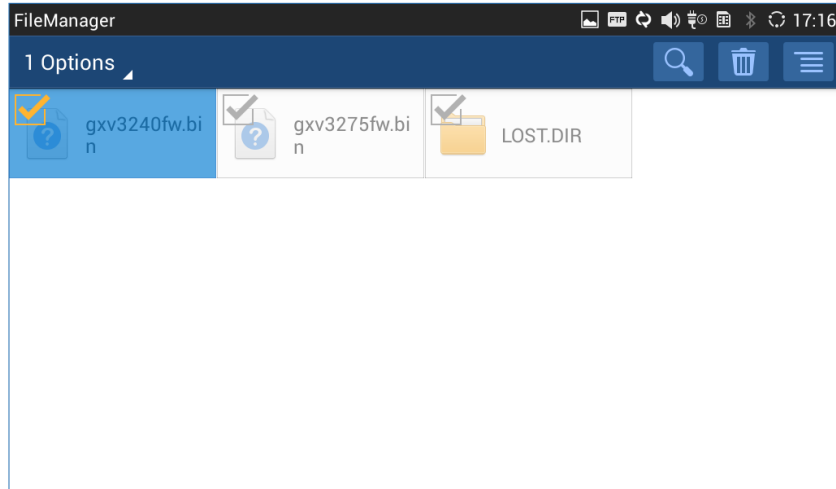
**Figure 127: Paste File**

## 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.

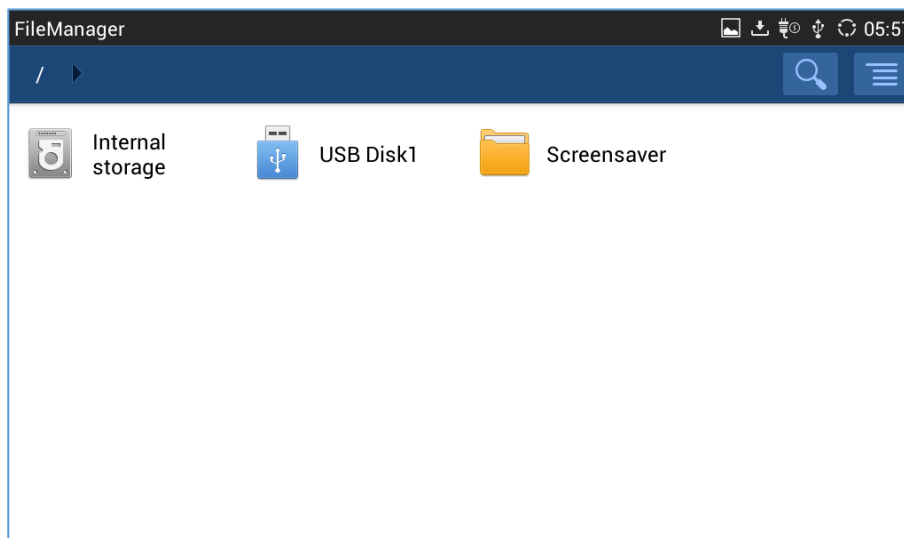
1. Open file manager and navigate to the directory of the file to be copied. Touch and press on the file for about 2 seconds until the checkbox shows up.





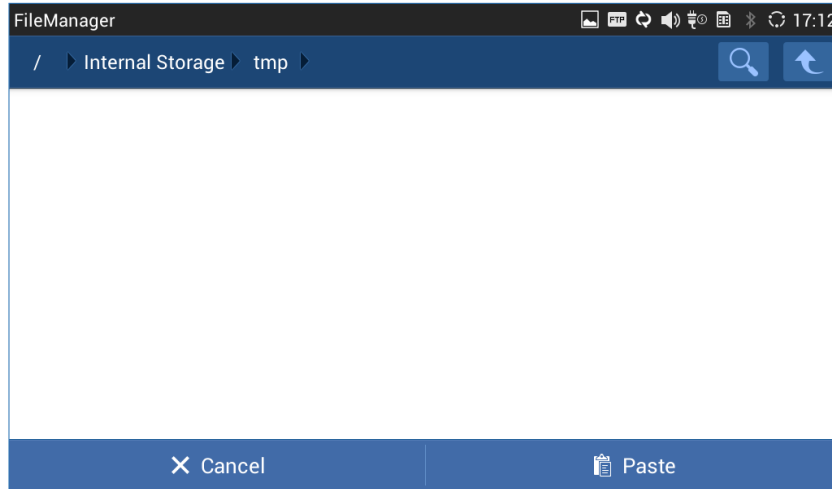
**Figure 128: GXV3275 File Manager - Select File**

2. Select the files or folders to be moved. Tap on  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 129: File Manager Root Directory**






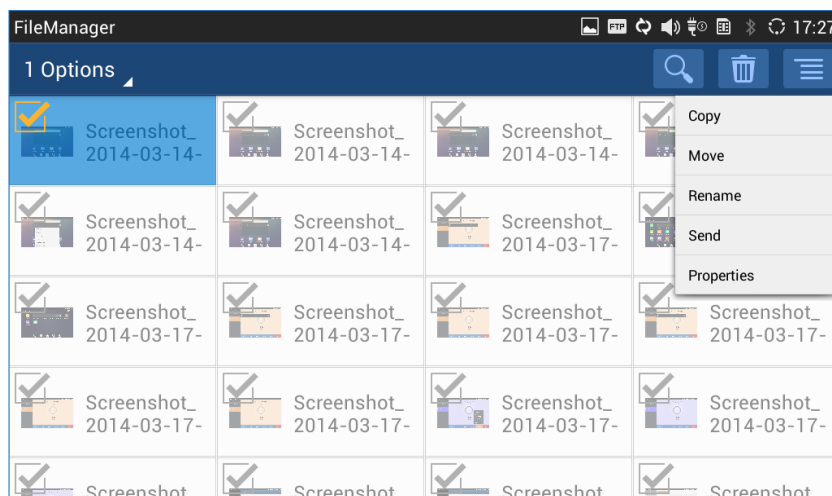
**Figure 130: Paste File**

## 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:

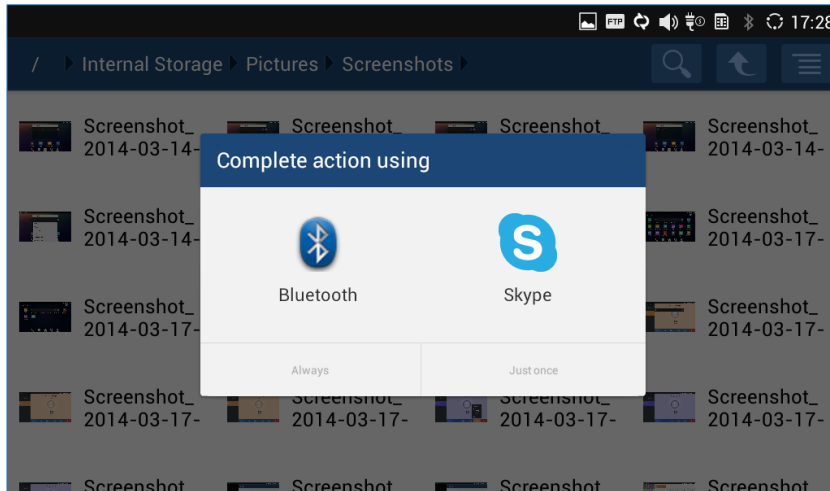
1. Open file manager and navigate to the directory of the file to be sent over. Touch and press on the file for about 2 seconds until the checkbox shows up.
2. Select the files or folders to be sent. Tap on  to select all files or unselect all files.



**Figure 131: GXV3275 File Manager - Options**





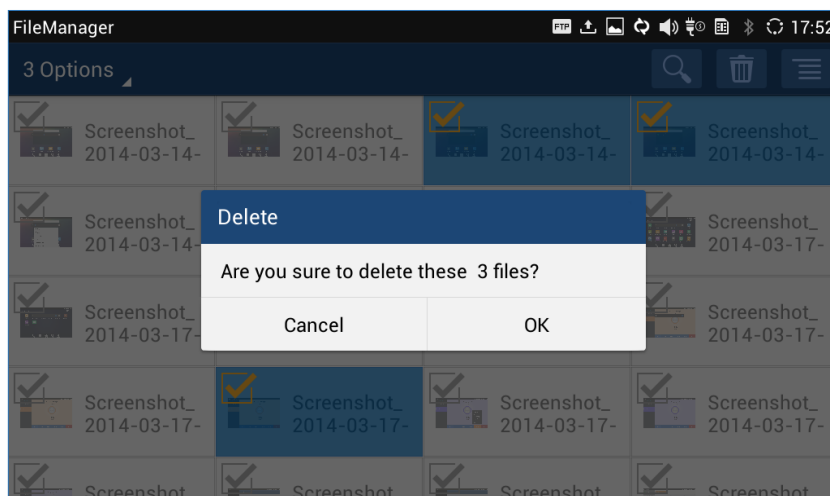
3. Tap on  and select "Send". A new dialog window will pop up for users to send the file via Bluetooth or other applications.



**Figure 132: 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  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 133: 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.

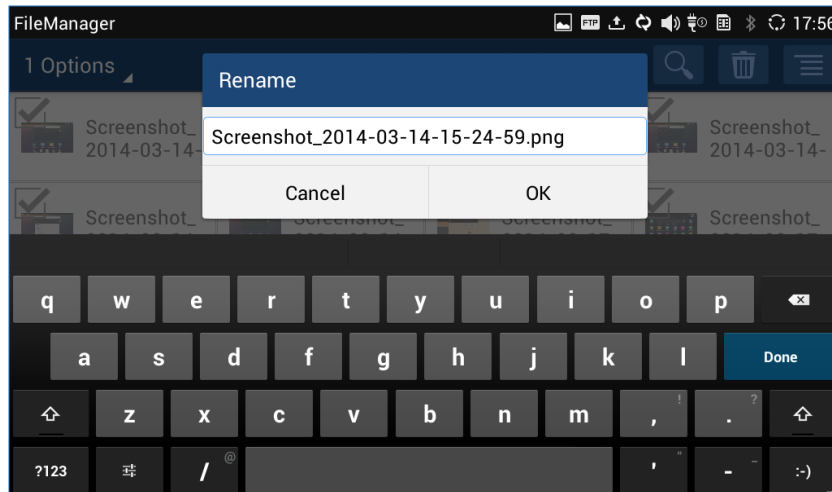


Figure 134: Rename File


---

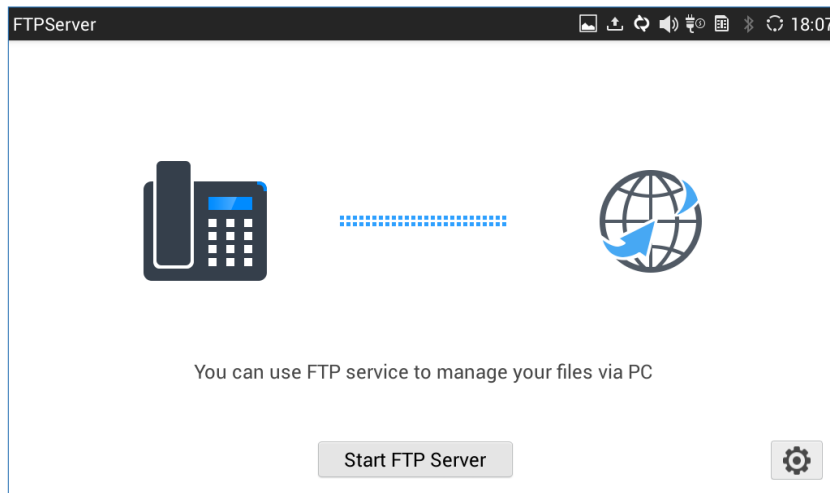
 **Note:**

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

---

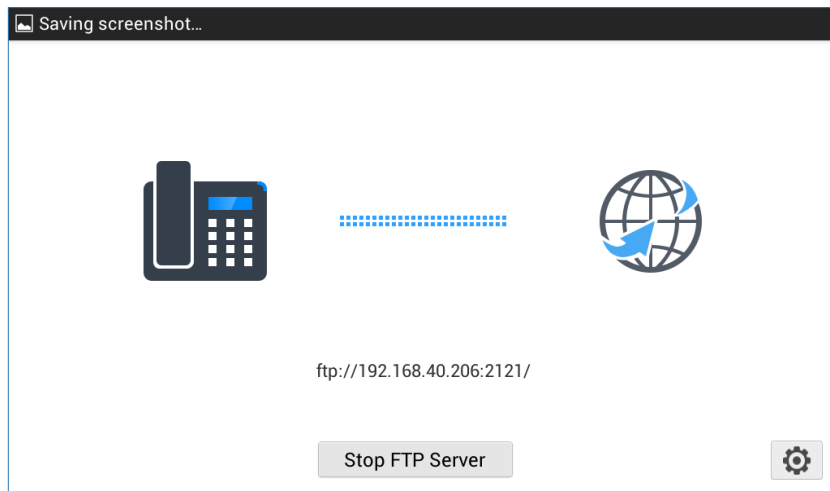
## FTP SERVER

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 135: FTP Server - Start**

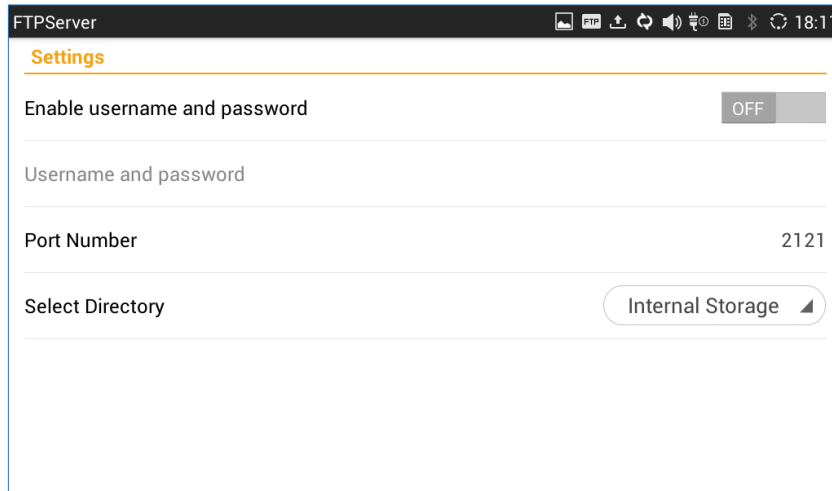
Tap on "Start FTP Server" to turn the server on. The FTP server address URL will be provided on the screen.



**Figure 136: 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 137: FTP Server – Settings**

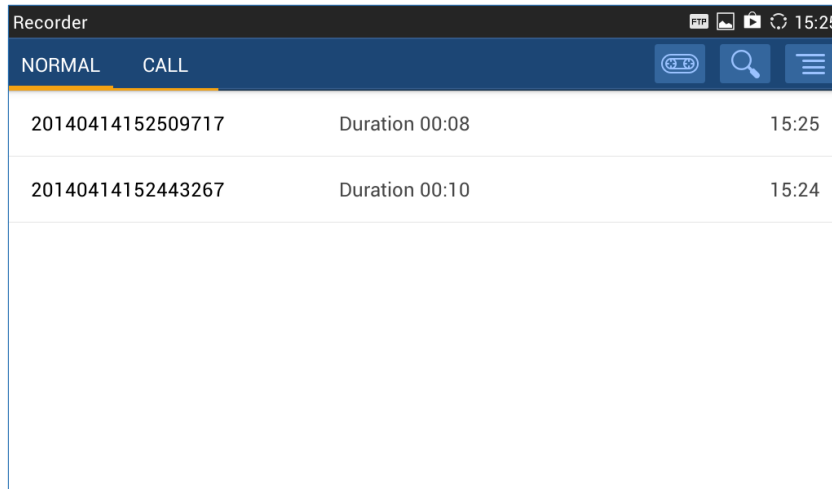
## RECORDER

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 the phone's menu or desktop to launch the Recorder application.


### Normal Recorder

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



Recorder		15:25
NORMAL	CALL	
20140414152509717	Duration 00:08	15:25
20140414152443267	Duration 00:10	15:24

Figure 138: Normal Recorder

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

1. Tap on  to start recording.

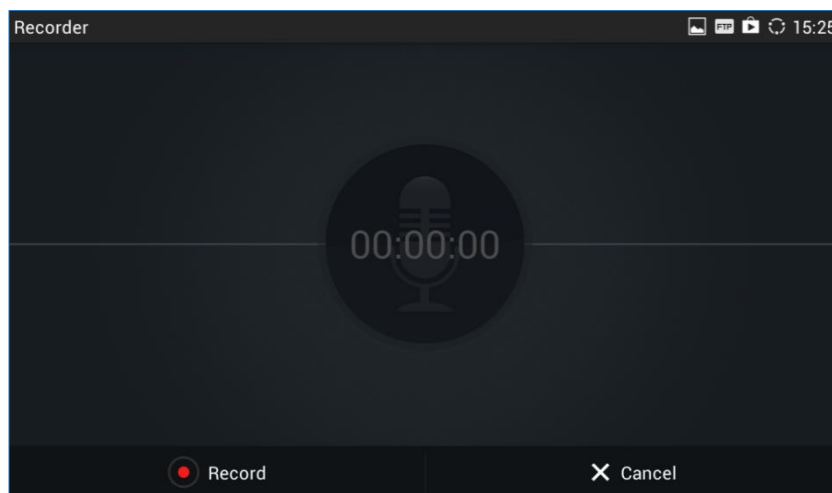
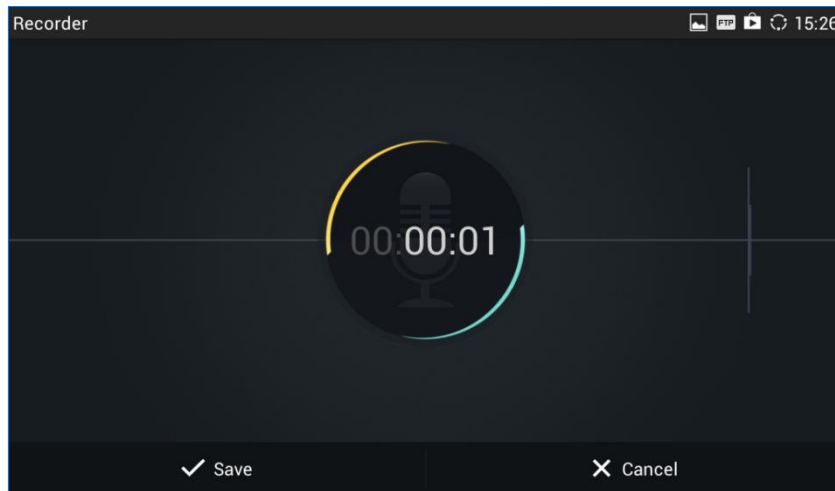


Figure 139: Normal Recorder - Start Recording

2. Tap on "Save" to end recording.



**Figure 140: 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.

## Files operations

Users could long press on each file to select it then perform the following operations on the select file.

**Export:** Choose this option to export the file to other storage destinations (SD card as example).

**Note:** files under "Call Category" that are recorded during calls, will be renamed (prefixed) with a timestamp one exported. For example, if the file name is 4005 then it will be exported as "4005-20170717133519".

**Lock/Unlock:** Users could lock and unlock the file.

**Send:** Make sure to enable Bluetooth on the phone in order to send the file to other devices.

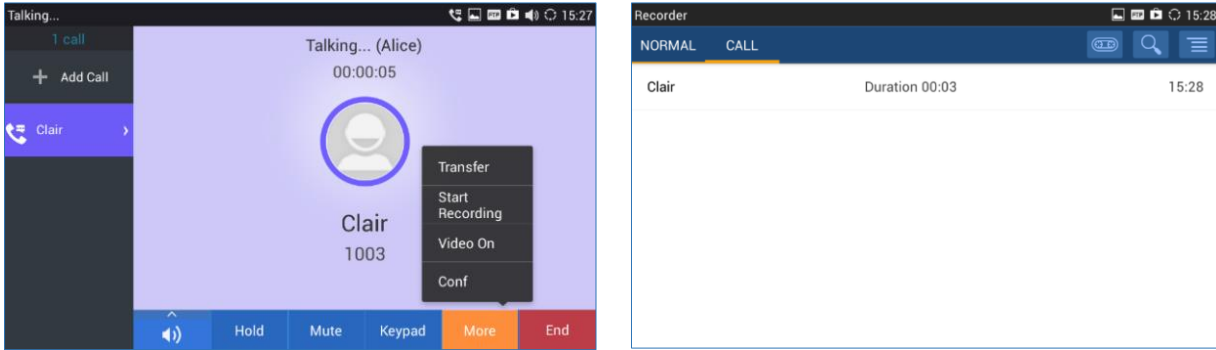
**Rename:** Click on this option in order to rename the file.

**Set as ringtone:** Choose this option to set the recorded file as ringtone (a setup success message notification will popup once this is done).

## Call Recorder

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




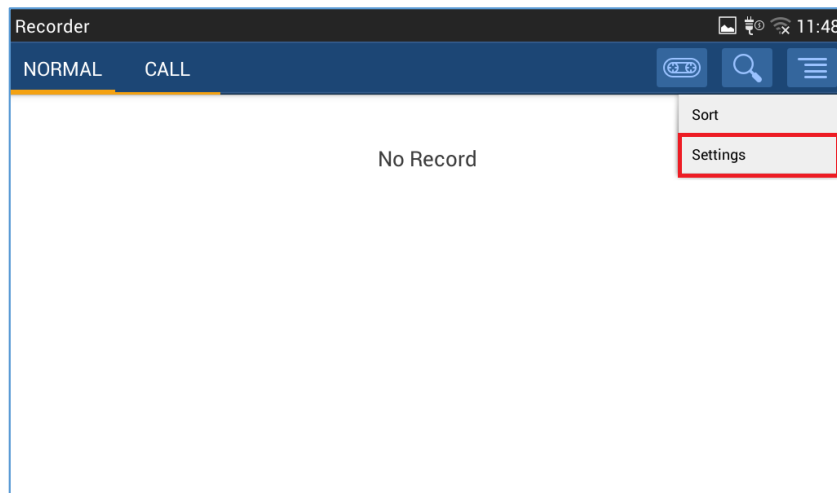


**Figure 141: Call Recorder**

## Recorded Files Settings

User can specify whether to store the recorded file locally, or using a USB/SD Card by following those steps:

1. From the phone **Menu** click on  to open the recorder.

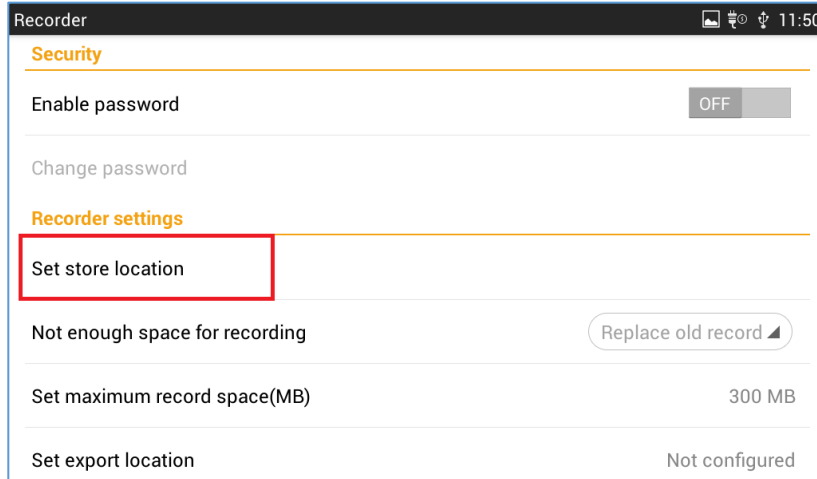


**Figure 142: Recorder Settings**

2. Click on **Settings** on the top right as shown above.








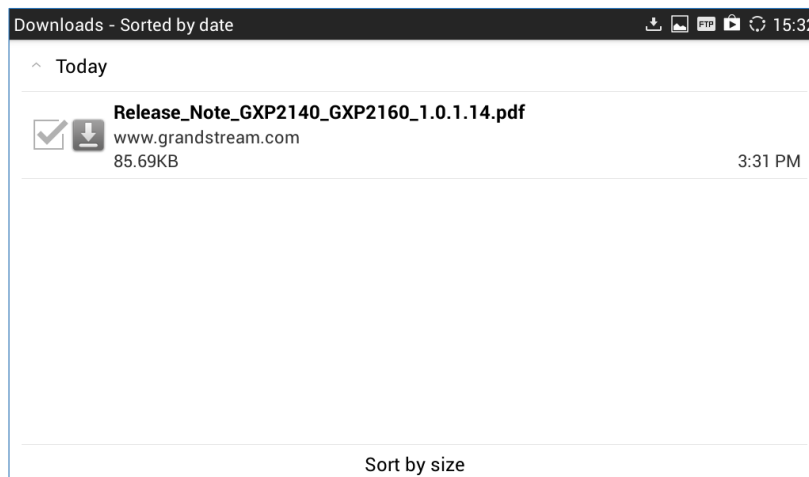
**Figure 143: Recorder Storage**

3. Click on **Set store location** and choose the USB/SD Card where to store the recorded files.

**Note:** The option **Set store location** will be shown only when a USB/SD Card is plugged.

## 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.



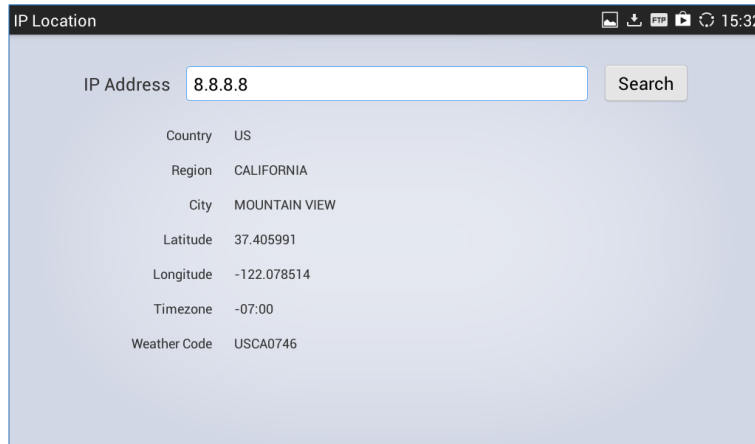
**Figure 144: Downloads**

- 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.

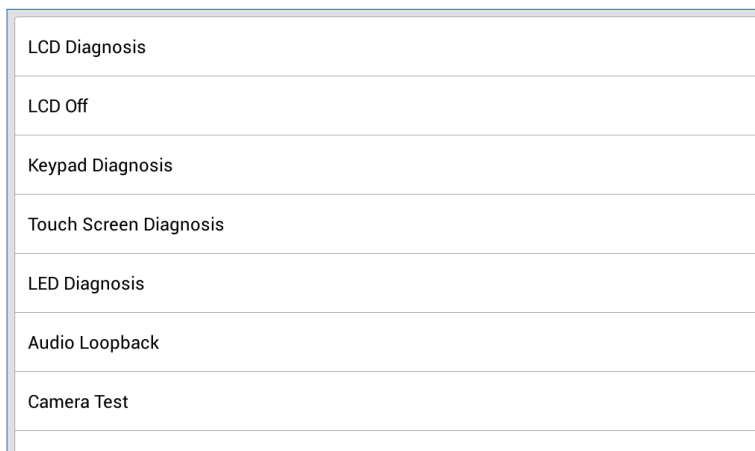


**Figure 145: GXV3275 Location**

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 146: GXV3275 Diagnosis**

**Note:** Users can start factory function app by dialing \*\*\*3424\*, then tap on each item to perform the corresponding diagnosis. (Under web UI→Account→Call Settings, users need to set “Enable Call Features” to Yes, before dialing the diagnosis code).

The following table describes the options available under “Diagnosis” used for troubleshooting hardware issues:

**Table 11: Diagnosis troubleshooting tests**

<b>LCD Diagnosis</b>	Tests the colors of the LCD.
<b>LCD Off</b>	Tests turning on/off the LCD.
<b>Keypad Diagnosis</b>	Tests the available keypad buttons on the GXV3275
<b>Touch Screen Diagnosis</b>	Tests the touch screen on all the parts of LCD’s phone.
<b>LED Diagnosis</b>	Tests all the LEDs on the GXV3275 phone.
<b>Audio Loopback</b>	Tests the GXV3275’s MIC and speaker.
<b>Camera Test</b>	Tests the camera sensor.
<b>Open Camera</b>	Opens the camera and tests it.
<b>Certification Verification</b>	Tests the certification for GXV3275 Video IP Phone for Android.
<b>System Info</b>	<p>This part includes the GXV3275 phone’s system Info, such as:</p> <ul style="list-style-type: none"> <li>• MAC Address</li> <li>• Total Memory</li> <li>• Available Memory</li> <li>• Android Version</li> <li>• System Version</li> <li>• Recovery Version</li> <li>• U-boot Version</li> <li>• TP Firmware Version</li> <li>• Kernel Version</li> <li>• Hardware Version</li> <li>• CRE Version</li> <li>• Camera Serial Number</li> <li>• DDR Serial Number</li> <li>• Flash Serial Number</li> <li>• TP Serial Number</li> <li>• LCD Serial Number</li> <li>• Wi-Fi Serial Number</li> </ul>

## 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.

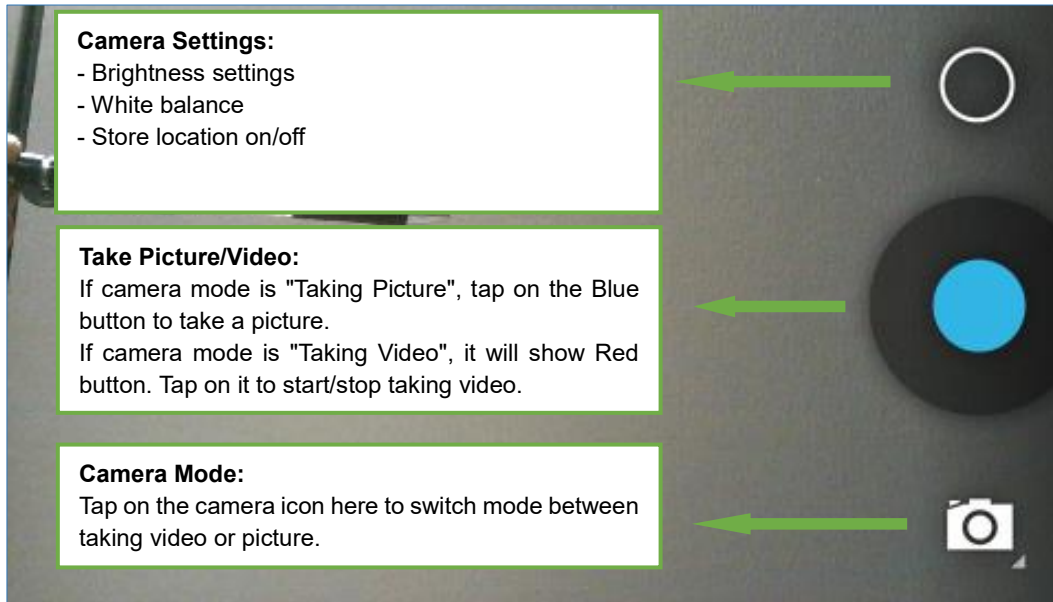



Figure 147: GXV3275 Camera


### 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.

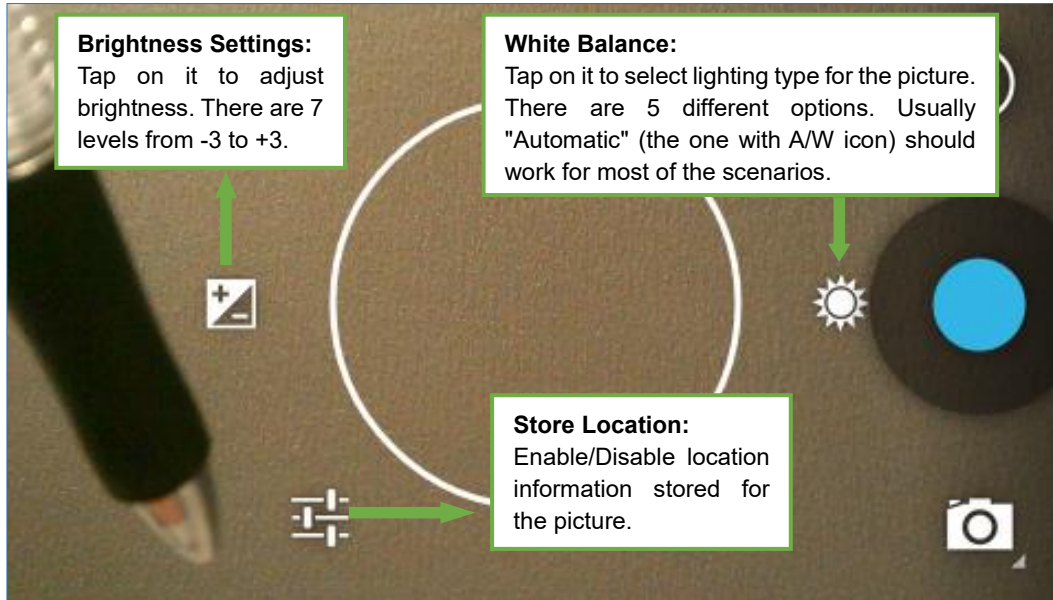



Figure 148: GXV3275 Camera Settings

## 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.

## CONNECTING GXV3275 TO GDS3710 DOOR SYSTEM

The GXV3275 offers a powerful integration with GDS3710 Door System and allows users to open the door, initiates call to the GDS3710 and gets real time audio/video stream.

The GXV3275 can be connected with the GDS3710 in two different ways, either using peering mode (without a SIP server) or through a SIP server. For more details, please refer to following guide:

[http://www.grandstream.com/sites/default/files/Resources/Connecting\\_the\\_GDS3710\\_with\\_GXV32XX\\_Configuration\\_Guide.pdf](http://www.grandstream.com/sites/default/files/Resources/Connecting_the_GDS3710_with_GXV32XX_Configuration_Guide.pdf)




## 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.

**Note:** The user has the ability to block image gallery options via GUI Customization Tool 3.9.0. *For more details about the Customization tool, please, refer to:*

[http://www.grandstream.com/sites/default/files/Resources/gxv3275\\_gui\\_customization\\_guide\\_1.pdf](http://www.grandstream.com/sites/default/files/Resources/gxv3275_gui_customization_guide_1.pdf)

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

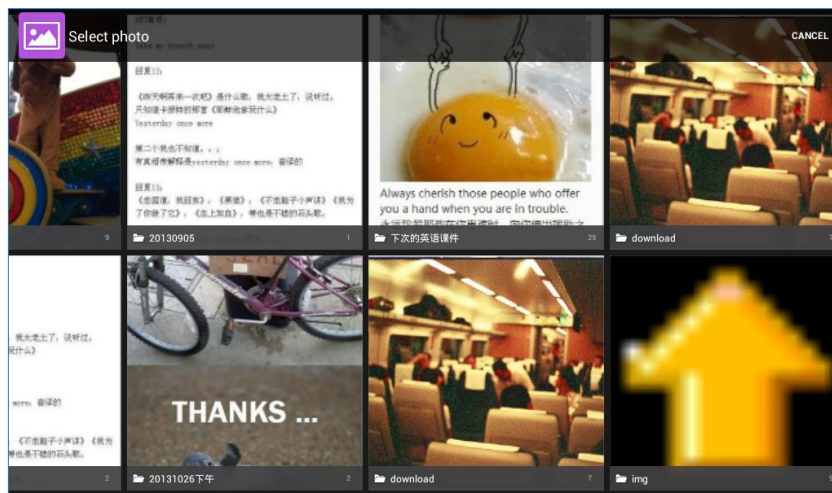


Figure 149: GXV3275 Gallery

- **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**

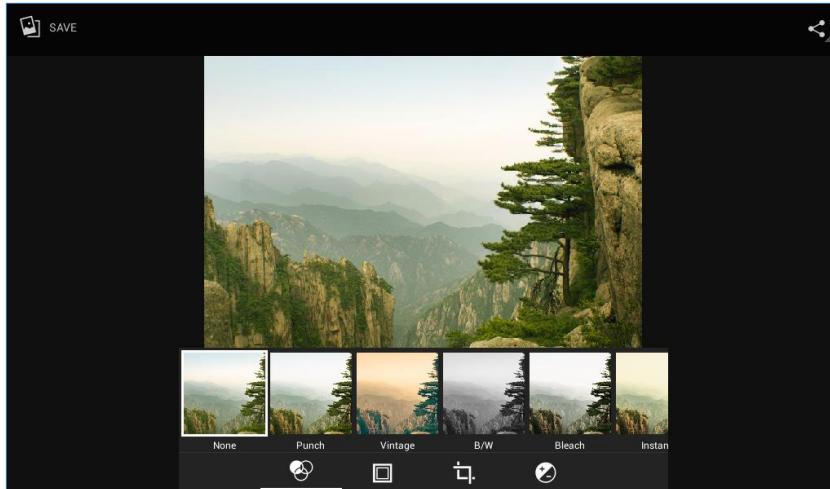
After accessing the album, slide left/right to view all the pictures. Users could select "Grid" or "Filmstrip" view mode to display the pictures. Tap on a specific picture to view the picture in full screen.

- **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.

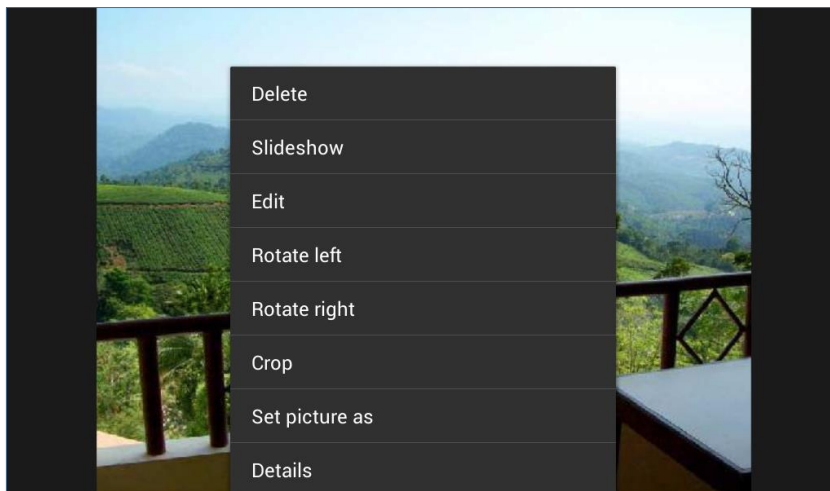




**Figure 150: GXV3275 Gallery - Edit Picture**


- **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 151: 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.

## Screensaver

User can set Screensaver from the local images, the default directory (Screensavers), or from Internal storage by navigating on the phone LCD menu under Menu → System Settings → Display → Daydream → Screensaver.

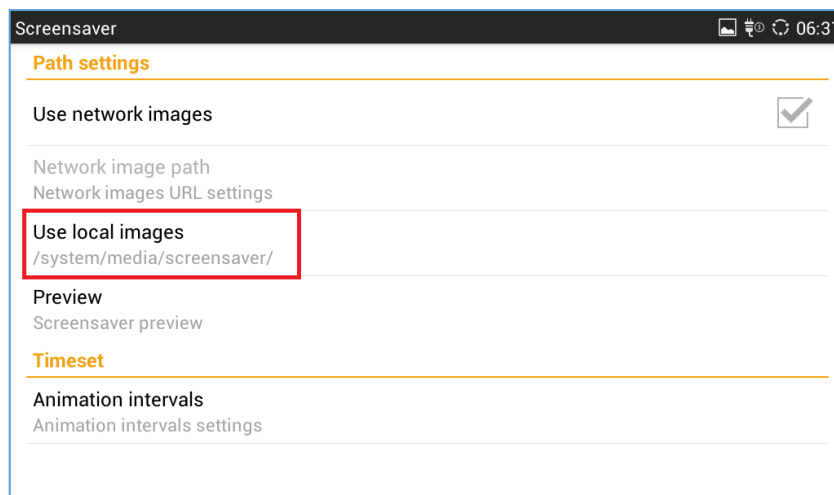


Figure 152: Use Local Images

Click on **Use local images** and select **Internal Storage** or **Screensaver**.

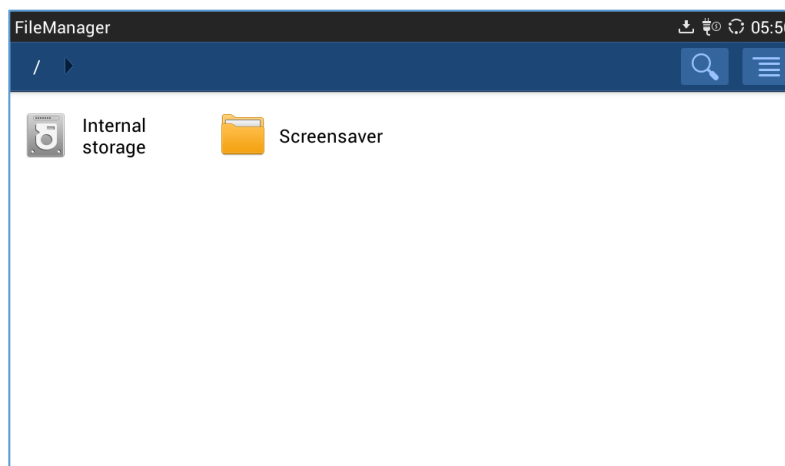
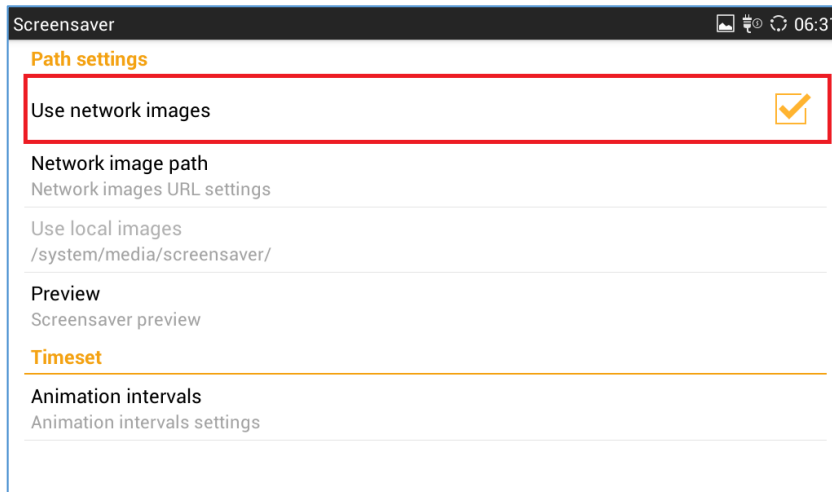


Figure 153: Local Images

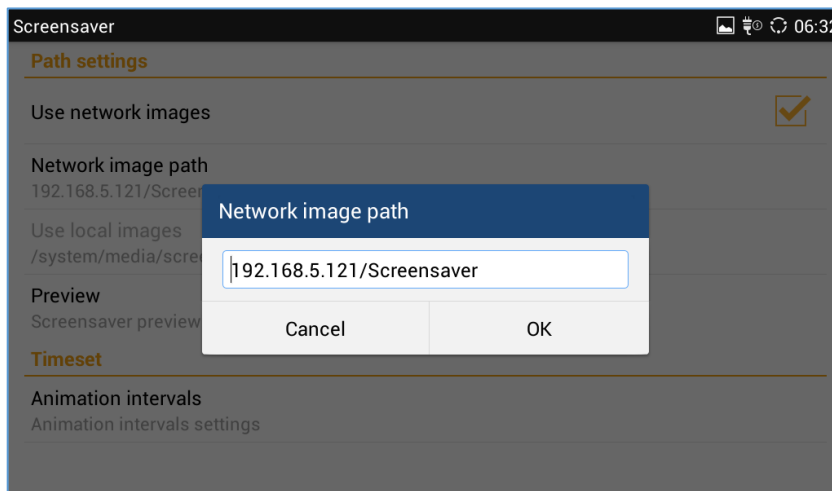


Or the user can set a folder in a remote HTTP server to display images contained on it as screensaver.




**Figure 154: Use Network Images**

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




**Figure 155: Network Image Path**

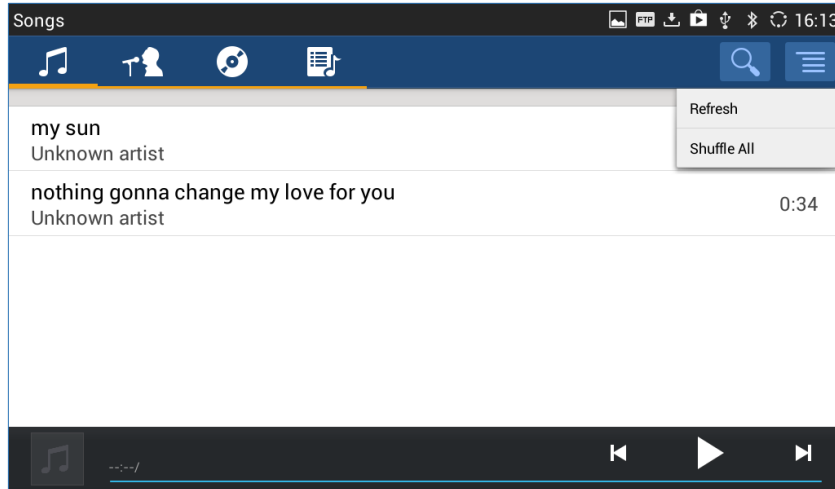
## Music

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

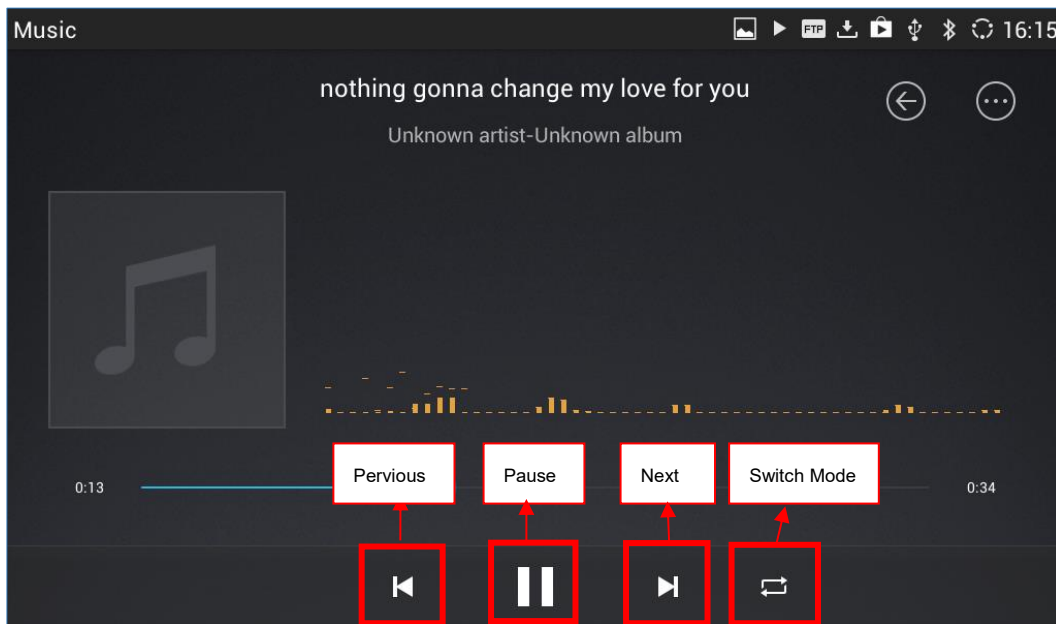
1. Download music to have the music files ready in USB flash drive/SD card plugged into the GXV3275.
2. Open Music application.
3. Tap on  and select "Refresh". The music files will be displayed in the list.






**Figure 156: GXV3275 Music - Refresh Music List**

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



**Figure 157: 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".



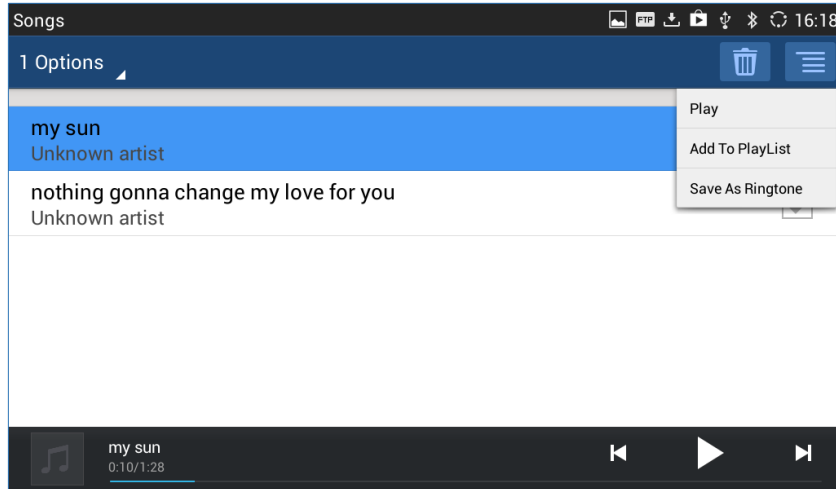


Figure 158: GXV3275 Music - Options

### Sort Music

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

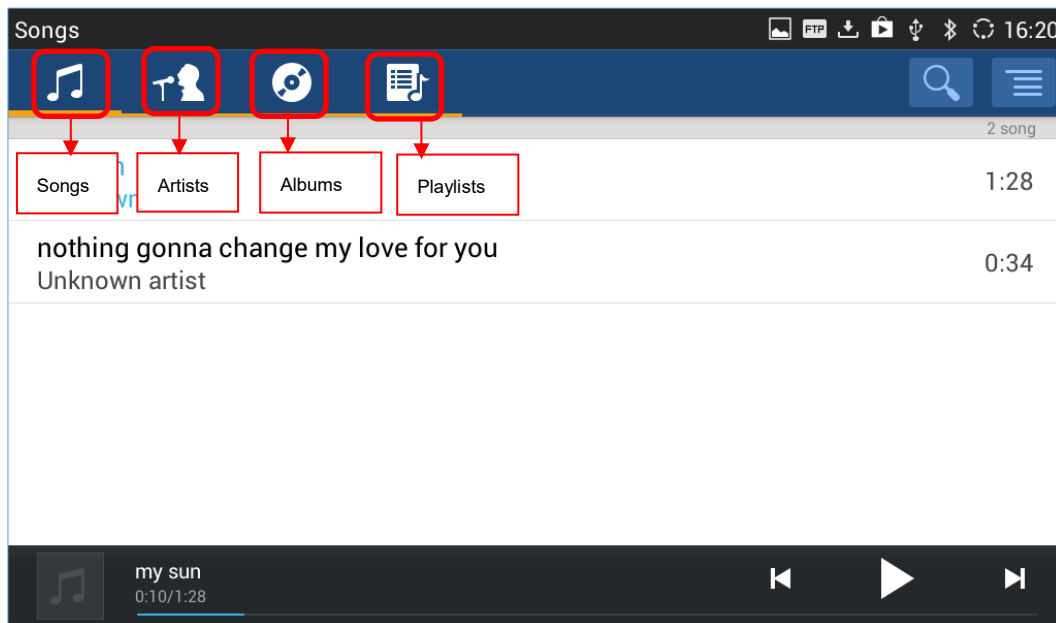





Figure 159: GXV3275 Music - Sort Songs

### 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.

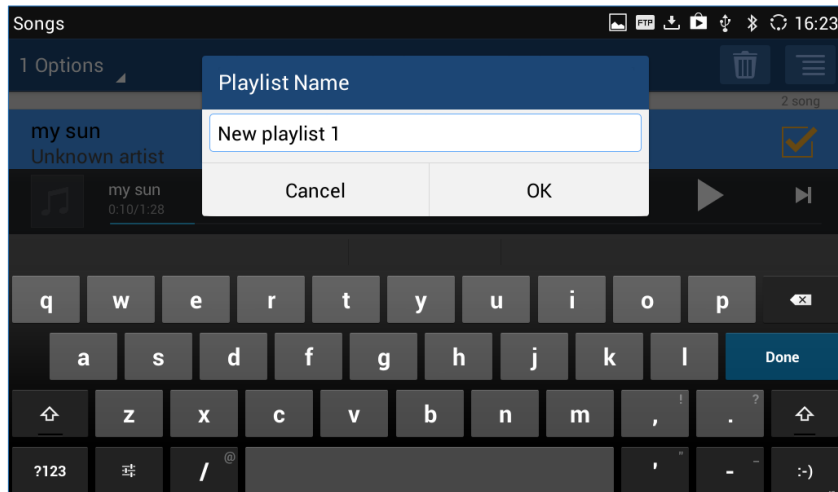





Figure 160: GXV3275 Music - Create Playlist


## 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.



## BROWSER

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.

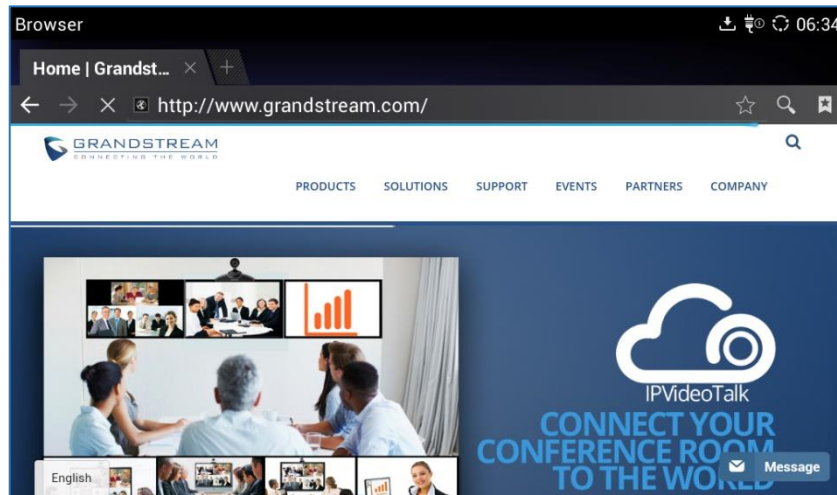



Figure 161: GXV3275 Web Browser

- 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.

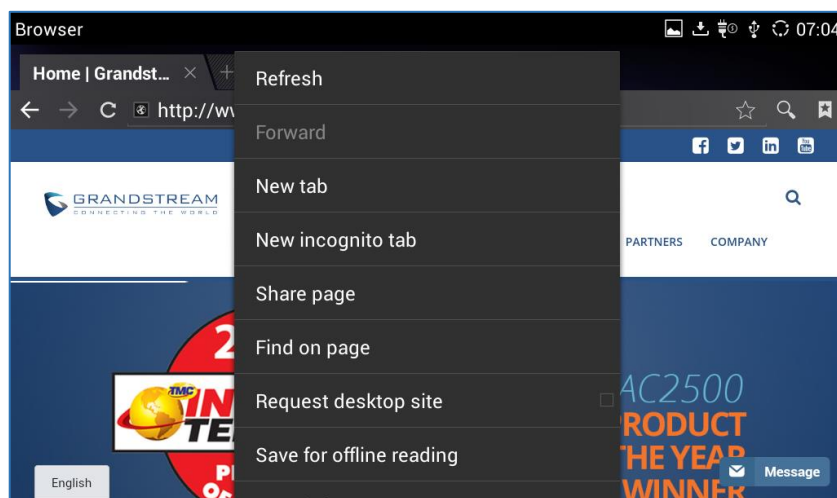


Figure 162: GXV3275 Browser Menu Options



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

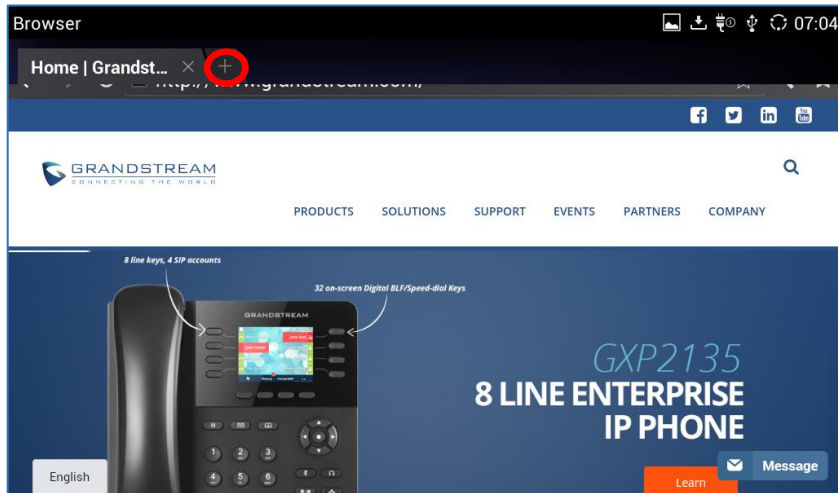


Figure 163: Open New Window in Browser


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




Figure 164: GXV3275 Web Browser-Bookmarks

## 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.

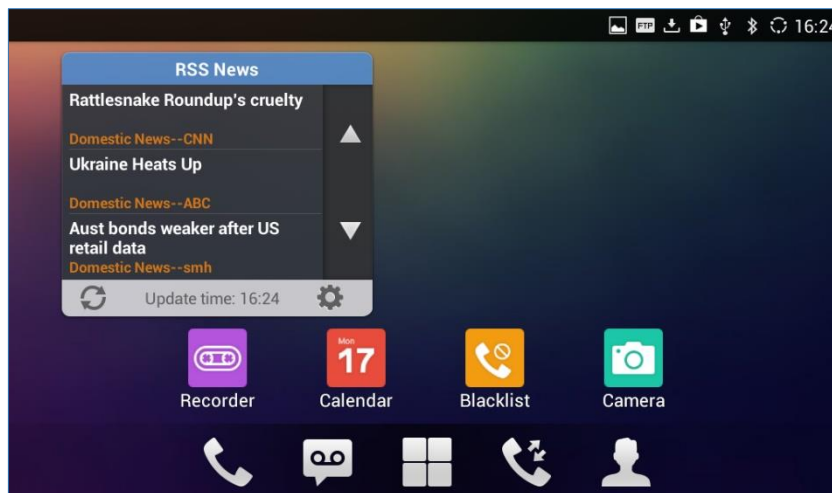



Figure 165: GXV3275 RSS News

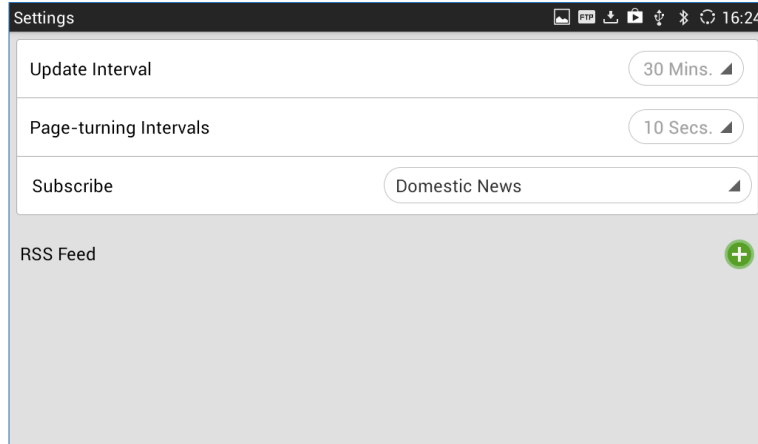
### RSS Widget Settings

On the rises 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 166: GXV3275 RSS News Settings**


## Weather

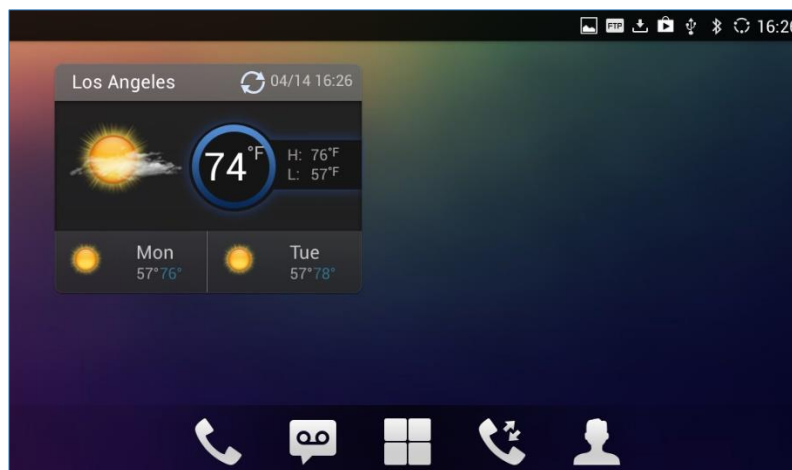
GXV3275 has a built-in Weather widget that provides weather information includes humidity, wind direction, wind speed (mph) and temperature in unit as configured by the users.

### 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 167: GXV3275 Weather**



## Weather Settings

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

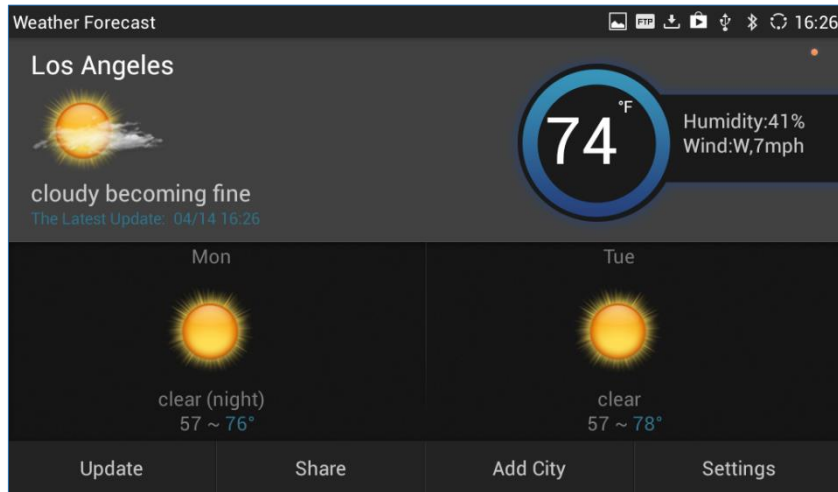


Figure 168: GXV3275 Weather Settings

- **"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.

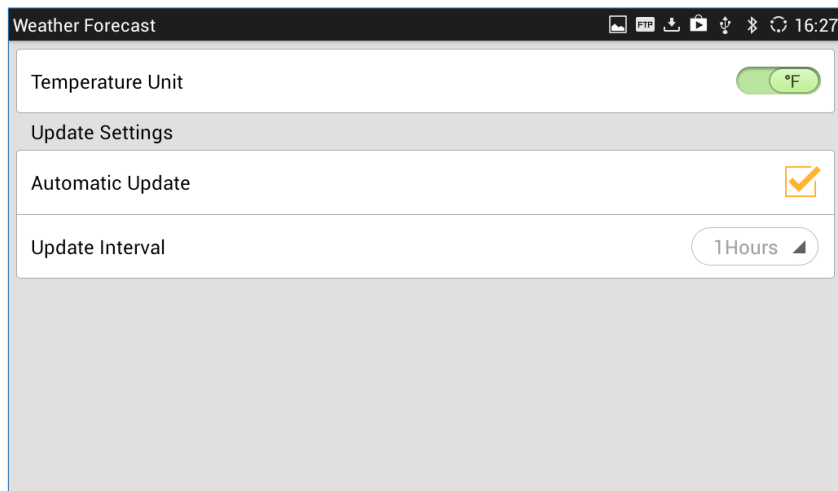


Figure 169: GXV3275 Weather Update Settings

## BS-IM&P

GXV3275 supports BroadSoft 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 BroadSoft IM&P on the GXV3275:

[http://www.grandstream.com/sites/default/files/Resources/GXV\\_IM%26P\\_Guide.pdf](http://www.grandstream.com/sites/default/files/Resources/GXV_IM%26P_Guide.pdf)



## ACTION URL

GXV3275 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 GXV3275 Administration Guide and ActionURL User Guide for the configuration details.

[http://www.grandstream.com/sites/default/files/Resources/ActionURL\\_Guide.pdf](http://www.grandstream.com/sites/default/files/Resources/ActionURL_Guide.pdf)



## 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 another 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.

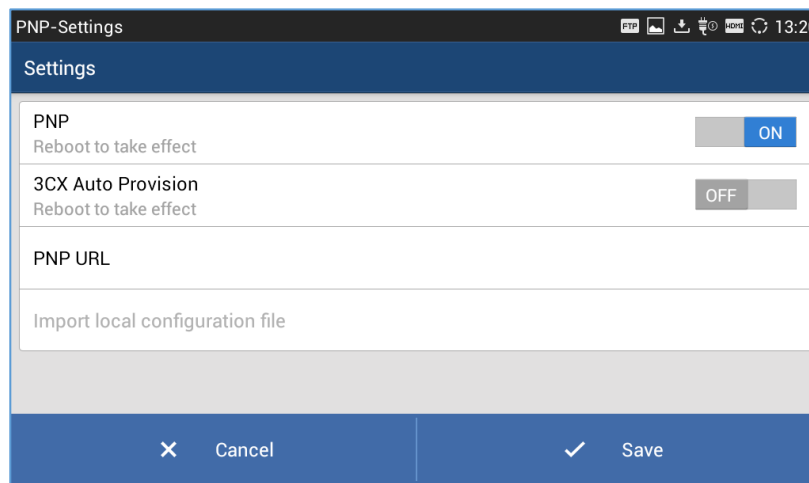


Figure 170: GXV3275 PNP Settings

## 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.

## 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**.

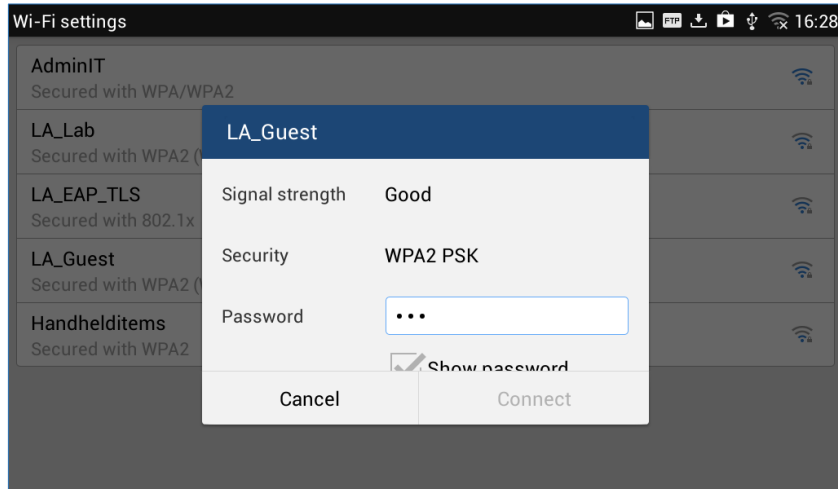
Or, users could open the top status bar→**System Settings** and tap on Wi-Fi icon  to turn it on/off.

#### 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**.

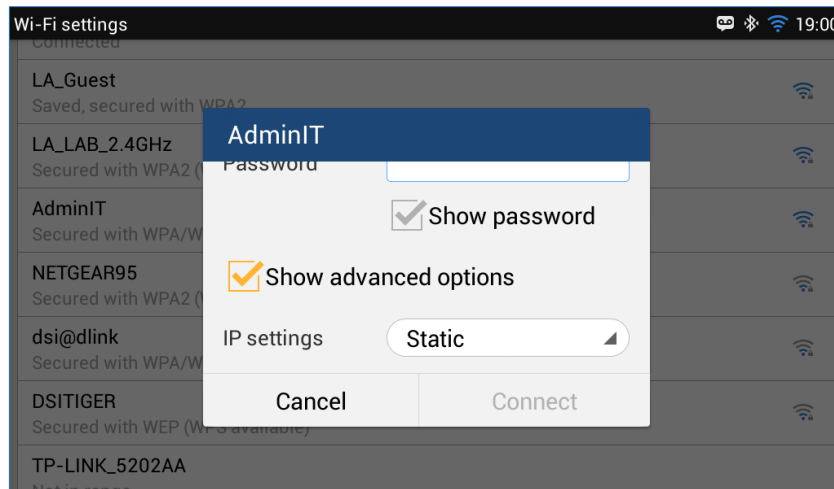


5. A list of Wi-Fi networks will be displayed as scanning result. Tap on the SSID and enter the correct password information to connect to the selected Wi-Fi network.
6. The phone will start connecting to the Wi-Fi. The status bar will show Wi-Fi signal strength.
7. Once it's added and the password is remembered, the GXV3275 will connect to it again when the SSID is within the range.



**Figure 171: GXV3275 Connect to Wi-Fi**

8. The previous steps allow the GXV3275 to connect the Wi-Fi network with DHCP setting by default. If it needs to be connected the Wi-Fi 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.



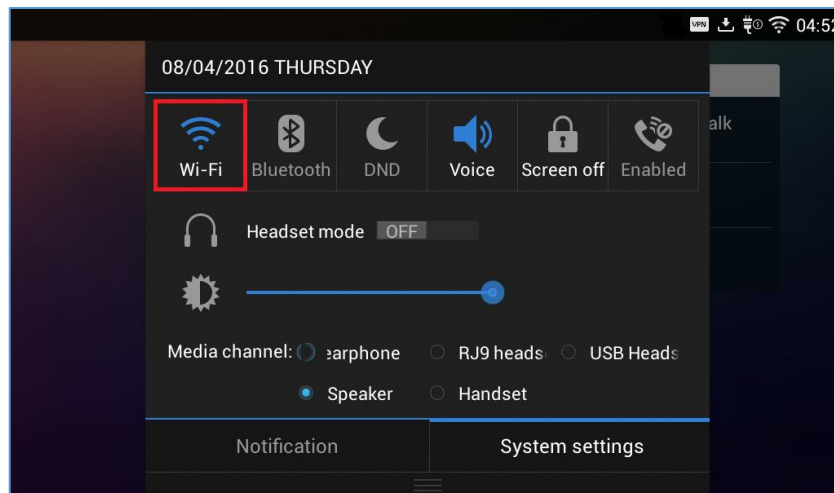
**Figure 172: GXV3275 Connect to Wi-Fi-Show Advanced Options**



- If there is need to modify the saved Wi-Fi network setting, the end user should tap and long press the SSID bar in the Wi-Fi setting page. The system will pop up a prompt and then user needs to tap the **"Modify Network"**. Then the phone system will pop up a new window to allow user to check the Wi-Fi parameters and change the setting by checking the **"Show advanced options"** at the bottom.

### Wi-Fi Settings Shortcut

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



**Figure 173: Wi-Fi Settings Shortcut**

For more information about how to use Wi-Fi on the GXV3275, please refer to the link below:

[http://www.grandstream.com/sites/default/files/Resources/gxv3275\\_wifi\\_guide\\_0.pdf](http://www.grandstream.com/sites/default/files/Resources/gxv3275_wifi_guide_0.pdf)

## Bluetooth

Bluetooth is a proprietary, open wireless technology standard for exchanging data over short distances from fixed and mobile devices, creating personal area networks with high levels of security. The 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:

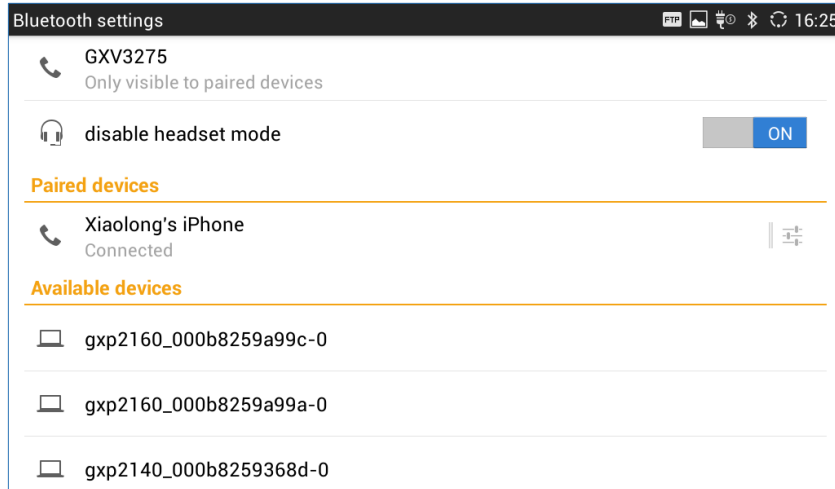
1. Go to GXV3275's **Settings**.
2. Turn on **Bluetooth**.
3. Select **Wireless & Network** → **Bluetooth settings**.
4. Press Menu button  and tap on "Rename phone".
5. Enter a name and tap on "Done".

### 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 nearby 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.





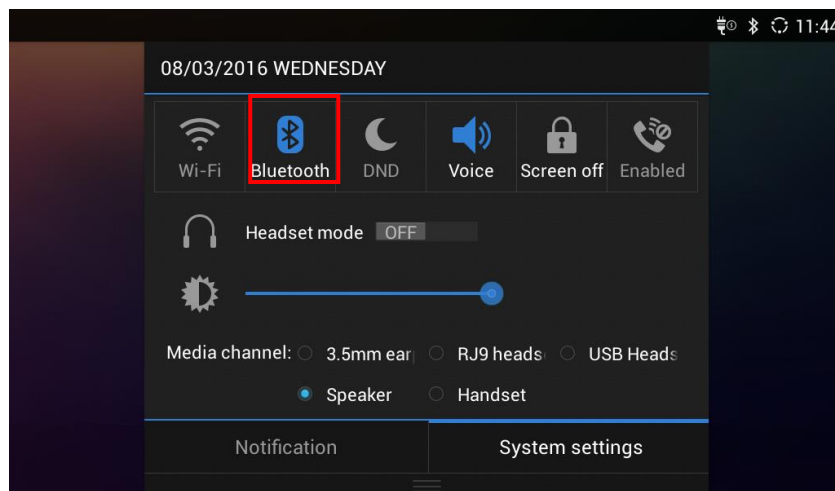
**Figure 174: GXV3275 Bluetooth - Paired Device**

### Unpair a Bluetooth Device

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

### Bluetooth Settings Shortcut

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



**Figure 175: Bluetooth Settings Shortcut**

For more information about Bluetooth feature on the GXV3275, please refer to the link below:

[http://www.grandstream.com/sites/default/files/Resources/gxv3275\\_bluetooth\\_guide\\_1.pdf](http://www.grandstream.com/sites/default/files/Resources/gxv3275_bluetooth_guide_1.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.

**Note:** If "Disable RJ9 Headset Auto Detect" is enabled, the RJ9 headset will not be detected and the icon will not appear on the LCD, users need to click the handset icon during the call to switch to RJ9 headset.

## USB Headset

The GXV3275 supports USB Headset, once the headset plugged, it will be detected automatically, and the following icon will be shown on the top right of the status bar, this means a USB headset is connected.

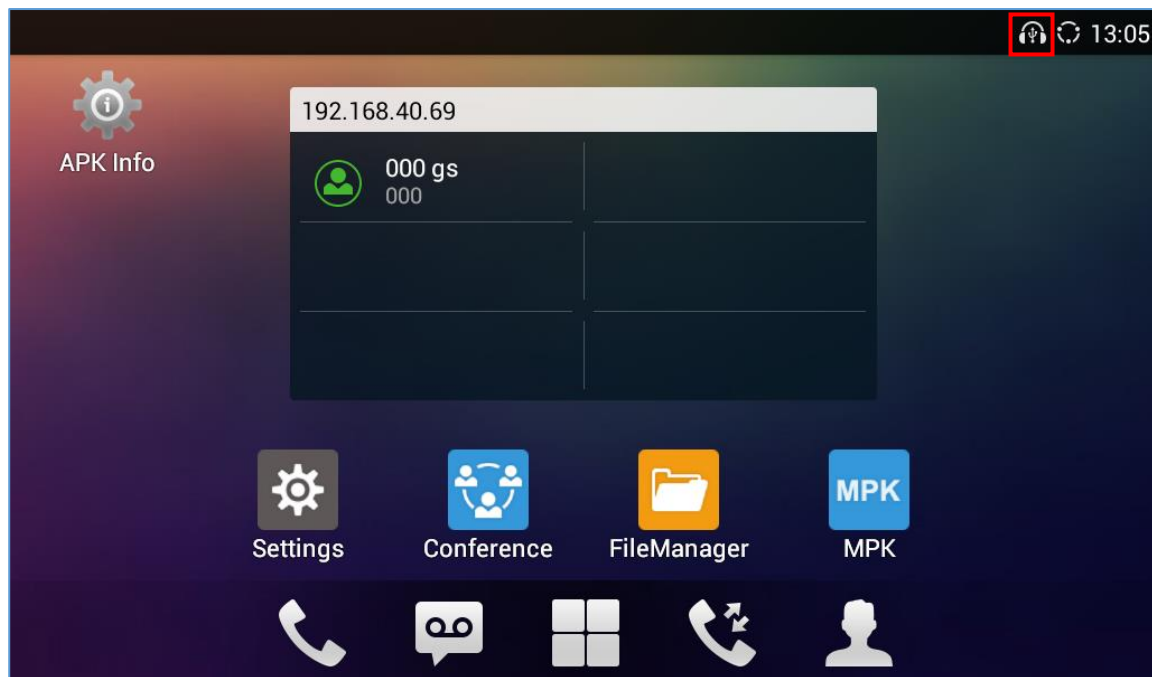


Figure 176: USB Headset Connected

In the calling page, user can press on the USB headset button (shown in figure below) to enable USB headset. The status bar shows another icon for speaking. The second icon means the USB headset is being used for speaking.

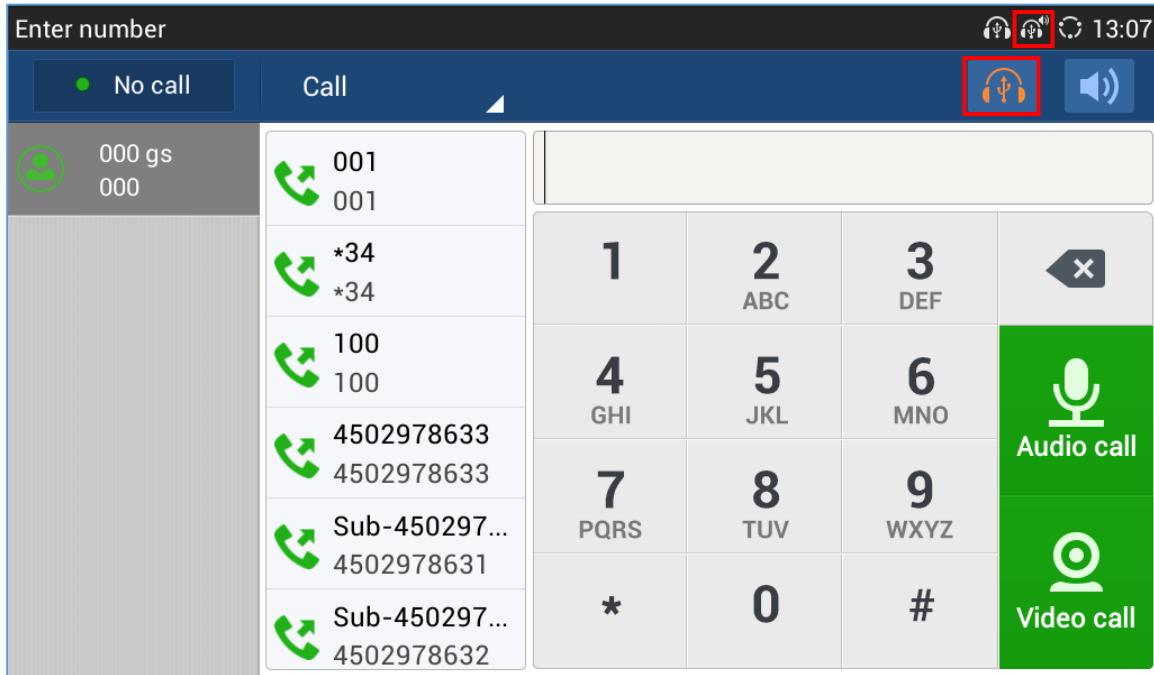


Figure 177: USB Used For Call

After plugging the USB headset, in idle state users can enable USB headset by scrolling down the status bar and choosing **System settings** tag then enable **Headset mode** (as shown below), the LCD would bring up the call page.

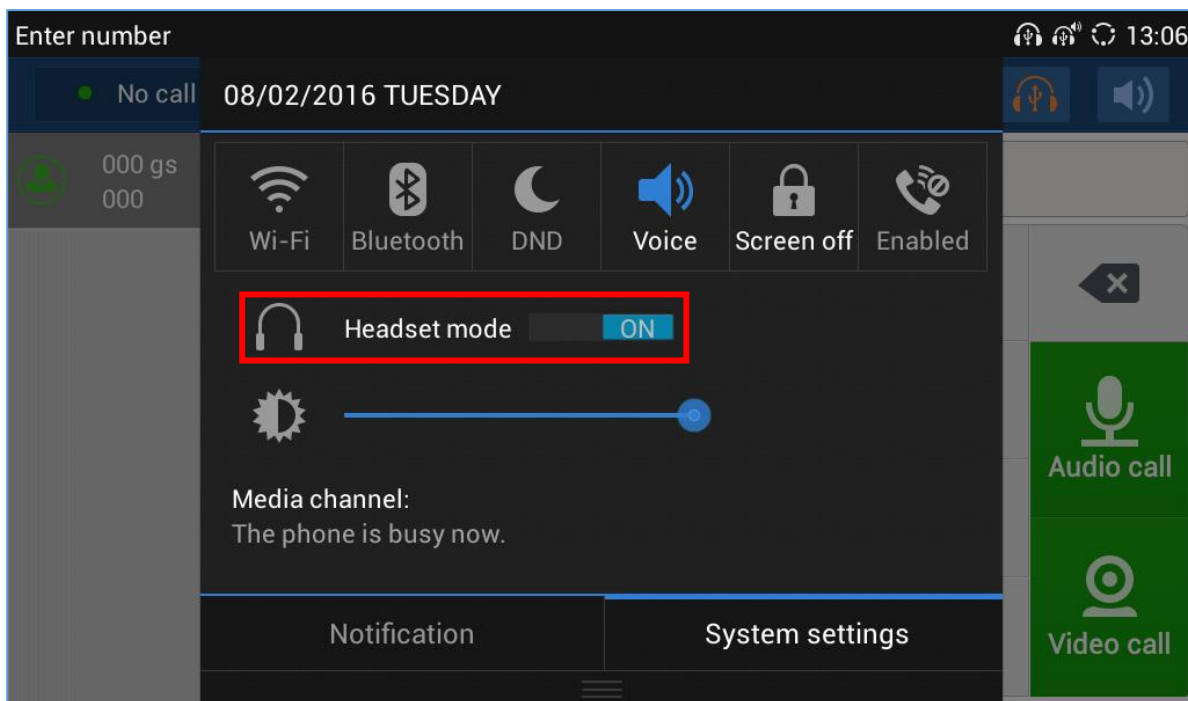
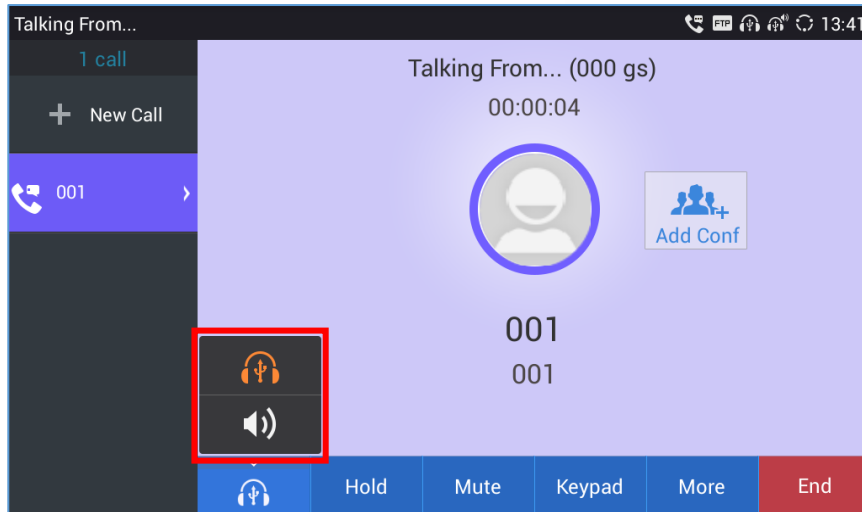


Figure 178: Activate USB Headset from Status Bar

During the call, users can still see the USB headset icons, and tap on the speaker mode to change it.




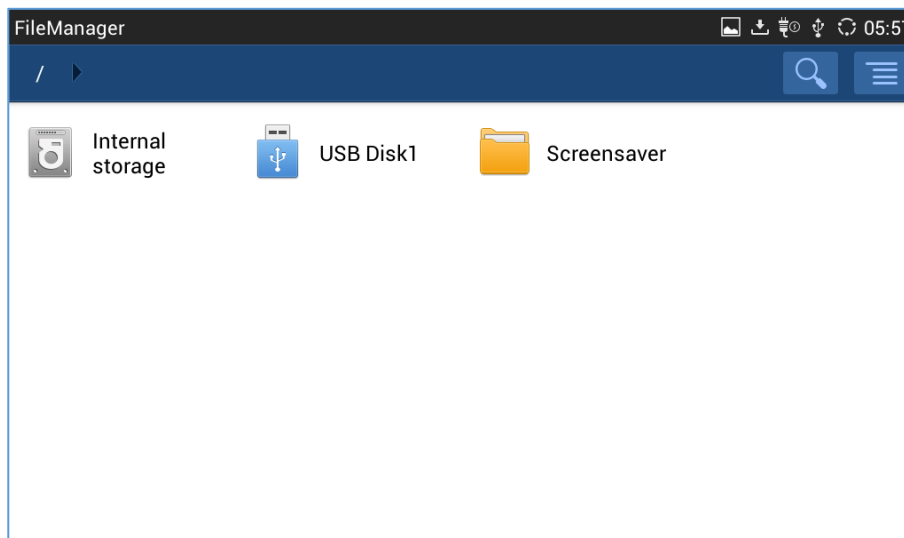


**Figure 179: Switch Between Speaker and USB mode**

## USB

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


1. Insert an USB storage device into USB port at the back of the 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 180: 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 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 .

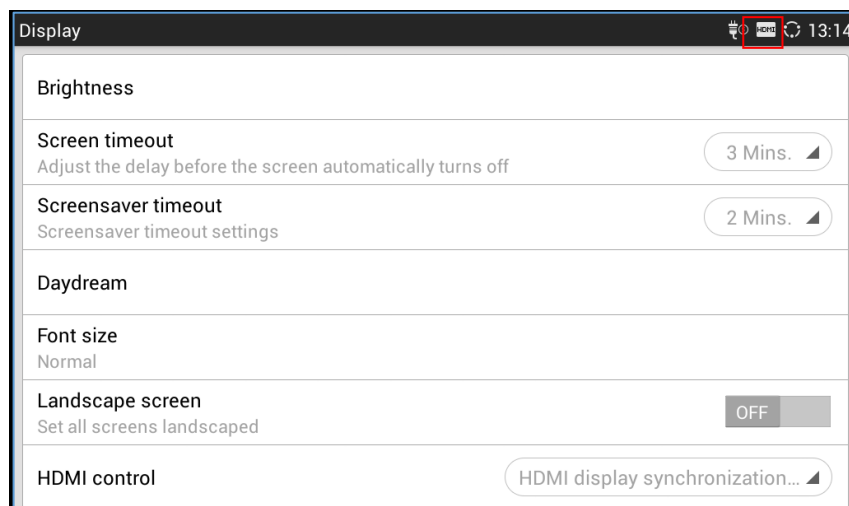
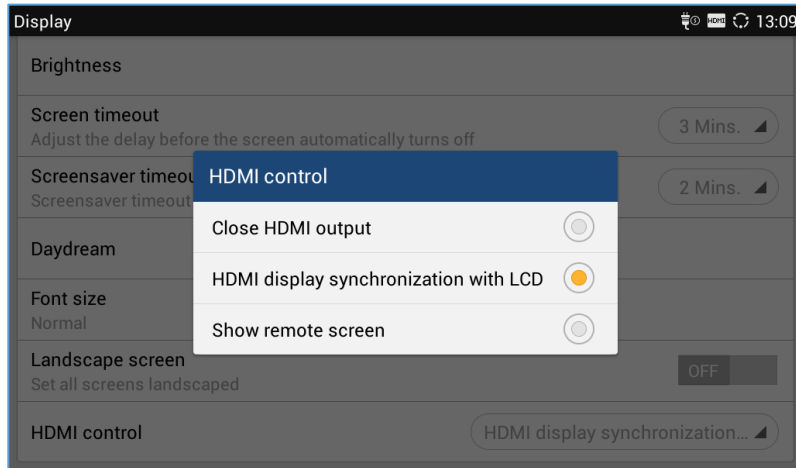


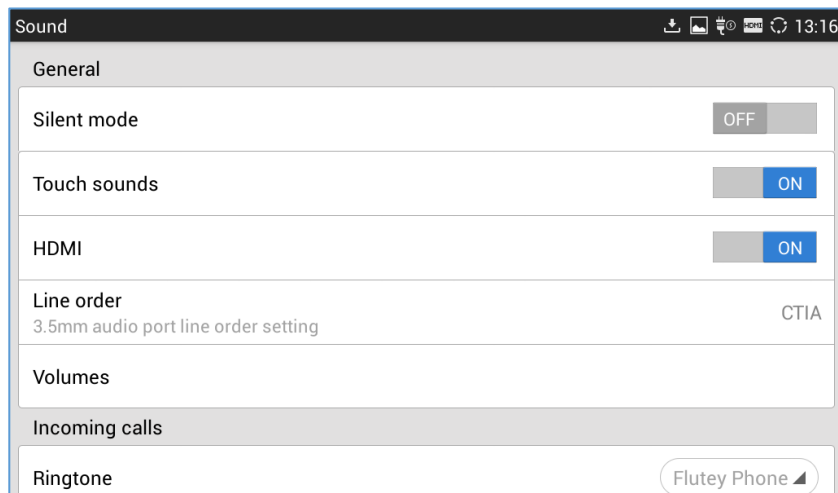
Figure 181: Settings→Display→HDMI

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 182: Settings→Display→HDMI Control**

- 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 183: Settings→Display→HDMI Audio Channel Switch**



## EXPERIENCING THE GXV3275 APPLICATION PHONE

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