GRANDSTREAM
CONNECTING THE WORLD

**Grandstream
GXV3370
IP Multimedia Phone for Android™**

Quick User Guide

For detailed information, please consult GXV3370 User Manual available at: www.grandstream.com

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USING EARPHONE, HEADSET, SPEAKERPHONE OR HANDSET

The GXV3370 allows users to switch among handset, speaker or headset (RJ9 headset, 3.5mm earphone, EHS headset and Bluetooth headset) from the dial screen or during the call.

Under Dial Screen, tap on "Media" or during a call, tap on "More" 💬 then on "Media Channel" in order to show the available media channels:

- Select "3.5mm Earphone" to use earphone once the earphone is connected to the 3.5mm headset port.
- Select "RJ9 Headset" to use headset once the headset is connected to the RJ9 port.
- Select "Bluetooth" to use the device connected to your phone via Bluetooth as a media channel.
- Select "Speaker" to use speaker. Or tap on the Speakerphone icon on the dial screen.
- Select "Handset" or take handset off hook to use the handset.

MAKE A CALL

1) Take handset off hook, or tap on icon 📞 on phone's shortcuts menu of the idle screen to open dial screen.
2) Select account on the left panel from the account widget.
3) Enter the number to dial out.
4) Tap on the icon 📞 to make an audio call; Or Tap on the icon 📹 to make a video call.

REDIAL

1) Take the handset off hook, or tap on icon 📞 on phone's shortcuts menu of the idle screen to open 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.
3) Tap on the icon 📞 to make an audio call; Or Tap on the icon 📹 to make a video call.

ANSWER A CALL

1) Single Incoming Call

- **Incoming Video Call:** When the phone rings, tap on "Video", "Audio" or "Reject".
- **Incoming Audio Call:** When the phone rings, select "Audio" or "Reject".
- **Missed Call:** If a call is not answered, a missed call dialog prompt will show on the idle screen. Users could tap on the missed call to access the details.

2) Multiple Incoming Calls

- When there is another incoming call during an active call, users will hear a call waiting tone.
- The incoming call screen will show the caller name and ID. Similar to single incoming call, users can tap on "Audio Answer" or "Video Answer" softkey on the screen to answer audio or video call.
- Once the new call is answered, the current active call will be placed on hold. If the new call is rejected by tapping on "Reject" softkey, the current active call will not be interrupted.

CALL HOLD

Hold: During the active call, tap on "More" then press "Hold" softkey to put the call on hold.
Resume: When the call is on Hold, tap on softkey "Unhold" on the screen to resume the call.

END CALL

End a call by tapping on "End" icon 📞 or hanging up handset of the phone.

CALL TRANSFER

A. Blind Transfer

1) During the active call, tap on "More" softkey and select "Transfer" to bring up the transfer screen.
2) Select "Blind" on the upper left of the screen.
3) Enter the digits and tap on "Transfer" softkey.
4) The call will be transferred and GXV3370 will hang up the call.

B. Attended Transfer

1) During the active call, tap on "More" softkey and select "Transfer" to bring up transfer screen.
2) Select transfer mode as "Attended" by tapping in the transfer mode softkey in the upper left of the transfer screen.
3) Enter the transfer target number, and then press the "Send" softkey on the right.
4) Before transfer target answers the call, GXV3370 hears the ringback tone and a dialog will prompt on the screen with "Cancel" and "End" softkey:
    - Tap on "Cancel" to cancel the transfer.
    - Tap on "End" or simply hang up the call to complete call transfer.
5) After transfer target answers the call, a prompt will show. If the user simply hangs up or taps on "End" soft key, the call will be transferred, and GXV3370 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.

CONFERENCE

The GXV3370 supports up to 7-way Audio conference and 3-way HD Video Conference.

A. Initiate a Conference

- **Initiating conference from dial screen**
1) On the dial screen, enter the extension number then press on it in the left panel of the screen.
2) The extension number will be added to dialing field and you can dial another number.
3) With the same method, add the other extension numbers then tap on icon to make 📞 an audio call; Or Tap on icon 📹 to make a video call.

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

- **Initiating conference directly using conference soft key**
1) On idle screen, press conference soft key 👥
2) Tap on 👤 to add the members of the conference.
3) If there are calls on hold, users could then tap on the call to add it to the conference directly

Note: Users can configure "Auto Conference Mode" by enable it from the GXV3370 Web GUI under: Phone Settings → Call Settings. Then, when there are multiple calls, tap on "More" and select "CONF" to establish conference with all parties.

B. Remove Party from Conference

- Tap on the party you would like to remove on the conference screen. .
- Tap on icon ❌ to remove the a party.

C. End a Conference

Tap on "End" softkey 📞 to disconnect all the parties from the conference.

VOICEMAIL

1) When there is a new voicemail, MWI LED will blink in red and voicemail icon 📧 will show on the top status bar.
2) Tap on the Message icon 📧 from the applications section to bring up voicemail screen.
3) Voicemail screen with all the registered accounts and the number of voicemails will be displayed.
4) Tap on the account to dial into the voicemail box.

Note: For each account, the Voicemail User ID can be set up under web GUI→Account X→Call Settings: "Voice Mail Access Number".

MUTE/UNMUTE

During an active call, tap on the "Mute" softkey 🎤 to mute the call and press the "Unmute" softkey 🎤 to unmute a muted call.

DND

1) Touch and drag the status bar down on the GXV3370 idle screen.
2) Tap on the DND icon ⊖ to turn it on. The status bar shows icon ⛔ indicating DND is on.
3) Tap on the DND icon ⊖ to turn if off.

VOLUME ADJUSTMENT

- Press key 🔉– to decrease the volume.
- Press key 🔊+ to increase the volume.

CONTACTS

To access GXV3370 contacts, on the phone's idle screen, tap on icon 👤 on the right panel.

CALL HISTORY

1) To access the Call History, tap on icon 📞 on idle screen.
2) 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.
3) For each call history entry, users could tap on the entry to access the details.

CAMERA ADJUSTMENT

The GXV3370 has a built-in camera. Scroll the wheel up/down on the back of the camera to adjust camera angle during the video call.