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LT	LU	MT	NL	PL	PT	SK
SI	ES	SE	UK	BG	RO	HR

In all EU member states, operation of 5150 - 5350 MHz is restricted to indoor use only.

For Warranty and RMA information, please visit www.grandstream.com

GRANDSTREAM
CONNECTING THE WORLD

GXV3350

High-End Smart Video Phone for Android™

Quick Installation Guide

Content

English.....1

EN

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

GRANDSTREAM DOES NOT PROVIDE CONNECTIONS TO EMERGENCY SERVICES VIA THE GXV3350. NEITHER GRANDSTREAM NOR ITS OFFICERS, EMPLOYEES OR AFFILIATES MAY BE HELD LIABLE FOR ANY CLAIM, DAMAGE, OR LOSS. YOU HEREBY WAIVE ANY AND ALL SUCH CLAIMS OR CAUSES OF ACTION ARISING FROM OR RELATING TO YOUR INABILITY TO USE THE GXV3350 TO CONTACT EMERGENCY SERVICES, AND YOUR FAILURE TO MAKE ADDITIONAL ARRANGEMENTS TO ACCESS EMERGENCY SERVICES IN ACCORDANCE WITH THE IMMEDIATELY PRECEDING PARAGRAPH.

PRECAUTIONS:

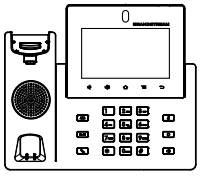
WARNING: Please DO NOT power cycle the GXV3350 during system boot up or firmware upgrade. You may corrupt firmware images and cause the unit to malfunction.

WARNING: Use only the power adapter included in the GXV3350 package. Using an alternative non-qualified power adapter may possibly damage the unit.

OVERVIEW:

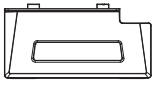
The GXV3350 IP Video Phone for Android combines a 16-line IP video phone with a multi-platform video collaboration solution and the functionality of an Android tablet to offer an all-in-one communications solution.This IP video phone delivers a powerful experience through its' 5 inch 1280x720 capacitive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

PACKAGE CONTENTS:

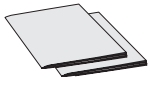


1x GXV3350 Main Case

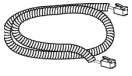
1x Handset



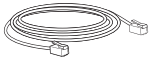
1x Phone stand



1x Quick Installation Guide
1x GPL License



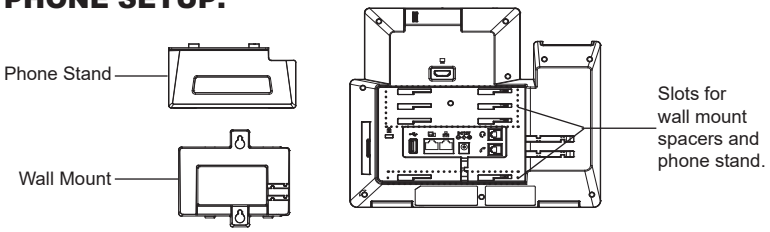
1x Phone Cord



1x Ethernet Cable

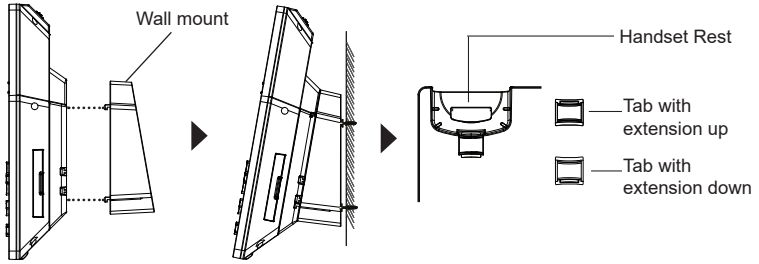
1x 12V Power Adapter

PHONE SETUP:



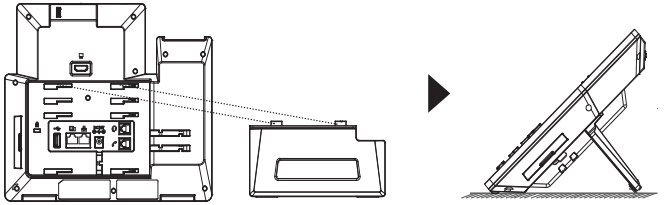
Installing the Phone (Wall Mount *Sold seperately):

1. Attach the wall mount spacers to the slot for wall mount spacers 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.



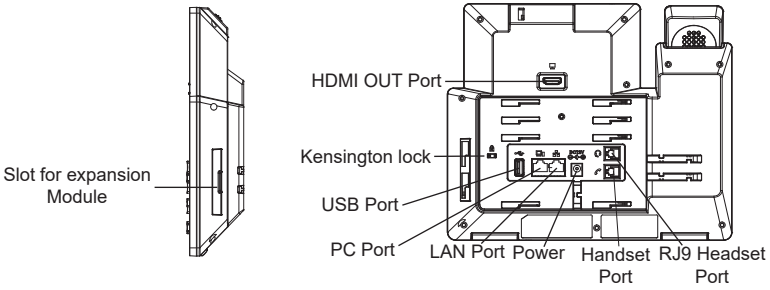
Using the Phone Stand:

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

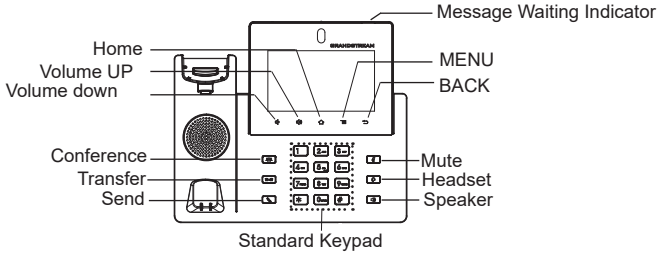


CONNECTING THE PHONE:

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



Tips for using the GXV3350 Keys:



1. Tap on VOLUME DOWN / UP keys to adjust volume on the phone.
2. Tap on HOME key to return to the default idle screen. Or press and hold on the HOME key for 2 seconds to take a screenshot.
3. Press MENU key to access phone's display settings, edit widgets and thread manager. Or press and hold on the MENU key for 2 seconds to enter managing application interface directly.
4. Press BACK key to go back to the previous menu.

PHONE CONFIGURATION:

Configuring the GXV3350 using Touch Screen:

1. Make sure the phone is properly powered up and in idle screen.
2. Select Settings → Advanced → Account settings. Tap on one of the Account to configure Account name, SIP Server, SIP User ID, SIP Auth ID, SIP Auth Password to register account on the GXV3350. After successfully registered, the dial screen will be shown.
3. Follow the Menu options to configure other settings on the phone. For example, to configure static IP on the GXV3350, set up static IP address via LCD Menu → Settings → Network → Ethernet Settings.
4. Please contact your ITSP (Internet Telephony Service Provider) for additional settings that may be necessary to configure the phone.

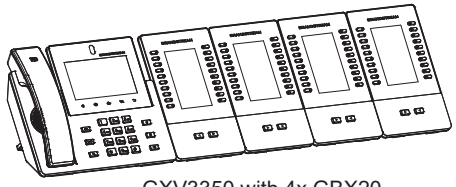
Configuring the GXV3350 using Web Browser:

1. Ensure your phone is properly powered up and connected to the Internet.
2. Tap on Settings → Status → Network status, to obtain the IP address of your phone.
3. Type the phone's IP address in your PC's browser.
4. The default username for administrator are "admin", but the password is a random one which you can see it on the sticker on the back of GXV3350. The default username and password for user are "user" and "123".
5. In the web GUI → Account, select Account 1/2/3/.../16 page to configure Account name, SIP Server, SIP User ID, Authenticate ID and Authenticate Password to register the account on the GXV3350.

CONNECTING GBX20 EXTENSION MODULE TO GXV3550 (GBX20 is sold seperatly):

The GXV3350 uses GBX20 as the extension module. The extension module is an ideal solution for the busy enterprise environment looking to add the ability to receive and dispatch calls efficiently. Each GBX20 extension module has 20 programmable buttons, Left and Right buttons, supporting 40 Multiple Purpose Keys to be configured. GXV3350 supports up to 4 extension modules, adding 160 fully programmable phone extensions to the phone.

GXV3350 with 1x GBX20

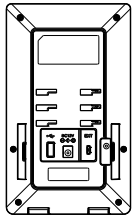


GXV3350 with 4x GBX20

Notes:

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

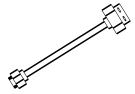
GBX20 PACKAGE CONTENTS:



1x GBX20 Extension Board

1x GBX20 Extension Board Stand

1x Extension Board Connector Plate



1x TypeA-MicroB USB Cable

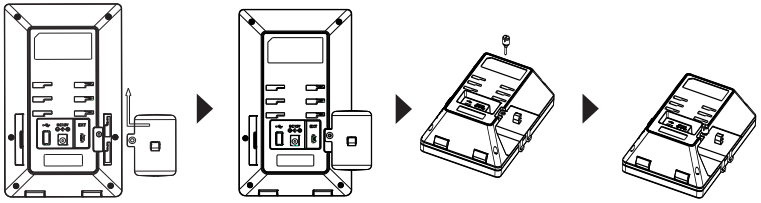
1x 12V/1A Power Adapter

1x Screw

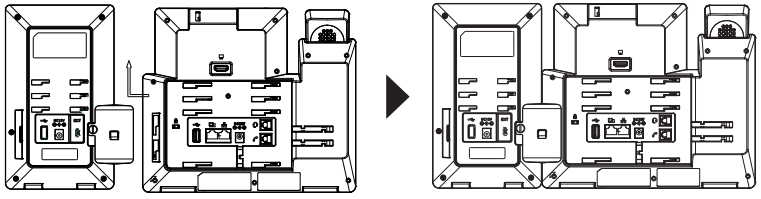
1x Quick Installation Guide

Installing the GBX20 to GXV3350:

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



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



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

Configuring the GXV3350 Extension module:

1. Login the GXV3350 web GUI and configure multiple purpose keys for extension board 1/2/3/4 under web GUI → Applications → Programmable Keys → GBX20 Settings page.
2. On the GXV3350 extension board (i.e., GBX20), press LEFT or RIGHT button to browse all the MPK → Programmable Keys' status in different pages.
3. For more configuration information, please refer to the GXV3350's user manual.

Refer to online documents and FAQ for more detailed information:
http://www.grandstream.com/our-products

This product is covered by one or more of the U.S. patents (and any foreign patent counterparts thereto) identified at www.cmspatents.com.

U.S. FCC Part 68 Regulatory Information

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

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

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

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

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

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

U.S. FCC Part 15 Regulatory Information

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.

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

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:
—Reorient or relocate the receiving antenna.
—Increase the separation between the equipment and receiver.
—Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
—Consult the dealer or an experienced radio/TV technician for help.

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

Canada Regulatory Information

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

This device contains licence-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's licence-exempt RSS(s). Operation is subject to the following two conditions:
(1) This device may not cause interference.
(2) This device must accept any interference, including interference that may cause undesired operation of the device.

L'émetteur/récepteur exempt de licence contenu dans le présent appareil est conforme aux CNR d'Innovation, Sciences et Développement économique Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes :
1) L'appareil ne doit pas produire de brouillage;
2) L'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

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

EU Regulatory Information

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

The simplified EU declaration of conformity referred to in Article 10(9) shall be provided as follows:
Hereby, [Grandstream Networks, Inc.] declares that the radio equipment type [GXV3350] is in compliance with Directive 2014/53/EU.
The full text of the EU declaration of conformity is available at the following internet address:
www.grandstream.com