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Grandstream GXV3240

Grandstream GXV3240 Multimedia IP Phone User Manual

Model: GXV3240

1. Introduction

The Grandstream GXV3240 is a versatile Multimedia IP Phone designed for modern communication needs. It integrates a 6-line IP video phone with a multi-platform video conferencing solution and an Android smartphone, offering a comprehensive all-in-one communication device. Running on the Android Operating System, it provides full access to the Google Play Store, enabling users to utilize various productivity and business applications. This manual provides essential information for setting up, operating, maintaining, and troubleshooting your GXV3240 IP Phone.

2. Product Overview

The GXV3240 features a 4.3-inch (480x272) capacitive touch screen TFT LCD and a mega pixel CMOS sensor camera with a privacy shutter. It supports up to 6 SIP accounts, including a FREE IP Video Talk account with video mail, and facilitates up to 6-way audio conferences and 3-way video conferences. The phonebook can store up to 1000 contacts, and call history records up to 1000 entries. Key features include integrated Bluetooth, Gigabit ports, a built-in web browser, integrated Wi-Fi, HD wideband audio, and Power over Ethernet (PoE) support.



This image displays the Grandstream GXV3240 IP Phone. The device features a black finish with a silver trim. On the left, the handset rests in its cradle, connected by a coiled cord. The main unit on the right includes a 4.3-inch color touchscreen display, a numeric keypad, and various function buttons. The screen shows an IP address (192.168.1.25) and icons for applications like IPVideoTalk, Date Manager, and GS Market. A camera is visible above the screen, and the phone is supported by a kickstand at the back.

Key Features:

- 4.3 inch (480x272) capacitive (5 points) touch screen TFT LCD with mega pixel CMOS sensor camera and privacy shutter.
- 6 lines with up to 6 SIP accounts, including FREE IP Video Talk account with video mail.
- Up to 6-way audio conference and 3-way video conference.
- Phonebook with up to 1000 contacts and call history with up to 1000 records.
- Integrated Bluetooth, Gigabit ports, built-in web browser, and integrated WiFi.
- HD wideband audio and full-duplex hands-free speakerphone with advanced acoustic echo cancellation.
- Supports integration with Grandstream's GXV-series IP video surveillance cameras for live feeds and alerts.
- Offers multi-platform video conferencing solutions (Grandstream's Free IP Video Talk, Skype, Microsoft Lync, and more).

3. Setup

3.1 Package Contents

Before you begin, ensure all components are present:

- Grandstream GXV3240 IP Phone unit
- Handset and coiled cord
- Ethernet cable
- Power adapter (if not using PoE)
- Phone stand

3.2 Physical Installation

1. **Attach the Phone Stand:** Align the stand with the slots on the back of the phone and snap it into place.
2. **Connect the Handset:** Plug one end of the coiled cord into the handset and the other end into the handset port on the phone base.
3. **Connect to Network:** Plug one end of the Ethernet cable into the LAN port on the phone and the other end into an available port on your network switch or router. If using PoE, this connection will also provide power.
4. **Connect Power (if not using PoE):** If your network does not support PoE, connect the power adapter to the power port on the phone and then plug it into a power outlet.

3.3 Initial Configuration

Upon first boot-up, the phone will attempt to obtain an IP address via DHCP. You can configure the phone via its web interface or directly on the touchscreen.

- **Accessing Web Interface:** Once the phone has an IP address (displayed on the screen), enter this IP address into a web browser on a computer connected to the same network. The default username and password are 'admin'.
- **SIP Account Setup:** Navigate to the 'Account' settings in the web interface or on the phone's touchscreen. Enter the SIP server, SIP User ID, Authenticate ID, and Password provided by your VoIP service provider.
- **Network Settings:** If static IP is required, configure it under 'Network' settings.

4. Operating Instructions

4.1 Making and Receiving Calls

- **To Make a Call:** Pick up the handset, press the speakerphone button, or press a line key. Dial the number and press the 'Send' button or wait for auto-dial.
- **To Receive a Call:** When the phone rings, pick up the handset, press the speakerphone button, or press the flashing line key.
- **Hold/Resume:** During a call, press the 'Hold' button. Press the 'Hold' button again or the flashing line key to resume.
- **Transfer:** During a call, press the 'Transfer' button, dial the new number, and press 'Transfer' again (blind transfer) or wait for the party to answer before pressing 'Transfer' (attended transfer).

4.2 Using the Touchscreen and Android Apps

The 4.3-inch touchscreen allows for intuitive navigation. Swipe to access different home screens, tap icons to open applications, and use the on-screen keyboard for input.

- **Google Play Store:** Access the Google Play Store to download and install various Android applications, enhancing the phone's functionality.
- **Video Conferencing:** Utilize pre-installed video conferencing apps or download others from the Play Store to conduct multi-party video calls.

- **Web Browser:** Use the built-in web browser for internet access directly from your phone.

4.3 Audio and Video Features

- **HD Audio:** Experience clear conversations with HD wideband audio support.
- **Speakerphone:** The full-duplex hands-free speakerphone with advanced acoustic echo cancellation allows for comfortable group conversations.
- **Camera:** The integrated camera can be used for video calls. Remember to use the privacy shutter when the camera is not in use.

5. Maintenance

5.1 Cleaning the Device

To maintain the appearance and functionality of your GXV3240:

- Use a soft, dry, lint-free cloth to wipe the phone's surface.
- For the touchscreen, use a screen cleaner specifically designed for electronic displays.
- Avoid using abrasive cleaners, solvents, or strong chemicals, as these can damage the finish.
- Ensure the phone is powered off and unplugged before cleaning.

5.2 Firmware Updates

Grandstream periodically releases firmware updates to improve performance, add features, and fix bugs. It is recommended to keep your phone's firmware up to date.

- Check the Grandstream website for the latest firmware versions for the GXV3240.
- Follow the instructions provided by Grandstream for firmware upgrade procedures, typically found in the release notes or a dedicated upgrade guide.
- Ensure a stable power supply during the update process to prevent interruption.

6. Troubleshooting

This section addresses common issues you might encounter with your GXV3240 IP Phone.

6.1 No Dial Tone / Cannot Make Calls

- **Check Network Connection:** Ensure the Ethernet cable is securely connected to both the phone and the network switch/router. Verify network activity lights.
- **Verify Power:** Confirm the phone is powered on. If not using PoE, check the power adapter connection.
- **SIP Account Registration:** Check the phone's status screen or web interface to ensure your SIP account is registered. If not, re-enter or verify your SIP credentials.
- **Network Connectivity:** Ping the SIP server from a computer on the same network to ensure it's reachable.

6.2 Video Issues (No Video / Poor Quality)

- **Check Privacy Shutter:** Ensure the camera's privacy shutter is open.
- **Lighting Conditions:** Ensure adequate lighting in your environment.
- **Network Bandwidth:** Video calls require sufficient bandwidth. Check your network speed and reduce other network activities if necessary.

- **Application Settings:** Verify video settings within the specific video conferencing application you are using.

6.3 Phone Not Responding / Freezing

- **Reboot:** Unplug the power adapter (or Ethernet cable if using PoE) for 10 seconds, then plug it back in to restart the phone.
- **Factory Reset:** As a last resort, if issues persist, you may perform a factory reset.**Warning:** This will erase all configurations and data. Refer to the official user manual for factory reset procedures.

7. Specifications

Feature	Specification
Display	4.3 inch (480x272) capacitive touch screen TFT LCD
Camera	Mega pixel CMOS sensor with privacy shutter
Operating System	Android 4.2.2
SIP Accounts	6 lines, up to 6 SIP accounts
Conference Capability	6-way audio, 3-way video
Connectivity	Dual Gigabit Ethernet ports, Integrated Wi-Fi (802.11b/g/n), Bluetooth 4.0
Audio Features	HD wideband audio, full-duplex speakerphone with AEC
Ports	RJ9 headset jack, USB, SD card slot, HDMI out
Power	PoE (802.3af) or included power adapter
Dimensions (L x W x H)	10.2 x 11.8 x 4 inches
Weight	3.62 pounds

8. Warranty and Support

8.1 Warranty Information

The Grandstream GXV3240 typically comes with a limited manufacturer's warranty. Please refer to the warranty card included with your product or visit the official Grandstream website for detailed warranty terms and conditions, including coverage period and what is covered.

8.2 Technical Support

For technical assistance, troubleshooting beyond this manual, or warranty claims, please contact Grandstream support directly. They offer comprehensive support resources, including:

- Online knowledge base and FAQs
- Support forums
- Direct contact via phone or email

You can also refer to the official User Manual PDF for more in-depth information and advanced configurations: Grandstream GXV3240 User Manual (PDF)

9. Official Product Videos

No official product videos from the seller are available for embedding at this time.

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