Grandstream GXV3370

Grandstream GXV3370 IP Video Phone User Manual

Model: GXV3370

Introduction

The Grandstream GXV3370 is a powerful desktop IP video phone designed for enterprise users, offering a comprehensive communication solution. It integrates a 7-inch color touch screen, advanced megapixel camera for high-definition video conferencing, and robust connectivity options including built-in Wi-Fi, Bluetooth, and Gigabit Ethernet with Power over Ethernet (PoE) support. Running on Android 7.0, it provides flexible SDK support for custom applications, making it an ideal choice for integrated video communications.

Key Features

- 7-inch (1024x600) capacitive 5-point touch screen.
- Advanced megapixel camera for HD video conferencing.
- Built-in 802.11n Wi-Fi and Bluetooth 4.0.
- Dual-port Gigabit Ethernet with integrated PoE/PoE+.
- Runs on Android 7.0 with flexible SDK support for custom apps.
- Supports 16 lines and 16 SIP accounts.
- Integrated HDMI output for external display.
- USB port, SD card slot, and headset jack.

Package Contents

Verify that all items are included in your package:

- Grandstream GXV3370 IP Video Phone Unit
- Handset with coiled cord
- Ethernet cable
- Power adapter
- Desk stand
- Quick Installation Guide

Setup

1. Physical Connections

Connect the handset to the phone unit using the coiled cord. Connect an Ethernet cable from your network switch or router to the LAN port on the phone. If not using PoE, connect the power adapter to the phone and a power outlet.



Image: Side view of the GXV3370, illustrating the adjustable desk stand and the location of various ports for physical connections, including the handset, Ethernet, and power input.

2. Network Configuration

The GXV3370 supports both Power over Ethernet (PoE/PoE+) for simplified cabling and traditional power adapter use. It also features built-in Wi-Fi for wireless network connectivity. Network settings can be configured via the phone's touch screen interface or its web interface.

3. First Boot-up

Upon first power-up, the phone will initiate its boot sequence. Follow the on-screen prompts for initial setup, including language selection and basic network settings if not automatically configured by DHCP.



Image: The GXV3370's 7-inch touch screen displaying the main home screen, showing the current time, date, and account status, ready for operation.

Operation Guide

1. Making and Receiving Calls

To make a call, tap the phone icon on the home screen, dial the number using the on-screen keypad, and press the call button. To answer an incoming call, tap the green answer button on the screen.



Image: The GXV3370 in use, displaying an active voice call on its touch screen, with options for conference, mute, keypad, and more.

2. Video Conferencing

The integrated megapixel camera allows for high-definition video conferencing. Initiate a video call by selecting the video call option when dialing or during an active voice call. The phone supports multi-party video conferences.



Image: The GXV3370 displaying a multi-party video conference on its 7-inch touch screen, showcasing its video communication capabilities.

3. Using the Touch Screen Interface

Navigate the phone's features and settings using the intuitive 7-inch capacitive touch screen. Swipe, tap, and pinch-to-zoom gestures are supported, similar to a tablet device.

4. Android OS and Applications

The GXV3370 runs on Android 7.0, allowing users to download and install various Android applications from compatible app stores. This extends the phone's functionality beyond standard telephony, enabling access to productivity tools, communication apps, and more.

5. Wi-Fi and Bluetooth Connectivity

Utilize the built-in 802.11n Wi-Fi for wireless network access. Bluetooth 4.0 allows for pairing with compatible headsets and mobile devices for enhanced flexibility and hands-free communication.

Maintenance

1. Cleaning

To clean the phone, use a soft, dry, lint-free cloth. For the screen, a slightly damp cloth with a mild, non-abrasive cleaner can be used. Avoid excessive moisture and harsh chemicals.

2. Firmware Updates

Regularly check for and install firmware updates to ensure optimal performance, security, and access to new features. Firmware updates can typically be performed via the phone's web interface or through a centralized management system.

Troubleshooting

Issue	Possible Cause	Solution
Phone does not power on	No power, faulty adapter/cable, or no PoE.	Check power connection, try another outlet, ensure PoE is active on Ethernet port.
Cannot make/receive calls	Network issue, incorrect SIP account settings, or firmware outdated.	Verify network connectivity, check SIP registration status, confirm account credentials, update firmware.
Video quality is poor	Insufficient network bandwidth, poor lighting, or camera obstruction.	Ensure stable network connection, improve lighting conditions, clean camera lens.
Touch screen unresponsive	Temporary software glitch or physical damage.	Restart the phone. If issue persists, contact support.

Technical Specifications

Feature	Specification
Display	7-inch (1024x600) capacitive 5-point touch screen
Operating System	Android 7.0
Network Interfaces	Dual switched 10/100/1000 Mbps ports with integrated PoE/PoE+
Wi-Fi	Integrated 802.11n
Bluetooth	Integrated Bluetooth 4.0
Camera	Advanced megapixel camera
SIP Accounts	16 SIP accounts
Dimensions (L x W x H)	1.1 x 9.7 x 6.5 inches
Item Weight	3.52 ounces (0.1 Kilograms)
Power Source	Corded Electric (or PoE)
Compatible Devices	SIP-based systems, IP networks, WiFi networks, Bluetooth devices, external displays

Warranty and Support

The Grandstream GXV3370 IP Video Phone comes with a standard manufacturer's warranty. For detailed warranty information, technical support, or service inquiries, please refer to the official Grandstream website or contact their customer support directly. Keep your purchase receipt for warranty claims.

Official Grandstream Website: www.grandstream.com

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Ask about setup, troubleshooting, compatibility, parts, safety, or missing instructions. Manuals+ will review the question and use this page's manual context to help answer it.

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Question

Example: How do I reset this device or fix this error?

Details

Model number, symptoms, what you tried, or the section of the manual you are using.

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