## Grandstream GS-GXV3380

# Grandstream GXV3380 IP Video Phone User Manual

Model: GS-GXV3380

## Introduction

The Grandstream GXV3380 is an advanced IP Video Phone for Android, designed to provide a comprehensive communication solution. It integrates a 16-line IP video phone with multi-platform video collaboration capabilities and the versatility of an Android tablet. This device is ideal for businesses seeking a powerful desktop communication and productivity tool.

Key features include an 8-inch 1280x800 capacitive touch screen, a 2-megapixel camera, HDMI input/output for content sharing, dual microphones, and support for 1080p HD video. It also features dual Gigabit ports with PoE/PoE+, integrated Wi-Fi (802.11ac), and Bluetooth support, running on Android 7.x for access to a wide range of applications.

## Product Overview

### Package Contents

- GXV3380 IP Video Phone Unit
- Handset with Coiled Cord
- Ethernet Cable
- Power Adapter
- Wall Mount Bracket (Optional)
- Quick Installation Guide

### Physical Features

**Figure 1:** Front view of the GXV3380 IP Video Phone, showing the 8-inch touch screen display, handset, and physical navigation buttons.

**Figure 2:** Side view of the GXV3380, highlighting the handset cradle and the coiled cord connection.

**Figure 3:** The GXV3380 screen displaying an active video conference, demonstrating its multi-platform video collaboration capabilities.

The GXV3380 features an 8-inch 1280x800 capacitive touch screen IPS LCD, a 2-megapixel camera with a privacy shutter, and dual microphones for clear audio. Connectivity options include dual Gigabit network ports with PoE/PoE+, integrated dual-band 802.11ac Wi-Fi, Bluetooth 4.2, HDMI-In for remote screen sharing, HDMI-Out, USB, and Micro-SD ports.

## Setup Instructions

### Connecting the Phone

1. **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.
2. **Connect to Network:**
    - **Ethernet (PoE/PoE+):** Connect an Ethernet cable from the phone's LAN port to a PoE/PoE+ enabled switch or injector. This will power the phone and provide network connectivity.
    - **Ethernet (without PoE) & Power Adapter:** If PoE is not available, connect an Ethernet cable from the phone's LAN port to your network switch/router. Then, connect the power adapter to the phone's power jack and plug it into a power outlet.
3. **Optional Connections:**
    - **HDMI-In:** Connect an HDMI source (e.g., laptop) to the HDMI-In port for content sharing.
    - **HDMI-Out:** Connect an external display to the HDMI-Out port to mirror or extend the phone's screen.
    - **USB/Micro-SD:** Insert USB drives or Micro-SD cards for storage or media playback.

### Initial Configuration

Upon first boot, the phone will guide you through an initial setup wizard. This typically includes:

- Language Selection
- Network Settings (if not using DHCP or Wi-Fi setup)
- Time Zone Configuration
- SIP Account Registration: You will need your SIP server address, SIP User ID, and Password provided by your VoIP service provider.

For detailed SIP account configuration, refer to your VoIP service provider's documentation or the Grandstream GXV3380 Administration Guide.

## Operating Instructions

### Making and Receiving Calls

- **To Make a Call:**
    a. Lift the handset or press the Speakerphone button.
    b. Dial the desired number using the on-screen dial pad or physical buttons.
    c. Press the "Dial" or "Send" button on the screen.
- **To Receive a Call:**
    a. When the phone rings, lift the handset or press the Speakerphone button to answer.
    b. Alternatively, press the "Answer" button on the touch screen.
- **Video Calls:** During an active call, tap the video icon on the screen to initiate a video call, provided the other party also supports video.

### Using Android Applications

The GXV3380 runs on Android 7.x, allowing access to a wide range of Android applications. You can download and install apps from the pre-installed app store or Google Play Store (if configured).

- **Accessing Apps:** Swipe up from the home screen or tap the "Apps" icon to view all installed applications.
- **Installing Apps:** Open the app store, search for the desired application, and follow the on-screen prompts to install.
- **Video Conferencing Apps:** The phone supports popular video conferencing platforms like Zoom, Microsoft Teams, and WebEx, leveraging its camera and display for seamless meetings.

### Content Sharing

Utilize the HDMI-In port to share content from an external device directly on the GXV3380's screen or an external display connected via HDMI-Out. This is particularly useful for presentations or collaborative work.

## Maintenance

- **Cleaning:** Use a soft, dry, lint-free cloth to clean the phone's screen and body. For stubborn marks, slightly dampen the cloth with water. Avoid using harsh chemicals, abrasive cleaners, or aerosol sprays.
- **Environmental Conditions:** Keep the phone away from excessive heat, direct sunlight, and moisture. Ensure proper ventilation around the device.
- **Software Updates:** Regularly check for and install firmware updates provided by Grandstream. These updates often include performance improvements, bug fixes, and new features. You can usually find update options in the phone's settings menu.

## Troubleshooting

| Problem | Possible Cause | Solution |
|---|---|---|
| Phone does not power on. | No power connection or faulty power source. | Ensure power adapter is securely connected and plugged into a working outlet. If using PoE, verify the Ethernet cable is connected to a PoE-enabled port. |
| Cannot make/receive calls. | SIP account not registered, network issue, or incorrect configuration. | Check network cable connection. Verify SIP account registration status in phone settings. Confirm SIP credentials with your service provider. Restart the phone. |
| Poor audio quality. | Network congestion, incorrect audio codec, or faulty handset/speaker. | Check network bandwidth. Ensure appropriate audio codecs (e.g., G.722, Opus) are enabled. Test with speakerphone or another handset if available. |
| Touch screen unresponsive. | Temporary software glitch or excessive dust/debris. | Restart the phone. Clean the screen with a soft, dry cloth. If the issue persists, a factory reset might be necessary (backup data first). |

For more complex issues, consult the full Grandstream GXV3380 User Manual or contact Grandstream technical support.

## Technical Specifications

- **Model:** GS-GXV3380
- **Operating System:** Android 7.0
- **Display:** 8-inch (1280x800) Capacitive Touch Screen IPS LCD
- **Camera:** 2 Megapixel with Privacy Shutter
- **Processor:** 1.2GHz Cortex A9 Processor
- **RAM:** 2GB
- **Network Interfaces:** Dual Gigabit Ethernet ports with PoE/PoE+
- **Wi-Fi:** Integrated Dual-band 802.11ac
- **Bluetooth:** Bluetooth 4.2
- **Ports:** HDMI-In, HDMI-Out, USB, Micro-SD
- **Audio:** Dual Microphones, 48KHz Full-band Audio (Opus) support
- **Video:** 1080p HD Video support, 3-way local conferencing (1080p30 H.264)
- **Dimensions:** Approximately 8 x 5 x 11 inches
- **Weight:** Approximately 4 pounds

## Warranty and Support

### Warranty Information

Grandstream products typically come with a limited manufacturer's warranty. The duration and terms of the warranty may vary by region and reseller. Please refer to the warranty card included with your product or visit the official Grandstream website for detailed warranty information.

### Technical Support

For technical assistance, troubleshooting, or product inquiries, please contact Grandstream technical support. Support resources often include:

- Online Knowledge Base and FAQs
- Support Forums
- Email Support
- Phone Support (during business hours)

Visit the official Grandstream website (www.grandstream.com/support) for the most up-to-date support contact information and resources.

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