

[Manuals.plus](#) /

› [Grandstream](#) /

› Grandstream GXV3350 IP Video Phone User Manual

Grandstream GXV3350

Grandstream GXV3350 IP Video Phone User Manual

Model: GXV3350

INTRODUCTION

The Grandstream GXV3350 is a sophisticated 16-line IP video phone designed to provide an all-in-one communication solution. It integrates the functionality of an Android tablet, offering a rich user experience. This device features a 5-inch capacitive touch screen, a tiltable camera for video conferencing, HDMI output for external display, and dual microphones for clear audio. Connectivity options include dual Gigabit ports with Power over Ethernet (PoE/PoE+), integrated 802.11n Wi-Fi, and Bluetooth support. Running on Android 7.0, the GXV3350 provides access to a wide range of Android applications, enhancing its versatility for business communication needs.



An image showing the Grandstream GXV3350 IP Video Phone. The phone is black and grey, featuring a large 5-inch color touchscreen display on the right, a traditional handset on the left, and a numeric keypad below the screen. The screen displays the Grandstream logo, current time, date, and call information. The handset is connected by a coiled cord.

SETUP

1. Physical Connection

1. **Attach the Stand:** Securely attach the phone stand to the back of the GXV3350 unit. Ensure it clicks into place for stable positioning.
2. **Connect the Handset:** Plug one end of the coiled handset cord into the handset port on the side of the phone base and the other end into the handset.
3. **Connect to Network and Power:**
 - **Using PoE/PoE+:** If your network switch supports Power over Ethernet, connect an Ethernet cable from the LAN port on the GXV3350 to a PoE-enabled port on your network switch. This will provide both network connectivity and power.
 - **Using Power Adapter (if PoE not available):** If PoE is not used, connect the provided power adapter to the power port on the GXV3350 and then to a power outlet. Connect an Ethernet cable from the LAN port on the GXV3350 to your network switch or router.
4. **Optional: Connect to PC:** If desired, connect an Ethernet cable from the PC port on the GXV3350 to your computer. This allows your computer to share the network connection through the phone.

5. **Optional: HDMI Output:** For external display, connect an HDMI cable from the HDMI OUT port on the GXV3350 to an HDMI input on a monitor or TV.

2. Initial Configuration

Upon first power-on, the GXV3350 will boot up and display the Grandstream logo. It may then prompt you for initial setup steps, including network settings (if not using DHCP), date and time, and SIP account registration. Follow the on-screen instructions or consult your network administrator for specific SIP account details.

OPERATING INSTRUCTIONS

1. Basic Call Functions

- **Making a Call:**
 - Pick up the handset or press the **Speakerphone** button.
 - Dial the desired number using the keypad or select a contact from the address book on the touchscreen.
 - Press the **Dial** button on the screen or the **Send** key on the keypad.
- **Answering a Call:** When the phone rings, pick up the handset or press the **Speakerphone** button or the **Answer** button on the touchscreen.
- **Ending a Call:** Hang up the handset or press the **End Call** button on the touchscreen.
- **Hold/Resume:** During a call, press the **Hold** button on the touchscreen. Press it again to resume the call.
- **Transfer:** During a call, press the **Transfer** button on the touchscreen and follow the prompts to transfer the call.
- **Conference:** During a call, press the **Conference** button on the touchscreen to initiate a conference call.

2. Video Calling

The GXV3350 supports 720p HD video calls. To initiate a video call, ensure the recipient also has a video-capable device. The integrated tiltable camera allows for adjustment of the viewing angle. For larger audiences, the HDMI output can be used to display the video feed on an external monitor.

3. Android Features

As an Android-based device, the GXV3350 allows access to various applications. Navigate the touchscreen similar to an Android tablet. You can download and install business-related applications from the Google Play Store (if configured) or other approved sources to enhance productivity.

4. Wi-Fi and Bluetooth

- **Wi-Fi:** To connect to a wireless network, go to the Android settings menu, select Wi-Fi, and choose your desired network. Enter the password if required.
- **Bluetooth:** Enable Bluetooth in the Android settings to pair with compatible devices such as headsets for hands-free communication or other Bluetooth accessories.

MAINTENANCE

- **Cleaning:** Use a soft, dry, lint-free cloth to clean the phone's exterior and screen. For stubborn marks, a slightly damp cloth with water or a mild, non-abrasive cleaner suitable for electronics can be used. Avoid harsh chemicals, aerosols, or abrasive materials.
- **Software Updates:** Regularly check for and install firmware updates provided by Grandstream. These updates often include performance improvements, new features, and security patches. Updates can typically be managed through

the phone's administrative interface or via a central provisioning server.

- **Environmental Conditions:** Operate the phone within recommended temperature and humidity ranges. Avoid exposing the device to extreme temperatures, direct sunlight, or excessive moisture.

TROUBLESHOOTING

Problem	Possible Cause	Solution
Phone does not power on.	No power connection or faulty power source.	Ensure the power adapter is securely connected to the phone and a working power outlet, or that the Ethernet cable is connected to a PoE-enabled port. Test the outlet with another device.
No dial tone.	Network connectivity issue or SIP account not registered.	Check Ethernet cable connection. Verify network status on the phone's screen. Ensure your SIP account is correctly configured and registered with your VoIP service provider. Restart the phone.
Cannot make or receive video calls.	Camera issue, network bandwidth, or recipient device incompatibility.	Ensure the camera is not physically obstructed and is enabled in settings. Verify sufficient network bandwidth for video streaming. Confirm the recipient's device supports video calls.
Poor audio quality.	Network congestion, faulty handset/speaker, or microphone issue.	Check network connection stability. Try using the speakerphone or a different handset/headset. Ensure microphone is not blocked.
Wi-Fi connection unstable.	Weak signal, interference, or incorrect Wi-Fi settings.	Move the phone closer to the Wi-Fi router. Check for sources of interference. Re-enter Wi-Fi password or try connecting to a different network.

SPECIFICATIONS

- **Product Dimensions:** 1.1 x 9.7 x 6.5 inches
- **Item Weight:** 1.1 pounds (500 Grams)
- **Item Model Number:** GXV3350
- **Display:** 5-inch Color Touch Screen (1280x720 resolution)
- **Operating System:** Android 7.0
- **Connectivity:** Dual-Port Gigabit Ethernet with PoE/PoE+, 802.11n Wi-Fi, Bluetooth
- **Video:** 720p HD video support, Tilttable Camera, HDMI Output
- **Audio:** Dual Microphones, HD Audio
- **Power Source:** Corded Electric (or PoE)
- **Material:** Plastic
- **Color:** Black
- **Language:** English
- **Manufacturer:** Grandstream
- **First Available Date:** November 16, 2019

WARRANTY INFORMATION

Grandstream products typically come with a limited manufacturer's warranty. The duration and terms of the warranty may vary by region and product. For detailed warranty information specific to your Grandstream GXV3350, please refer to the warranty card included with your product packaging or visit the official Grandstream website. Keep your proof of purchase for warranty claims.

SUPPORT

For technical assistance, troubleshooting beyond this manual, or further inquiries regarding your Grandstream GXV3350 IP Video Phone, please contact Grandstream support directly. You can typically find support contact information, including phone numbers, email addresses, and online support portals, on the official Grandstream website (www.grandstream.com). Online resources such as FAQs, knowledge bases, and forums may also be available.

© 2023 Grandstream. All rights reserved.

ASK A QUESTION ABOUT THIS MANUAL

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.

Name

Anonymous

Email

you@example.com

After a successful submission, we securely hash the supplied account or form email before sending it to Microsoft Advertising for conversion attribution. [Privacy details](#).

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.

Submit question