




## GRANDSTREAM GXV3370 IP Multimedia Phone for Android User Guide

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Grandstream  
GXV3370  
IP Multimedia Phone for Android™

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## Quick User Guide

For detailed information, please consult the GXV3370 User Manual available at: [www.grandstream.com](http://www.grandstream.com)

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## Using Earphone, Headset, Speakerphone or Handset




The GXV3370 allows users to switch among handset, speaker, or headset (RJ9 headset, 3.5mm earphone, EHS headset, and Bluetooth headset) from the dial screen or during the call.

Under Dial Screen, tap on “Media”  or during a call, tap on “More” then on “Media Channel” in order to show the available media channels:




- Select “3.5mm Earphone” to use the earphone once the earphone is connected to the 3.5mm headset port.

- Select “RJ9 Headset” to use the headset once the headset is connected to the RJ9 port.
- Select “Bluetooth” to use the device connected to your phone via Bluetooth as a media channel.
- Select “Speaker” to use the speaker. Or tap on the Speakerphone icon on the dial screen.
- Select “Handset” or take the handset off-hook to use the handset.

## Make a Call

- 1) Take handset off-hook, or tap on the icon  on the phone’s shortcuts menu of the idle screen to open the dial screen.
- 2) Select the account on the left panel from the account widget.
- 3) Enter the number to dial out.
- 4) Tap on the icon  to make an audio call; Or Tap on the icon  to make a video call.

## Redial

- 1) Take the handset off-hook, or tap on the icon  on the phone’s shortcuts menu of the idle screen to open the dial screen.
- 2) A list of dialed calls will be displayed on the left side of the dial pad. Tap on the number you would like to call.
- 3) Tap on the icon  to make an audio call; Or Tap on the icon  to make a video call.

## Answer a Call

### 1) Single Incoming Call

- **Incoming Video Call:** When the phone rings, tap on “Video”, “Audio” or “Reject”.
- **Incoming Audio Call:** When the phone rings, select “Audio” or “Reject”.
- **Missed Call:** If a call is not answered, a missed call dialog prompt will show on the idle screen. Users could tap on the missed call to access the details.

### 2) Multiple Incoming Calls

- When there is another incoming call during an active call, users will hear a call waiting tone.
- The incoming call screen will show the caller’s name and ID. Similar to a single incoming call, users can tap on the “Audio Answer” or “Video Answer” softkey on the screen to answer audio or video call.
- Once the new call is answered, the currently active call will be placed on hold. If the new call is rejected by tapping on “Reject” softkey, the currently active call will not be interrupted.

## Call Hold

**Hold:** During the active call, tap on “More” then presses “Hold” softkey to put the call on hold.

**Resume:** When the call is on Hold, tap on the softkey “Unhold” on the screen to resume the call.

## End Call

End a call by tapping on the “End” icon  or hanging up handset of the phone.

## Call Transfer

### A. Blind Transfer

- 1) During the active call, tap on the “More” softkey and select “Transfer” to bring up the transfer screen.
- 2) Select “Blind” on the upper left of the screen.
- 3) Enter the digits and tap on the “Transfer” softkey.
- 4) The call will be transferred and GXV3370 will hang up the call.

### B. Attended Transfer

- 1) During the active call, tap on the “More” softkey and select “Transfer” to bring up the transfer screen.
- 2) Select transfer mode as “Attended” by tapping in the transfer mode softkey in the upper left of the transfer screen.
- 3) Enter the transfer target number, and then press the “Send” softkey on the right.
- 4) Before transfer target answers the call, GXV3370 hears the ringback tone and a dialog will prompt on the

screen with “Cancel” and “End” softkey:

– Tap on “Cancel” to cancel the transfer.

– Tap on “End” or simply hang up the call to complete the call transfer.

5) After the transfer target answers the call, a prompt will show. If the user simply hangs up or taps on the “End” soft key, the call will be transferred, and GXV3370 will hang up the call. If the user taps on the “Split” soft key to separate the calls, the user will talk to the second established call while the first call is on hold.

### Conference



The GXV3370 supports up to the 7-way audio conference and 3- way HD Video Conference.

## A. Initiate a Conference

### • Initiating conference from dial screen

1) On the dial screen, enter the extension number then press on it in the left panel of the screen.

2) The extension number will be added to the dialing field and you can dial another number.

3) With the same method, add the other extension numbers then tap on the icon to make  an audio call; Or Tap on the icon  to make a video call.


### • Initiating a conference during a phone call


1) When the phone is on the call screen, tap on “Conference” softkey;

2) Enter the third-party number or choose an available number on the left menu from call history or contacts to form a conference of 3. After the call is established, the conference screen is brought up;

3) Tap on to add another member to the conference;

### • Initiating conference directly using conference soft key

1) On idle screen, press conference soft key 

2) Tap on  to add the members of the conference.

3) If there are calls on hold, users could then tap on the call to add it to the conference directly

**Note:** Users can configure “Auto Conference Mode” by enabling it from the GXV3370 Web GUI under Phone Settings → Call Settings. Then, when there are multiple calls, tap on “More” and select “CONF” to establish a conference with all parties.

## B. Remove Party from Conference


• Tap on the party you would like to remove on the conference screen.

• Tap on the icon  to remove the party.

### C. End a Conference

Tap on the “End” softkey  to disconnect all the parties from the conference.

### Voicemail

1) When there is a new voicemail, MWI LED will blink in red and the voicemail icon  will show on the top status bar.



2) Tap on the Message icon  from the applications section to bring up the voicemail screen.

3) Voicemail screen with all the registered accounts and the number of voicemails will be displayed.




4) Tap on the account to dial into the voicemail box.

**Note:** For each account, the Voicemail User ID can be set up under web GUI→Account X→Call Settings: “Voice Mail Access Number”.



### Mute/Unmute

During an active call, tap on the “Mute” softkey  to mute the call and press the “Unmute” softkey  to unmute a muted call.

### DND

- 1) Touch and drag the status bar down on the GXV3370 idle screen.
- 2) Tap on the DND icon  to turn it on. The status bar shows an icon  indicating DND is on.
- 3) Tap on the DND icon  to turn it off.


### Volume Adjustment

- Press the key  to decrease the volume.
- Press the key  to increase the volume.

### Contacts

To access GXV3370 contacts, on the phone’s idle screen, tap on the icon  on the right panel.



### Call History

- 1) To access the Call History, tap on the icon  on the idle screen.
- 2) Tap on one of the call history entries to call this number directly. The phone will use the same account as the call log when dialing out.
- 3) For each call history entry, users could tap on the entry to access the details.

### Camera adjustment

The GXV3370 has a built-in camera. Scroll the wheel up/down on the back of the camera to adjust the camera angle during the video call.

## Documents / Resources

	<a href="#">GRANDSTREAM GXV3370 IP Multimedia Phone for Android</a> [pdf] User Guide GXV3370, IP Multimedia Phone for Android
	<a href="#">GRANDSTREAM GXV3370 IP Multimedia Phone for Android</a> [pdf] Installation Guide GXV3370, IP Multimedia Phone for Android

## References

- [Grandstream Networks - Networking & Unified Communications](#)
- [Support- Grandstream Networks](#)