MAKING PHONE CALLS

ACCOUNT

The GVC3200 supports up to 9-way video conference, please register the account to the server before making calls. The following figure shows the accounts are successfully registered (account icon is green). This displays on the left side of the top status bar in your LCD display device.

Figure 19 GVC3200 SIP Account

DIAL SCREEN

Once the account is successfully registered, users could use one of the following 3 ways to bring up dial screen to start making calls.

- Press the DIAL icon in the lower right corner of the remote control.
- On the LCD display device, click on icon on home screen.
- On the LCD display device, click on Applications and select to bring up dial screen.

Enter digits in the dial-up box, if the digits or the letters for the digit matches contacts and call history, a dropdown list of numbers will be displayed. For example, entering 5 (JKL), 6 (MNO), 4 (GHI) and 6 (MNO) will display 5646 or john if contact "john" exists. The matching characters will be highlighted in red.

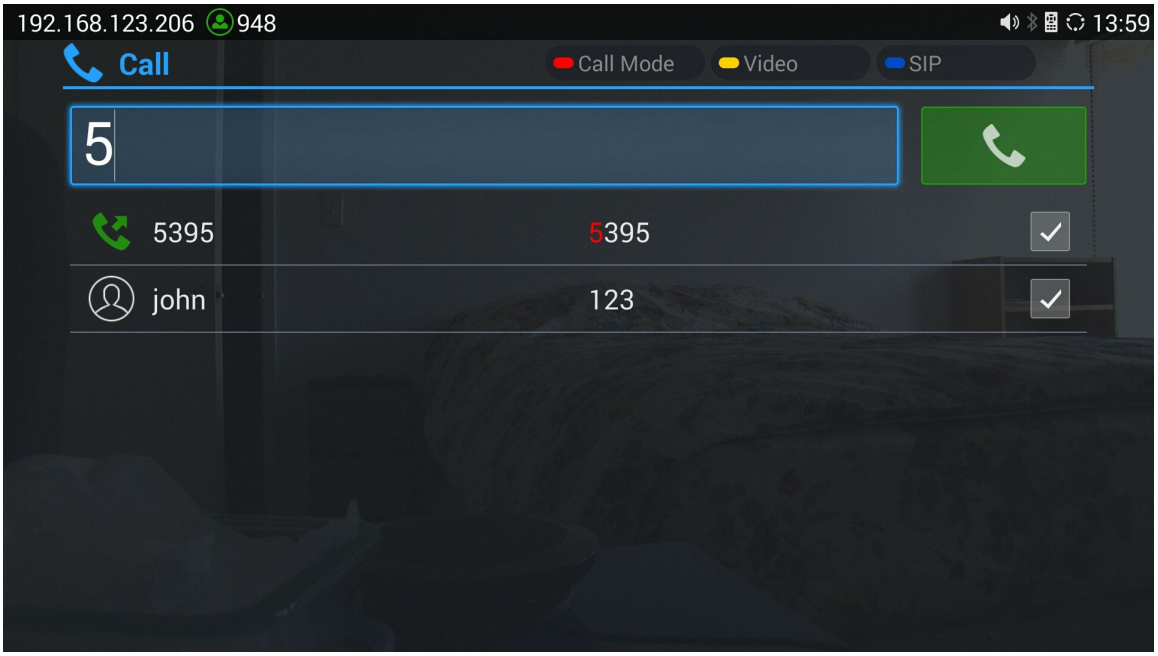

Figure 20 GVC3200 Call Screen

- Press the red shortcut key on the remote control to bring up call mode setting screen, set call mode to Call, Paging or IP call;
- Press the yellow shortcut key to set call type to Audio or Video;
- Press the blue shortcut key to switch to BlueJeans or SIP Call.
- Click on "Cancel" icon on screen or press key on the remote control to cancel the call.

DIALING A NUMBER DIRECTLY

1. Open the dial screen.
2. Use the remote control keyboard to enter digits, or click the input box to enter using the pop-out soft keyboard;
3. Press on the remote control to dial out, or move the cursor to the icon on dial screen and click it to dial out.

Note:

1. By default, the GVC3200 allows users to press # key as SEND key. This behavior can be disabled via option "Use # as Dial Key" under web GUI.
2. When entering initials or full spellings of a name that exists in the contact, this contact will show in the dropdown list. For example, if the user inputs Amy by pressing the corresponding digits “2” (ABC), “6” (MNO), “9” (WXYZ) on the remote control, Amy's name and number will be displayed in the list if it exists in the contact. Users can then select it to dial out.

REDIAL

Users can dial out the last dialed number if there is dialed call log. Access the dial screen and then press "#" key or on the remote control to dial out.

DIALING A NUMBER VIA CONTACT

Follow the steps below to dial a number via Contacts.

1. On the LCD display device, access Contacts by tapping on on home screen;
2. Navigate and select in the contacts entries using the remote control navigation keys;
3. Press on the remote control to dial out.

DIALING A NUMBER VIA CALL HISTORY

1. On the LCD display device, access Applications on home screen and access call history by selecting icon ;
2. The LCD will display all call history types. Navigate in the call history list by selecting the call history category. Select the call history entry you would like to dial out;
3. Press on the remote control to dial out.

DIRECT IP CALL

Direct IP Call allows GVC3200 and another VoIP device to talk to each other in an ad-hoc fashion without a SIP proxy. VoIP calls can be made between these two if:

- Both GVC3200 and VoIP phone have public IP addresses

  Or
- Both GVC3200 and VoIP phone are on the same LAN/VPN using private or public IP addresses

  Or
- Both devices can be connected through a router using public or private IP addresses (with necessary port forwarding or DMZ).

To make a direct IP call, please follow the steps below:

1. Access the dial screen on GVC3200;
2. Press the red shortcut key on the remote control to bring up call mode setting screen, set the mode to "IP Call";
3. Input the target IP address. For example, if the target IP address is 192.168.124.123 and the port is 5062, input the following:

   192*168*124*123#5062

   The * key represents the dot (.) and the # key represents the colon (:).
4. Press the yellow shortcut key on the remote control to select "Audio Call" or "Video Call";
5. Press on the remote control to dial out.

PAGING/INTERCOM

Before placing paging/intercom, please make sure the callee has paging/intercom enabled so it can automatically answer the paging/intercom call. To make paging/intercom call:

1. Access the dial screen on GVC3200;
2. Press the red shortcut key on the remote control to bring up call mode setting screen, set the mode to "Paging/Intercom";
3. Enter the number to dial;
4. Press the yellow shortcut key on the remote control to select "Audio Call" or "Video Call";

5. Press on the remote control to dial out.

ANSWERING A CALL

SINGLE INCOMING CALL

When the device is in idle and there is an incoming video call, the device will show the call screen as below. Select “Video Answer” to answer the call with both video and audio, “Audio Answer” to answer the call with audio only, or "End" to reject the call using the remote control navigation keys.

MULTIPLE CALLS/CALL WAITING

When there is an incoming call during an active call, users will hear a call waiting tone with the LCD displaying the caller name and ID for the incoming call.

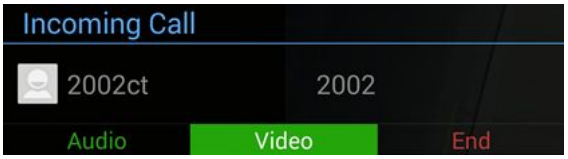

Figure 21 GVC3200 Multiple Incoming Calls

Similar to single incoming call, users could select “Audio” to answer with audio only, “Video” to answer with video and audio, or “End” to reject the call using remote control navigation keys.

Note:

By default, answering a call during an active call will automatically add this party into the conference. To answer the call separately without establishing the conference, users could log in web UI->Settings->Call Settings to select “Disable Conference”.

SWITCHING LINES DUING CALL

When there are multiple calls on the GVC3200, there could be only one line in talking status while the others will be put on hold. The users can use the Left/Right buttons on the remote control to switch between the call. Unhold the call after selecting the line and then the users can talk using this line.

Note:

By default, answering a call during an active call will automatically add this party into the conference. To answer the call separately without establishing the conference, users need to log in web UI->Settings->Call Settings to select “Disable Conference”.

CALL HOLD

During an active call, press HOLD button to put the call on hold, then you can dial out the second call.

- On the LCD display, click on to resume the call
- On the LCD display, click on or press on the remote control to end the call.

If the current call is a video call, the screen will not display remote video when being put on hold.

CALL TRANFER

A call can be transferred to another party during the call. The GVC3200 supports blind transfer and attended transfer. To use transfer, users need to log in web UI->Settings->Call Settings and select "Disable Conference" first.

BLIND TRANSFER

1. During an active call, click on TRANSFER button on the call screen to bring up the transfer interface;
2. Select transfer mode as "Blind" by pressing the blue shortcut key on the remote control. The default transfer mode is "Blind";
3. Enter the digits to dial out. If wrong digit is entered, press key on the remote control to delete it;
4. Press on the remote control or click on on the screen;
5. The call will be transferred and the GVC3200 will hang up the call.

AUTO-ATTENDED TRANSFER

The GVC3200 supports auto attended transfer which provides users a fast and easy way to complete attended transfer.

1. During an active call, click on TRANSFER icon on the call screen to bring up the transfer screen;
2. Press the blue shortcut key on the remote control to select transfer mode as "Attended";
3. Enter the digits to dial out. If wrong digit is entered, press key on the remote control to delete it;
4. Press on the remote control or click on on the screen.
5. When the GVC3200 hears the ringback tone,

- If the user hangs up the call, the call will be transferred before answer.
- If the user clicks "Cancel", the transfer will be cancelled.
- If the call is answered, the second call will be established on the GVC3200. The user could then hang up the call or press the "Transfer" soft key to complete the transfer.
- If the user clicks on "Split" to separate the calls, the GVC3200 will establish call with the second call while placing the first call on hold.

ATTENDED TRANSFER

Besides auto-attended transfer, users could also consult the third party first before transferring the call.

1. During the active call, press on the remote control to bring up the transfer screen, or click on MORE icon on the call screen and then select "add call". This will place the current call on hold;
2. The second call establishes after the call is answered;
3. Click on TRANSFER button to bring up transfer screen. The first call on hold will be displayed;
4. Press the blue shortcut key on the remote control to select transfer mode as "Attended" in the transfer screen to transfer the call;
5. The call will be transferred and the GVC3200 will hang up the call.

MUTE

During an active call, press the MUTE button to mute the call, press the button again to unmute the call.

You can also tap on icon on the call screen to mute/unmute the call.

CALL RECORDING

During the call, users could record the video to the external SD card plugged into the GVC3200. Once recorded, the users can view the recorded video in Recorder application and download the video from web UI->Maintenance->Recording. For more details, please refer to the chapter ***RECORDER***.

1. During an active call, press the recording key *⁄⊙ on the remote control. A red Rec icon will show on the upper left of the screen;
2. The recording files will be automatically saved to the external SD card when the call is finished. Users could also press *⁄⊙ on the remote control to stop recording anytime;

DND (DO NOT DISTURB)

When DND is on, the incoming calls to the GVC3200 will be blocked without ringing. The DND icon will be displayed in the status bar on the top of the screen when DND is turned on.

- When the GVC3200 is in idle screen, the user can press button on the remote control to turn on/off DND.
- When the GVC3200 is in an active call, the user could turn on/off DND in call screen->MORE options. This will not affect the current call and it will take effect staring from the next incoming call.

MISSED CALL

When there is a missed call, the call icon on home screen will show the number of missed calls. Once accessed the dial screen, the reminder icon will disappear.

CALL FORWARD

Call forward (Unconditional/No-answer/Busy/Time-based) can be set up from web GUI. Log in GVC3200 web GUI and go to Settings page->Account->Call Settings. For details, please refer to "GVC3200 Administration Guide".

CONFERENCE

LAYOUT

The GVC3200 supports up to 9-way conference. The GVC3200 can be the host to initiate a conference or join other conferences as a member.

You can connect multiple HDMI output devices for conference. HDMI 1 interface is the primary output when plugging in multiple HDMI display devices. The device connected to HDMI 1 interface will display local site by default while other devices automatically display remote sites. If the VGA/HDMI IN device is plugged in to the GVC3200, the device connected to HDMI 1 interface displays presentation of VGA/HDMI input while other devices will display video view.

During the conference, you can also tap on to go back to HOME screen, with the conference video displayed in the background.

INITIATING CONFERENCE

The conference can be initiated in multiple ways.

From Call Screen:

1. Access the call screen, enter the number in the text box or select members from the list below;
2. Press on the remote control or click on on the screen to dial out.

From Schedule

For more details, please refer to chapter ***SCHEDULE***.

ANSWERING AN INCOMING CALL IN CONFERENCE

You can specify how your GVC3200 handles incoming calls. Depending on your configuration, your GVC3200 automatically answers a call or prompts you to answer a call manually:

- Log in GVC3200 web GUI and go to Settings page->Account->Call Settings and set "Auto-answer" option to "Yes". All incoming calls will be automatically answered. If it's a video call, it will be answered with video as well.
- If "Auto Answer" is set to No, the user will need manually select to answer with video, audio or reject the call using the remote control on the LCD prompt.

CONFERENCE MANAGEMENT

The following figure shows a 3-way conference established.

Figure 22 GVC3200 3-Way Conference

Redial: Dial out the number again if the previous dialing failed.

Add member: Access dial screen and add more numbers to join conference.

Delete member: Select member to delete.

Conference control. Control conference members. Including mute, disable sound, camera control and pause video.

Suspend: Pause/resume conference. Once paused, the GVC3200 will stop sending local video to the remote party.

Presentation: Turn on/off presentation. HDMI IN or VGA IN must be plugged in first.

More: Bring up more options including mixing video with Third party applications (only available when the application is installed on GVC3200), view call details, set DND, open DTMF and switch mainstream and sub stream.

End: End conference and go back to home screen.

Users could press the red/blue/yellow shortcut keys on the remote control to input DTMF, view notifications and view status.

During the active conference call, if there is a new member joining conference, an outgoing call failed or a member hanging up, there will be a prompt box on the left side of the conference screen showing notifications. The notification prompt will be automatically hidden if there is no new notification in 2 seconds.

On the right side of the video conference screen, users can see member status such as audio/video calls, or whether the call is being muted.

If the current participants also use the GVC3200, you can press the camera control key on the remote control to control PTZ device of the opposite side.

Table 15 GVC3200 Conference Member Status Descriptions

Icons	Descriptions
	The current line is in an audio call.
	The current line is in a video call.
	The current line is being muted.
	The current line is not connected.

The operations toolbar on the bottom of the video conference screen will be automatically hidden if there is no operation in 5 seconds. Press any key to bring up the toolbar again.

INVITE MEMBERS TO CONFERENCE

Users could use one of the following ways to add members.

- Access the dial screen by clicking on the ADD icon on conference screen. Then enter the number to dial out. Once the member answers the call, it will be connected into the conference automatically.
- When GVC3200 is on conference screen, press on the remote control to access the call screen. Then enter the number to dial out. Once the member answers the call, it will be connected into the conference automatically.

The member calls the conference number. If the host answers the call, the member will join conference automatically.

REMOVING MEMBER FROM CONFERENCE

To remove a member from the conference, click on the DELETE icon on conference screen. Then select the member from the member list and press the "OK" key to delete it.

CONFERENCE CONTROL

Tap on to make operations like mute, disable sound, camera control and suspend video. The conference control screen is as shown below.

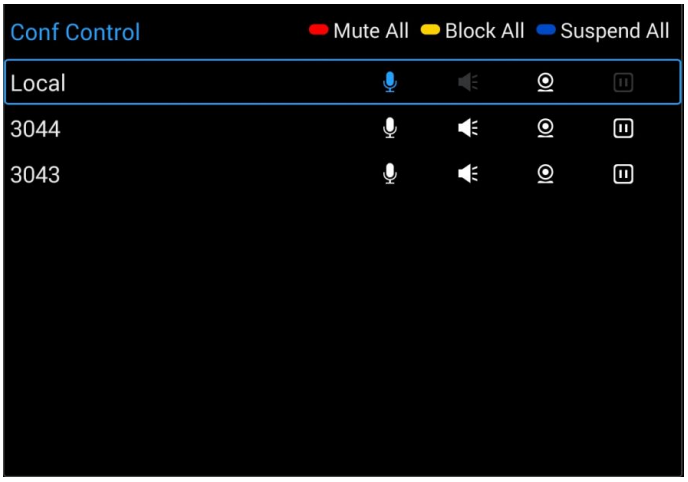

Figure 23 Conference Control Screen

1. Use Up/Down navigation keys on the remote control to select conference member;
2. Use Left/Right navigation keys on the remote control to make operations and press the "OK" key to set, press the "OK" key again to cancel. E.g. Tap on to mute one member and the icon will turn to , tap on again to restore.

Note:

User could also use the icon on the remote control during the conference to mute/unmute the local party.

Users could press the shortcut keys on the remote control on conference control screen to mute all, block all or suspend videos.

PAUSE CONFERENCE

The video will be stopped if the conference is paused. You will not see the video view of the members and the other members won't see you either.

Note:

1. The new incoming call will be rejected if the conference is paused.
2. The presentation will be displayed normally when the conference is paused.

PRESENTATION SHARING

The GVC3200 supports dual stream video, with the presentation sharing function, you can connect VGA/HDMI input devices such as a computer or DVD player to your GVC3200 and share the VGA/HDMI input source content with remote parties while they can still view the video of local GVC3200.

If the members cannot receive dual stream, you can switch the stream to mainstream so that the members can still view the presentation. To switch stream,

1. On the conference screen, select MORE button ->"Switch to substream";
2. Press the "OK" key on the remote control and the presentation will be sent to remote parties as substream.

The following figure shows 3 TVs used for GVC3200. The one on the top shows presentation, the two on the bottom show remote party video.

Figure 24 GVC3200 3-Way Conference with Presentation

Note:

When both HDMI IN interface and VGA IN interface are connected, the GVC3200 will only display the device connected to HDMI IN port.

CONFERENCE RECORDING

During the video conference, press *⁄⊙ on the remote control to record conference, press the key again to stop recording. The recording will be automatically saved to the external SD card plugged into the GVC3200.

Note:

GVC3200 only support save the recording file to the external SD card, if not detected external SD card or the SD card is full when pressing the recording key *⁄⊙ , the recording will be failed.

CALL DETAILS

Users could view audio and video details of the conference members. On the conference screen, click on and select “Call Details”.

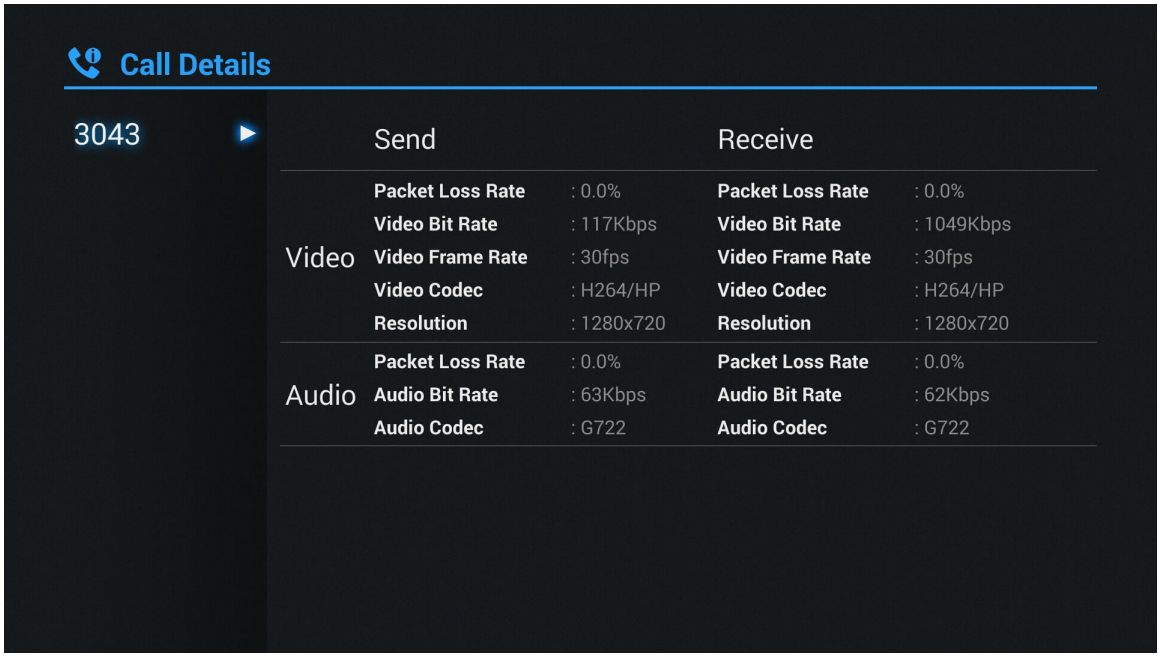

Figure 25 GVC3200 Call Details Screen

TURNING ON DND IN CONFERENCE

When DND is enabled during conference, the new incoming calls will be blocked. On the conference screen, use the remote control to click on MORE button and select "DND";

The icon DND will be displayed on conference which has set DND mode. To disabled DND, Select DND mode again and press the "OK" key to cancel.

Note:

When set DND mode during a conference, the DND mode still effective when the conference is over. to To disable DND, please press on the remote control when there is no active call.

CONFERENCE LOCK

Users could lock/unlock the scheduled conference. Once locked, the other incoming calls will unable to join conference.

The locked scheduled conference will display on below screen.

OPEN DTMF

The user can dial DTMF during the conference.

1. On the remote control, press the red shortcut key, or click on MORE button -> select "Open DTMF" on the conference screen to bring up the DTMF input screen;
2. Press the digital keys on the remote control to input DTMF. Press to cancel if needed.

THIRD PARTY APPLICATIONS

The GVC3200 runs the Android Operating System and therefore offers full access to the hundreds of thousands of Android apps in the Google Play Store, including Microsoft Lync™, Skype™, Google Hangout™ and etc. The calls using certain apps can be mixed with the SIP call so that they can be brought into the same conference on the GVC3200.

For example, to use third party app Microsoft Lync™ during the conference:

1. Install Microsoft Lync™ and sign in;
2. Establish a conference call on the GVC3200;
3. On the conference screen, click on MORE button and select "Third party applications";
4. Press the "OK" key, and select Lync application in the popup menu;
5. Search contacts in Lync and dial out;
6. The new call will be added to conference.

END CONFERENCE

To end the conference, tap on END button or press key on the remote control to disconnect. If the GVC3200 is the conference host, ending the conference will disconnect all the members from the conference. If the conference member hangs up the call, it will be disconnected from the conference but other parties in the conference will stay in the conference.

SCHEDULE

SCHEDULE feature allows the user to set a specific time to hold a conference in advance, with conference reminder and members.

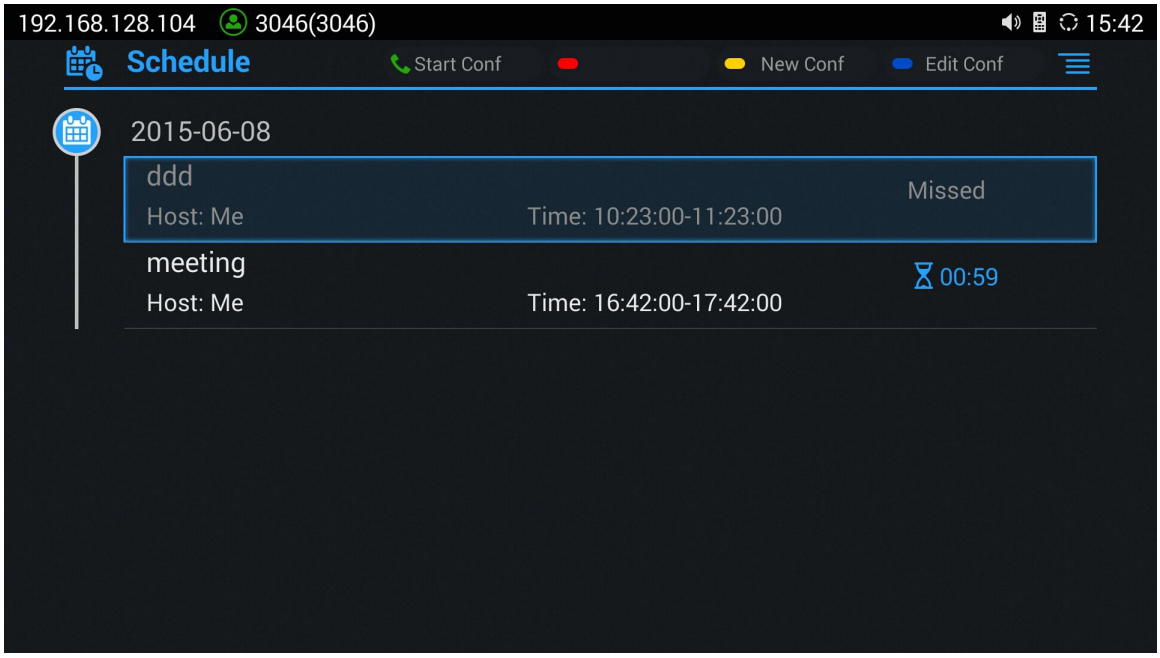

Figure 26 GVC3200 Schedule Screen

Follow one of the ways below to access schedule conference screen:

- On the home screen, click on CONFERENCE button .
- On the home screen, click on APPLICATION button and select .
- Users will see the scheduled conferences (after the current time) in the schedule screen. Select one conference entry to view details.

Note:

Conferences that have been held in the past will not be displayed in the schedule screen.

VIEW CONFERENCE DETAILS

Users could view scheduled conference details after the current time. Select one conference and press the "OK" key on the remote control to view conference details.

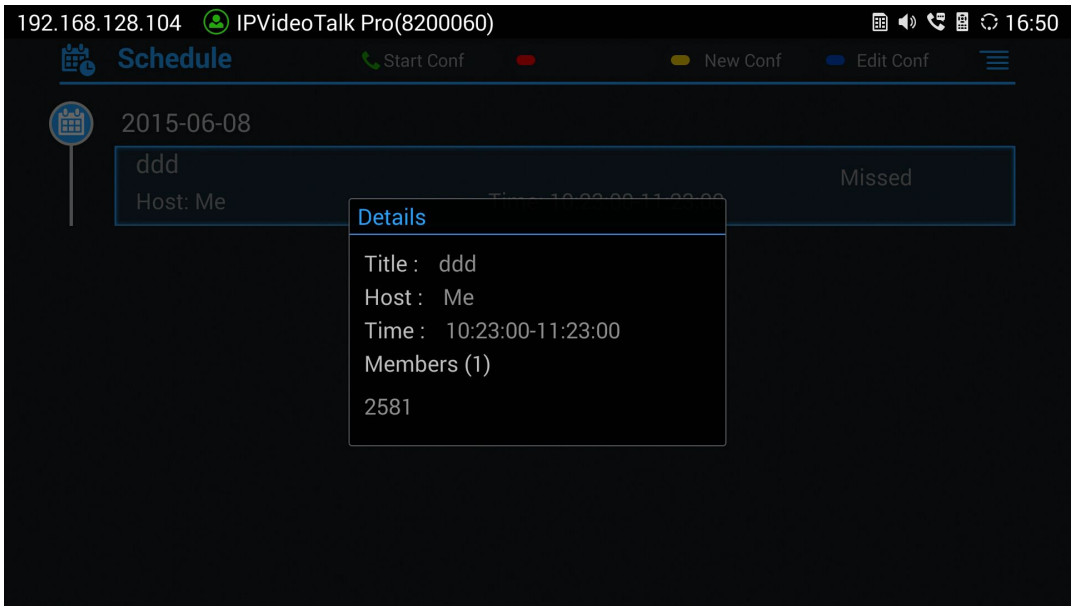

Figure 27 Conference Details Screen

ADD SCHEDULED CONFERENCE

Follow the steps below to add a scheduled conference:

1. On the home screen, select to access schedule screen;
2. On the remote control, press the yellow shortcut to "Add Conference" screen as below;

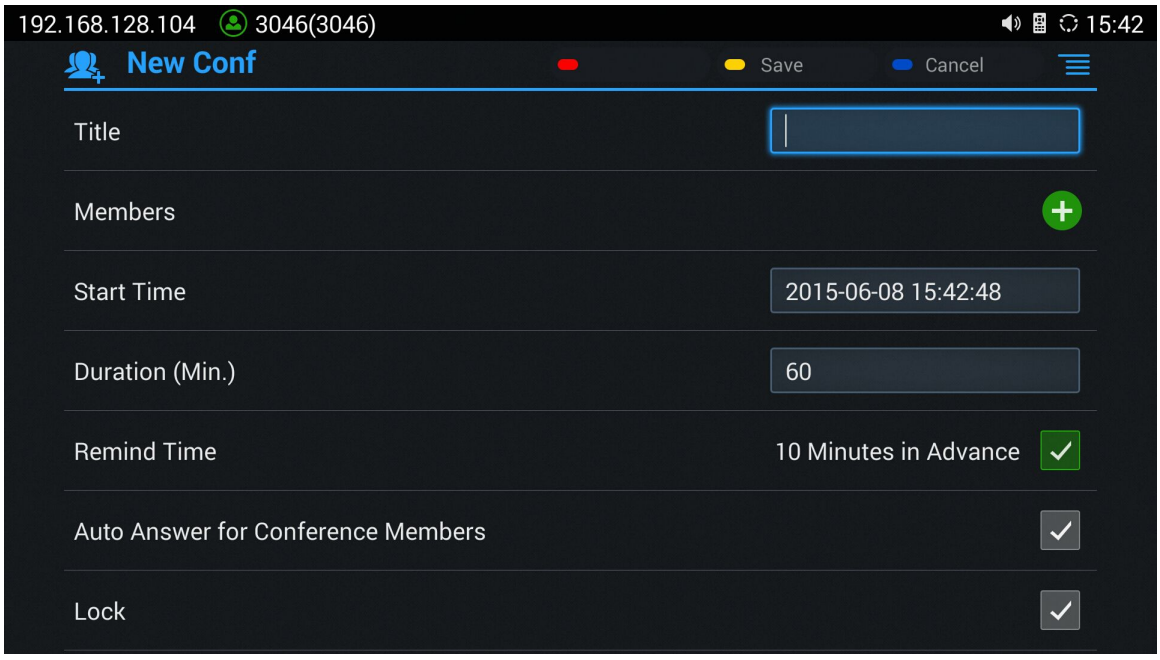

Figure 28 GVC3200 Add Conference Screen

3. Fill in conference name, members, start time, conference duration, etc.;

4. Press the yellow shortcut key on the remote control to save the scheduled conference.

Table 16 Add Conference Parameters

Parameters	Descriptions
Title	Set the conference name to identify this conference.
Members	Click on button to access the Add Member screen. You can add one member or a group of members. Press the yellow key on the remote control to save and go back to schedule screen. Up to 8 members can be added.
Start Time	Configure when the conference starts.
Duration (Min)	Configure conference duration.
Reminder Time	Configure whether to remind users in advance. A prompt dialog box will pop up on the GVC3200 screen 10 minutes before the conference starts.
Auto Answer For Conference Member	Configure whether to answer the call from the conference member automatically. If the call is not from the conference member, it will not be answered automatically.
Lock	Users could lock/unlock the scheduled conference. Once locked, the other incoming calls will unable to join conference.

EDIT SCHEDULED CONFERENCE

Follow the steps below to edit scheduled conference:

1. Access conference schedule screen and select the conference entry you would like to edit;
2. Press the blue shortcut key on the remote control to access edit screen;
3. Press the yellow shortcut key on the remote control to save changes and go back to schedule screen.

RESCHEDULE CONFERENCE

1. Access schedule screen and select the conference entry you would like to edit;
2. Press the MENU key on the remote control and select "Reschedule" option;
3. Set new conference start time in the popup dialog box;
4. Click on the SAVE button to save changes. If you would like to cancel the change, or press on the remote control or click on CANCEL button on the screen.

DELETE SCHEDULED CONFERENCE

Follow the steps below to delete the existing scheduled conference:

1. Access schedule screen and select the conference entry you would like to delete;
2. Press the MENU key on the remote control and select "Delete".

VOICEMAIL

When there is a new voicemail, voice mail icon will show up as a notification in the status bar. Users could login the web UI->Settings->Account->General Settings to configure the access number for the voicemail.

Follow the steps below to access voicemail:

1. Access the dial screen and input voicemail access number;
2. Press on the remote control or click on on the call screen to dial into the voicemail box;
3. Follow the Interactive Voice Response (IVR) for the message retrieval process.

Users could also go to Home screen->Applications and click on “Voice Mail” to access the voicemail box. The number of new voicemail messages will be shown on the voice mail app icon as well. See figure below.

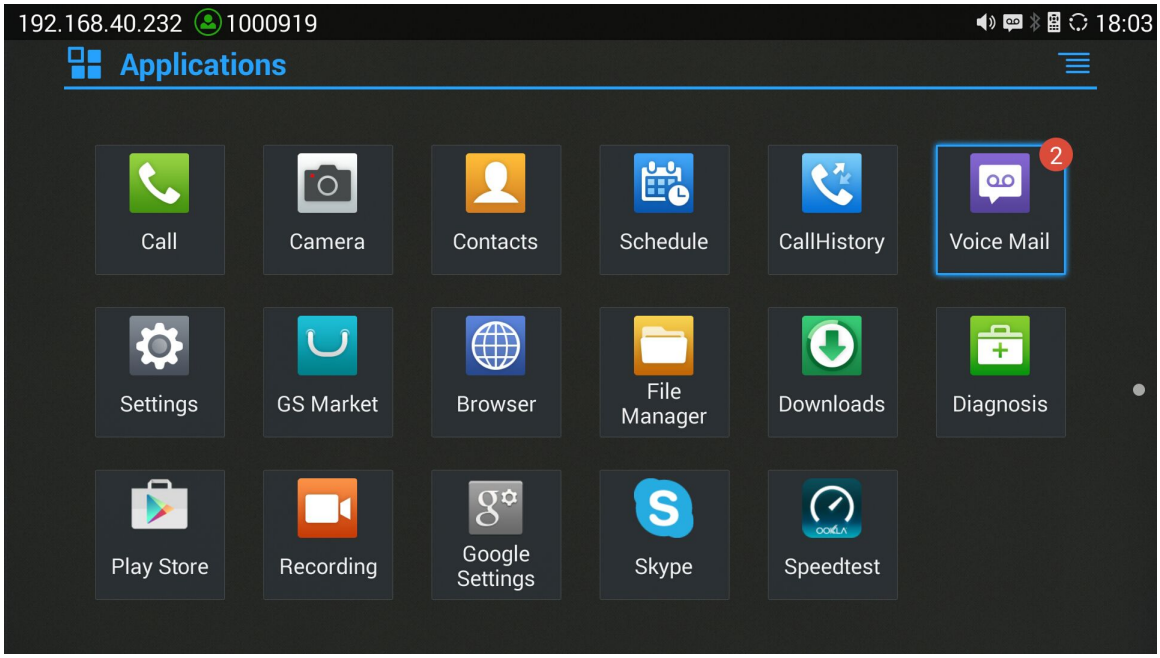

Figure 29 GVC3200 Voice Mail Application

OTHER FUNCTIONS

REMOTE CONTROL APPLICATION

Besides using the Bluetooth remote control in the GVC3200 package, the users could also download the Grandstream remote control application and install it on an Android device. The remote control application is used via Bluetooth protocol. Follow the steps below to install the remote control application:

1. Download the Grandstream remote control application (GS_RCU.app) for GVC3200 from GS Market and install it on your Android device;
2. Open GS_RCU.app on the Android device and access settings screen;
3. Select the GVC3200 device you would like to connect to. Each discovered GVC3200 could be distinguished by the last 6 digits of its MAC address;
4. Pair GS_RCU.app with the GVC3200 via Bluetooth. Users might see prompt on the GVC3200 and Android device to confirm the passcode during pairing and connection process;
5. After pairing and connecting the remote control application, users can use the keys and options on the Android device touch screen to control the GVC3200.

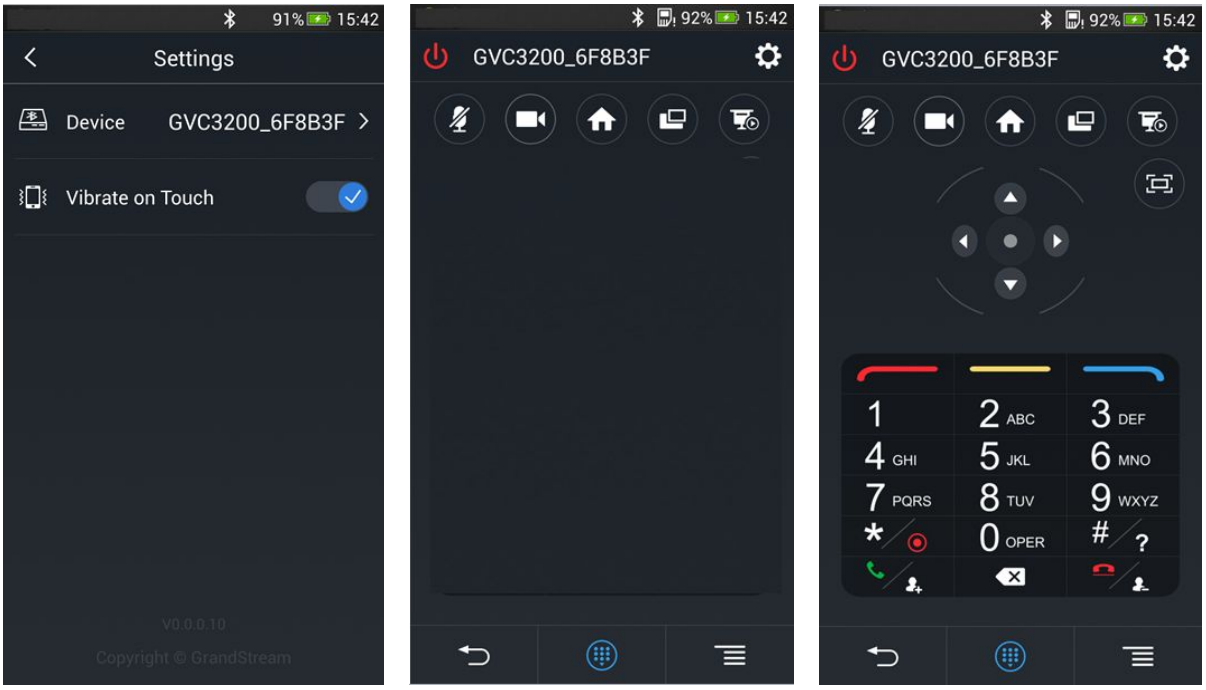

Figure 30 GVC3200 Remote Control Application on Android Device

- Tap on in the upper right corner to access settings screen as the left figure shows above.
- Tap on to go back to home screen as the figure in the middle shows above.
- Tap on to bring up navigation panel and numeric keyboard as the right figure shows above, tap

on again to hide the keyboard.

BLUEJEANS

The GVC3200 has built-in BlueJeans access for users to dial BlueJeans calls. Follow the steps below:

1. On the LCD dial screen, press the blue shortcut key on the remote control to switch call mode from SIP Call to BlueJeans.
2. When the call mode shows BlueJeans, input BlueJeans conference ID and conference password.
3. Press on the remote control or click on on the screen to dial out.

APPLICATIONS

GVC3200 provides built-in applications such as like Contacts, Call History, FileManager, Browser and etc. Users could also download the apps from GS market or Google Play to install on the GVC3200.

CONTACTS

GVC3200 Contacts app helps users to easily store and manage phone number and contact information. Users can add contacts on the GVC3200 or import contacts from external devices as well as download from a server.

On the GVC3200 home screen, click on CONTACTS icon, or go to APPLICATIONS and select to access contacts app.

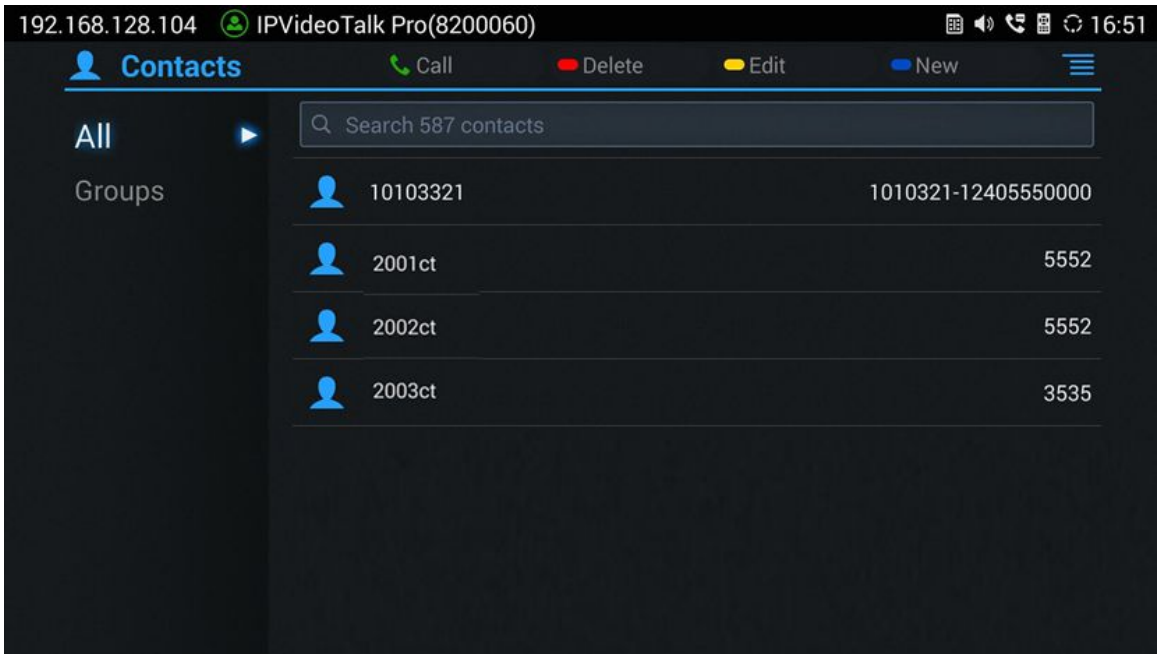

Figure 31 GVC3200 Contacts Screen

- **All**
  Display all contacts.
- **Groups**
  View groups. Select one group to view group details.
- **Call**
  Select the contact, and press on the remote control or click on to dial the contact you would like to call.
- **Delete**
  Press the red shortcut key on the remote control to delete contacts.
- **Edit**

Press the yellow shortcut key on the remote control to edit contacts.

- **Add**

  Press the blue shortcut key on the remote control to access New Contact screen, fill in contact information and press the yellow shortcut key on the remote control to save it.

- **Menu**

  Press ☰ on the remote control to access menu to edit/add/delete/export/import/download contacts.

- **Contact Details**

  Select one contact and press the "OK" key on the remote control to view contact details.

ADD CONTACT

ADD SINGLE CONTACT

Follow the steps below to add one single contact.

1. Press the blue shortcut key on the remote control to access New Contact screen.

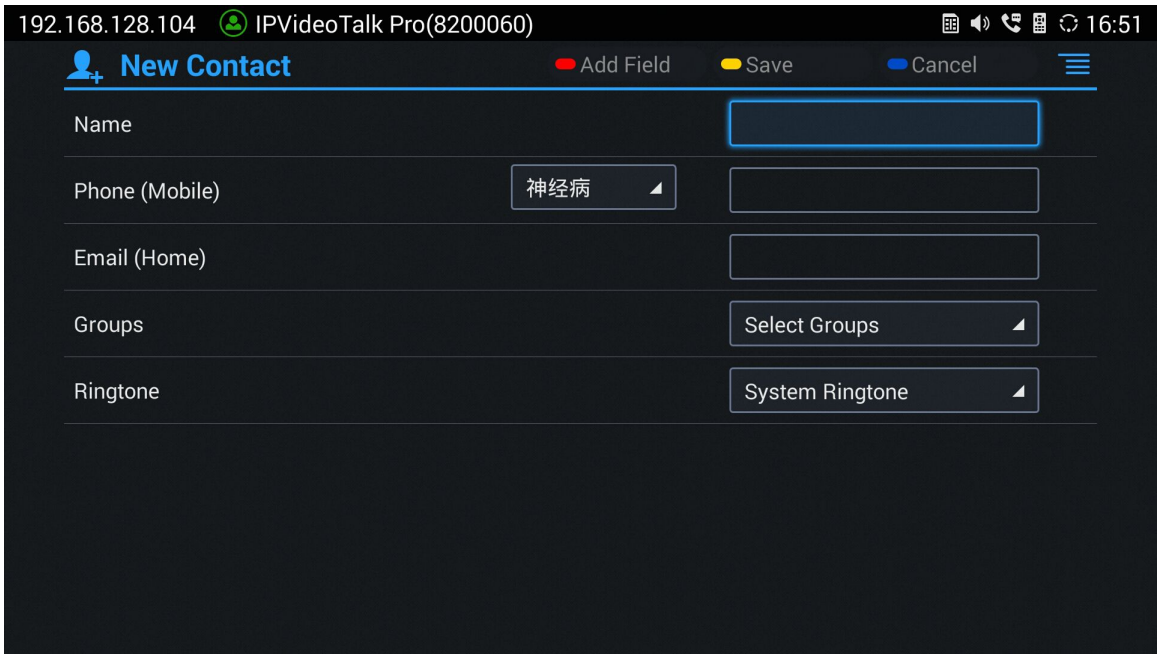

Figure 32 GVC3200 Add New Contact Screen

2. Enter contact information.
3. Press the red shortcut key to add more fields.
4. Press the yellow shortcut key to save the contact information.

Users could press the red shortcut key to add more contact information.

BATCH IMPORT CONTACTS

Import function allows users to batch import contacts. The phonebook with compatible format needs to be saved to the storage devices like SD card/USB flash drive and plugged into the GVC3200.

1. Press the red shortcut key on the remote control to bring up the Import Contacts screen;

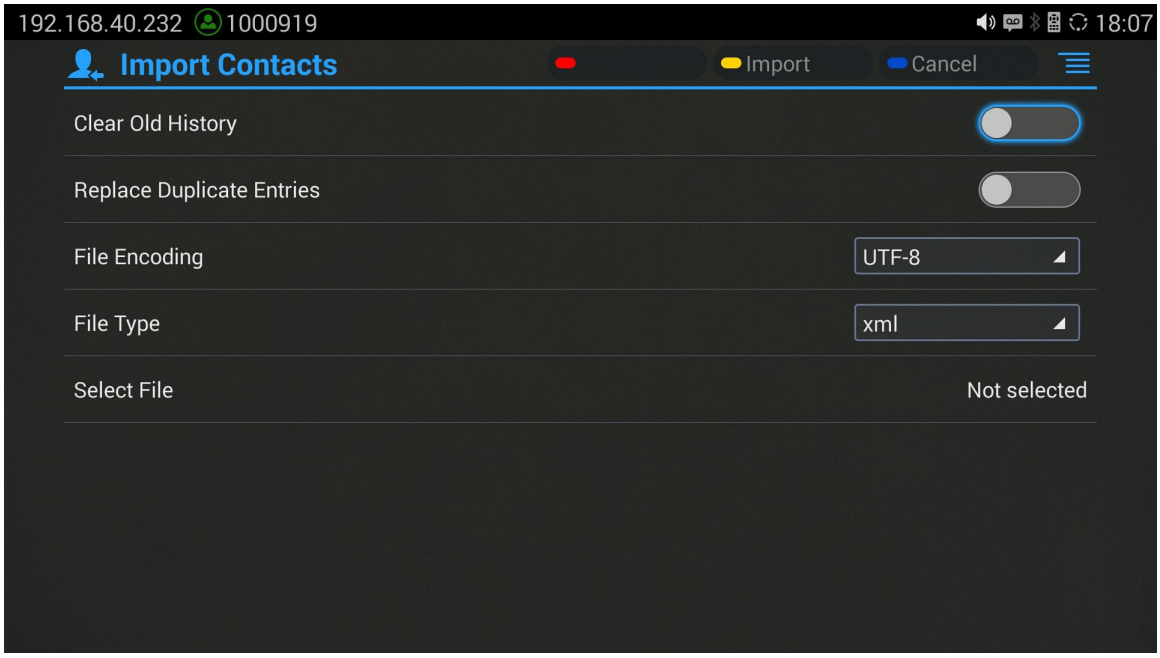

Figure 33 GVC3200 Import Contacts Screen

2. Set the configuration parameters and select the path to save the imported file;
3. Press the yellow shortcut key to save the contact information.

Table 17 GVC3200 Import Contacts Parameters

Parameters	Descriptions
Clear The Old List	If enabled, the previous contact records will be deleted when a new phonebook file is loaded into the phone. If disabled, both the old contacts and new contacts will be kept in the GVC3200.
Replace Duplicate Entries	If enabled, when the phonebook file is imported to the phone, the duplicated entries will be removed. If disabled, both the old contacts and new contacts will be kept in the GVC3200.
File Encoding	Select the encoding format for XML contact file.
File Type	Select the file format for phonebook file import. The device supports xml, csv and vcard format.
Select The File	Select file from storage device plugged into the GVC3200.

DOWNLOAD CONTACT

GVC3200 supports downloading phonebook from the file server to batch add contacts. The default file name the GVC3200 looks for is "phonebook.xml". The phonebook XML file should be placed under the file server directory for the GVC3200 to retrieve.

1. On the contact screen, click on the menu button on the upper right and select "Download" to bring up the Download Contacts screen;

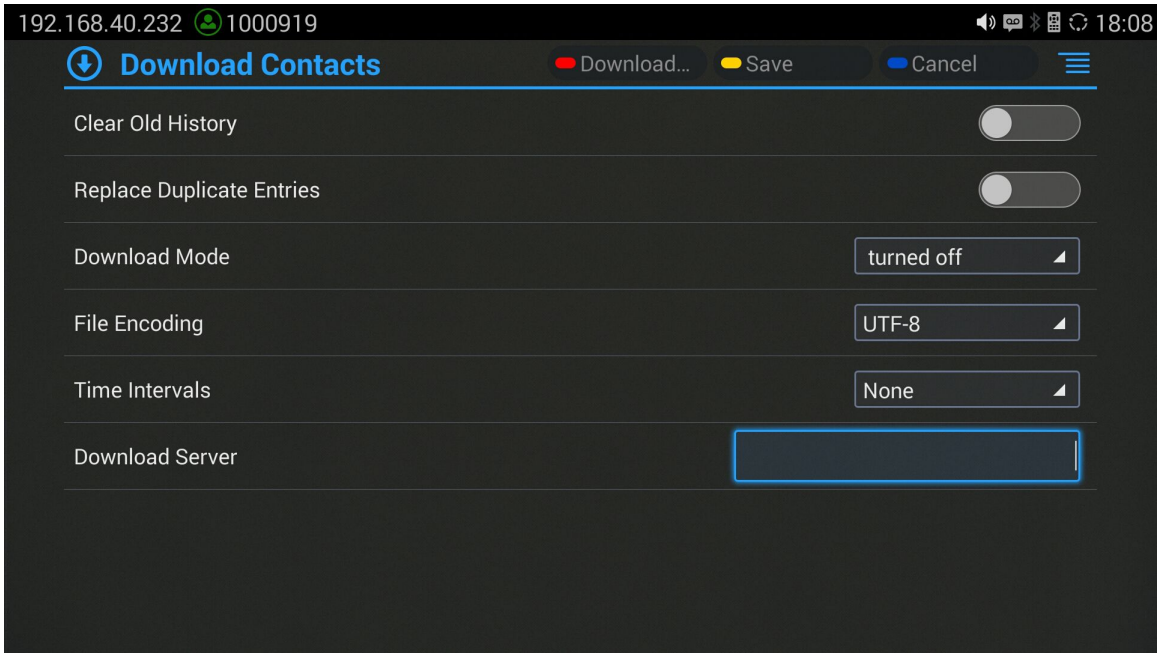

Figure 34 GVC3200 Download Contacts Screen

2. Set the configuration parameters and select the path to save the file;
3. Press the red shortcut key to download.

Table 18 GVC3200 Download Contacts Parameters

Parameters	Descriptions
Clear The Old List	If enabled, the previous contact records will be deleted when a new phonebook file is loaded into the phone. If disabled, both the old contacts and new contacts will be kept in the GVC3200.
Replace Duplicate Entries	If enabled, when the phonebook file is imported to the GVC3200, the duplicated entries will be removed. If disabled, both the old contacts and new contacts will be kept in the GVC3200.
Download Mode	Select the phonebook download mode from TFTP, HTTP or HTTPS.
File Encoding	Select the encoding format for the XML contact file.
Time Intervals	Configure the time interval to download XML contact file.
Download Server	Fill in the server URL or IP address to download the XML contact file to the device.

SEARCH CONTACTS

In the Contacts app, the users could input keyword to search in the dialog. GVC3200 will automatically display contacts items related to the search keyword. Fuzzy search and precise search are both supported.

MANAGE CONTACTS

DELETE CONTACT

1. Access Contacts screen and select the contact you would like to delete.
2. Tap on ☰ and select "Delete" option to delete contact.

BATCH REMOVE CONTACTS

To delete more than one contact,

1. Select "Batch Remove" option.
2. Select the checkbox for the contacts to be deleted. Users could also press the yellow shortcut key on the remote control to select all contacts to delete.
3. Press the red shortcut key on the remote control to delete them.

EXPORT CONTACTS

The GXVC3200 supports exporting phonebook as vcard/xml/csv files and save the files to other external storage devices.

1. Press the MENU key on Contacts screen to bring up the Export Contacts screen;

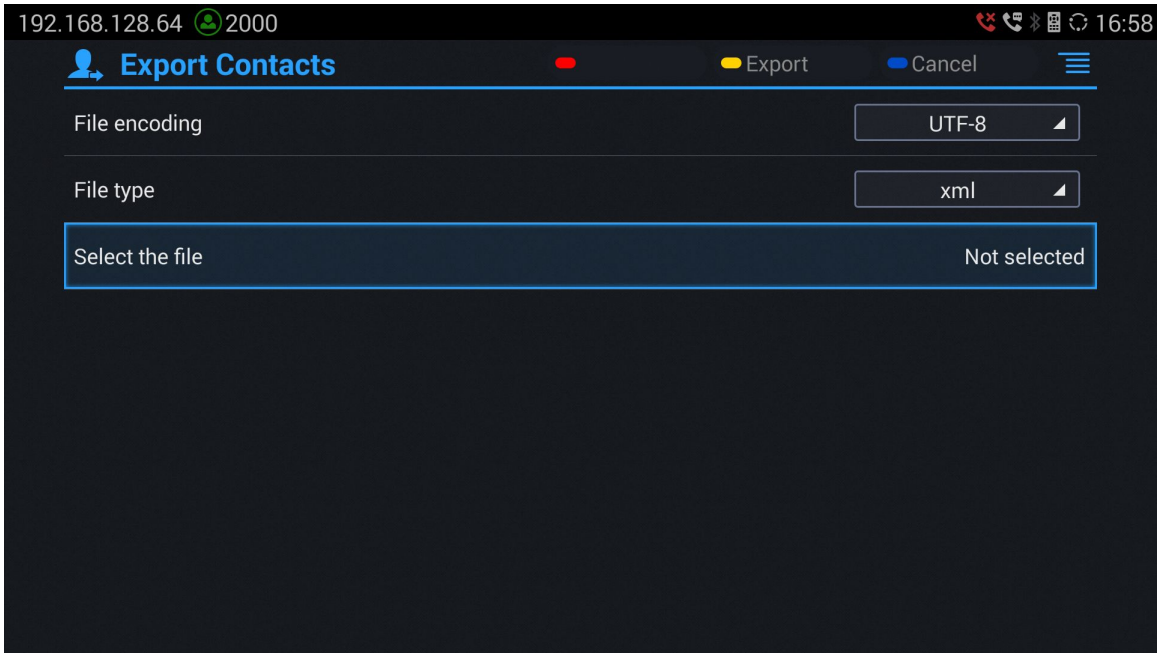

Figure 35 GVC3200 Export Contacts Screen

2. Set the configuration parameters as shown in table 19 and select the path to save the exported file.
3. Press the yellow shortcut key to export the file.

Table 19 GVC3200 Export Contacts Parameters

Parameters	Descriptions
File Encoding	Select the encoding format for XML contact file.

File Type	Select the file format for phonebook file export. The device supports xml, csv ,vcard.
Select The File	Select file.

GROUPS

Users could divide contacts into different groups with specific names. Select one group entry and press the "OK" key to view group details.

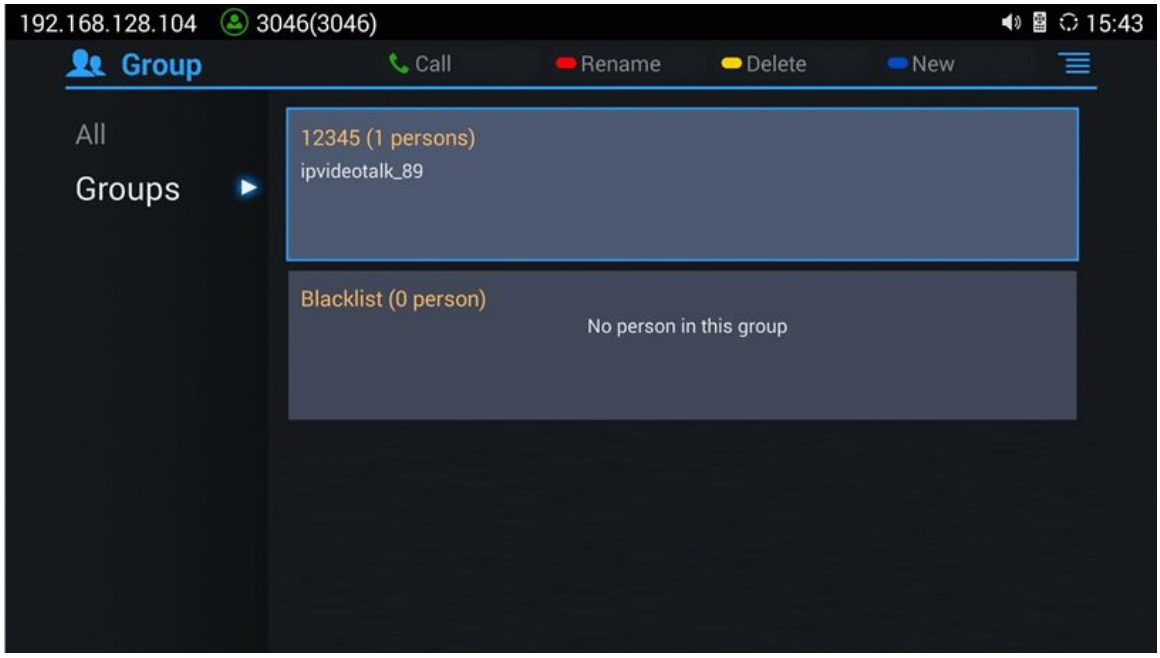

Figure 36 Groups Screen

- **Call**

  Press on the remote control to call the first 8 members in a group to initiate a conference.
- **Rename (red shortcut key)**
  Rename group.
- **Delete (yellow shortcut key)**
  Delete group.
- **Add (blue shortcut key)**
  Add group.

ADD NEW GROUP

1. Select Groups tab in Contacts screen;
2. Press the blue shortcut key on the remote control to bring up the screen below;

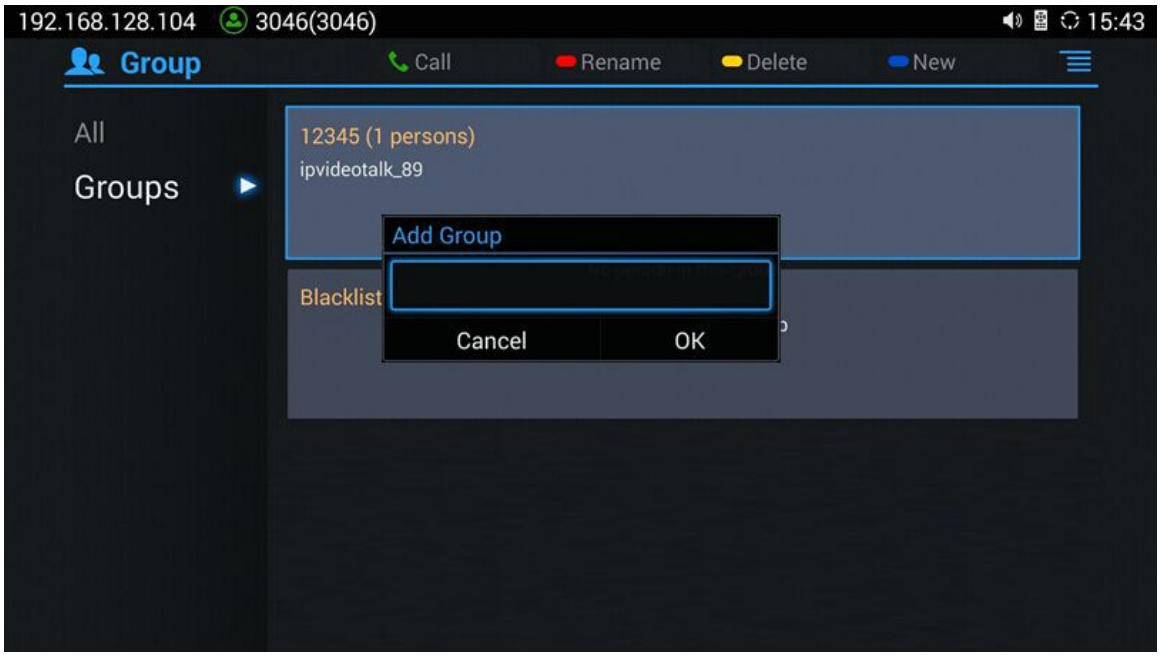

Figure 37 GVC3200 Add Group Screen

3. Input group name and tap on "OK" to add a new group;
4. Go to Contacts Screen to find the group you just added and access it;
5. Press the red shortcut key on the remote control to access Groups editing screen;
6. Select the contacts you would to add to this group;
7. Press the blue shortcut key on the remote control to save.

DELETE GROUP

Follow the steps below to delete groups.

1. Select Groups on Contacts screen.
2. Select the group you would like to delete.
3. Press the yellow shortcut key to bring up the dialog box.
4. Press the "OK" key to delete.

CALL HISTORY

Call History provides users access to phone's recent call records. You can view all records, or select different categories for incoming calls, outgoing calls, missed call and conference.

To access Call History, go to Home screen->APPLICATIONS->select .

Figure 38 GVC3200 Call History Screen

Click on a record in the call history and press to dial out this number directly. Press the "OK" key on the remote control can view call details for this number.

Note:

Call history displays all BlueJeans conference call history as well. Press the "OK" key or to dial out directly and there is no need to input the password again. However, if the conference doesn't exist or the password has been changed, the re-dial will fail.

ADD CONTACT FROM CALL HISTORY

1. Access Call History screen;
2. Select one call history entry;
3. Press the blue shortcut key to bring up the dialog box;
4. Confirm to add contacts.

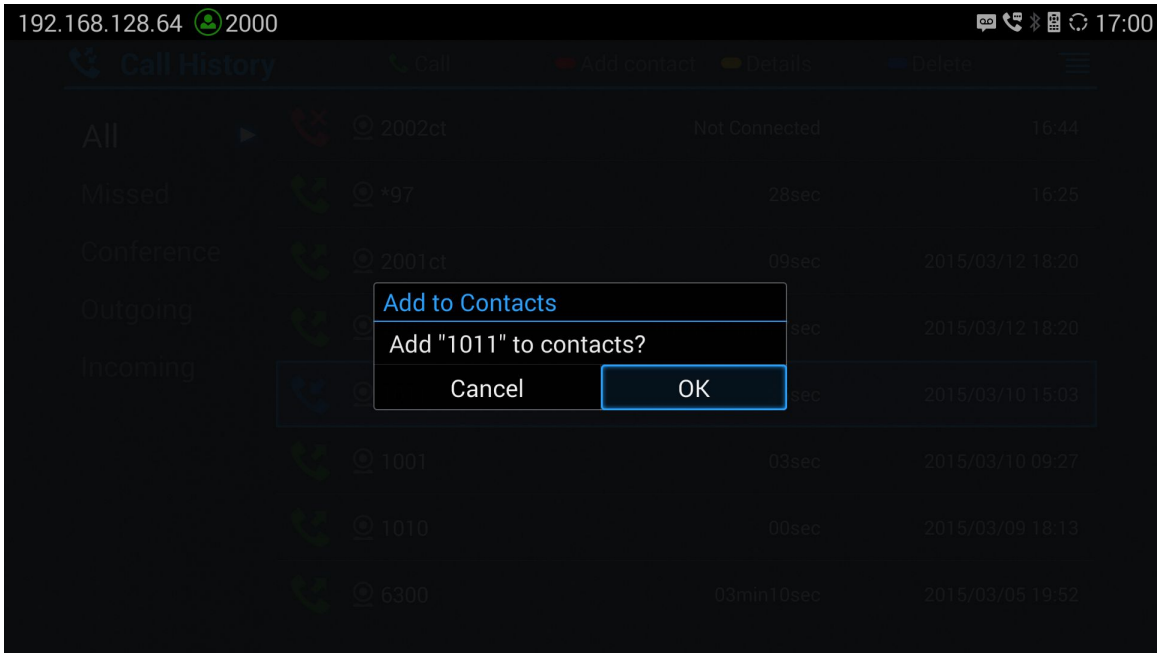

Figure 39 GVC3200 Add Contact Screen

5. Select existing contact or press the blue shortcut key on the remote control to access edit screen;
6. Fill in contact information and press the yellow shortcut key on the remote control to save.

DELETE CALL HISTORY

1. Select the call history entry;
2. Press the yellow shortcut key on the remote control to bring up the dialog box;
3. Confirm to delete.

FILEMANAGER

FileManager allows users to delete, move, copy, paste, send, rename files (including files on storage device such as USB flash drive and SD card), and query file properties on the GVC3200.

COPY FILE

To copy the file from the GVC3200 to USB/SD storage device:

1. Insert USB/SD storage device into USB port on the GVC3200. It will take a few seconds for the GVC3200 to prepare the connection;
2. The USB storage icon will show on the status bar;
3. Go to Home screen->APPLICATIONS->FileManager;
4. Open the target folder;
5. Press the yellow shortcut key and select the file;
6. Press the blue shortcut key to copy file and press ⮌ to go back to the upper level directory;
7. Select target storage device and go to the directory where the file will be pasted to;
8. Press the yellow shortcut key to paste the file.

You can aslo select file and press the blue shortcut key to copy one single file or folder.

SEND FILE

1. Go to Home screen->APPLICATIONS->FileManager;
2. Open the target folder;
3. Press the yellow shortcut key and select the file;
4. Press MENU key ☰ on the remote control n and select "Send" option;
5. Select target location and press the "OK" key on the remote control to send file. If the user needs to send the file via Bluetooth, enable and connect Bluetooth device first. Otherwise, the interface will be redirected to the corresponding setting page to configure.

You can also select file and press the MENU key to send one single file or folder.

DELETE FILE

1. Go to Home screen->APPLICATIONS->FileManager;
2. Open the target folder;
3. Press the yellow shortcut key and select the file.
4. Press the red shortcut key;
5. A dialog will pop up for users to confirm whether to delete the file or not;
6. Press the "OK" key key to delete the file successfully.

You can also select file and press the red shortcut key to delete one single file or folder.

RENAME FILE

1. Go to Home screen->APPLICATIONS->FileManager;
2. Open the target folder;
3. Press the yellow shortcut key and select the file;
4. Press MENU key ☰on the remote control and select "Rename";
5. Input the new file name in the pop-up dialog and press the "OK" key to save.

Press ↩on the remote control to cancel.

ECORDING

GVC3200 recording application is used for the storage of call recording files in video conferencing. You can play, export, lock / unlock, send, rename or delete these recordings, etc. The recording screen is as shown below.

Figure 40 Video Screen

- Press the "OK" key to play recording.
- Press the red shortcut key to delete the chosen recording file.
- Press the yellow shortcut key to export the recording files to the external storage device.
- Press the MENU key to make other operations to recording files like export, rename, lock/unlock.

Note:

The locked files can't be deleted or overwritten, and can't be shown in the third party application but only be viewed in the GVC3200 video application.

BACKUP

BACKUP DATA

GVC3200 BACKUP application is used to backup data or import backup data to restore data. The backup screen is as shown below. Tap on Menu key and select "Refresh" to import the backup file in external device into the GVC3200.

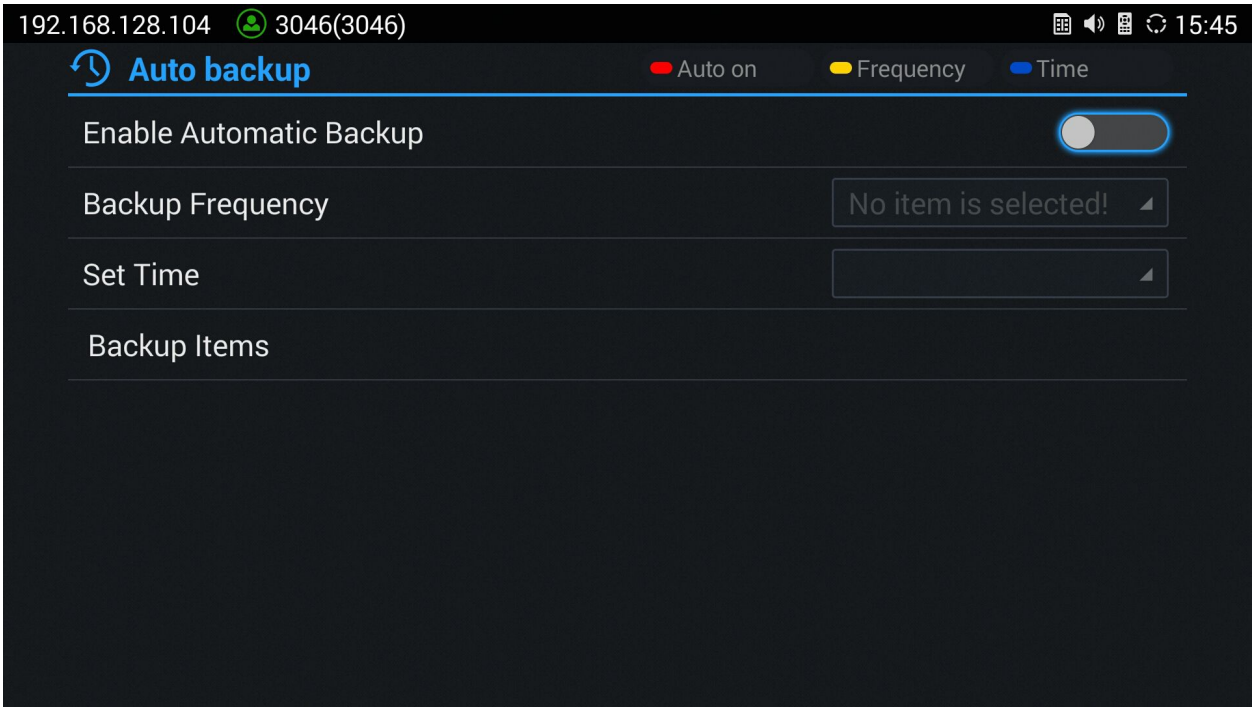

Figure 41 Backup Screen

GVC3200 supports manual backup and automatic backup.

Press the red shortcut key on backup screen to access new backup screen, select data and press the blue shortcut key to start backup.

Follow the steps below to backup data automatically.

1. Press the yellow shortcut key on backup screen to access automatic backup screen;
2. Enable automatic backup and set parameters;
3. Press the back key to save.

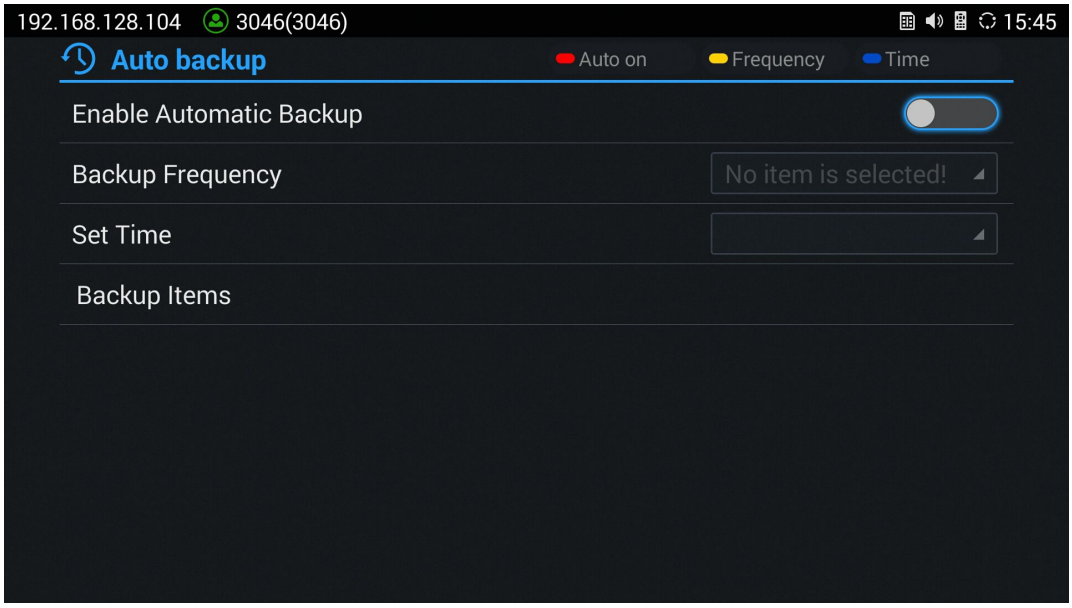

Figure 42 Auto Backup Screen

RESTORE BACKUP

Select one backup data and press the "OK" key to access restore screen, select data and press the blue shortcut key to restore the backup data.

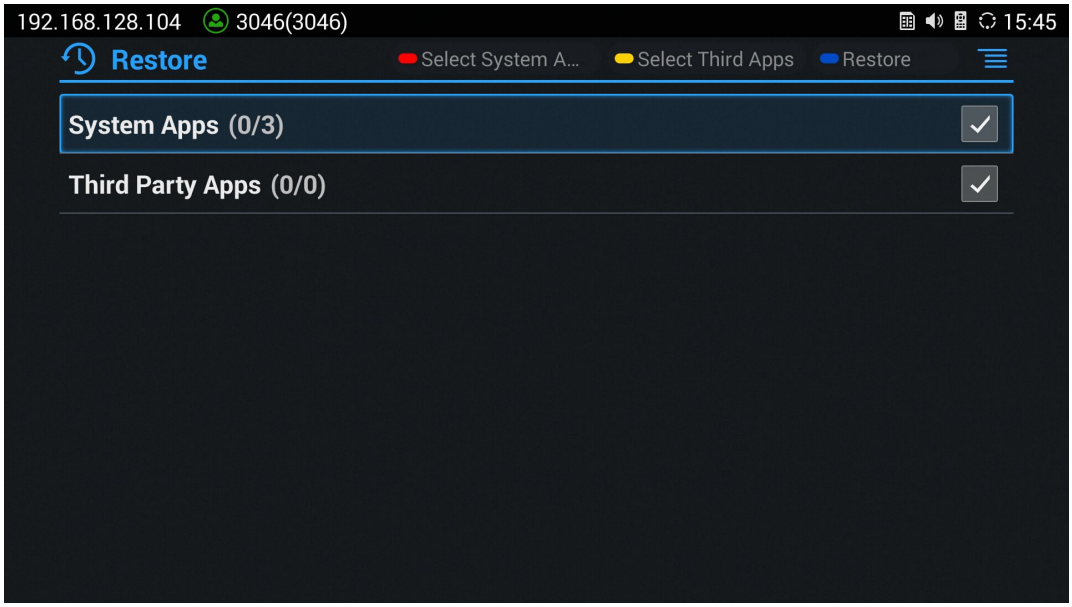

Figure 43 Restore Backup Screen

SET BACKUP PATH

Press the MENU key and select "Settings" on backup screen to access settings screen, set backup path and go back to save automatically.

Note:

Insert SD card or USB flash disk before set backup path.

DIAGNOSIS

When troubleshooting the GVC3200, users could go to GVC3200 home screen->APPLICATIONS->Diagnosis. Tap on the option and follow the instructions on each function to perform for Camera Test, Remote Control Key Test, Bulid-in Speaker Test and etc.

Users could press the BACK key or follow the prompt to exit the test.

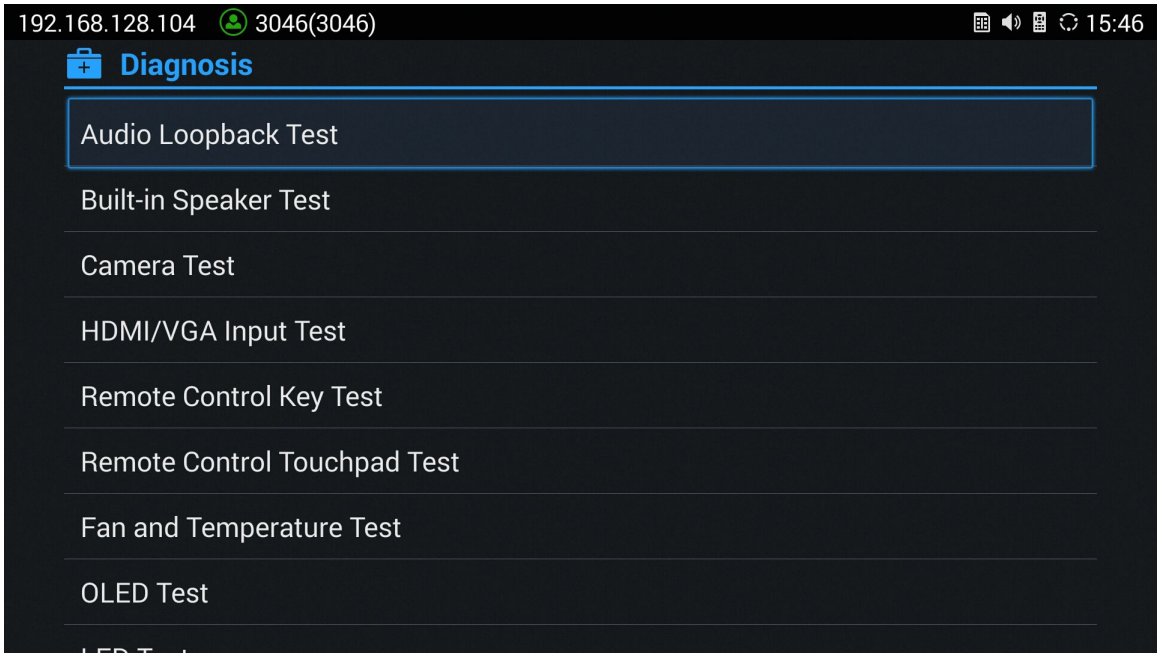

Figure 44 GVC3200 Diagnosis Screen

BROWSER

Users could browse web page, view news and watch video via the built-in GVC3200 Browser. In home screen, select Application-> .

- Slide up or down with slide gesture to scroll the screen.
- Zoom in/out the page via zoom gesture.
- Press the menu button to open the menu bar for more operations.

CUSTOM APP ON HOME SCREEN

Users could add one app to the home screen for easy access. The GVC3200 only supports custom one app on home screen. The new app will overwrite the older one.

On the Home screen, click on "Custom Home App" and select one app. Press the "OK" key to confirm. The system will automatically go back to Home screen and users could find the app has been added already.

To remove or change the Custom Home App, go to LCD Home screen->Applications. Click on ☰ and select the option to modify custom app. Users could then de-select the existing custom app, or change to a different app.

UNINSTALL APPLICATION

The applications (except the system applications) on the GVC3200 can be uninstalled. Go to LCD Home screen->Applications, click on ☰ and select “Uninstall Mode”. Users will see the apps that can be deleted shown with ⊗ icon. Select and confirm the uninstallation.

Once done, Press ⮌ on the remote control or ☰ to go back to normal mode.

GS MARKET

GVC3200 provides direct access to apps via built-in GS market app. Users could download the apps from the market and install to the GVC3200.

SEARCH APPS

In the GVC3200 Home screen, click on Applications->GS Market. The users could view the apps by category, or input key words and click on SEARCH icon to search.

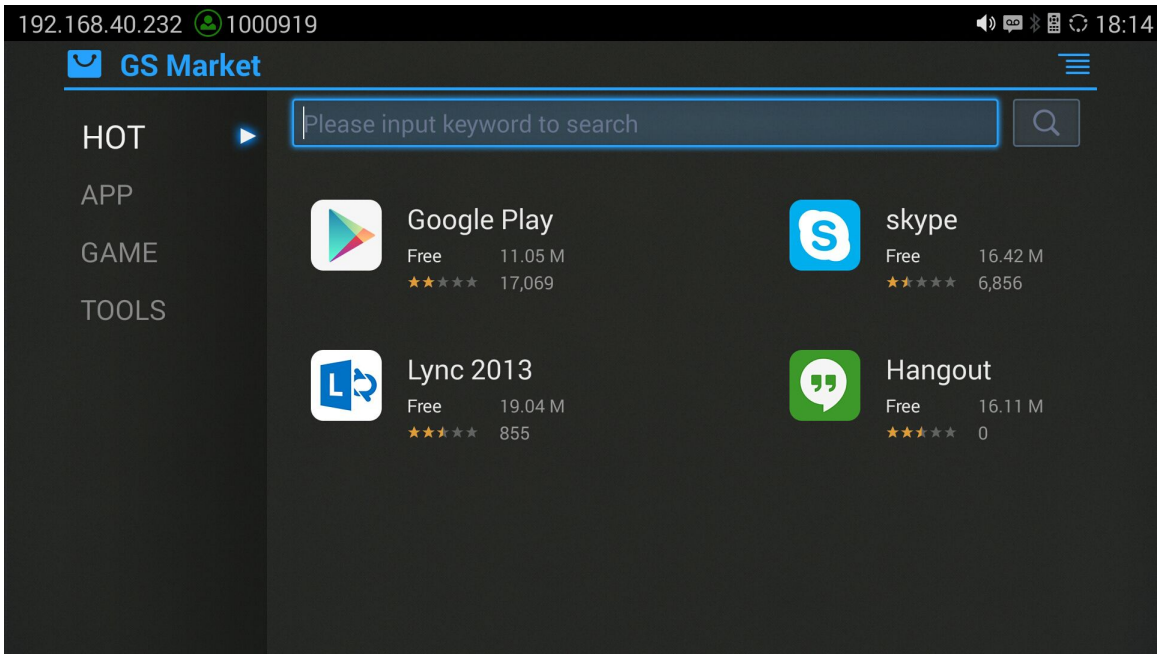

Figure 45 GVC3200 GS Market

DOWNLOAD AND INSTALL APPS

- Users could see if the app has been installed or downloaded by pressing the blue shortcut key.
- Press MENU button ☰ to view the downloaded apps and installed apps.
- The installing process will be automatically started after downloading the app. Users could click on Installed tab to view the installed apps, or uninstall the downloaded apps on this page.

UPDATE APPS

The GVC3200 will automatically detect if there is new version available for the installed apps to upgrade when the network connection is normal. User can view the relevant information and update apps on the Installed page.

GVC3200 WEB UI FEATURES

The GVC3200 embedded Web server responds to HTTP/HTTPS GET/POST requests. Embedded HTML pages allow users to configure the application device through a Web browser such as Mozilla Firefox, Google Chrome™ and etc.

ACCESSING GVC3200 WEB GUI

The IP address of the GVC3200 displays on OLED display screen on the front panel.

To access the GVC3200 Web GUI:

1. Connect the computer to the same network as GVC3200;
2. Make sure GVC3200 is turned on and shows its IP address on OLED display screen;
3. Open a Web browser on your computer;
4. Enter GVC3200's IP address in the address bar of the browser, e.g.: http://192.168.124.111;
5. Enter the administrator's login and password to access the Web Configuration Menu. The default username and password are: admin, admin; you can set language to English or Chinese in the drop-down menu of language;

Figure 46 GVC3200 Web GUI - Login

6. Click "Login" to access the configurations in web UI.

SAVING CHANGES

When changing any settings on the web UI, always submit them by pressing the SAVE button on the bottom of the page, and then clicking the Apply button on the top of the page to apply the configuration changes. For those options with next to it in the Web page, users must reboot the GVC3200 for the

changes to take effect.

DEFINITIONS

This section describes the 6 options in the GVC3200 Web GUI. Please view Settings, Maintenance and Status specifications in Administration Guide.

- **Call**
  Users could initiate conference and control conference from Web GUI.
- **Contacts**
  Save/manage contacts and call history, schedule conference.
- **Device Control**
  Device Control, Audio Control, Reboot.
- **Settings**
  Account, Network Settings, Peripheral, Call Features, General Settings, Security Settings.
- **Maintenance**
  Upgrade, Recording, Time & Language, Troubleshooting.
- **Status**
  Account Status, Peripheral Status, Network Status, System Info and Remote Control.

You can log in as an administrator or a normal user. The following table shows the web pages accessible by normal user and administrator.

Table 20 GVC3200 WEB ACCESS

User Type	Username	Default Password	Accessible Web Pages
Normal User	user	123	• Call • Contacts • Device Control • Status • Settings: Network Settings, Peripheral, Security Settings • Maintenance: Recording, Time & Language, Troubleshooting
Administrator	admin	admin	All pages

TOOLBAR

The web UI tool bar is on the upper right corner of the web UI page.

Figure 47 GVC3200 Web UI Tool Bar

- **DND**
  Turn on/off DND mode. Once enabled, the DND text will turn into red and all incoming calls will be rejected.
- **Remote Control**
  Click to bring up virtual remote control panel.
- **English**
  Select the display language for the web UI.

- **Logout**
  Log out from the web UI.

CALL PAGE

GVC3200 Web UI call page is shown below. Users could make calls and initiate conference from Web UI.

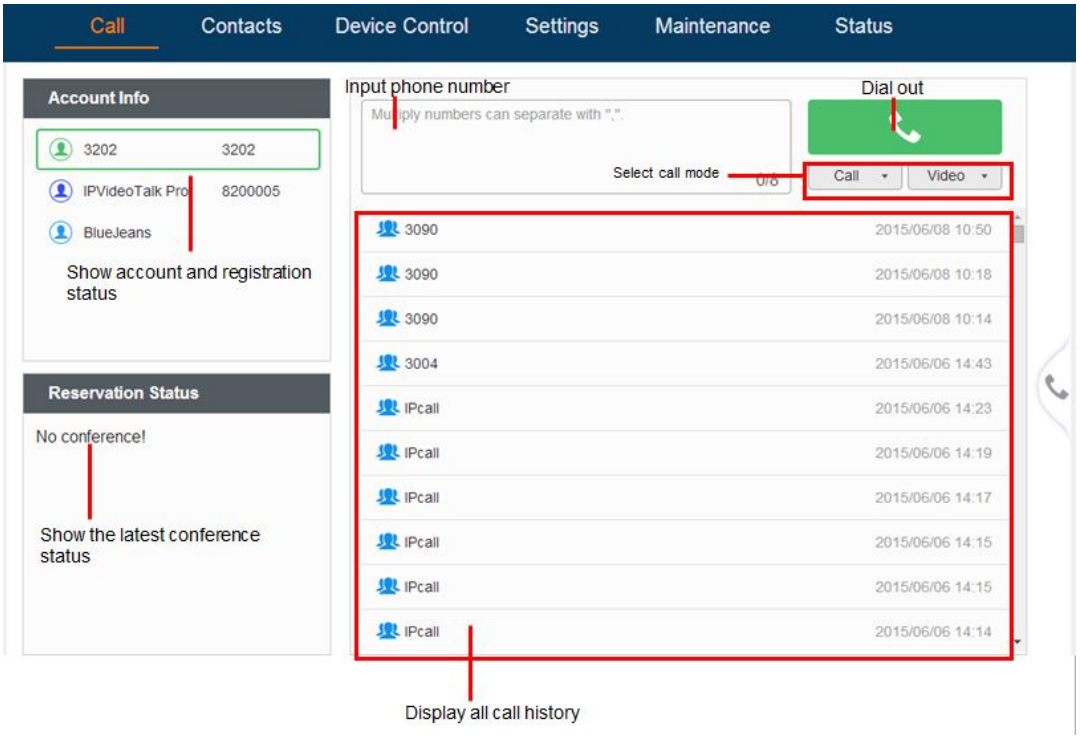

Figure 48 GVC3200 Web UI - Call

MAKING A CALL

Enter phone number in input box and select call mode, tap on to dial out; Or select one call history entry in the list below and click on to dial out.

CONFERENCE CONTROL

When making a new call, initiating a conference or receiving an incoming call, the conference screen will pop up as shown below.

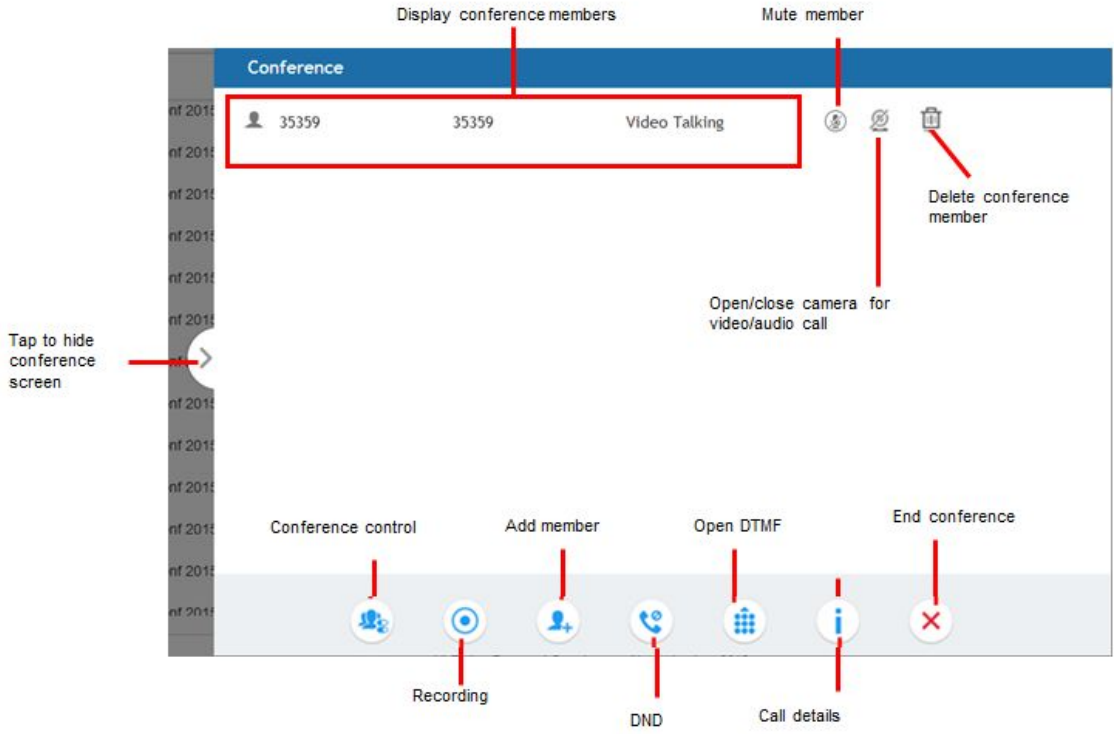

Figure 49 GVC3200 Web UI - Conference Control

CONTACTS PAGE

This pages list Contacts, Schedule and Call History.

CONTACTS

Users could search/add/delete/edit contact on web page. The operations will be synchronized and can be viewed from LCD as well. The web UI contacts page is as shown below.

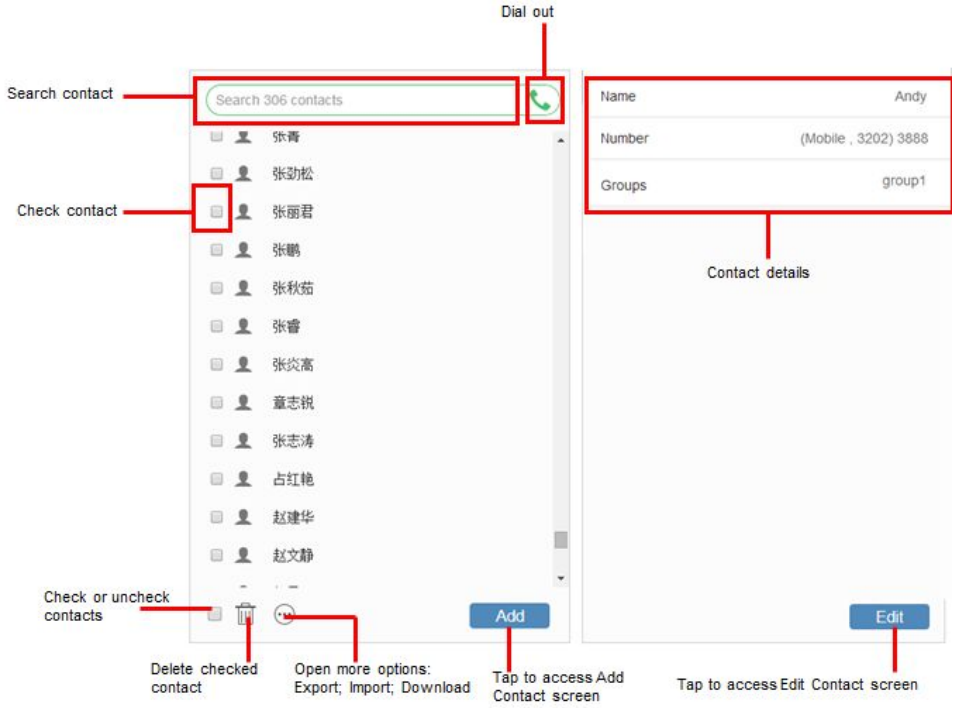

Figure 50 GVC3200 Web UI - Contacts

- Click on next to the contact to dial the contact.
- Click on to open more options like export, import and download contact.
- Select "Import" option and you will find import screen on the right. Refer to chapter ***BATCH IMPORT CONTACTS*** for more details.
- Select "Export" option and you will find export screen on the right. Refer to chapter ***EXPORT CONTACTS*** for more details.
- Select "Download" option and you will find download screen on the right. Refer to chapter ***DOWNLOAD CONTACT*** for more details.
- Click on Add and you will find Add Contact screen on the right. Fill in contact information and save.
- Click on Edit and you will find Edit Contact screen on the right. Edit contact information and save.

GROUPS

GVC3200 supports up 9-way conference. If there are more than 8 conference members, only the first 8 members in the group will be dialed.

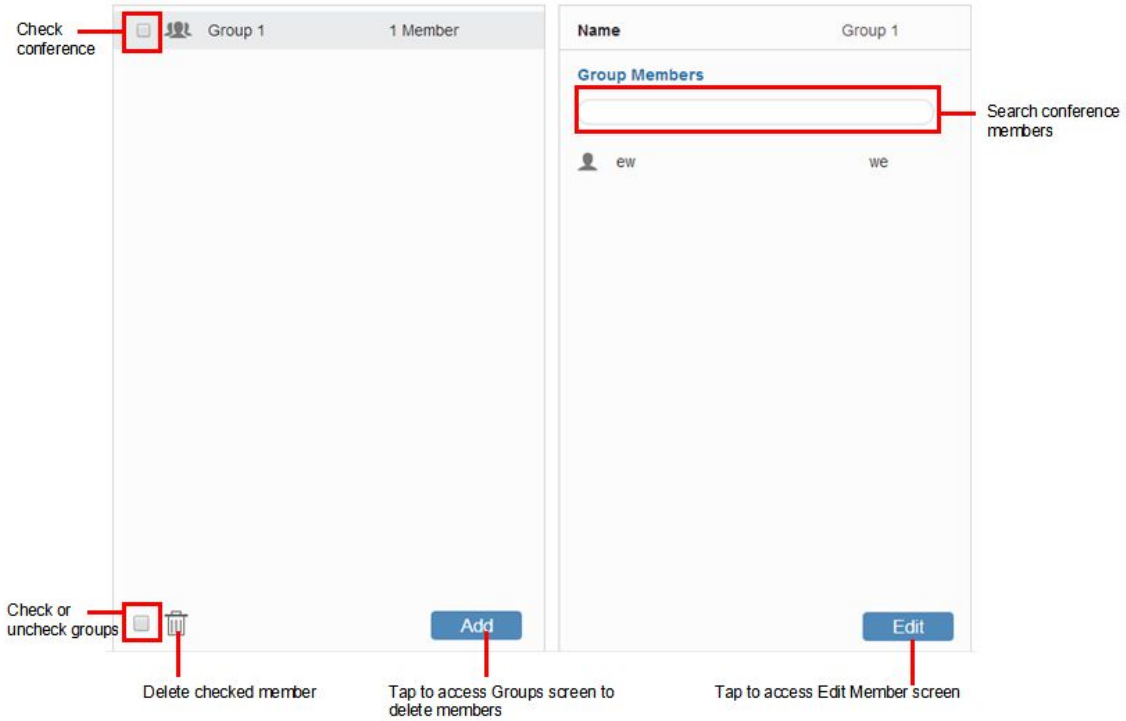

Figure 51 GVC3200 Web UI - Groups

SCHEDULE

Conference can be scheduled, edited and deleted from web UI. Refer to chapter ***SCHEDULE*** for more details.

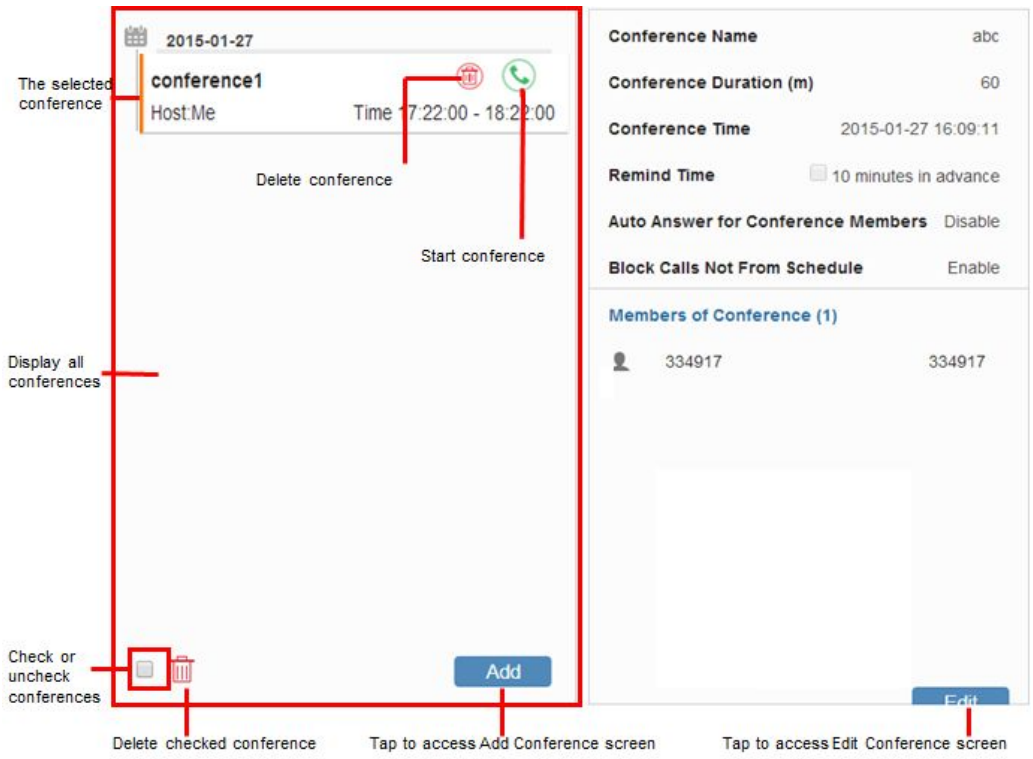

Figure 52 GVC3200 Web Page—Schedule

CALL HISTORY

From web UI, users could also access Call history, which is synchronized with the call history from LCD.

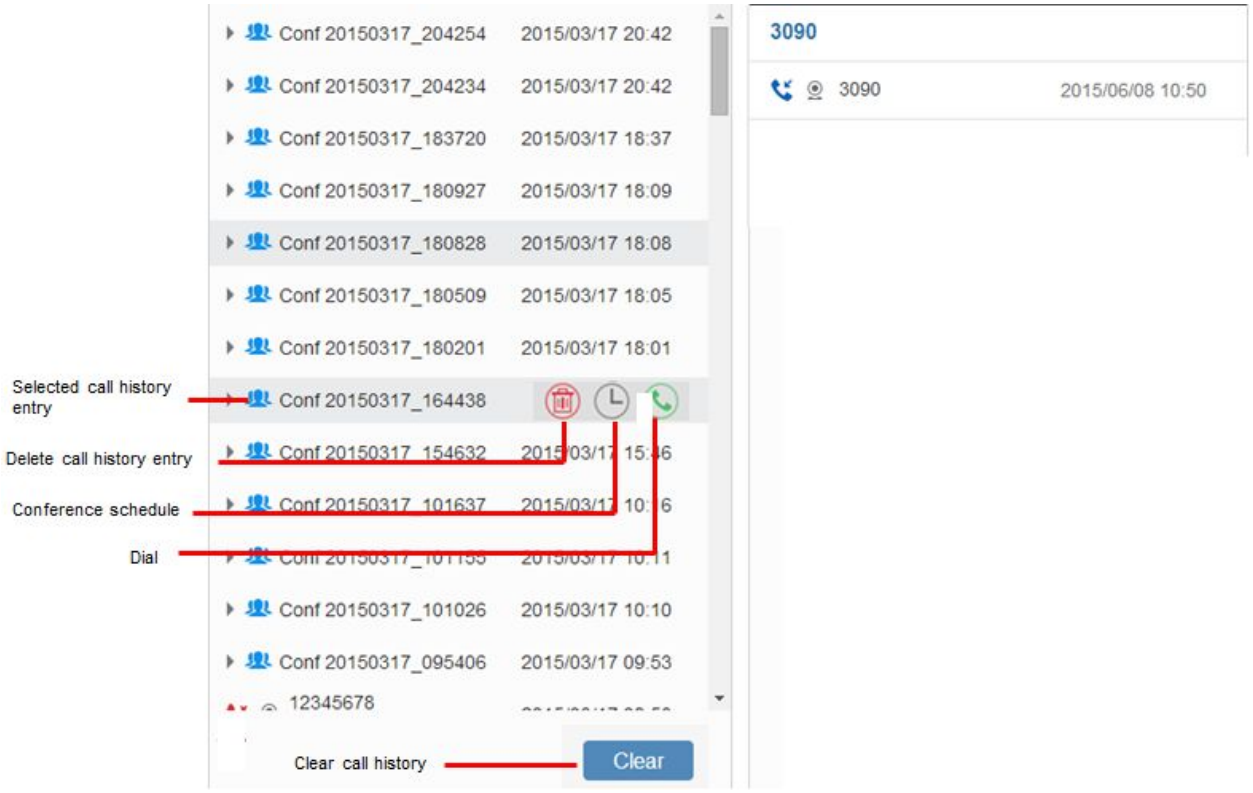

Figure 53 GVC3200 Web UI - Call History

DEVICE CONTROL PAGE

VIDEO CONTROL

Users could add preset and manipulate PTZ control on this page.

Move the cursor to one configured preset to preview preset; Click one preset to apply the preset; Click the unconfigured preset and adjust via the PTZ control panel on the right then save.

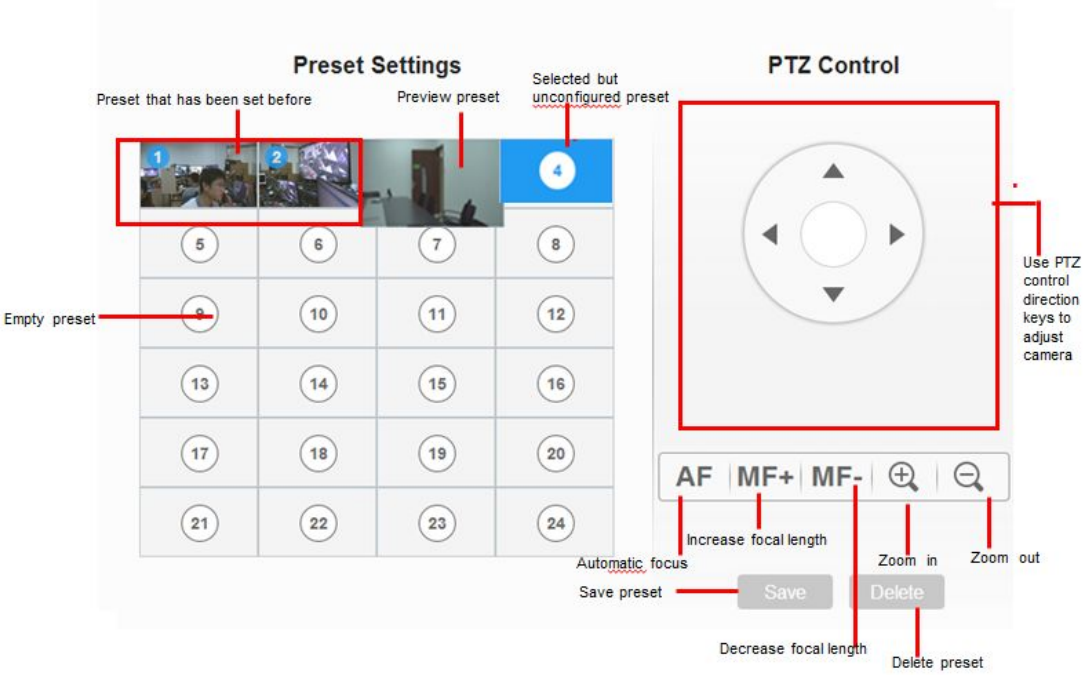

Figure 54 GVC3200 Web UI - Video Control

AUDIO CONTROL

Table 21 GVC3200 Web UI - Audio Control Parameters

Parameters	Descriptions
Ringtone Volume	Users can slide left or right to adjust ringtone volume.
Media Volume	Users can slide left or right to adjust media volume.
Notifications Volume	Users can slide left or right to adjust notifications volume.
System Ringtone	Defines device ringtone.
Notification Tone	Defines notifications tone.

Dial Tone	Using these settings, users can configure ring or tone frequencies based on parameters from the local telecom provider. By default, they are set to the North American standard. Frequencies should be configured with known values to avoid uncomfortable high pitch sounds. Syntax: f1=val, f2=val [,c=on1/off1[-on2/off2[-on3/off3]]]; (Frequencies are in Hz and cadence on and off are in 10ms) ON is the period of ringing ("On time" in 'ms') while OFF is the period of silence. In order to set a continuous ring, OFF should be zero. Otherwise it will ring ON ms and a pause of OFF ms and then repeat the pattern. Up to three cadences are supported. The default value: f1=350@-13,f2=350@-13,c=0/0
Ring Back Tone	Users can configure ring back tone before the callee answers the call. The default value: f1=440@-19,f2=480@-19,c=2000/4000.The format and syntax are the same as Dial Tone.
Busy Tone	Users can configure ring or tone frequencies when the caller failed to dial out. The default value: f1=480@-24,f2=620@-24,c=500/500.The setting mode is the same as Dial Tone.
Reorder Tone	Users can configure ring or tone frequencies when the caller failed to dial out and unable to establish the call. The default value: f1=480@-24,f2=620@-24,c=250/250.The format and syntax are the same as Dial Tone.
Confirmation Tone	Users can configure ring or tone frequencies for caller when the callee enabled call recording function or when the SIP account fails to register. The default value: f1=350@-11,f2=440@-11,c=100/100-100/100-100/100. The format and syntax are the same as Dial Tone.
Call-Waiting Tone	Users can configure ring or tone frequencies when there is another incoming call during the call. The default value: f1=440@-13,c=300/2000-300/2000-0/0t. The format and syntax are the same as Dial Tone.
Call-Waiting Tone Gain	This configures the call-waiting tone gain. By default, they are set to the North American standard. Users could adjust the tone frequencies based on parameters from the local telecom provider. Users could select "Low", "Medium" or "High". The default setting is "Low".

EXPERIENCING GVC3200

Please visit our website: http://www.grandstream.com to receive the most up-to-date updates on firmware releases, additional features, FAQs, documentation and news on new products.

We encourage you to browse our product related documentation, FAQs and User and Developer Forum for answers to your general questions. If you have purchased our products through a Grandstream Certified Partner or Reseller, please contact them directly for immediate support.

Our technical support staff is trained and ready to answer all of your questions. Contact a technical support member or submit a trouble ticket online to receive in-depth support.

Thank you again for purchasing Grandstream Video Conferencing System, it will be sure to bring convenience and color to both your business and personal life.

*** Android is a trademark of Google Inc.**

*** Skype and Lync are Registered Trademarks of Microsoft Corporation.**

HDMI, the HDMI Logo, and High-Definition Multimedia Interface are trademarks or registered trademarks of HDMI Licensing LLC in the United States and other countries.

FCC&EU Compliance:

The device complies with EU EMF Directive 1999/519/EC can be used in the European Community.

“ Hereby, (Grandstream Networks, Inc.), declares that this device (GVC3200) is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC.”

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:(1)This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules.

These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

-Reorient or relocate the receiving antenna.

-Increase the separation between the equipment and receiver.

-Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

-Consult the dealer or an experienced radio/TV technician for help.

Any Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

For operation within 5.15 ~ 5.25GHz frequency range, it is restricted to indoor environment. This device meets all the other requirements specified in Part 15E, Section 15.407 of the FCC Rules

Radiation Exposure Statement:

The transmitter must not be co-located or operated in conjunction with any other antenna or transmitter. This equipment complies with the FCC&CE RF radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with a minimum distance of 20cm between the radiator and any part of your body.

※※※ END of User's Manual ※※※