



Grandstream GXV3470 IP Multimedia Phone for Android™

Quick User Guide

For detailed information, please consult GXV3470 User Manual available at: www.grandstream.com

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USING EARPHONE, HEADSET, SPEAKERPHONE OR HANDSET

The GXV3470 allows users to switch among handset, speaker or headset (RJ9 headset, 3.5mm earphone, Plantronics EHS headset and Bluetooth headset) from the dial screen or during the call.

Under Dial Screen, tap on the top right corner of the screen to select the media channel:

- Select “3.5mm Earphone” to use earphone once the earphone is connected to the 3.5mm headset port.
- Select “RJ9 Headset” to use 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 speaker. Or tap on the Speakerphone icon on the dial screen.
- Select “Handset” or take handset off hook to use the handset.

MAKE A CALL

- 1) Take handset off hook, or tap on icon on phone’s shortcuts menu of the idle screen to open dial screen.
- 2) Select 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 icon on phone’s shortcuts menu of the idle screen to open 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 GXV3470 rings, tap on “Video”, “Audio” or “Reject”.
- **Incoming Audio Call:** When GXV3470 rings, select “Audio” or “Reject”.
- **Missed Call:** If a call is not answered, a missed call dialog prompt will show on the idle screen.

2) Multiple Incoming Calls

- When there is another 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.
- Similar to single incoming call, if the incoming call is video call, users can choose to Audio Answer or to Video Answer
- Once the new call is answered, the current active call will be placed on hold. If the new call is rejected by tapping on “Reject” softkey, the current active call will not be interrupted.

CALL RECORDING

During an active call press “More” softkey then press the “Record” Softkey to start recording the call, Once finished recording the call, press the “Stop Recording” softkey .

CALL HOLD

Hold: During the active call, press “Hold” softkey on the bottom of the screen to put the call on hold.

Resume: To resume the call, press “Unhold” softkey on the bottom of the screen.

END CALL

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

CALL TRANSFER

A. Blind Transfer

- 1) During the active call, tap on “More” softkey and select “Transfer” to bring up the transfer screen.
- 2) Enter the extension you want to transfer the call to.
- 3) Press the key  to perform a blind transfer.
- 4) The call will be transferred and GXV3470 will hang up the call from its side.

B. Attended Transfer

- 1) During the active call, tap on “More” softkey and select “Transfer” to bring up transfer screen.
- 2) Enter the transfer target number, and then press  to perform an attended transfer.
- 3) Before the transfer target answers the call, GXV3470 hears the ring back tone and the following two options will be available :

- Tap on  to cancel the transfer.

- Tap on  or simply hang up the call to complete call transfer.

- 4) After transfer target answers the call, a prompt will show. If the user simply hangs up or taps on “End” soft key, the call will be transferred, and GXV3470 will hang up the call. If the user taps on “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 GXV3470 supports up to 10-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 dialing field and you can dial another number.
- 3) With the same method, add the other extension numbers then tap on icon to make an audio call; Or Tap on icon to make a video call.

• Initiating conference during a phone call

- 1) When the phone is on 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 enable it from the GXV3470 Web GUI under: Phone Settings → Call Settings. Then, when there are multiple calls, tap on “More” and select “CONF” to establish conference with all parties.

B. Remove Party from Conference

- Tap on the participant icon of the user you want to remove.
- Tap on  icon in order to remove the a party from the conference.

C. End a Conference

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

VOICEMAIL

When there is a new voicemail, the MWI LED  icon will blink in red on the upper right corner of the GXV3470 and will show up in the status bar  to retrieve the voicemail.

- 4) Tap on the Message icon from the applications section to bring up voicemail screen. All the registered accounts and the number of voicemails are displayed there.
- 5) Tap on the account to dial into the voicemail box. Then follow the Interactive Voice Response (IVR) for the message retrieval process.

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 GXV3470 idle screen.
- 2) Tap on the DND icon  to turn it on. The status bar shows icon  indicating DND is on.
- 3) Tap on the DND icon  to turn if off.

VOLUME ADJUSTMENT

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

CONTACTS

To access GXV3470 contacts, on the phone’s idle screen, tap on icon  on the bottom panel.

CALL HISTORY

- 1) To access the Call History, tap on  icon on idle screen.
- 2) Tap on one of the call history entry 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 GXV3470 has a built-in camera. Scroll the wheel up/down on the back of the camera to adjust camera angle during the video call.