

GXV3140 USER MANUAL



Grandstream Networks, Inc.

GXV3140

IP Multimedia Phone



GXV3140 USER MANUAL

Thank you for purchasing Grandstream GXV3140 IP Multimedia Phone.
Make sure and acknowledge that you have read this manual before using GXV3140.

Package Contents:

1. GXV3140 Phone Main Case
2. Handset
3. Phone Cord
4. Universal Power Supply
5. Ethernet Cable
6. Phone Stand
7. Quick Start Guide

Disclaimer

- * This document is subject to change without prior notice.
- * A possibility of noise, broken voice, or disconnection may occur because of customers' or our network environment. We cannot guarantee the quality of voice.
- * The company assumes no responsibility on the difference of call or voice quality when the hearing acuity of individuals is concern.
- * The company assumes no responsibility when it was used outside Japan.
- * As for GXv3140 regular server maintenance, you may experience temporarily service stops without prior notice.
- * The company assumes no responsibility for the damages of customer caused by the phone malfunction or breakdown.

Maintenance

Please use soft dry clothes to clean the device.

Don't use wet clothes.

Don't use volatile chemicals like benzene, or thinner since they can damage the device.

If you want to use a chemical wipes, please read the cautionary notes before using it.

Connection Method:

1. Connect one end of the cord to the handset and the other end to the body handset port.
2. Plug the Ethernet cable "Network" on the rear body of the Grandstream GXV3140 to the network or broadband router.
3. Plug in the AC adapter into the electrical outlet.
4. Plug the AC adapter to the body.

* Be sure to observe the proper order of the connection. Make sure that the adaptor is plugged in properly. It will take some time to call after connecting, so please wait for a moment.

GXV3140

GXV3140 is a phone device that can be used with Agile Phone. This device cannot be used as a typical phone. The customer must subscribe to an Internet Service Provider to be able to use the device. Customer with no broadband router feature must provide a separate broadband router.

GXV3140'S IP ADDRESS CONFIGURATION METHOD

- If the IP address is not shown in the Home screen, pressing F2 key (Switch Screen) twice will switch into Home screen.
- On the left side of the Home screen, confirm the IP address: IP: 192.168.XX.XX and Open Settings page from a web browser.
- GXV3140 and the PC must be connected to a same network. Launch any web browser such as Internet Explorer. Enter IP Address observing the format below.

[http:// \(IP address\) /](http://(IP address) /) Example: If the IP address is written as <http://192.168.001.002> , it should be entered as <http://192.168.1.2/>



The image shows a login screen for the GXV3140 Innovative Multimedia Phone. The background is a blue gradient. At the top, the text "GXV3140" is displayed in large white letters, and "Innovative Multimedia Phone" is written below it in smaller white letters. In the center, there is a light blue rectangular box containing the login form. The form has three fields: "Username" with the text "admin" entered, "Password" with five dots, and "Language" with a dropdown menu showing "English". A green "Login" button is located at the bottom right of the form.

The same page as above will be displayed on the browser. Enter **admin** for both Username and Password to login.

***To prevent unauthorized login and for security purposes, please change your password immediately after logging in. If you request to set up the device before shipping, we will change and write or paste the new password in its case. If you're unsure on how to change the password please contact our customer support service.**

PHONE CONFIGURATION

1. Select [Account 1] and click on [General Settings]

The screenshot shows a web interface for phone configuration. At the top, there is a navigation bar with tabs: Status, Account 1 (highlighted with a red box), Account 2, Account 3, Advanced Setting, Maintenance, and Application Setting. Below the navigation bar, there is a sidebar with menu items: General Settings (highlighted with a red box), Network Settings, SIP Settings, Codec Settings, and Call Settings. The main content area is titled "General Settings" and contains the following fields:

Account Active :	<input checked="" type="checkbox"/> Yes
Account Name :	<input type="text" value="Name you want to appear on display"/>
SIP Server :	<input type="text" value="Login Server"/>
SIP User ID :	<input type="text" value="Unique ID"/>
Authenticate ID :	<input type="text" value="Unique ID"/>
Authenticate Password :	<input type="password"/>
Voice Mail UserID :	<input type="text" value="999"/>
Name :	<input type="text"/>
Tel URI :	<input type="text" value="User=Phone"/> <input type="button" value="v"/>

At the bottom of the form, there are two buttons: "Save" and "Cancel".

Account Name: Enter any character that you want to appear on display.

SIP Server: Enter **Login Server**.

SIP User ID: Enter **Unique ID**.

Authenticate ID: Enter **Unique ID**.

Voicemail User ID: Enter **999**.

Tel URI: Change from "**Disable**" (default) to "**User=Phone**".

Once done click [**Save**]

2. **NETWORK SETTINGS:** Select [**Account 1**] and click on [**Network Settings**]

The screenshot shows the 'Network Settings' page for 'Account 1'. The left sidebar contains 'General Settings', 'Network Settings', 'SIP Settings', 'Codec Settings', and 'Call Settings'. The main content area has the following fields:

Outbound Proxy :	<input type="text"/>
Secondary Outbound Proxy :	<input type="text"/>
DNS Mode :	<input type="text" value="A Record"/>
NAT Traversal :	<input type="text" value="Keep-alive"/>
Proxy-Require :	<input type="text"/>

At the bottom, there are 'Save' and 'Cancel' buttons. The 'Save' button is highlighted with a red box.

NAT Traversal: Change from Auto (default) to **Keep-alive**.
Once done click [**Save**]

3. **SIP SETTINGS:** Select [**Account 1**] and click on [**Network Settings**]

The screenshot shows the 'SIP Settings' page for 'Account 1'. The left sidebar contains 'General Settings', 'Network Settings', 'SIP Settings', 'Codec Settings', and 'Call Settings'. The main content area has the following fields:

SIP Registration :	<input checked="" type="checkbox"/> Yes
Unregister On Reboot :	<input checked="" type="checkbox"/> Yes
Register Expiration (m) :	<input type="text" value="240"/>
Wait Time Retry Registration (s) :	<input type="text" value="20"/>
Local SIP Port :	<input type="text" value="5060"/>
SUBSCRIBE for MWI :	<input type="checkbox"/> Yes
Session Expiration (s) :	<input type="text" value="180"/>

The 'SIP Settings' menu item in the sidebar and the 'Register Expiration (m)' input field are highlighted with red boxes.

Register Expiration: Change to **240**.
Once done click [**Save**]

4. **CODEC SETTINGS:** Select [**Account 1**] and click on [**Codec Settings**]
*If you check [DTMF Inband] for [DTMF mode] on your Unique Management Page on our site, Check [**in-audio**].

The screenshot displays the GXV3140 Multimedia Phone Administration Interface. The top navigation bar includes tabs for Status, Account 1 (selected), Account 2, Account 3, Advanced Setting, Maintenance, and Application Setting. A left sidebar contains menu items for General Settings, Network Settings, SIP Settings, Codec Settings (highlighted), and Call Settings. The main content area is titled 'Codec Settings' and features a red-bordered box around the 'DTMF' section, which includes the following options: In audio, RFC2833, and SIP INFO. Below this, the 'DTMF Payload Type' is set to '101'. The 'Preferred Vocoder' section shows a list of available vocoders (PCMU, PCMA, G722, G723.1, G729A/B, G726-32, L16-256) and a 'Selected' list containing 'GSM'. The 'Preferred Video Codec' section shows available codecs (H263, H263+) and a 'Selected' list containing 'H264'. Other settings include 'Enable RFC5168 support' (unchecked), 'H.264 Image Size' (set to QCIF), 'H.264 Payload Type' (99), 'H.263+ Payload Type' (100), 'L16-256 Payload Type' (98), and 'H.263 Encoder Resolution' (radio buttons for CIF and QCIF, with QCIF selected).

DTMF: Check [RFC2833]
Once done click [**Save**]

5. **CALL SETTINGS:** Select [**Account 1**] and click on [**Call Settings**]

Status	Account 1	Account 2	Account 3	Advanced Setting	Maintenance	Application Setting
General Settings						
Network Settings						
SIP Settings						
Codec Settings						
Call Settings						

Call Settings

Start Video Automatically : Yes

Remote Video Request :

Dial Plan Prefix :

DialPlan :

Early Dial : Yes

Refer-To Use Target Contact : Yes

Auto Answer :

Dial Plan: Change to { x+ }
Once done click [Save]

6. **CALL FEATURES:** Select [**Advanced Settings**] on the upper portion of the page and click on [**Call Features**] on the upper left corner.

Status	Account 1	Account 2	Account 3	Advanced Setting	Maintenance	Application Setting
General Settings						
Call Features						
Video Settings						
Ring Tone						

Call Features

Disable Call-Waiting : Yes

Disable Call-Waiting Tone : Yes

Disable DND Reminder Ring : Yes

Disable Direct IP Call : Yes

Escape # as %23 in SIP URI : Yes

Offhook Auto Dial :

Robotix features

Enable softkey customize : Enable Disable

F1 softkey Mode :

F2 softkey Mode :

F3 softkey Mode :

F4 softkey Mode :

Save Cancel

Disable Call-Waiting

Check-Free: If there is a call during a call, this will notify the new caller that the line is being reached.

Check **YES:** If there is a call during a call, this will notify the new caller that the line is busy.

Disable Call-Waiting Tone (This will work only when the Disable Call-Waiting is left unchecked.)

Check-Free: Notifies through tone.

Check **YES:** No tone notification.

Once done click [**Save**]

7. **VIDEO SETTINGS:** Select [**Advanced Settings**] on the upper portion of the page and click on [**Video Settings**] on the upper left corner.

The screenshot shows a web interface with a top navigation bar containing tabs: Status, Account 1, Account 2, Account 3, **Advanced Setting** (highlighted with a red box), Maintenance, and Application Setting. On the left, a sidebar menu includes: General Settings, Call Features, **Video Settings** (highlighted with a red box), and Ring Tone. The main content area is titled "Video Settings" and contains the following configuration options:

- Enable Motion Detection : Yes
- Video Frame Rate : 30 frames/second
- Video Bit Rate : 256 kbps
- Video Packet Size : 1400
- Video Rate Control : Frame
- Video Frame Skipping : Yes
- I-Frame Reference Only : Yes
- Packetization-mode : 0 1
- Redundant P frame : Yes
- Adaptive MB Intra Refresh : Yes
- Video Packet Loss Rate : Less than 10%

At the bottom of the page, there are two buttons: **Save** (highlighted with a red box) and Cancel.

Enable Motion Detection: **Put a check on the check box beside YES.**

Video Frame Rate: Change to **30 frames/second.**

Video Bit Rate: Change to **256 kbps.**

Video Rate Control: Select **Frame.**

Once done click [**Save**]

8. **TIME SETTINGS:** Select [**Maintenance**] on the upper portion of the page and click on [**Time Settings**].

The screenshot shows a web interface with a top navigation bar containing tabs: Status, Account 1, Account 2, Account 3, Advanced Setting, Maintenance (highlighted with a red box), and Application Setting. On the left is a sidebar menu with options: Network Settings, WIFI Settings, 3G Settings, Time Settings (highlighted with a red box), Web/Telnet Access, Upgrade, Syslog, Debug, Language, TR069, OpenVPN Settings, and Device Manager. The main content area is titled "Time Settings" and contains the following configuration items:

- * NTP Server : (highlighted with a red box)
- * DHCP Option 42 override NTP server : Yes
- * DHCP Option 2 to Override Time Zone setting : Yes
- Time Display Format : 12 hour 24 hour
- Date Display Format : YY-MM-DD MM-DD-YY DD-MM-YY (highlighted with a red box)

At the bottom of the configuration area are two buttons: "Save" (highlighted with a red box) and "Cancel".

NTP Server: Enter ntp.jst.mfeed.ad.jp
Date Display Format: **YY-MM-DD** (Year-Month-Day-Time)

Once done click [**Save**]

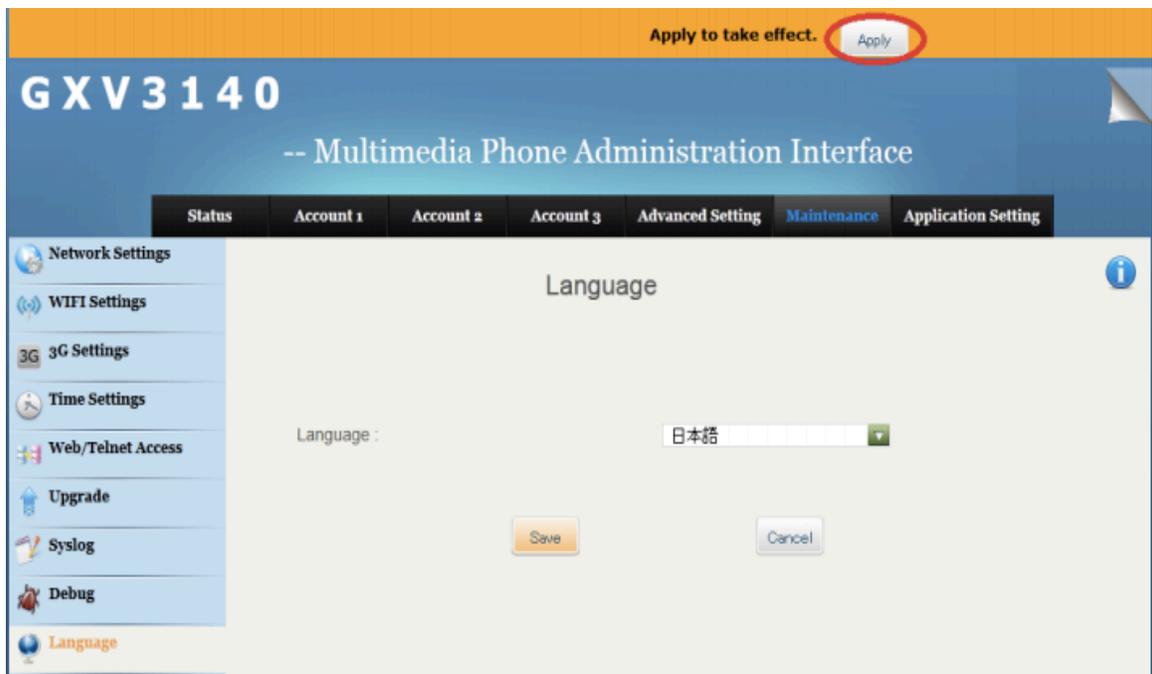
9. **LANGUAGE:** Select [**Maintenance**] on the upper portion of the page and click on [**Language**].



Language: Select the preferred language.

Once done click [**Save**]

10. Once everything is set, click the **Apply** button found at the upper portion of the page. The device will be restarted and the setup will be completed.



11. **FIRMWARE UPGRADE (OPTIONAL):** Select [Maintenance] on the upper portion of the page and click on [Upgrade].

The screenshot shows the 'Upgrade' configuration page in a network device's web interface. The page is titled 'Upgrade' and is part of the 'Maintenance' section. The left sidebar shows various settings categories, with 'Upgrade' highlighted. The main content area contains several configuration options, some of which are highlighted with red boxes:

- Upgrade Via:** HTTP
- Firmware Server Path:** fw.ipvideotalk.com/gs
- Automatic Upgrade:** Check Every Week
- Automatic Upgrade Check Interval (m):** 10080
- Automatic Upgrade Rule:** Always Check at bootup

Other options include:

- Lock Keypad for Update: Yes
- XML Config File Password:
- HTTP/HTTPS User Name:
- HTTP/HTTPS Password:
- Firmware File Prefix:
- Firmware File Postfix:
- Config File Prefix:
- Config File Postfix:
- DHCP Option 66 Override Server: Yes
- DHCP Option 120 Override SIP Server: Yes
- Authenticate Conf File: Yes
- Factory Reset: Full Reset

Buttons for 'Save' and 'Cancel' are located at the bottom of the page.

Upgrade via: Choose **HTTP**

Firmware Server Path: **fw.ipvideotalk.com/gs**

Automatic Upgrade: Select **Check Every Week**

Automatic Upgrade Check Interval (m): Input **10080**

Automatic Upgrade Rule: Select **Always Check at boot up**

Once done click [**Save**]

*Note: This step should only be done if you want to upgrade firmware.

GXP3140 Three-Way Conference

1. First, start a two-way video calling.

2. Then default caller must press down the *Line* button () and enable *Hold Status* for the first call. Select the available line and call the third person. After calling the third person, press the *Conference* button (). A message, “Do you want to conference with Line 1?” will be displayed. Then Press down the “Yes” soft key to activate Three-way calling.

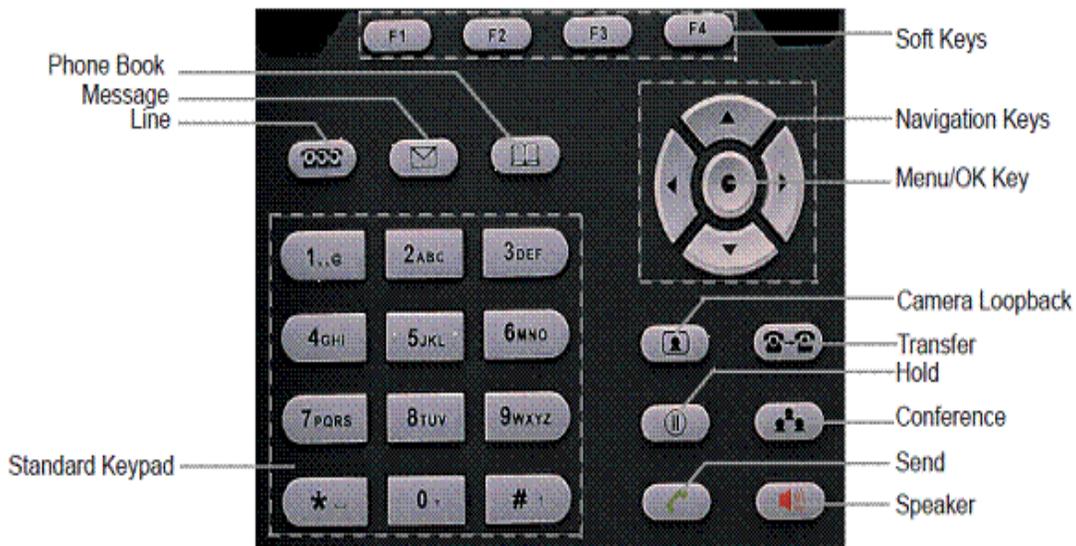
3. End call: If the default caller cut the line, the call will eventually end. Also, after the *Hold* button () is pressed down; the call will end by pressing the soft key of the partner’s line.

ADDITIONAL NOTES

Modification can be done by pressing down the Video Display Layout’s *Camera Loopback* ().

During the three-way conference, if the initiator of the conference hangs up, the conference will end. If users wish to allow the remaining two parties to stay in conversation after the initiator hangs-up, the conference initiator should set “Transfer on Conference Hang-up” to “Yes” in the web configuration interface. This would allow the transfer of call to the remaining party after the initiator exits the conference.

GXV3140 KEYPAD



Safety Precautions

This manual contains precautions to assure user's safety while using this product. If the precautions are disregarded, the extent of consequences is presented below.



*This indicates that ignoring or mishandling of this notice might result to death or serious injury to the person.



*This indicates that ignoring or mishandling of this notice might result to harm to the person.



*Immediately unplug the device from the power supply if there is a strange smell and smoke. Don't use the device and immediately contact the dealer for repair. This may cause fire or explosion.



*Do not disassemble or modify. The device may malfunction, cause electric shock and fire.



*Do not insert metal to the opening or drop the product. If in case a metal is inserted to the device, unplug the device and contact the dealer. The device may malfunction, cause electric shock and fire.



*Do not pour water or any foreign object inside the device. If in case water or any foreign object is poured or inserted to the device, unplug the device and contact the dealer.



*Do not touch the device when lightning occurs. This may cause electric shock.



*Do not use in bathroom or shower room. The device may malfunction, cause electric shock and fire.



*Don't place in a damp, dusty or direct sunlight. The device may malfunction, cause electric shock and fire.



*This device is not waterproof. If in case water entered the device, unplug the device and contact the dealer



CAUTION



*Do not place near the kitchen table or humidifier, or near oil and moisture. The device may malfunction, cause electric shock and fire.



*Do not place in humid and dusty area. The device may malfunction, cause electric shock and fire.



*Do not place in extremely cold place or place with unstable temperature. It may cause explosion.



*Do not place in unstable or shaky place. If the device falls it may collapse, it may cause injury or explosion.



*Use after checking if foreign matters are attached to the speaker of the handset. Thumbtacks, pin, stapler wires and other metallic object may cling to the magnet of the speaker so please be careful.

Troubleshooting

Please check the troubleshooting procedure before requesting a repair. If the problem doesn't get resolved, please contact us.

Problem	Solution
General Failure	<p>Plug and Unplug from the power source. (Do this for few times).</p> <p>Wait for at least one minute before plugging the device.</p> <p>If the problem is not resolved after doing this, please contact our customer support service.</p> <p>Please provide your number and broadband products.</p>

Problem	Cause	Solution
No Ringer Sound	Ethernet Cable is disconnected.	Check the connection of the Ethernet cable.
	AC Adapter is disconnected.	Check the connection of the AC Adapter.
	Did you change the volume settings?	Adjust the volume on the volume button.
	Did you change the settings on the display?	Revert the changed settings. Disconnect the Ethernet cable. (Please reboot).
Call is interrupted by noise	Are there any abnormalities in the network environment?	Check your network environment.