

Solutions that shine.



Grandstream GXV3350

Quickstart Guide

www.sunwire.ca

Thank You for Choosing Sunwire!

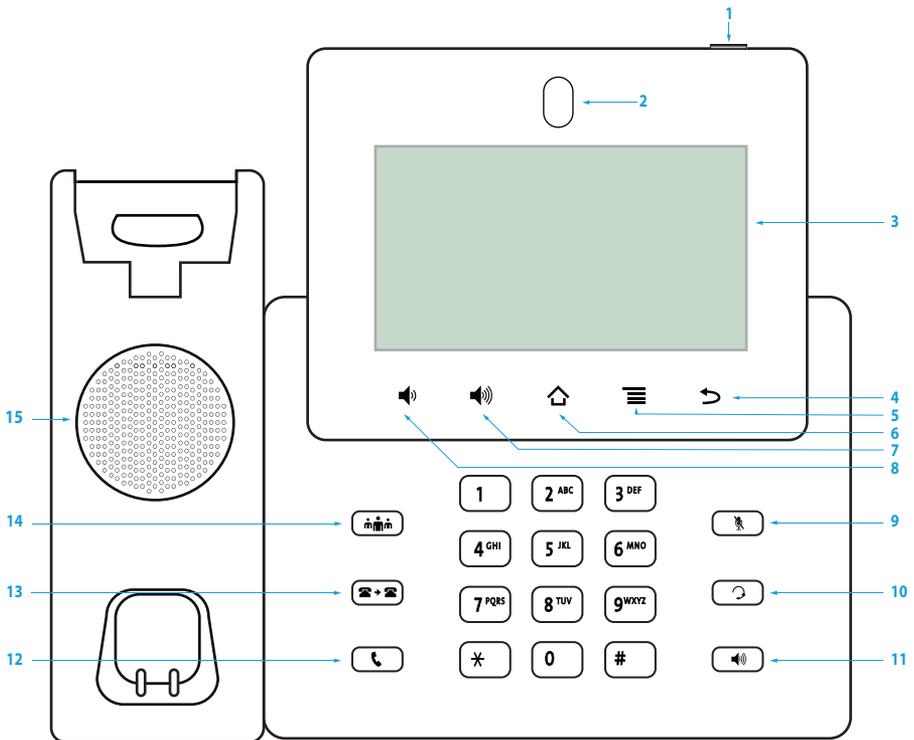
We pride ourselves on delivering the best service.

Contents

Phone Overview with Key Descriptions.....	2
Setting Up Your Voicemail.....	4
Navigating Your Voicemail.....	5
Most Common Phone Features.....	6
Telephone Feature * Codes.....	9

Grandstream GXV3350 SIP Phone

Overview with Key Descriptions



Key Description

1. **Message LED Indicator:** Will flash red when a new voicemail message is received.
2. **Front Camera:** The front camera angle can be adjusted, and the camera can be blocked by scrolling up/down the wheel on the back of the camera.
3. **LCD:** 1280 x 720 touch screen

4. **Back:** Tap to go back to the previous menu.
5. **Menu:** Press MENU key to access phone's display settings, edit widgets and thread manager.
6. **Home:** Tap to go back to Home screen or touch and press for about 2 seconds to take a screenshot of the phone's screen.
7. **Volume Up:** Tap to turn up the call volume and media volume.
8. **Volume Down:** Tap to turn down the call volume and media volume.
9. **Mute:** Mute/unmute the call or enable DND when free.
10. **Earphone:** Tap to enter into the dial interface or switch to headset.
11. **Speaker:** Tap to enter the dial interface or switch to speakerphone.
12. **Dial/Send:** Tap to make a call.
13. **Transfer:** Tap to transfer the call.
14. **Conference:** Tap to enter into conference, then make an online three-way call.
15. **Speaker**

Setting Up Your Voicemail

Choose a passcode and record your greetings.

Accessing your Voicemail

By default, your voicemail is set to answer after 5 rings. To access your voicemail, dial ***98**. To access another extensions voicemail, dial ***98+Ext**. To access your voicemail remotely, call your extension and press the * key when your voicemail answers.

Setting your Passcode

When accessing your voicemail, you are prompted for a passcode. The default passcode is 1234. Once logged in, you can change your passcode by pressing **0** for Mailbox Options and then **1**.

Recording your Greetings

Sunwire offers the option for up to three different types of greetings.

Unavailable Greeting

To record your main Unavailable Greeting, from the voicemail's main menu **press 3** for Greetings then **press 1** to Record a Greeting. **Press 3** to record your Unavailable Greeting and follow the voice prompts.

Busy Greeting

If you would like a different greeting to be played when you are on the phone and your line is busy, you can record a Busy Greeting. From the main menu, **press 3, 1, 2** to record your Busy Greeting.

Temporary Greeting

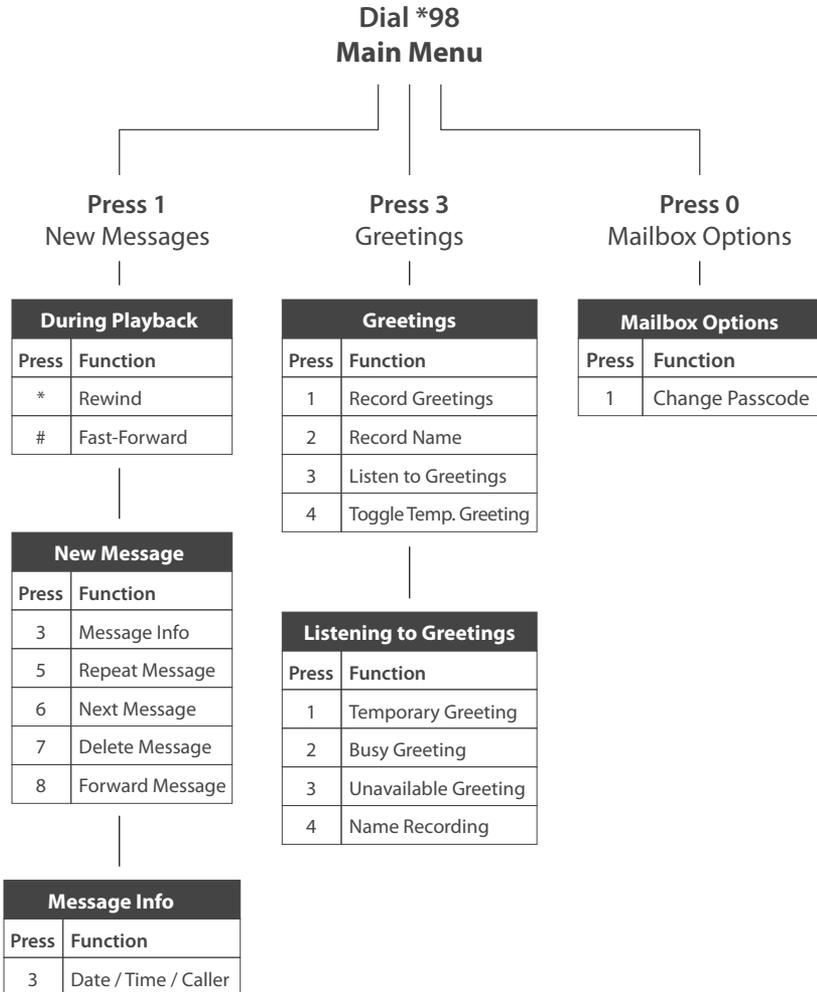
Alternately, you can also setup a Temporary Greeting if you are going away but do not want to record over your existing greetings. The Temporary Greeting can be enabled or disabled and will always play.

To record a temporary greeting, **press 3, 1, 1** from the main menu.

To toggle your temporary greeting, **press 3** then **4**.

Navigating Your Voicemail

See the big picture behind your voicemail system.



Most Common Phone Features

Learn how our most common features work.

Log In / Log Out of your Extension

This feature is most commonly used by individuals who share phone sets or those who wish to use their extension on different phones (and/or locations).

Your phone may be equipped with a Login and Logout softkey. You can also use *11 to log into your extension and *12 to log out of your extension. Dial *13 to playback the phone's current extension status.

Contacts and Speed Dial

Pressing the Contacts shortcut key will give you the option to navigate your corporate and local contacts. The corporate directory is managed by your system administrator and is sorted alphabetically. Your local directory is only stored on your phone and you can add, remove or modify contacts as you wish without affecting others in the company.

Your Speed Dial settings can be added and managed from either your telephone set or the administrative web portal. Speed dials can range from 1 to 999; all speed dials are preceded by '0'.

To configure your extension's speed dial settings:

1. Dial: 00
2. Enter the speed dial number you'd like to edit followed by the # key.
3. Enter the phone number to be assigned for this speed dial option.
4. You will hear a recording state: "Speed Dial Saved."

If you select a speed dial which already has an entry; you will be given the option to: edit the entry, delete it or playback its assigned number.

Transferring Calls

There are two methods of transferring a call: Attended (full) Transfer and Blind Transfer. An attended transfer allows you to speak with the individual you are transferring to prior to completing the transfer whereas a blind transfer simply sends the call.

To complete an attended (full) transfer:

1. While on a call, press the Transfer button to bring up transfer screen.
2. Select transfer mode as "Attended" by tapping on the mode selection area.
3. Enter the transfer target number and then press the "Transfer" soft-key on the right.
4. Follow the touch screen prompts to complete the transfer.

To complete a blind transfer, follow the same steps as above but rather than pressing "Attended" at step 2 - simply press the "Blind" option. The call is automatically transferred following step 3.

Note: If you transfer a call and it is not answered, it will go to that extension's voicemail. You can also transfer a call using the Directory Listing key rather than entering a number or extension.

Conference Calling

To initiate a conference call from the dial screen:

1. Bring up the dial screen then enter and press the extension number you would like to call.
2. The extension number will be added to the dialing field and users can dial another number using the same method.
3. Add the other members then press "Audio Call" for an audio conference or "Video Call" for a video conference.

Conference Calling (continued)

To initiate a conference call during a call:

1. When the phone is on call screen, tap the “Conference” button. Enter the third-party number or choose an available number on the left menu from call history or contacts.
2. After the call is established, the conference screen is brought up.
3. Tap on the [+] icon to add another member to the conference.

Parking a Call

Inbound calls can be parked (put on a public hold) by way of a custom soft-key or by dialling: ##. Parking a call allows you or another user to pick up the call from any other device on the phone system.

While on a call, you may find a ‘Park’ soft-key. If your phone is not equipped with a ‘Park’ softkey, simply press ##. This will place the call in the next available parking lot. The system will read back the parking lot number once the call is parked.

The call will then leave your phone and you can hang up the receiver.

You could now advise the person who must answer the parked call that they have a call parked on “XX” (where XX represents the parking lot number where the call was parked).

Configuring pre-specified soft-keys for that parking lot will allow any user to pick up a call in that parking lot. Alternately, users can simply dial the parking lot number in order to pickup the parked call.

Note: If your phone is configured with pre-specified softkeys for parking lots, the status light next to the softkey will light up if a call is parked in that parking lot number.

Telephone Feature * Codes

Access features quickly using the following dial codes.

Feature	Dial Code
Access Voicemail	*98
Anonymous Calling	*67 + Number
Call Forwarding Enabled	*72 + Number
Call Forwarding Disabled	*73
Park Call	##
Answer Parked Call	Dial Lot Number
Extension Login	*11
Extension Logout	*12
Extension Login/Logout Toggle	*904
Extension Status	*13
Record Call (if purchased)	#1



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If you require any further assistance,
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