

# GXV3140 USER MANUAL

Version 2.0.3



## Grandstream Networks, Inc.

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GXV3140

IP Multimedia Phone



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GXV3140 USER MANUAL

Thank you for purchasing GrandstreamGXV3140 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 dark 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 text. In the center, there is a light blue rounded rectangle containing a 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 positioned to the 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 settings categories: 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**.

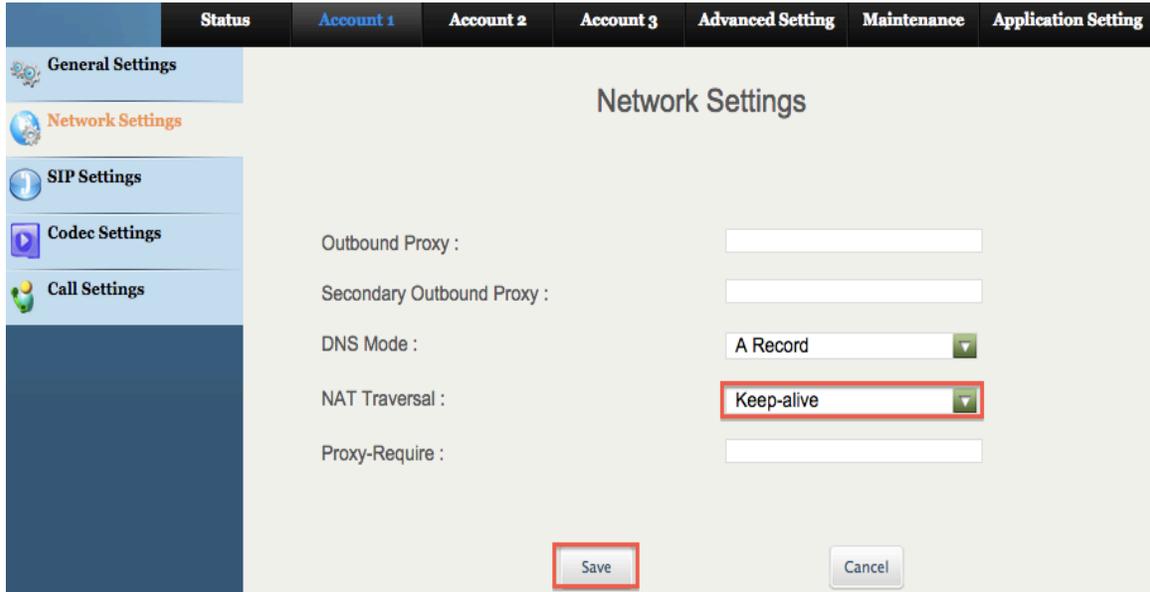
Authenticate ID: Enter **Unique ID**.

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]



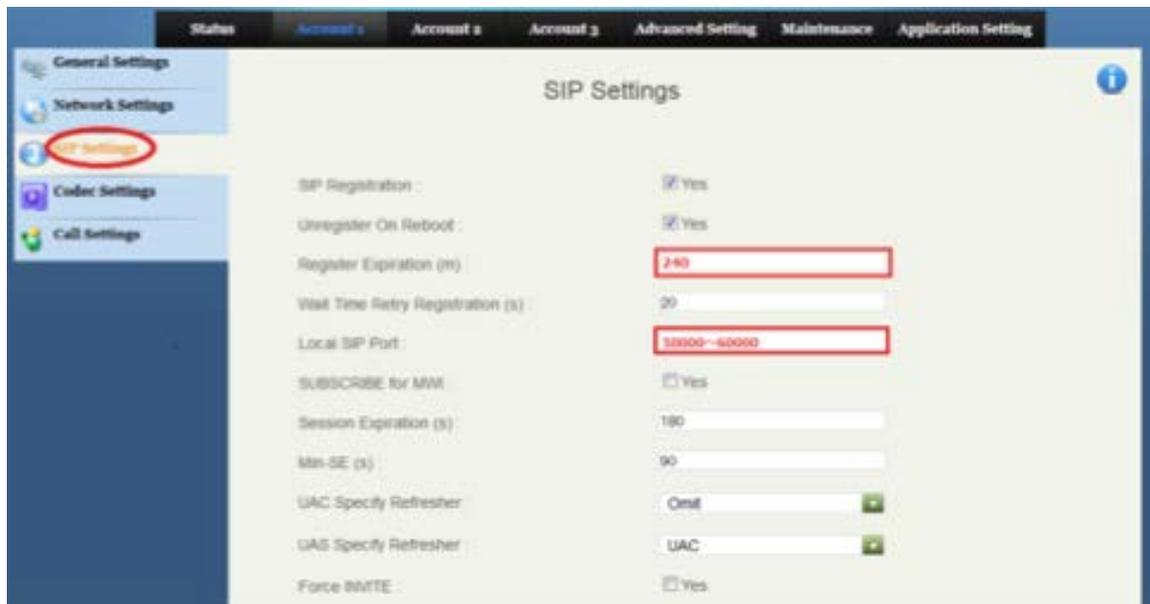
The screenshot shows the 'Network Settings' page for 'Account 1'. The left sidebar contains menu items: General Settings, Network Settings (highlighted), SIP Settings, Codec Settings, and Call Settings. The main content area has the following fields:

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

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

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 menu items: General Settings, Network Settings, SIP Settings (highlighted with a red circle), 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 (H) :	240
Wait Time Retry Registration (s) :	20
Local SIP Port :	50000~60000
SUBSCRIBE for MWL :	<input type="checkbox"/> Yes
Session Expiration (s) :	180
Min-SE (s) :	90
UAC Specify Refresher :	Onoff <input type="button" value="v"/>
UAS Specify Refresher :	UAC <input type="button" value="v"/>
Force INVITE :	<input type="checkbox"/> Yes

Register Expiration: Change to **240**.

Local SIP Port: any Port number in range of 50000~60000

\*Please allocate different port number to each devices without overlapping.

Ex.) Device A : 50000, Device B : 50001

Force INVITE :	<input type="checkbox"/> Yes
Caller Request Timer :	<input type="checkbox"/> Yes
Callee Request Timer :	<input type="checkbox"/> Yes
Force Timer :	<input type="checkbox"/> Yes
Enable 100rel :	<input type="checkbox"/> Yes
Use Privacy Header :	Default
Use P-Preferred-Identity Header :	Default
SIP Transport :	UDP
Symmetric RTP :	<input checked="" type="checkbox"/> Yes
Support SIP Instance ID :	<input checked="" type="checkbox"/> Yes
Validate Incoming SIP Messages :	<input type="checkbox"/> Yes
Check SIP User ID for Incoming INVITE :	<input checked="" type="checkbox"/> Yes
Authenticate incoming INVITE :	<input type="checkbox"/> Yes
Only Accept SIP Requests from Known Servers :	<input type="checkbox"/> Yes
SIP T1 Timeout :	0.5 sec
SIP T2 Interval :	4 sec
Remove OBP from route :	<input type="checkbox"/> Yes
Omit Charset Attribute in SIP Message :	<input type="checkbox"/> Yes

Check SIP User ID for Incoming INVITE : [Yes]  
\*It will be blocked unauthorized access to the devices.

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 an information icon (i) in the top right corner. The 'DTMF' section is highlighted with a red box and contains the following options:  In audio,  RFC2833, and  SIP INFO. Below this, the 'DTMF Payload Type' is set to '101'. The 'Preferred Vocoder' section shows two columns: 'Available' (PCM, PCMA, G722, G723.1, G729A/B, G726-32, L16-256) and 'Selected' (GSM), with yellow arrow buttons between them. The 'Preferred Video Codec' section shows 'Available' (H263, H263+) and 'Selected' (H264) with similar arrow buttons. Other settings include 'Enable RFC5168 support' (unchecked), 'H.264 Image Size' (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 selected QCIF).

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

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

The screenshot shows the 'Call Settings' page for 'Account 1'. The left sidebar contains menu items: General Settings, Network Settings, SIP Settings, Codec Settings, and Call Settings (highlighted with a red box). The main content area is titled 'Call Settings' and contains the following fields:

Start Video Automatically :	<input checked="" type="checkbox"/> Yes
Remote Video Request :	Prompt
Dial Plan Prefix :	
DialPlan :	{x+}
Early Dial :	<input type="checkbox"/> Yes
Refer-To Use Target Contact :	<input type="checkbox"/> Yes
Auto Answer :	No

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

6. **CALLFEATURES:** Select [**AdvancedSettings**] on the upper portion of the page and click on [**Call Features**] on the upper left corner.

The screenshot shows the 'Call Features' page for 'Advanced Setting'. The left sidebar contains menu items: General Settings, Call Features (highlighted with a red box), Video Settings, and Ring Tone. The main content area is titled 'Call Features' and contains the following fields:

Disable Call-Waiting :	<input checked="" type="checkbox"/> Yes
Disable Call-Waiting Tone :	<input checked="" type="checkbox"/> Yes
Disable DND Reminder Ring :	<input type="checkbox"/> Yes
Disable Direct IP Call :	<input type="checkbox"/> Yes
Escape '#' as %23 in SIP URI :	<input checked="" type="checkbox"/> Yes
Offhook Auto Dial :	
Robotix features	
Enable softkey customize :	<input type="radio"/> Enable <input checked="" type="radio"/> Disable
F1 softkey Mode :	None
F2 softkey Mode :	None
F3 softkey Mode :	None
F4 softkey Mode :	None

At the bottom of the page, there are two buttons: 'Save' (highlighted with a red box) and '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 [**AdvancedSettings**] 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 'Status', 'Account 1', 'Account 2', 'Account 3', 'Advanced Setting', 'Maintenance', and 'Application Setting'. The 'Advanced Setting' tab is selected. On the left, a sidebar menu includes 'General Settings', 'Call Features', 'Video Settings', and 'Ring Tone'. The 'Video Settings' page displays the following configuration options:

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

At the bottom of the page, there are 'Save' and 'Cancel' buttons.

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 icons and labels: 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 options:

- \* 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](http://ntp.jst.mfeed.ad.jp)  
Date Display Format: **YY-MM-DD** (Year-Month-Day-Time)

Once done click [**Save**]

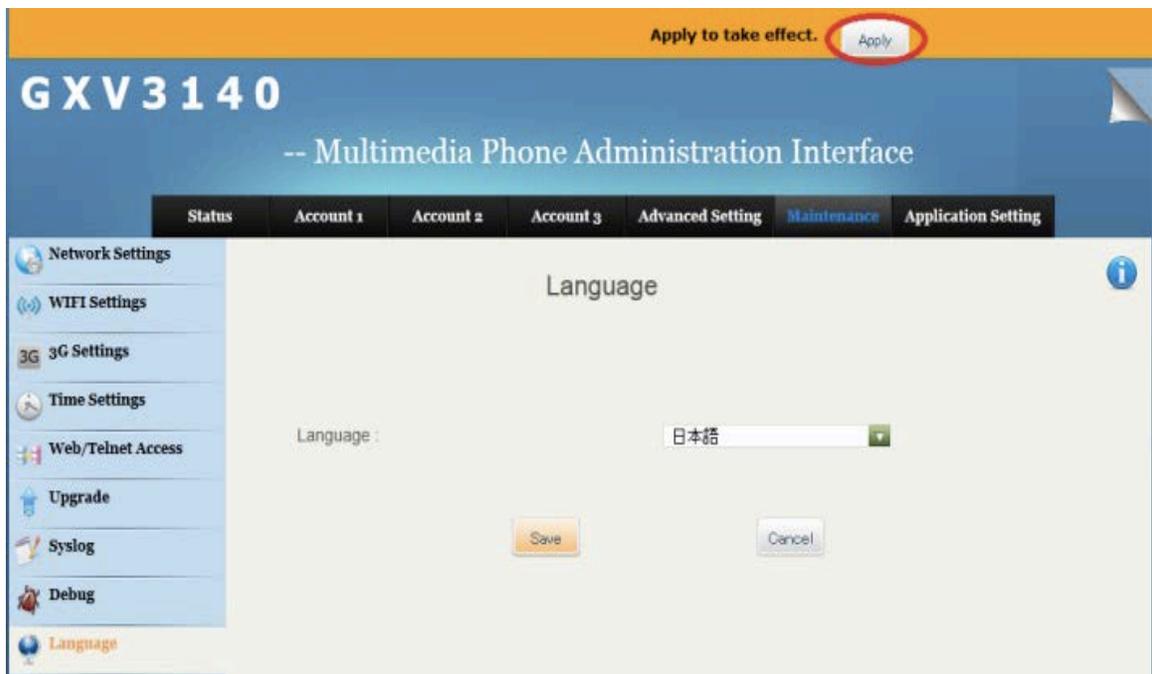
9. **LANGUAGE:**Select [**Maintenance**] on the upper portion of the page and click on [**Language**].



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 contains various settings for firmware updates. The 'Upgrade Via' dropdown is set to 'HTTP'. The 'Firmware Server Path' is 'fw.ipvideotalk.com/gs'. The 'Automatic Upgrade' dropdown is set to 'Check Every Week'. The 'Automatic Upgrade Check Interval (m)' is '10080'. The 'Automatic Upgrade Rule' dropdown is set to 'Always Check at bootup'. The 'Factory Reset' dropdown is set to 'Full Reset'. There are 'Save' and 'Cancel' buttons at the bottom.

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	<p>Ethernet Cable is disconnected.</p> <p>AC Adapter is disconnected.</p> <p>Did you change the volume settings?</p> <p>Did you change the settings on the display?</p>	<p>Check the connection of the Ethernet cable.</p> <p>Check the connection of the AC Adapter.</p> <p>Adjust the volume on the volume button.</p> <p>Revert the changed settings. Disconnect the Ethernet cable. (Please reboot).</p>
Call is interrupted by noise	Are there any abnormalities in the network environment?	Check your network environment.