Caller One

Provisioning the Grandstream GXV3380

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Introduction

Caller One is a broadcast telephony product from Broadcast Bionics. The user interface is accessed via a web browser, meaning that control is possible from a wide range of devices, including desktop machines, tablets or even from a mobile. Some customers have asked whether it is possible to also use a phone that includes a traditional handset. This is now possible, Caller One has added support for the Grandstream GXV3380 handset. This document details the setup and configuration process in order to achieve this.

The Grandstream GXV3380

The Grandstream GXV3380 is a desktop phone with a traditional handset that runs Android and includes an 8 inch touchscreen. Caller One has a customised view specifically designed for the GXV3380 and this can be accessed using a lightweight Caller One Connect application that is loaded onto the phone.



Although the GXV3380 supports PoE (power over Ethernet), its performance is limited in this mode. We therefore recommend using a traditional power supply in addition to a non PoE Ethernet connection.

Prerequisites

Before starting the process of setting up the GXV3380, make sure that Caller One is installed at your site, the licence is activated and it is fully configured. Using a desktop browser, ensure that Caller One is working correctly before proceeding.

Connect your GXV3380 to its power supply and to the same network as the Caller One machine using an Ethernet cable.

Follow steps in the GXV3380's user manual to ensure that the firmware is up to date. This is done by using a web browser to access the phone's web portal. The firmware repository should be set to be firmware.grandstream.com At time of writing, the latest firmware is v1.0.3.29.

The Caller One Connect application is contained within a single file, named CallerOneConnect.apk. This file should be obtained from Broadcast Bionics.



Transferring the Caller One Connect application to the phone

The Caller One GXV3380 application can be transferred to the phone over FTP using the included *FTP Server* application.

When first powered up, you should see the phone's home screen as shown below.



Using the touchscreen, flick right to access the phone's applications.



Tap the FTP Server icon in order to open the FTP server application.





Tap the *Start FTP Server* button. The FTP server will start and the address that can be used to access it will be displayed on the screen, as shown below.

FTP Server		💆 🛋 बाब	严 🏗 15:40
<			•
	ftp://192.168.255.121:2121/		
	Stop FTP Server		

Using an FTP client, connect to the address shown and transfer the Caller One Connect application file to the phone.

Once the transfer is complete, you should be able to locate the application file in the File Manager. As before, swipe right from the home screen to see the installed apps.





Tap the File Manager icon and you will be presented with the root folder as shown below.



Tap Internal Storage and you will see the Caller One Connect application file, as shown below.



File Manager			Ø		🎫 💐 🛪 🏗 16:02
All	All > Internal St	orage >		H	Q 🖍 11
Pictures	Android	Pictures	remotefirm- ware	Music	Podcasts
Audio					
& Video	Ringtones	Alarms	Notifications	Movies	Download
[↓] Download		ene			
Johnood	DCIM	CallerOneConn ect.apk			

Installing the Caller One Connect application

Tap the CallerOneConnect.apk icon. This will attempt to install the application but default security settings will prevent this since it has not come from the official store.



To resolve this problem, there are a couple of settings that need to be changed. Tap *Settings*.



Security Settings	👁 😁 🛄 😁 📼 👯 16:02
Security Settings	
Device security	
Screen lock	None
Passwords	
Make passwords visible	•
Device administration	
Device administrators	View or deactivate device administrators
Unknown sources	Allow installation of apps from unknown sour.
Credential storage	
Storage type	Hardware-backed

Now tap the switch labelled Allow installations of apps from unknown sources. You will be prompted with a warning as below.

Security Settings	o	θ	i.	θ	FTP	₩POE		F	16:02
< Security Settings									
Device security									
Screen lock								No	one
Passwords Make passwords visible	Your phone and personal data are more vulne able to attack by apps from unknown sources	r- 3.							
Device administration	You agree that you are solely responsible for a damge to your phone damage or loss of date	any							
Device administrators	that may result from using these apps.		ativat	e de	vice	adm	inis	trate	ors
Unknown sources	Cancel 0	ж	on	n unł	know	n so	ur(
Credential storage									
Storage type					На	rdwa	ire-l	back	ed
						~ .		-	

Tap OK to continue.

Return to the File Manager and tap CallerOneConnect.apk again. This time, you should see the following prompt.





Tap INSTALL and wait until the installation is complete.

Package installer		0		🎫 👯 🔊 🖫 16:03
All	All > Inte		+	Q 🖍 11
Pictures	Andro		Music	Podcasts
Audio				
& Video	Ringto App installed.		Movies	Download
[↓] Download				
	DCI			
	DONE	OPEN		

Tap DONE.

Allowing permissions for camera and microphone

Before the Caller One Connect app can be run, it will need permissions to access your camera and microphone.

From your home screen, swipe to see the applications and tap Settings.

Scroll down the list until you see the Apps section.





Tap Application Management.

Application Management	•	٢	θ	FTP	t.	R I	2 16:05
Application Management							
Caller One Connect							
Launcher							
Android Keyboard (AOSP)							
Settings							
Clock 68.00 KB							
GS Market							
Programmable Key							

Tap Caller One Connect. This will open a menu that allows you to set various options for the application.



App info	O ⊡ ⊡ ♥ ■ ↓ 16:05
< App info	
Caller One Connect Version 1.0	Force stop
Storage	15.30 MB used in Internal storage
Permissions	No permissions granted
Open by default	No defaults set
Memory	782 KB avg memory used in last 3 hours

Tap *Permissions* which will open a menu allowing you to give permission to both the Camera and Microphone. Tap both switches to do so.

Арр	permissions	•	θ	넙	0	FTP	Ų ∞	a 1	16:0	
÷	App permissions									:
<mark>e</mark> ne	caller One Connect									
Ca	mera									
Mi	crophone							Ŷ		

Tap the back arrow until you are back at the home screen.



Note that whilst Caller One Connect does not use the phone's camera, it is necessary to give it permission to do so in order to allow the browser to use WebRTC, the technology used by Caller One.

Configuring the Caller One Host IP Address

Once the Caller One Connect application is installed, it needs to know the address of your Caller One host machine. Tap the Caller One icon to open the app and you will be presented with the following.



Type in your host's IP address.

Caller One C	onnect						•		™ 1	弫 16:07
					ne	Э				
				19	2.168.254	.76	_			
				Suggest cor	ntact names? To	uch for info.				Ŷ
1	2	3	4	5	6	7	8	9	0	×
@	#	£	%	8	-		+ ()		~
~ [<	١	=	*	"	-	:	;	!	?	~ [<
ABC	J	_						/		٢

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Tap the enter (tick) key.

Caller One Connect	ø	٢	١	٢	FTP	₩.	a F	16:07
ene	1							
192.168.254.76	5							
SAVE								

Then click SAVE. Caller One will appear on the screen.

Caller One Connect		o 🖸 🗄	다. 🐨 ए 🕫 江 16:07
≡ Caller <mark>9</mark> ne			
Lines	Recent calls	Contacts	Advanced search
1 IPO x940	4 Anyv	vhere	
2 IPO x940	5 Anyv	vhere	
3 Anywhere	6 SipD	ialler	

Due to the small screen, it is only possible to show a maximum of 6 lines on the GXV3380.

Configuring Caller One to open when the handset is picked up

The GXV3380 allows you to set an app that can quickly open when the handset is lifted. We want to set this to Caller One.



From the home screen, swipe to see applications and tap Settings. Scroll down to the Apps section and tap Default Application.

Default Application	٥	Θ	닖	θ	FTP	t.		Έ.	16:09
Contraction									
Opening links									
Assist & voice input									
Home app							Lau	inch	er
Browser app							Br	ows	er
Phone app							I	Phor	пe
Quickly Launch Specified App				(Calle	er On	e Cc	nne	ct

Tap Quickly Launch Specified App.

Default Application		•	θ	١	θ	FTP	₩PO6		<u>ل</u>	16:09
Contraction										
Opening links										
Assist & voice input	Quickly Launch Specified App									
Home app	Caller One Connect (Default)							Lau	nch	er
Browser app	Host							Bro	ows	er
Phone app	- None							F	Phor	ne
Quickly Launch Specifie	ed App				(Calle	r On	e Co	nne	ct

Tap Caller One Connect.

Changing the screensaver settings

The default screensaver is very aggressive. To change it, from the home screen, swipe to see applications and tap *Settings*. Scroll down to the *Basic* section and tap *Display*.

Caller

Display	ø	Θ	┕	0	FTP	ŧ.	a ∎	16:10
< Display								
Brightness level								>
Screen Timeout							3Min	>
Screensaver Timeout							2Min	>
Screen saver					S	creer	nsaver	>
Font size						D	efault)	>

Tap Screen Timeout.

Display		• 🛛 🖿		16:10
< Display				
Brightness level	Screensaver Timeout			>
Screen Timeout	2Min	٢	3Min	>
Screensaver Timeout	5Min	0	2Min	>
Screen saver	10Min	0	Screensaver	>
Font size	20Min	0	Default	>
	30Min	0		

Select a more suitable timeout.