

Caller One

Provisioning the Grandstream GXV3380

Version	Date	Change Details
1	4th March 2022	Initial draft

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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.

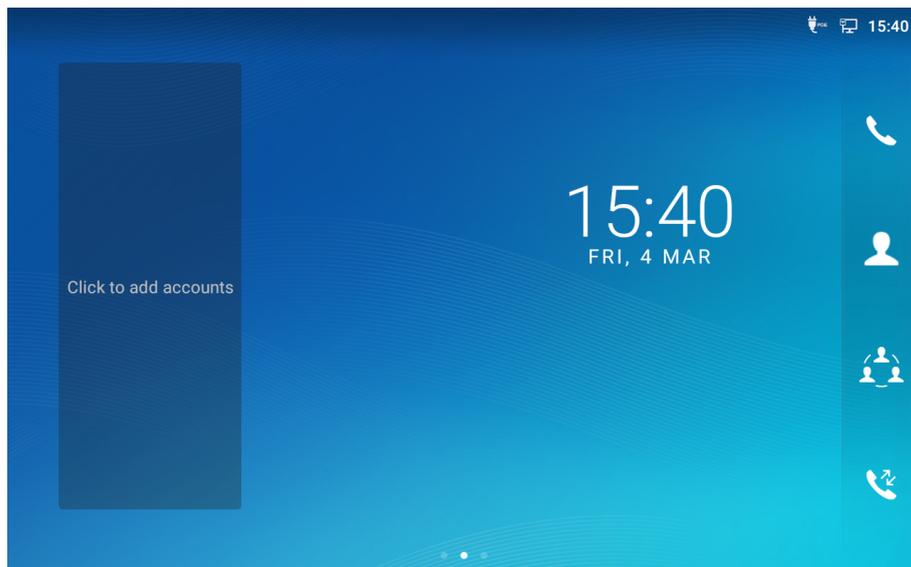
Follow steps in the GXV3380's user manual to ensure that the firmware is up to date. This is done by using a web browser to access the phone's web portal. The firmware repository should be set to be firmware.grandstream.com At time of writing, the latest firmware is v1.0.3.29.

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

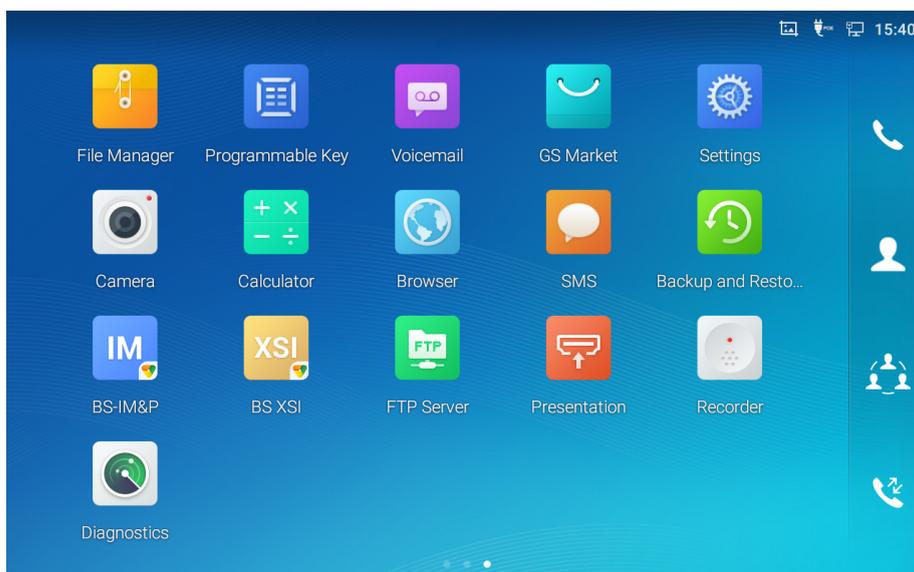
Transferring the Caller One Connect application to the phone

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

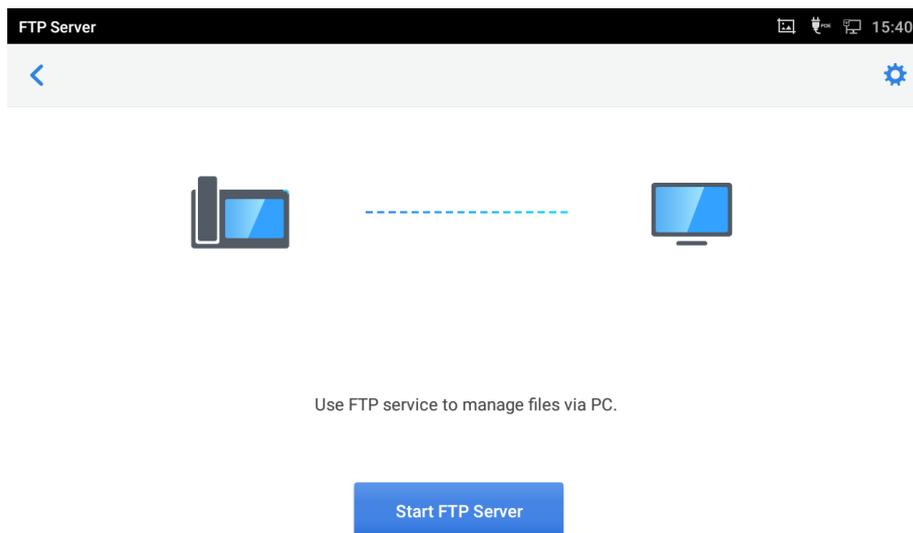
When first powered up, you should see the phone's home screen as shown below.



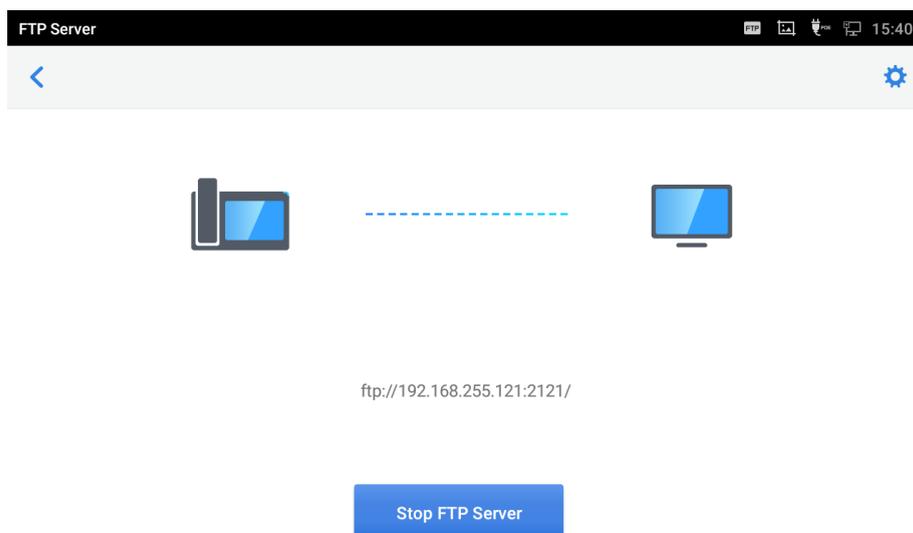
Using the touchscreen, flick right to access the phone's applications.



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

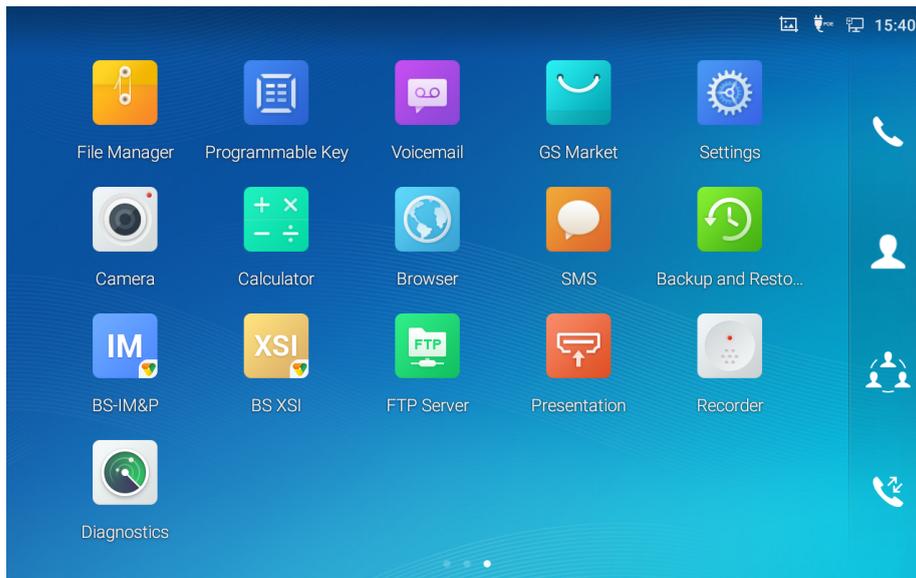


Tap the *Start FTP Server* button. The FTP server will start and the address that can be used to access it will be displayed on the screen, as shown below.

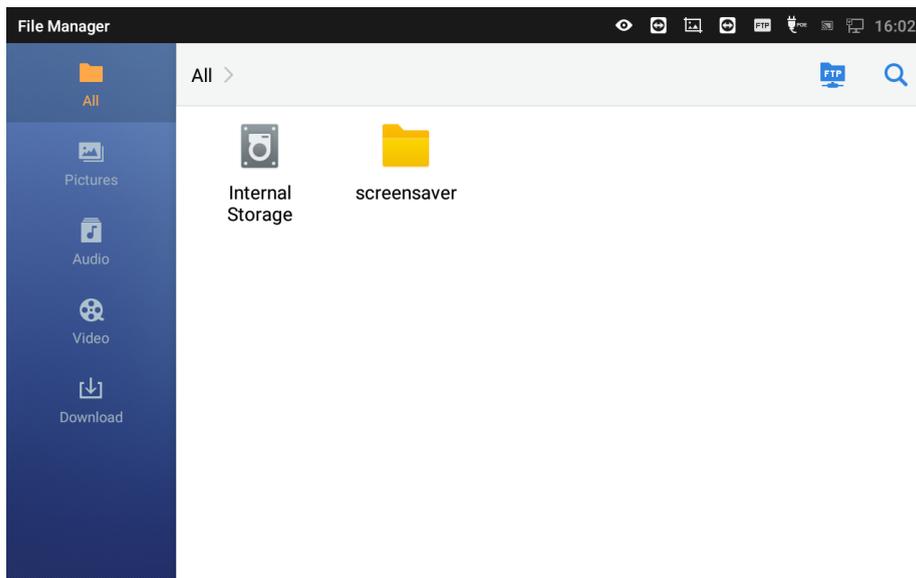


Using an FTP client, connect to the address shown and transfer the Caller One Connect application file to the phone.

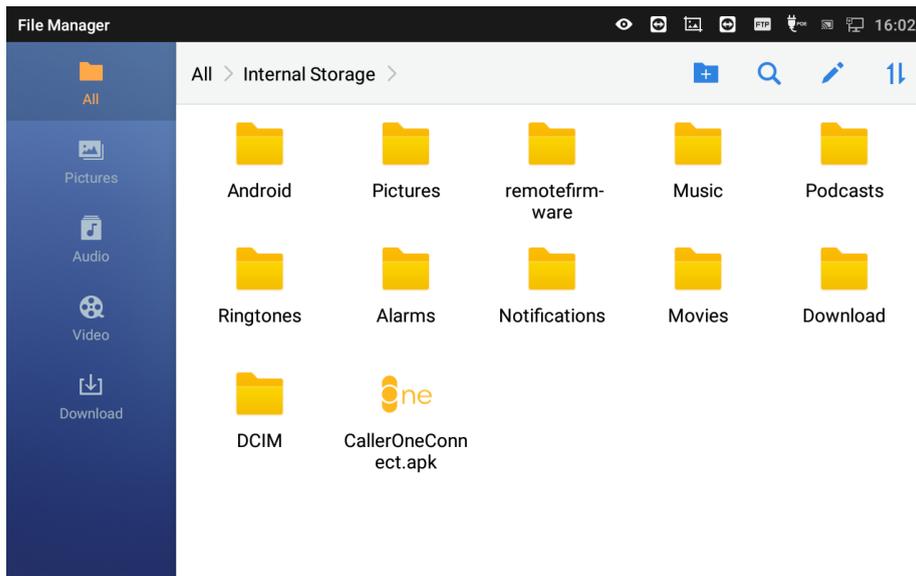
Once the transfer is complete, you should be able to locate the application file in the File Manager. As before, swipe right from the home screen to see the installed apps.



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

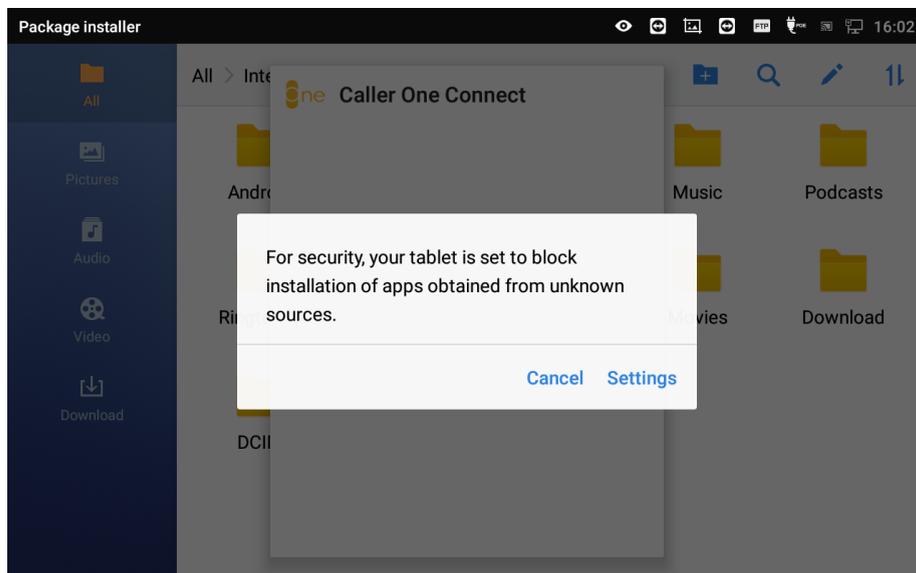


Tap Internal Storage and you will see the Caller One Connect application file, as shown below.

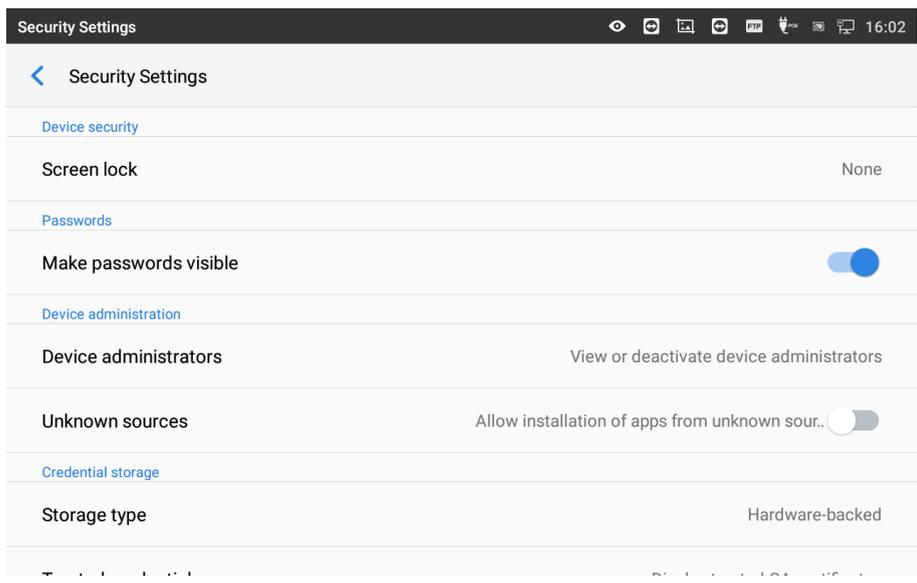


Installing the Caller One Connect application

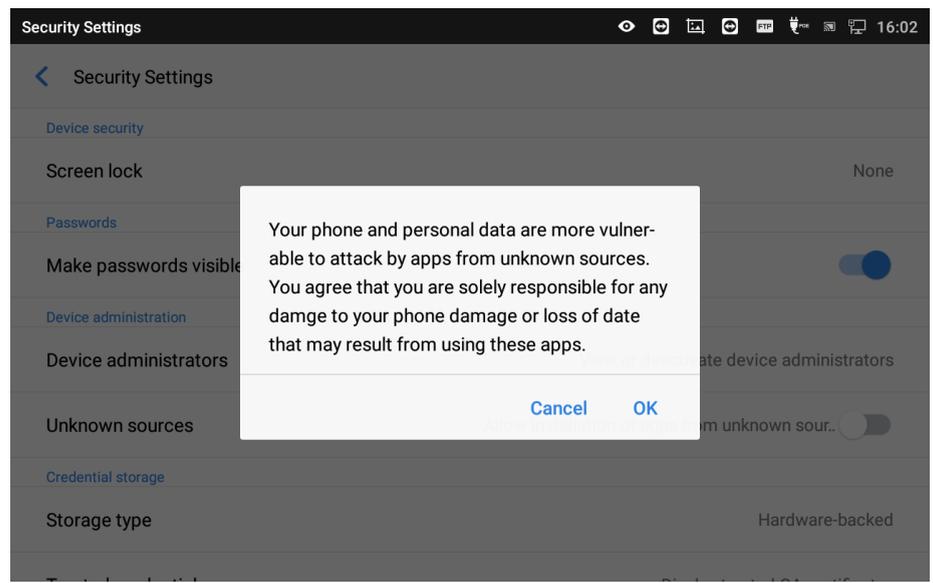
Tap the CallerOneConnect.apk icon. This will attempt to install the application but default security settings will prevent this since it has not come from the official store.



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

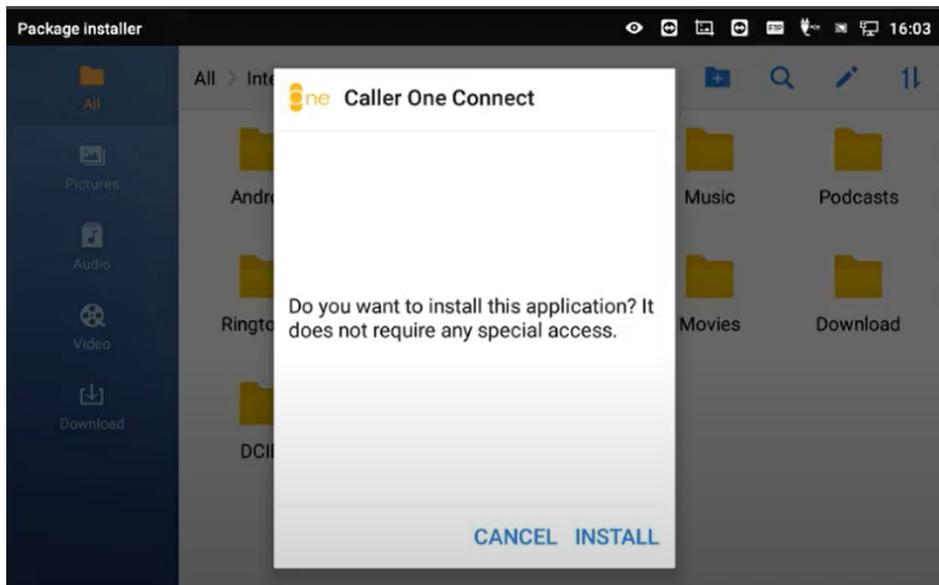


Now tap the switch labelled *Allow installations of apps from unknown sources*. You will be prompted with a warning as below.

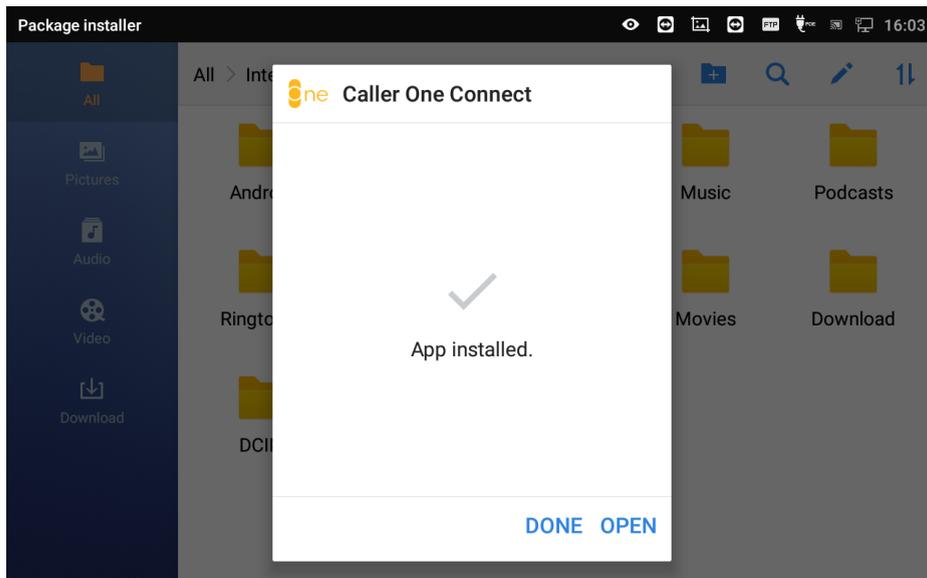


Tap *OK* to continue.

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.



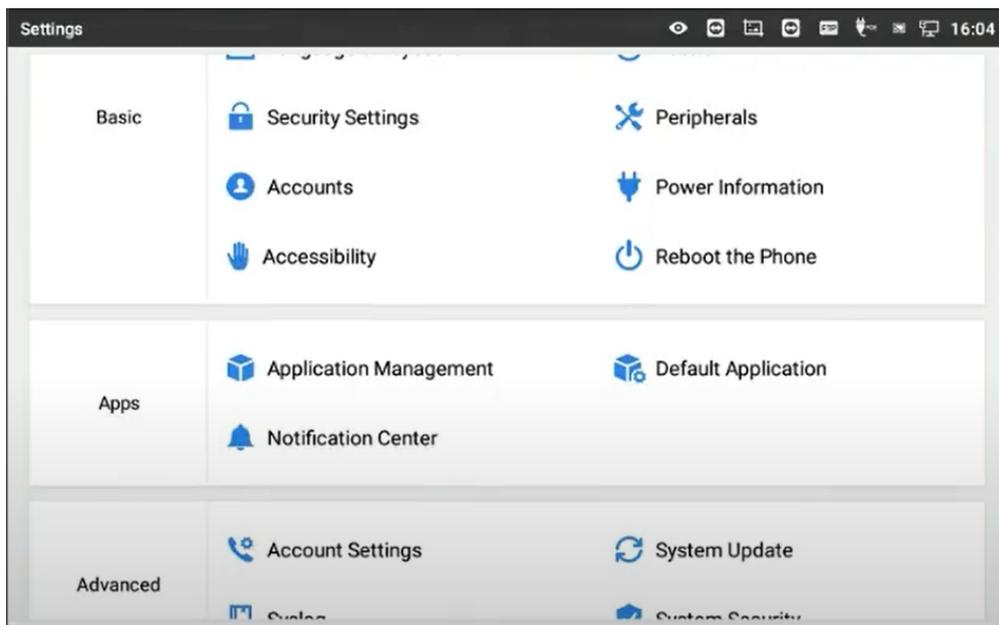
Tap *DONE*.

Allowing permissions for camera and microphone

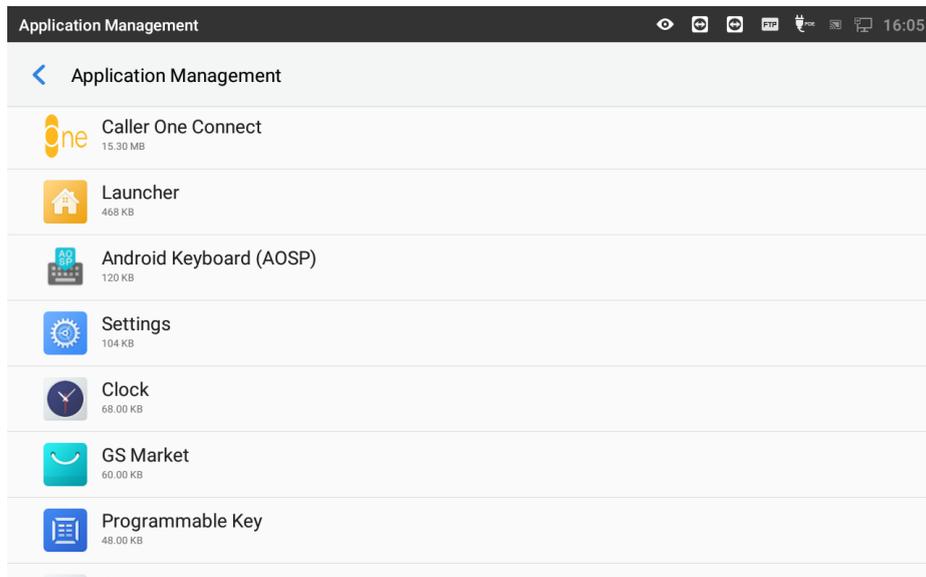
Before the Caller One Connect app can be run, it will need permissions to access your camera and microphone.

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

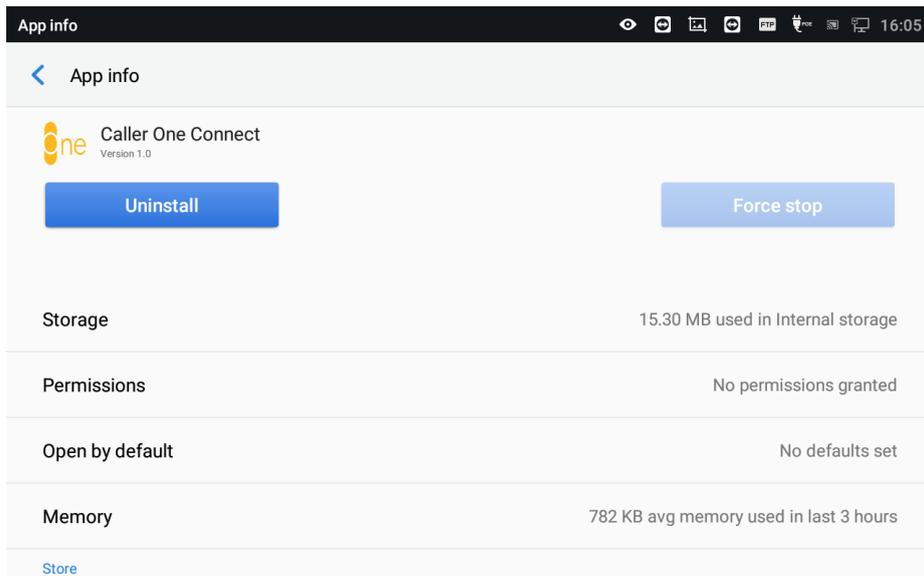
Scroll down the list until you see the *Apps* section.



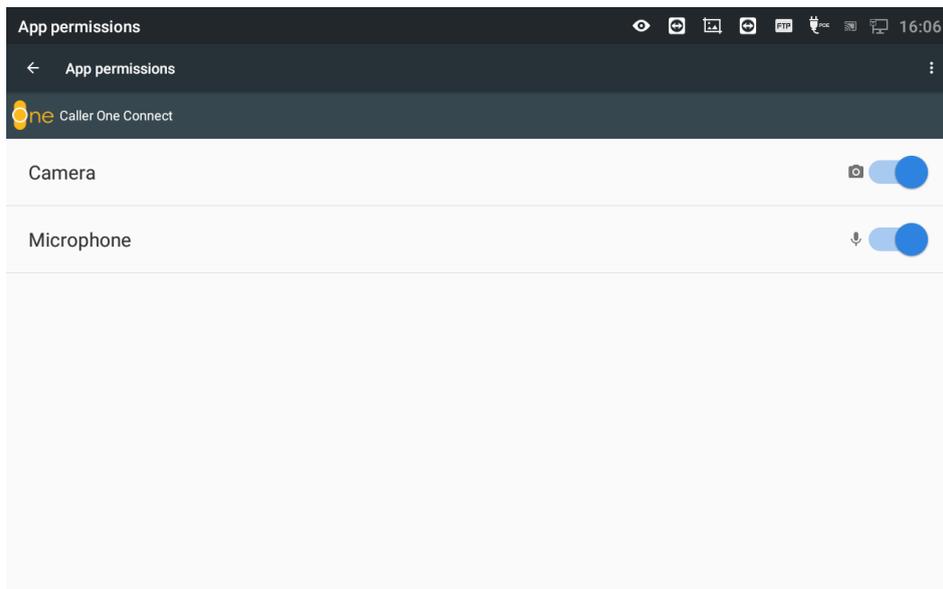
Tap *Application Management*.



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



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

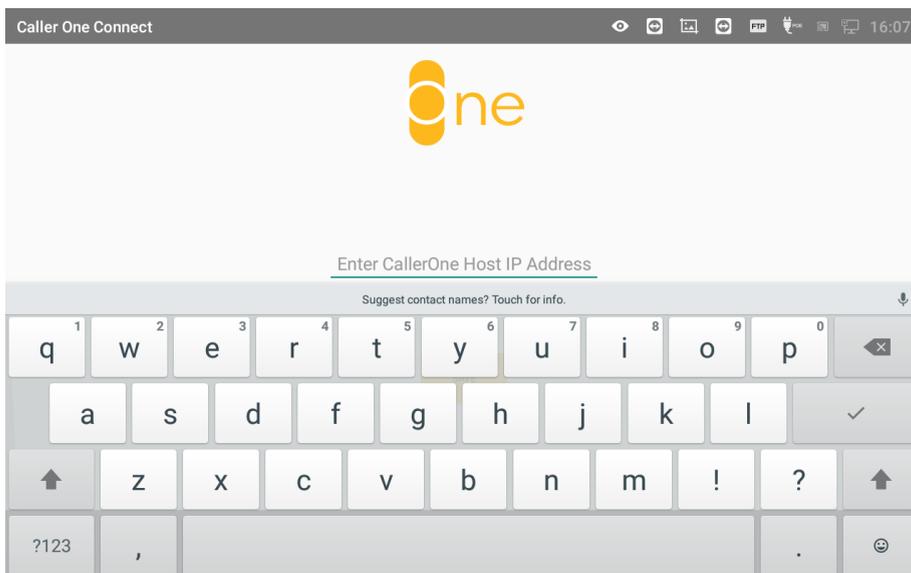


Tap the back arrow until you are back at the home screen.

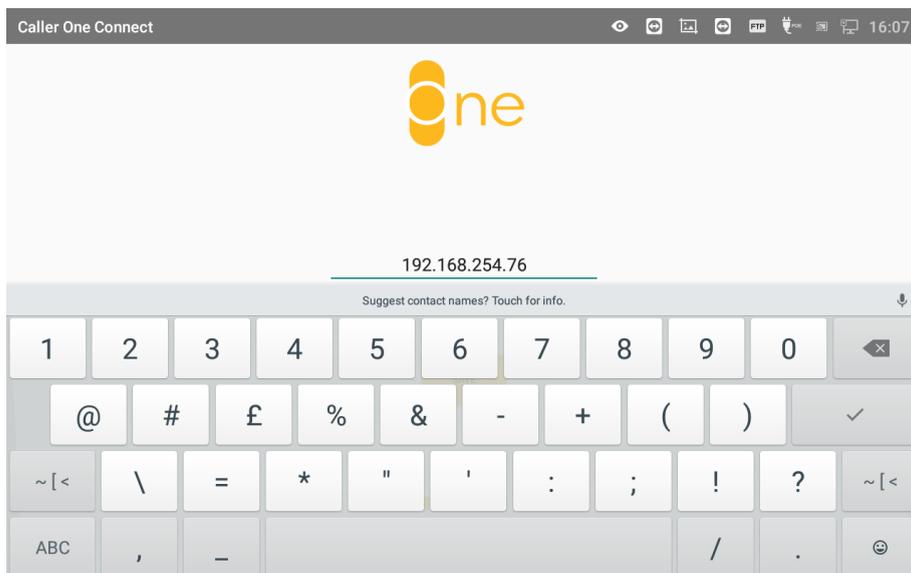
Note that whilst Caller One Connect does not use the phone's camera, it is necessary to give it permission to do so in order to allow the browser to use WebRTC, the technology used by Caller One.

Configuring the Caller One Host IP Address

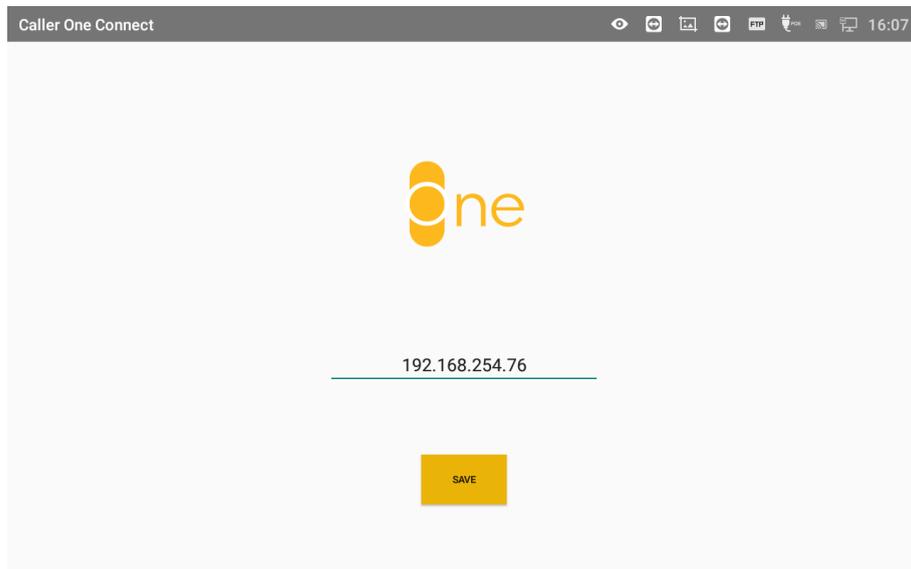
Once the Caller One Connect application is installed, it needs to know the address of your Caller One host machine. Tap the Caller One icon to open the app and you will be presented with the following.



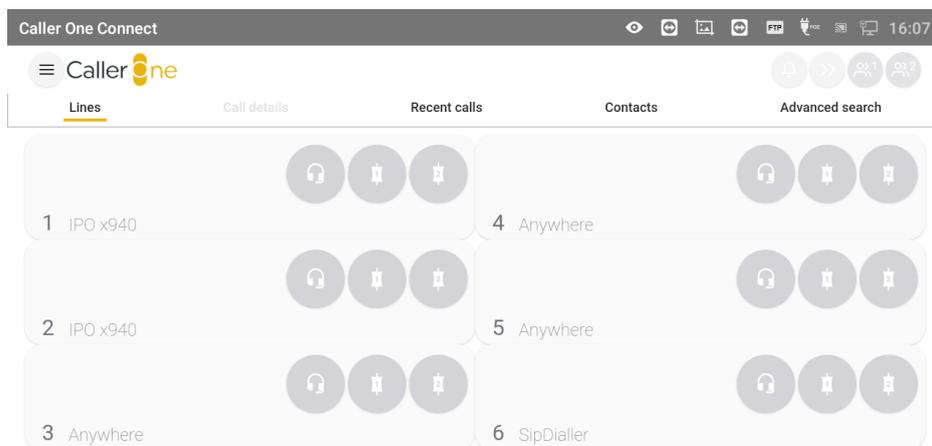
Type in your host's IP address.



Tap the enter (tick) key.



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

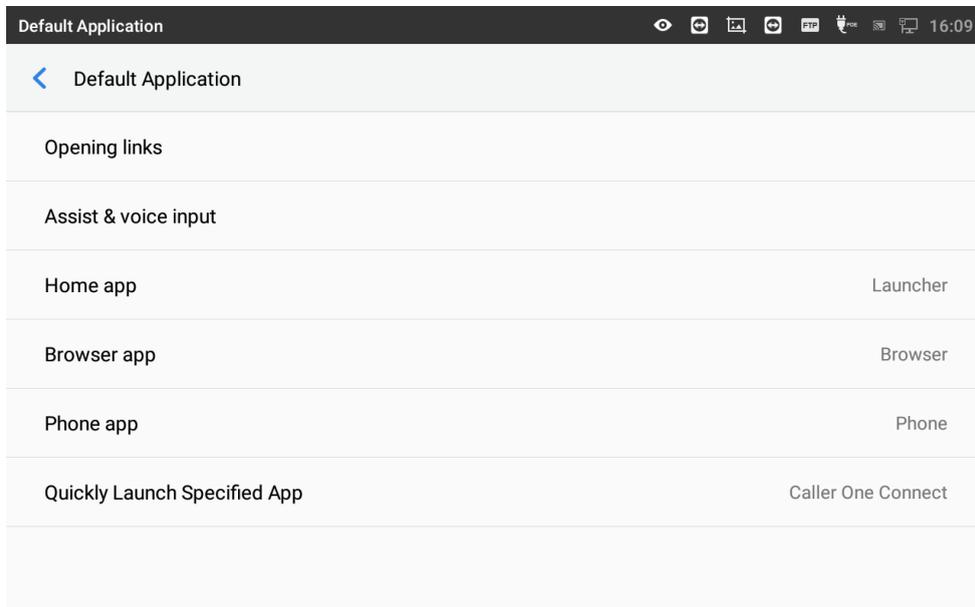


Due to the small screen, it is only possible to show a maximum of 6 lines on the GXV3380.

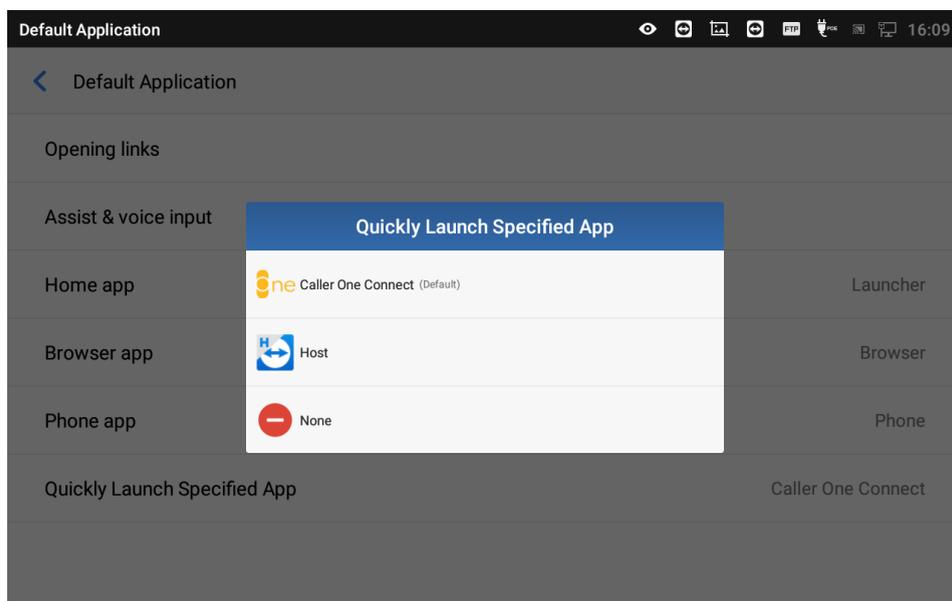
Configuring Caller One to open when the handset is picked up

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*.



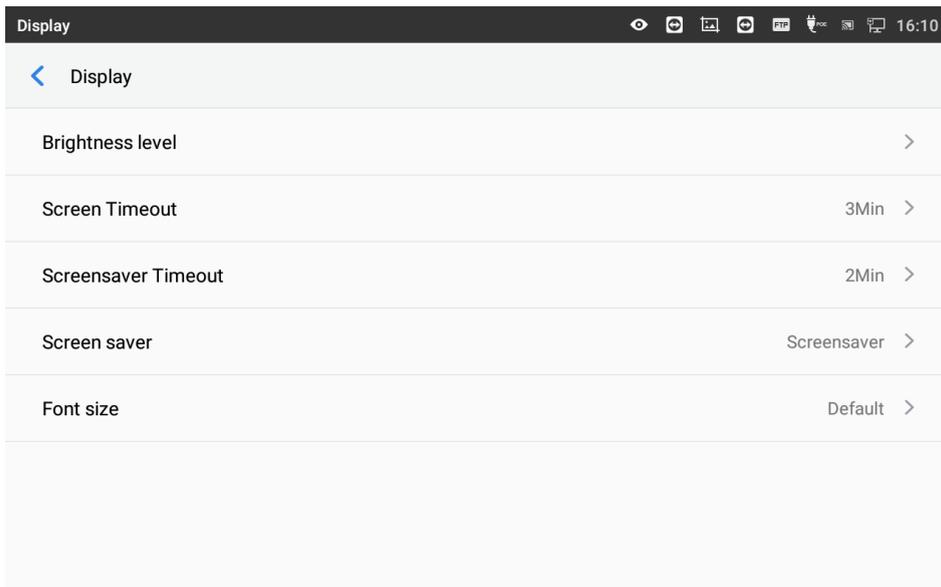
Tap *Quickly Launch Specified App*.



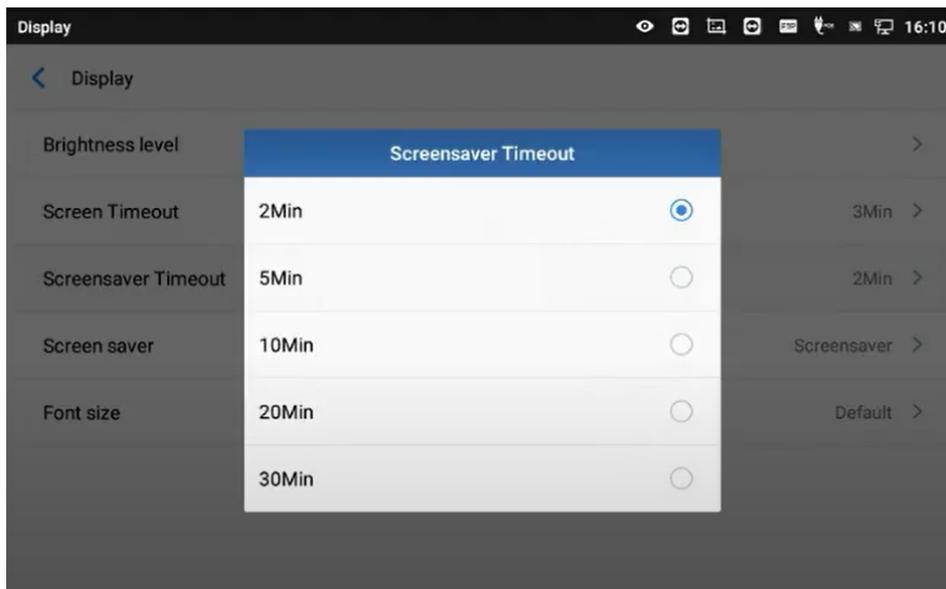
Tap *Caller One Connect*.

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*.



Tap *Screen Timeout*.



Select a more suitable timeout.