Grandstream Networks, Inc.

GDS3727

Quick Installation Guide

GDS3727 Quick Installation Guide

Introduction

GDS3727 is an advanced IP Video Door Station that functions as a high-definition IP surveillance camera and IP intercom, offering comprehensive access control and security monitoring for facilities of all sizes. It features a 152-degree wide-angle lens for full-area video coverage, AI ISP intelligent image processing, and includes a built-in IC & ID card reader, NFC chip, two microphones, and one speaker to enable seamless intercom communication. The device also supports alarm-in and alarm-out integration with existing security systems.

With support for Grandstream's GDS Manager utility, the GDS3727 allows centralized management of card credentials, video streams, and configuration. Additionally, the free mobile access control app enables convenient setup, remote door unlocking, and real-time permission management.

Powered by an AI Image Sensor Processor and enhanced image algorithms, the GDS3727 delivers crisp 1080p Full HD video, maintaining excellent performance even under low-light conditions up to 3 meters. It supports PoE, features intelligent white LED illumination, motion and stay detection, and expandable DI/DO/RS485 interfaces for versatile integration.

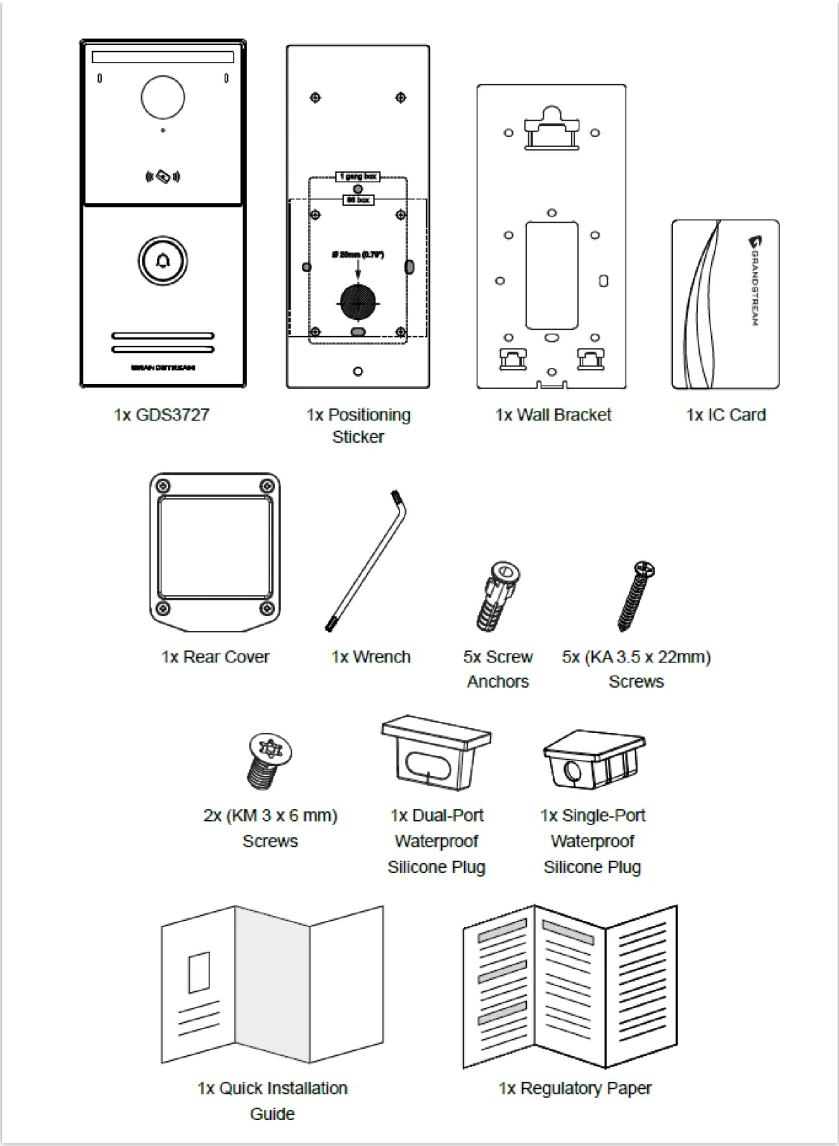
Combined with Grandstream's GSC357X Control Stations, GXV video phones, GS-Wave app, and GNS network storage, the GDS3727 forms a complete, scalable solution for access control, video intercom, and security surveillance.

Precautions:

- Do not attempt to disassemble or modify the device.
- Do not expose this device to temperatures outside the range of -30 °C to 60 °C for operating and -30°C to 70°C for storage.
- Do not expose this device to environments outside of the following humidity range: 10-90% RH (non-condensing).
- Do NOT power cycle the device during system boot up or firmware upgrade. You may corrupt firmware images and cause the unit to malfunction.

Package Contents

• 1 x GDS3727. • 1 x Positioning Sticker. • 1 x Wall Bracket. • 1 x IC Card. • 1 x Rear Cover. • 1 x Wrench. • 5 x Anchors.	• 5 x *(KA 3.5 x 22mm)* Screws. • 2 x *(KM 3 x 6mm)* Screws. • 1 x Dual-Port Waterproof Silicone Plug. • 1 x Single-Port Waterproof Silicone Plug. • 1 x Quick Installation Guide. • 1 x Regulatory Paper.



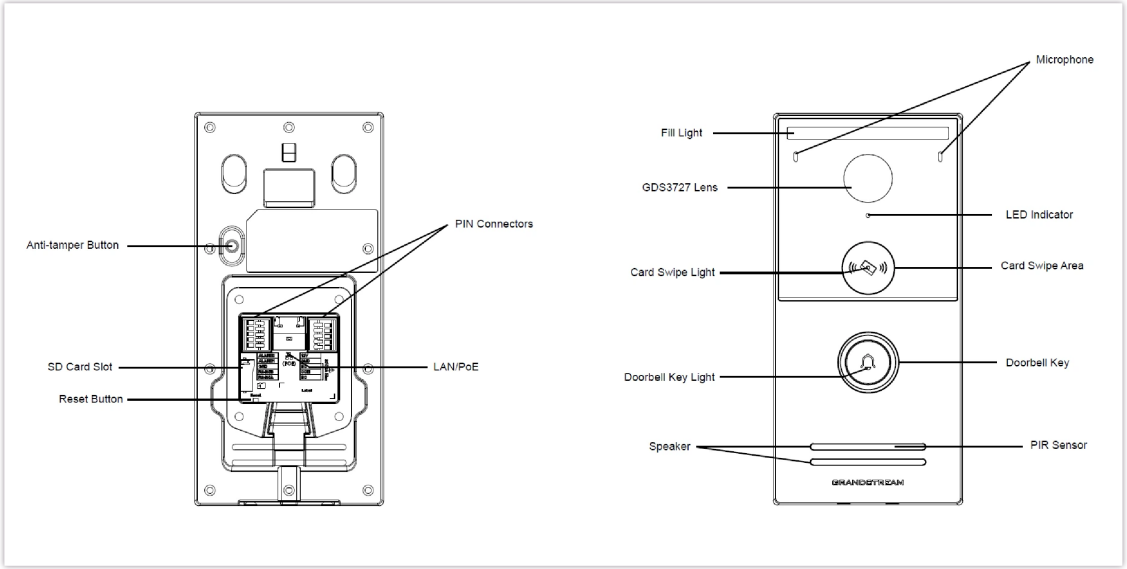
GDS3727 Package Content

Note

Check the package before installation. If you find anything missing, contact your system administrator.

Description of the GDS3727

The figure below shows a description of the back and front views of the GDS3727 IP Video Door Station:



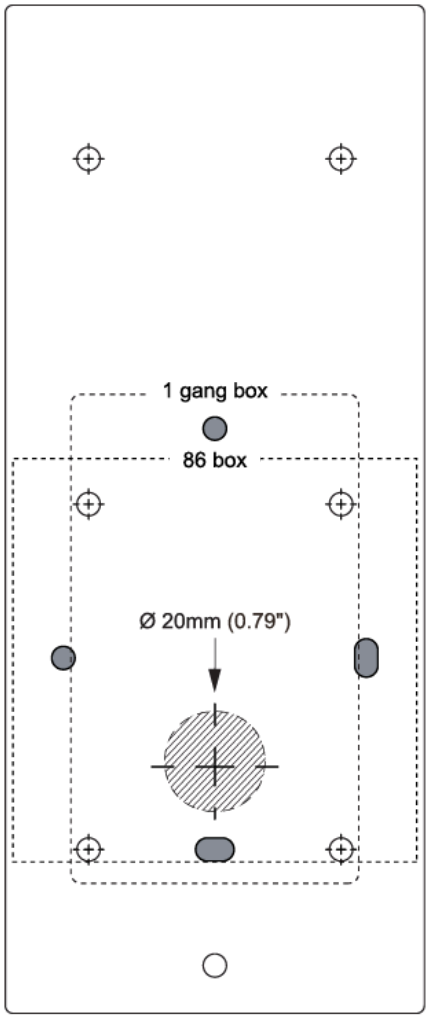
GDS3727 Front and Back View

GDS3727 Wall Mount Installation

This section provides detailed instructions for installing the GDS3727 IP Video Door system on a wall using one of the following methods:

- With a 1-gang box
- With an 86 box
- Direct wall mount (no box)

A **positioning sticker** is included in the package to ensure accurate and aligned mounting across all installation types.

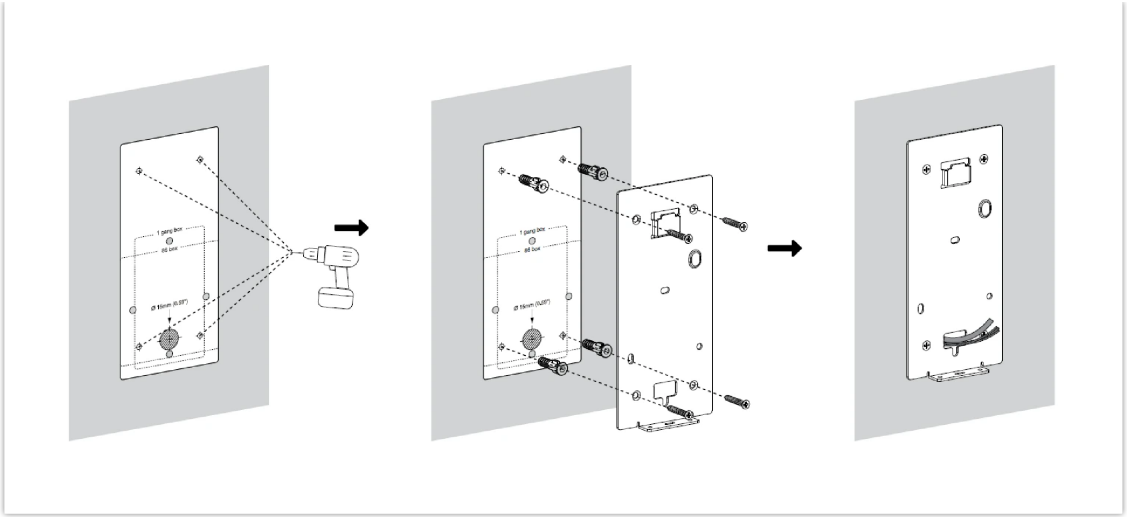


Please follow these steps carefully to ensure a weather-protected and tamper-resistant installation:

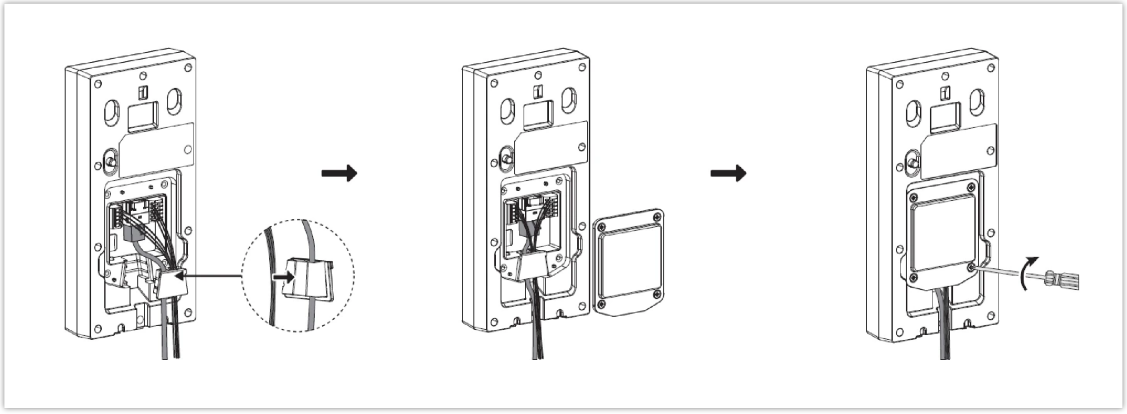
1. Place the provided **positioning sticker** on the wall at the desired mounting height.
2. Using the markings on the sticker as a guide, drill holes at the indicated positions.

> **Note**
>
> Drill patterns may vary depending on the selected installation method (1-gang box, 86 box, or direct wall mount).

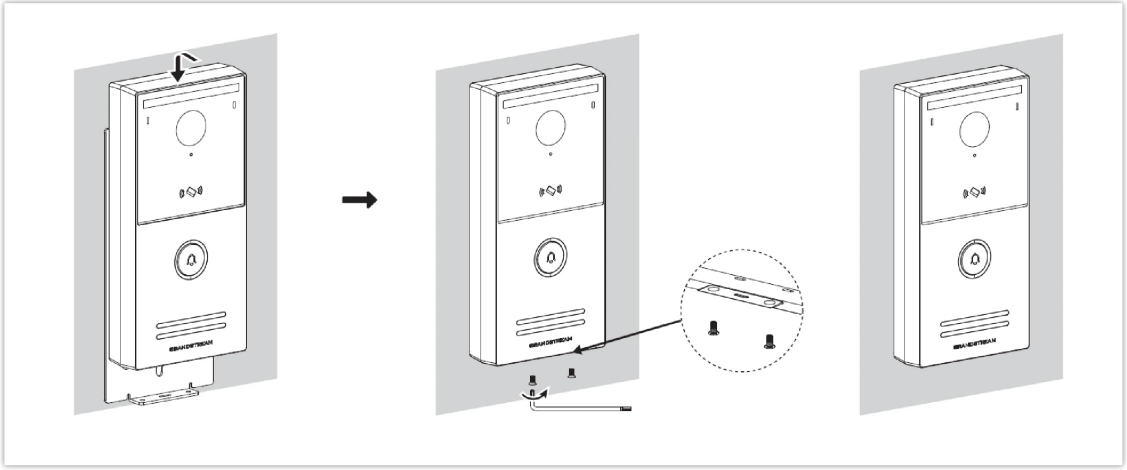
3. Insert the supplied **screw anchors** into the holes.
4. Secure the **wall-mounted bracket** using the included **KA 3.5 × 22mm self-tapping screws**.



5. Route the necessary cables (power, network, door strike, etc.) through the center opening of **the bracket**.
6. Insert the **waterproof silicone port plug** into the cable exit area at the bottom of the **rear cover** to protect and organize the cables.
7. Place the **rear cover** onto the bracket, aligning it with the screw holes.
8. Secure the rear cover by firmly tightening all screws.



10. Place the device onto the wall-mounted bracket.
11. Use a wrench to tighten the **KM 3 × 6mm screws**, securing the door station to the bracket.



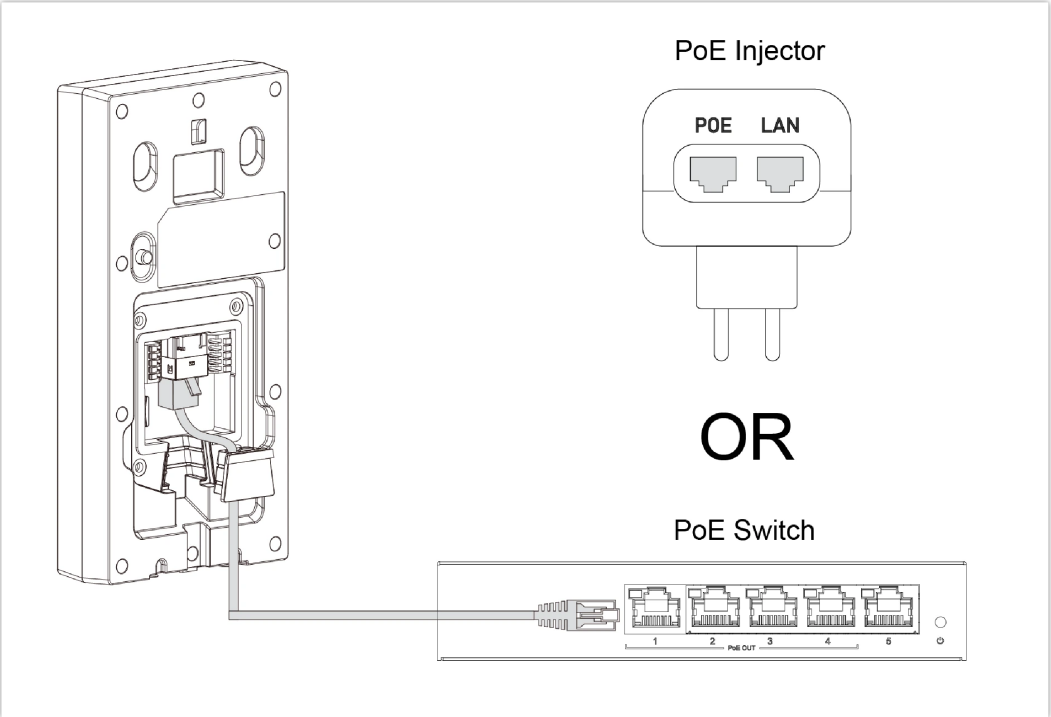
Powering the GDS3727

The GDS3727 IP Video Door Station can be powered using PoE or PSU:

Using PoE (Suggested)

- Connect the other end of the RJ45 cable to the PoE switch.

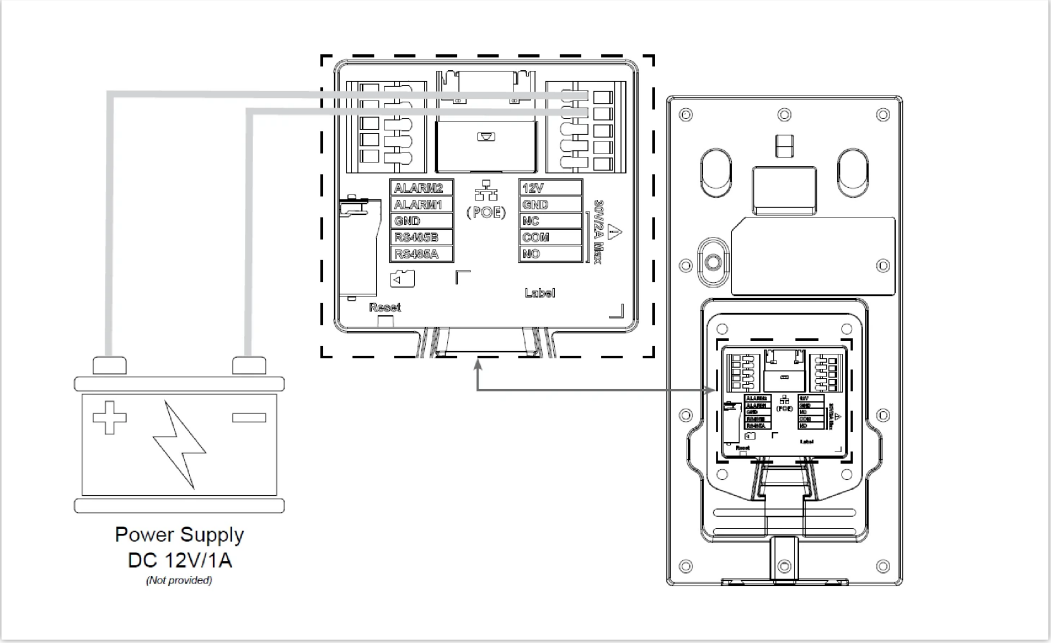
- A PoE injector can be used if a PoE switch is not available.



Powering the GDS3727 Using PoE

Using Power Supply Unit (Not Provided)

- Connect the other end of the RJ45 cable to a network switch or router.
- Connect a DC 12V power source via the related cable to the correct pins of the GDS3727.



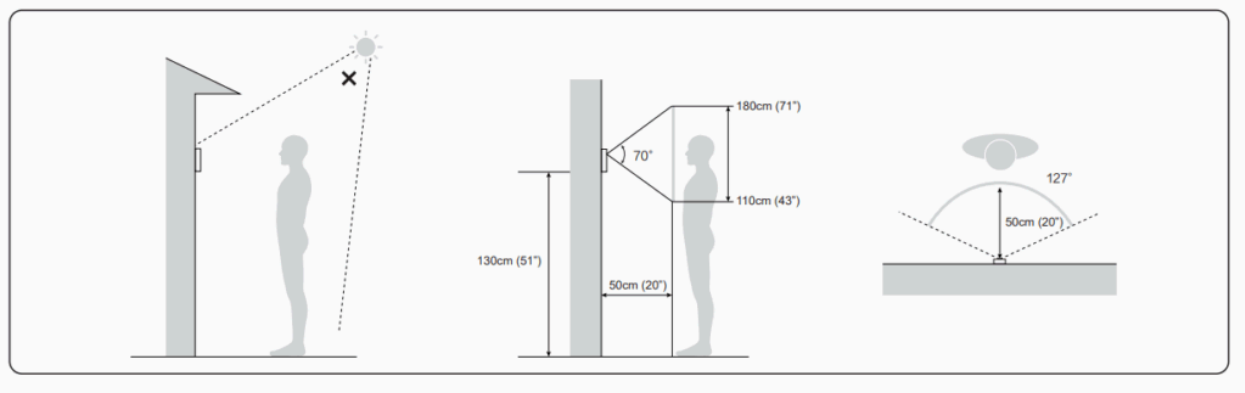
Powering the GDS3727 Using Power Supply

Monitored Angles

To ensure optimal video coverage and intercom usability:

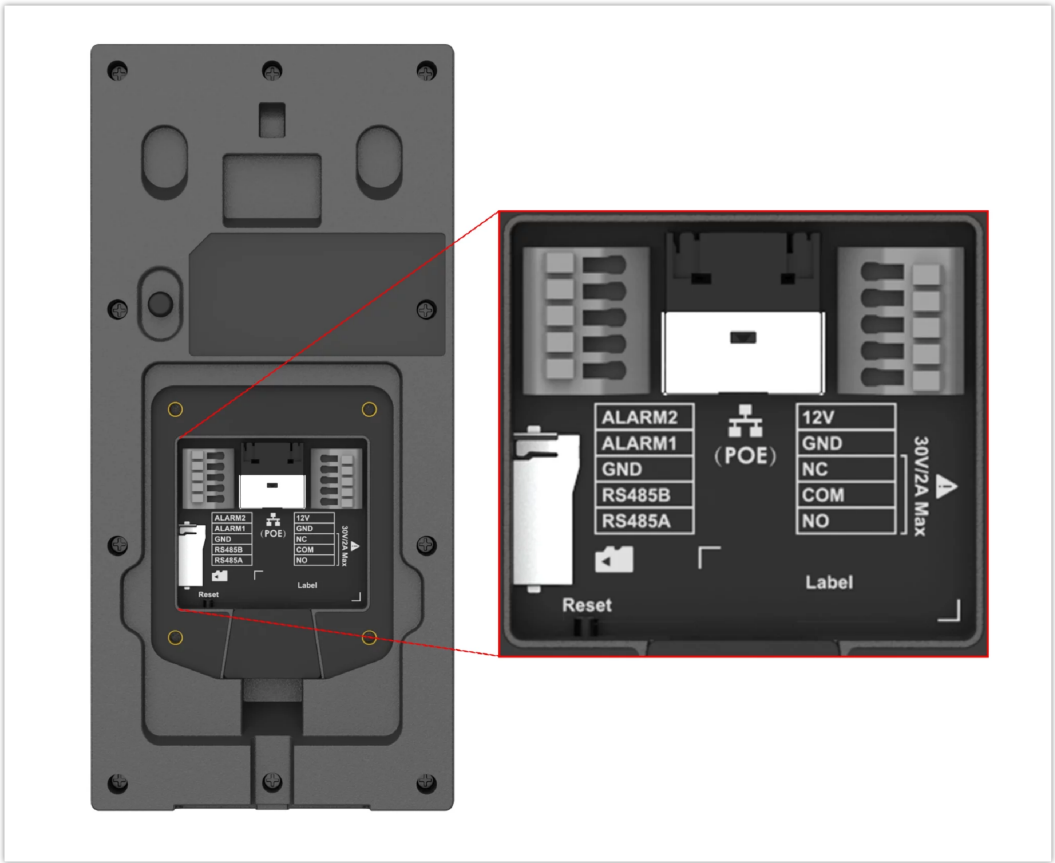
- **Mount the camera lens at 130 cm (51") height** from the ground.
- **Ideal face detection height** is approximately 110 cm (43").
- Maintain a **clear front space of at least 50 cm (20")**.
- The device provides a **127° horizontal** and **70° vertical field of view**, covering a wide area effectively.

- **Avoid direct exposure to strong light sources** (e.g., sunlight) to prevent image distortion.



GDS3727 Wiring Connection

The GDS3727 provides a terminal block interface for power, relay control, alarm integration, and RS-485 communication. Below is a detailed explanation of each pin and its function:



GDS3727 Wiring Connection

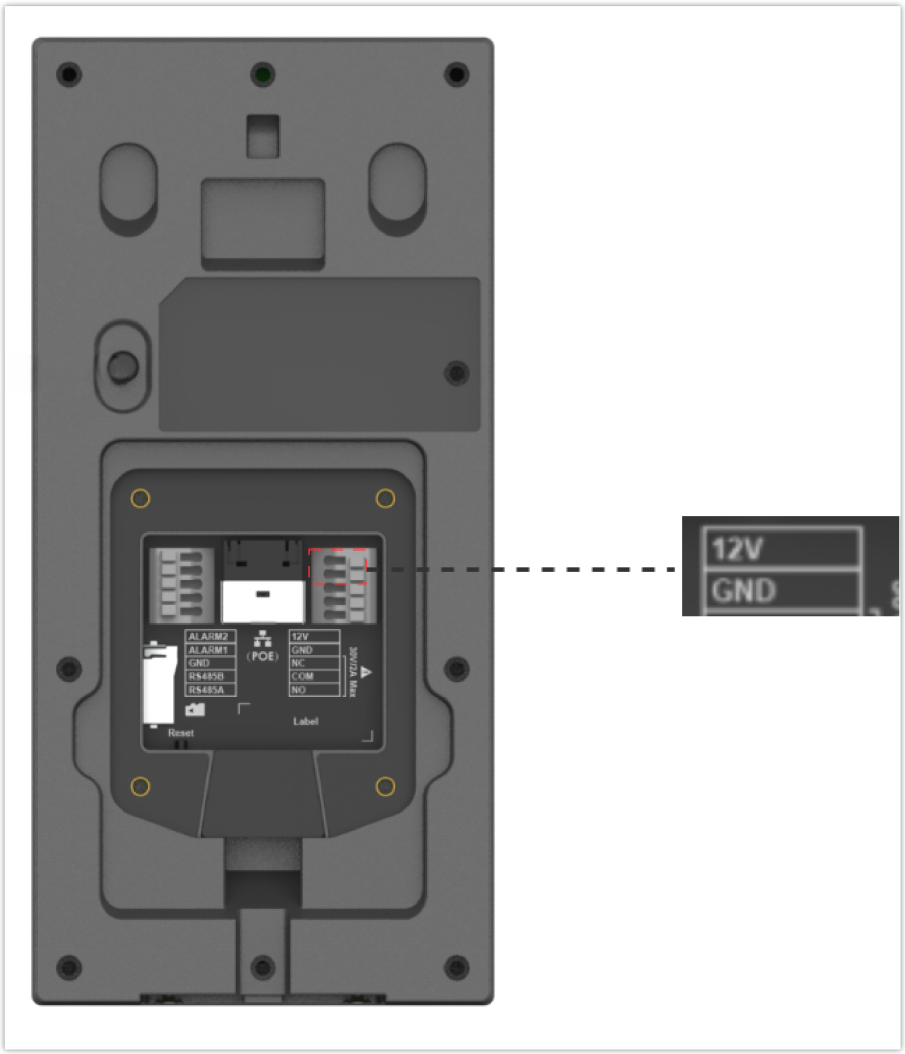
Connector	Function	Note
Network Port(PoE)	Ethernet and PoE Supply	Single 10/100Mbps network port, support 802.3 af PoE power supply.
GND	Power Supply	DC 12V, 1A Minimum.
12V		
NC	Relay Output	For "**Fail Secure**" (Locked when Power Lost) Strike, connect **COM & NO**. For "**Fail Safe**" (Open when No Power) Magnetic Lock, connect **COM** & **NC**. **Relay**: 30VDC/2A.
COM		
NO		

ALARM2	Alarm Input	Trigger input pins for external devices such as door sensors, exit buttons, or intrusion detectors.
ALARM1		
GND	Alarm GND	Ground reference specifically for Alarm1 and Alarm2.
RS485B	RS485 Communication	Differential signal pair for serial communication using the RS485 protocol.
RS485A		
SD Card Slot	Data Storage	Maximum capacity 256GB.
Reset Button	System Reset	Press and hold to restore to factory defaults.
PIR Sensor	Motion Detection	Detects motion 3–5 meters (10–16 feet) in front of the device.
Tamper Button	Tamper Detection	It prevents violent demolition.

GDS3727 Wiring Connection

Wi-Fi Deployment Setup

In cases where wiring the GDS3727 with an RJ45 cable to connect to the network is challenging or unavailable in certain deployments, the device offers an alternative way to integrate into the network through a Wi-Fi connection. This setup provides greater flexibility, reduces cabling requirements, and simplifies installation in indoor environments.



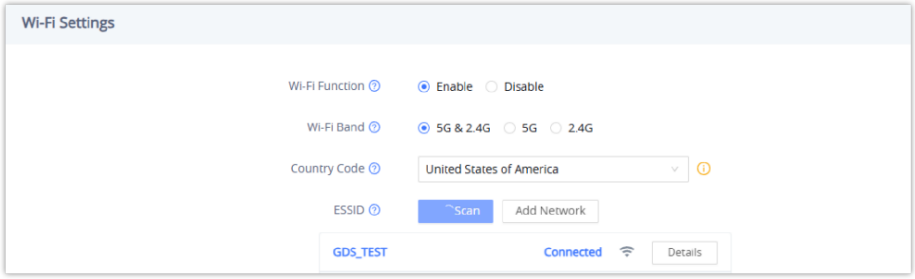
Note

Wi-Fi connectivity is supported only on the Grandstream GDS3727 model, which is primarily designed for indoor use.

Basically, the device is first configured to connect to a Wi-Fi network using a predefined SSID. Once configured, when the device is powered via PSU only (12V and GND pins) and rebooted, it will automatically reconnect to the saved Wi-Fi network, this eliminates the need for a permanent Ethernet connection.

Please follow the steps below to achieve this:

- Connect the GDS3727 device to the network using an RJ45 cable.
- Access the Web UI, then navigate to **Network Settings** → **Wi-Fi Settings**.
- Enable Wi-Fi function, scan for available networks and connect the device to the desired Wi-Fi network.



- Once connected, disconnect the Ethernet cable and power the device using only the PSU (12V + GND). Upon reboot, the device will automatically reconnect to the configured SSID.

This allows the device to remain fully connected to the network via Wi-Fi while being powered solely through the PSU pins. This is ideal for installations where Ethernet cabling is not practical.

Accessing the GDS3727

In order to access the GDS3727 unit, please refer to the sections below.

> **Notes:**
>
> - To access the GDS3727 web interface, your computer must be connected to the same local network (subnet) as the GDS3727. (*This is typically done by connecting your computer to the **same router, hub, or network switch** as the device.*)
> - If no hub or switch is available (or if all ports are in use), you can also connect the GDS3727 **directly to your PC's Ethernet port** using a network cable and configure both devices with compatible static IP addresses.

Accessing the GDS3727 via Dynamic IP (DHCP)

By default, the GDS3727 is configured to automatically obtain an IP address from a DHCP server, such as your network router. This method is suitable for most typical office or home setups.

To connect the GDS3727 to your network, please follow the instructions below:

1. Use an Ethernet cable to connect the GDS3727 to a router, network switch, or access point with DHCP enabled.
2. **Power the device** using **one** of the following methods:
   - **PoE (Power over Ethernet):** The GDS3727 supports **IEEE 802.3af Class 3**, allowing it to receive power and data over a single Ethernet cable.
   - **Power Adapter:** Connect a DC 12V power source via the related cable to the correct pins of the GDS3727.
3. After the device powers on, it will receive an IP address from the DHCP server. You can locate this IP using the tools mentioned in the following sections.

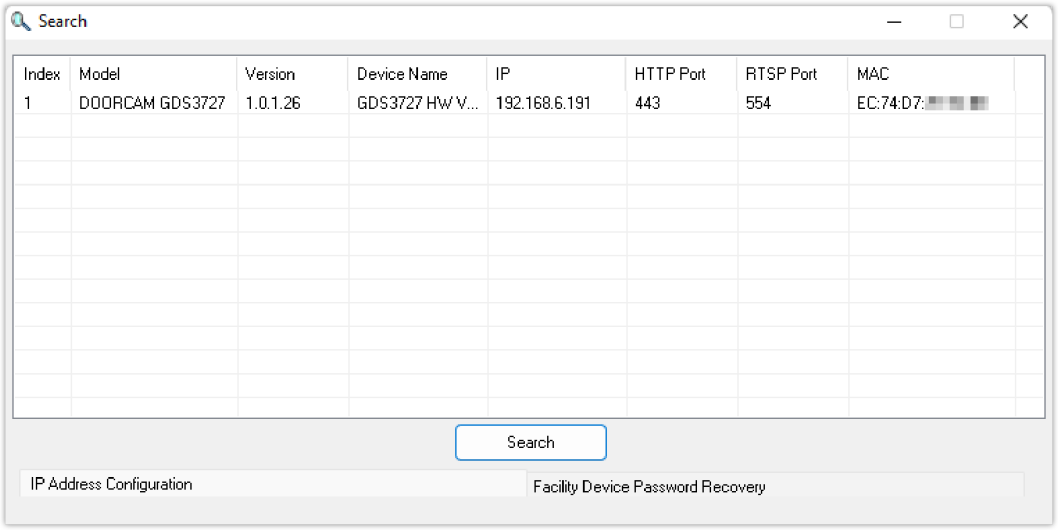
Using GS Search to Retrieve the GDS3727 IP Address

GS search is a program that is used to detect and capture the IP address of the Grandstream facility management solution devices. Below are instructions for using the "GS Search" utility tool:

1. Download the GS Search utility tool from the Grandstream website using the following link: GS_Search
2. Double-click on the downloaded file, and the search window will appear.
3. Click on

   button to start the discovery for Grandstream devices.
4. The detected devices will appear in the output field like below.



GS Search Discovery

Using the GDS Manager Utility Tool to Retrieve the GDS3727 IP Address

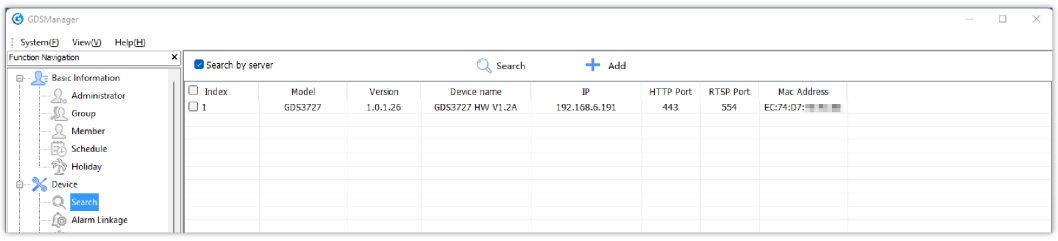
Users can retrieve the IP address assigned to the GDS3727 from the DHCP server log or using the Grandstream GDS Manager after installing this free utility tool provided by Grandstream.

1. Download the GDS Manager utility tool from the Grandstream website using the following link: https://www.grandstream.com/support/tools
2. Install and run the Grandstream GDS Manager, a client/server architecture application. The server should be running first, then GDSManager (client) later:

3. On the GDS Manager, access **Device → Search** and click on the 

button to start device detection

4. The detected devices will appear in the output field like below:



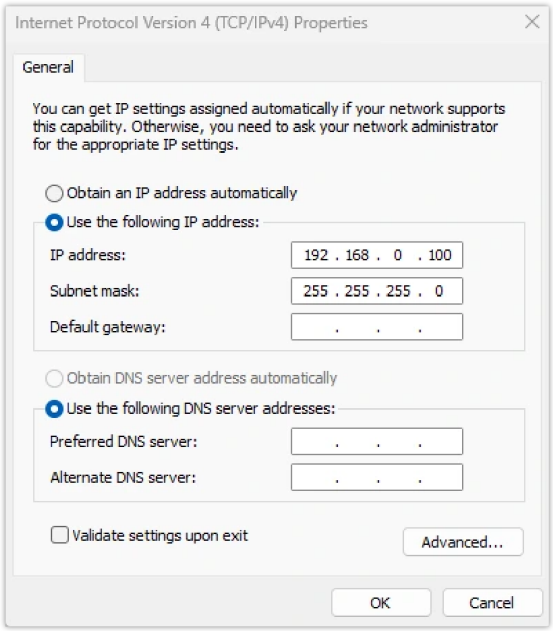
GDS3727 Detection

Accessing the GDS3727 via Static IP

If there is no DHCP server in the network, or the GDS3727 does not get an IP from the DHCP server, users can connect the GDS3727 to a computer directly, using a static IP to configure the GDS3727.

> If no DHCP server is available or the DHCP request times out (after 3 minutes), the GDS3727 will use its default static IP address: **192.168.0.160**

1. Connect the Ethernet cable from GDS3727 to the computer network port directly.
2. Configure the computer using Static IP: **192.168.0.XXX** (1<XXX<255, **except for 160**) and configure the "Subnet mask" to "**255.255.255.0**". Leave the "Default Gateway" to "**Blank**" like below:



Static IP on Windows

4. Power on the GDS3727, using a PoE injector or external DC power.

5. Enter **192.168.0.160** in the address bar of the browser to access the GDS3727 Web UI.

GDS3727 Web UI Login

Once the GDS3727 is accessed through its IP address (whether static or dynamically assigned), the embedded Web User Interface (Web UI) will load in the browser. This interface allows administrators to configure and manage the device.

Upon accessing the Web UI, a **login screen** will appear prompting for credentials:

GDS3727 Web UI Login

Need Support?

Can’t find the answer you’re looking for? Don’t worry we’re here to help!

CONTACT SUPPORT