

# Standard SIP Video Terminal

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## IP Phone GT890 User Guide (ST500)



Before using this product and document, please read the following document carefully.  
Also, please keep this document to the place where you can see any time.

- Safety Precautions and Regulatory Notices for GT Series

CAUTION



**Caution:**

Changes or modifications to this product not expressly approved by NEC, or operation of this product in any way other than as detailed by this manual, could void your manufacturer warranty.

CAUTION



**Caution:**

User ID and password are important information. Be careful when handling them. Default password is given for initial maintenance and operational settings. To enhance the safety, change the default password in the course of the initial settings and periodically thereafter.

CAUTION



**Caution:**

The following data is not backed up automatically by GT890. Please backup manually to avoid the loss of data caused by terminal failure.

- Phonebook data
- Configuration data of the phone
- Image
- Audio
- Video
- Downloaded data

CAUTION



**Caution:**

Except for the preinstalled applications, NEC Corporation does not guarantee the performance, functionality and quality of the applications which are installed by customer.

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CAUTION



**Caution:**

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WARNING



**Warning:**

NEC Corporation reserves the right to change the specifications, functions, or features, at any time, without notice.

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CAUTION



**FCC Caution:**

## **FCC Statement**

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

The device complies with FCC radiation exposure limits set forth in an uncontrolled environment and it also complies with Part 15 of the FCC RF Rules. This equipment must be installed and operated in accordance with provided instructions and the antenna(s) used for this transmitter must be installed to provide a separation distance of at least 20 cm from all persons and must not be co-located or operating in conjunction with any other antenna or transmitter. End-users and installers must be provided with antenna installation instructions and consider removing the no-collocation statement.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

## **Caution**

Any changes or modification not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

## CE DECLARATION OF CONFORMITY

This transmitter complies with the essential requirements and provisions of directives 2014/53/EU, 2014/30/EU, 2015/35/EU and subsequent amendments, according to standards ETSI EN 300 328 V2.1.1 (2016-11); EN 301 893 V2.1.1 (2017-05) ETSI EN 301 489-1 V2.1.1 (2017-02); ETSI EN 301 489-17 V3.1.1 (2017-02) EN 60950-1:2006+A11:2009+A1:2010+A12:2011+A2:2013 EN 62311: 2008; EN62479: 2010



**Manufacturer:**

NEC Corporation

7-1, Shiba 5-chome, Minato-ku, Tokyo 108-8001, Japan

EUT Feature				
<b>Tx/Rx Frequency Range</b>	2402~2480 MHz	2402~2480 MHz	2412~2472 MHz	5150~5250 MHz 5250~5350 MHz 5470~5725 MHz
<b>Number of Channels</b>	79	40 (37 hopping + 3 advertising channels)	13	UNII Band I: 802.11a/n-HT20-VHT20: 4 channels 802.11n-HT40: 2 channels UNII Band II: 802.11a/n-HT20: 4 channels 802.11n-HT40: 2 channels UNII Band III: 802.11a/n-HT20: 11 channels 802.11n-HT40: 5 channels
<b>Carrier Frequency of Each Channel</b>	f=2402+k MHz (k=0,1,2,...,78)	f=2402+k MHz (k=0,2,4,...,39)	-	-
<b>Antenna Type/Gain</b>	Internal PCB Antenna/ gain 3 dBi	Internal PCB Antenna /gain 3 dBi	Internal PCB Antenna/ gain 3 dBi	Internal PCB Antenna/ gain 4 dBi
<b>Type of Modulation</b>	Bluetooth BR 1Mbps: GFSK Bluetooth EDR 2Mbps: π/4- DQPSK Bluetooth EDR 3Mbps: 8DPSK	Bluetooth LE: GFSK	802.11b: DSSS (DBPSK/DQPSK/CCK) 802.11g/n: OFDM (BPSK/QPSK/16QAM/ 64 QAM)	802.11a/n: OFDM (BPSK/QPSK/ 16QAM/64QAM)
<b>Operation temperature</b>	0 °C ~ +40 °C			
<b>Storage temperature</b>	-10 °C ~ +60 °C			
<b>Humidity</b>	10 ~ 90% non-condensing			
<b>Domestic use</b>	Industrial use Class B			

## Caution: Exposure to Radio Frequency Radiation

This equipment complies with EU radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance of 20 cm between the radiator and your body.

## CE Authentication



AT	BE	CY	CZ	DK	EE	FI
FR	DE	EL	HU	IE	IT	LV
LT	LU	MT	NL	PL	PT	SK
SI	ES	SE	UK	BG	RO	HR

In all EU member states, operation of 5150  
- 5250 MHz is restricted to indoor use only.

Hereby, NEC Corporation declares that the radio equipment GT890 is in compliance with Directive 2014/53/EU.

The full text of the EU declaration of conformity is available at the following internet address:

<http://www.nec-enterprise.com/Support/Declaration-of-Conformity>

## **THE TERMS AND CONDITIONS OF SOFTWARE**

The software embedded in GT890 contains certain third party open source software components which are provided under the terms and conditions designated at

[https://mind.bcom.nec.co.jp/customernet/soft-license/GT890\\_OSS.html](https://mind.bcom.nec.co.jp/customernet/soft-license/GT890_OSS.html)

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# Document Purpose

This document describes how to configure the GT890 via phone's LCD menu and Web GUI menu to fully manipulate phone's features. To learn advanced functions of GT890, please refer to "Standard SIP Video Terminal IP Phone GT890 Administration Guide (ST500)".

This manual covers following topics:

- [Product Overview](#)
- [Getting Started](#)
- [Getting to Know GT890](#)
- [Getting to Know ST500](#)
- [Make Phone Calls](#)
- [Video call](#)
- [Favorites](#)
- [Contacts](#)
- [Management Contacts](#)
- [Call History](#)
- [Shortcuts](#)
- [File Manager](#)
- [Camera](#)
- [Browser](#)
- [Connect to Network and Devices](#)
- [Data Backup](#)
- [FAQ and trouble shooting](#)
- [Dial prefix feature](#)
- [Notices](#)
- [Related documents](#)

# Product Overview

## Model Line Up of GT890 Series

Table 1: GT890 Model Line Up

Model Name	Description
ITX-3370-1(BK)TEL	Standard SIP Video Terminal (Black) for North America
ITX-3370-1W(BK)TEL	Standard SIP Video Terminal (Black) for Global

## Feature Highlights

The following tables contain the major features of the GT890.

Table 2: GT890 Features in a Glance

 <p><b>GT890</b></p>	<ul style="list-style-type: none"> <li>• 720p 30fps HD video call, phonebook with up to 1000 contacts.</li> <li>• Dual switched 10/100/1000Mbps network ports, Dual-band 2.4GHz &amp; 5GHz Wi-Fi (802.11a/b/g/n), PoE/PoE+, Bluetooth 4.0+EDR, USB, SD, HDMI, EHS with Poly headsets support.</li> <li>• 7" (1024x600) capacitive (5 points) touch screen TFT LCD, mega pixel CMOS sensor camera with privacy shutter.</li> <li>• HD wideband audio, full-duplex hands-free speakerphone with HD acoustic chamber, advanced acoustic echo cancellation and excellent double-talk performance.</li> <li>• Runs the Android™ Operating System 7.0.</li> </ul>
--	---

## Supporting Communication Servers

The following communication servers support GT890.

Table 3: GT890 Supporting Communication Servers

Communication Server Name	
1	UNIVERGE SV9500
2	UNIVERGE SV9300
3	UNIVERGE SV9100

## GT890 Technical Specifications

The following table resumes all the technical specifications including the protocols/standards supported, voice codecs, languages and upgrade/provisioning settings for the phone GT890.

**Table 4: GT890 Technical Specifications (1/2)**

<b>Protocols/Standards</b>	SIP RFC3261, TCP/IP/UDP, RTP/RTCP, HTTP/HTTPS, ARP, ICMP, DNS (A record, SRV, NAPTR), DHCP, PPPoE, SSH, TFTP, NTP, STUN, LLDP-MED, 802.1X, TLS, SRTP, OpenVPN®.
<b>Network Interfaces</b>	Dual switched 10/100/1000 Mbps ports with integrated PoE/PoE+
<b>Graphic Display</b>	7" 1024x600 capacitive touch screen (5 points) TFT LCD
<b>Camera</b>	Tiltable mega-pixel CMOS camera with privacy shutter, 720P@30fps
<b>Bluetooth</b>	Bluetooth 4.0+EDR A2DP, AVRCP, GAVDP, HFP, HSP, IOPT, OPP, PBAP
<b>Wi-Fi</b>	Dual-band 2.4 & 5GHz with 802.11 b/g/n
<b>Auxiliary Ports</b>	RJ9 headset jack (allowing EHS with Poly headsets), 3.5mm stereo headset with microphone (hook switch of headset is not supported), USB port, SD (SD, SDHC, SDXC), HDMI-out (1.4 up to 720p30fps)
<b>Feature Keys</b>	2 function touch keys VOLUME +/-, 3 dedicated Android touch keys HOME, MENU, and BACK
<b>Audio Codec</b>	G.711μ-law/G.711 A-law/G.729a/G.722.1/G722/Opus Codec payload: 20ms/30ms/40ms DTMF transmission: RFC2833/deemed
<b>Video Codec and Capabilities</b>	H.264 BP Video resolution: Up to 720p (HD) Frame rate: Up to 30fps Bit rate: Up to 2Mbps
<b>Sample Applications</b>	Local apps: Contacts, File Manager, Settings, Browser, Clock, etc.
<b>Applications Deployment</b>	Allow Android 7.0 compliant applications to be developed, downloaded and run in the embedded device with provisioning control
<b>HD Audio</b>	HD handset and speakerphone with support for wideband audio
<b>Base Stand</b>	Stand with multiple adjustable angles. Wall mountable
<b>QoS</b>	Layer 2 QoS (802.1Q, 802.1p) and Layer 3 (ToS, DiffServ, MPLS) QoS
<b>Security</b>	User and administrator level passwords, MD5 and MD5-sess based authentication, 256-bit AES encrypted configuration file, TLS, SRTP, HTTPS, 802.1X media access control

**Table 4: GT890 Technical Specifications (2/2)**

<b>Multi-language</b>	<b>System</b>	English, German, Italian, French, Spanish, Portuguese, Russian, Croatian, simplified and traditional Chinese, Korean, Japanese, Arabic, Dutch, Norwegian, Danish, Swedish, Greek, Turkish, Romanian, Polish, Catalan, Hebrew, Ukrainian
	<b>Dialer</b>	English(GB,US,AU), Japanese, Chinese(Traditional, Simplified), Portuguese(Portugal, Brazil), Spanish(Spanish, Mexico), French, German, Dutch, Arabic
	<b>Keyboard</b>	English, German, Italian, French, Spanish, Portuguese, Russian, Croatian, simplified Chinese, Arabic, Dutch, Norwegian, Danish, Swedish, Greek, Turkish, Romanian, Polish, Hebrew, Ukrainian
	<b>Web GUI</b>	English, simplified Chinese
<b>Upgrade/Provisioning</b>	Firmware upgrade via TFTP/HTTP/HTTPS server or local HTTP upload, mass provisioning using XML configuration file	
<b>Power and Green Energy Efficiency</b>	Integrated PoE* 802.3af Class 3, POE+ 802.3at Class 4 *When using with USB devices, must use PSU or PoE+ to power up phone. For other uses, PoE is enough. Universal power adapter NOT included: Input 12VDC, 1.5A (18W), Center +	
<b>Physical</b>	<b>Dimension:</b> 252mm (W) x 211mm (L) x 84mm (H) <b>Product weight:</b> 1.17kg <b>Package weight:</b> 1.73kg	
<b>Temperature and Humidity</b>	Operation: 0°C to 40°C Storage: -10°C to 60°C Humidity: 10% to 90% Non-condensing	
<b>Package Content</b>	GT890 phone, handset with cord, screen cleaning cloth, Wall mount, DoC Leaflet, EULA	
<b>Compliance</b>	<b>FCC:</b> Part 15 (CFR 47) Class B; Part68 (HAC) <b>CE:</b> EN55022 Class B, EN55024, EN61000-3-2, EN61000-3-3, EN60950-1, EN62479, RoHS <b>RCM:</b> AS/ACIF S004; AS/NZS CISPR22/24; AS/NZS 60950; AS/NZS 4268	



**Note:**

- Each phone has 16 SIP accounts, and you cannot select the connecting network interface (wired network/Wi-Fi) for each individual account. Accounts are connected by selecting either Ethernet or Wi-Fi connection.

## About ST500

ST500 is a pre-installed app for enabling extension calls on smart devices. By operating on smart devices, ST500 integrates with a communication server (UNIVERGE SV Series) and is incorporated into an IP telephone system to provide high-quality voice calls. ST500 offers video calls as well.

## Call features

The following table shows call related features available on ST500.

**Table 5: Call features.**

Feature	Description
<b>Originating calls</b>	Outgoing calls can be originated from various screens of ST500 such as Favorites, Call, Contacts, and History.
<b>Answering calls</b>	Incoming calls can be answered or declined. Missed calls are notified.
<b>Holding calls</b>	An ongoing call can be hold.
<b>Transferring calls</b>	A call can be transferred to another party.
<b>Three-way call</b>	A conference call with two guests is possible.
<b>Call forwarding</b>	Calls that arrive while the called party is away can be forwarded to a number that is preset with an access code.
<b>Call forwarding on no answer</b>	Calls that arrive when the called party cannot answer can be forwarded to a number that is preset with an access code.
<b>Call forwarding on busy</b>	Calls that arrive while the called party is on other call can be forwarded to a number that is preset with an access code.
<b>Out of service call forwarding</b>	Calls that arrive while the called party is at a place where no radio wave can reach can be forwarded to a number that is preset with an access code.
<b>Call pickup</b>	Calls that come to a member of the same group while the member is away can be picked up by anyone in the same group with preset access codes.
<b>Voicemail</b>	Originating a call to a voicemail system to use voicemail features is available.



**Note:**

- When the ST500 is in use, do not activate the other VoIP apps.  
The ST500 does not operate properly because of a conflict with audio controls.
- Always use ST500 in the active state (it can run in the background).
- Select Language from Phone settings.

# Network Configuration Example

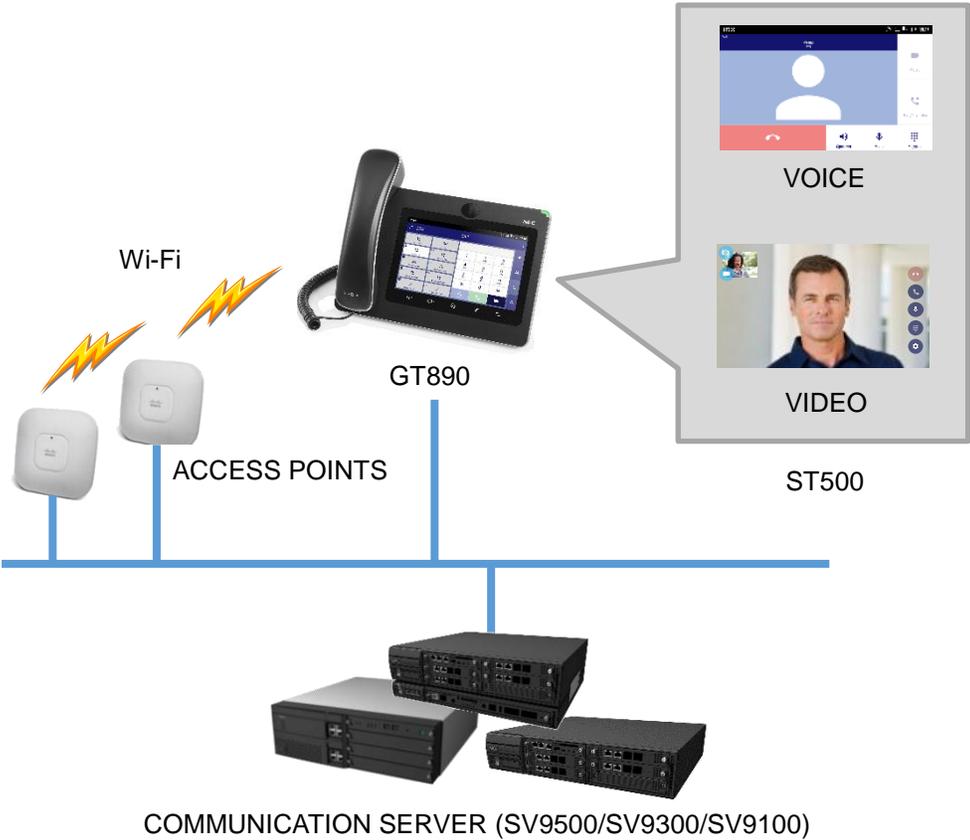


Figure 1: Network configuration

# Getting Started

This chapter provides basic installation instructions including the list of the packaging contents and also information for obtaining the best performance with the GT890.

## Equipment Packaging

Table 6: Equipment Packaging

GT890
<ul style="list-style-type: none"><li>• 1x Main Case.</li><li>• 1x Handset.</li><li>• 1x Phone Cord.</li><li>• 1x Wall Mount.</li><li>• 1x Screen Cleaning Cloth.</li><li>• 1x DoC Leaflet.</li><li>• 1x EULA.</li></ul>

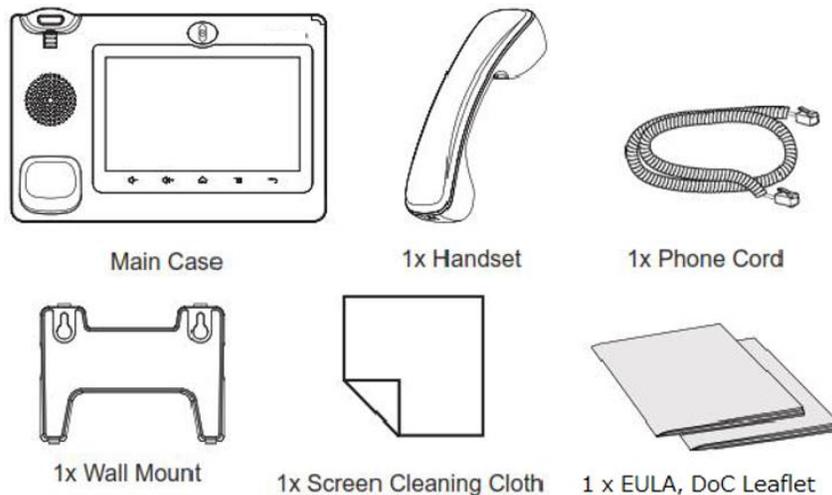


Figure 2: GT890 Package Content



**Note:**

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

# Description of the GT890

## Front View



Figure 3: GT890 Front View

Table 7: GT890 Front View

Item	Name	Description
1	Front Camera	Mega pixel front camera. The angle can be adjusted, and the camera can be blocked by scrolling up/down the wheel on the back of the camera. When camera is being blocked, preview picture is blacked out.
2	MWI LED Indicator	To indicate message status, call status and phone's system status using the LED indicator.
3	LCD	7" (1024x600) capacitive (5 points) 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. Or press and hold on the MENU key for 2 seconds to enter managing application interface directly.
6	Home	Tap to go back to <b>Home</b> screen; or touch and press for about 2 seconds to take a screenshot of 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	Handset	Off-hook to use handset as the audio channel for calls and media.

## Back View

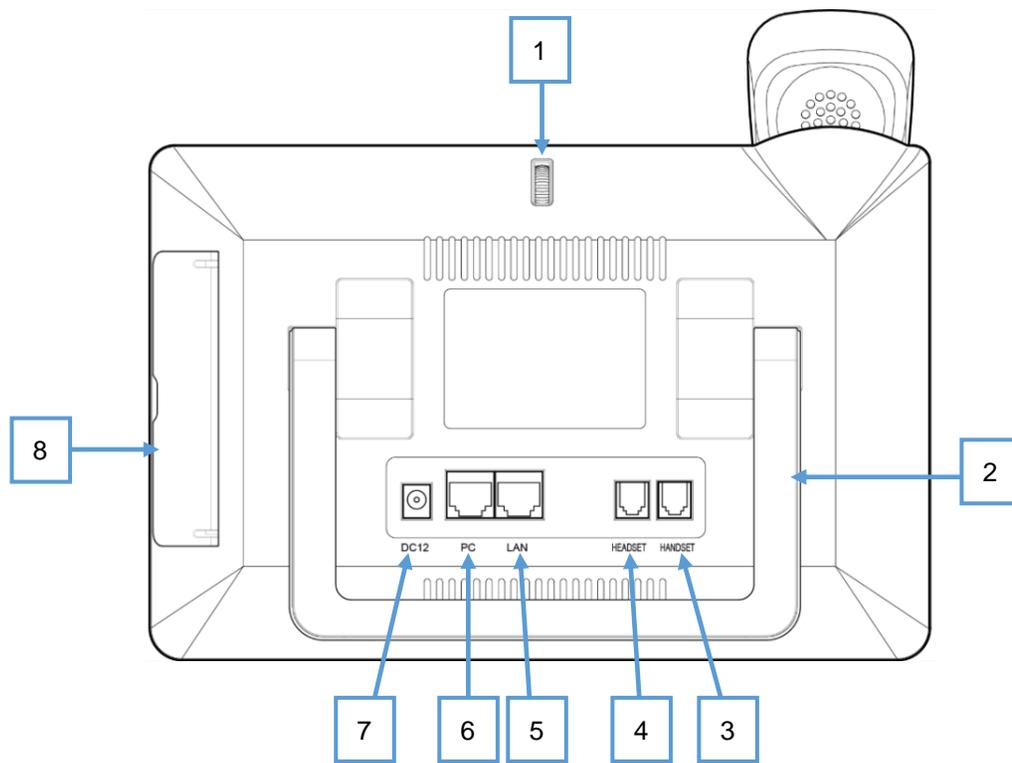


Figure 4: GT890 Back View

Table 8: GT890 Back View

Item	Name	Description
1	Camera Adjusting Wheel	Scroll up/down to adjust the camera angle.
2	Phone Stand (built-in)	Adjust the phone stand angle to place the phone on the desk.
3	Handset Port	RJ9 handset connector port.
4	Headset Port	RJ9 headset connector port (supporting EHS with Poly headset).
5	LAN Port	10/100/1000Mbps RJ-45 port connecting to Ethernet. PoE/PoE+ is supported.
6	PC Port	10/100/1000Mbps RJ-45 port connecting to PC.
7	Power Jack	12V DC Power connector port.
8	Side Connectors Cover	Open the cover for USB port, SD card slot, 3.5mm headset port and HDMI port.

## Side View

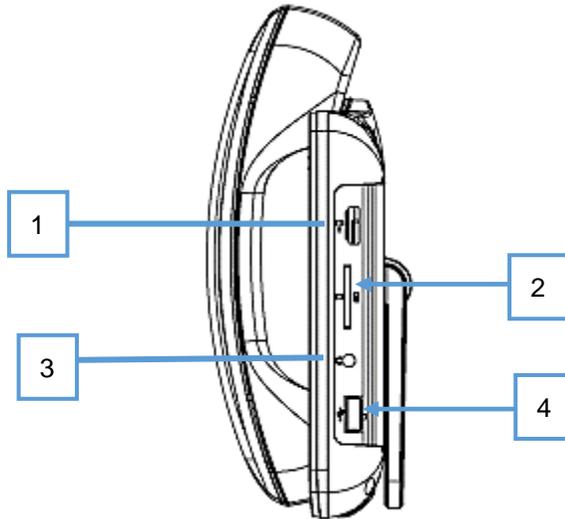


Figure 5: GT890 Side View

Table 9: GT890 Side View

Item	Name	Description
1	<b>HDMI Port</b>	Connect display device to the HDMI port via HDMI cable.
2	<b>SD Card Port</b>	Connect SD storage device to the SD Card Slot.
3	<b>3.5mm Headset Port</b>	Connect 3.5mm headset.
4	<b>USB Port</b>	USB devices can be connected via the USB port. For example, connect a USB flash drive to save captured pictures or connect a device using a USB cable to charge the device.

## Connecting and Setting Up the GT890

The GT890 can be installed using the built-in stand or attached on the wall using the slots for wall mounting.

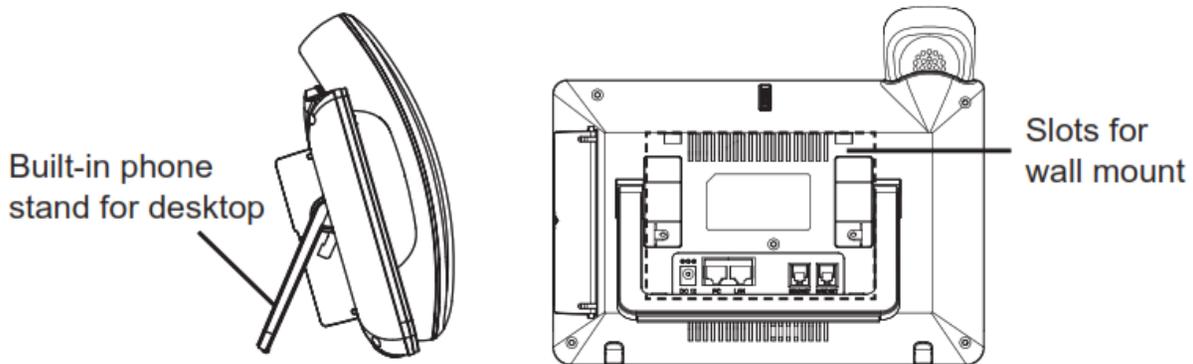


Figure 6: Built in Stand and Mounting Slots on GT890

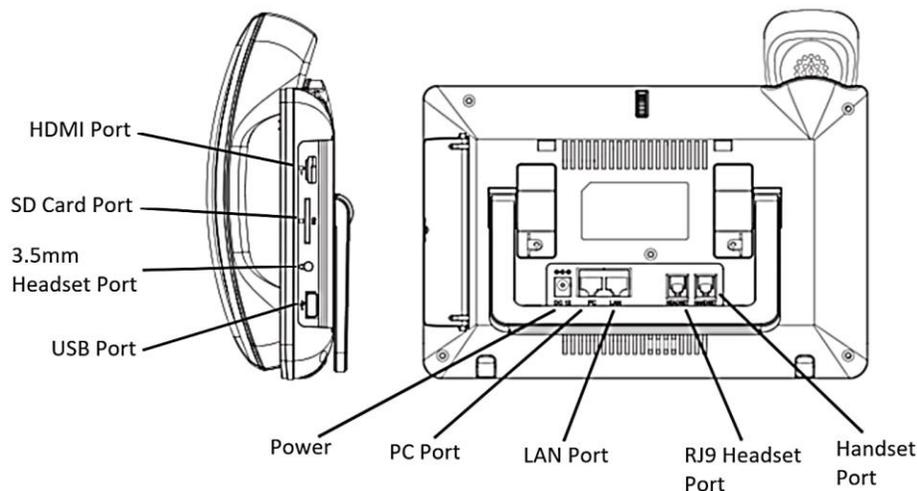


Figure 7: GT890 Back / Side View

### Using the Phone Stand

The GT890 has a built-in phone stand. To set up the GT890 as your desk phone, follow the steps below:

1. Take the phone stand out on the back and adjust the angle to place the phone steady on the desk;
2. Connect the handset and main phone case with the phone cord;
3. Connect the LAN port of the phone to the RJ-45 socket of a PoE Switch or a router (LAN side (PoE) of the router) using the Ethernet cable.

The LCD will display the booting up screen or firmware upgrading information. Before continuing, please wait for the main screen display to show up.

4. Using the web configuration interface or from the menu of the touch screen, you can further configure network connection using static IP, DHCP etc.

## Using the Slots for Wall Mounting

1. Attach the wall mount to the slots on the back of the phone;
2. Pull out the tab from the handset cradle (see figure below);
3. Rotate the tab and plug it back into the slot with the extension up to hold the handset while the phone is mounted on the wall.

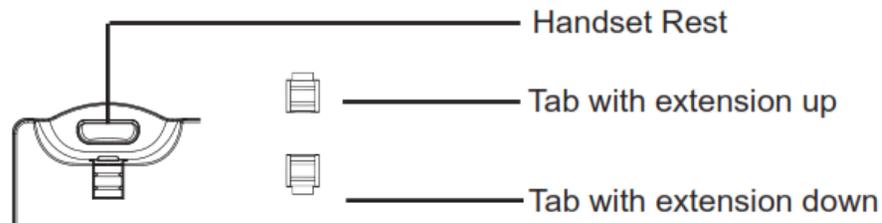


Figure 8: Tab on the Handset Cradle

4. Connect the handset and main phone case with the phone cord;
5. Connect the LAN port of the phone to the RJ-45 socket of a PoE Switch or a router (LAN side (PoE) of the router) using the Ethernet cable.  
The LCD will display the booting up screen or firmware upgrading information. Before continuing, please wait for the main screen display to show up;
6. Attach the phone to the wall via the wall mount hole. Screws (for two places) are not included, so please order separately referring to the specification below.

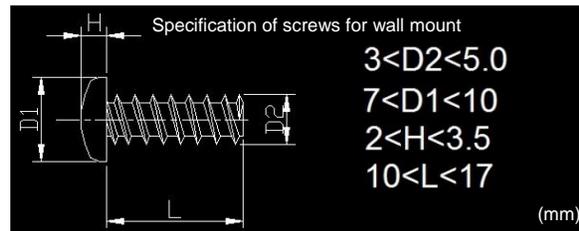


Figure 9: Wall mount screw

7. Using the web configuration interface or from the menu of the touch screen, you can further configure network connection using static IP, DHCP etc.

# Getting to Know GT890

## Use the Touchscreen

When the phone boots up in HOME screen, the LCD will display as below.

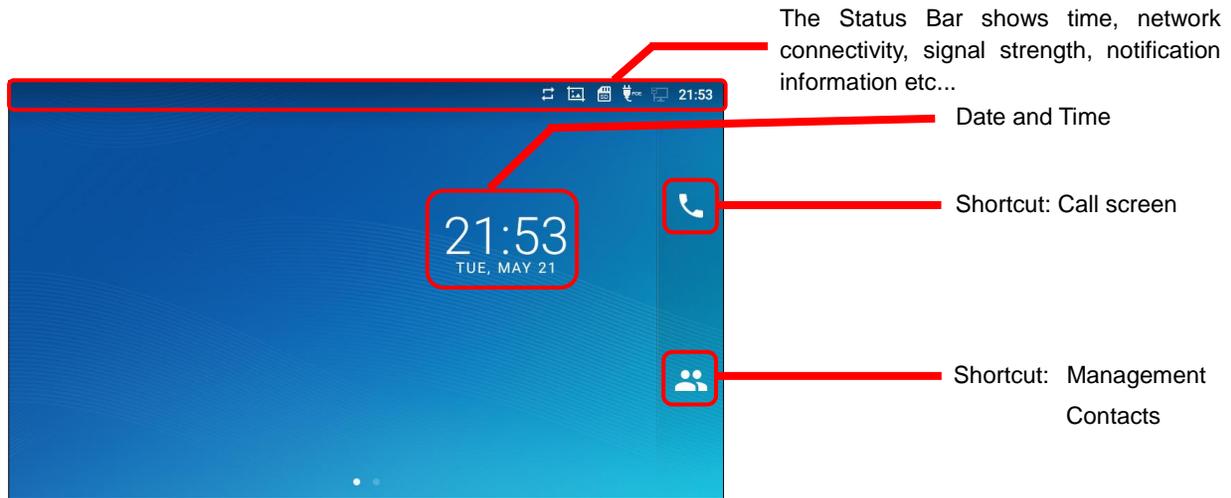


Figure 10: GT890 Default Home Screen

Swipe from right to left to show the application menu of the phone. The settings and applications installed will be brought up as shown below.

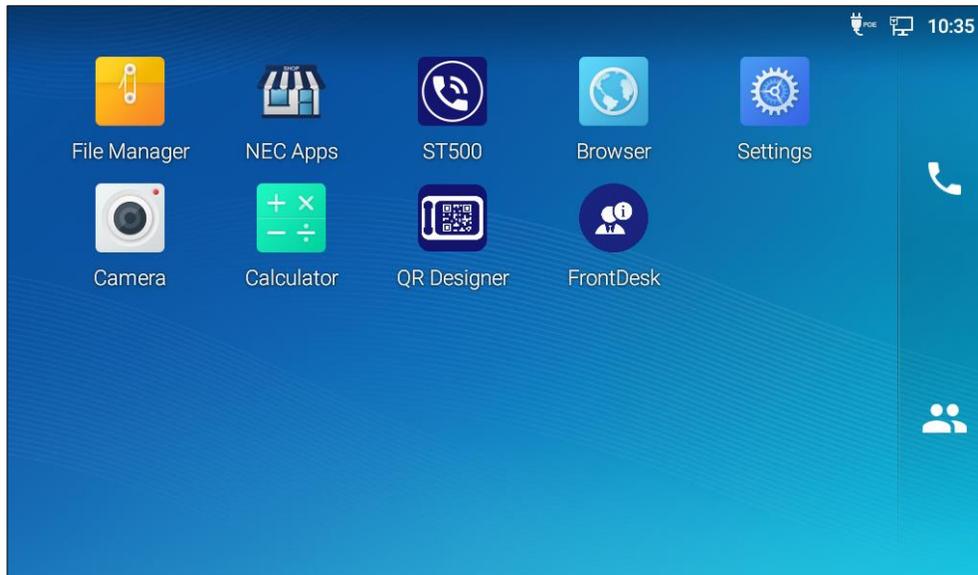


Figure 11: GT890 on screen Menu

To fully manipulate the GT890 capacitive touch screen, use your fingers to operate the following on the GT890 icons, buttons, menu items, onscreen keyboard etc.

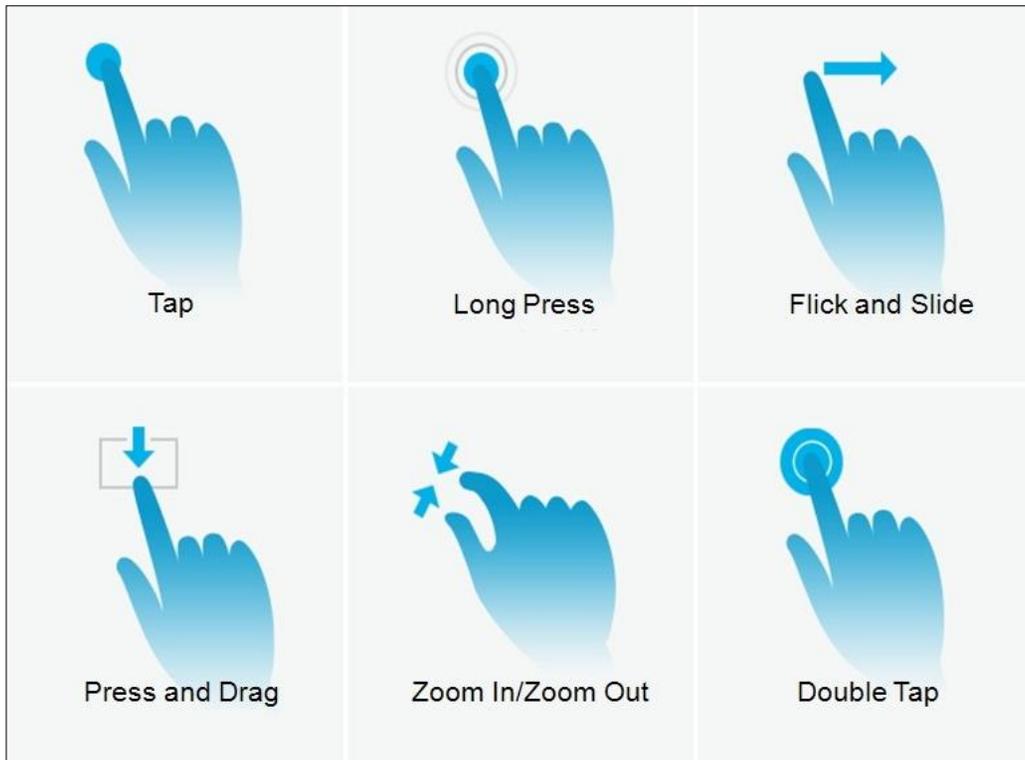


Figure 12: GT890 Finger Gestures on the Touch Screen

- **Tap**  
Slightly touch the screen with fingertip to initiate menu, options or applications. For example, to select items on the screen (e.g., setting options, apps etc.); to press onscreen buttons (e.g., "End" or "Options" softkey during the call); to type letters and symbols using the onscreen keyboard.
- **Long Press**  
Touch the screen with fingertip and press for about 2 seconds without lifting your finger from the screen till an action occurs. For example, long press on a picture to bring up selection option.
- **Flick and Slide**  
Touch the screen with fingertip and slide over the screen. For example, user could slide up to scroll up the page, slide down to open dropdown menu, slide left or slide right to delete an item from the list. If your finger stays on the screen for too long, the item may be selected, and sliding won't occur.
- **Press and Drag**  
Touch and press the item, then move it by dragging it up, down, left or right, without lifting your finger from the screen.

- **Zoom In/Zoom Out**  
Place two fingers on the screen, then pinch them together (zoom out) or spread them apart (zoom in).
- **Double Tap**  
Quickly touch the screen twice with fingertip to switch between default display and zoomed-in display. This is usually used when viewing photos or web pages.

## Use the Desktop

### Desktop Menu

When the GT890 is on idle screen, tap the MENU key  to bring up phone's menu. Users can access the following in the desktop menu:

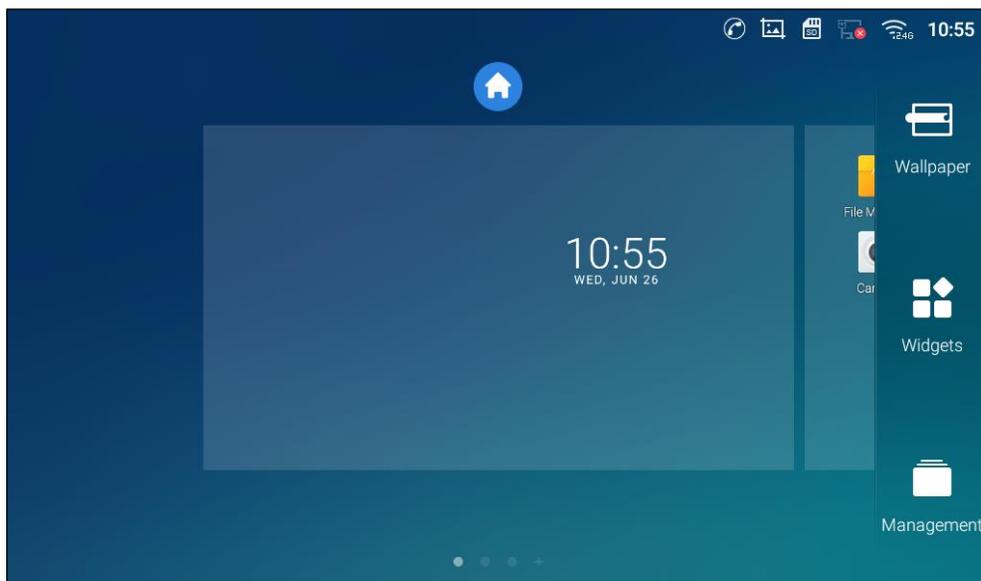


Figure 13: GT890 Desktop Menu

- **Desktop page**  
Add, delete or edit desktop pages, set Home page and change the screen sequence.
- **Wallpaper**  
Select wallpaper from Local gallery or from the available system Wallpapers
- **Widgets**  
Add widgets to the desktop by touching and holding the widget from the widget menu.
- **Management**  
Manage running applications on the GT890. For more details, please refer to section [Manage Running Applications](#).

## Add Widget to Desktop

The GT890 provides widgets like weather forecast, clock etc. Users could conveniently add those widgets to the desktop as preferred. To add a widget:

1. Tap the Menu key  or long press on an empty space on the idle screen and select **Widgets**.
2. Different widgets will be displayed on the right side of the screen.
3. Select and drag the widget to the desired spot to be placed on the desktop. Please make sure there is enough space on the desktop. Otherwise, the widget won't be added.

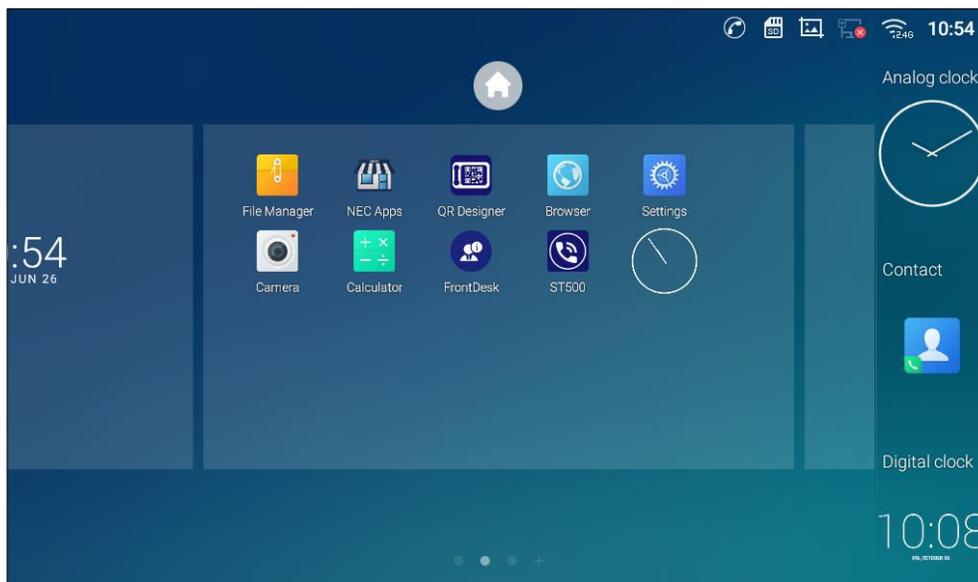


Figure 14: Add Widget to the Desktop

## Manage Desktop Items

On the GT890 desktop, users could tap on the desktop items to manage shortcuts and widgets. The following operations can be done:

- **Tap on the shortcut icon to open the application.**

For example, tap on **File Manager** icon  to access file manager application.

- **Tap on the widget to open and edit it.**

For example, tap on the digital clock on the desktop. The clock settings will be brought up for users to set up timer, stopwatch or alarm.

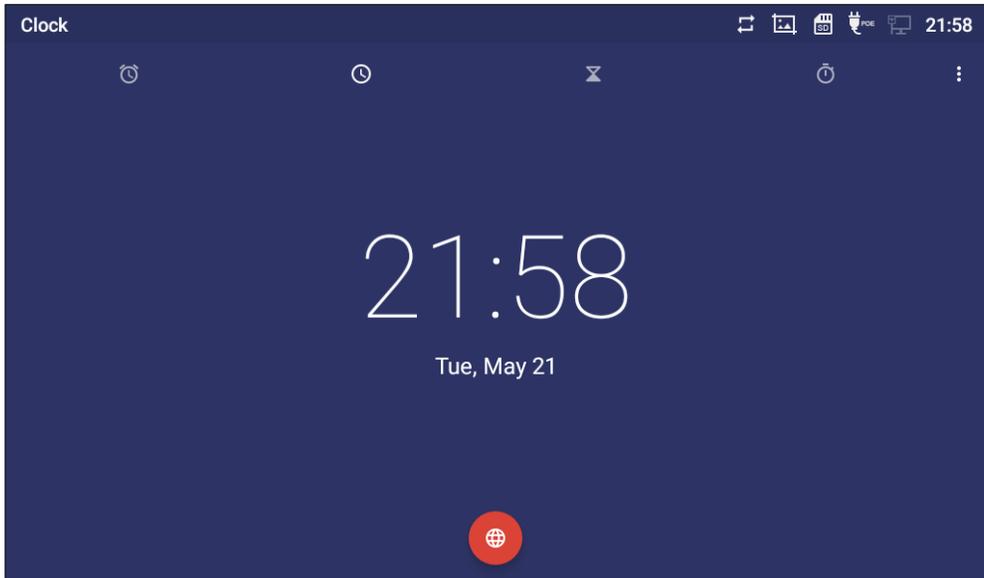


Figure 15: Open Clock Widget

- **Certain widgets such as Clock can be resized on the desktop.**  
To resize a widget, touch and press the widget for about 2 seconds. Then lift your finger from the screen. This will bring up the white frame as shown in **[Figure 16: Resize Digital Clock Widget]**. Touch and drag the border of the frame to adjust the size.

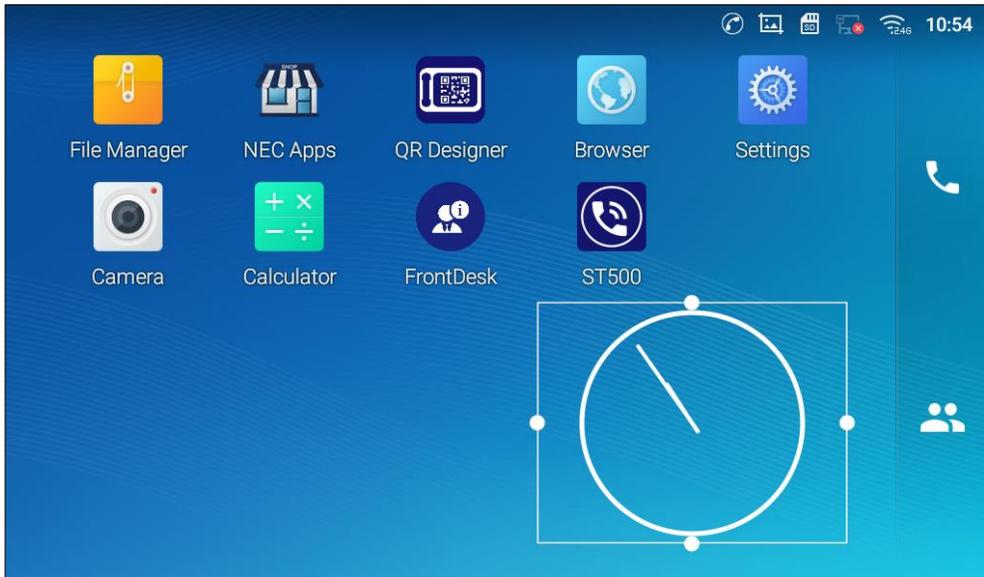


Figure 16: Resize Digital Clock Widget

- **Move/delete Application/Widget**

To move a shortcut/widget to a different spot on the desktop or to a different idle screen, hold the item until a recycle bin icon shows up on the top of the screen. Drag the item up/down/left/right to the destination spot on the screen. Lift your finger once done. To delete the item/widget, press on it for about 1 second then move it to the recycle bin on the top of the screen.

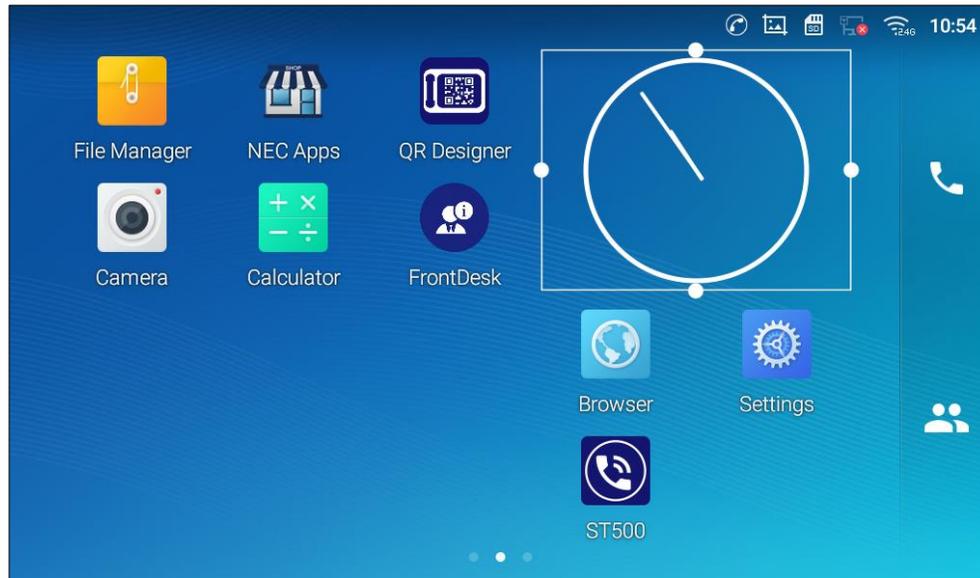


Figure 17: Move Clock Widget



**Note:**

- Deleting an application icon will open a pop up window asking the permission to uninstall the application from the screen. Tap OK to uninstall or tap Cancel.
- You cannot delete default application. Even if default application is long pressed, the recycle bin is not displayed.

## Set Wallpapers

On the GT890 screen, tap and hold on an empty spot or press the menu key  , and select **Wallpaper** to set up the wallpaper for the desktop. Users could select wallpaper from different categories:

- **Local**

Open the Gallery application and tap on the picture to preview. Tap and drag the picture to adjust the frame that will be used as wallpaper. Then tap on **Set Wallpaper** to set the selected area of the picture as wallpaper.

- **Wallpapers**

On the right side of the Wallpaper menu of the GT890. Select the picture from the default wallpapers available to preview and then tap on **Set wallpaper**.

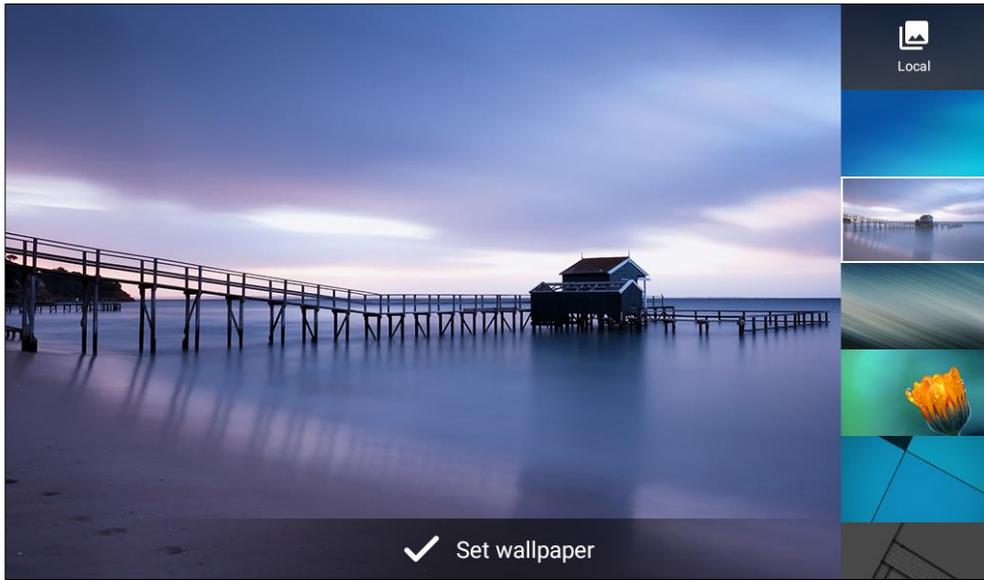


Figure 18: GT890 Choose Wallpaper

## Manage Running Applications

On the GT890 desktop, press an empty spot for about 2 seconds then select "Management" or select "Management" after pressing Menu button .

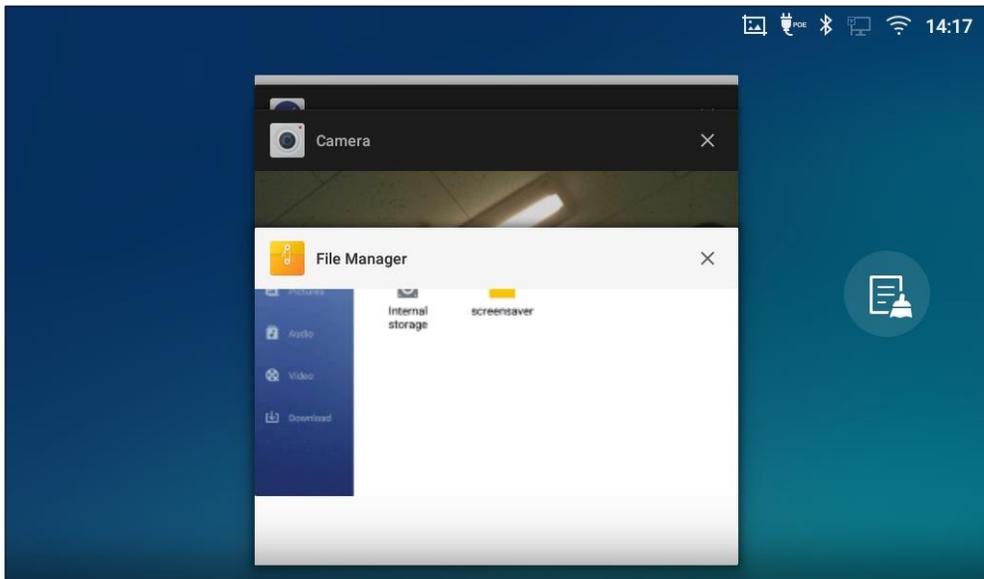


Figure 19: GT890 Recent Applications

Users could use the thread manager to do the following:

- Slide the running thread to the left or right to stop the application.

- Tap on icon  to delete all running threads.

## Idle Screen

### Switch Idle Screens

The GT890 supports multiple idle screens by sliding the screen horizontally. On the GT890 screen, swipe left or right using your finger to switch between different idle screens.

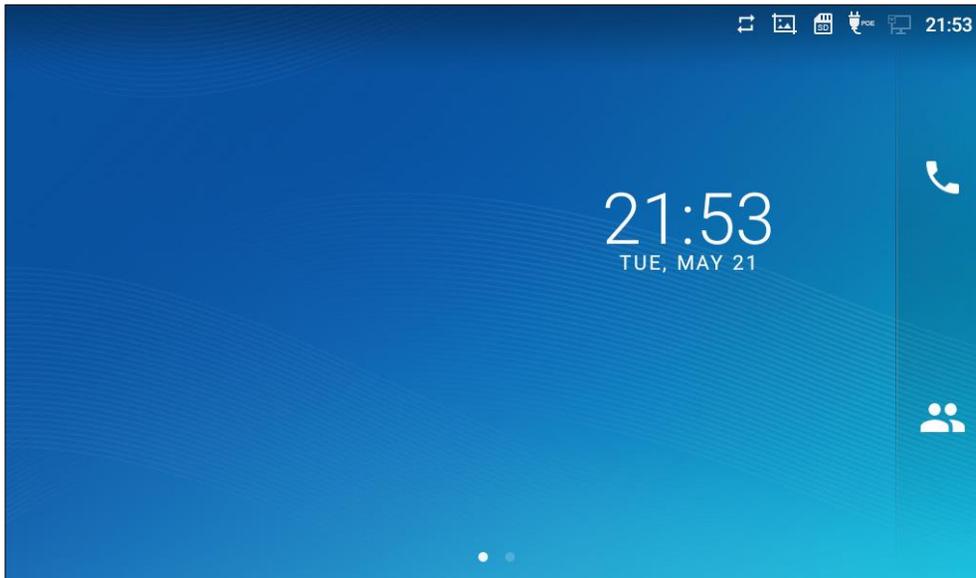


Figure 20: GT890 Switch Idle Screens

### Set Up Idle Screen

- **Set home screen**

Follow the steps below to set up the HOME screen.

1. GT890 is up and running on idle screen.
2. Press the Menu button . This will zoom out all the screens as shown in **[Figure 21: Set up Home Idle Screen]**.
3. The screen with  displayed is the HOME screen. Others are shown with icon . Tap on the icon  to select the corresponding screen as the new HOME screen.

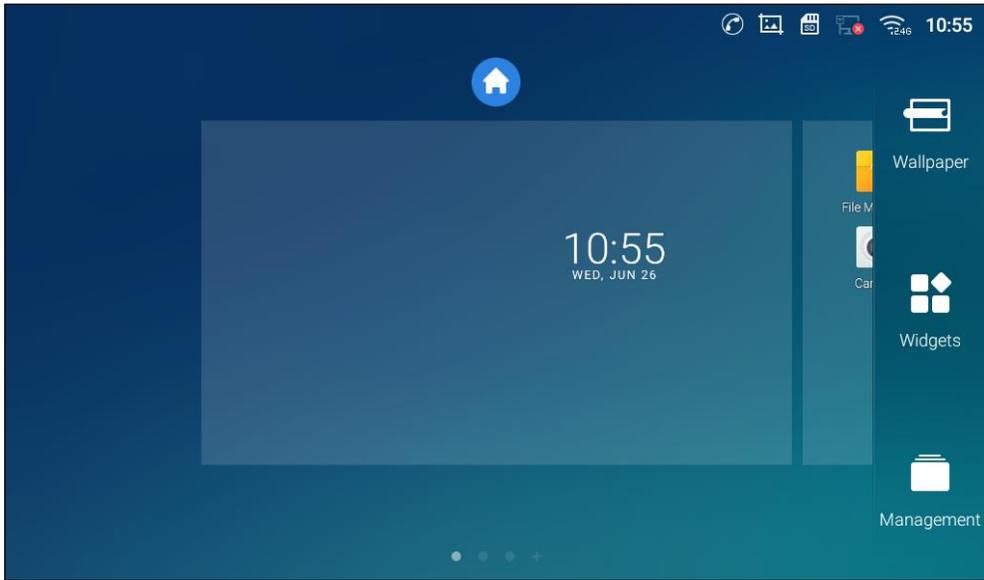


Figure 21: Set up Home Idle Screen

- **Add/Delete idle screen**

As shown in **[Figure 21: Set up Home Idle Screen]**, this section shows the available desktop screens. Users could add or delete idle screen.

➤ Add idle screen.

Tap on  to add a new idle screen.

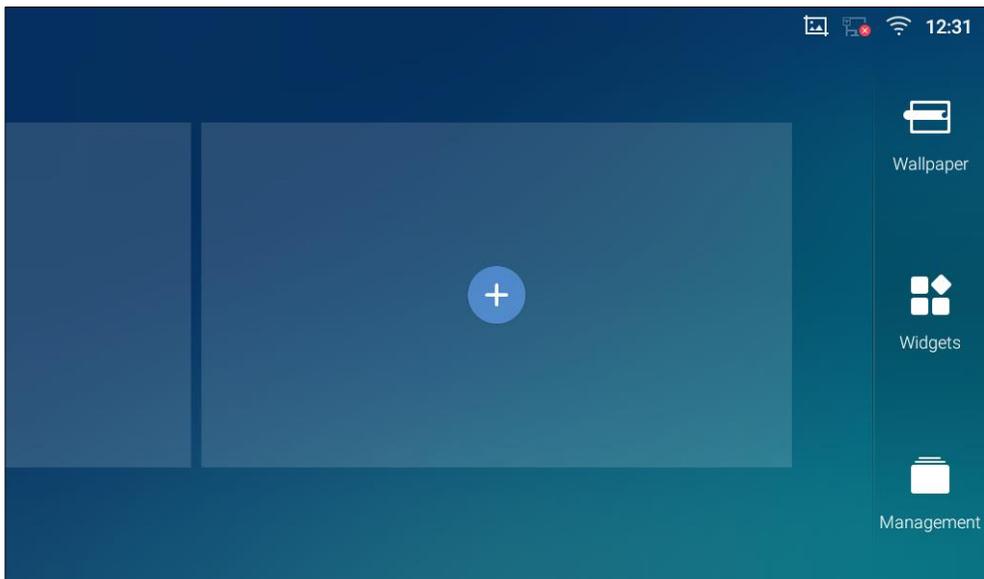


Figure 22: Add an Idle Screen

- Delete idle screen.

Tap on  to delete the Idle screen. Please make sure the apps, shortcuts or widgets on the idle screen are removed first. Otherwise, the  icon won't show for the idle screen.

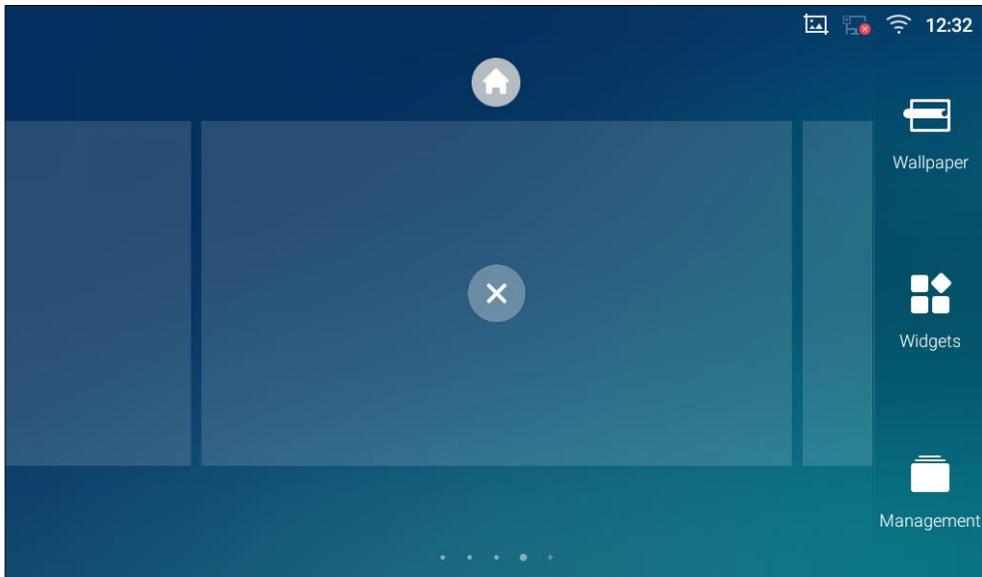


Figure 23: Delete an Idle Screen

## Use the Status Bar

The status bar on the top of the GT890 screen provides visual notifications for the system settings and status, as well as quick access for important system settings. To access it, on the GT890 idle screen, slowly slide down from the top to the bottom of the screen.

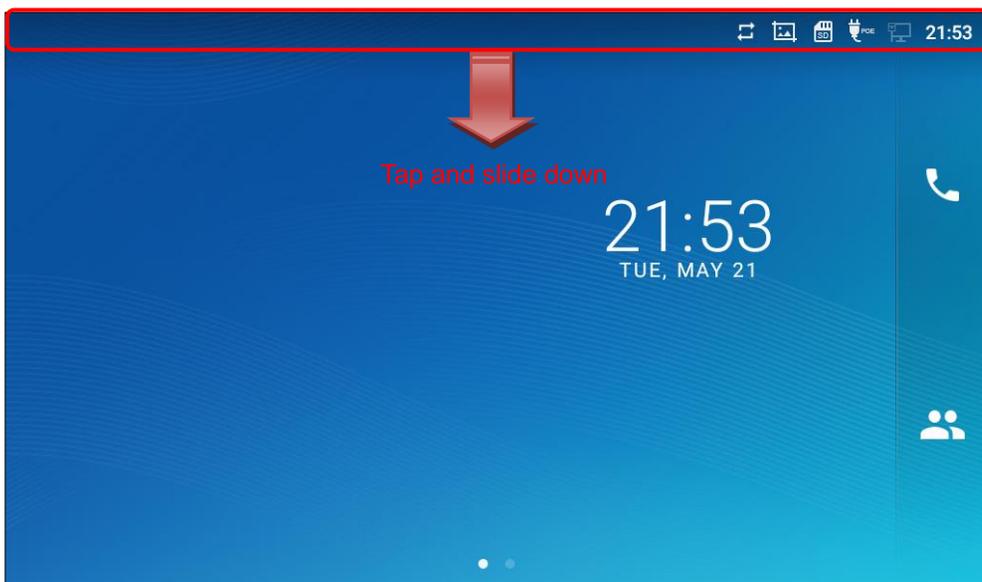


Figure 24: GT890 Top Status Bar

For more options on the Status Bar (brightness, screenshot...) users can pull down the status bar twice, or once with two fingers.

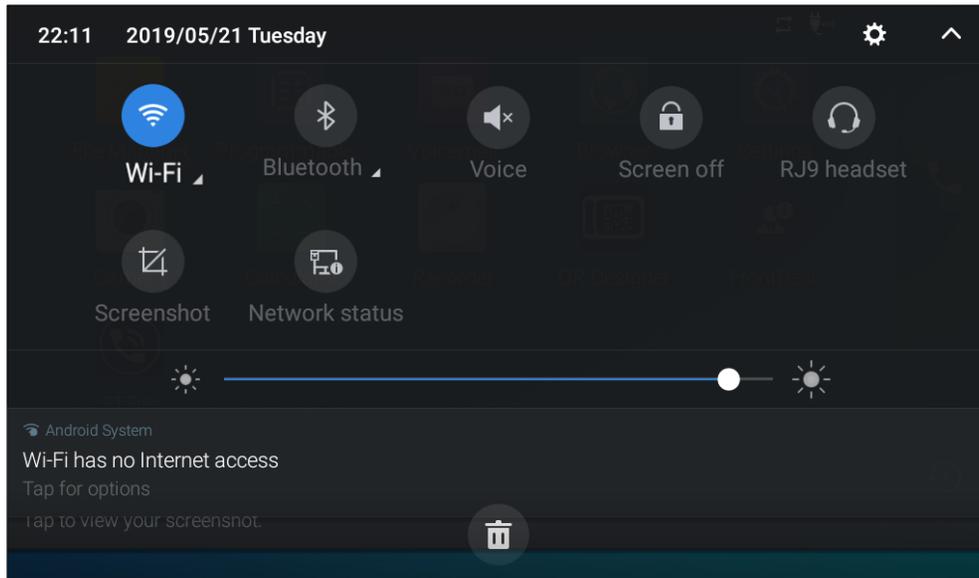


Figure 25: Status Bar - More Options

The running process and notifications will show up in the list. For example, the following figures indicate that there is a notification for Wi-Fi has no Internet access.

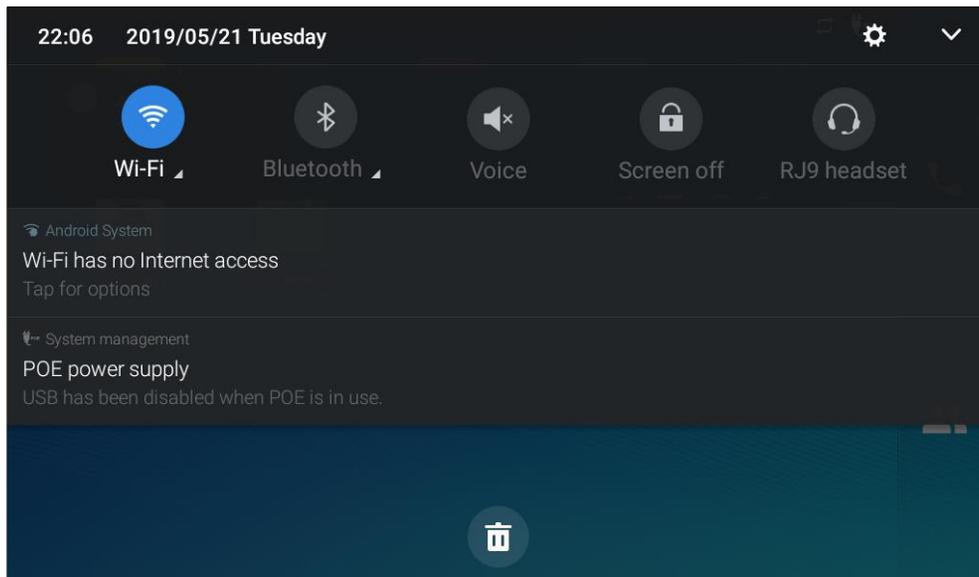


Figure 26: GT890 Top Status Bar – Notification

- Tap on the notification message to view the details.
- Swipe the notification message to the left or the right side to remove it.

For more information about specific features in the notification bars, you can press the bottom of the feature in question.

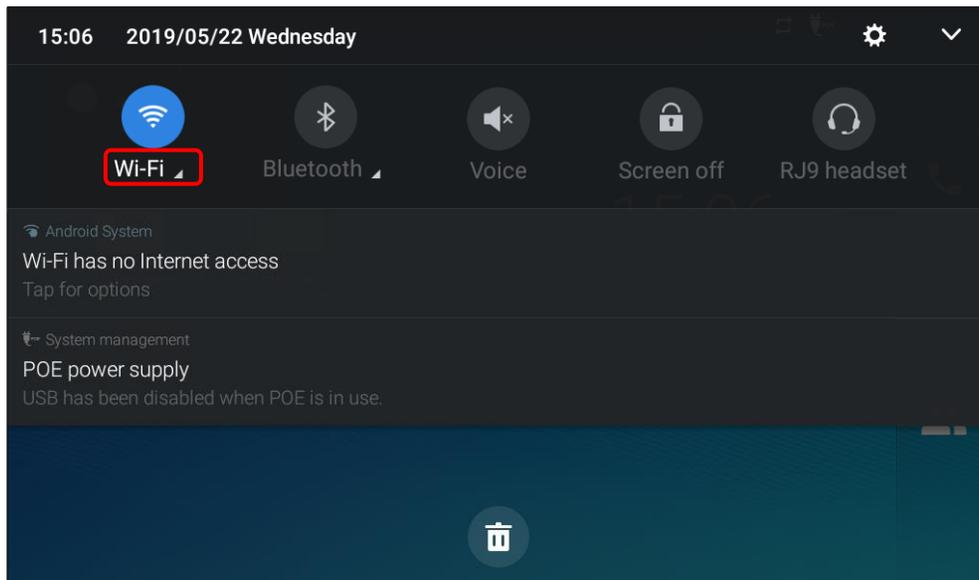


Figure 27: GT890 Top status Bar - Get more information

For example, you can see the available Wi-Fi Networks.

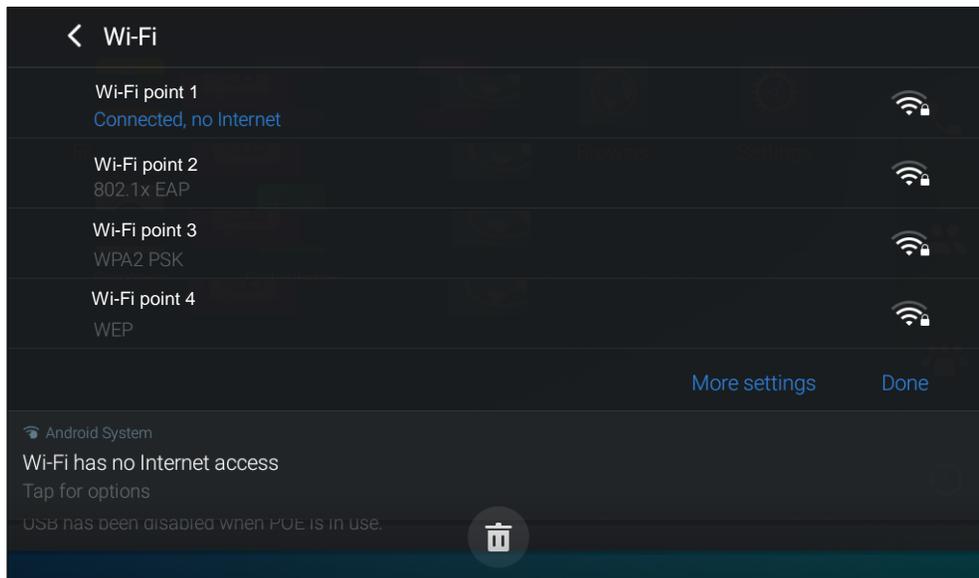


Figure 28: GT890 Top status Bar – Wi-Fi

## Notifications in Status Bar

The following table describes the icons used on the status bar for notification purpose.

**Table 10: GT890 Status Bar Notification Icons**

	Network connected via Ethernet cable.
	Trying to connect to the network via Ethernet cable.
	Network disconnected via Ethernet cable.
	Handset is off-hook.
	Speaker is being used. (x)
	RJ9 headset is connected.
	RJ9 headset is being used for calls.
	3.5mm earphone is connected.
	3.5mm earphone is being used for calls.
	USB headset is connected.
	USB headset is being used for calls.
	Wi-Fi is enabled and still not connected.
	Wi-Fi network is available.
	Wi-Fi is enabled and connected.
	2.4G band Wi-Fi is enabled and connected.
	5G band Wi-Fi is enabled and connected.
	Onscreen keyboard is activated.

	Bluetooth is enabled but not connected.
	Bluetooth is enabled and connected.
	Bluetooth headset is connected.
	Bluetooth headset is being used for calls.
	Downloading files via Bluetooth.
	Alarm is set up and enabled.
	Silent mode is enabled. When it's on, the incoming call/message won't produce ring tone/notification tone from phone's speaker.
	SD Card is inserted.
	SD Card space is less than 10%.
	USB flash drive is inserted.
	Downloading files via Internet connection.
	Unread voicemail to be retrieved.
	Camera is disabled.
	Contact storage is full.
	HDMI cable is connected to display device.
	The phone is powered up using PoE.
	PPPoE is connected.
	PPPoE is not connected.
	Warning message. / ST500 is not connected.
	Screenshot is captured.

	ST500 is ready.
	The call is connected.
	The call is on hold.
	There is a missed call.
	Connecting to communication server.

## System Settings in Status Bar

Slide down the top status bar and select **System Settings**. Users will see the following settings.

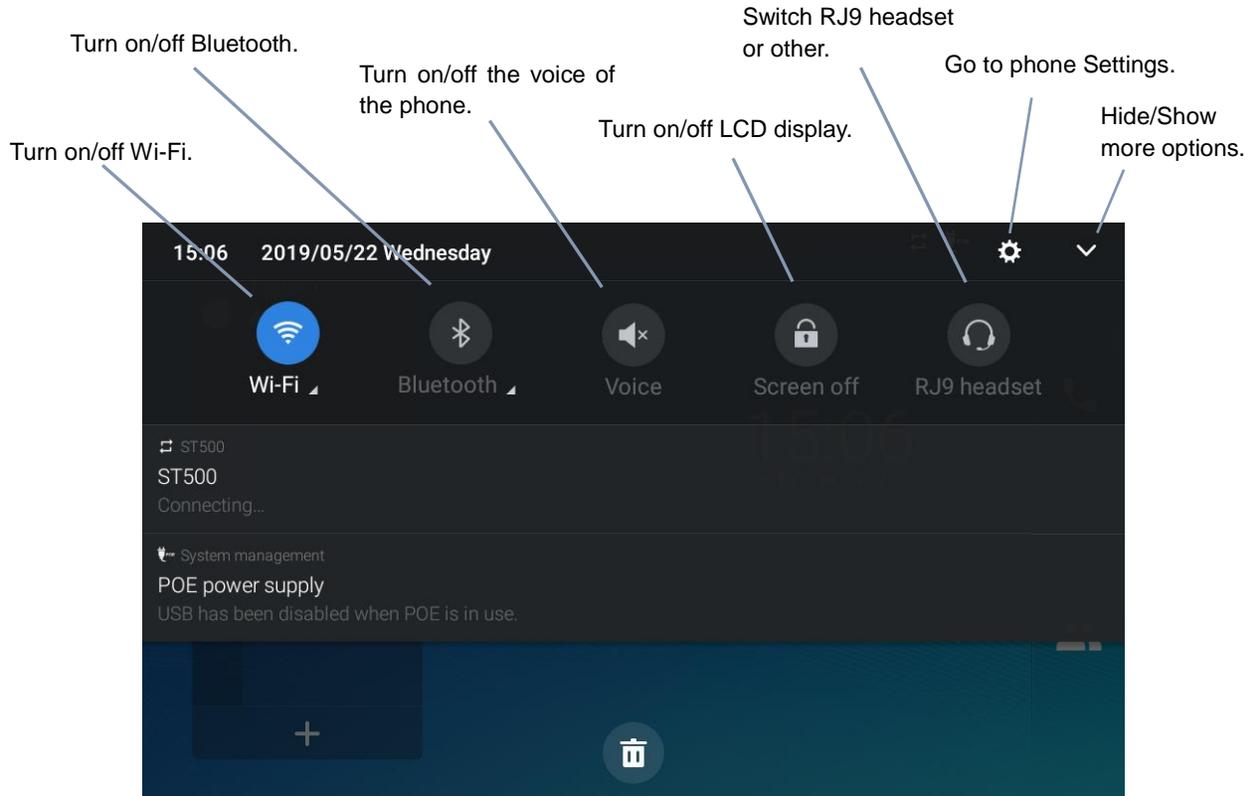


Figure 29: System Settings in Status Bar

## Use the GT890 Keys



Figure 30: GT890 Keys

Table 11: GT890 Keys

1	Volume Down	Tap to turn down the call volume and media volume.
2	Volume Up	Tap to turn up the call volume and media volume.
3	Home	Tap to go back to <b>Home</b> screen; or touch and press for about 2 seconds to take a screenshot.
4	Menu	Tap to view options for different screens or applications.
5	Back	Tap to go back to the previous menu.

### Keypad Shortcut Functions

The GT8900 supports keys shortcuts for certain special system functions.

- **Screenshot**

Press and hold the Home button  for about 2 seconds to capture screenshot. The screenshot can be accessed via **File Manager** → **Pictures**. The screenshot picture size is 1024x600 pixels.

- **the thread manager**

Press and hold the Menu button  for about 2 seconds to access the thread manager.

## Use the On-Screen Keyboard

The GT890 onscreen keyboard can be activated by tapping on an input field.

- **English Keyboard**

This is the default keyboard on GT890.



Figure 31: GT890 Onscreen Keyboard - English Keyboard

To switch input between lowercase and uppercase, tap on  (lowercase) or  (uppercase).

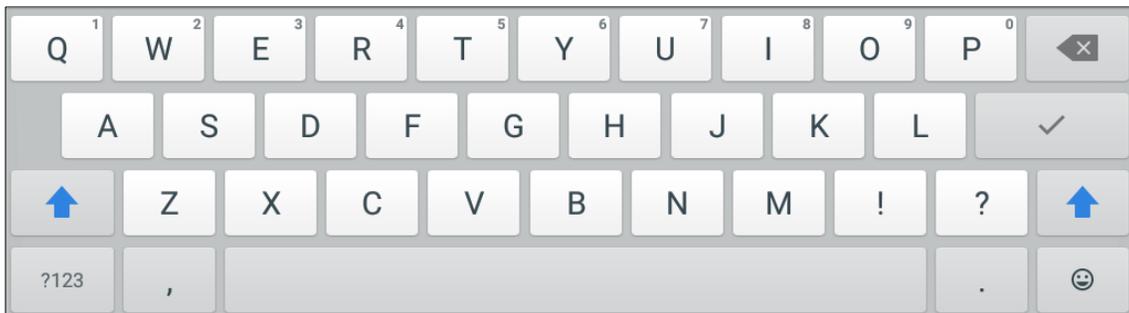


Figure 32: GT890 Onscreen Keyboard - Lowercase and Uppercase

- **Number and symbols**

To access number and symbols, tap  on the default keyboard to switch to number/symbols. Tap on  to switch back.

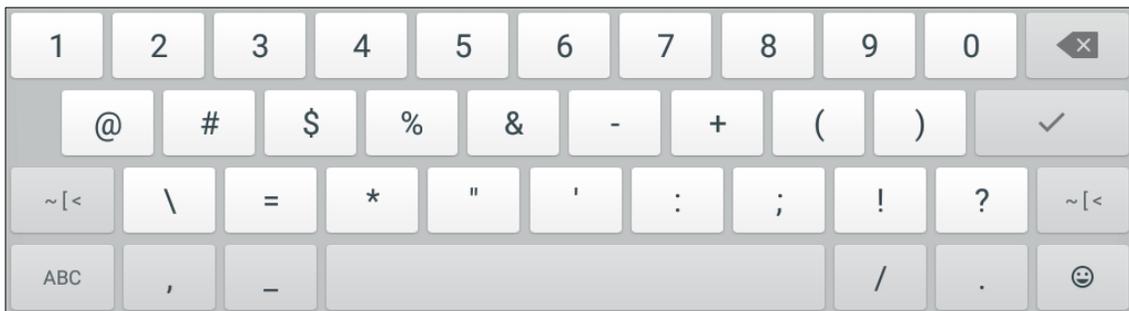


Figure 33: English Keyboard - Number and Symbols

Tap on  to access more symbols.



Figure 34: English Keyboard - More Symbols



**Note:**

- To configure keyboard and input options, go to the application menu→**Settings**→**Basic**→**Language & Keyboard**→**Keyboard and Input Methods**.
- Users could touch and press the key on the keyboard for about 2 seconds to input the alternative character. For example, touch and press the "+" key for about 2 seconds can get the selection "±".

## Use the Message Waiting Indicator

The GT890 message waiting indicator LED is on the upper right corner of the device. It could notify the users with different messages and status of the phone. Please refer to the status description below. **The priority for the LED indicator is from high to low in the following table.** Certain items can be switched on/off of the LED. See [To switch on/off of the Message Waiting Indicator](#).

Table 12: GT890 MWI LED Status

Color	LED Status	Description
	Fast Flashing	Incoming call.
	Flashing	Missed call (s), New voicemail (s).
	Solid	High memory usage, Maximum contact storage, Network disconnect.
	Fast Flashing	Upgrading.
	Solid	The LCD is off.
OFF	OFF	Normal.

# Getting to Know ST500



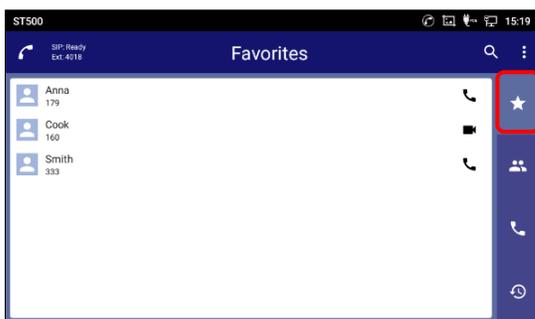
## Note:

ST500 does not operate normally while VoIP applications other than ST500 (paid/free call application etc.) are operating. Do not install the VoIP application other than ST500, as it may be operating in the background even if you are not making a call with the above application.

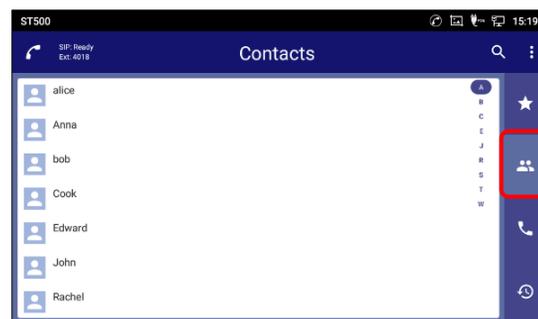
## Screen names and features

### Primary features and operations

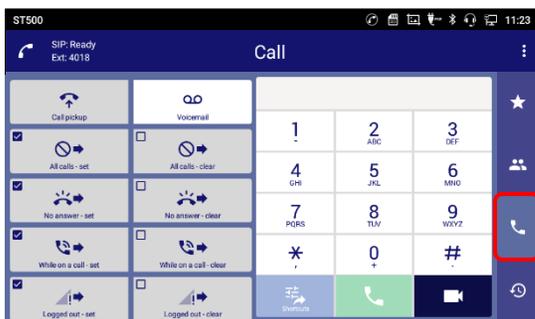
The following are the primary screens (Favorites, Contacts, Call, History, and Settings) of ST500. The screens are tab-based.



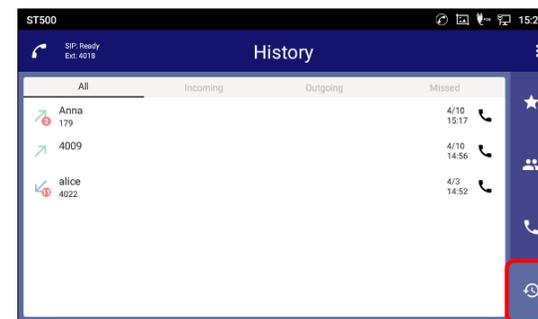
Favorites screen



Contacts screen



Call screen



History screen



Settings screen

Figure 35: Primary features and

## General screen structure

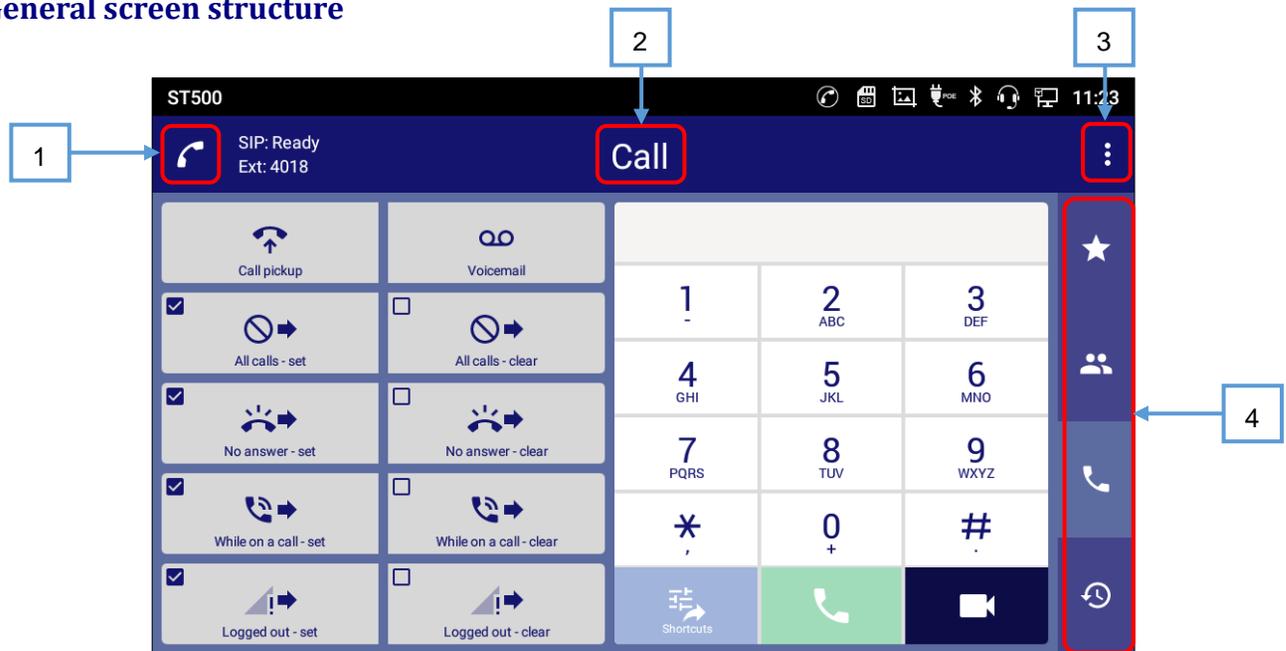


Figure 36: General screen structure.

Table 13: General screen functions.

Item	Name	Description
1	Registration status icon	<p>Displays the status of ST500.</p> <ul style="list-style-type: none"> <li> Connecting to the main server.</li> <li> Profile is not available.</li> <li> Ready.</li> <li> Hold.</li> </ul>
2	Tab name	Displays current tab screen name.
3	Settings button	Displays setting menus for each tab screen.
4	Tab switch icons	<ul style="list-style-type: none"> <li> <b>Favorites:</b> Displays most commonly used contacts.</li> <li> <b>Contacts:</b> Displays the data registered in the Phonebook of the terminal.</li> <li> <b>Call:</b> Displays dial pad.</li> <li> <b>History:</b> Displays call histories.</li> </ul>

## Favorites screen

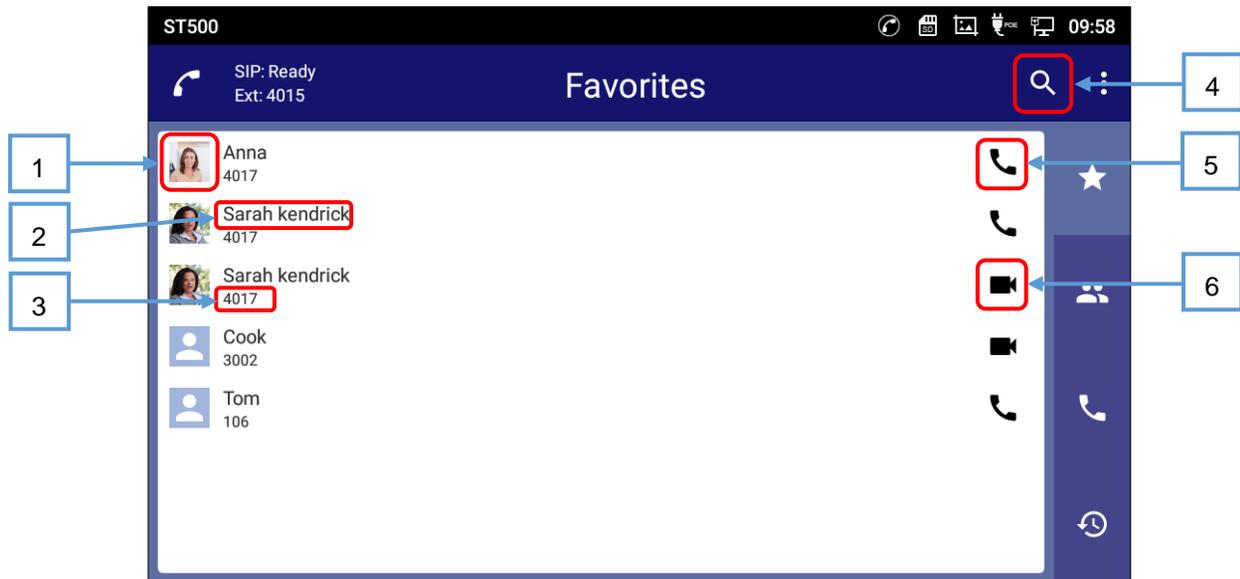


Figure 37: Favorites screen.

Table 14: Favorites screen functions.

Item	Name	Description
1	Picture	Displays the picture that is registered in the Phonebook of the terminal. When a picture is not registered, ST500 default picture is displayed.
2	Name	Displays a name registered in the Phonebook of the terminal.
3	Number	Displays a number that was selected when registered to Favorites.
4	Search icon	Tap this icon; the search bar is displayed.
5	Voice call icon	Tap this icon; ST500 makes a voice call to the number. Tap and hold enables hands-free call.
6	Video call icon	Tap this icon; ST500 makes a video call to the number.

 **Note:**

Favorites are saved per profile.

## Contacts screen

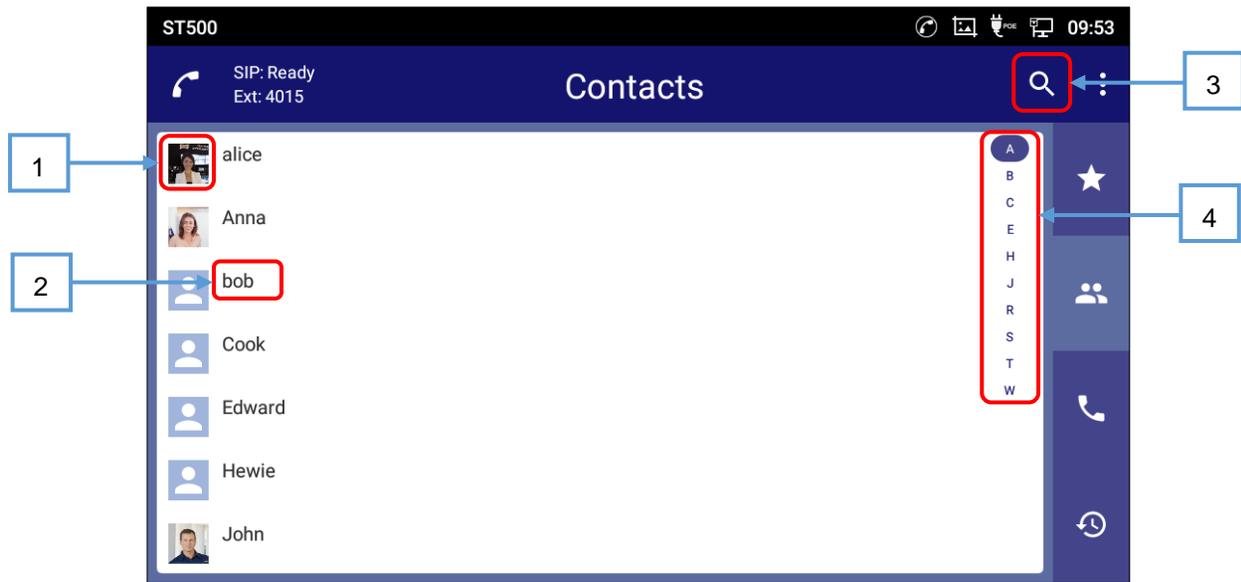


Figure 38: Contacts screen.

Table 15: Contacts screen functions.

Item	Name	Description
1	Picture	Displays the picture that is registered in the Phonebook of the terminal. When a picture is not registered, ST500 default picture is displayed.
2	Name *	Displays the name that is registered in the Phonebook of the terminal.
3	Search icon	Tap this icon; the search bar is displayed.
4	Index search	Tap an index; the screen transits to the first user on that index. The index where you are now is highlighted as "A" on the above screenshot.

 **Note:**

- The data displayed on this screen are those registered in the Phonebook of the terminal.
- Items marked with \* are the end of the value is displayed with [...] if the input value is longer than the field size.
- When it hasn't registered the telephone number, the contact is unavailable on the Contacts screen. Even if you search that by name or something, it doesn't appear. You can see that on the Add contact screen. (Refer to [\[Figure 216: Tap Create new contact.\]](#))

## Contact detail screen

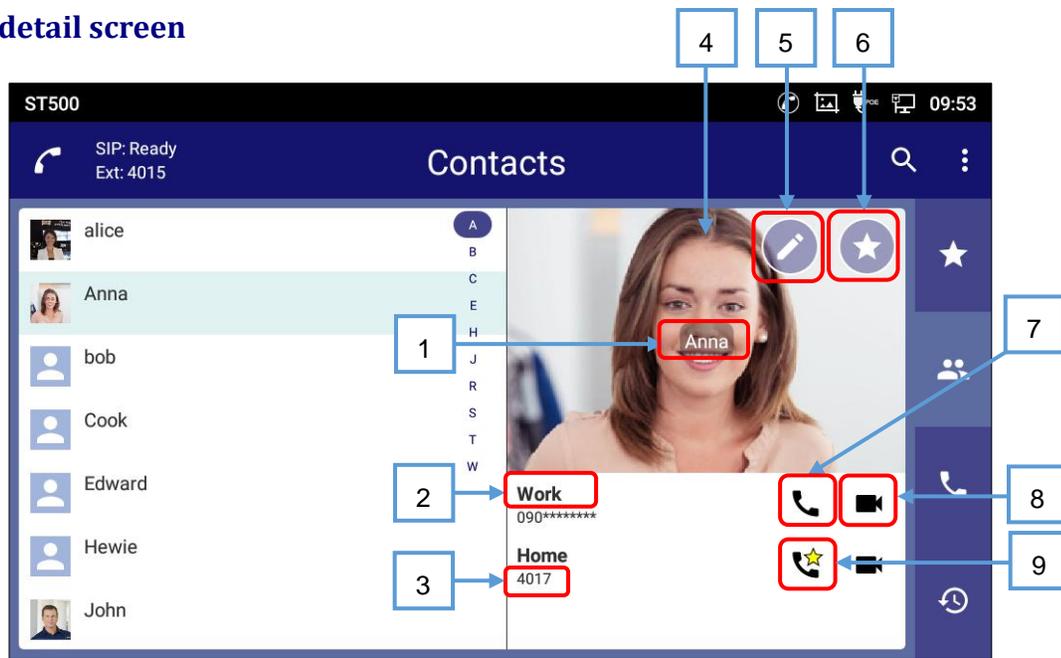


Figure 39: Contact detail screen.

Table 16: Contact detail screen functions.

Item	Name	Description
1	<b>Name *</b>	Displays the name that is registered in the Phonebook of the terminal.
2	<b>Number type *</b>	Displays the number type that is registered in the Phonebook of the terminal.
3	<b>Number *</b>	Displays the number that is registered in the Phonebook of the terminal.
4	<b>Picture</b>	Displays the picture that is registered in the Phonebook of the terminal. When a picture is not registered, ST500 default picture is displayed.
5	<b>Edit icon</b>	Edits the contacts.
6	<b>Add to Favorite icon</b>	Adds to Favorites.
7	<b>Voice call icon</b>	Originates a voice call. Tap and hold activates hands-free mode.
8	<b>Video call icon</b>	Originates a video call.
9	<b>Favorite icon</b>	A yellow star is added to the ones that have been added to Favorites.



**Note:**

Items marked with \* are the end of the value is displayed with [...] if the input value is longer than

the field size.

## Management contacts screen

GT890 supports Management contacts.

To access contacts, on the **Home** screen, tap on icon  on the right panel. The following figure shows Contacts.

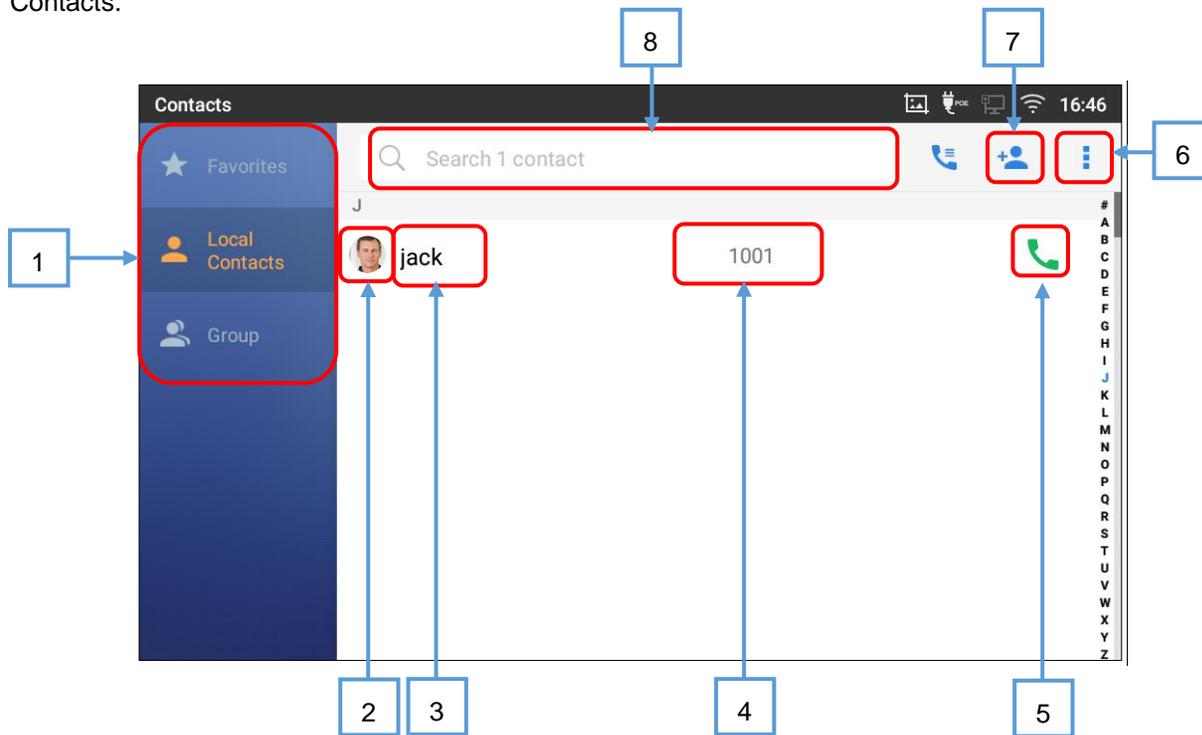


Figure 40: GT890 Management Contacts

Table 17: Management Contacts

Item	Name	Description
1	Local Contacts tab	<ul style="list-style-type: none"> <li> <b>Favorites:</b> Contacts that added to favorites of local contacts are displayed. Contacts added to ST500 favorites are not included.</li> <li> <b>Local contacts:</b> Contacts are displayed. It the same as contacts in ST500.</li> <li> <b>Group:</b> Groups are displayed. This content does not any affect to ST500.</li> </ul>
2	Picture	<p>Displays the picture that is registered in the Phonebook of the terminal.</p> <p>When a picture is not registered, GT890 default picture is displayed.</p>

<b>3</b>	<b>Name</b>	Displays the name that is registered in the Phonebook of the terminal.
<b>4</b>	<b>Number</b>	Displays the number that is registered in the Phonebook of the terminal.
<b>5</b>	<b>Voice call icon</b>	Originates a voice call. Tap and hold activates hands-free mode.
<b>6</b>	<b>More button</b>	The option menu is displayed. It can be import/export/download/sort contacts, and batch operation.
<b>7</b>	<b>Create new contact</b>	Transits to Create contact screen.
<b>8</b>	<b>Contact search bar</b>	It can be search a contact by enter key words.



**Note:**

- The contacts can save up to 1000 entries. Users can manage contacts by adding, deleting and modifying single contacts, downloading contacts from HTTP/TFTP server, importing contacts from external storage and exporting contacts to external storage.
- This icon  on the management contacts screen is not supported by ST500.

## Call screen

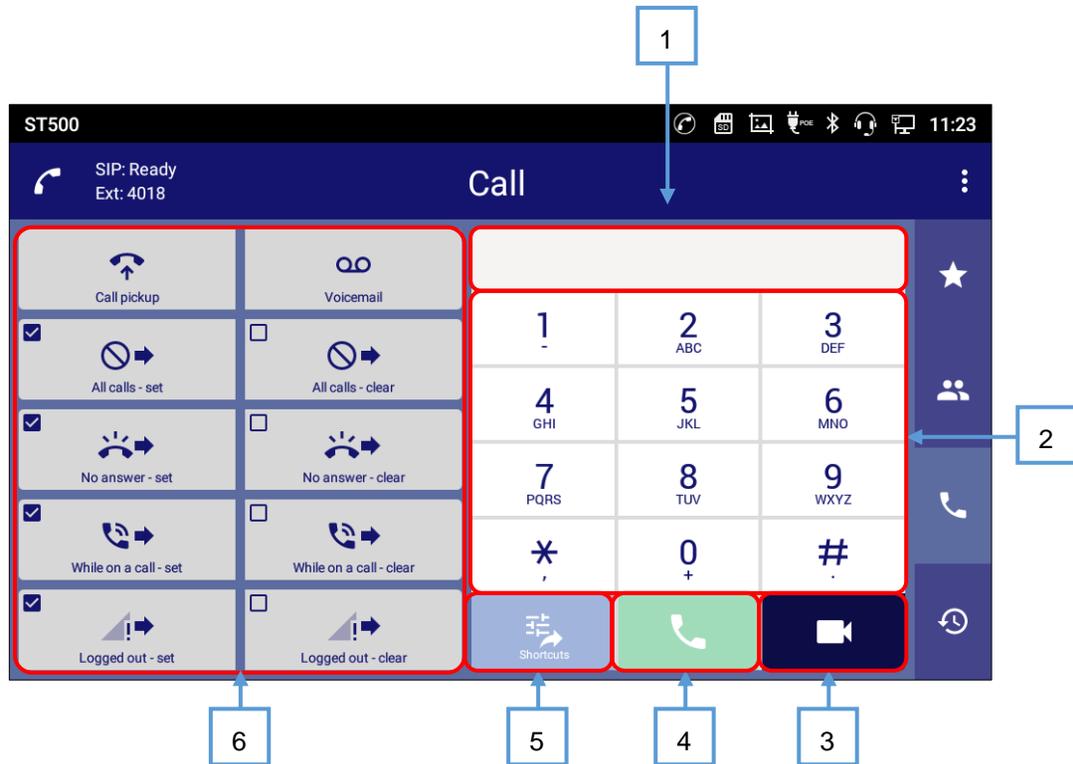


Figure 41: Call screen.

Table 18: Call screen functions.

Item	Name	Description
1	Number input field	Displays entered numbers.
2	Dial pad	Used for entering telephone numbers.
3	Video call icon	Originates a video call to the number that is displayed in the number input field.
4	Voice call icon	Originates a voice call to the number that is displayed in the number input field. Tap and hold activates hands-free mode. If you tap this icon with no number displayed in the number input field, the last number you called is displayed. (redial function)
5	Shortcut menu icon	Displays shortcut menu to create new shortcut and use it.
6	Shortcut icons	Display shortcut icons what ST500 standardly has prepared. Available icon is displayed brightly.

 **Note:**

Shortcut icons are not available until setting for them. Refer to [Call forward](#) for how to setting.

## Shortcut list

Table 19: Shortcut icons.

Icon	Description
 Call pickup	Shortcut to <b>Call pickup</b> .
 Voicemail	Shortcut to access <b>Voicemail</b> .
<input checked="" type="checkbox"/>  All calls - set	Shortcut to call forward for <b>All calls</b> .
<input type="checkbox"/>  All calls - clear	Shortcut to clearing call forward settings for <b>All calls</b> .
<input checked="" type="checkbox"/>  No answer - set	Shortcut to call forward for <b>No answer</b> .
<input type="checkbox"/>  No answer - clear	Shortcut to clearing call forward settings for <b>No answer</b> .
<input checked="" type="checkbox"/>  While on a call - set	Shortcut to call forward calls <b>while on a call</b> .
<input type="checkbox"/>  While on a call - clear	Shortcut to clearing call forwarding settings of <b>while on a call</b> .
<input checked="" type="checkbox"/>  Logged out - set	Shortcut to call forward for terminal <b>logged out</b> .
<input type="checkbox"/>  Logged out - clear	Shortcut to clearing call forwarding settings for terminal <b>logged out</b> .

## History screen

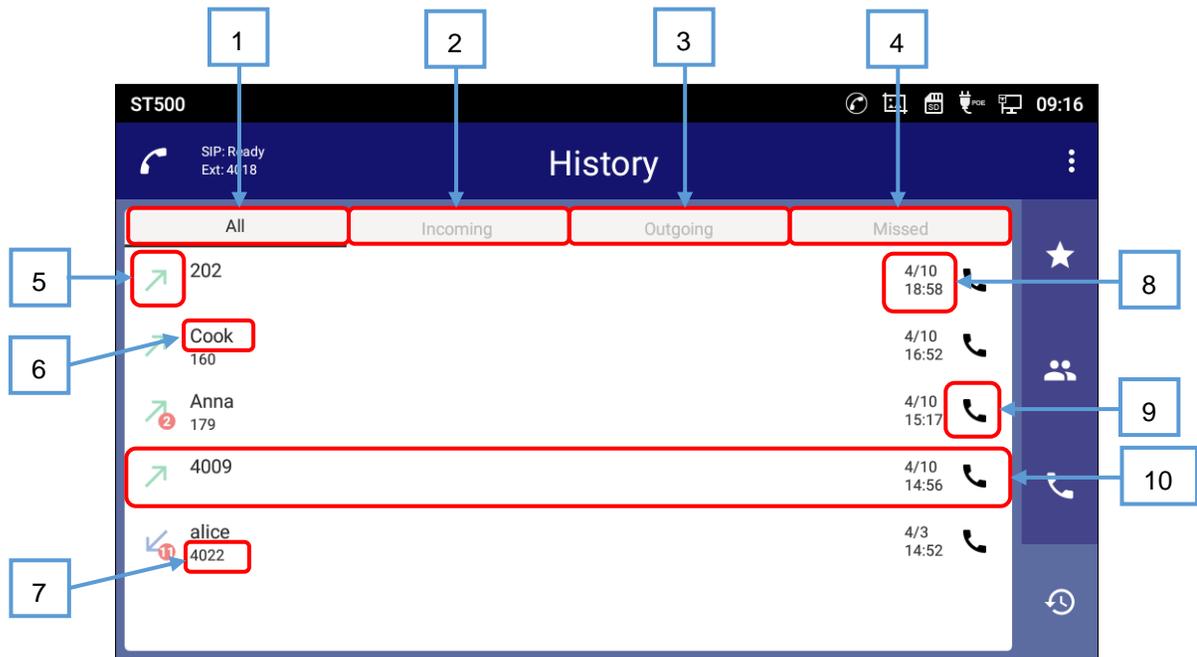


Figure 42: History screen.

Table 20: History screen functions.

Item	Name	Description
1	All	Displays all histories.
2	Incoming	Displays incoming call histories.
3	Outgoing	Displays outgoing call histories.
4	Missed	Displays missed call histories.
5	Call type icons	Displays call types (outgoing, incoming, missed). *
6	Name	When registered in the Phonebook of the terminal, name is displayed. When not registered in the Phonebook of the terminal, the number is displayed.
7	Number	Displays numbers. When the caller is not registered in the Phonebook of the terminal, this space does not display any data.
8	Time/date of occurrence	Displays time and date of the call.
9	Voice call icon	Tap this icon; ST500 makes a voice call to the number. Tap and hold activates hands-free mode.
10	Display for non-registered number	Number is displayed for Name field.



**Note:**

Depends on usage environment, the time setting information will be deleted by turning on/off the main unit power. In that case, call histories are not recorded unless fix date & time setting.

Set the date & time again under **Settings > Basic > Date and time** on the application menu.

## Call type list

Table 21: Call type icons.

Icon	Call Type
	Successful outgoing call Cancelled outgoing call Failed outgoing call
	Successful incoming call Failed incoming call
	Missed call



**Note:**

Display Name registered in the communication server is displayed only for incoming call history (incoming, refused, missed).

## History detail screen

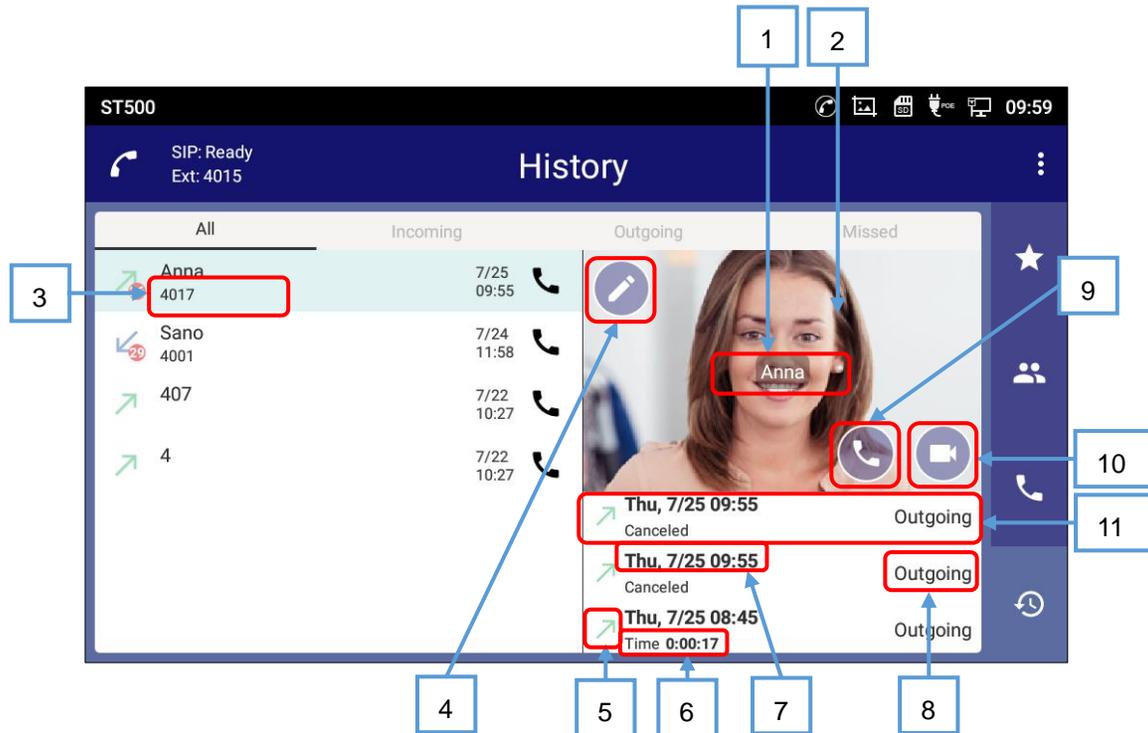


Figure 43: History detail screen.

Table 22: History detail screen functions.

Item	Name	Description
1	<b>Name *</b>	Displays the name that is registered in the Phonebook of the terminal. When name is not registered, the first number that is registered is displayed here.
2	<b>Picture</b>	Displays the picture that is registered in the Phonebook of the terminal. When a picture is not registered, ST500 default picture is displayed.
3	<b>Number *</b>	Displays numbers. When the caller is not registered in the Phonebook of the terminal, this space does not display any data.
4	<b>Edit icon</b>	Edits the contacts. If the contact is not registered in the Phonebook of the terminal, ST500 transits to <b>Create new contact</b> screen.
5	<b>Call type icons</b>	Displays call types (outgoing, incoming, missed).
6	<b>Duration (Detailed code)</b>	Displays duration of the call. If a call was not realized, detailed code is displayed.
7	<b>Time/date of occurrence</b>	Displays time and date of the call.

8	Type	Displays call type (incoming/outgoing).
9	Voice call icon	Originates a voice call. Tap and hold activates hands-free mode.
10	Video call icon	Originates a video call.
11	Delete	Tap and hold on a history deletes individual history data.



**Note:**

- Items marked with \* are the end of the value is displayed with [...] if the input value is longer than the field size.
- Depends on usage environment, the time setting information will be deleted by turning on / off the main unit power. In that case, call histories are not recorded unless fix date & time setting. Set the date & time again under **Settings > Basic > Date and time** on the LCD screen.

## Voice call screen

### Two-way call

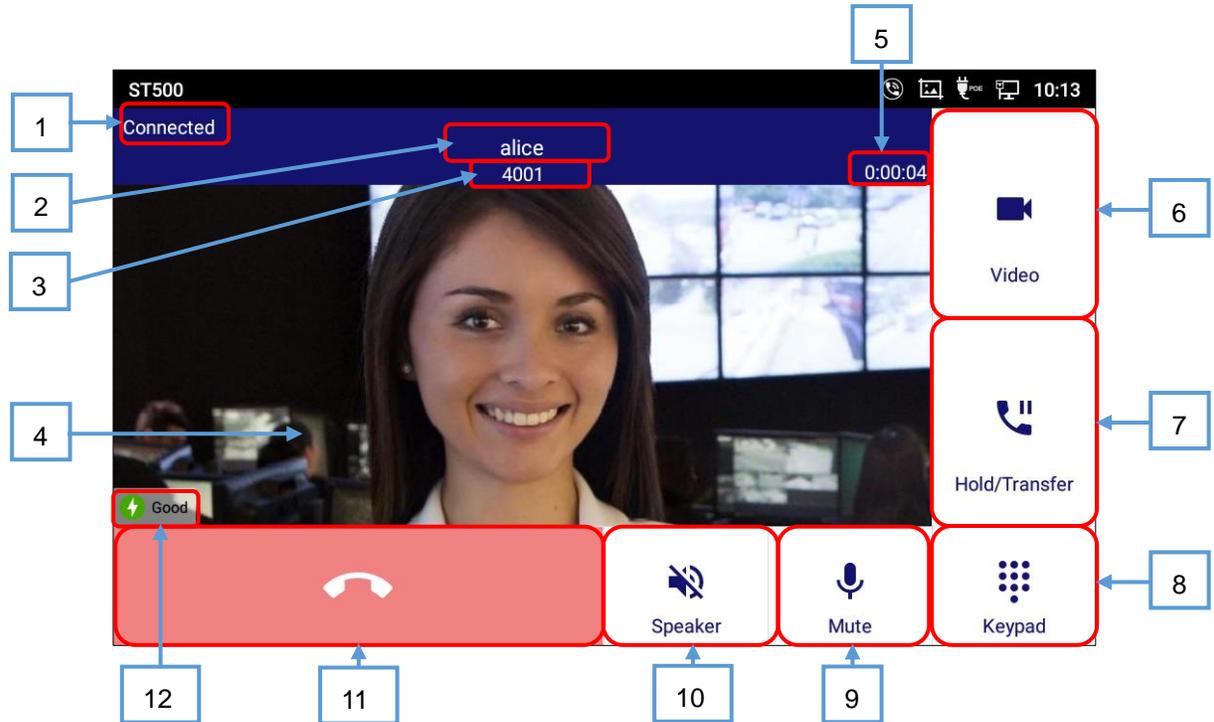


Figure 44: Two-way call.

Table 23: Voice call screen functions.

Item	Name	Description
1	Call status	Displays call status.
2	Name	When registered in the Phonebook of the terminal, name is displayed. When not registered in the Phonebook of the terminal, the number is displayed.
3	Number	Displays numbers.
4	Photo	Displays a photo if registered in the Phonebook of the terminal. Displays a default picture if not registered in the Phonebook of the terminal.
5	Call duration	Displays call duration.
6	Video icon	Switches to video call.
7	Hold/Transfer icon	Holds a call. Also, start procedure to transfer a call from here.
8	Keypad icon	Displays a dial pad for DTMF.

9	<b>Mute icon</b>	Switches mute/unmute. When muted, a slash appears over the icon.
10	<b>Output source switch icon</b>	Switches receiver and speaker for audio output source. When speakers are ON, the slash on the icon disappears. When Bluetooth is enabled, a selection screen is displayed. (See <a href="#">When Bluetooth is selected for output source.</a> )
11	<b>Disconnect icon</b>	Disconnects a call.
12	<b>Connection status</b>	Displays the connection status. (Default is disabled. See <a href="#">To show connection status during a call.</a> )



**Note:**

Even when switch output source, there is no incoming call notification on the Bluetooth device.

### Conference is available

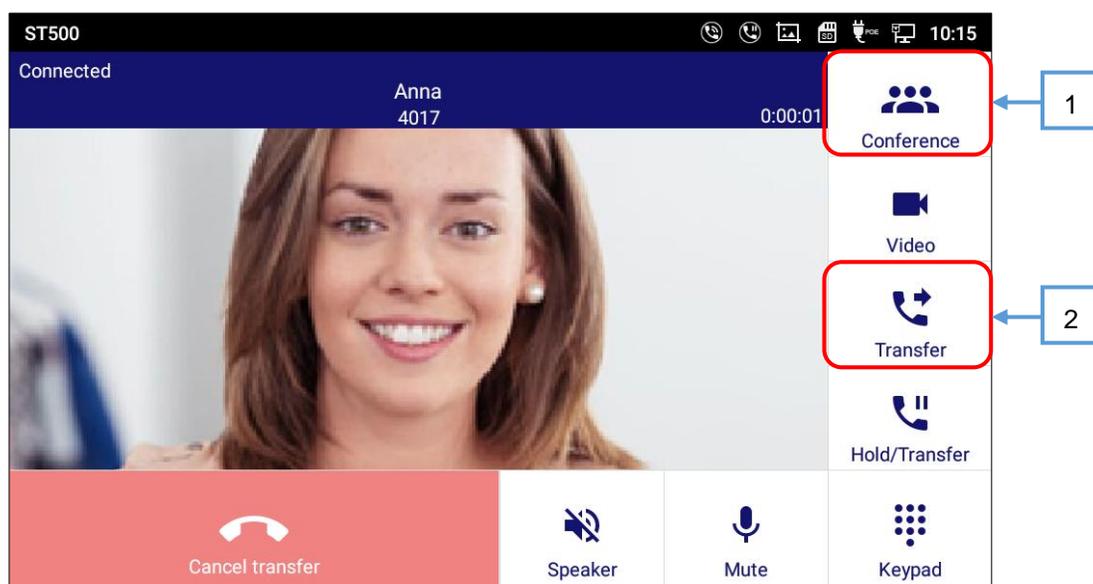


Figure 45: Conference is available.

Table 24: Conference is available.

Item	Name	Description
1	<b>Conference icon</b>	Starts a conference call.
2	<b>Transfer icon</b>	Completes transfer.

## Call status list

When use the voice call, ST500 display one of below on top left.

**Table 25: Call status list.**

Display	Status
Dialing	Displays when ST500 is dialing.
Ringing	Displays when ringing a call.
Connected	Displays while on a call.
End	Displays when ended a call. Displays also message: Call disconnected.

When Bluetooth is selected for output source

The **Speaker** icon changes to the **Bluetooth** icon.

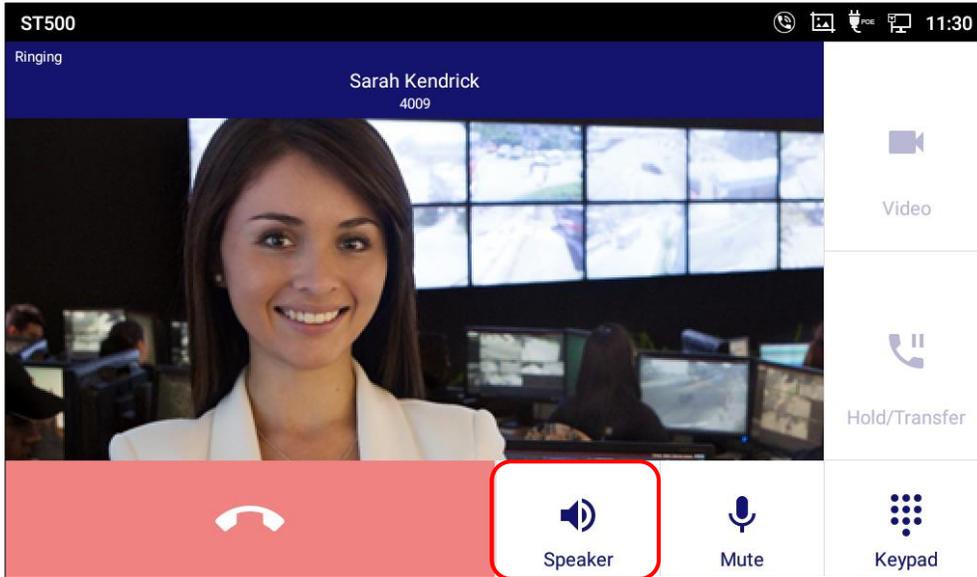


Figure 46: Speaker icon on the voice call screen.

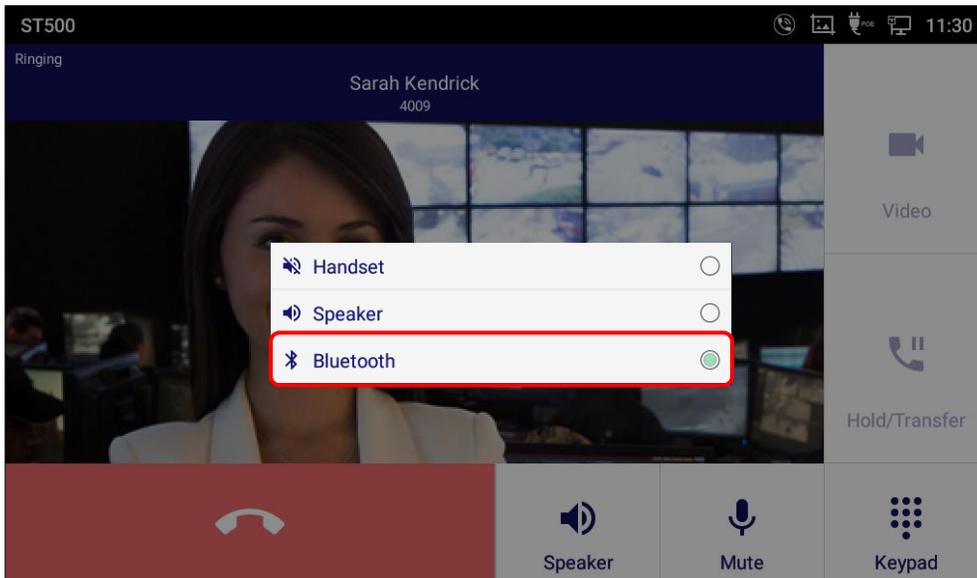


Figure 47: Output source list.



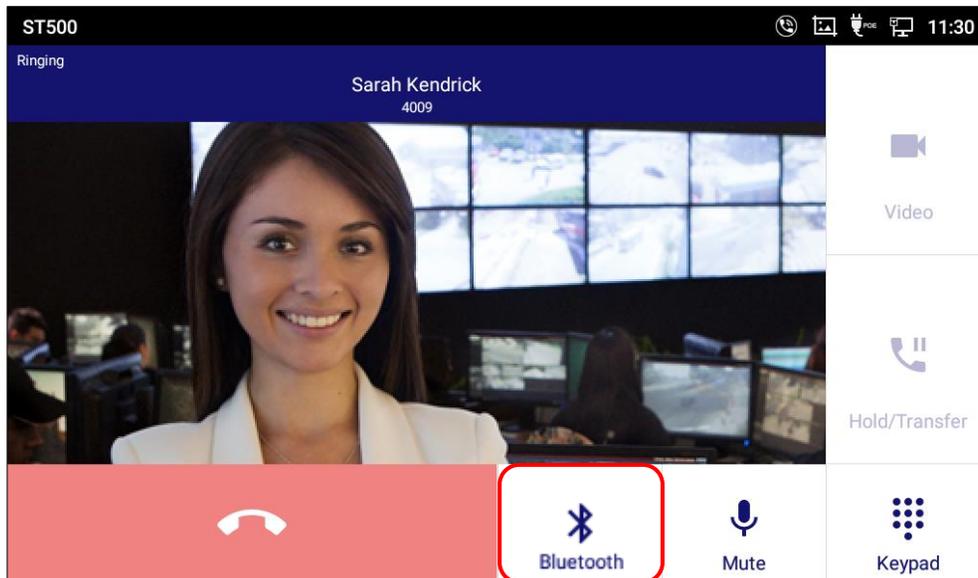


Figure 48: Bluetooth icon on the voice call screen.

 **Note:**

It is not possible to answer/disconnect using the Bluetooth headset.

## Video call screen

### Default Video Call Screen

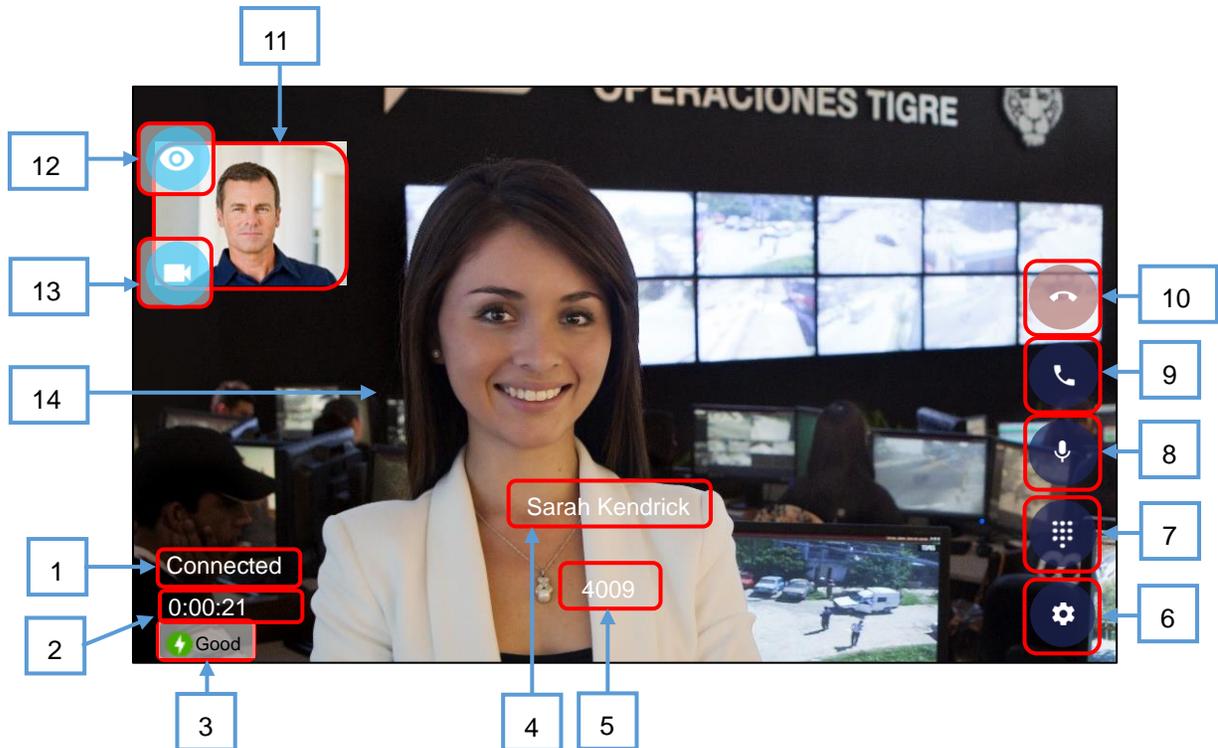


Figure 49: Video call screen 1.

Table 26: Video call screen 1.

Item	Name	Description
1	Call Status	Displays the status of the call. (Ringing)
2	Call duration	Displays call duration.
3	Connection status	Displays the connection status. (Default is disabled. See <a href="#">To show connection status during a call.</a> )
4	Name *	Displays the name that is registered in the Phonebook of the terminal when tap screen anywhere while on video call. When name is not registered, the number is displayed here.
5	Number *	Displays numbers when tap screen anywhere while on video call. When the caller is not registered in the Phonebook of the terminal, this space does not display any data.
6	Handle PartnerPicture	Displays icons for handling PartnerPicture. (Icons from 1 to 3 on the next page figure.)
7	Dial pad	Displays dial pad on the screen.

<b>8</b>	<b>Mute</b>	Mutes the microphone. When muted, the icon has a slash over it.
<b>9</b>	<b>Switch to Voice Call</b>	Switches to voice call.
<b>10</b>	<b>Disconnect</b>	Disconnects the video call.
<b>11</b>	<b>PartnerPicture</b>	Displays the video what camera of other party is shooting. When other party stop send video, screen is black out.
<b>12</b>	<b>Hide PreviewPicture</b>	Tap this icon; your picture disappears. Tap again; your picture reappears.
<b>13</b>	<b>Stop Sending PreviewPicture</b>	Tap this icon; the system stops sending your picture. Tap again; the system resumes sending your picture.
<b>14</b>	<b>PreviewPicture</b>	Displays your picture.



**Note:**

Items marked with \* are the end of the value is displayed with [...] if the input value is longer than the field size.

## Option Buttons on Video Call Screen

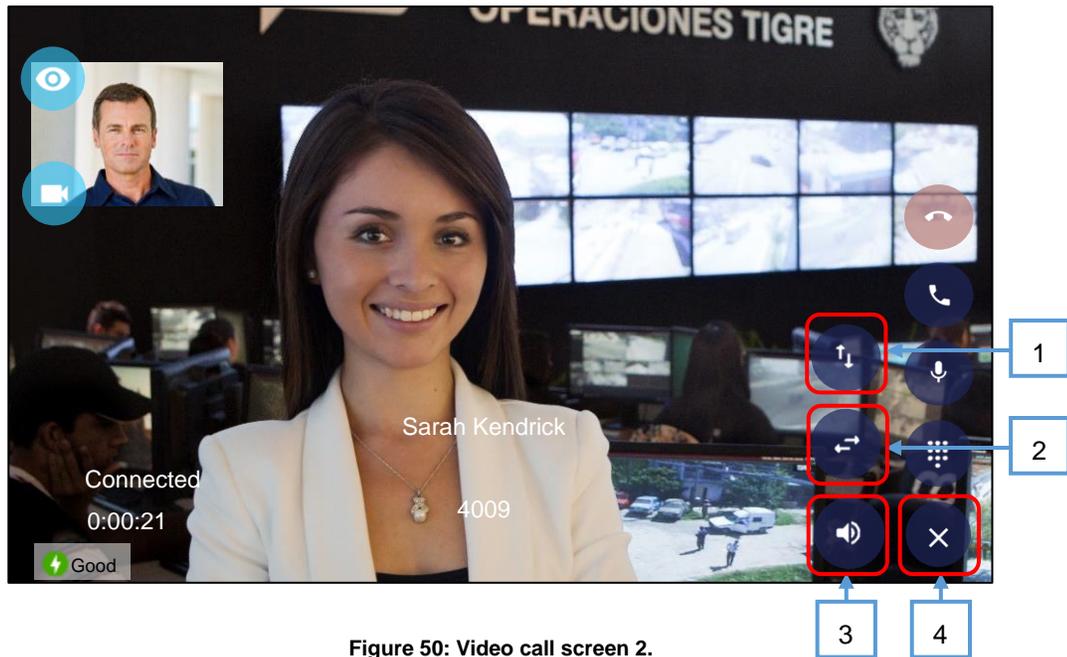


Figure 50: Video call screen 2.

Table 27: Video call screen 2.

Item	Name	Description
1	Flip vertical	Tap this icon; the PartnerPicture flips vertically.
2	Flip horizontal	Tap this icon; the PartnerPicture flips horizontally.
3	Output source switch icon	Switches receiver and speaker for audio output source. When speakers are OFF, the slash on the icon. When Bluetooth is enabled, a selection screen is displayed. (See <a href="#">When Bluetooth is selected for output source.</a> )
4	Hide icons	Hides icons for handling PartnerPicture. (Icons 1 to 3 on the figure.)

 **Note:**

When originating a video call or ending a video call, terminals display Voice call screen for just a moment.

## Incoming call screen

➤ Show foreground

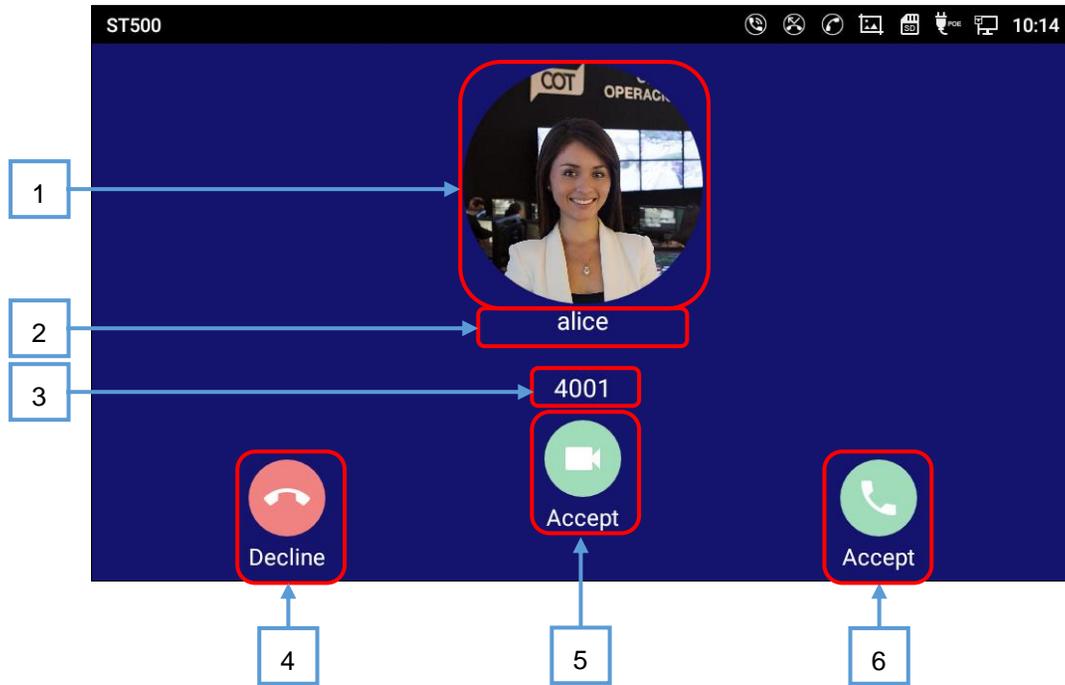


Figure 51: Incoming call screen.

Table 28: Incoming call screen.

Item	Name	Description
1	Photo	Displays a photo if registered in the Phonebook of the terminal. Displays a default picture if not registered in the Phonebook of the terminal.
2	Name	When registered in the Phonebook of the terminal, name is displayed. When not registered in the Phonebook of the terminal, number is displayed.
3	Number	Displays number.
4	Decline icon	Disconnects an incoming call.
5	Accept icon (video call)	Accepts a call as a video call.
6	Accept icon (voice call)	Accepts a call as a voice call.



**Note:**

Accept icon (video call) is not displayed when incoming call is a voice call.

- Show heads up notification

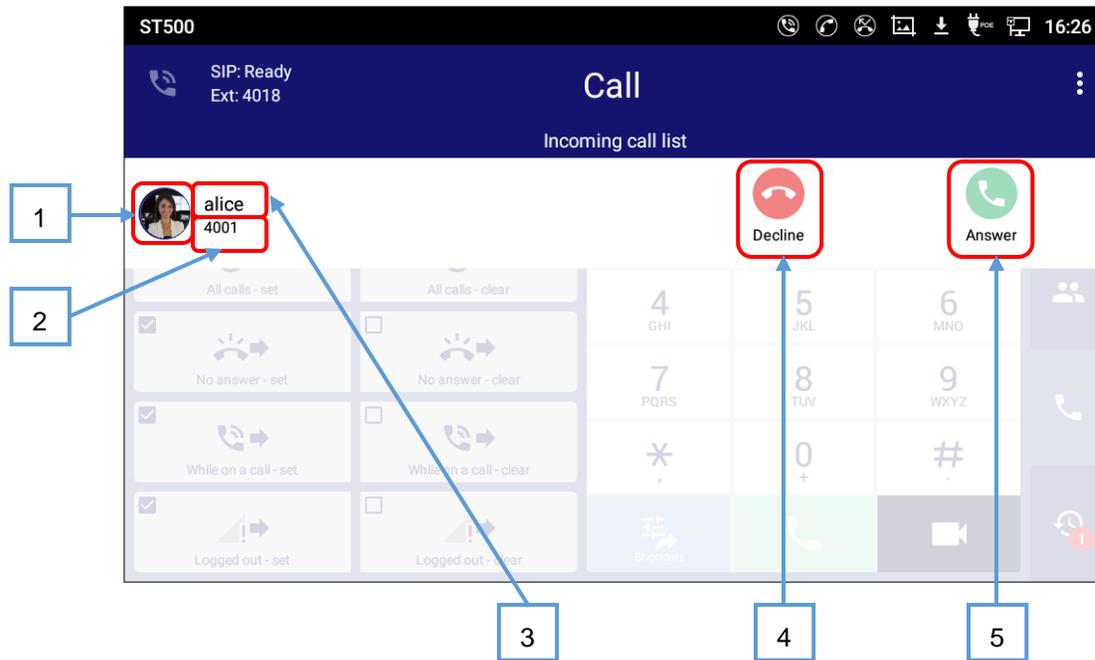


Figure 52: Incoming call screen (notification only).

Table 29: Incoming call screen (notification only).

Item	Name	Description
1	Photo	Displays a photo if registered in the Phonebook of the terminal. Displays a default picture if not registered in the Phonebook of the terminal.
2	Number	Displays number.
3	Name	When registered in the Phonebook of the terminal, name is displayed. When not registered in the Phonebook of the terminal, number is displayed.
4	Decline icon	Disconnects an incoming call.
5	Accept icon (voice call)	Accepts a call as a voice call.

 **Note:**

Accept icon (video call) is not displayed. Even if other party originate a call as a video call, you cannot answer as a video call from this screen.

How to answer as a video call, see [To answer an incoming call \(from notification bar\)](#).

## Before using ST500

The following operations are required before you can start using ST500. (Details are described in “Standard SIP Video Terminal IP Phone GT890 Administration Guide (ST500)”.)

- Setting the device and user on ST500
- Office data setting on communication server (SV9500/SV9300/SV9100)



**Note:**

Since the re-registration operation will be performed after 1 minute at the maximum, if you want to register immediately, perform the immediate resist operation by re-selecting the profile to be used by "Select Profile".

# Starting/Closing ST500 app

## Starting ST500

1. Tap the **ST500** icon on the **application menu**.

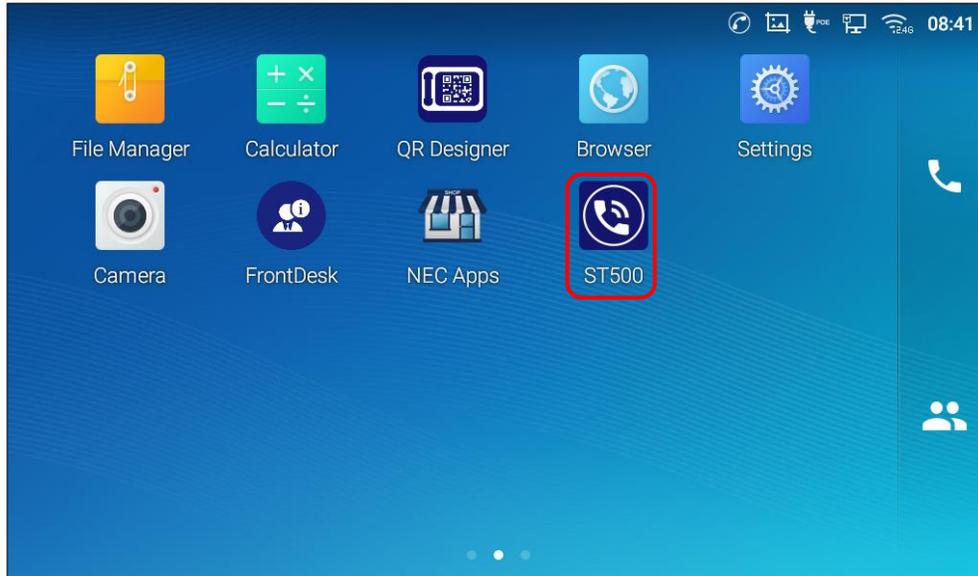


Figure 53: ST500 icon on the application menu.

2. ST500 opens and the **Favorites** primary screen is displayed.

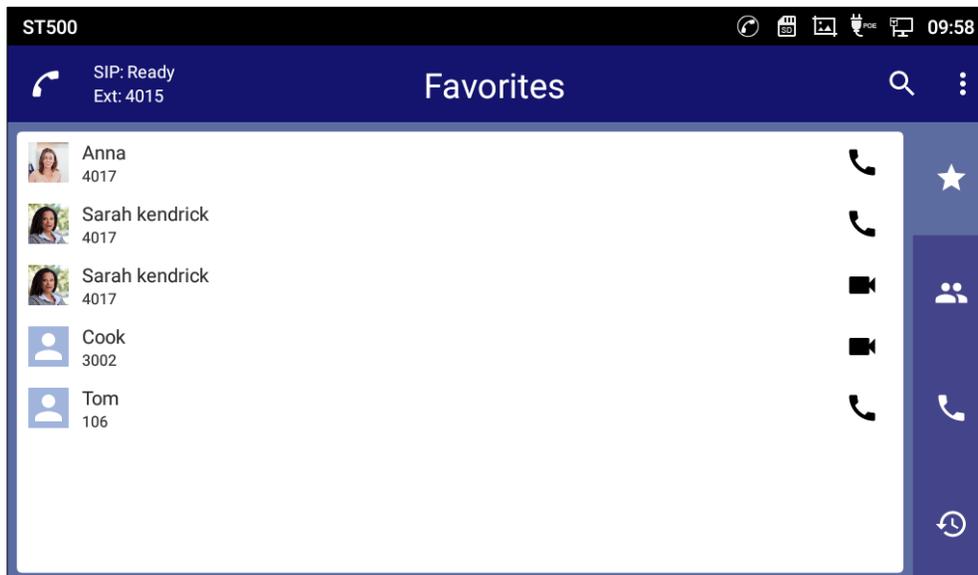


Figure 54: Favorites screen is displayed.

## Closing ST500

1. Tap  to display the pull-down menu and tap **Exit**.
  - A confirmation message is displayed.

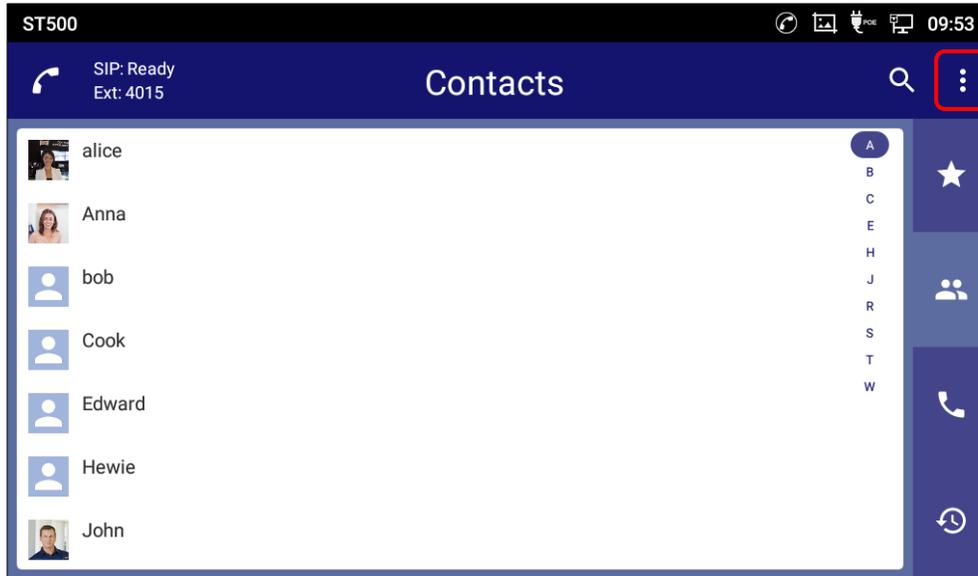


Figure 55: Display pull-down menu to exit ST500.

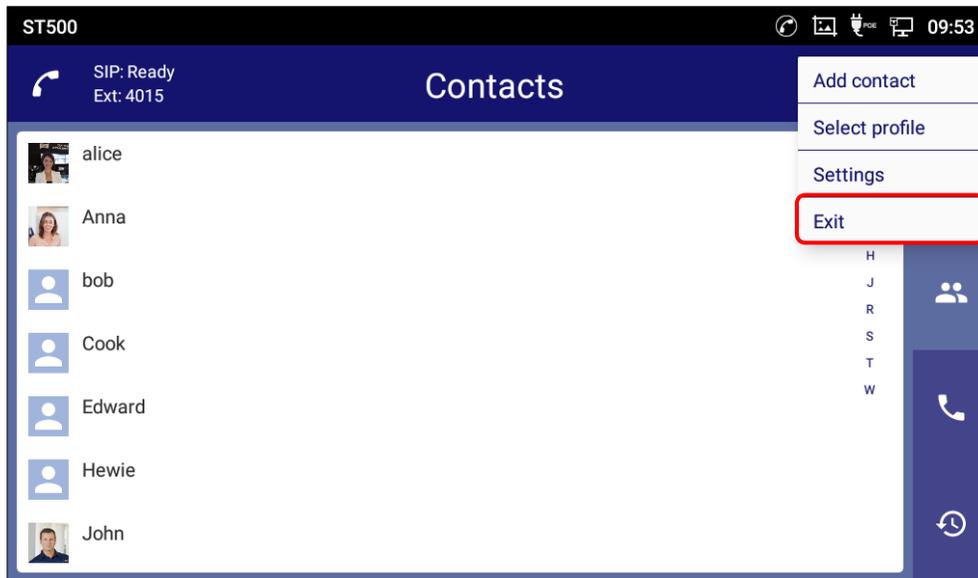
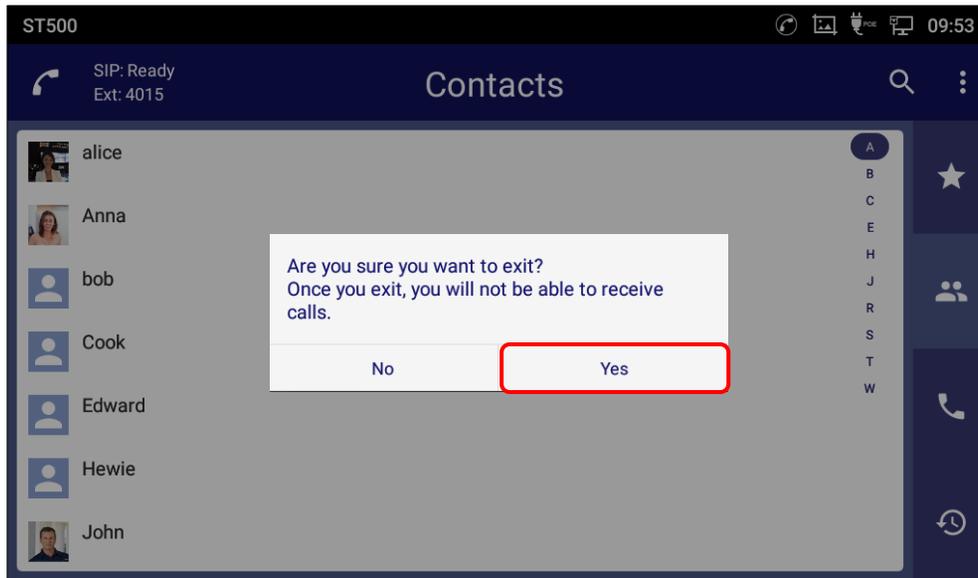


Figure 56: Pull-down menu on the contacts screen.

2. Tap **Yes**.



**Figure 57: Exit ST500.**

# Make Phone Calls

## Register SIP Accounts

The GT890 supports up to 16 independent SIP accounts. Each account can have separate SIP servers, usernames and NAT configurations.

## Account Status

On the primary screens, the extension number and registration status are displayed.

- The following figure shows the account is successfully registered (SIP: Ready).
- If “SIP: Connecting...” or “SIP: Not connected” is written, it’s still trying to register or unable to register.

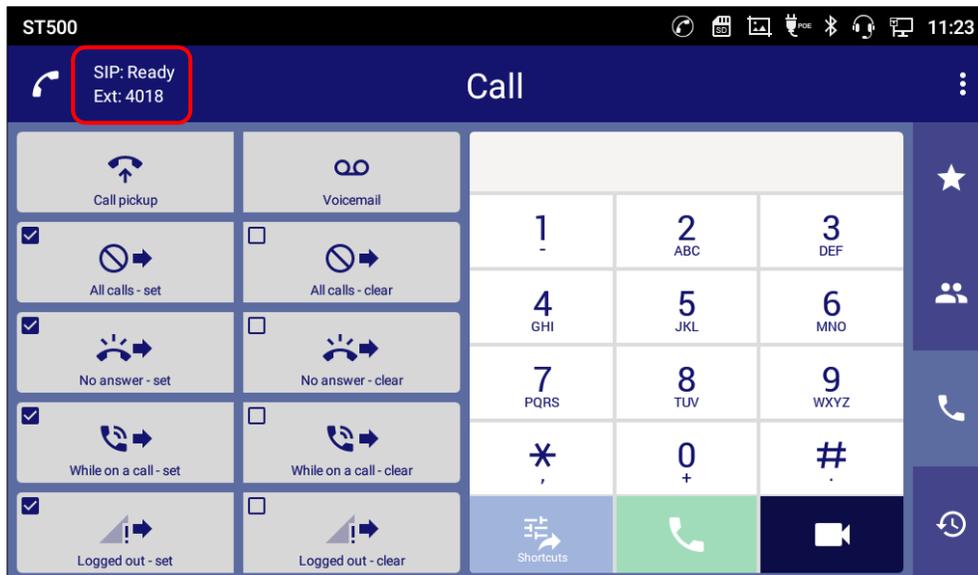


Figure 58: GT890 Account Widget

## Configure SIP Account

To register a SIP account, users can access ST500 LCD menu. Please refer to “Standard SIP Video Terminal IP phone GT890 Administration Guide (ST500)”.

## Originating a call



### Note:

- If you enter pause (,) as the calling number, the number before the pause will be sent as the called number and the number after the pause will be sent as DTMF. After entering numbers, long-tap [\*] on the dial pad to enter a pause (,). A pause (,) cannot be entered if a number has not been entered.
- While ST500 screen is displayed, before originating a call if you off-hook the handset, you will hear dial tone from the receiver. In addition, ST500 receive calls even when dial tone is on. If there is an incoming call, the ring tone will be heard and the dial tone will stop.

## Dial a Number Directly



### Note:

If you need prefix numbers (for example, when making an international call), Dial Prefix feature can simplify the operation. See [Dial prefix feature](#).

1. Tap  icon.

- The **Call** screen is displayed.

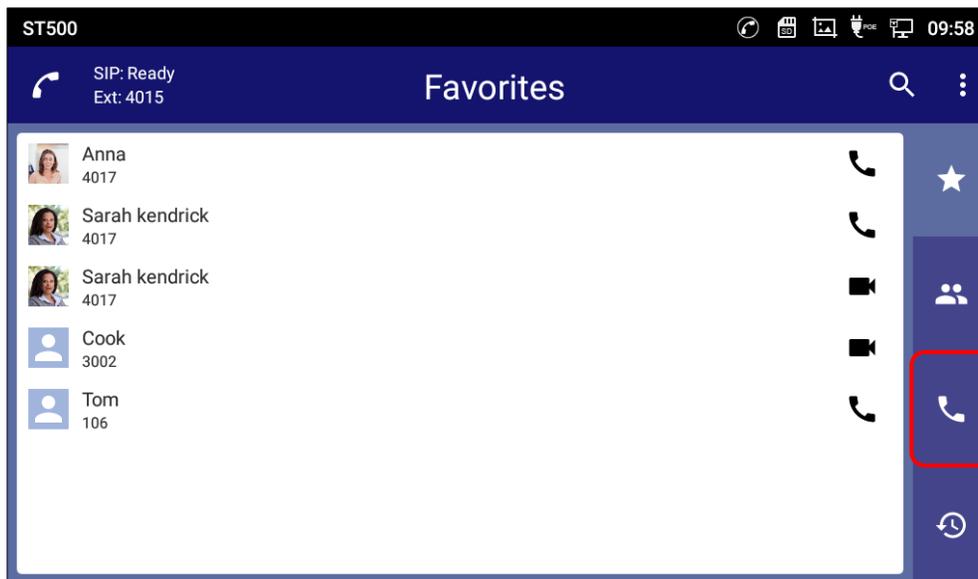


Figure 59: To originate a call from the Call screen.



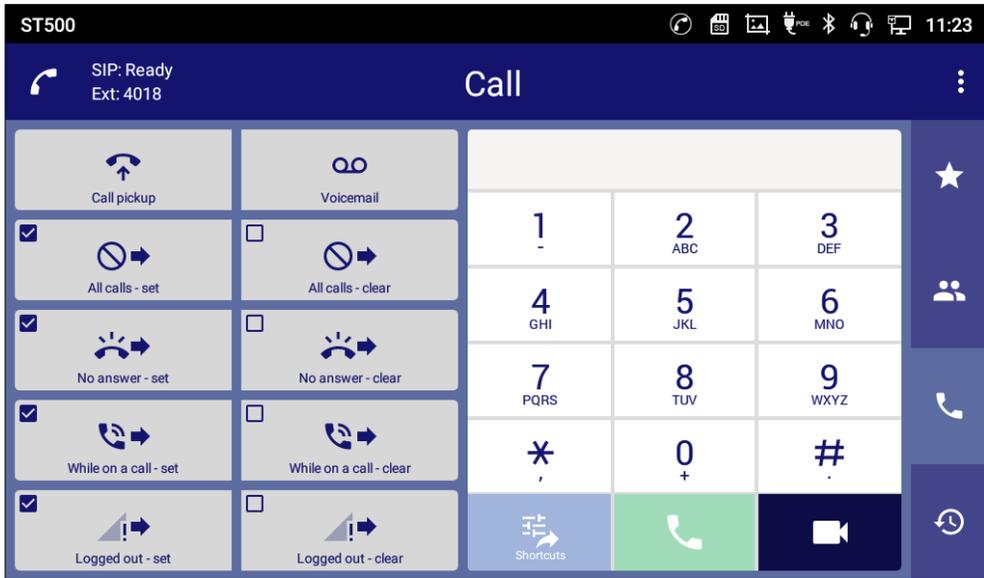


Figure 60: Call Screen

2. On the **Call** screen, enter the extension number you want to call.

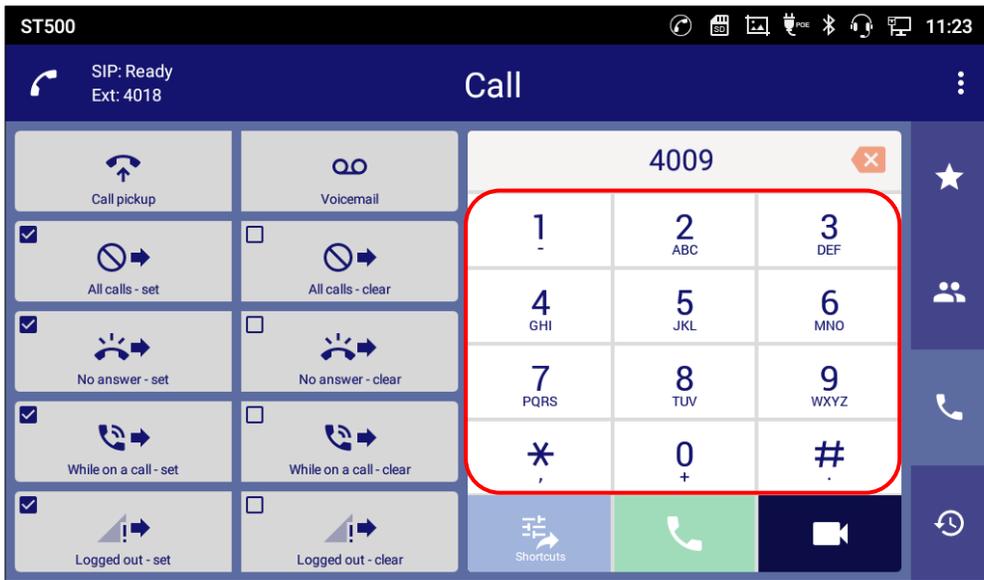


Figure 61: Enter the extension number.

3. Do either of the following operations.

- For voice calls: Tap  or off-hook the handset.
- For video calls: Tap  .

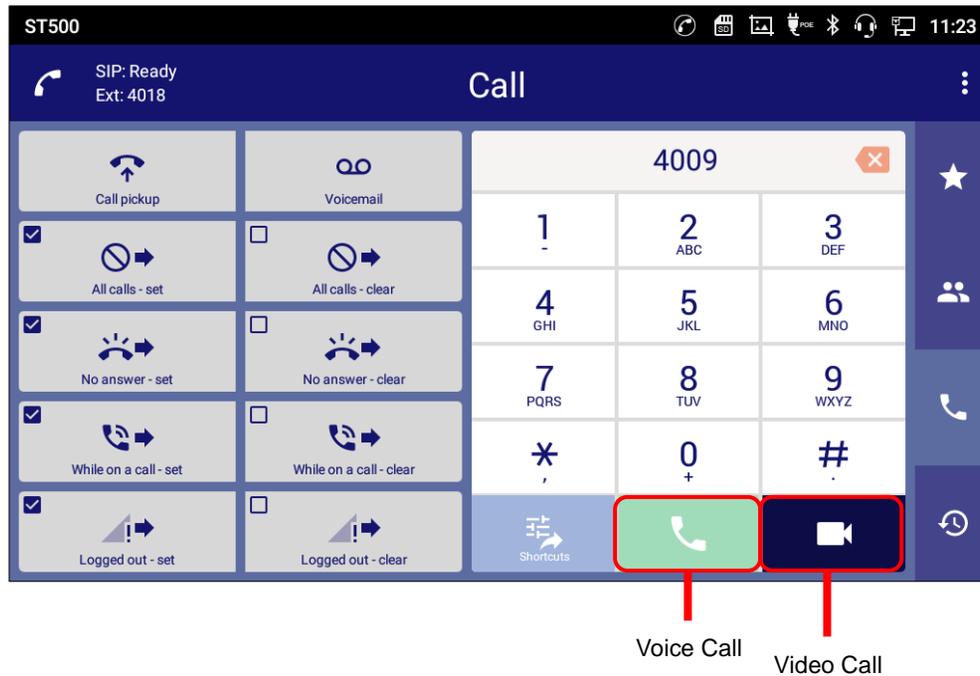


Figure 62: Tap either one of icons to originate a call.

 **Note:**

- To make a video call, tap  and then off-hook the handset.
- Tap and hold  enables hands-free mode.

➤ Voice call screen.

Ringling.

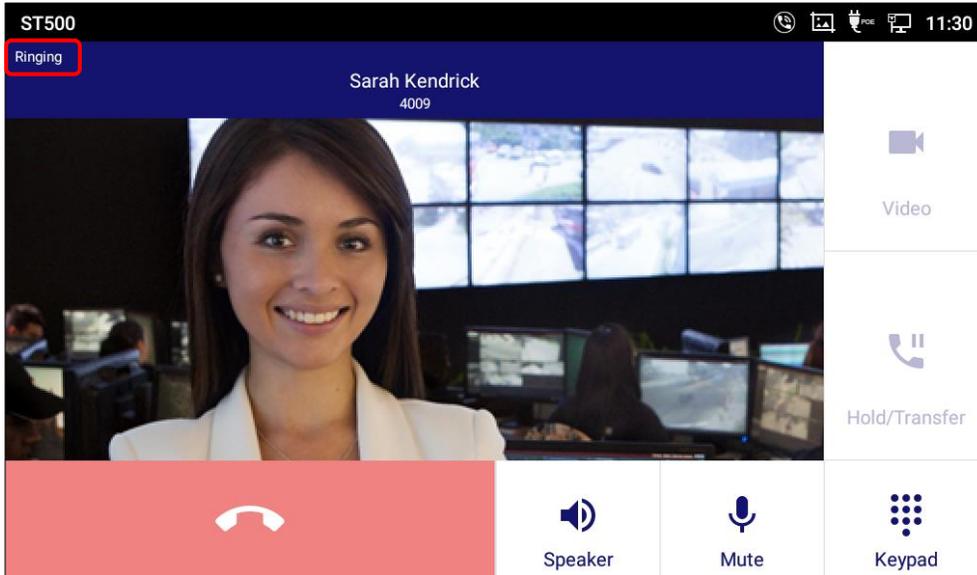


Figure 63: Voice call screen while ringing 1.

Connected.

You can start talking when the other party answers.

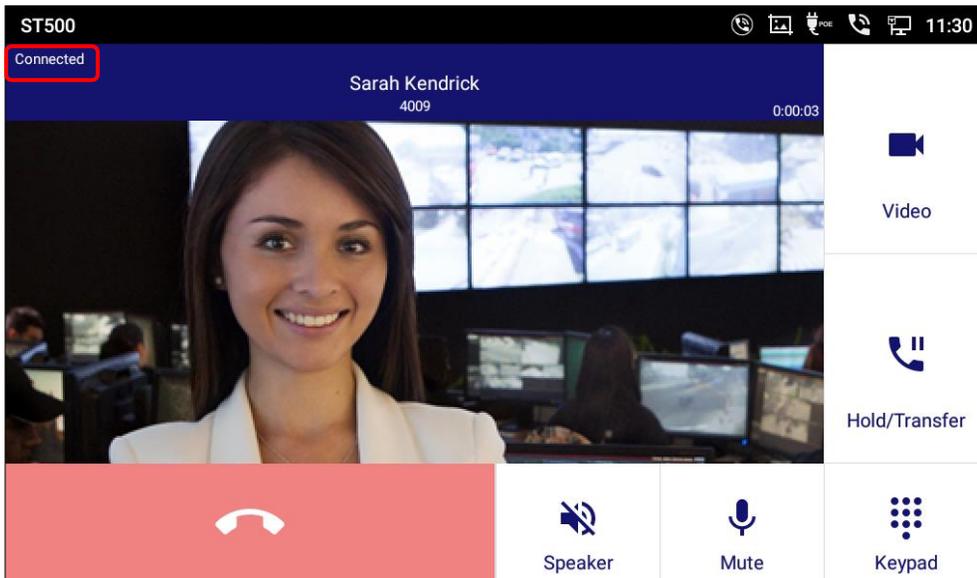


Figure 64: Voice call connected 1.

➤ Video call screen.

Ringling.

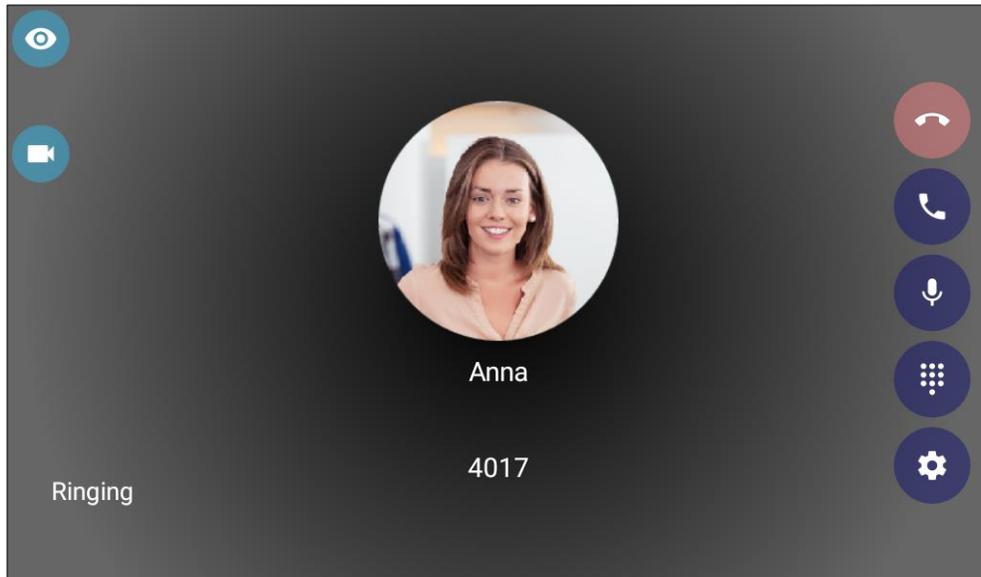


Figure 65: Video call screen while ringing 1.

Connected.

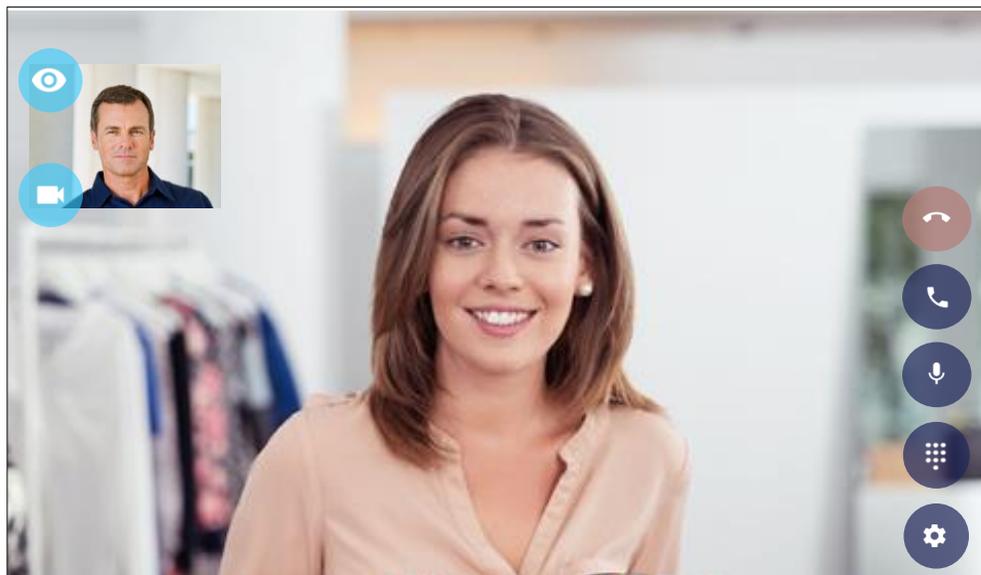


Figure 66: Video call connected 1.

 **Note:**

When the destination party does not support video call or responds with voice call, the call is switched to voice call.

## Dial a Number via Contact

1. On the **Contacts** screen, tap a contact.

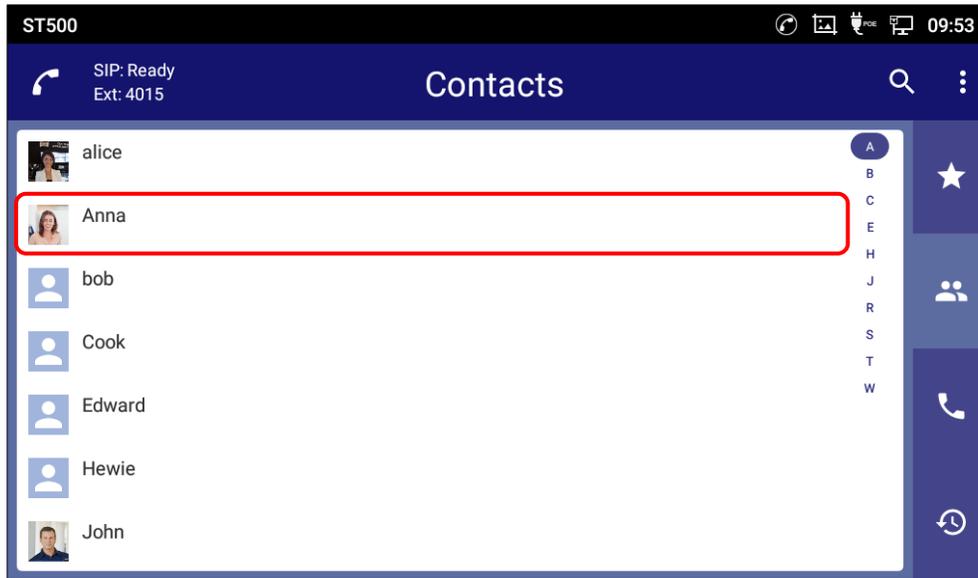


Figure 67: To originate a call from the Contacts screen.

2. Do either of the following operations.

- For voice calls: Tap  .
- For video calls: Tap  .

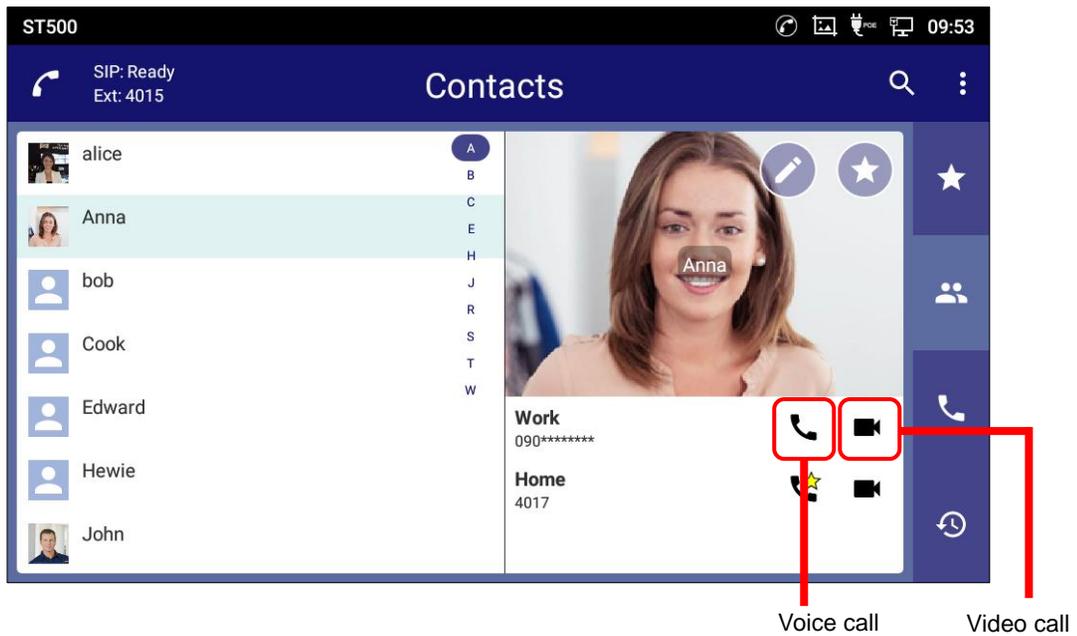


Figure 68: Contacts detail screen to originate a call.



**Note:**

Tap and hold the  enables hands-free mode.

## Dial a Number after searching a contact

1. On the **Contacts** screen, tap  .

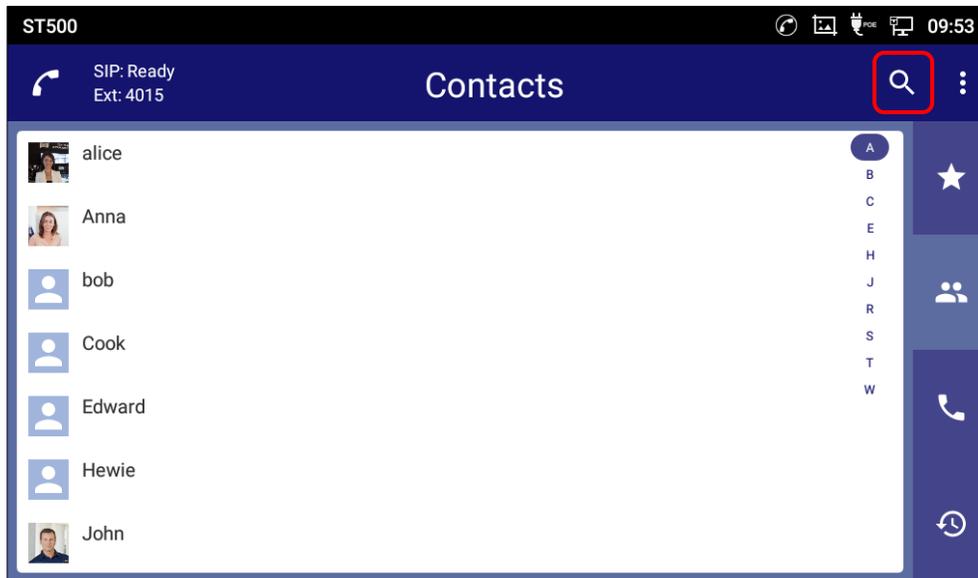


Figure 69: To originate a call after searching a contact.

2. Enter a search key such as a contact name, phonetic name, and phone number.  
- Members that have partial match of the entered keyword in their data are displayed.

Enter  
a search key.

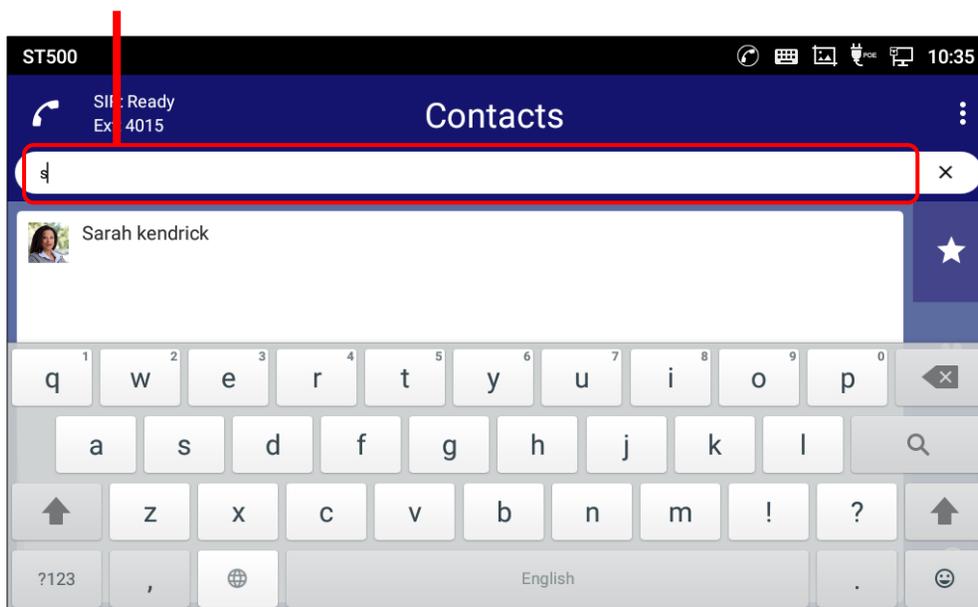


Figure 70: Searching a contact on contacts screen.

- From the search result, tap a member you want to call.

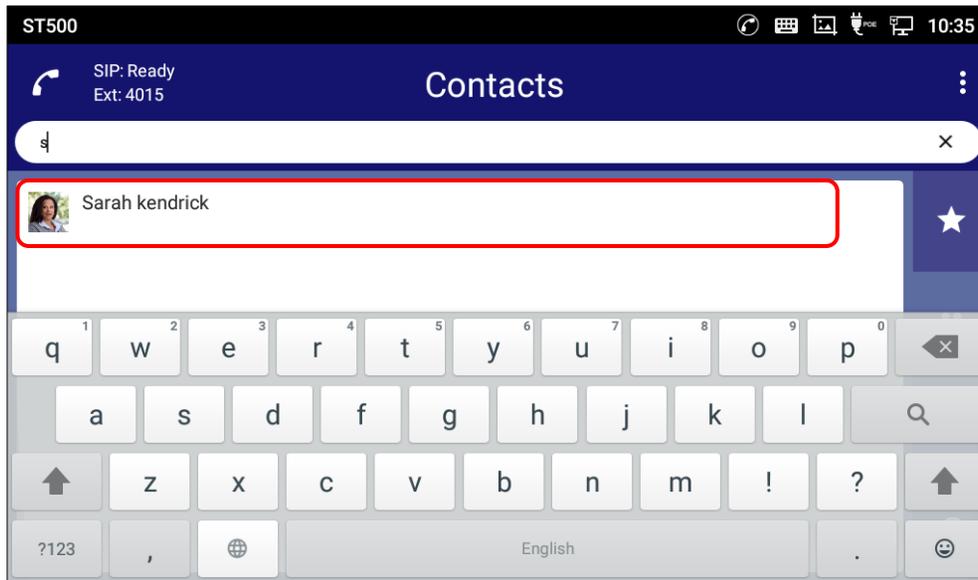


Figure 71: Searched a contact on the contacts screen.

- Do either of the following operations.

- For voice calls: Tap  icon.
- For video calls: Tap  icon.

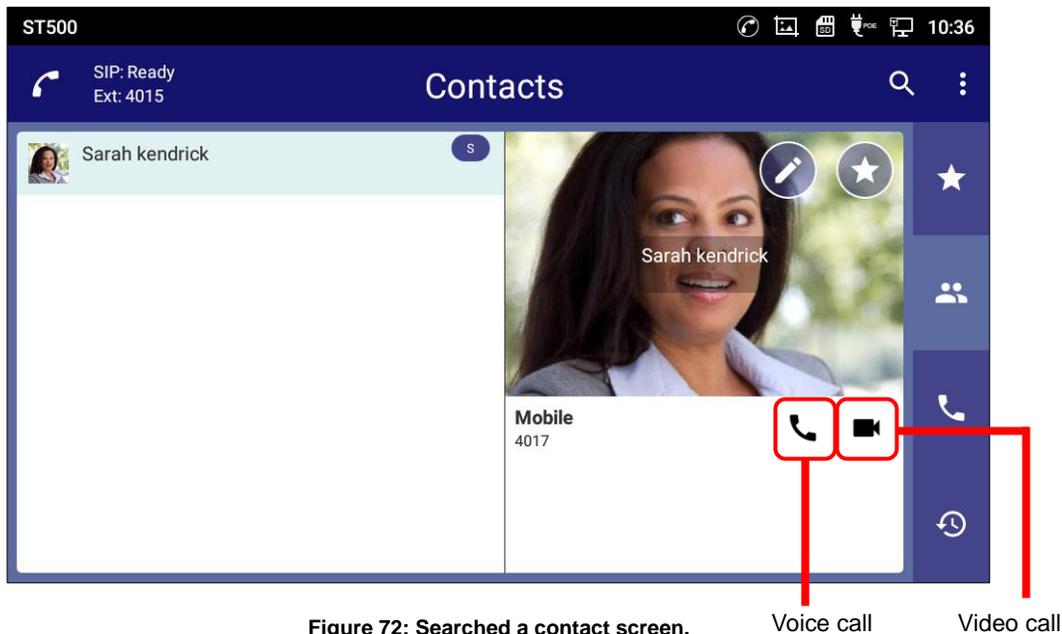


Figure 72: Searched a contact screen.

Voice call

Video call



**Note:**

Tap and hold the  enables hands-free mode.

## Dial a Number via History

- To make a voice call: Tap  icon on the **History** screen.
- A voice call is made.

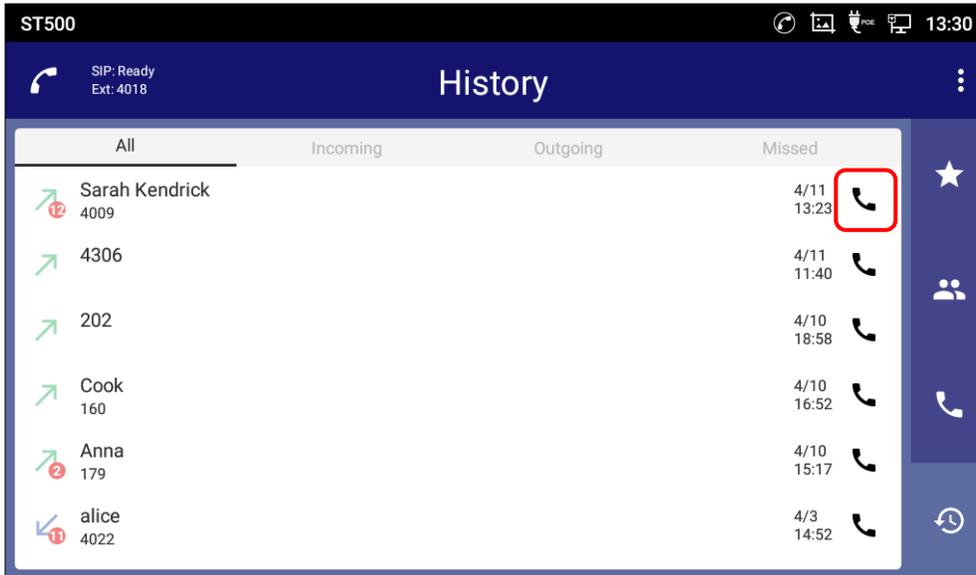


Figure 73: To originate a call on the History screen.

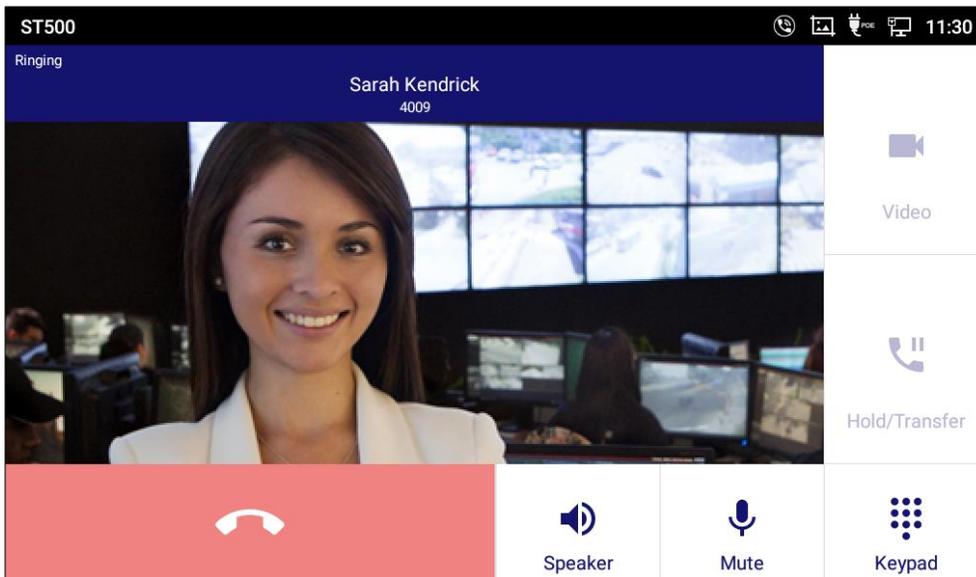


Figure 74: Voice call screen while ringing 4.

 **Note:**

Tap and hold the  enables hands-free mode.

➤ To make a voice or video call (from History detail screen)

1. Tap a history on the **History** screen.

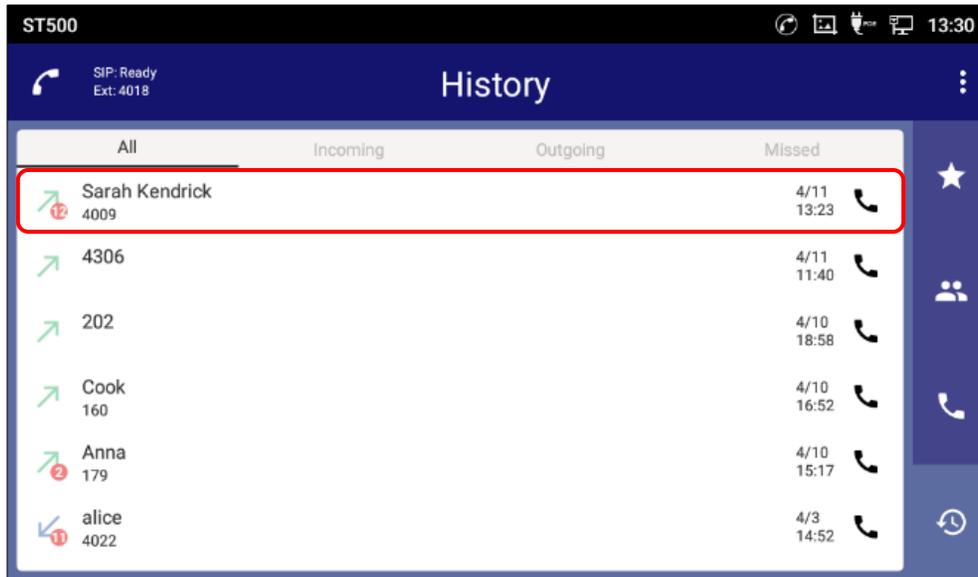


Figure 75: Select a history on the History screen.

2. Do either of the following operations.

- For voice calls: Tap  icon.
- For video calls: Tap  icon.

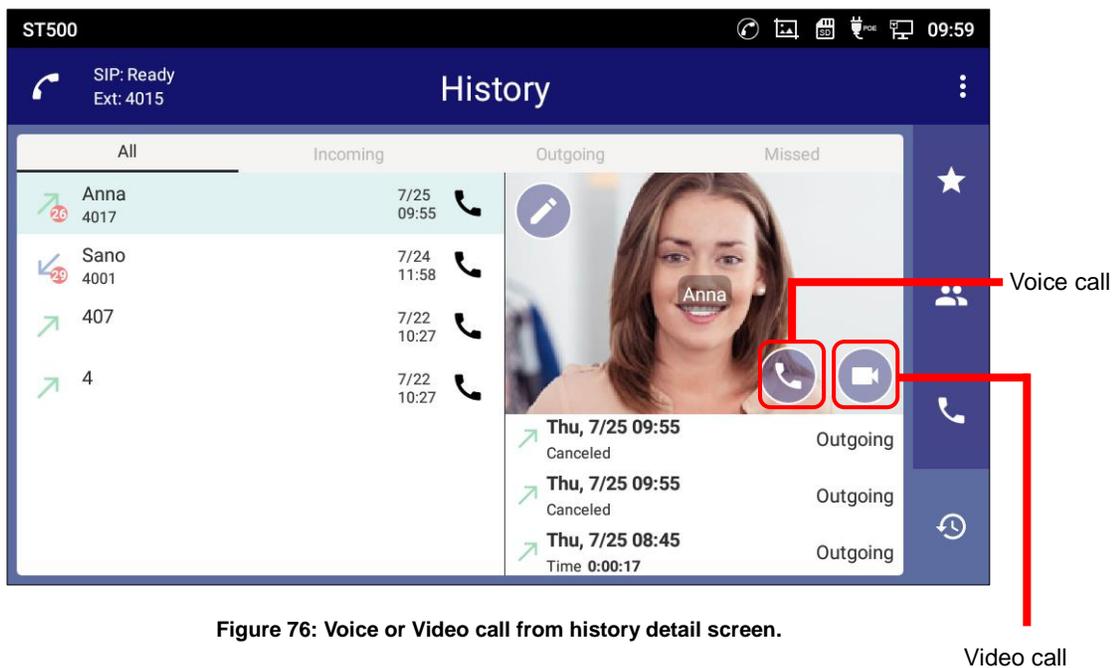


Figure 76: Voice or Video call from history detail screen.



**Note:**

Tap and hold the  enables hands-free mode.

## Dial a Number via Favorites screen

1. Tap  to display the **Favorites** screen.

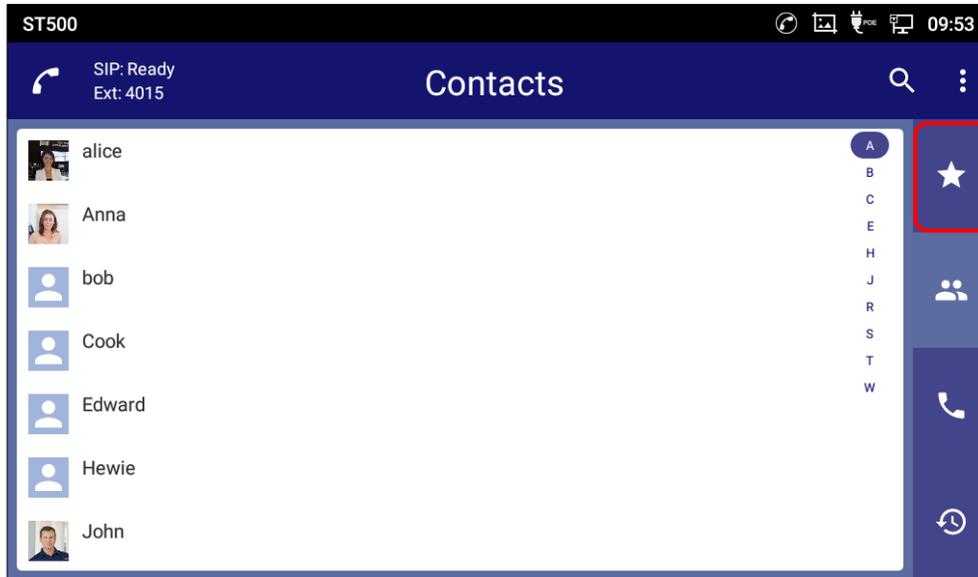
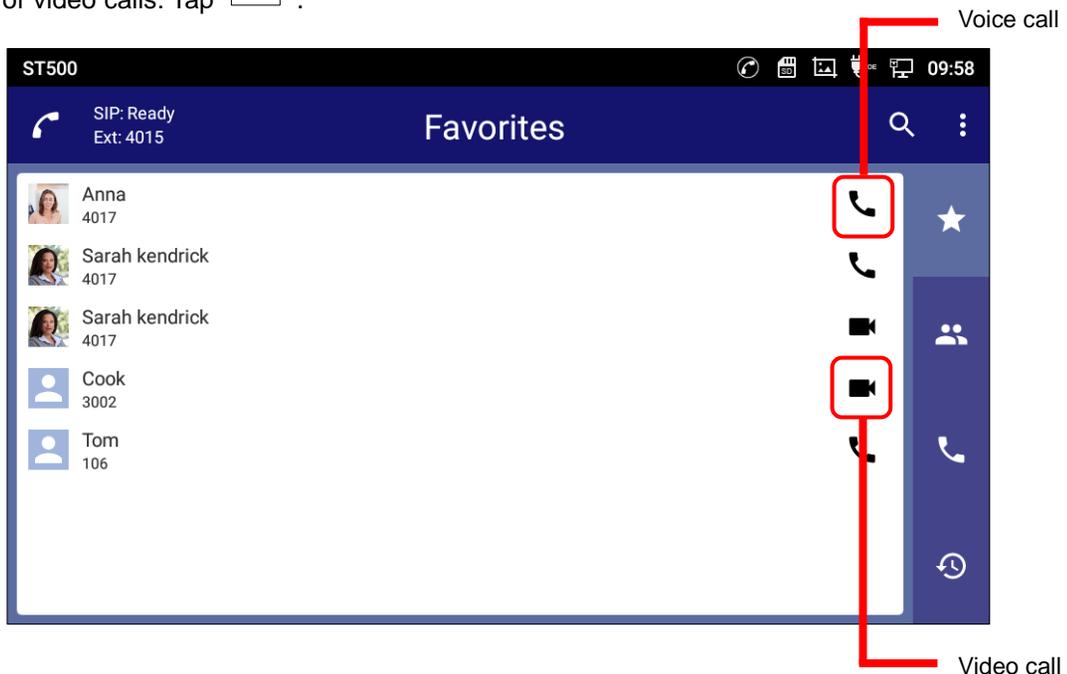


Figure 77: To originate a call from the Favorites screen.

2. Do either of the following operations.

- For voice calls: Tap  .
- For video calls: Tap  .





**Note:**

Tap and hold the  enables hands-free mode.

## Dial a Number via Emergency

When ST500 is screen locked, you can originate a call number that is registered to emergency call list without unlock screen.

1. Tap **EMERGENCY** on bottom of the lock screen.
  - The emergency call screen is displayed.
2. Do either of the following operations.
  - Tap  next to the number displayed on the left side of the screen.

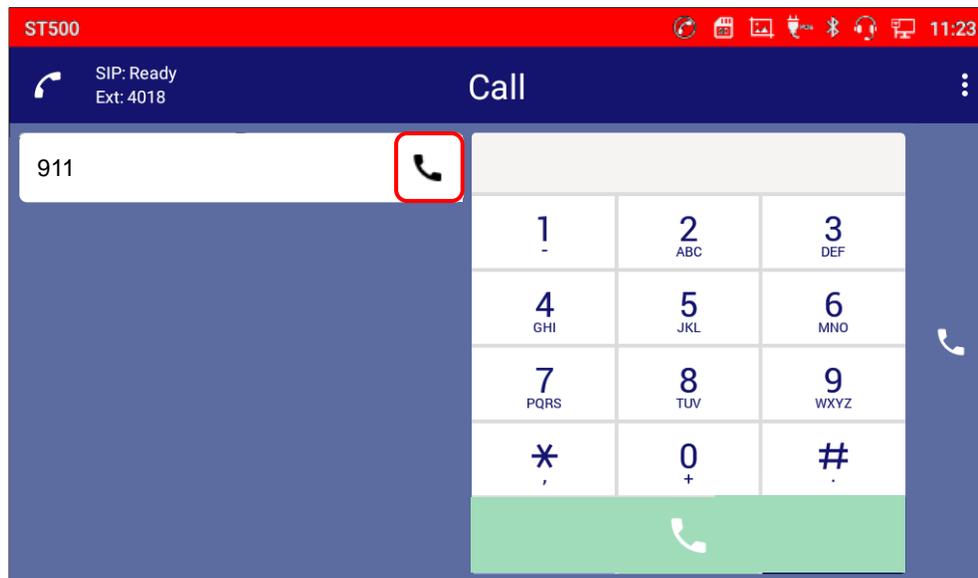


Figure 78: Tap icon to originate an emergency call.

- Enter the number registered to the emergency call list and tap , or off-hook the handset.

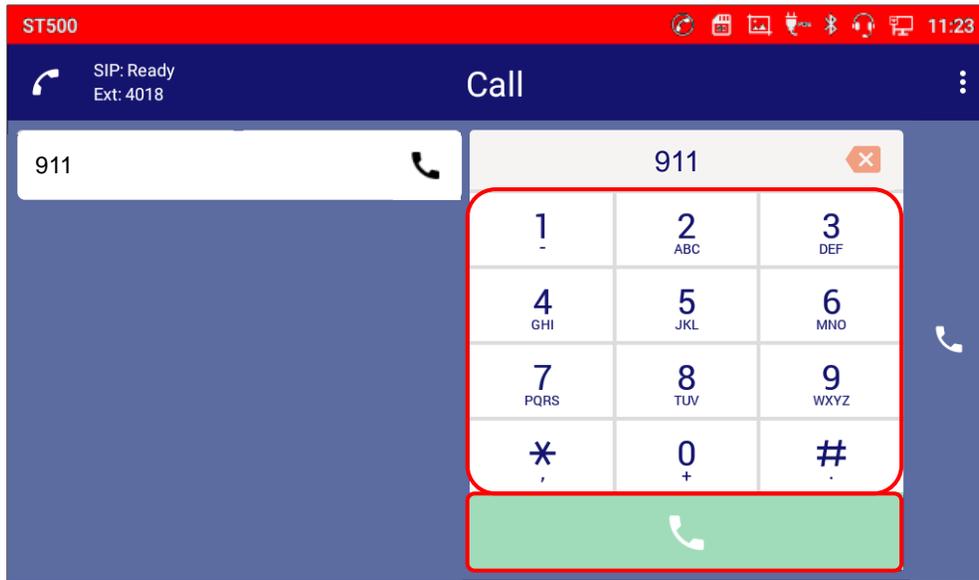


Figure 79: Enter the number to originate an emergency call.

3. The emergency call is originated.

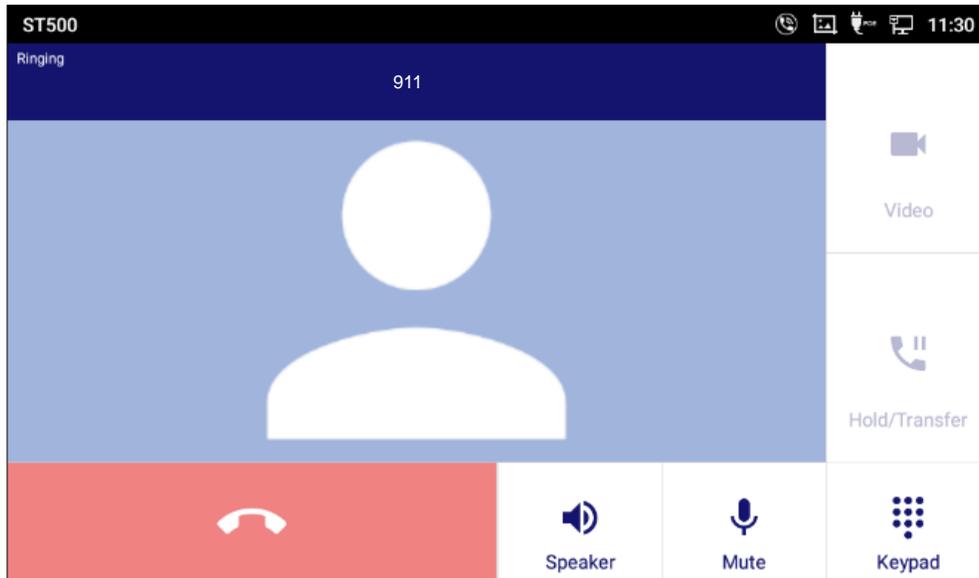


Figure 80: Ringing screen of an emergency call.

 **Note:**

The number unregistered to the emergency call list cannot be originated from this screen.

- Narrow the phone number

If multiple numbers are registered, you can narrow down the candidates by entering the numbers.

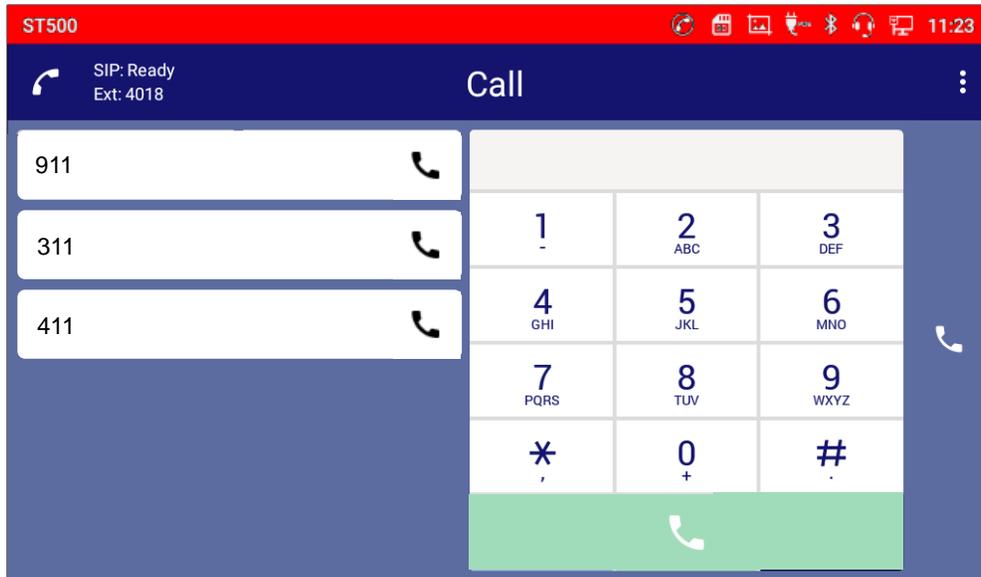


Figure 81: There are multiple numbers.

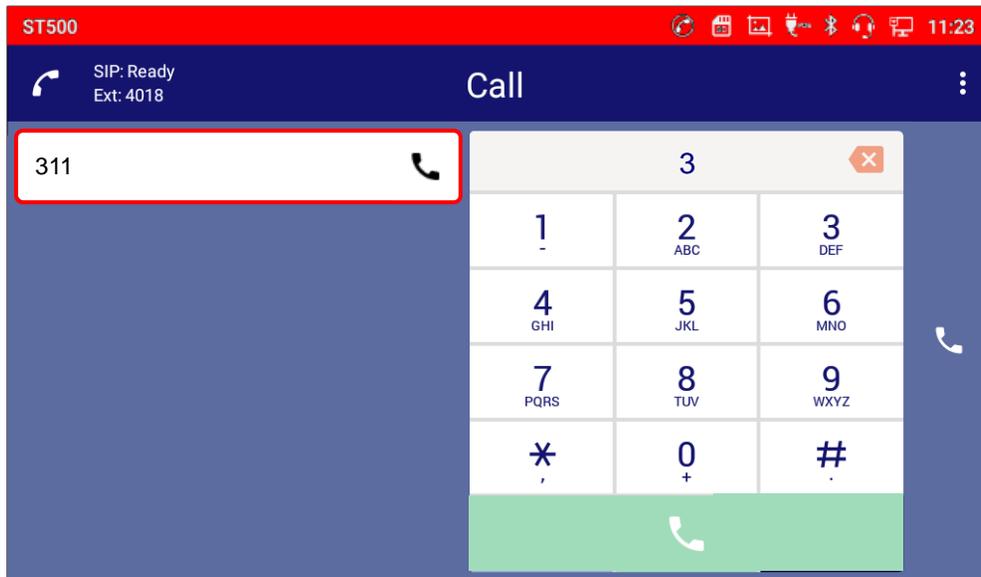


Figure 82: The candidates are narrowed down.

## Redial

Users can dial out the last dialed number if there is dialed call log, using the same SIP account making the call last time.

1. On the **Call** screen, tap  icon.
  - Latest call history is displayed.

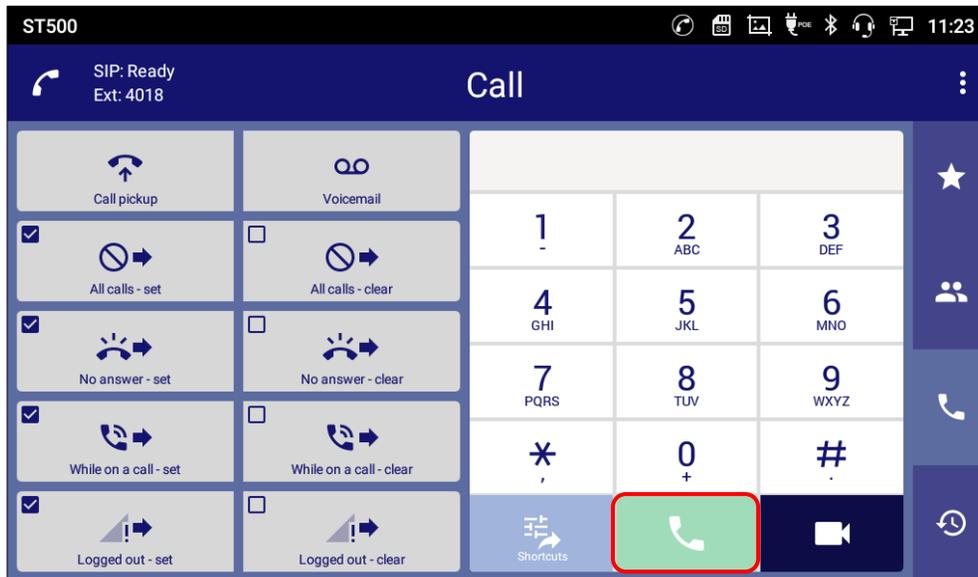


Figure 83: Tap icon to redial.

2. Tap  or  icon again to originate a call.
  - The call is originated to the last number you called.

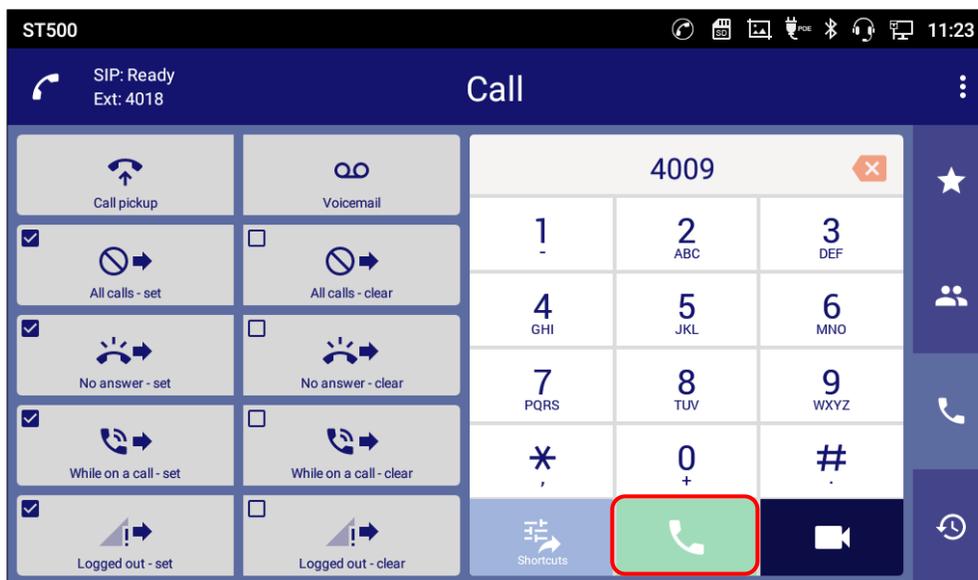


Figure 84: The last number is displayed.

➤ Voice call screen.

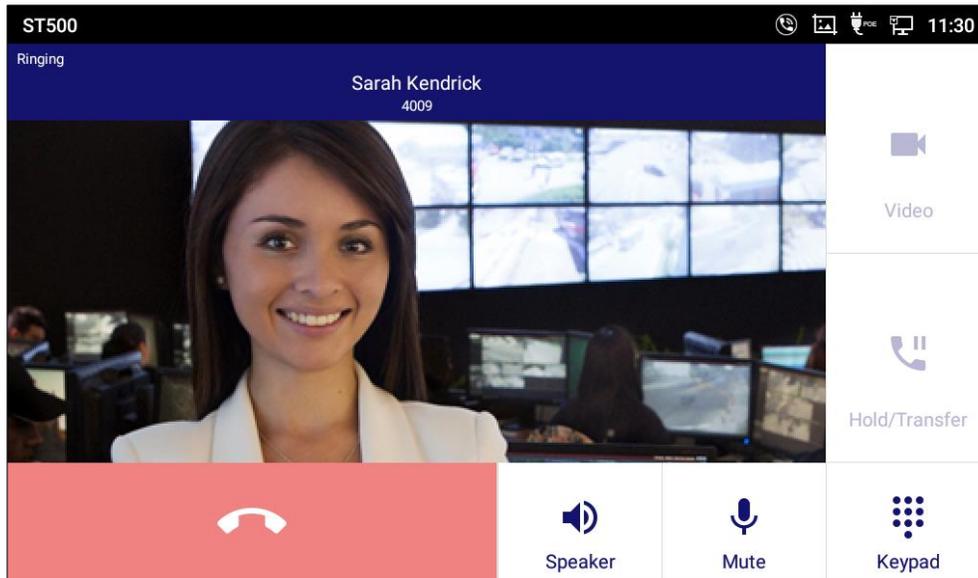


Figure 85: Voice call screen while ringing 7.

➤ Video call screen.

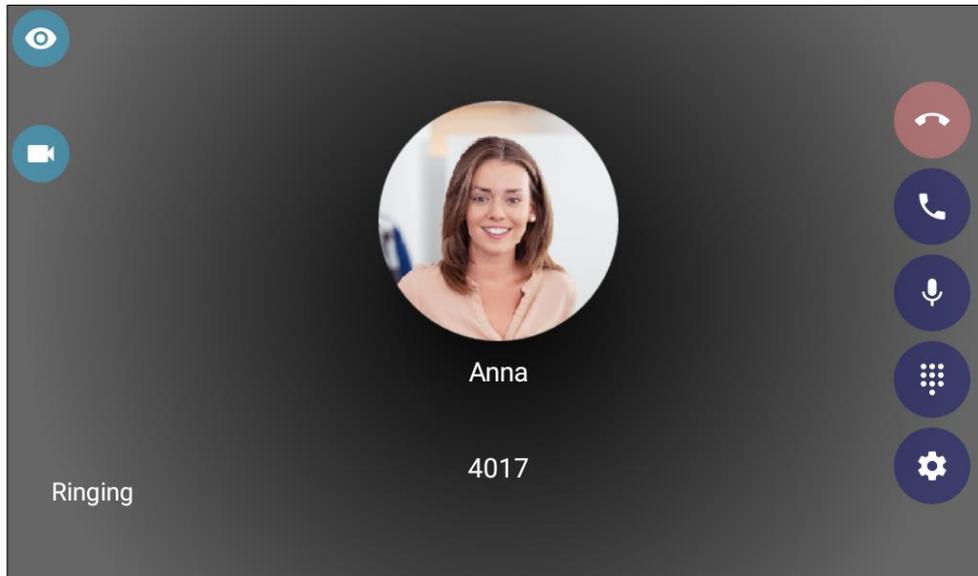


Figure 86: Video call screen while ringing 6.

 **Note:**

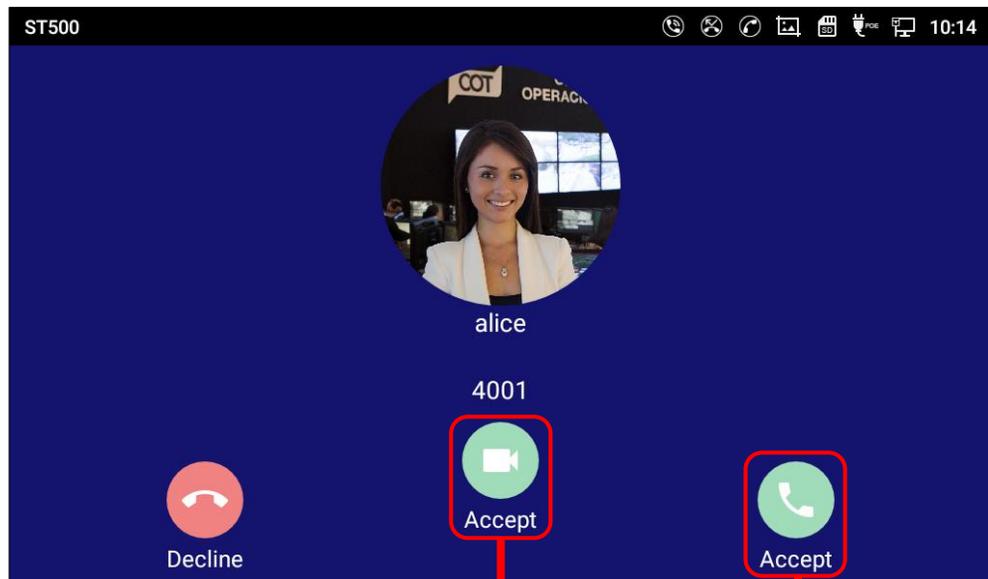
Tap and hold  enables hands-free mode.

## Answer a call

### To answer an Incoming Call (Standard operation)

Do either of the following operations.

- For voice calls, tap  or off-hook the handset.
- For video calls, tap  .
  - The display switches to the **Connected** screen.
- For reject a call, see [Decline a call](#).



Answer as a video call.

Answer as a voice call.

Figure 87: Answer an Incoming call (standard).

 **Note:**

When the caller uses voice call,  is not displayed.



- Voice call screen: Connected.

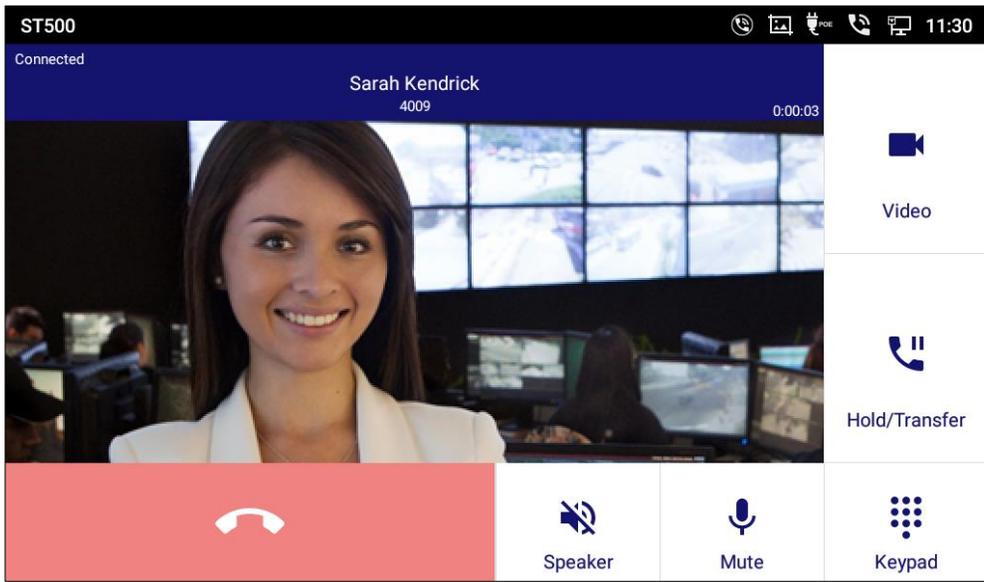


Figure 88: Connected voice call 2.

- Video call screen: Connected.



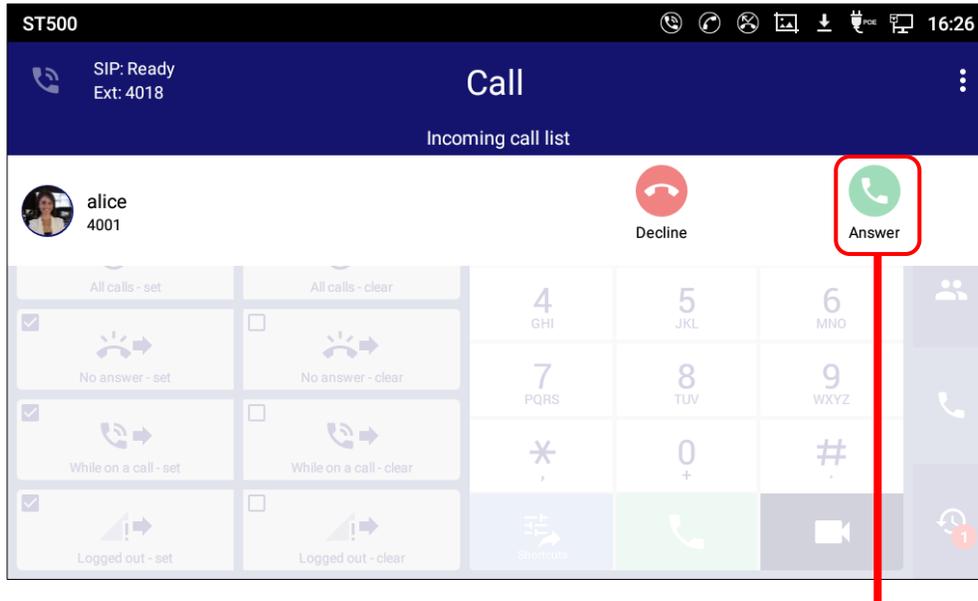
Figure 89: Connected video call 2.

## Heads up notification is displayed while using ST500

Depending on the settings, the ST500 will display a head-up notification while using the ST500.

Do either of the following operations.

- Tap  to answer an incoming call as a voice call.
- For reject a call, see [Decline a call](#).



Answer as a voice call.

**Figure 90: Answer an incoming call (notification only).**

### **Note:**

Accept icon (video call) is not displayed. Even if other party originate a call as a video call, you cannot answer as a video call from this screen.

How to answer as a video call, see [To answer an incoming call \(from notification bar\)](#).

## To answer an Incoming Call (Heads Up Notification)

Depending on the settings, if there is an incoming call while you are operating on other apps or your terminal is displaying Home screen, Heads Up Notification is displayed instead of ST500 Incoming Call screen.

1. Do either of the following operations.
  - For voice calls, tap **ANSWER**.
  - For video calls, tap **VIDEO ANSWER**.
    - The display switches to the **Connected** screen.
  - For reject a call, see [Decline a call](#).

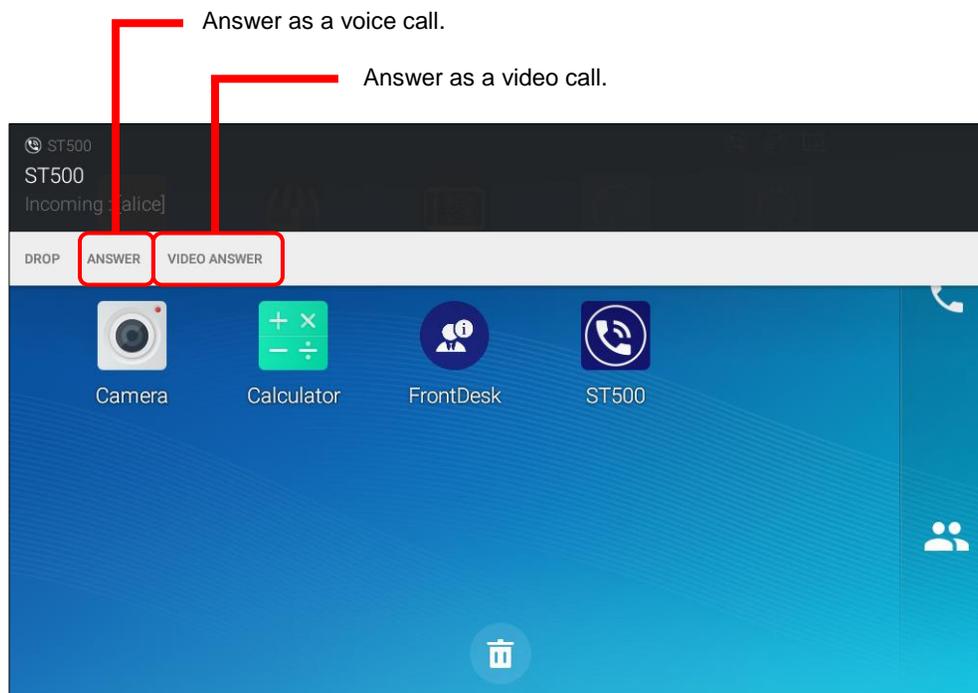


Figure 91: Heads up notification.

## To answer an Incoming Call (from Notification Bar)

You can answer an incoming call from the notification bar.

1. Swipe down the upper side of any screen to display the terminal tool bar.

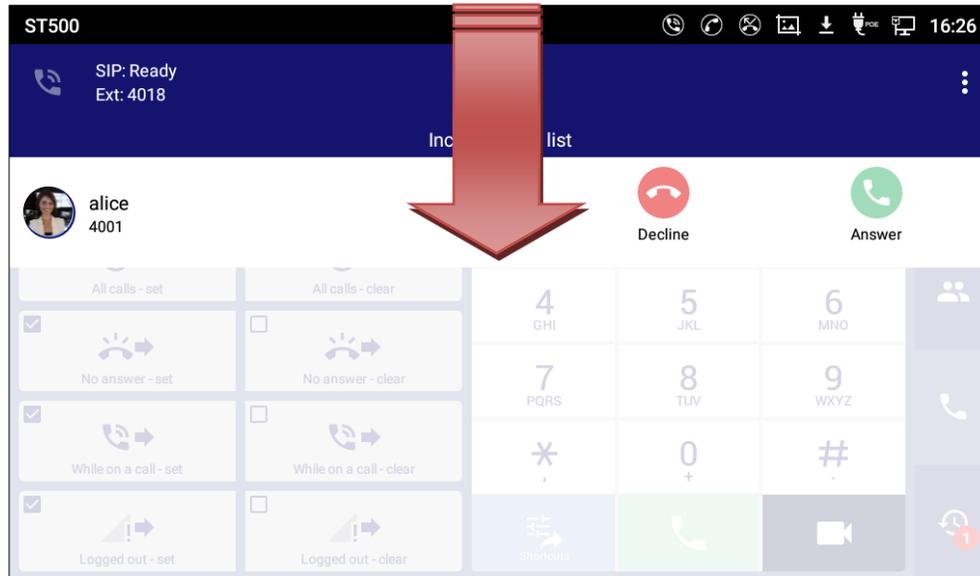


Figure 92: Swipe down to display the tool bar

2. Incoming call notification is displayed.
  - For voice calls, tap **ANSWER**.
  - For video calls, tap **VIDEO ANSWER**.
    - The display switches to the **Connected** screen.
  - For reject a call, see [Decline a call](#).

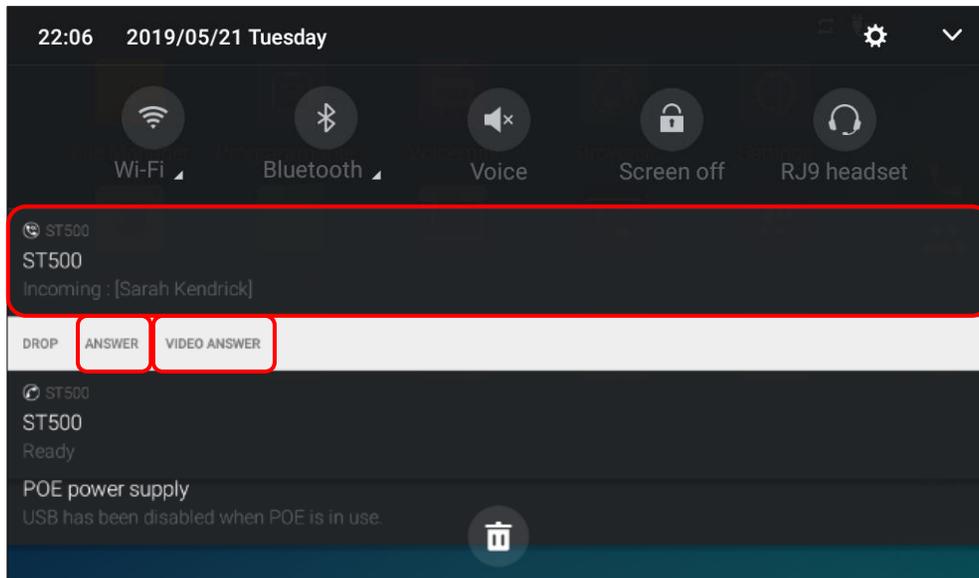


Figure 93: To answer an incoming call from notification bar.

 **Note:**

When the caller uses voice call, **VIDEO ANSWER** is not displayed.

## When ST500 does not display “Heads Up Notification” and “notification bar” incoming call

When the Heads Up Notification and notification bar are not displayed, confirm the two settings of the terminal with the following steps.

- OFF the **Block all**
  1. Tap the Settings from the application menu.

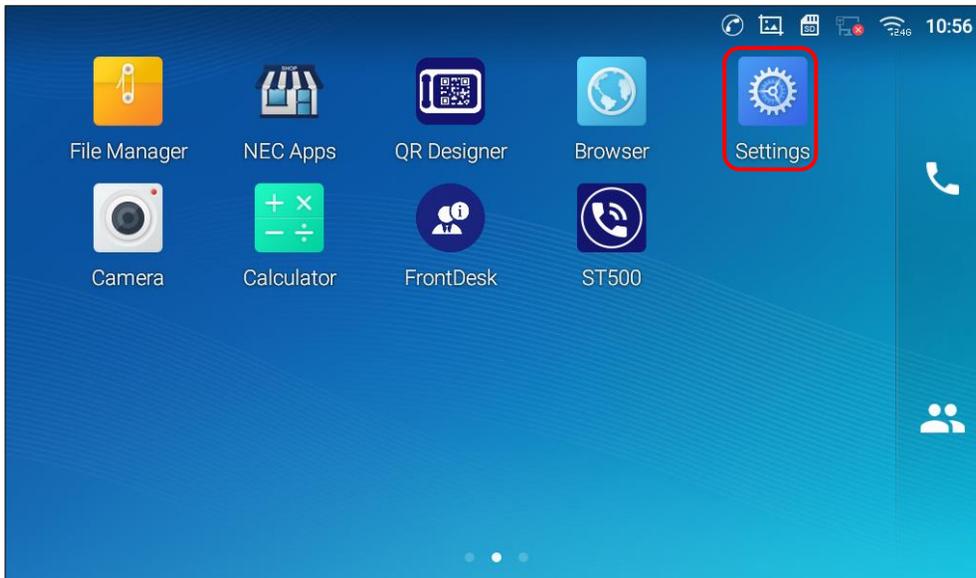


Figure 94: When ST500 does not display notification.

2. Tap the **Notification Center** from **Settings** screen.

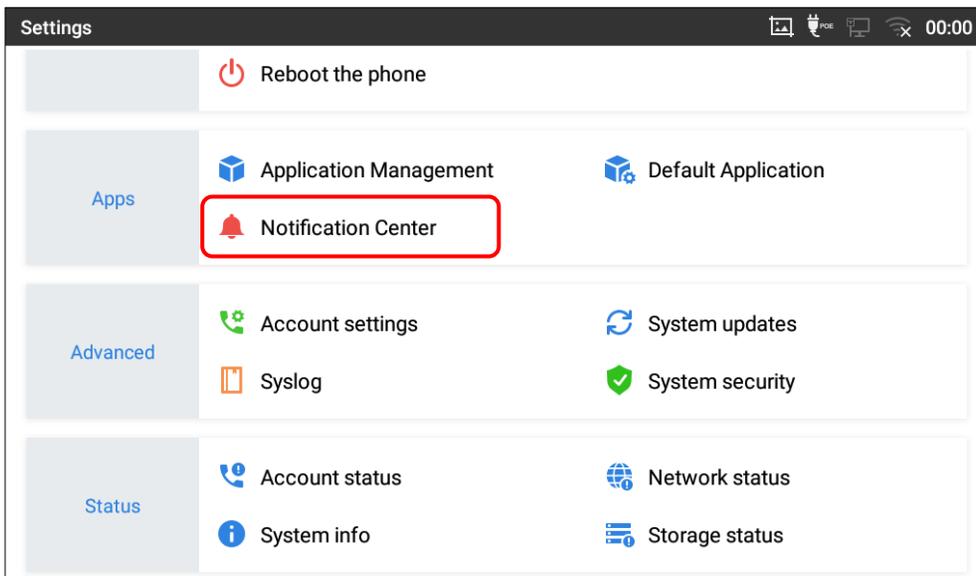


Figure 95: Tap the Notification Center on the Settings screen (Firmware version 1.0.4.40)

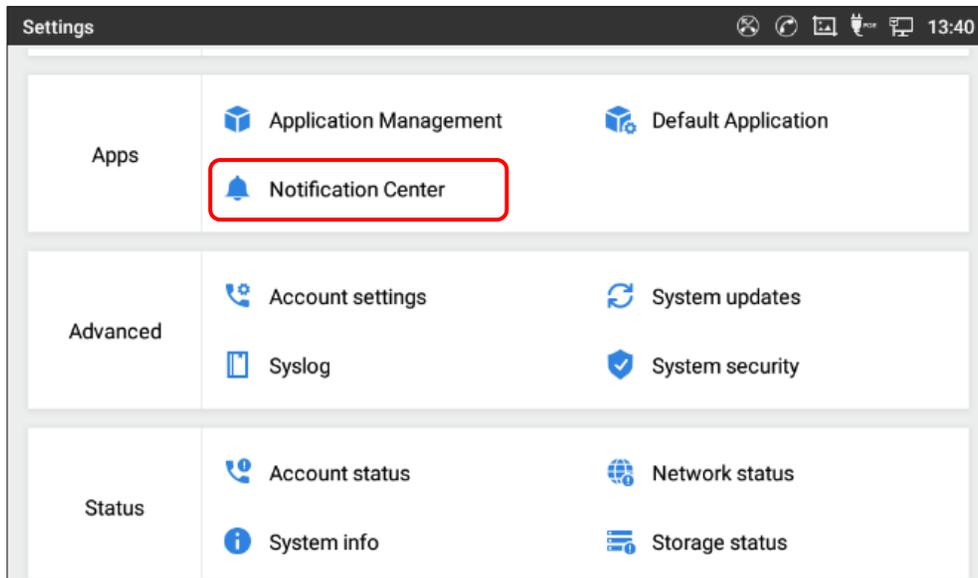


Figure 96: Tap the Notification Center on the Settings screen (Firmware version 1.0.4.50 or later).

3. Tap the **ST500** from **Notification Center** screen.

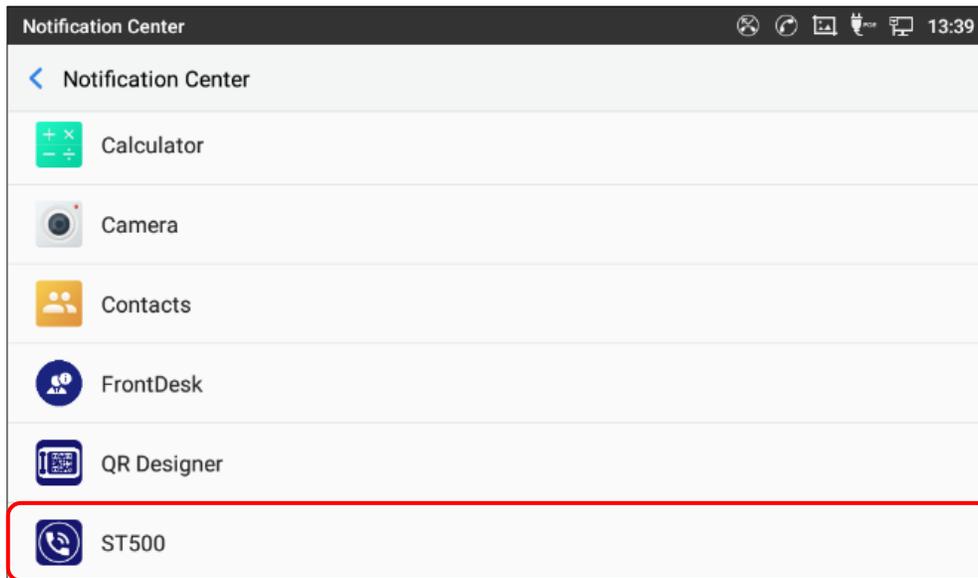


Figure 97: Select the ST500 on the Notification Center screen.

4. OFF the Block all.  
The bottom figure shows the screen of Block all is OFF.

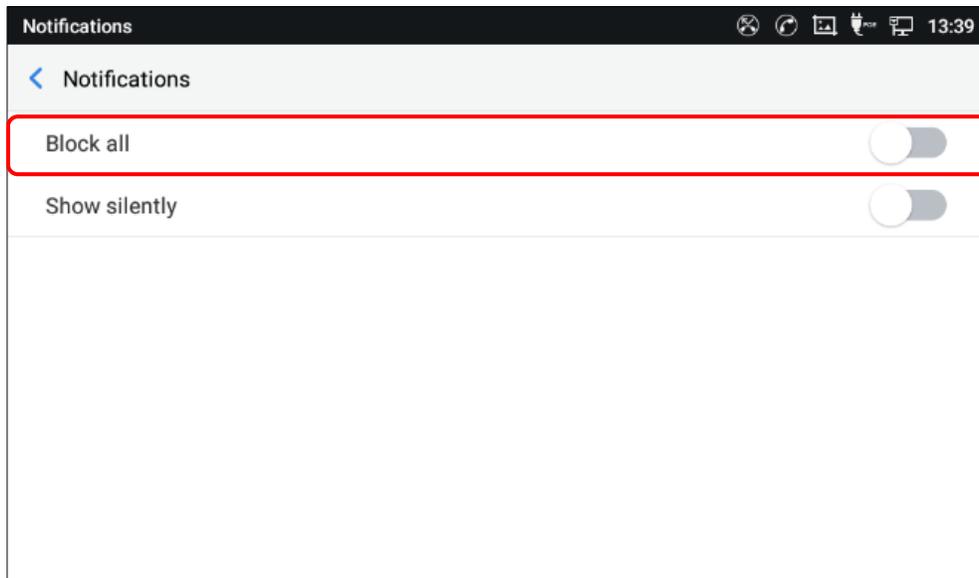


Figure 98: Block all is OFF.

- ON the Incoming call notification

1. Tap  to display the pull-down menu, and tap **Settings**.  
- The **Settings** screen is displayed.

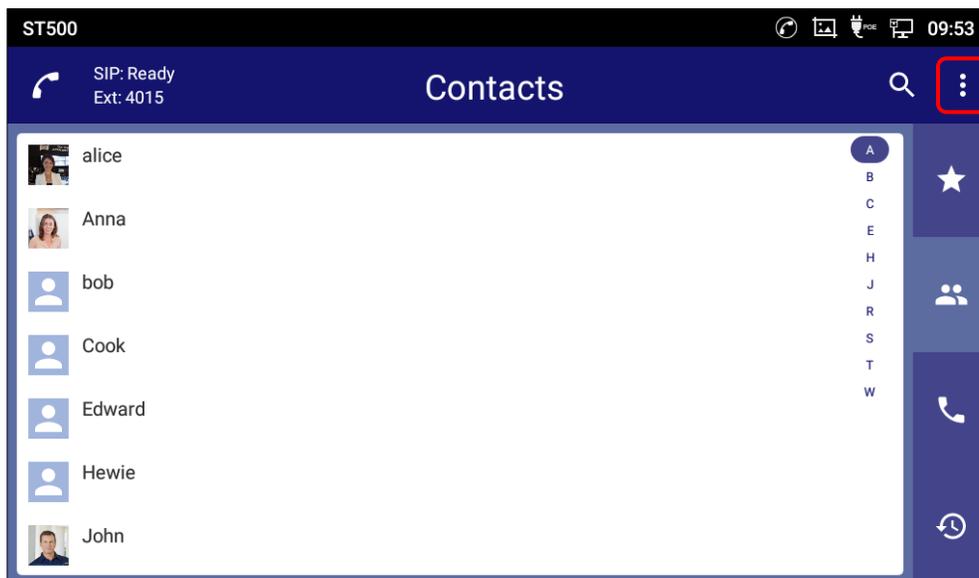


Figure 99: Open the pull-down menu.

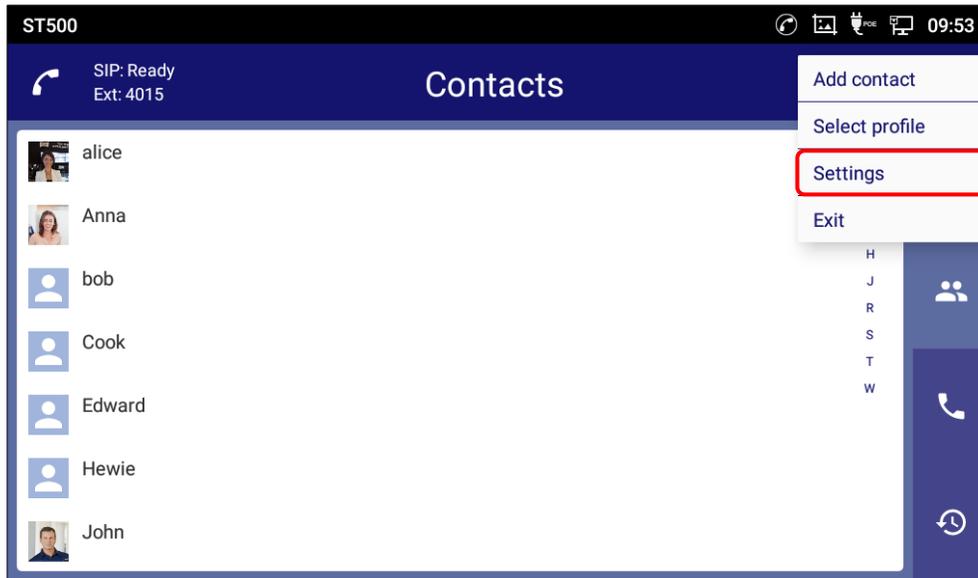


Figure 100: Tap the Settings to enable notification.

2. On the **Settings** screen, tap the **Profiles**.  
- The **Profiles** screen is displayed.

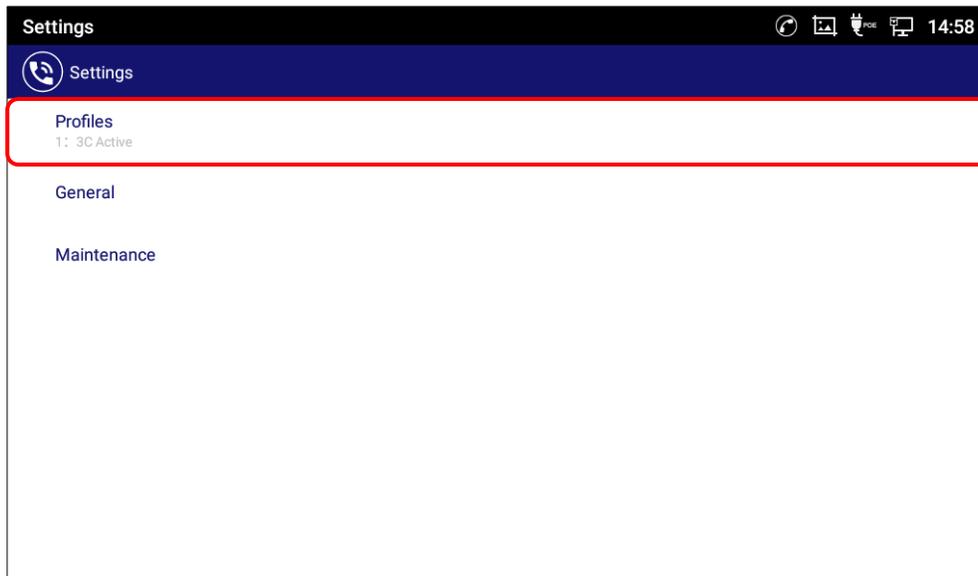


Figure 101: Tap the Profiles to enable notification.

3. On the **Profiles** screen, tap a profile.  
- The **Profile** screen is displayed.

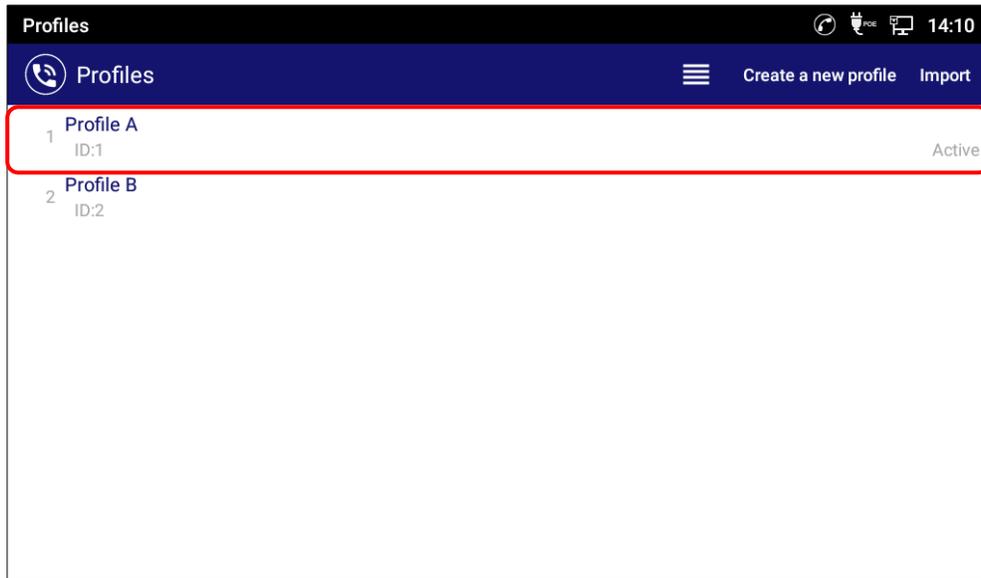


Figure 102: Tap a profile to enable notification.

4. On the **Profile** screen, tap the **Telephone service**.  
- The **Telephone service** screen is displayed.

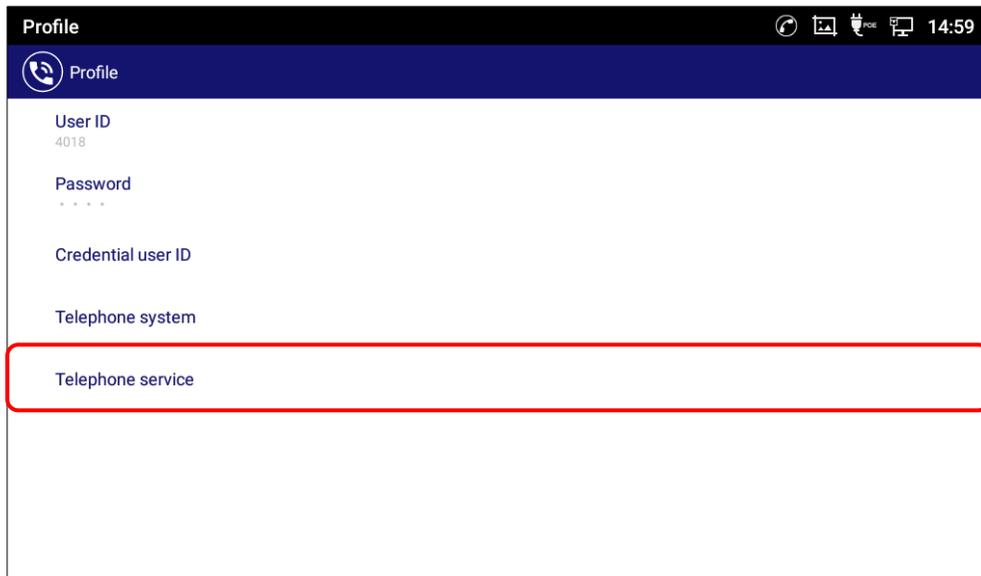


Figure 103: Tap the Telephone service to enable notification.

5. On the **Telephone service** screen, tap the **Notifications**.  
- The **Notifications** screen is displayed.

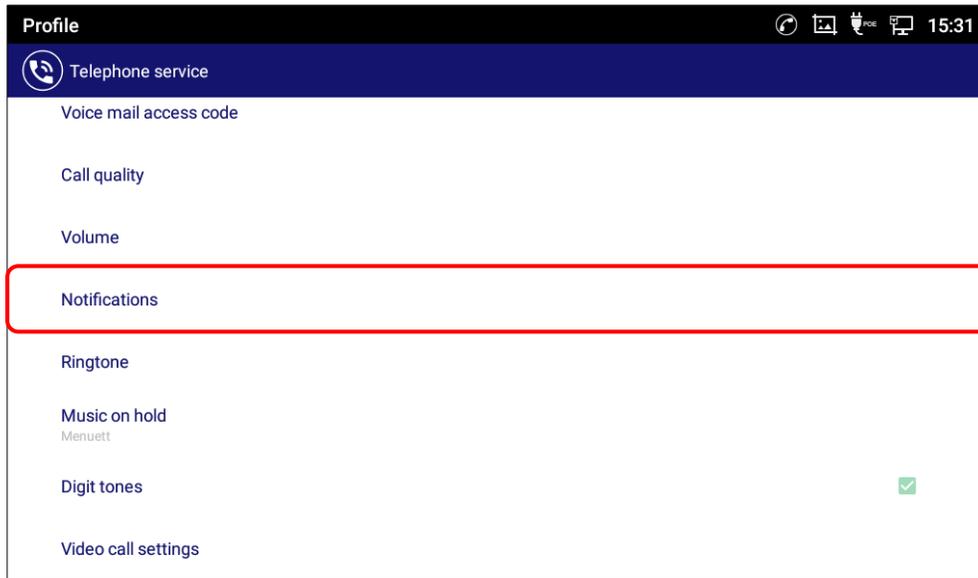


Figure 104: Tap the Notifications to enable notification.

6. On the **Notifications** screen, tap **Incoming call notification** to enable.

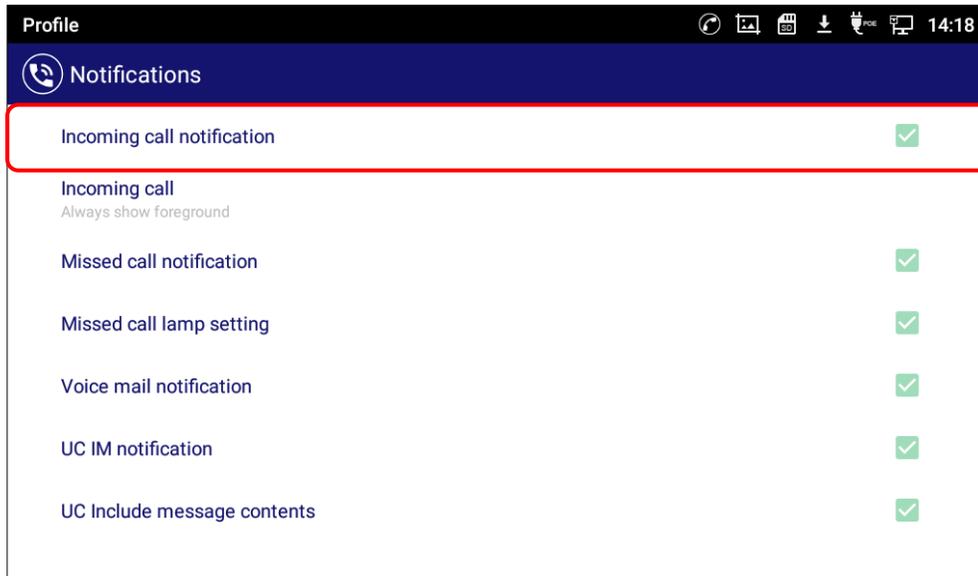


Figure 105: Tap the Incoming call notification.

## Decline a Call

Tap  or **DROP** for an incoming call.

- The call is disconnected.

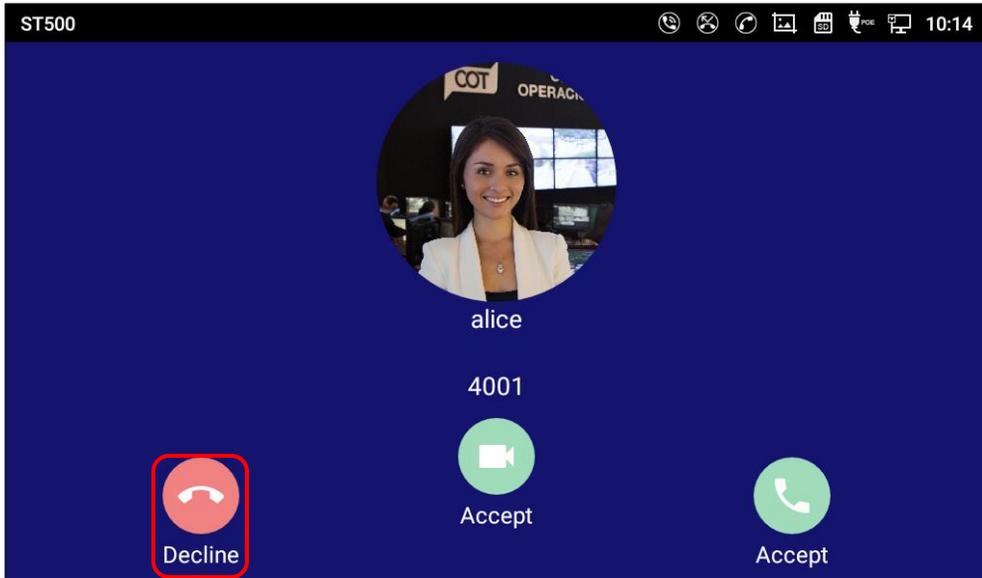


Figure 106: To decline a call 1.

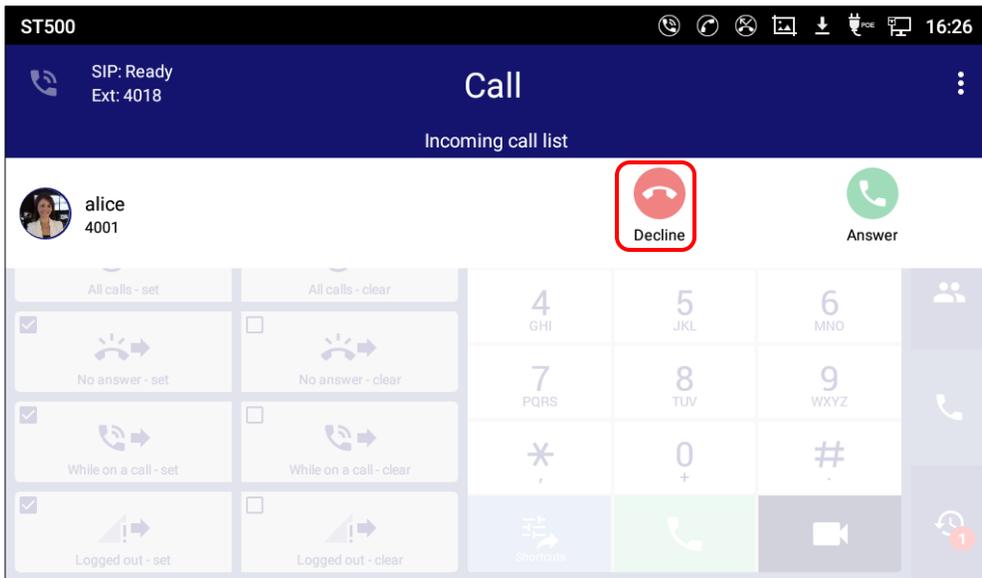


Figure 107: To decline a call 2.

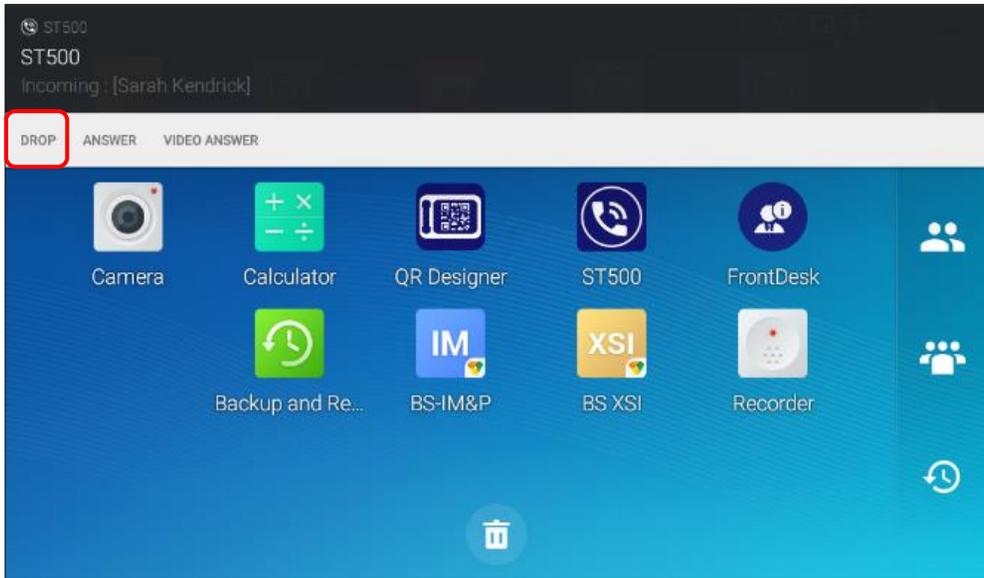


Figure 108: To decline a call 3.

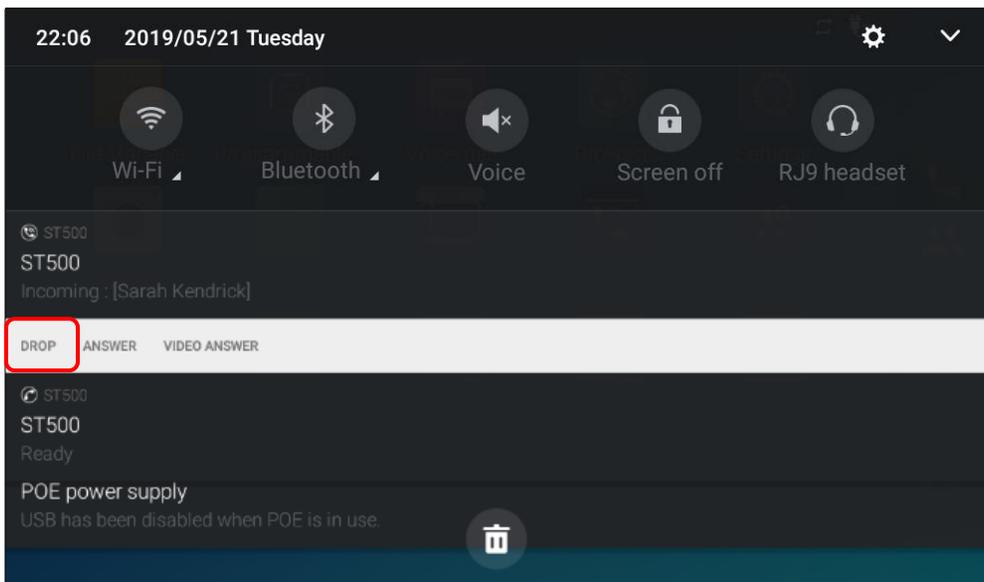


Figure 109: To decline a call 4.

## Missed Call

1. Do not accept/decline an incoming call.
  - When caller disconnects, the call becomes a missed call.

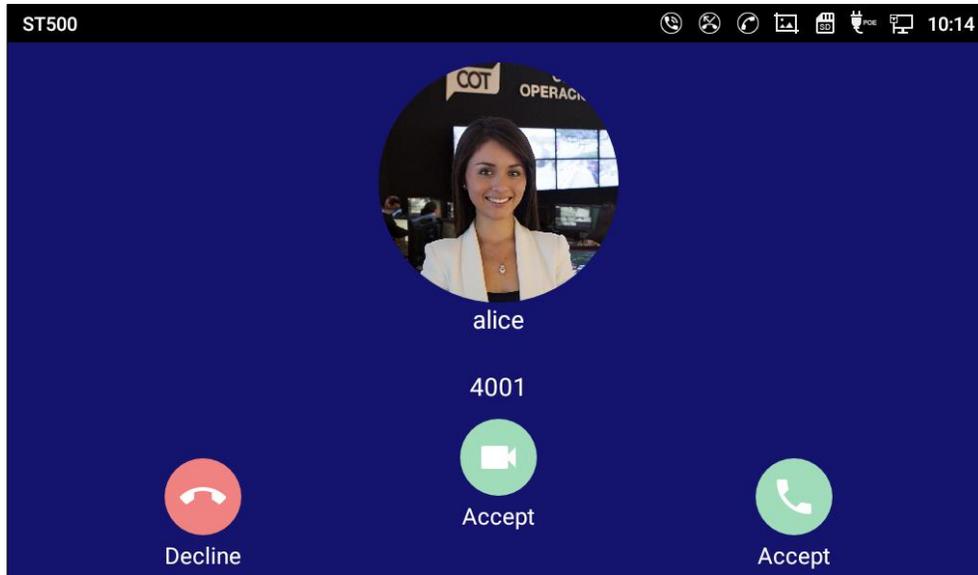


Figure 110: Do not accept/decline an incoming call.



2. A badge is displayed on the **History** tab.
  - The number in the badge indicates the number of missed calls.

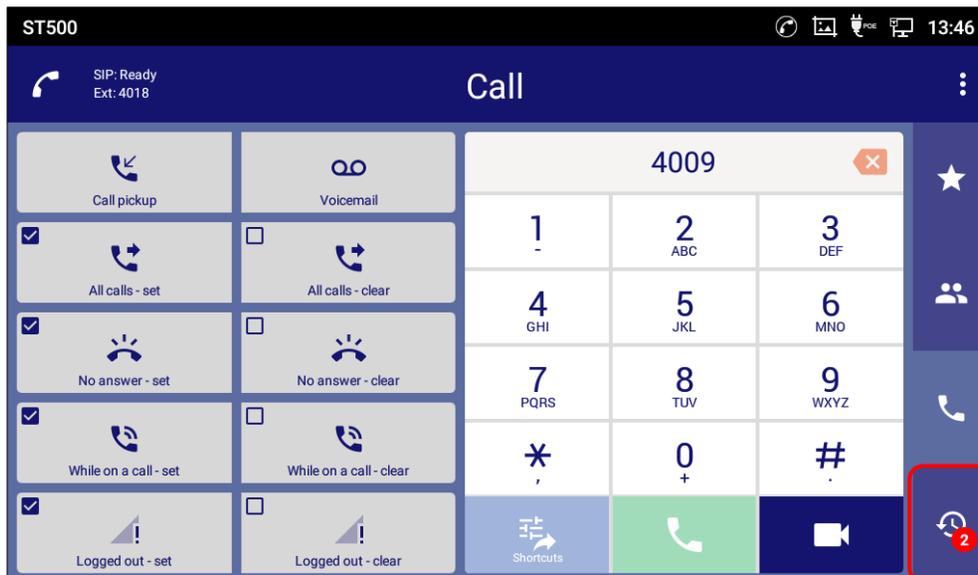
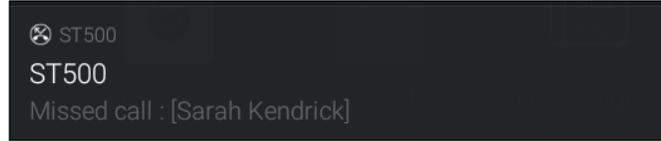


Figure 111: A badge is displayed.



**Note:**

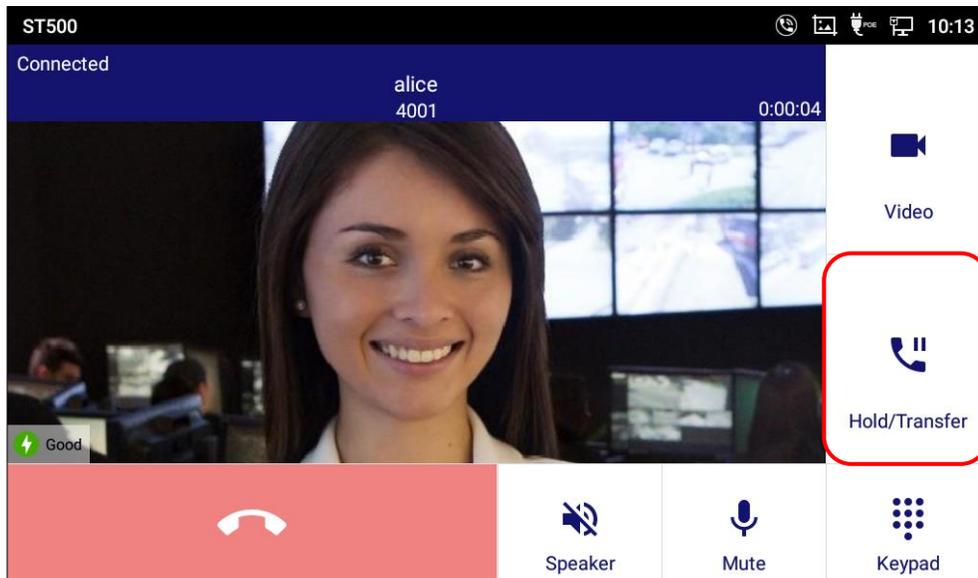
- The badge on the history tab is displayed even if the setting of [Incoming call notification] is OFF.
- If there is a missed call, displayed in the notification bar as shown below and can transition to the history tab. Only one latest missed call is displayed in the notification bar.



**Figure 112: Missed call notification.**

## Call Hold

1. Tap the **Hold** icon during conversation.



**Figure 113: To hold a call.**

- Your screen transits to the previously-displayed screen with Hold call list.
- You will hear dial tone from the receiver. (On hands-free call or the device without hook operation will be silenced.)

➤ Holding user.

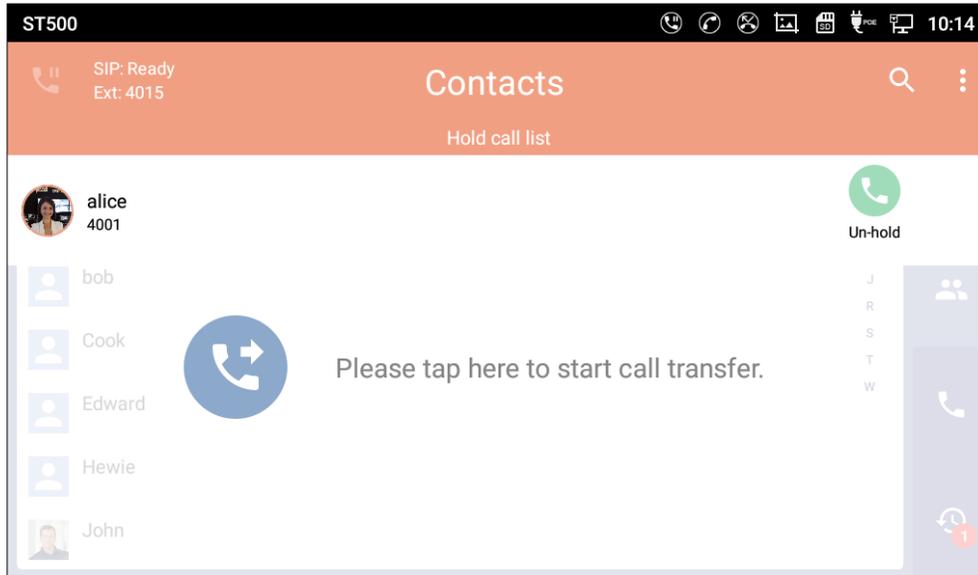


Figure 114: Screen of Holding user.

- The opposite party is put on hold and hears music-on-hold.

➤ Held user.

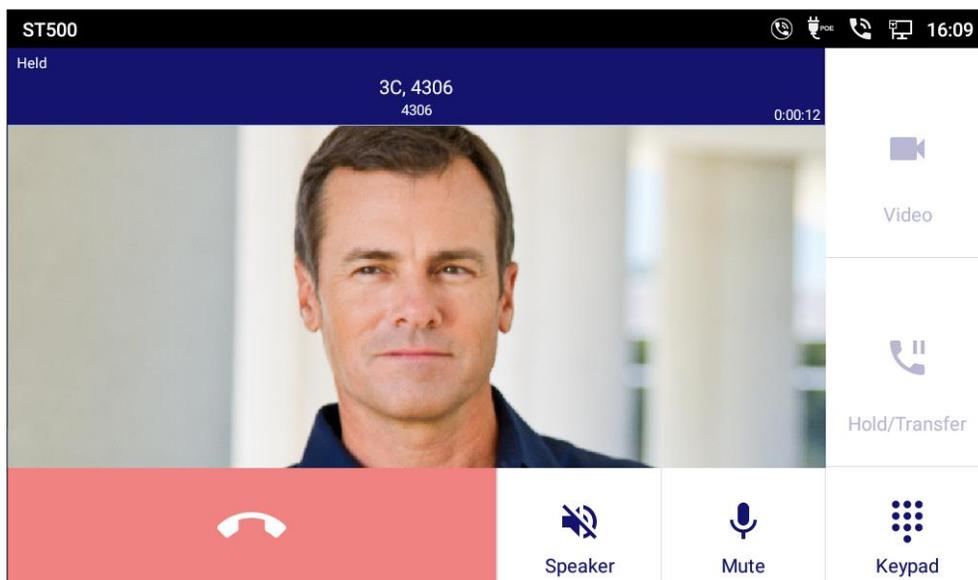


Figure 115: Screen of Held user.

2. Do either of the following operations.

- To release the held call: Tap  .  
- The held call is released and you can speak with the held caller again.

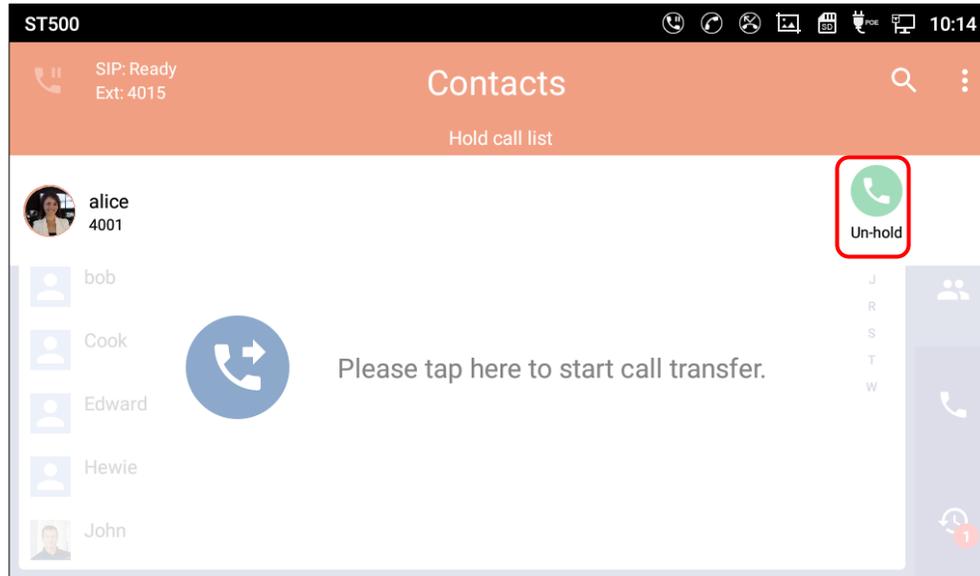


Figure 116: Unhold a call.

- For transfer a call: see [Call Transfer](#).

 **Note:**

- The call state of the other party is displayed as "Held". (Depending on the type and settings of the communication server, it may remain "Connected".)
- If the held party disconnects the call, the call is terminated.

# Call Transfer

Please perform this operation after implementing [Call Hold](#) No. 1.

1. Do one of the following to hide the hold call list for continuing transfer operations.
  - You will hear dial tone from the receiver. (On hands-free call or the device without hook operation will be silenced.)

- Tap  .
- Tap  .
- Tap anywhere on the screen other than where the hold call list is displayed.

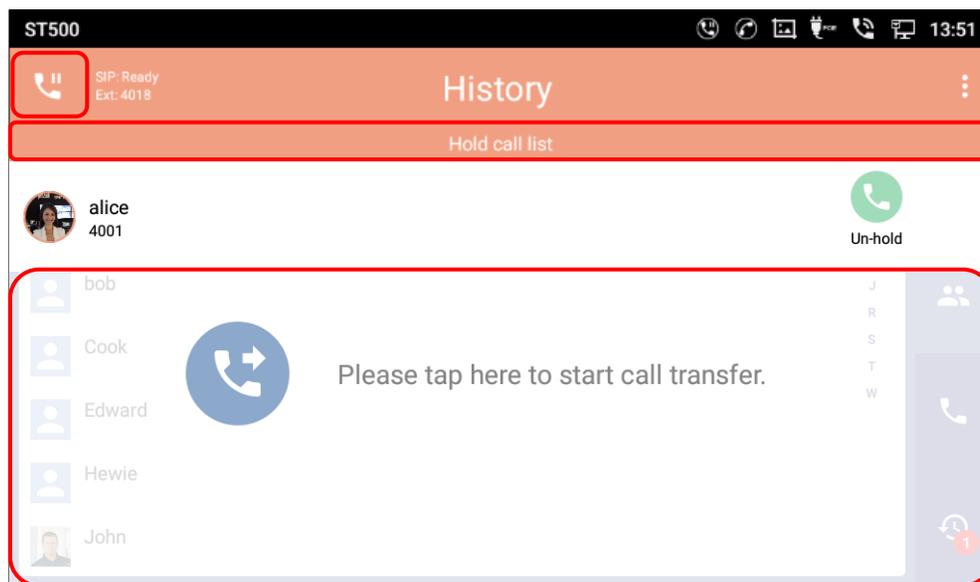


Figure 117: Screen while holding.

2. From one of the following screens, select a destination and transfer the call.
- From the **Contacts** screen: Tap the **Contacts** icon and a member to transfer the call to.

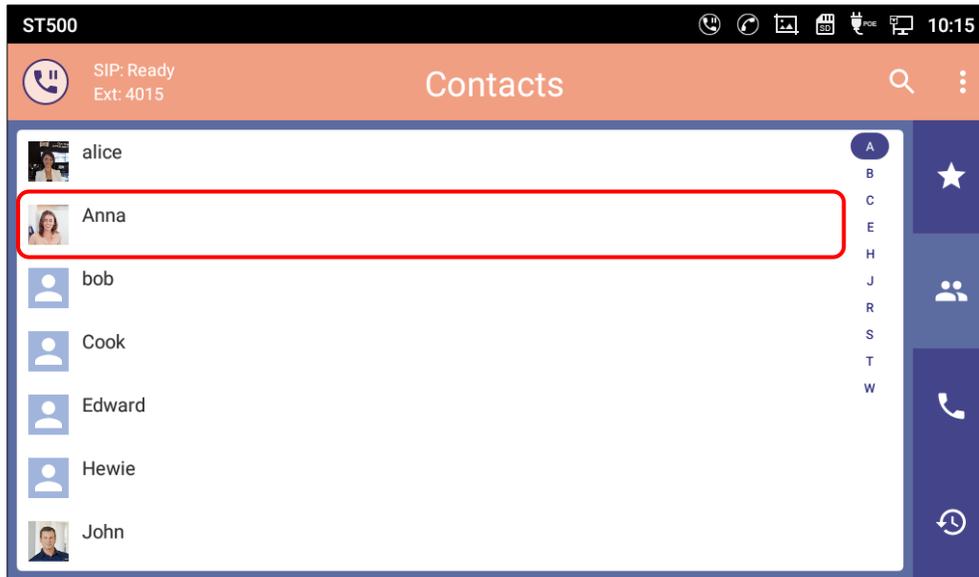


Figure 118: Transfer from the Contacts screen.

The **Contact details** screen is displayed. Tap  .

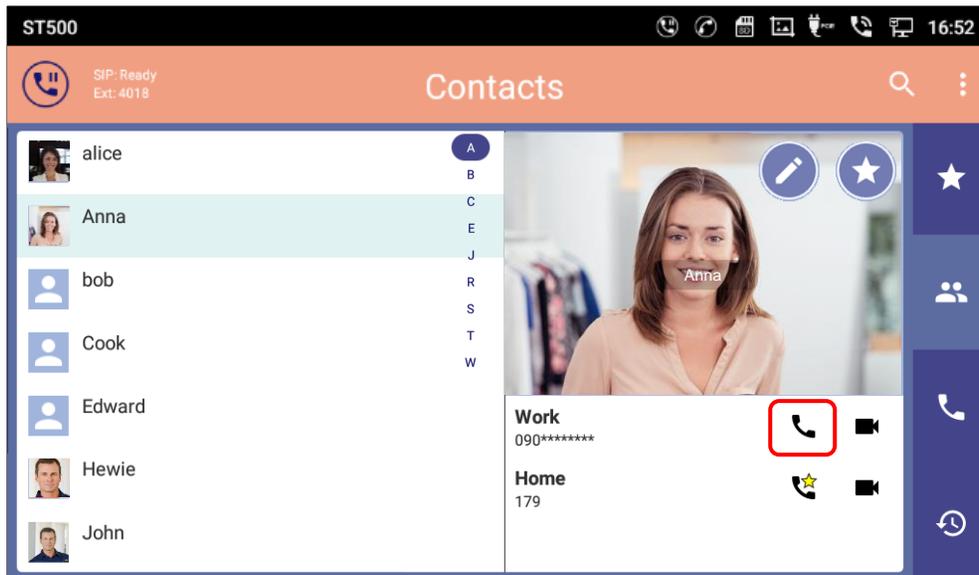


Figure 119: Contact detail screen while holding.

- From the **Call** screen: Tap the **Call** icon and enter the destination telephone number.

And tap  .

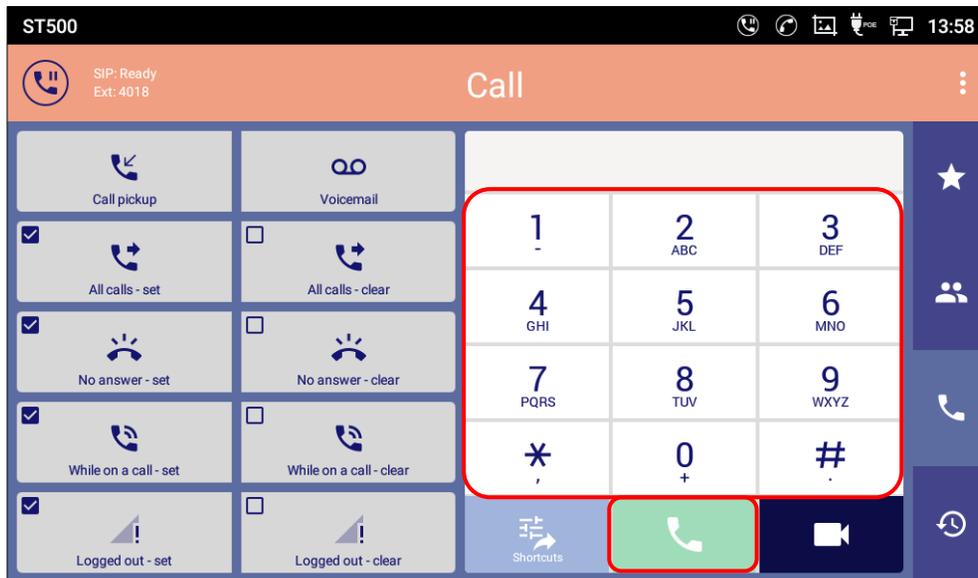


Figure 120: Transfer from the Call screen.

- From the **History** screen: Tap the **History** icon and a member to transfer the call to.

And tap  .

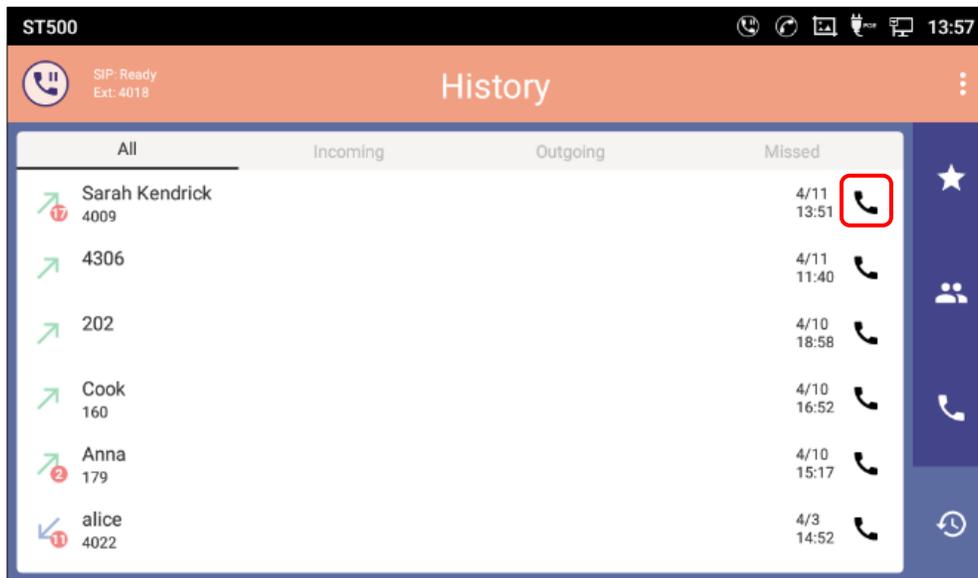


Figure 121: Transfer from the History screen.

- From the **Favorites** screen: Tap the **Favorites** icon and a member to transfer the call to.

And tap  .

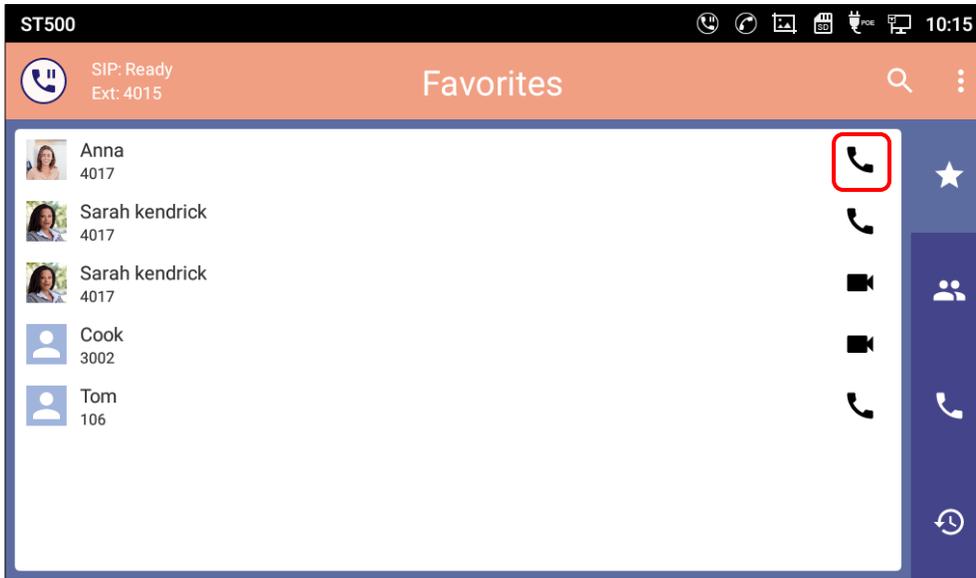


Figure 122: Transfer from the Favorites screen.

 **Note:**

If you need to display the hold call list again, tap  .

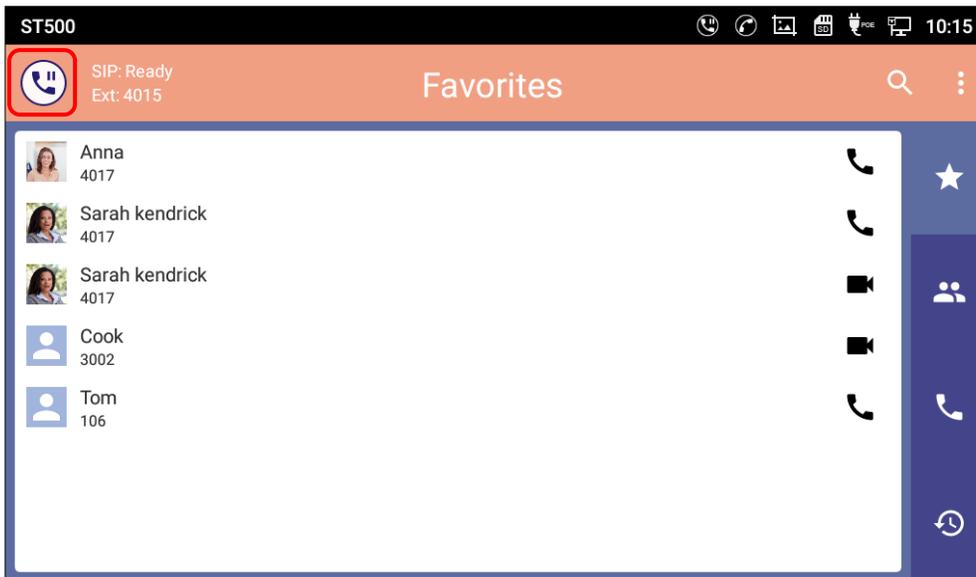


Figure 123: Display the hold call list.

3. Tap the Transfer icon when it is displayed during ringing.

- The held caller and the party to whom you transferred the call are connected.

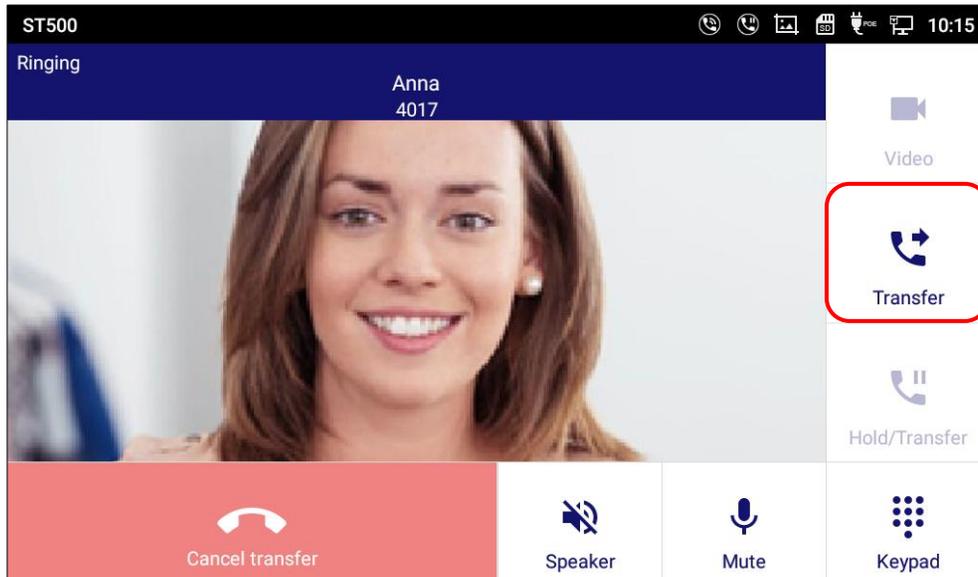


Figure 124: Transfer while ringing.

- After talking with the party to whom you transferred the call, tapping the **Transfer** icon connects the caller on hold with the party to whom you transferred the call.

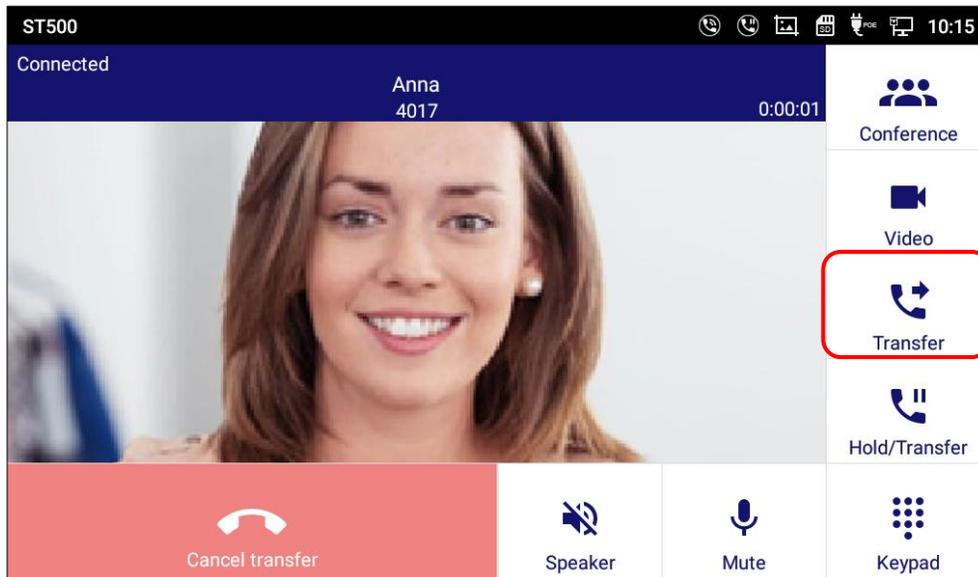


Figure 125: Transfer after conversation.

- If you want to make a conference call, see [Three-way call](#).



**Note:**

If the call to transfer destination fails after the transfer operation in ST500, In order to perform transfer call operation again, return to the original call by retrieving the hold party once, you need to restart from the hold operation.

\* You cannot perform the transfer call operation again without performing the hold retrieving operation.

## Three-Way Call

This section describes three-way call feature. The conference icon is displayed while talking to the transfer destination.

Please perform this operation after implementing [Call Hold](#) No.1 and [Call Transfer](#) No.1 to 2.

1. After the transferred party answered, the Conference icon is displayed.

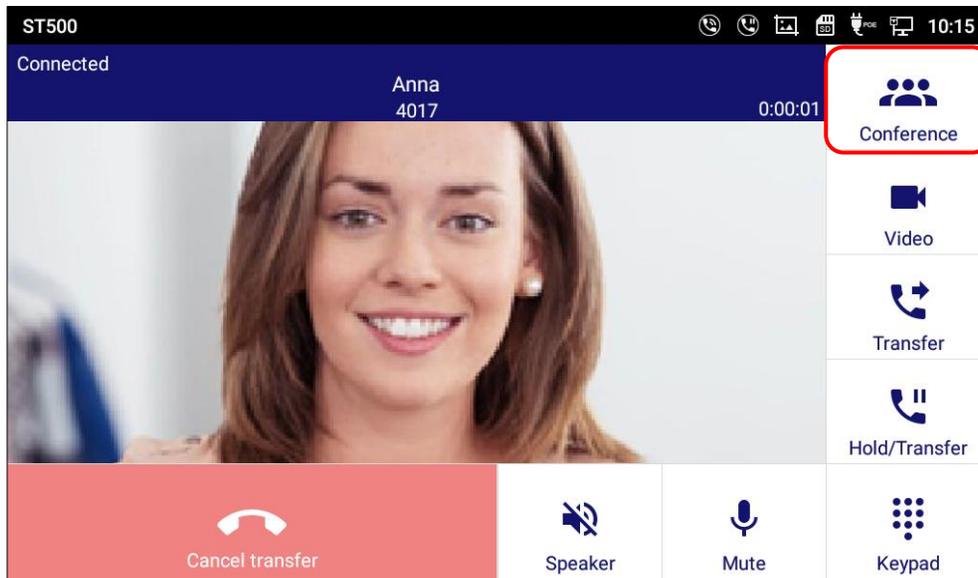


Figure 126: The Conference icon is displayed.

2. Tap Conference icon then three-way call is started.

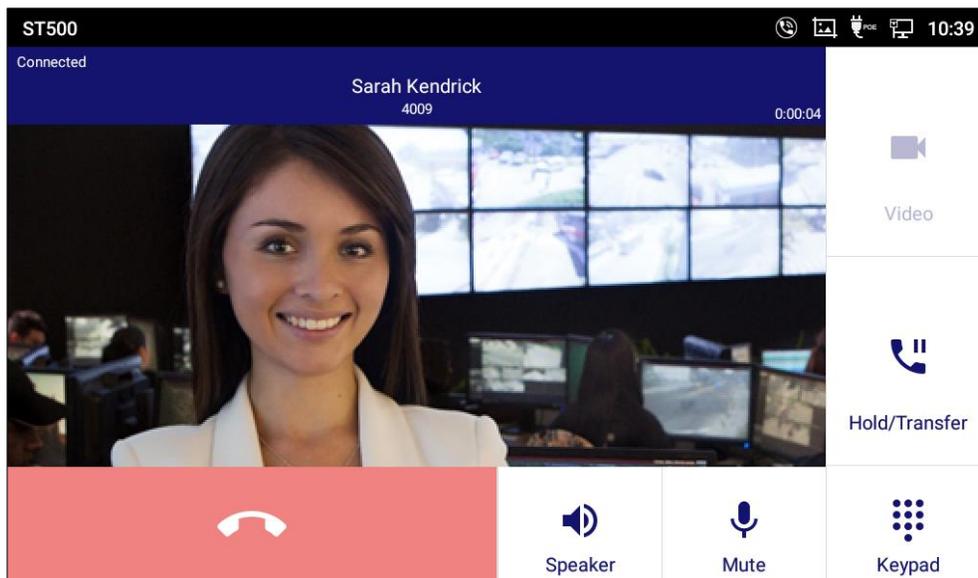


Figure 127: Three-way call screen.



**Note:**

The screen display during a three-way call will be similar to the two-way call as described above, but the audio will be in a three-way call state.

In the three-way call, the operations of hold and disconnect are varied depending on the communication server. The following table shows the operations of each communication server.

**Table 30: Difference between communication servers.**

	Disconnect	Place on Hold	Release Hold	Disconnect During on Hold
<b>SV9500</b>	Regardless of organizer or convener of three-way call, the call is switched over to two-way call except for the disconnected terminal.	<p>Held party: Places on hold.</p> <p>Other parties: Two-way call. (Maintains the speech pass without hearing music on hold).</p>	Return to three-way call.	<p>Hold party is disconnected. Other parties continues two-way call.</p> <p>The party in conversation is disconnected. The held party is continued on hold. The remaining party hears music on hold. When the remaining party release a hold, two-way call is started.</p>
<b>SV9300</b>	Regardless of organizer or convener of three-way call, the call is switched over to two-way call except for the disconnected terminal.	During the three-way call hold is not available.	During the three-way call hold is not available.	During the three-way call hold is not available.

**SV9100**

Regardless of organizer or convener of three-way call, the call is switched over to two-way call except for the disconnected terminal.

Held party:  
Places on hold.

Other parties:  
Two parties hear music on hold with call in progress. (Only the music is sent and speech pass is not maintained.)

Return to three-way call.

All parties are disconnected.



**Note:**

VS32 is needed when connected to SV9500.

## Handling an incoming call from the locked screen.

### To answer a call from the locked screen.

If there is an incoming call while your smart device screen is locked, it is notified on the locked screen. You can answer the call without unlocking the screen.

1. Tap **Accept**; you can answer the call without unlocking the screen.

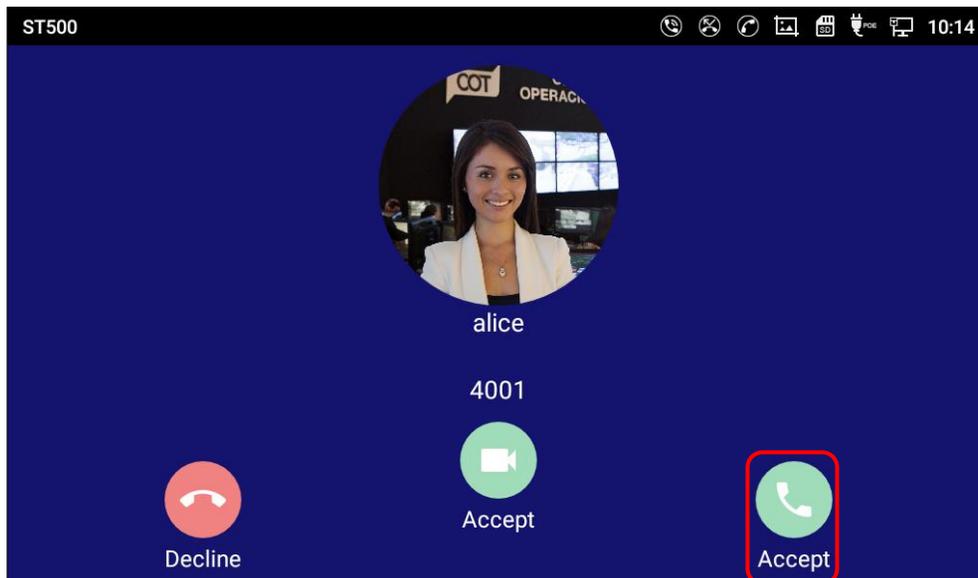


Figure 128: To answer a call from the locked screen.

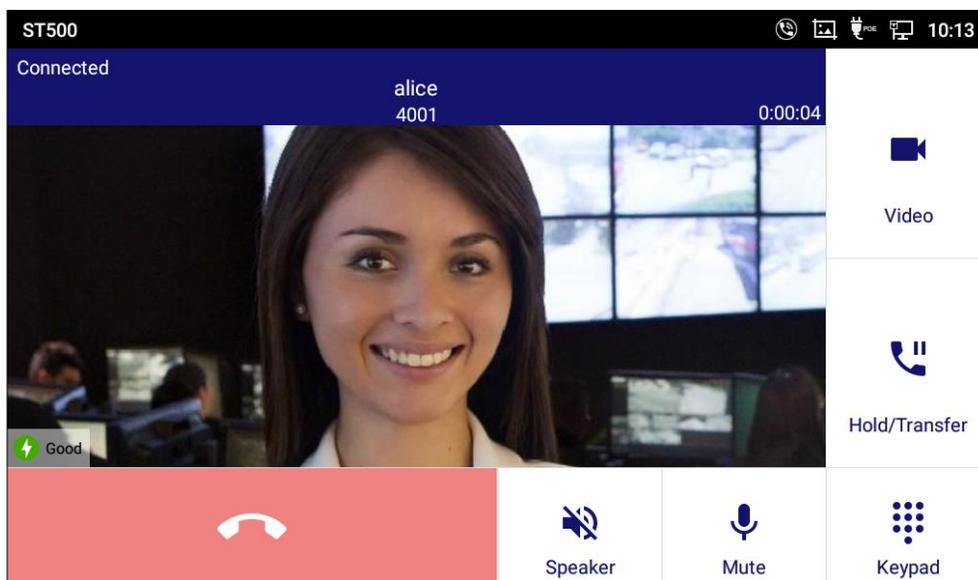


Figure 129: Connected a voice call from locked screen.



**Note:**

If Notification only is selected on Notification settings, Ringtone work and you can answer a call by off-hook. However, incoming call screen is not displayed unless unlock the screen, meaning you cannot see any information of originator until answer.

## Decline a Call from the Locked Screen

If there is an incoming call while your smart device screen is locked, it is notified on the locked screen. You can decline the call without unlocking the screen.

1. Tap **Decline**; the call is declined without unlocking the screen.  
- The locked screen is displayed.

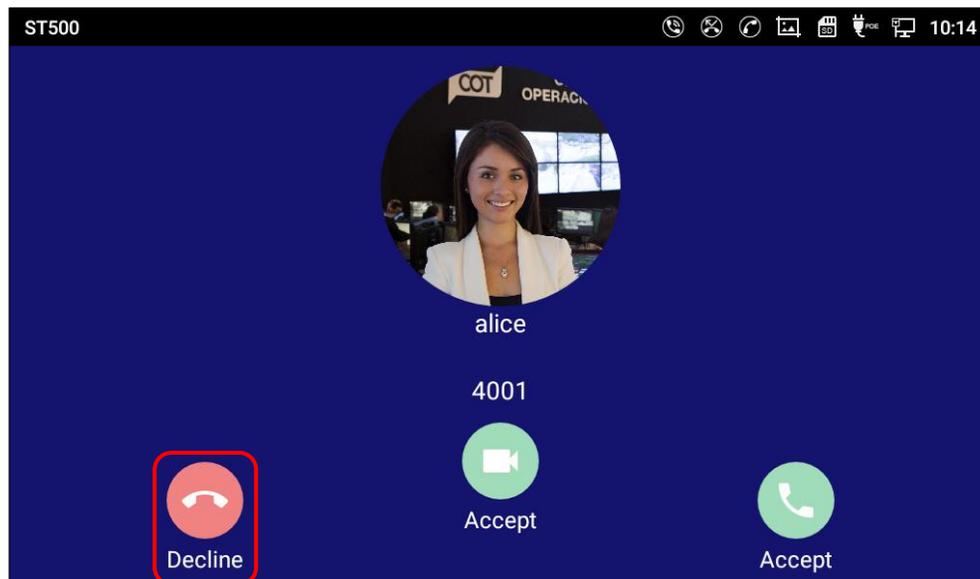


Figure 130: To decline a call from the locked screen.



**Note:**

If Notification only is selected on Notification settings, incoming call screen is not displayed unless unlock the screen. Therefore, you cannot decline a call unless unlock screen.

## Call Hold from the Locked Screen

You can answer an incoming call and hold the call without unlocking your smart device screen.

1. Tap **Hold**; the screen transits to the Hold call list.

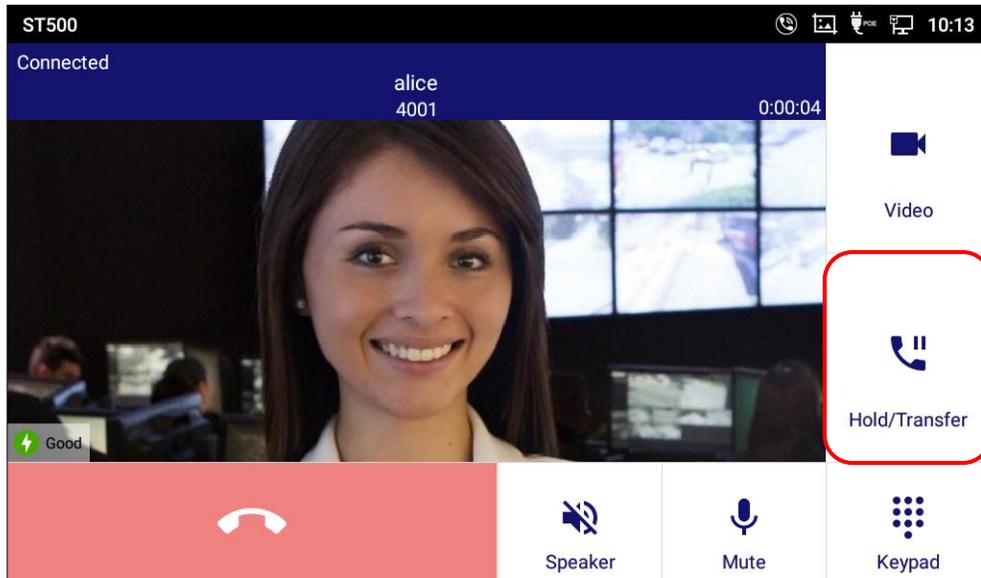


Figure 131: To hold a call from the locked screen.

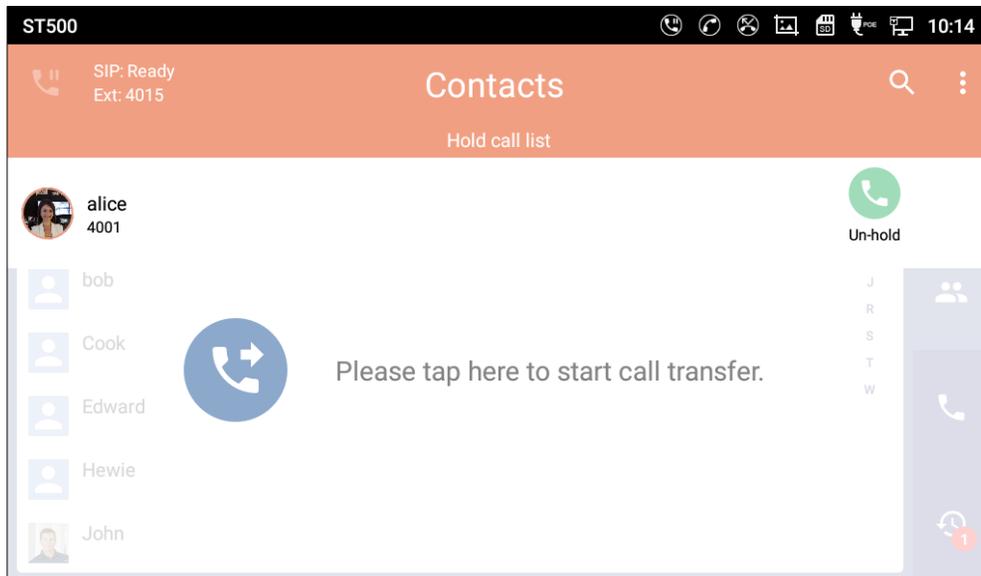


Figure 132: The hold call list.

2. You can operate following while on a call from the locked screen.

- **Hold/Unhold** the call.
- **End** the call.
- **Transfer** without using the Contacts/History/Favorites screen after holding the call.
- **Hold the conference** without using the Contacts/History/Favorites screen after holding the call.



**Note:**

You need to unlock the screen for do any operation but above. See [unlock the screen while on a call](#).

## Unlock the screen while on a call

You need to unlock the screen for do any operation while on a call.

1. Go back to lock screen by tap the home button.
2. Unlock the screen by enter password or pattern.  
- It is displayed home screen.
3. Tap ST500.

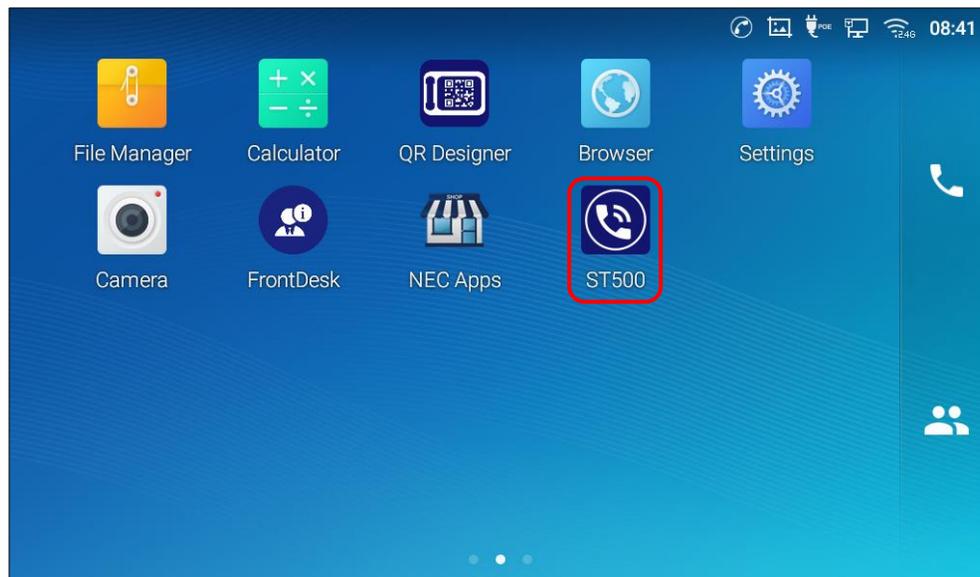


Figure 133: To unlock the screen while on a call.

4. ST500 starts and automatically transits to the voice call screen.  
You can continue any operation from here.

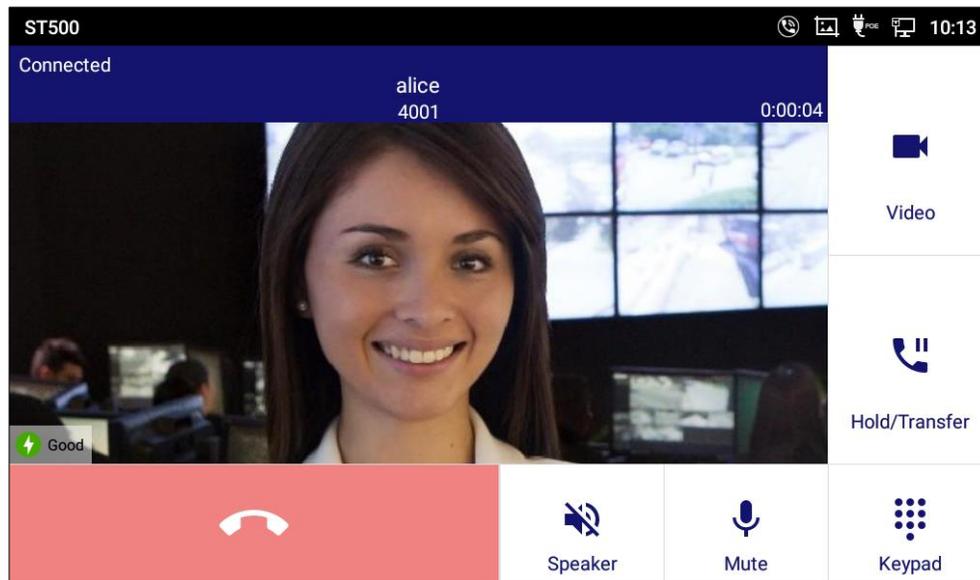


Figure 134: The Holding screen after screen unlocked.

 **Note:**

If the call was answered as a video call, it switches to a voice call when the Home button is tapped.

# Call Forward

This section describes how to configure some additional services such as call forwarding, call forwarding on no answer, call forwarding on busy, and out of service call forwarding.

 **Note:**

Previous configuration of access codes is required to use additional services. Access codes are configured according to your environment.

## To preset access codes for Call Forwarding

To use additional services, set access codes for enabling/disabling the services.

1. Tap  to display the pull-down menu, and tap **Settings**.
  - The **Settings** screen is displayed.

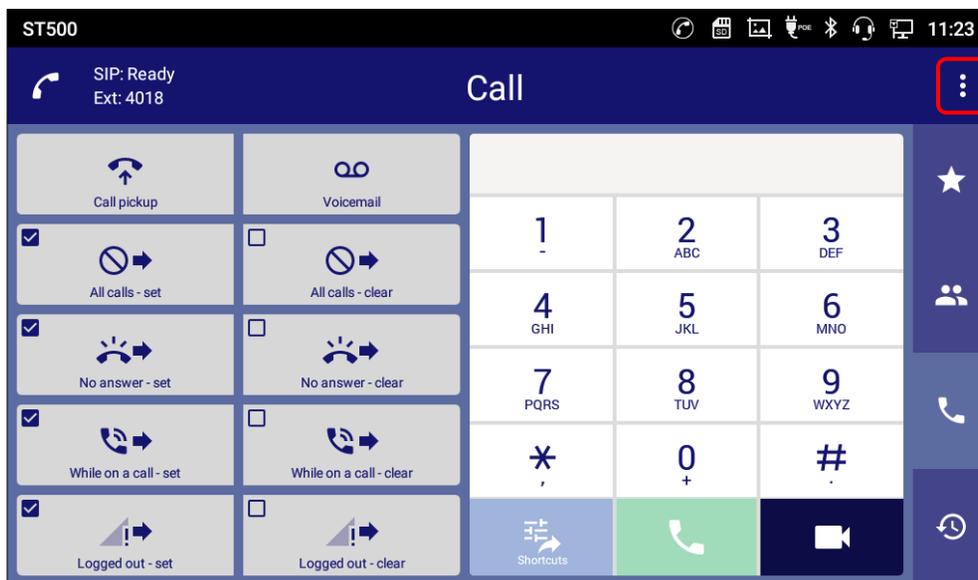


Figure 135: Display the pull-down menu 1.



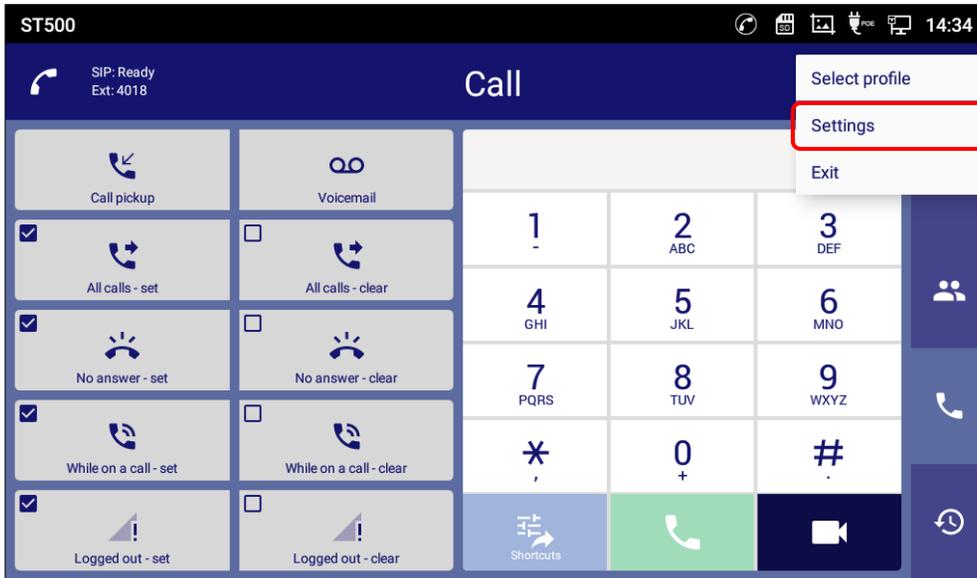


Figure 136: Tap Settings 1.

2. On the **Settings** screen, tap **Profiles**.  
- The **Profiles** screen is displayed.

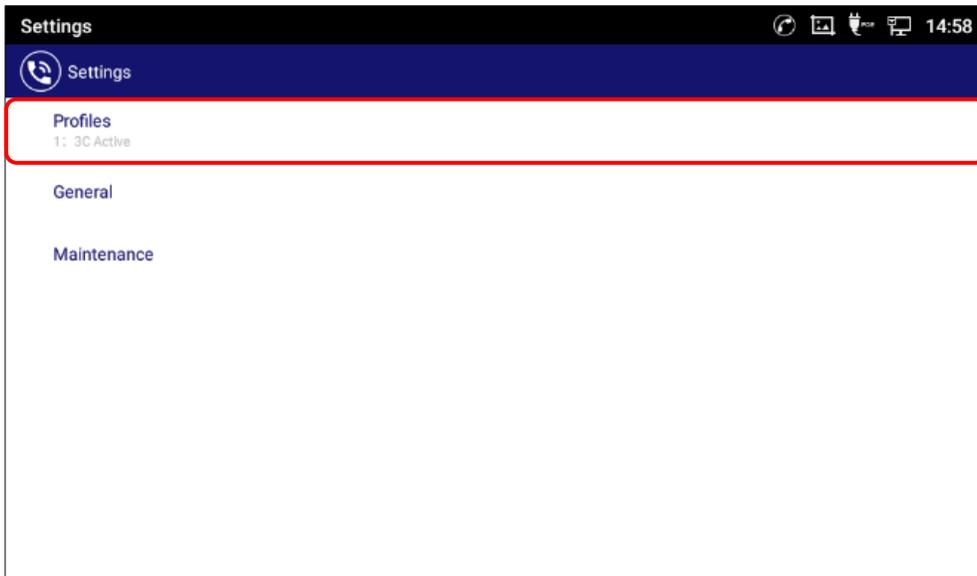


Figure 137: Tap Profiles on the Settings screen 1.

3. Tap a profile.  
- The **Profile** screen is displayed.

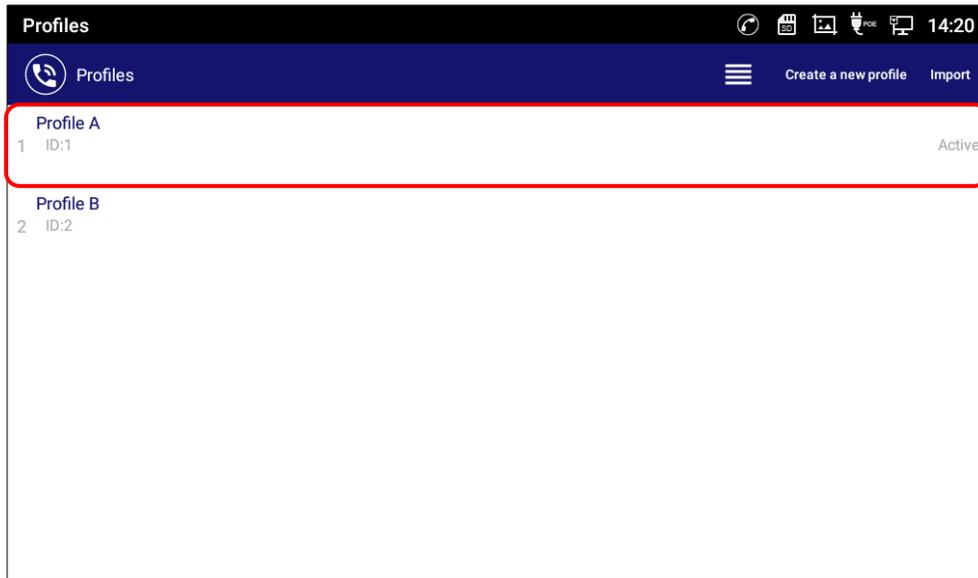


Figure 138: Tap a profile 1.

4. On the **Profile** screen, tap **Telephone service**.  
- The **Telephone service** screen is displayed.

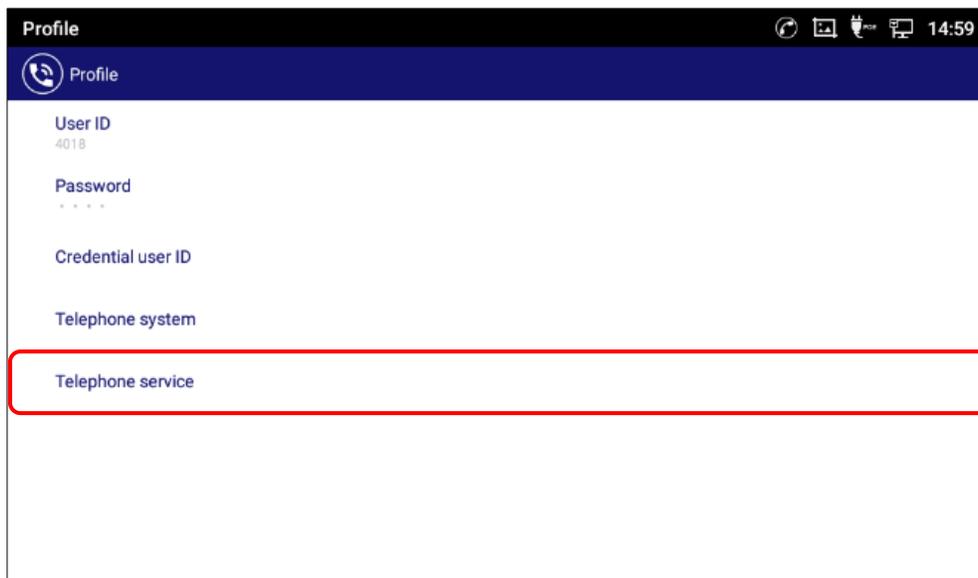


Figure 139: Tap Telephone service on the Profile screen 1.

5. On the **Telephone service** screen, tap **Call forward settings**.

- To use Call Pickup, see [To preset access codes for call pickup](#).

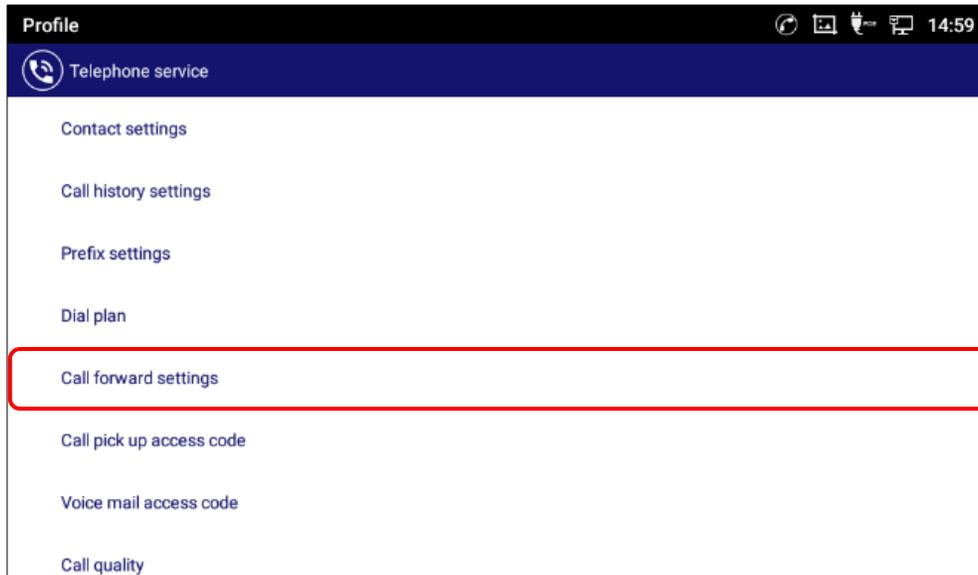


Figure 140: Tap Call forward settings.

6. On the **Call forward settings** screen, tap a service to set.

- The **Call forward settings** screen is displayed.

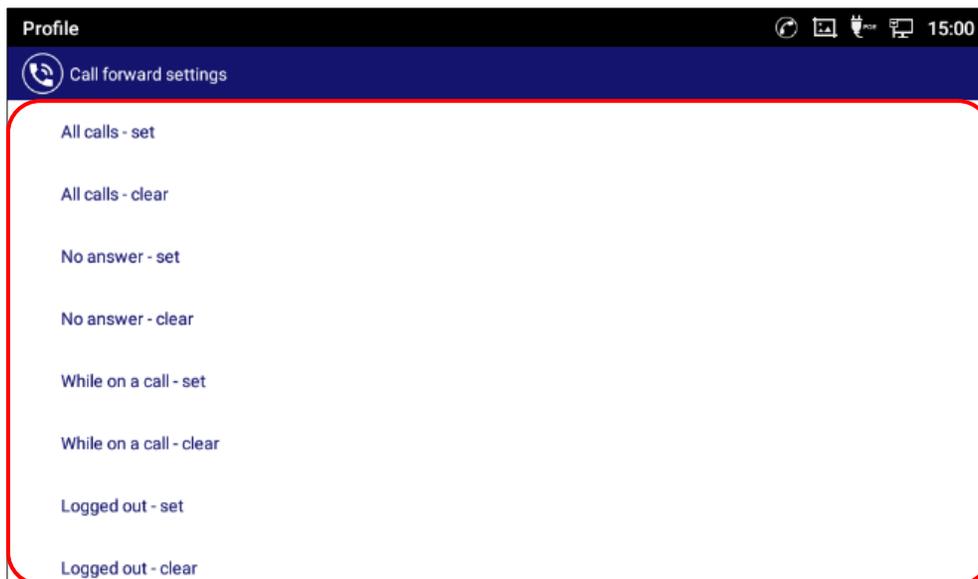


Figure 141: The Call forward settings screen.

7. Enter the access code for this call forward settings and tap **OK**.

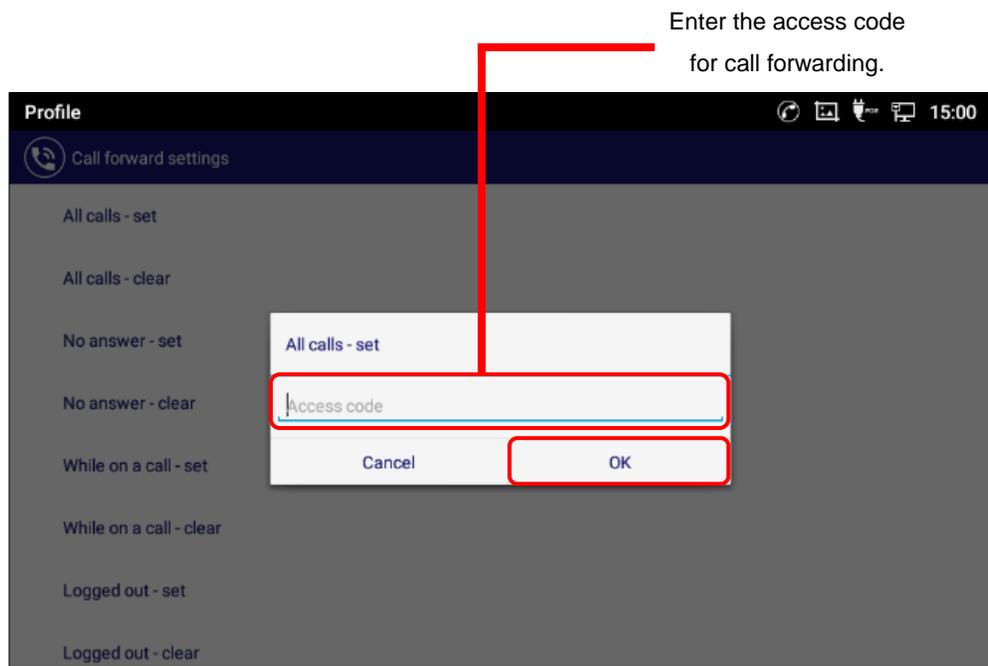


Figure 142: Field to enter the access code.

8. Repeat the above procedure for each call forwarding setting.

## To operate call forwarding

In this section, setting call forwarding - All calls is used for an example. Required procedures are the same for other call forwarding types.

1. Tap  .
  - Access code registered is dialed automatically.

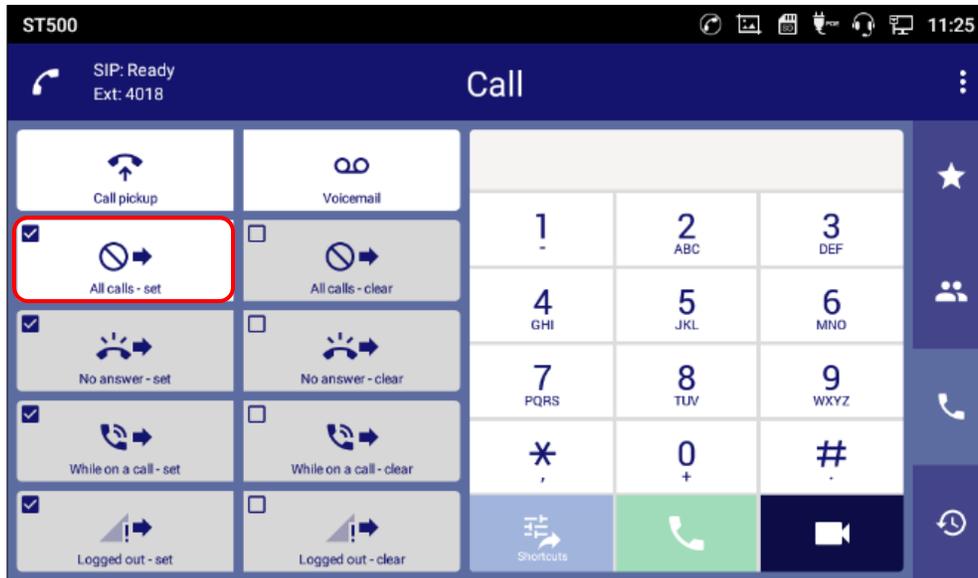


Figure 143: To operate call forwarding.

2. After the *Connected* call status is displayed, tap the **Keypad** icon.

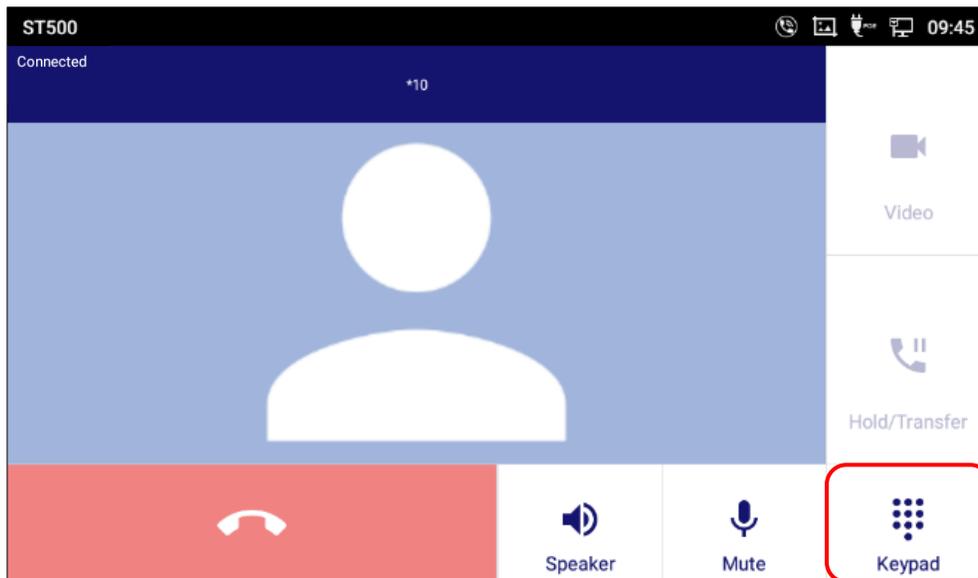
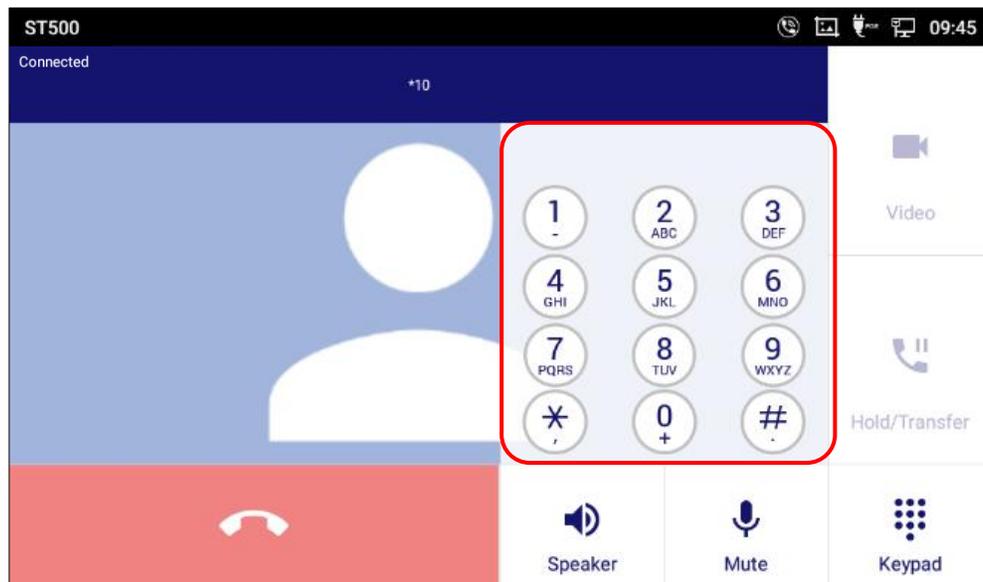


Figure 144: Tap the Keypad icon.

3. Dial the number of your desired transfer destination.



# Call pickup

This section describes how to set Call Pickup.

## To preset access codes for call pickup

To use Call Pickup, configure access code for the service.

Please perform this operation after implementing [To preset access codes for call forwarding](#) No1 to 4.

1. On the **Telephone service** screen, tap **Call pick up access code**.  
- The screen is displayed.

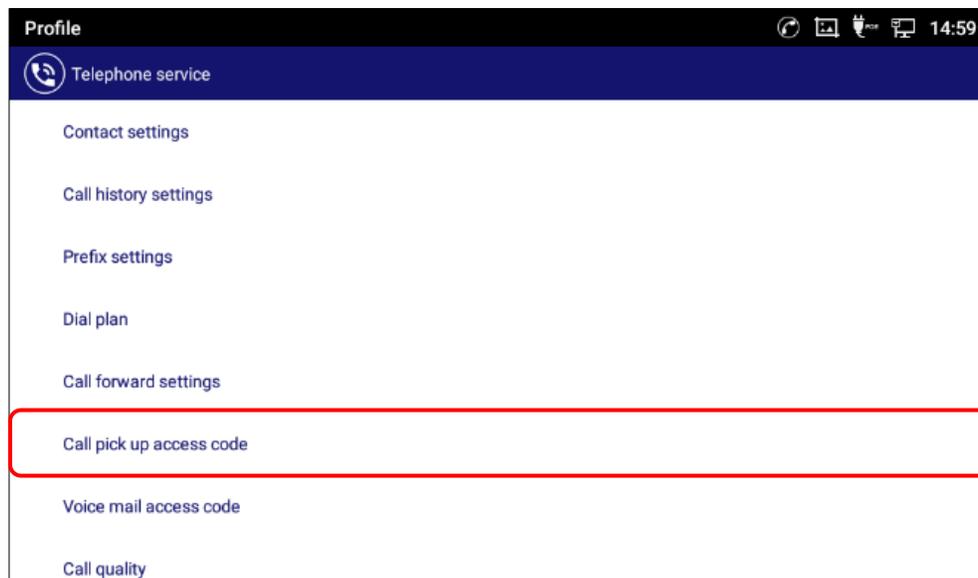


Figure 145: The Telephone service screen 2.



## To operate call pickup

To use the Call pickup feature, you need to create a call pickup group with other extensions. If there is an incoming call to one of the group members while the member is away, you can pick up the call from your extension terminal by dialing access code for Call Pickup.

1. Tap  .

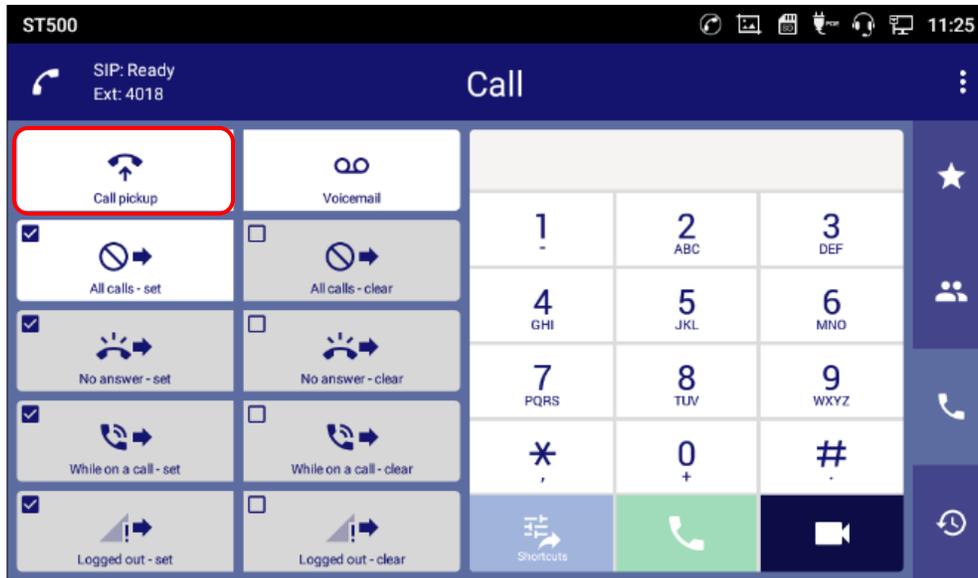


Figure 147: To operate call pickup.

2. You can answer the call.

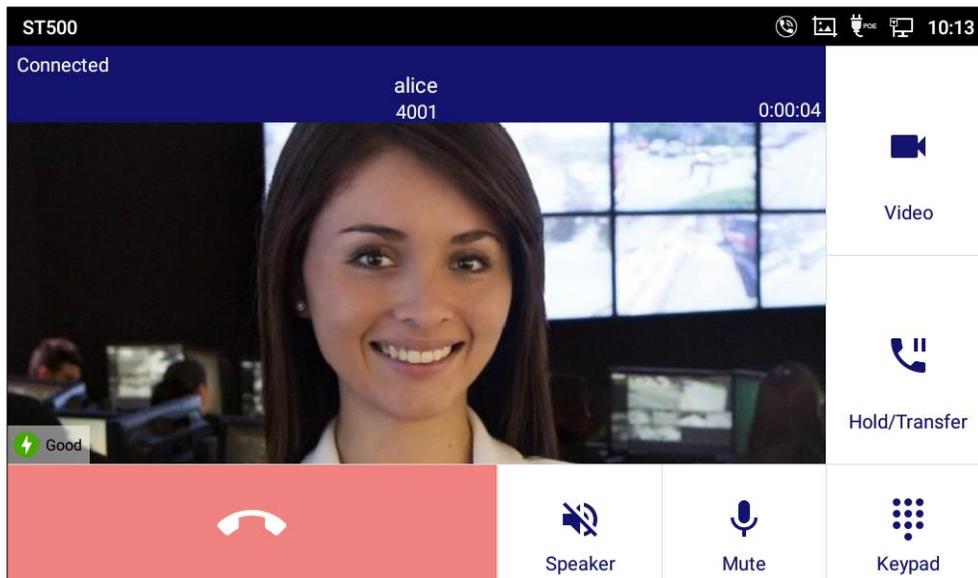


Figure 148: Picked up call.



**Note:**

- When the call is picked up, the screen shows the number of call destination (and name when it registered to contacts).
- When the call cannot be picked up, the screen shows “Your call was disconnected by the system (404)”.

## Voicemail

This section describes how to use voicemail.



**Note:**

- Previous setting of voicemail access code is required to use voicemail. Access codes are configured according to your environment. If you are not sure what code to set, contact your system administrator.
- In PBX "DTMF Relay Mode" should be set to "RFC2833" for wireless network.

### To preset access codes for voicemail

1. Tap  to display the pull-down menu, and tap **Settings**.  
- The **Settings** screen is displayed.

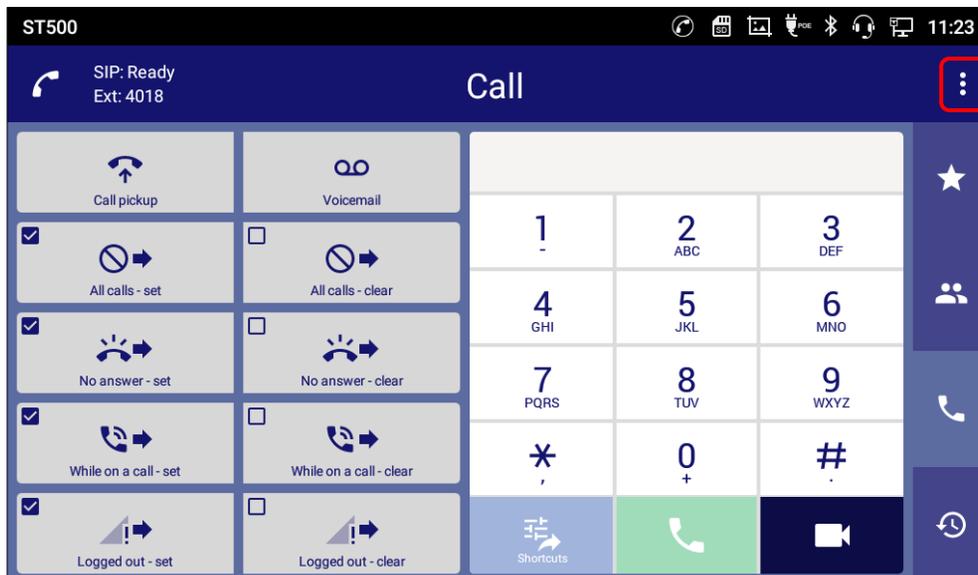


Figure 149: Display the pull-down menu 2.



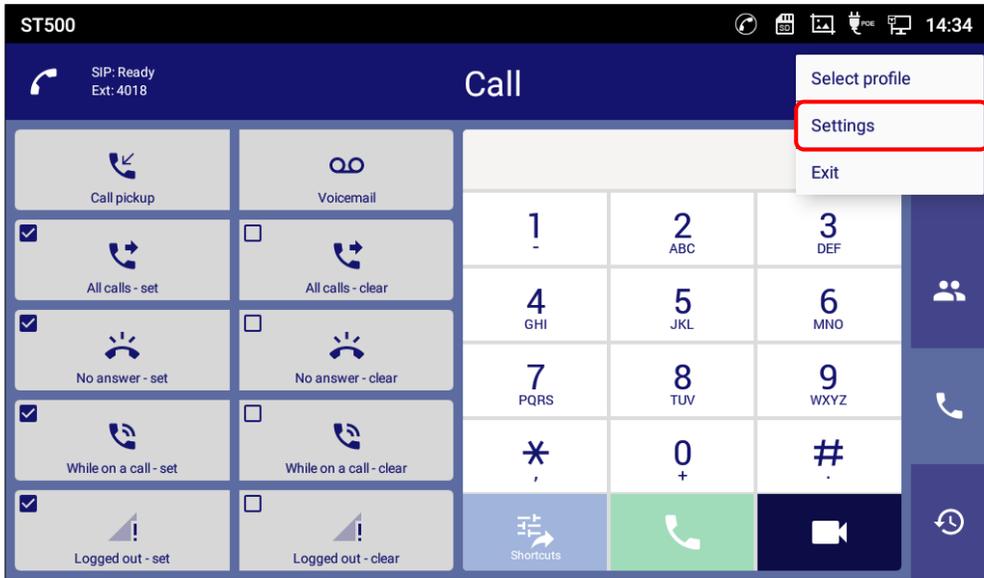


Figure 150: Tap the Settings 2.

2. On the **Settings** screen, tap **Profiles**.  
- The **Profiles** screen is displayed.

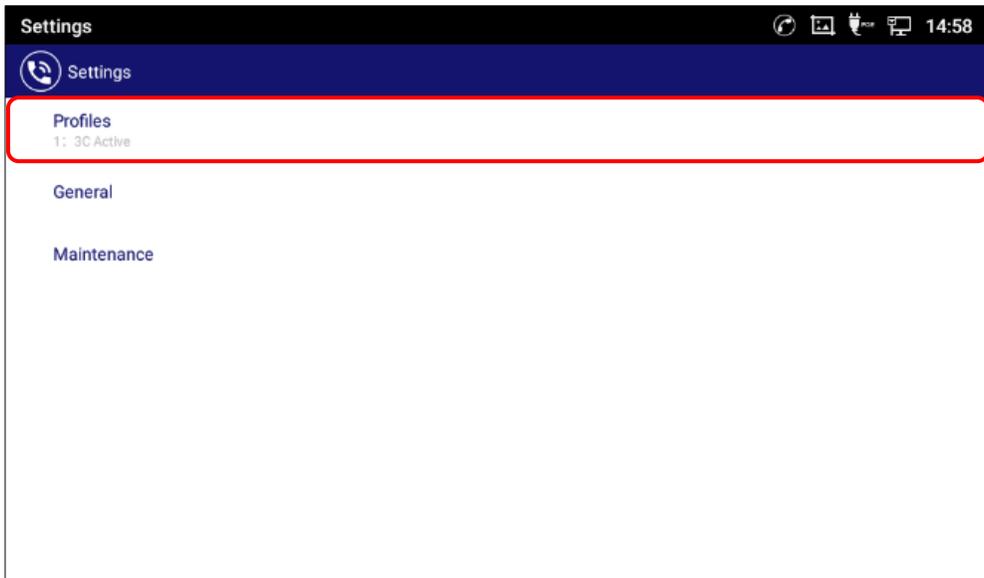


Figure 151: Tap profiles on the Settings screen 2.

3. On the **Profiles** screen, tap a profile.  
- The **Profile** screen is displayed.

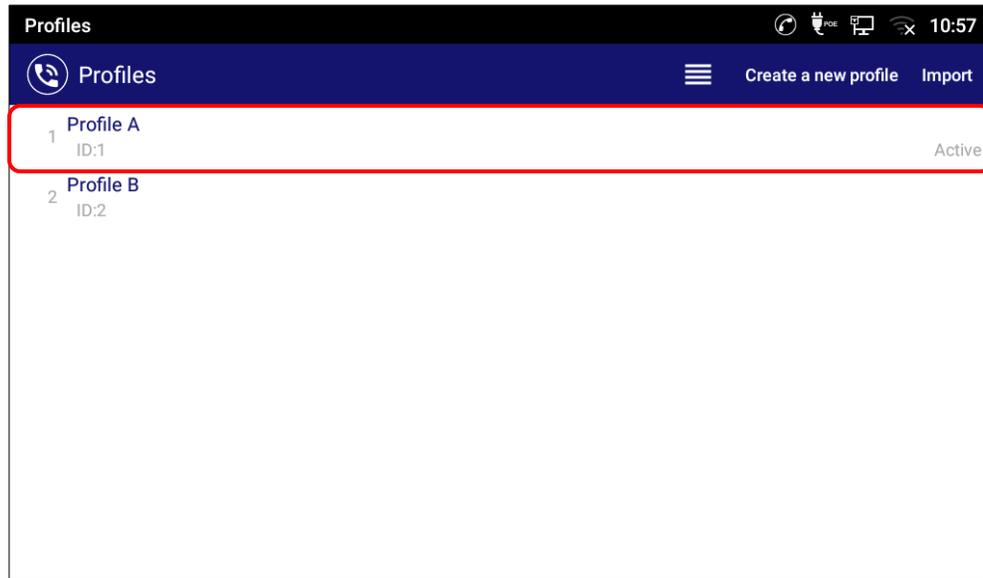


Figure 152: Tap a profile 2.

4. On the **Profile** screen, tap **Telephone service**.  
- **Telephone service** screen is displayed.

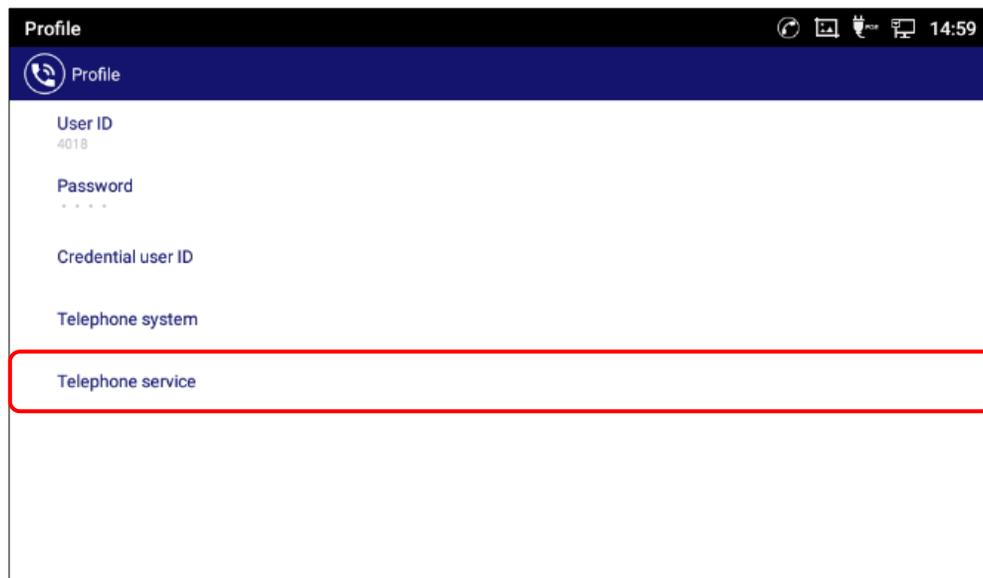


Figure 153: Tap Telephone service on the Profile screen 2.

- On the **Telephone service** screen, tap **Voice mail access code**.
  - To set voicemail notification, see [To restrict/allow voicemail notification](#).

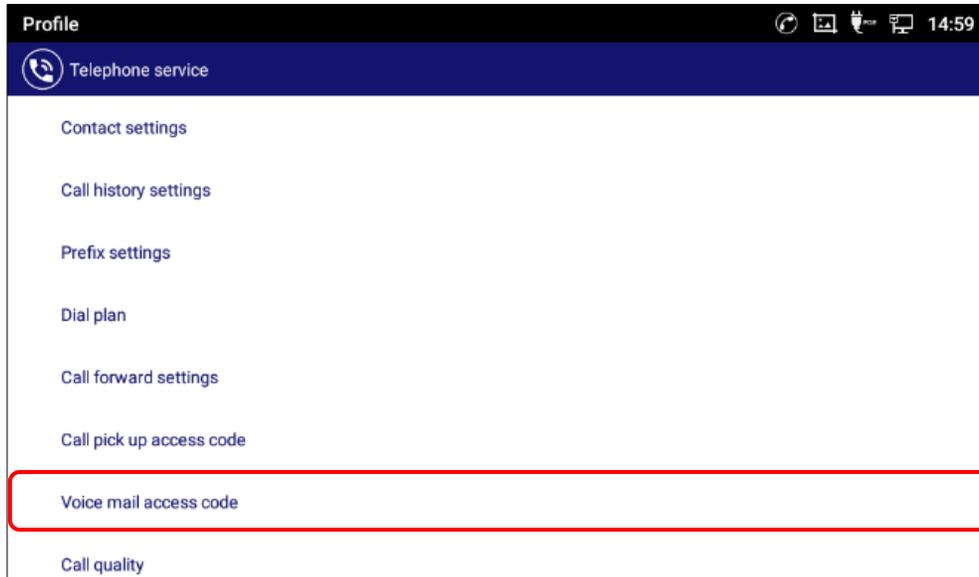


Figure 154: Tap Voice mail access code.

- Enter the access code for voicemail and tap **OK**.

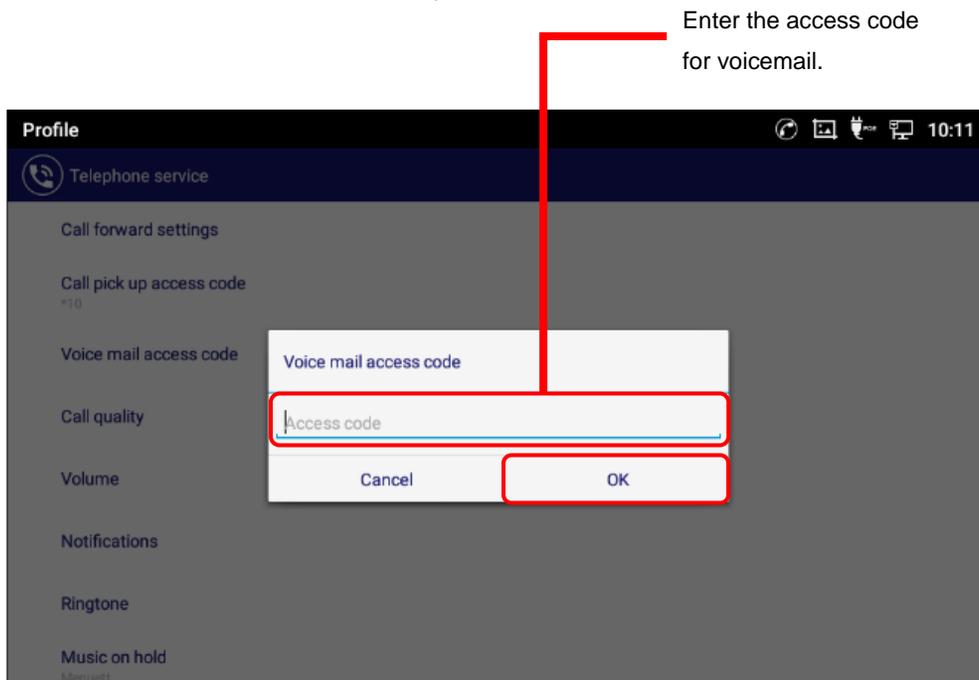


Figure 155: Field to enter the access code 3.

## To access voicemail

1. Tap  .

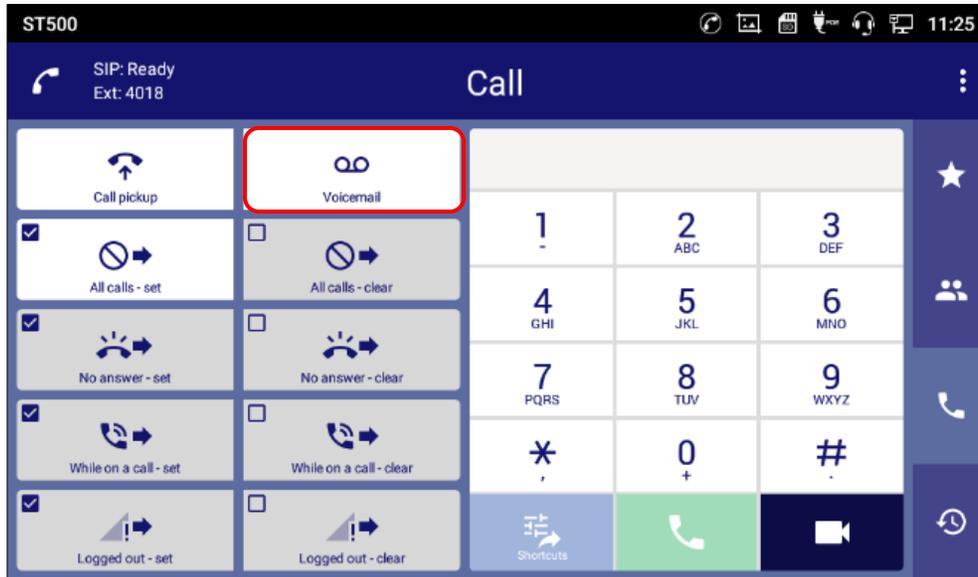


Figure 156: To access voicemail.

2. Access code registered is dialed automatically.  
When you are connected with voicemail service center, operate your phone according to the guidance.

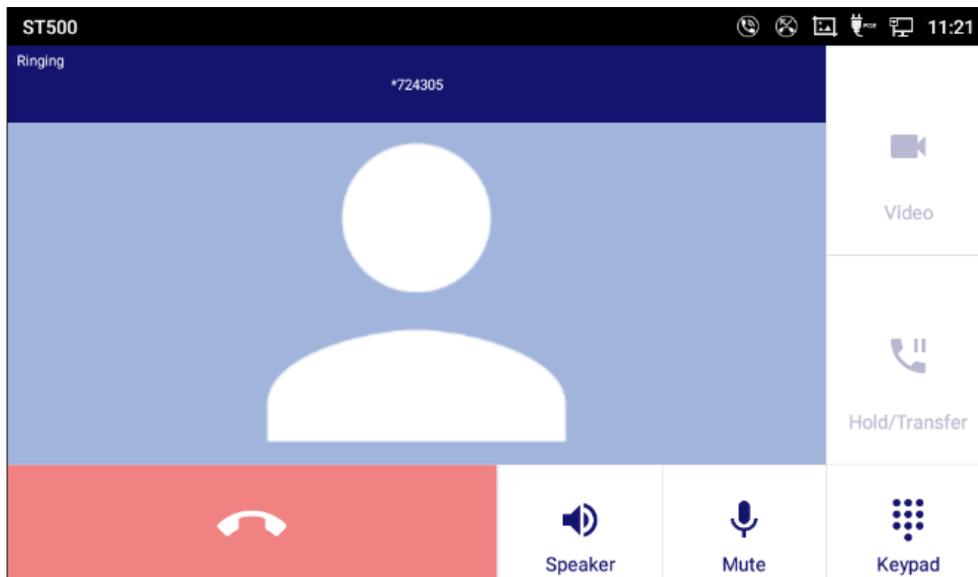


Figure 157: Dial to access voicemail.

## To restrict/allow voicemail notification

You can choose if you want to receive voicemail notifications. If you allow notification, you will be notified every time a new voicemail arrives.

Please perform this operation after implementing [To preset access codes for voicemail](#) No1 to 4.

1. On the **Telephone service** screen, tap **Notifications**.
  - The **Notifications** screen is displayed.

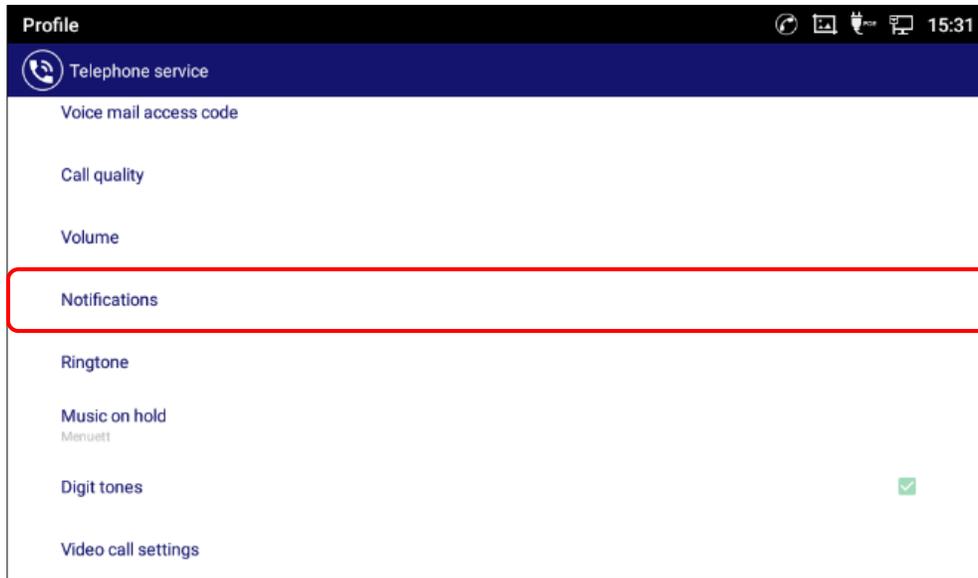


Figure 158: Tap Notifications on the Telephone service screen.

2. On the **Notifications** screen, select **Voicemail notification**.

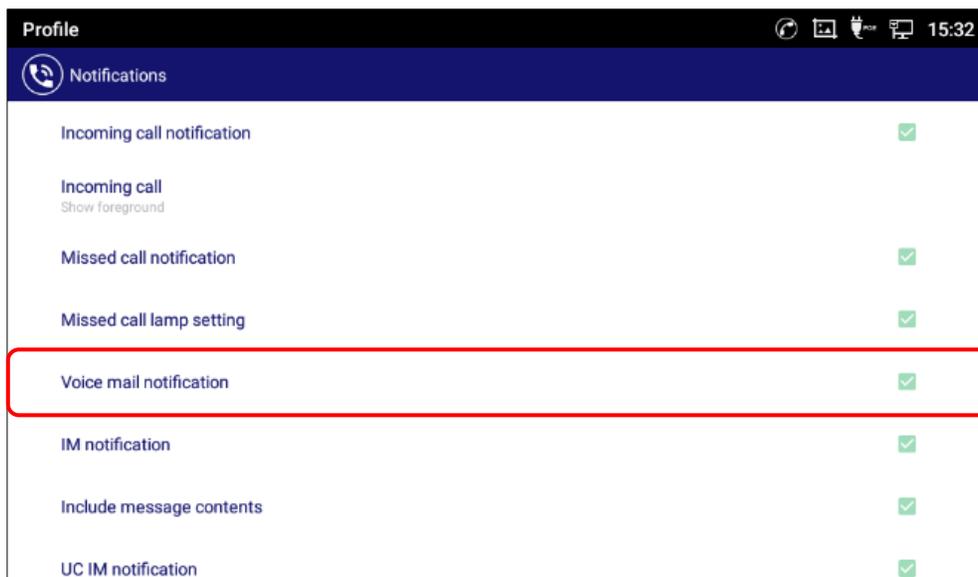


Figure 159: Select Voicemail notification.

## To check voicemail

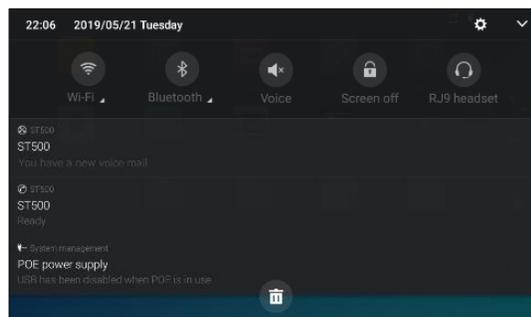
New voicemail is notified in the following ways:

- A badge on the Call tab
- Notice on the notification bar (Voicemail notification needs to be enabled on the Settings screen.)



Badge

Badge notification  
on the Call tab.



Notification Bar

Figure 160: Voice mail notification screens.



### Note:

- When the Notification Bar is selected, the display is changed to Call Tab Screen.
- If the Voicemail notification is enabled in the previous section, (see [To restrict/allow voice mail](#)) both of the above types of notifications are used. Otherwise, only the badge notification is used. When there is a new voicemail message, it can be notified via ringtone, call incoming lamp, or icons. There are many setting options for ringtone and call incoming lamp to suit your environment. (See [To change ringtone.](#))

**【Restrictions on voicemail notification】**

Some communication servers have restrictions on icon display and receiving messages. The details are listed below.

**Table 31: Restrictions on voicemail notification.**

<b>Communication Server</b>	<b>Icon Display</b>	<b>Receiving Messages</b>
SV9300	Icon display does not go away until all messages are saved or deleted.	If you receive a new message when you have already had one or more unread messages, it will not be notified.

# Video Call

## Turn on Video during Audio Call.

1. Tap the **Video** icon during a voice call.  
- A video call starts.

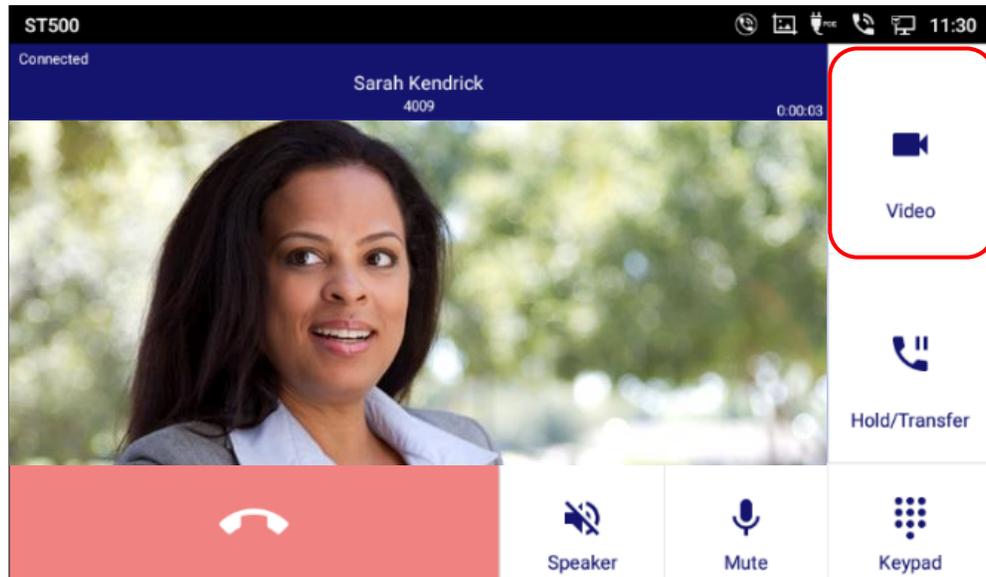


Figure 161: Switching to video calls.

2. Tap the **Switch to Voice Call** icon during a video call.  
- A voice call starts.



Figure 162: Switching to voice call.

 **Note:**

If GT890 is connected with SV9300, you cannot turn on video during Audio Call.

## Video image control

### To flip PartnerPicture horizontally

1. Tap the **Handle PartnerPicture** icon to display more icons.

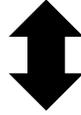


Figure 163: Tap icon during video call to display more icons 1.

2. Tap the **Flip horizontal** button during a video call.  
- The PartnerPicture flips horizontally.



Figure 164: Displayed more icons 1.



Tap the **Flip horizontal** button again to return to the original picture.



Figure 165: Flipped display 1.

### To flip PartnerPicture vertically

1. Tap the **Handle PartnerPicture** icon to display more icons.



Figure 166: Tap icon during video call to display more icons 2.

2. Tap the **Flip vertical** button during a video call.  
- The PartnerPicture flips vertically.



Figure 167: Displayed more icons 2.



Tap the **Flip vertical** button again to return to the original picture.



Figure 168: Flipped display 2.

## To stop sending preview picture

1. Tap the **Stop sending preview picture** button during a video call.
  - Sending preview picture stops.



Figure 169: Tap the Stop sending preview picture.



2. Tap the **Stop sending preview picture** button again to start sending preview picture.

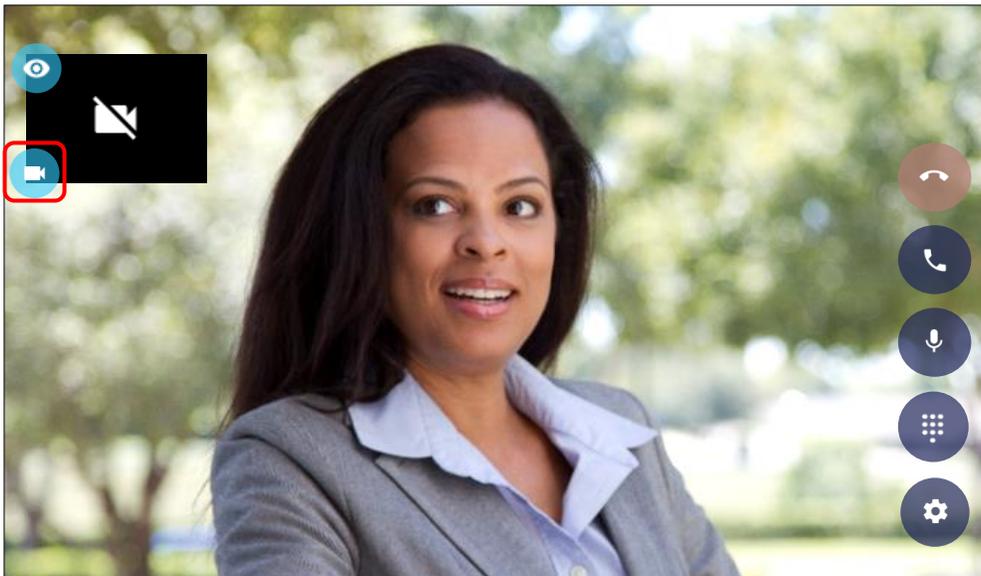


Figure 170: Stopped sending preview picture.

## To hide preview picture

1. Tap the **Hide preview picture** button during a video call.
  - Preview picture disappears.



Figure 171: Tap the Hide preview picture button.



2. Tap the **Hide preview picture** button again to start displaying the preview picture.



Figure 172: Hiding preview picture.

## Call status and contact information display.

### While Ringing

Call status and photo, name, and number are displayed.

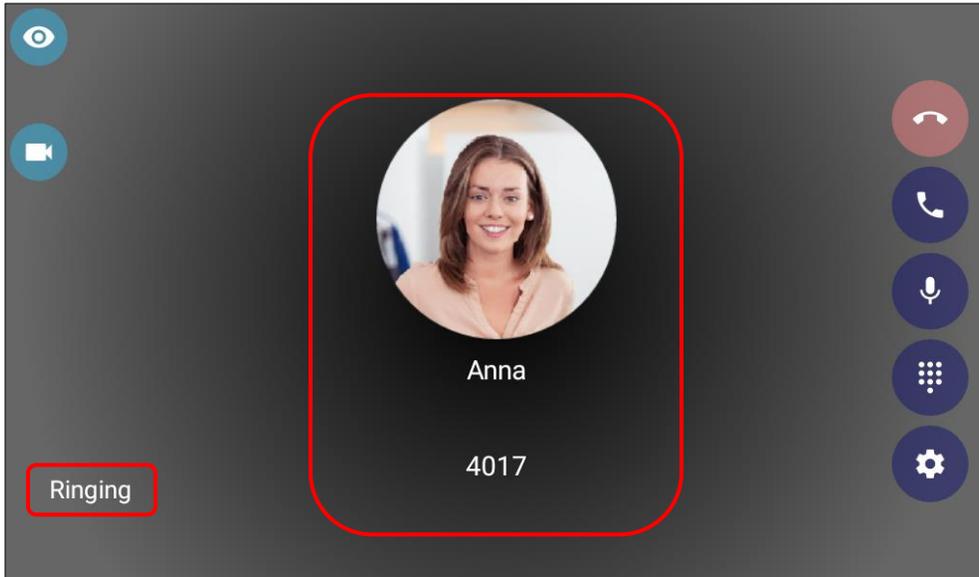


Figure 173: Call status and contact information while ringing.

### When Connected

After being connected to the other party for 1.5 seconds, call status, name, extension number, and call duration disappear.

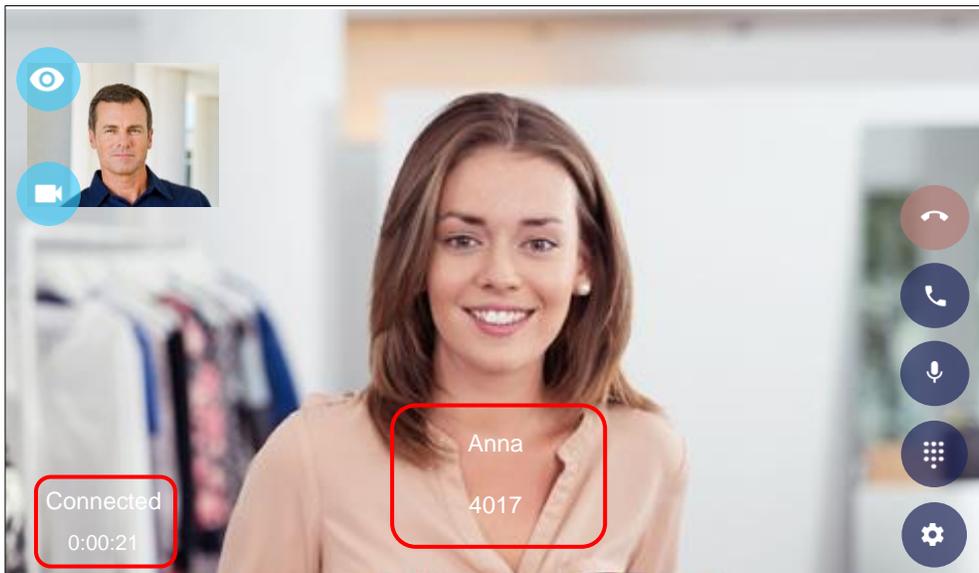


Figure 174: Call status and contact information when connected.



➤ 1.5 seconds later.

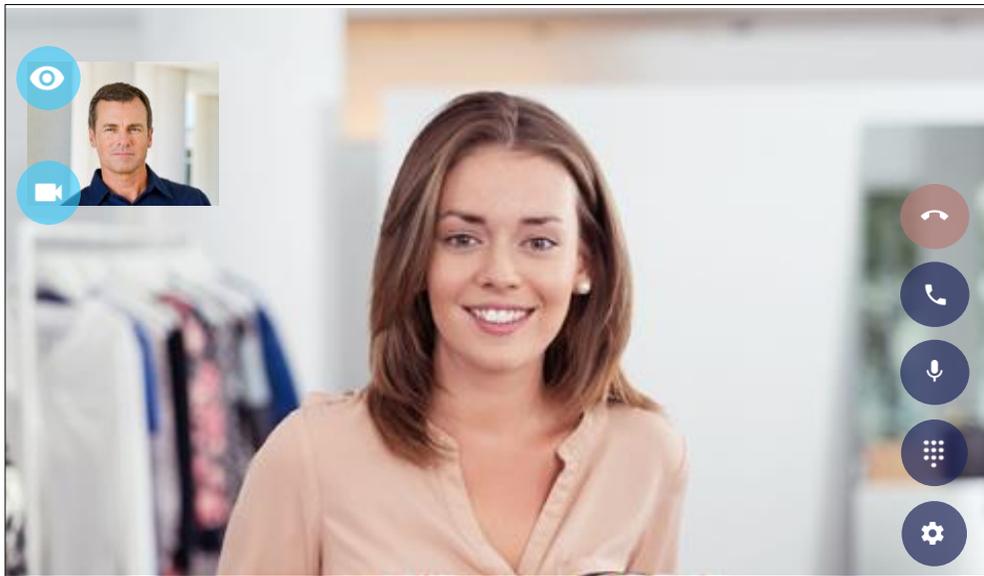


Figure 175: Disappear the information.



This information can be displayed by tapping anywhere on the screen other than icons.

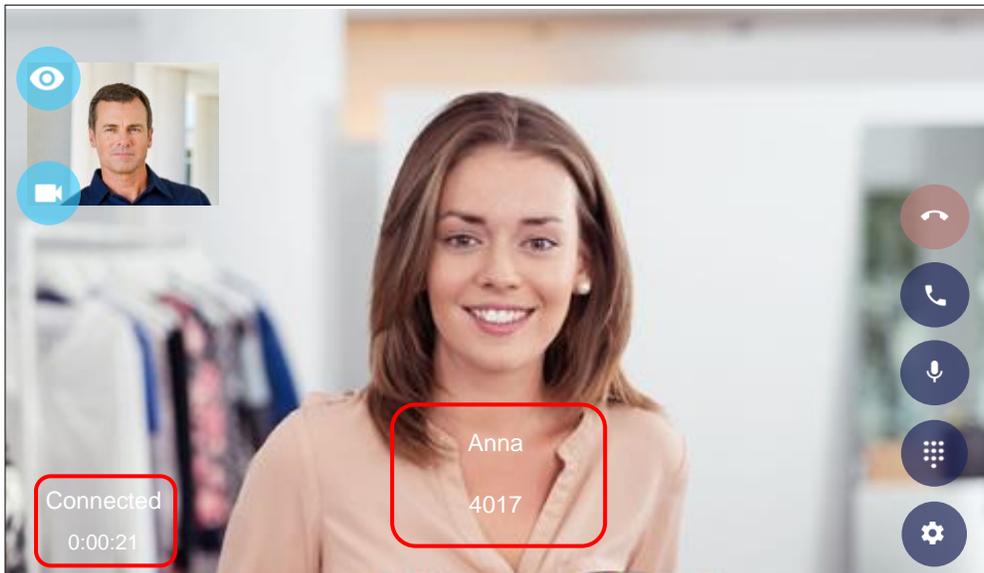


Figure 176: The information can be displayed.

## Permissions for camera.

If you don't provide permissions for Camera at startup, you cannot use video call functions.

Video call icons have a slash over them.

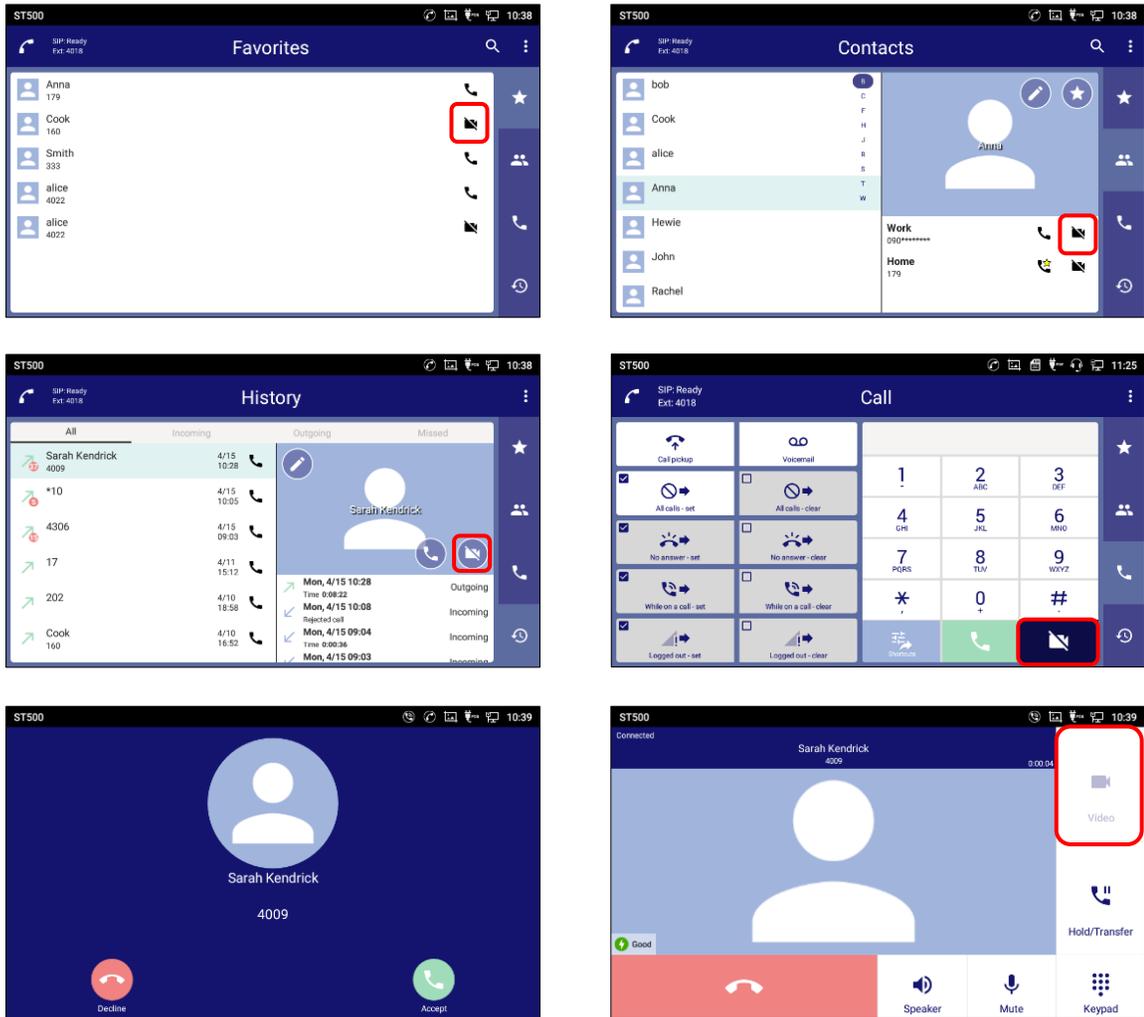


Figure 177: Cannot use video call.



### Note:

- You can still register them to Favorites.
- Even if the caller is making a video call, the **Accept (video call)** icon is disabled if you do not allow permissions for Camera.
- If you do not allow permissions for Camera, the video call icon continues to appear disabled even after you start talking.

The next section explains how to enable video calls after starting up ST500.

## To enable video call after starting up ST500

You can enable video call after starting up ST500.

1. Tap a disabled **Video Call** icon.

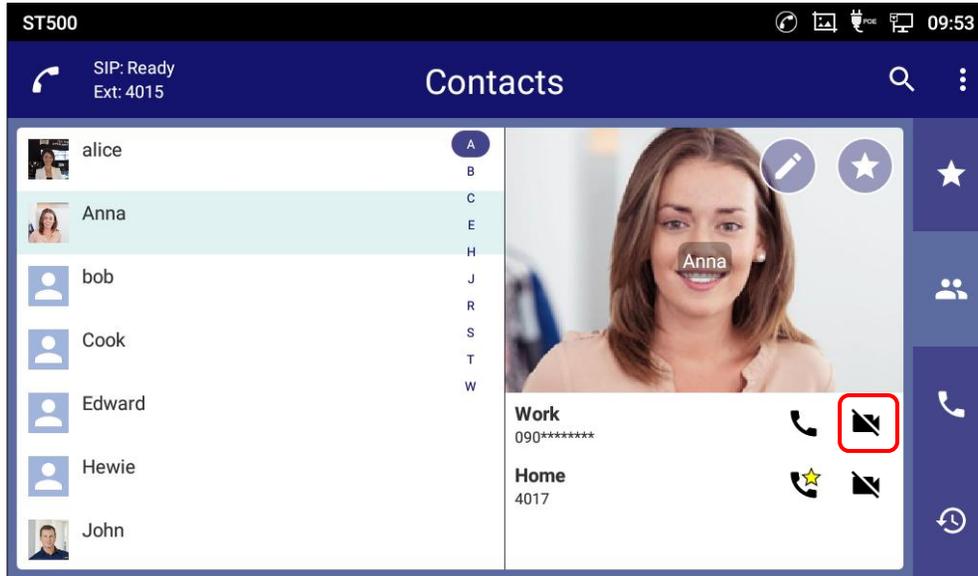


Figure 178: Tap a disabled Video call icon 1.

2. When you are asked to provide permissions for Video call, tap **OK**.

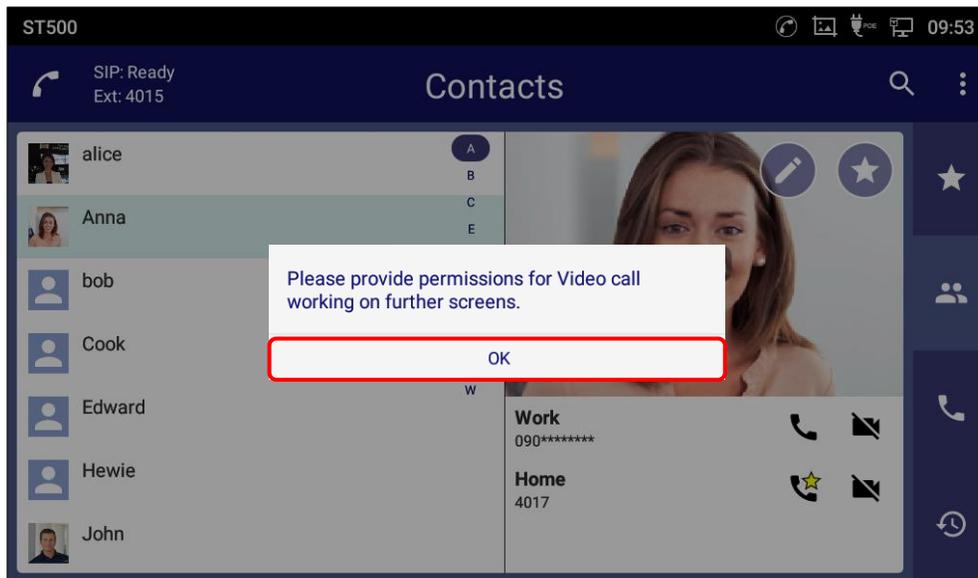


Figure 179: Provide permissions message is displayed 1.

- When you are asked to provide permissions to take pictures and record video, tap **ALLOW**.

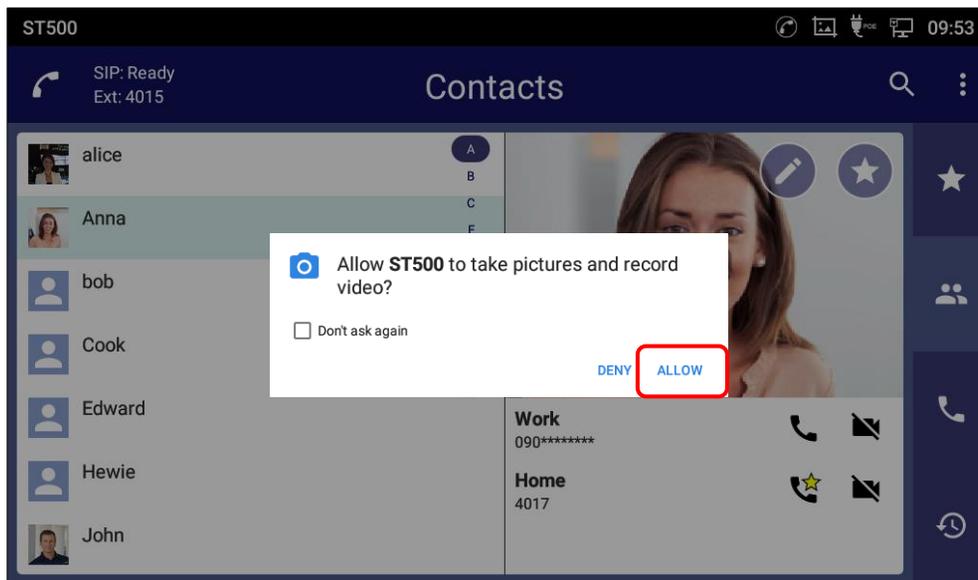


Figure 180: Allow to take pictures and record video.

- A video call is originated.

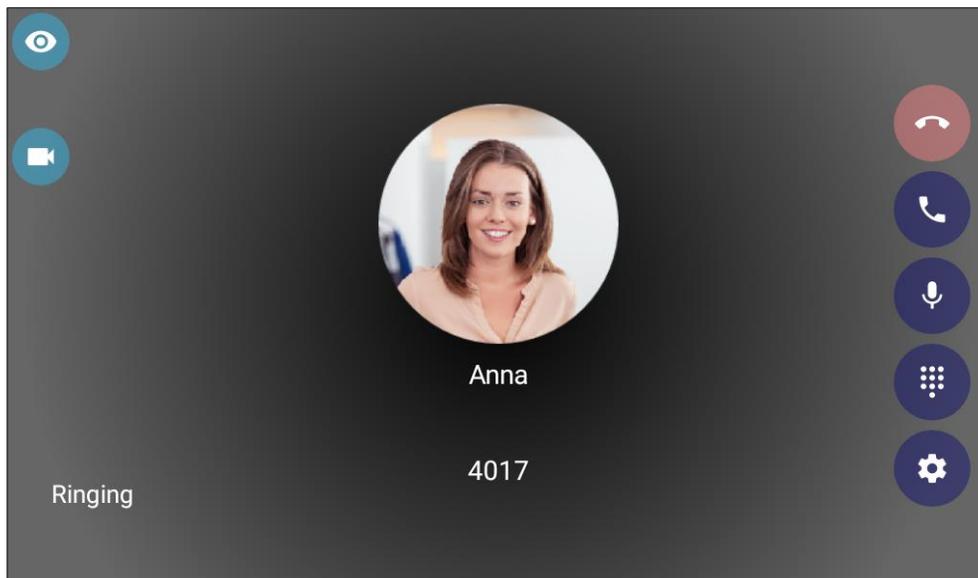


Figure 181: Video call is originated.



**Note:**

- If you tap **DENY**, video call is not originated.
- For the screen transitions, select the **Don't ask again** checkbox and tap **DENY**, see [To enable video call after selecting the don't-ask-again checkbox.](#)
- While you are connected with the other party, tapping a disabled video call icon does not trigger a permission pop-up.

## To enable video call after selecting the don't-ask-again checkbox

If you select the **Don't ask again** checkbox and tap **DENY**, the video call you were trying to make is cancelled. The following procedure shows how to enable video call once you performed this operation.

1. Tap **The Settings** from the application menu.

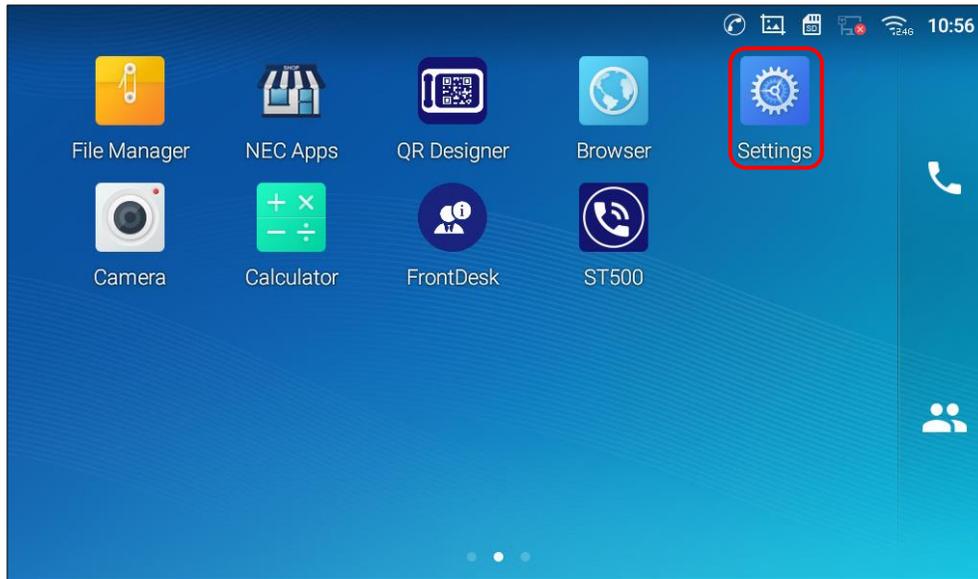


Figure 182: Tap the Settings from application menu.

2. Tap **The Application Management** from the Settings screen.

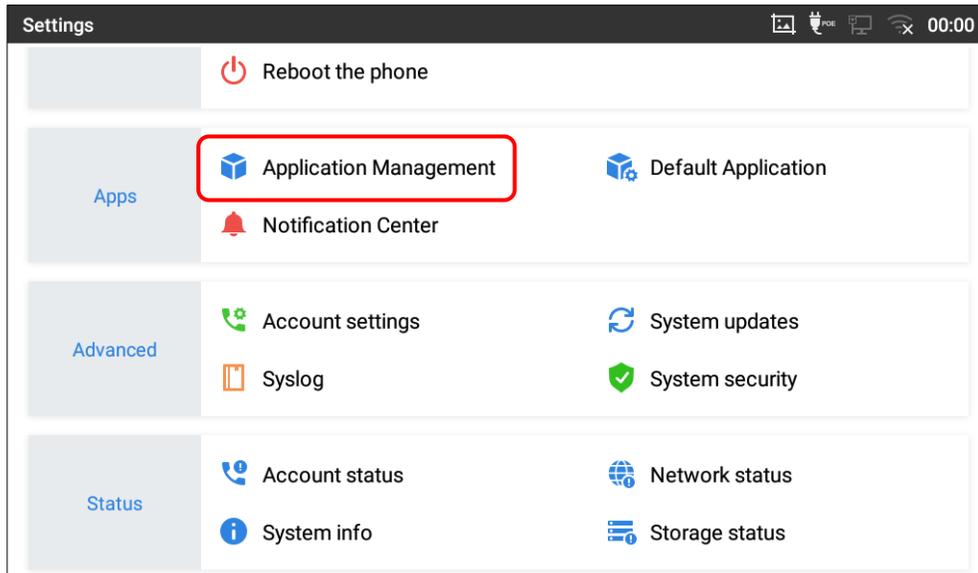


Figure 183: Tap the Application Management (Firmware version 1.0.4.40)

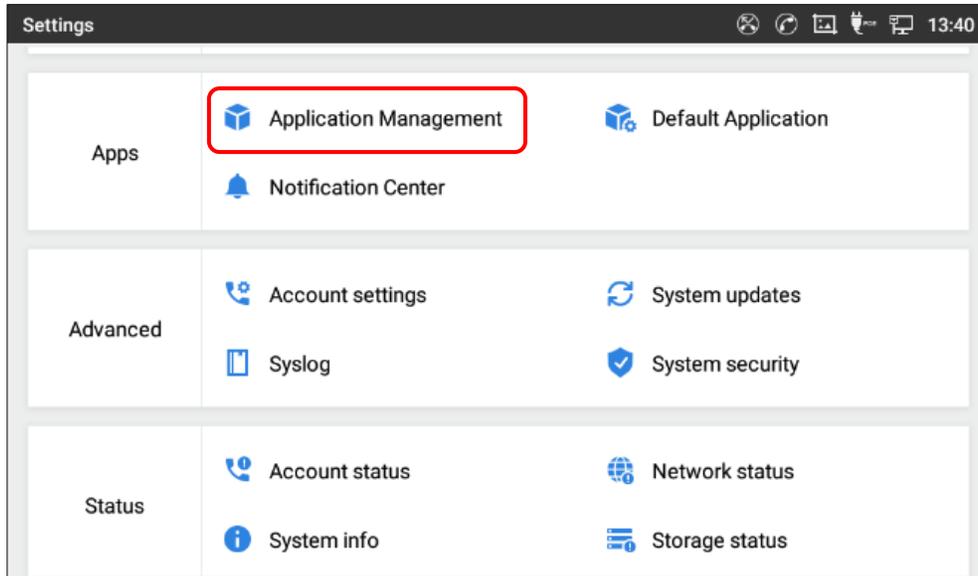


Figure 184: Tap the Application Management (Firmware version 1.0.4.50 or later).

3. Tap **ST500** from the Application Management screen.

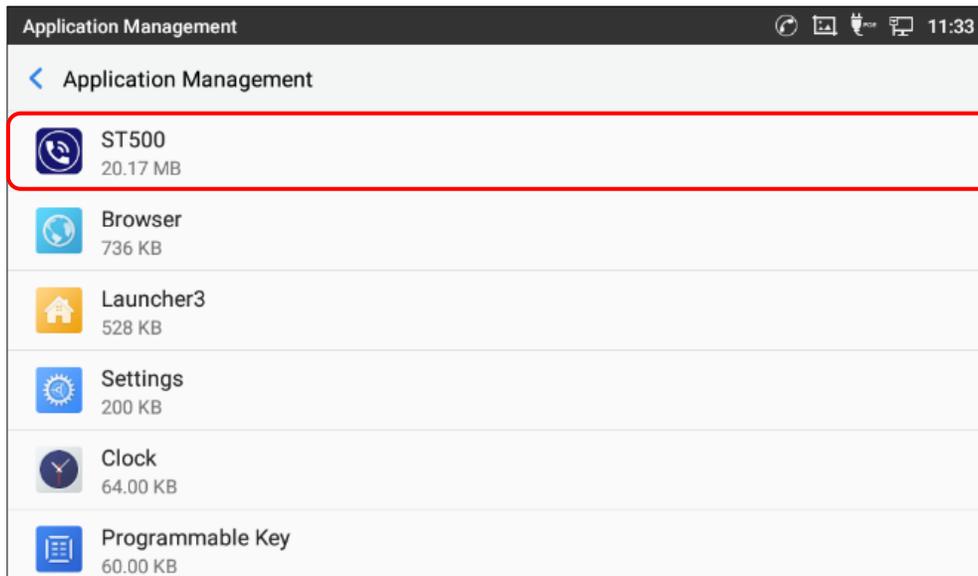


Figure 185: Select ST500 from the Application Management screen.

4. Tap **Permissions**.

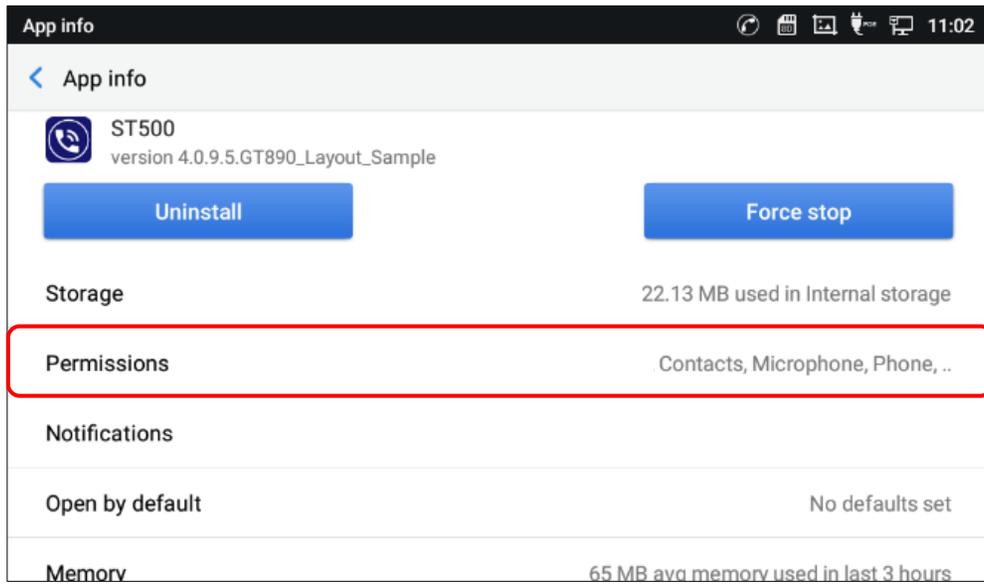


Figure 186: Tap **Permissions**.

5. Allow **Camera** manually.

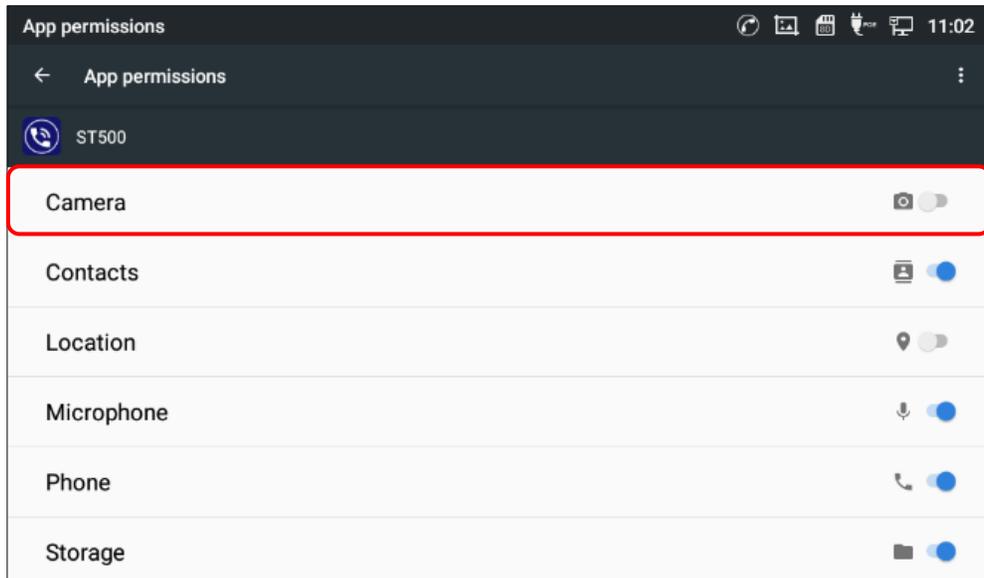


Figure 187: Allow **Camera** manually.

- Go back to ST500 app and make a video call.

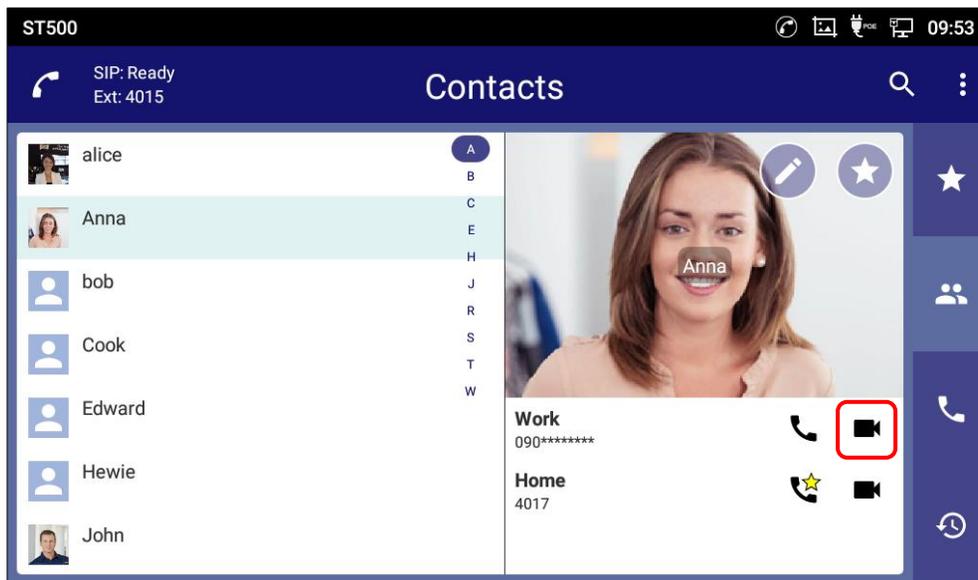


Figure 188: Video call is available

## Notes when using video



### Note:

- When the **Video** icon is grayed out, video call is not available.

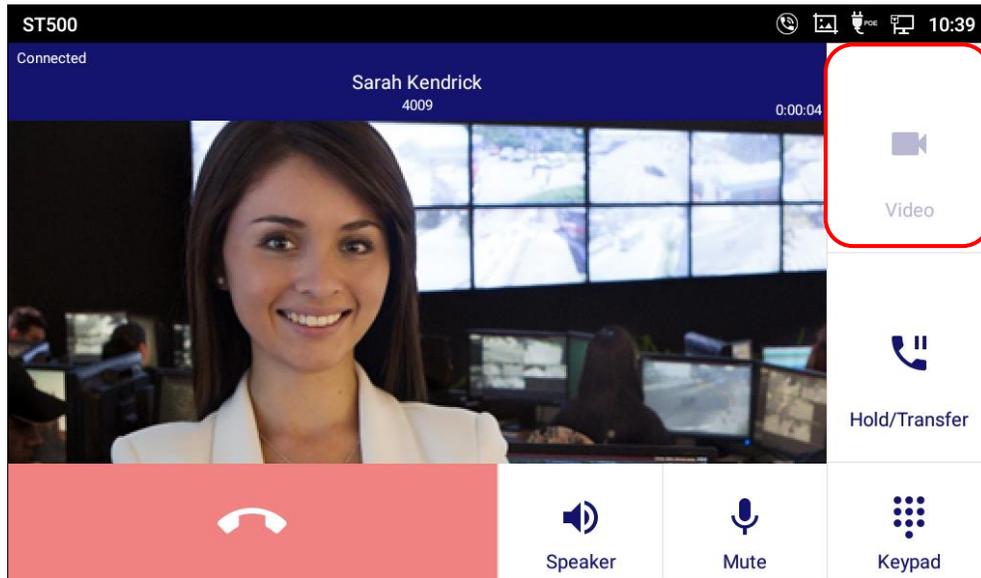


Figure 189: Grayed out video icon.

- When the other party switches to video call, the video call begins. Your video will be sent to the other party. By change the Settings, it is available not to send the video image from the beginning of video call.

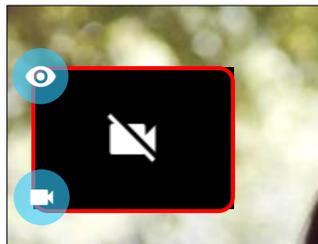


Figure 190: Not send the video.

- When the ST500 is connected to SV9300 communication server and use the video call, set the Peer-to-Peer Mode ON. For the detail of SV9300 setting, refer to the related manuals of SV9300.
- When camera is being blocked by scrolling up/down the wheel on the back of the camera, preview picture is blacked out.
- The video call icon is not displayed on anywhere and video call is unavailable depending on the Web GUI settings.

It can be confirmed under **Web GUI→System Settings→Preferences→Peripherals interface Management→Disable Camera.**

- During a video call, if the video image data cannot be received 5 seconds or more, the screen displaying calling party is changed to black.
- Before using the video function please check the whether it works correctly or not with the video test. The video test is available in [Settings] → [Profiles] → [Profile] → [Telephone service] → [Video Quality] → [Video test].
- When a pop-up by Android OS is displayed during a video call, it automatically switches to a voice call.

# Favorites

## Editing favorites

### To add a favorite telephone number

You can add telephone numbers that are registered in the Phonebook of the terminal to **Favorites**.

1. On the **Contacts** screen, tap a member to add to the **Favorites**.
  - The **Contact details** screen is displayed.

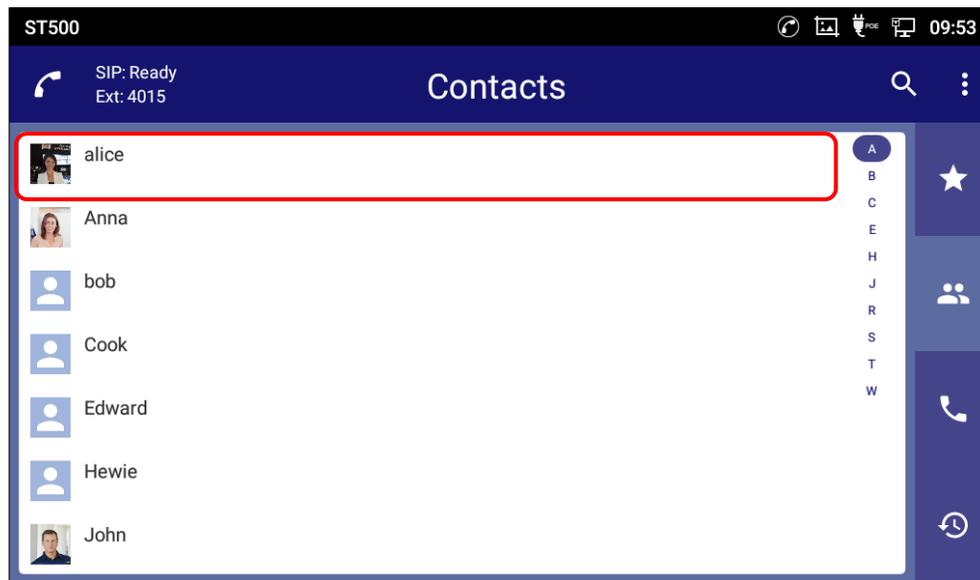


Figure 191: Tap a member to add to the Favorites.

2. Tap  .

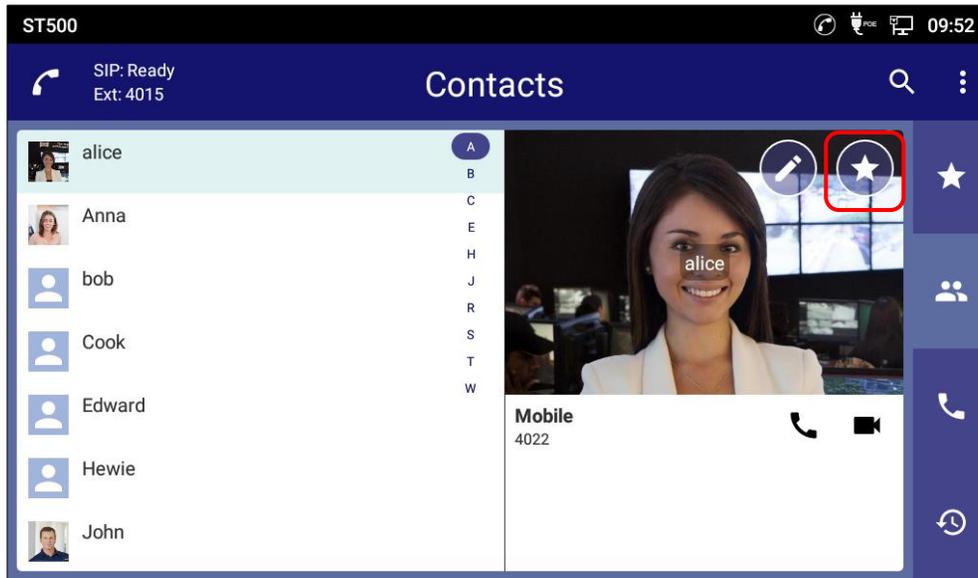


Figure 192: Tap icon to add to the Favorites.

3. Tap  or  .

- The telephone number is added to **Favorites**.

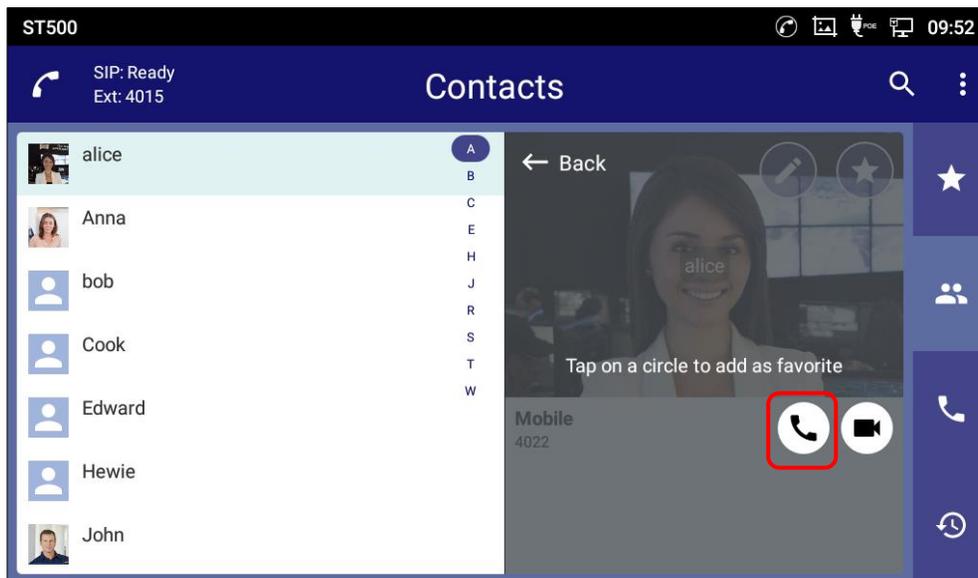


Figure 193: Add the telephone number to Favorites.

4. Tap **Back**.

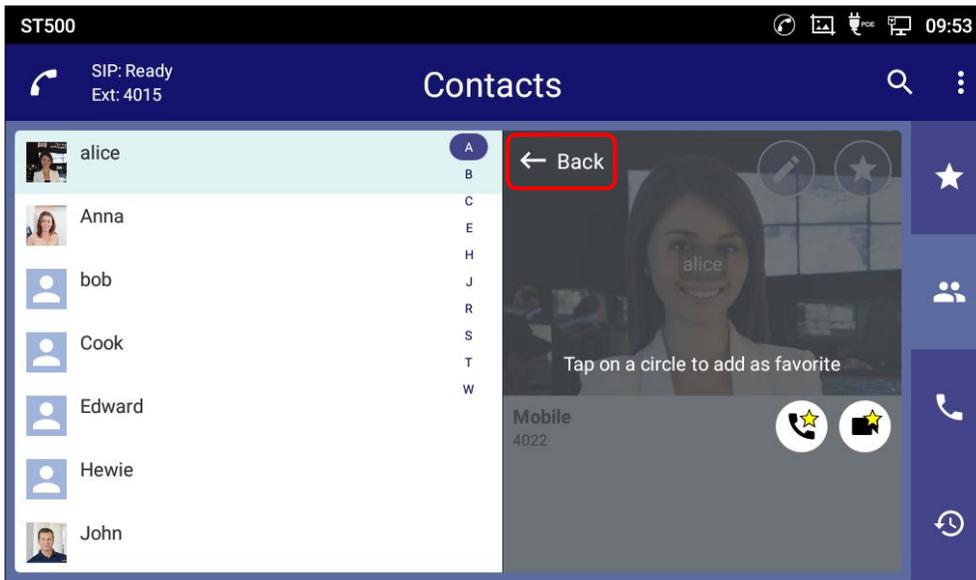


Figure 194: Icons with a star mark.

5. Icons with a yellow star indicates that they are added to Favorites.

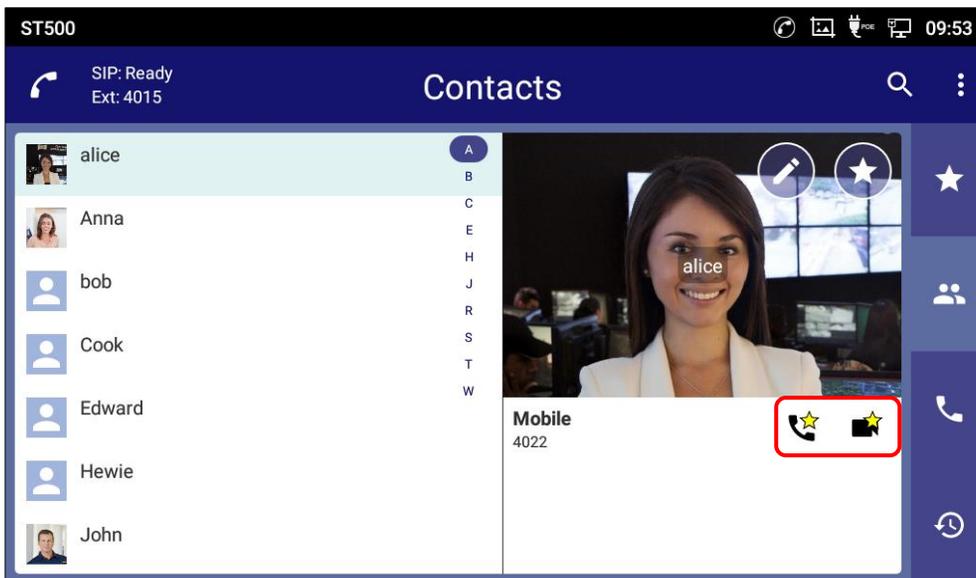


Figure 195: The telephone number is added to Favorites.



**Note:**

- You cannot copy your Favorites data to another device. If you sync the phonebook of your terminal with a cloud service, the Favorites data will be deleted when you un-sync.
- You can add up to 100 numbers as Favorites. Favorites are saved per profile.

## To undo favorites

You can undo favorites.

1. On the **Contacts** screen, tap a member to undo the favorites.
  - The **Contact details** screen is displayed.

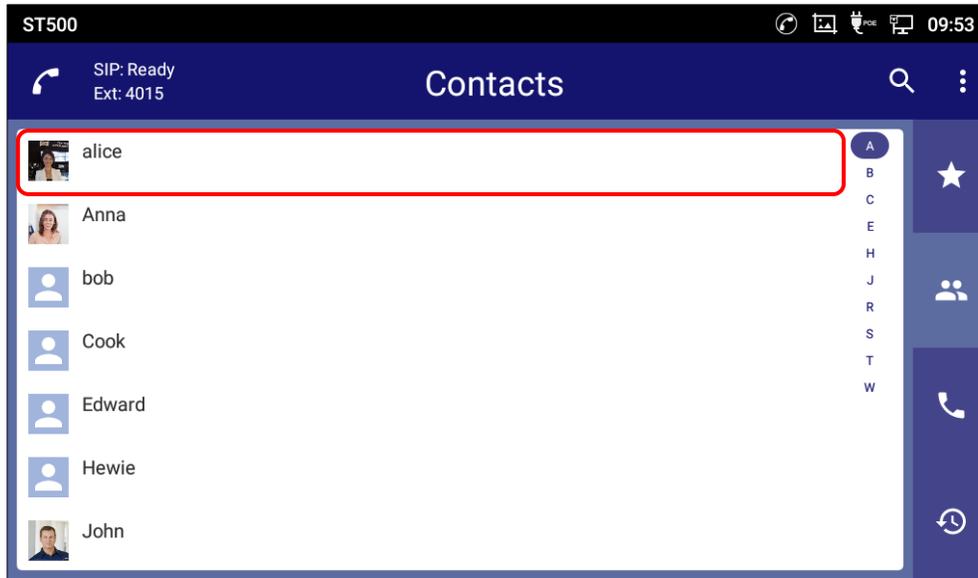


Figure 196: Tap a member to undo Favorites.

2. Tap  .

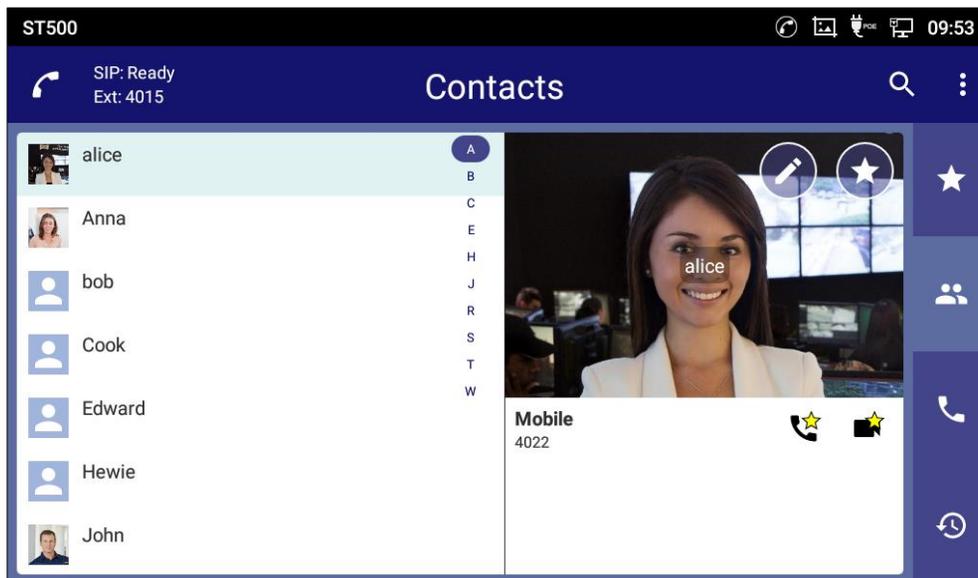


Figure 197: Tap icon to undo Favorites.

3. Tap  or  to undo favorites.

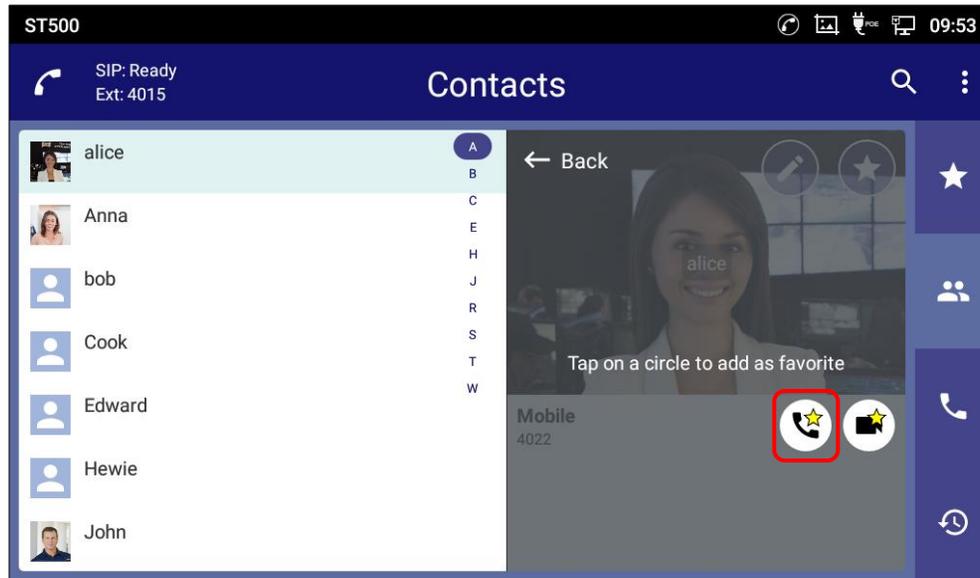


Figure 198: Undo the telephone number from Favorites.

4. Tap **Back**.

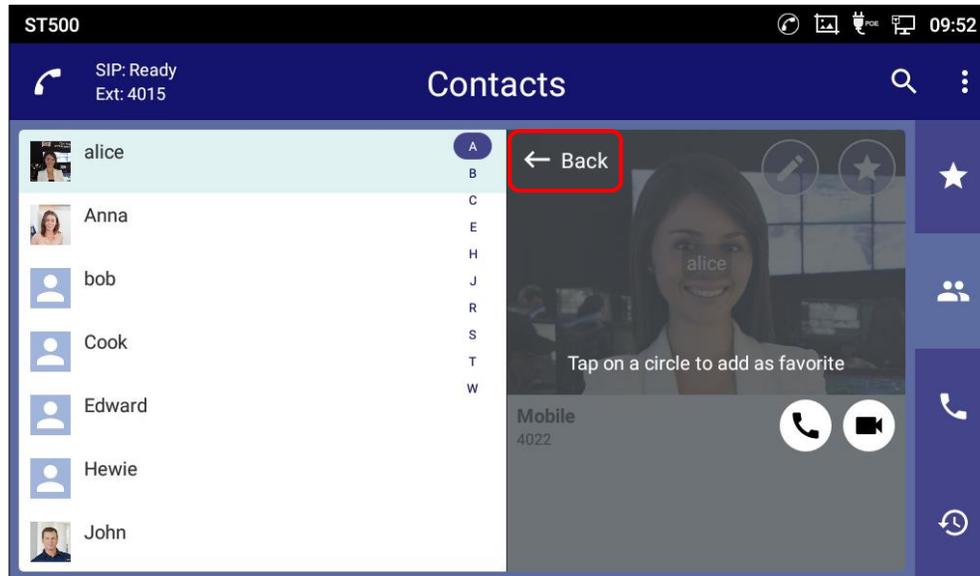


Figure 199: Back from edit mode.

5. Icons with no yellow star indicates that they are not added to Favorites.

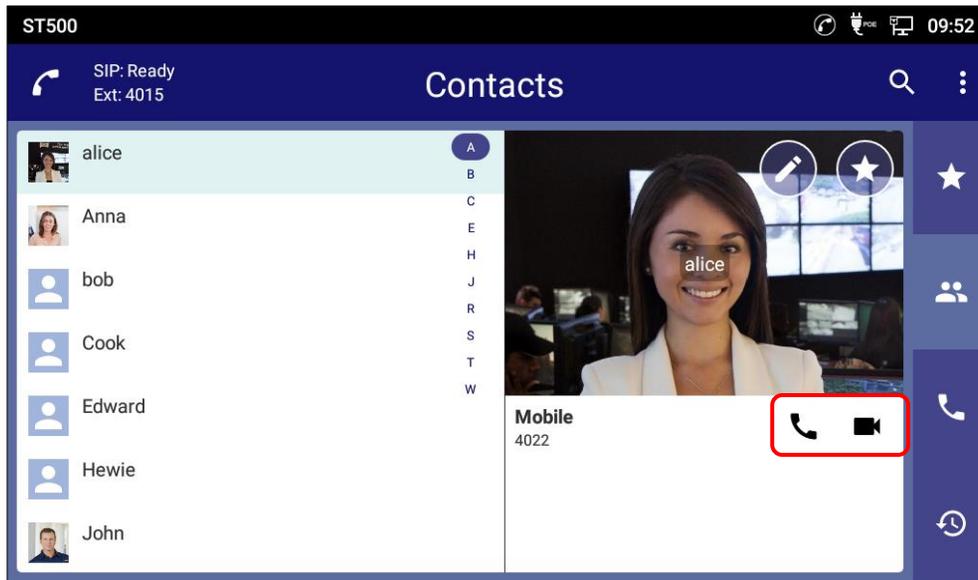


Figure 200: Star mark is removed.

## To change the order of telephone numbers on the Favorites screen

You can change the display order of the telephone numbers that are registered to the Favorites.

1. Tap  icon to display the pull-down menu; tap **Reorder**.

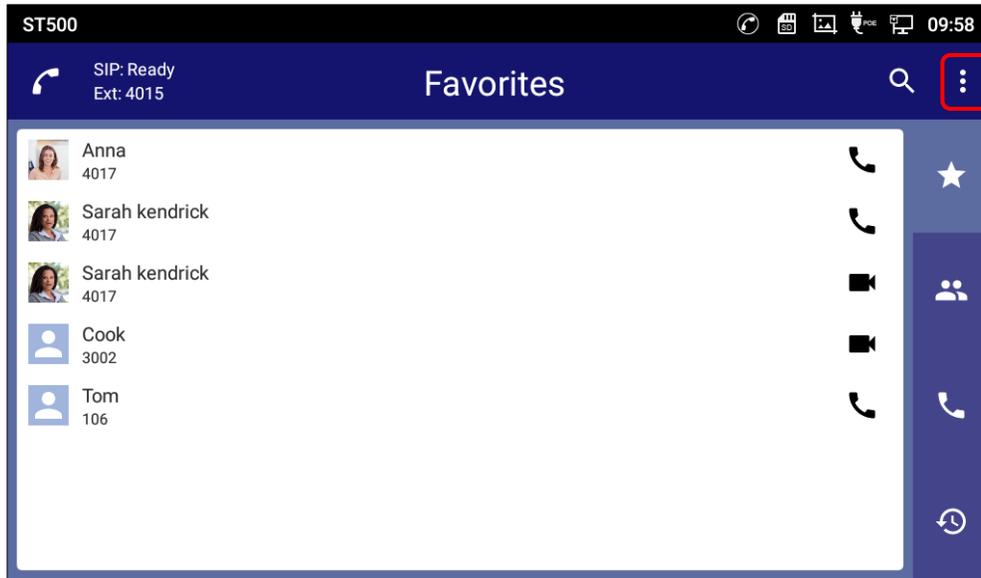


Figure 201: Display the pull-down menu 3.

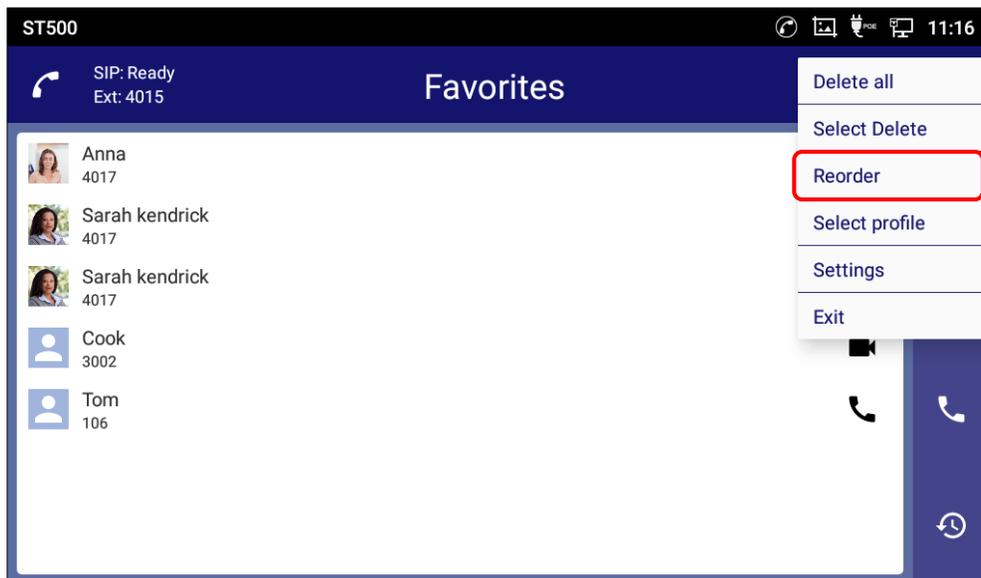


Figure 202: Pull-down menu of the Favorites screen.

2. Drag  to where you want it.

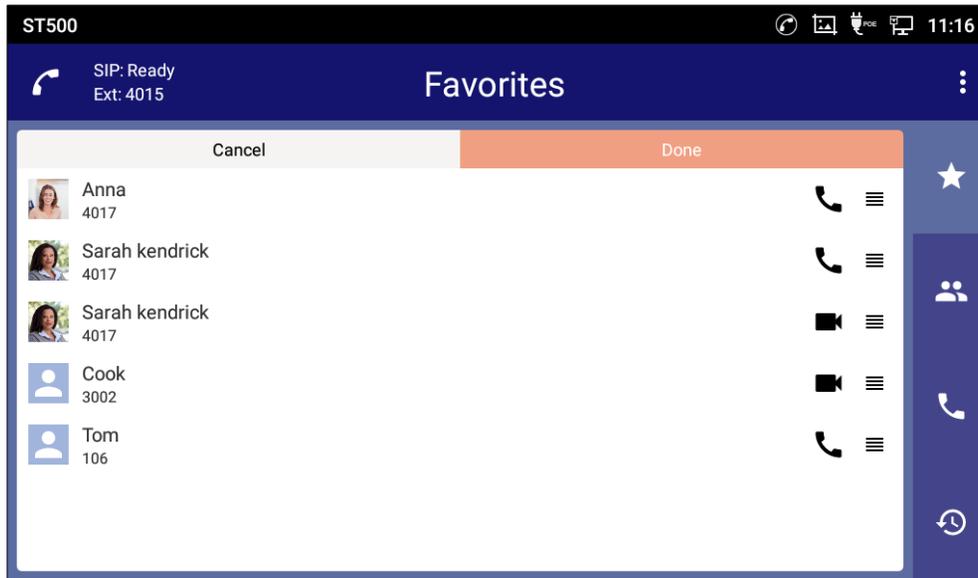


Figure 203: Drag icon to reorder.

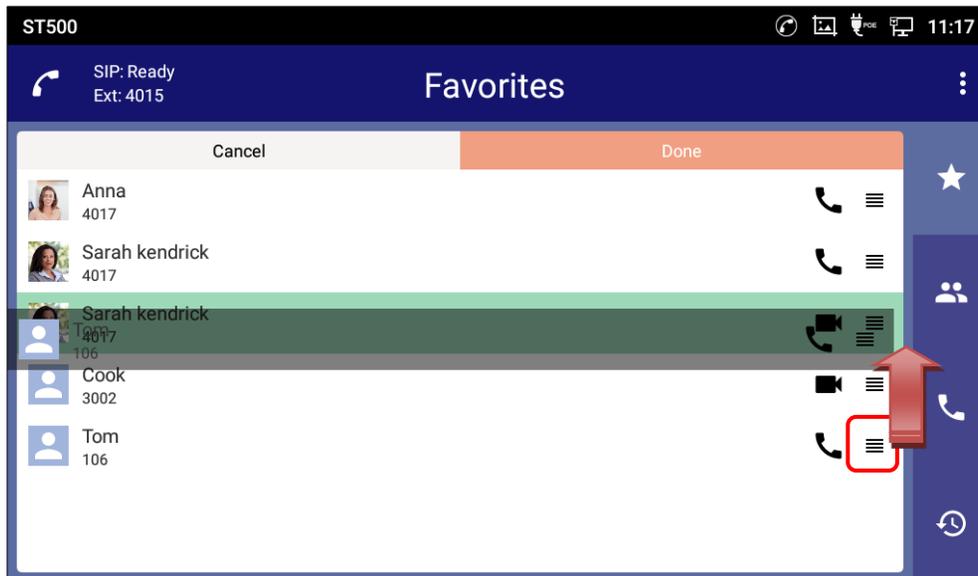


Figure 204: Dragging icon.

3. Tap **Done** to save the changes or tap "Cancel" to cancel the changes.

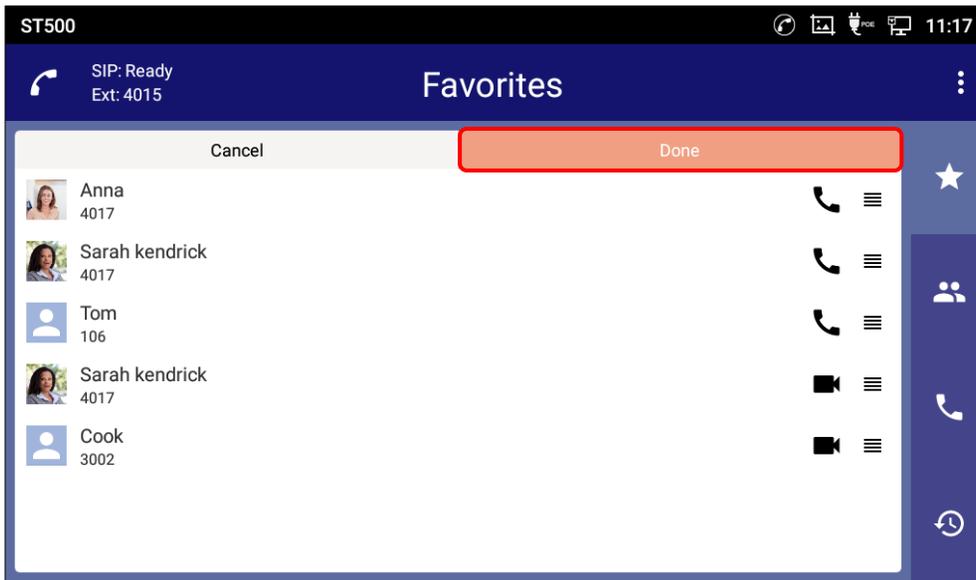


Figure 205: Tap Done to save reorder.

### To delete a telephone number from favorites

You can delete telephone numbers that are registered to **Favorites**.

1. Tap  icon to display the pull-down menu; tap **Select Delete**.

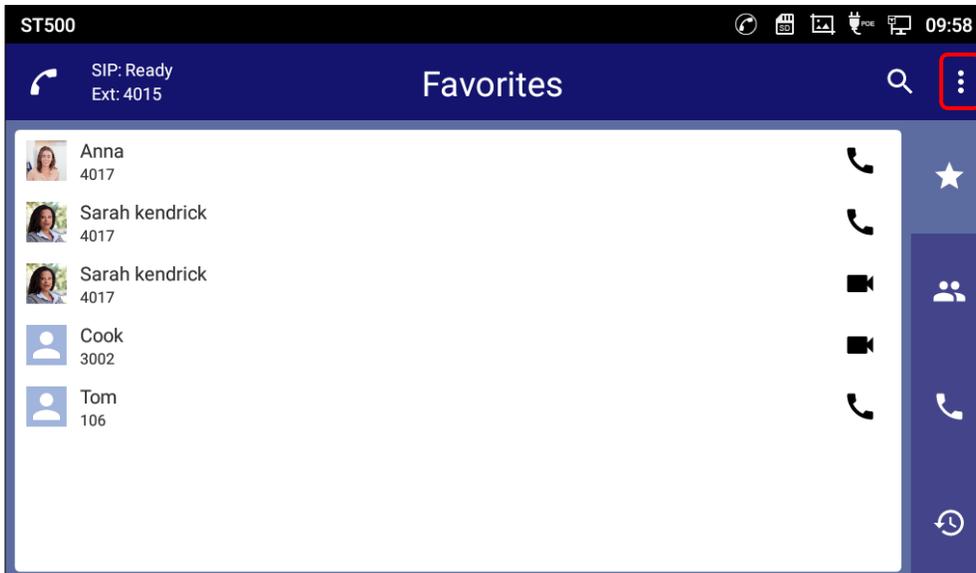


Figure 206: Display the pull-down menu 4.





Figure 207: Tap Select delete from Favorites.

2. Select check boxes next to the data you want to delete; tap **Remove selected**.

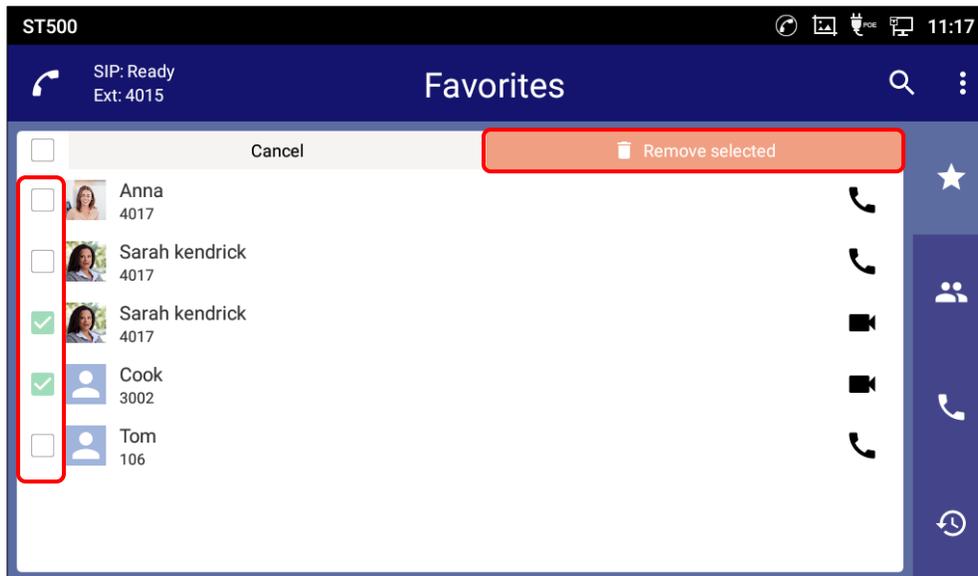


Figure 208: Select and tap Remove selected.

## To delete all telephone numbers from favorites

You can delete all telephone numbers that are registered to **Favorites** at one time.

1. Tap  icon to display the pull-down menu, and tap **Delete all**.

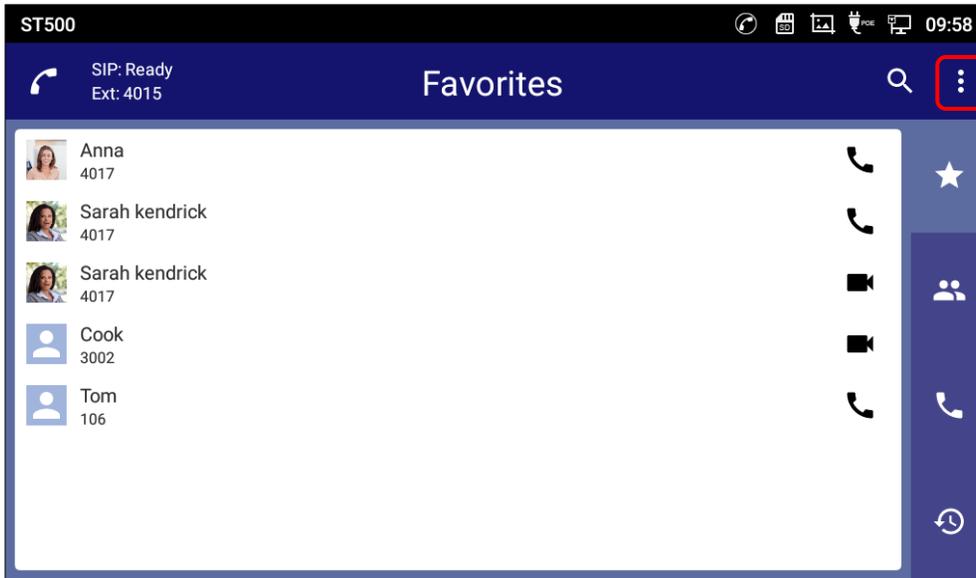


Figure 209: Display the pull down menu 5.

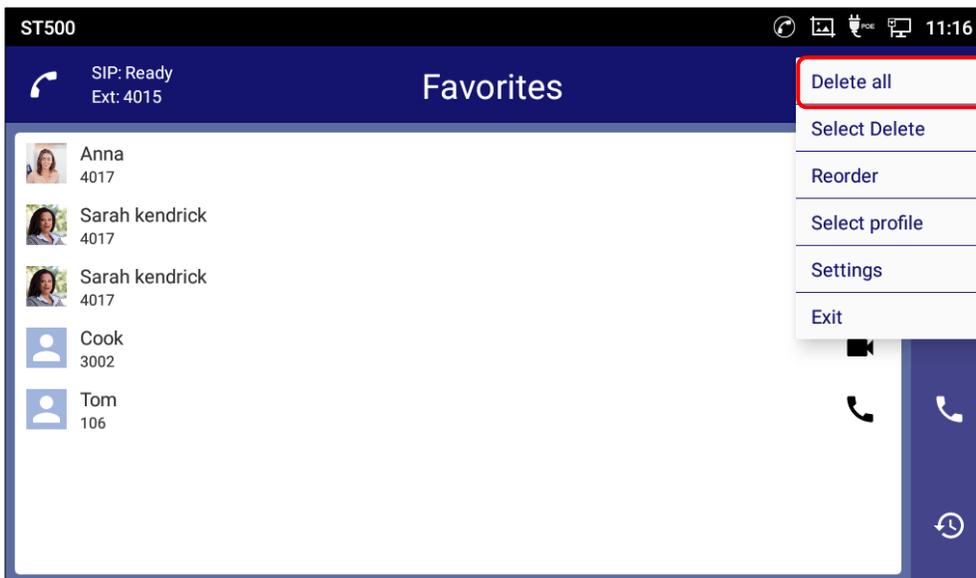


Figure 210: Tap Delete all from Favorites.

2. Tap **Yes**.
  - All Favorites are deleted.

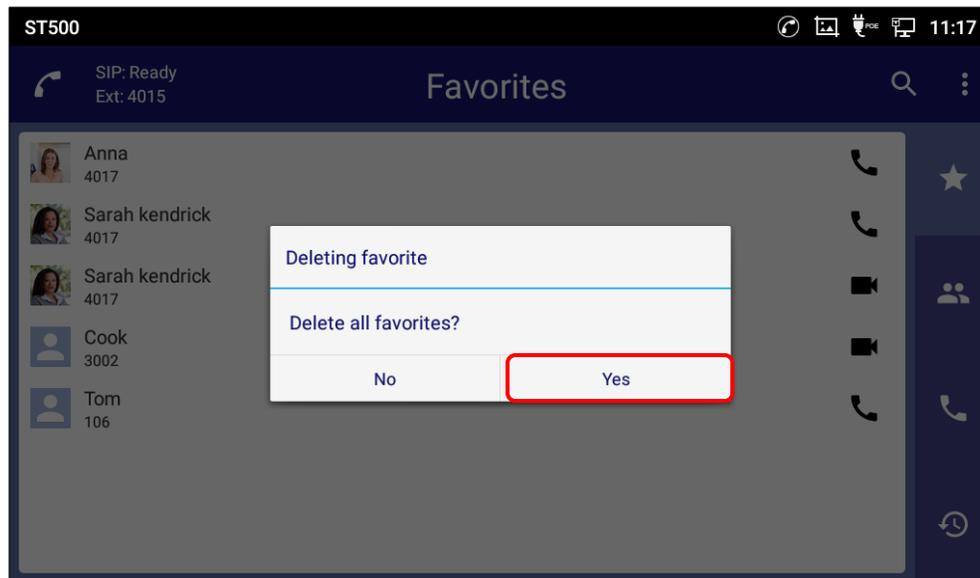


Figure 211: Pop-up message for delete all favorites.

## Searching a number from favorites

You can search a telephone number on the Favorites screen.

1. On the Favorites screen, tap  .

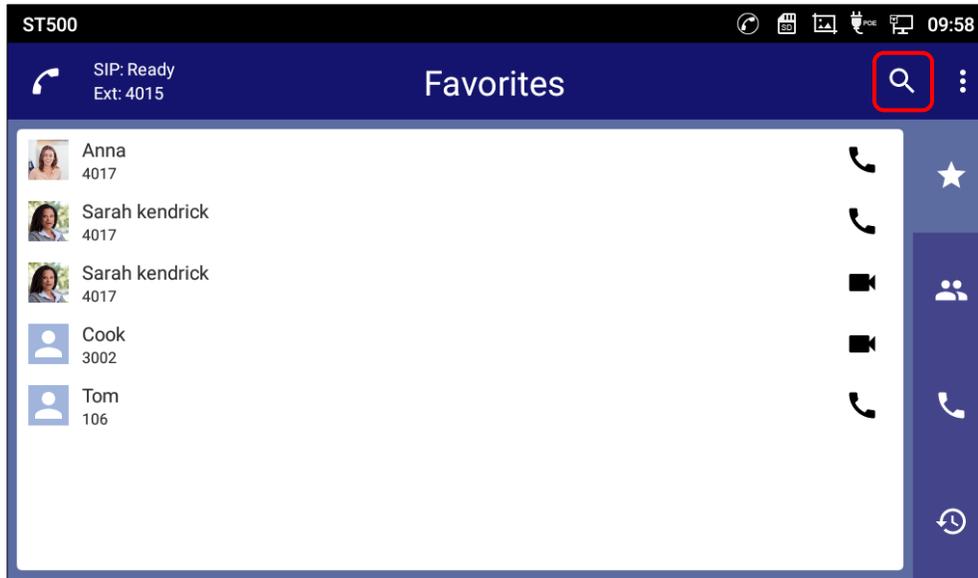


Figure 212: Searching a number from Favorites screen.

2. Enter a search key such as a contact name, phonetic name, and phone number.

Tap  .

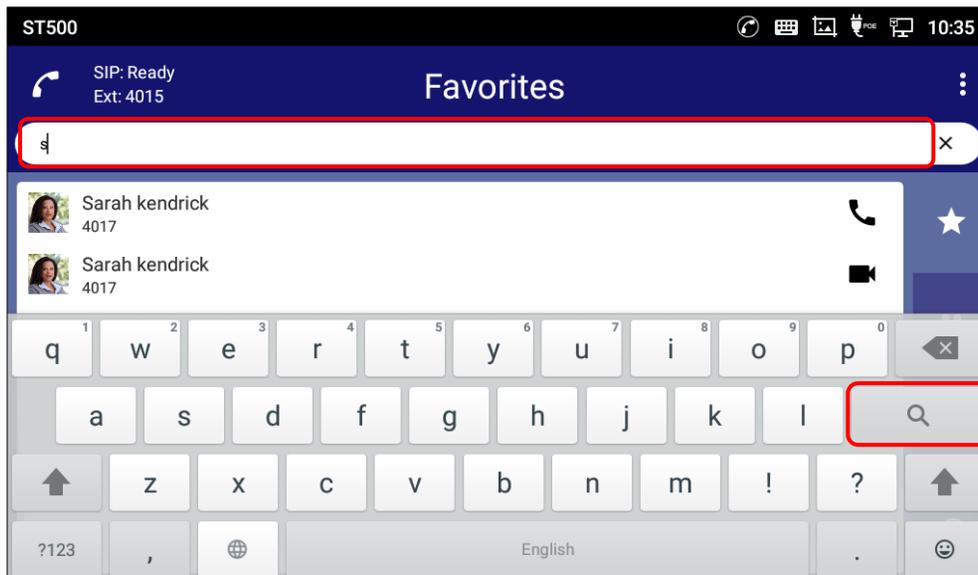


Figure 213: Enter a search key on the Favorites screen.

# Contacts

This section describes what Contacts screen is able to.

## Adding a telephone number to Contacts

You can add a telephone number to **Contacts**.

1. On the **Contacts** screen, tap  icon to display the pull-down menu; tap **Add contact**.

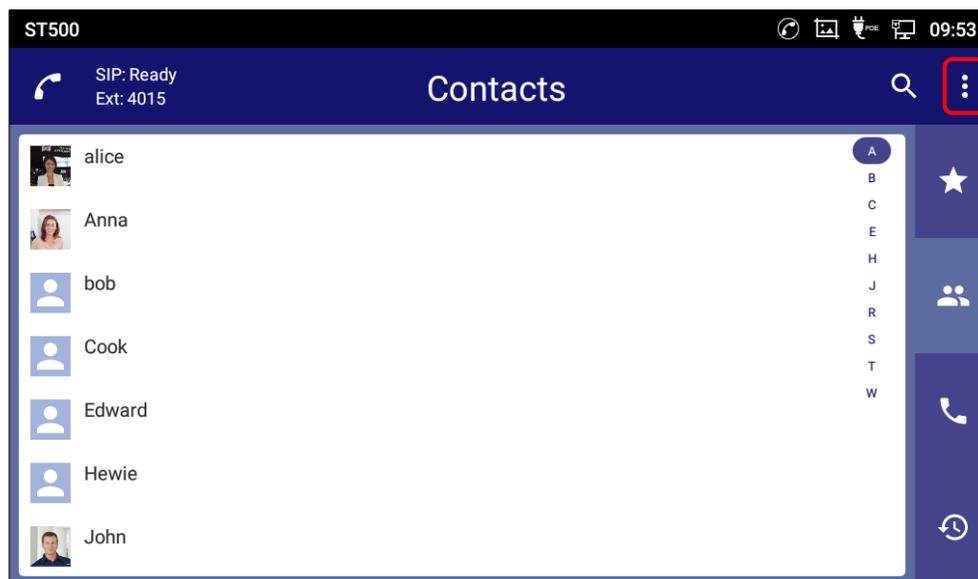


Figure 214: Display the pull-down menu 6.



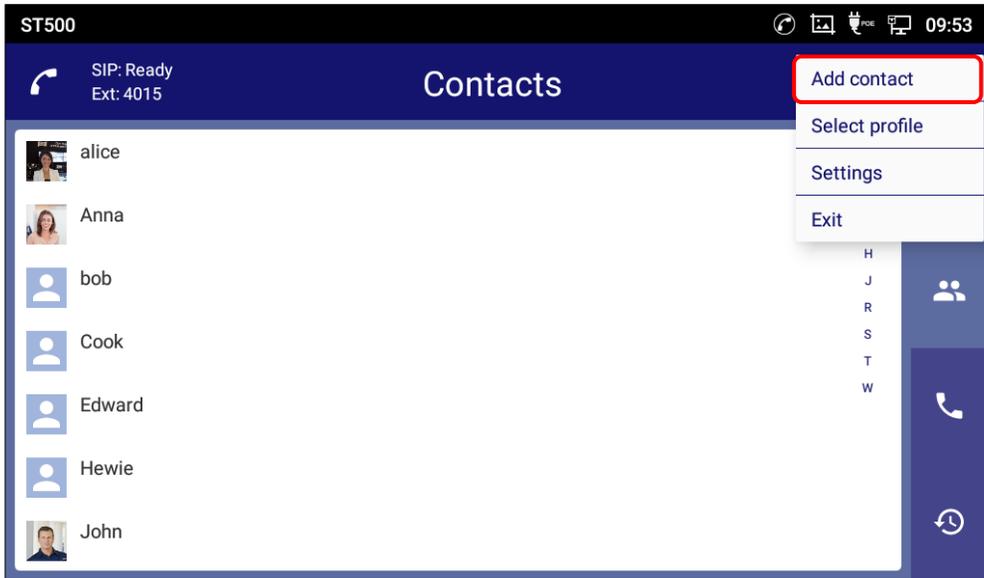


Figure 215: Tap Add contact.

2. Tap **Create new contact**.

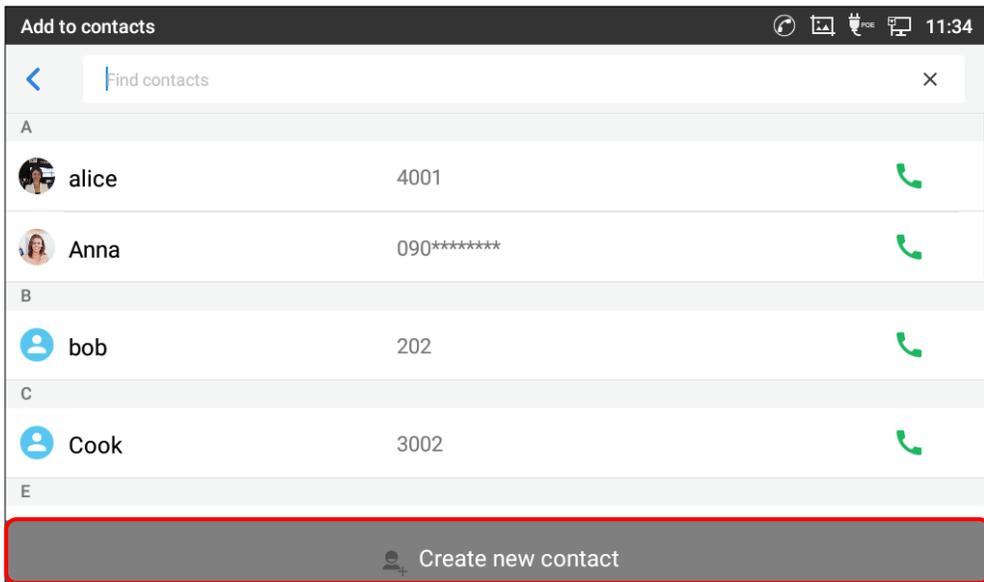


Figure 216: Tap Create new contact.

3. On the **Create contact** screen, tap the ▼ button to display the pull down menu; tap terminal type.

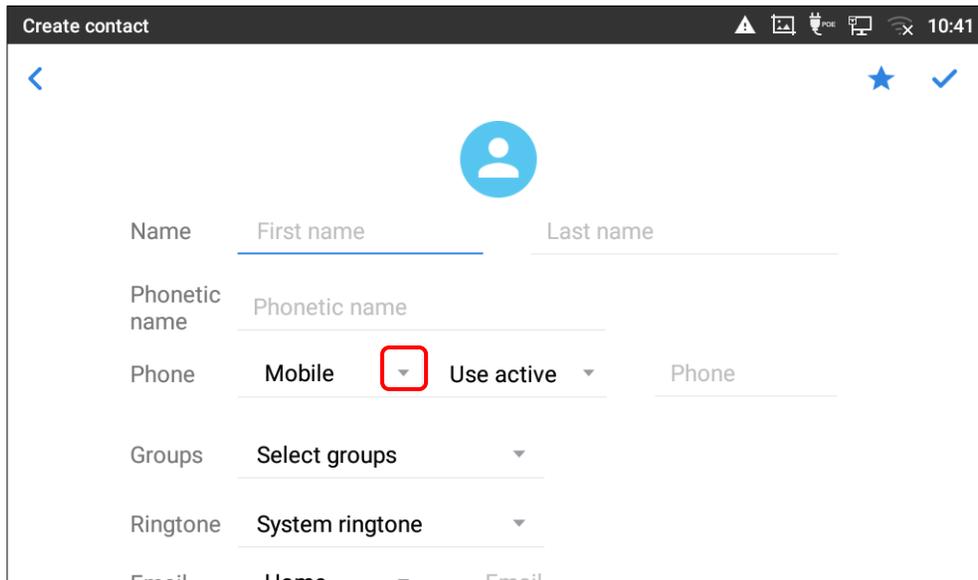


Figure 217: Select terminal type on the Create contact screen.

4. On the **Create contact** screen, enter the name, the phonetic name, the phone number, and other information you need.

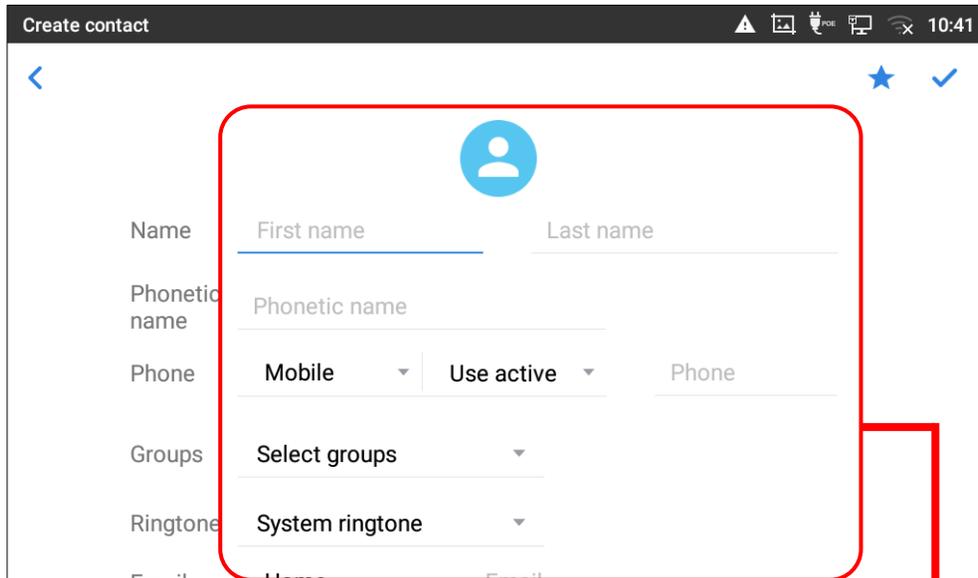


Figure 218: Enter the name, the phone number etc.

Enter the information you need.

5. Tap **Save**.

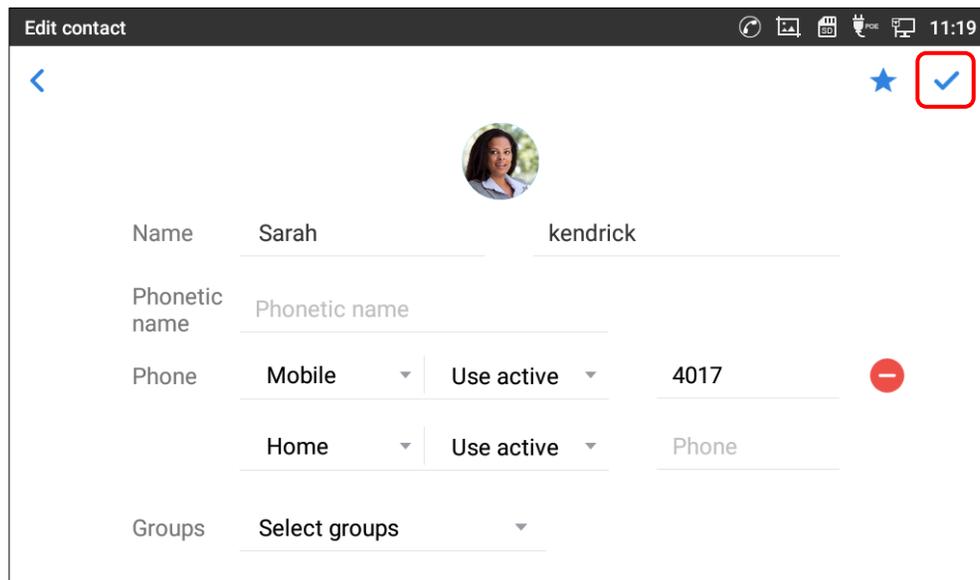


Figure 219: The information was entered.



**Note:**

- The name is required item. If it hasn't entered, "Contact name is cannot be empty." message is appeared.
- Contacts can be added up to 1000.
- A contact that is not registered the phonetic name is assign to index per the letter only when first letter is alphabet, hiragana, katakana. If the phonetic name is not registered and first letter of the name is kanji, it is assigned to the index "他" that means "other", and if the first letter is a numeric, it is assigned to the index "#".  
When registration is performed using a Chinese keyboard, contacts whose phonetic name is not registered are assigned to the alphabet index based on Pinyin notation.
- When it hasn't registered the phone number, the contact is unavailable on the Contacts screen. Even if you search that, it doesn't appear. You can see that on the Add contact screen (refer to No.1 this procedure).

## Using index search

On the **Contacts** screen, index is displayed on the right.

The below example shows index "A" because a person named alice is registered.

There is no index "D" because there is no one whose name starts with D registered in the Phonebook of the terminal.

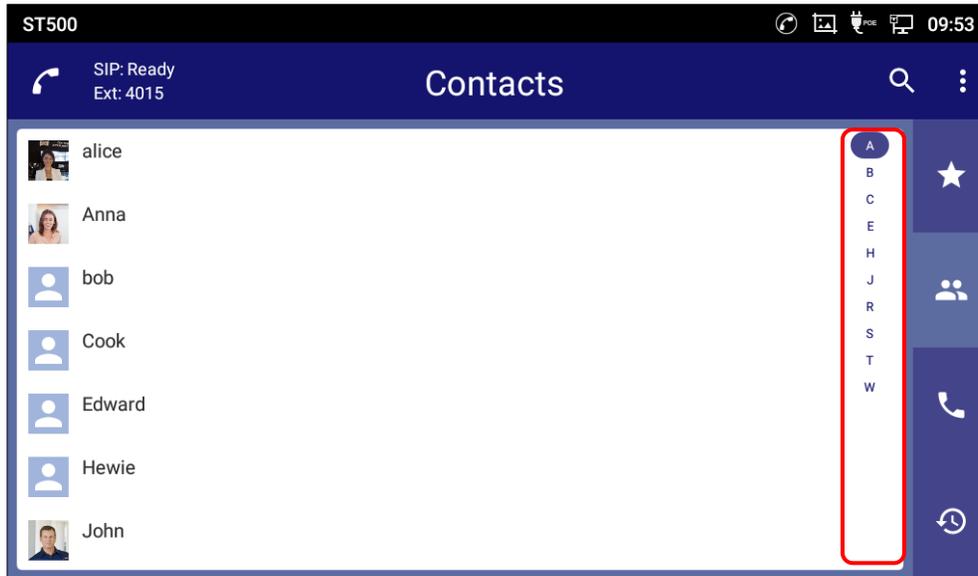


Figure 220: Index search.

1. Tap an index (in this example "H").

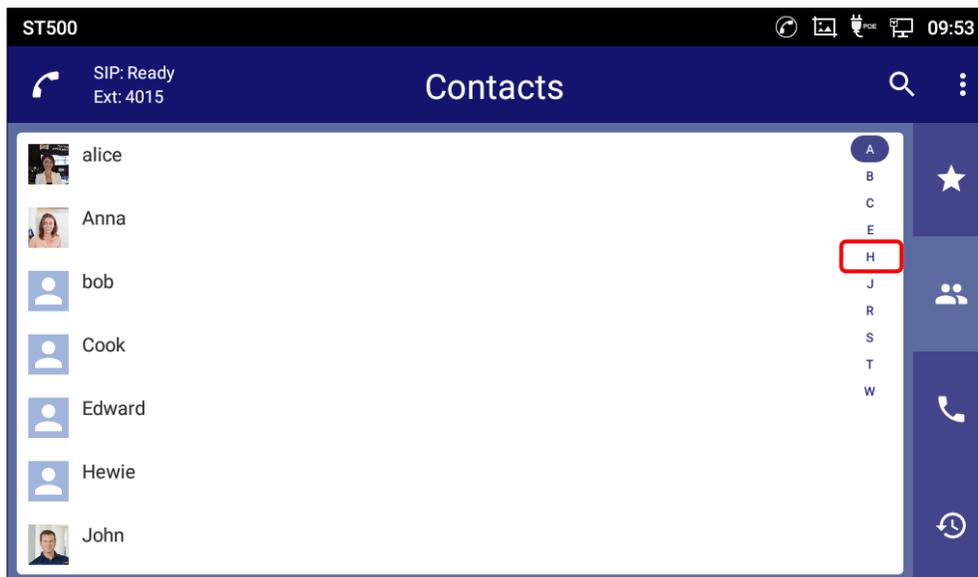


Figure 221: Tap an index.



2. The screen transits to the first person that is registered to the index.

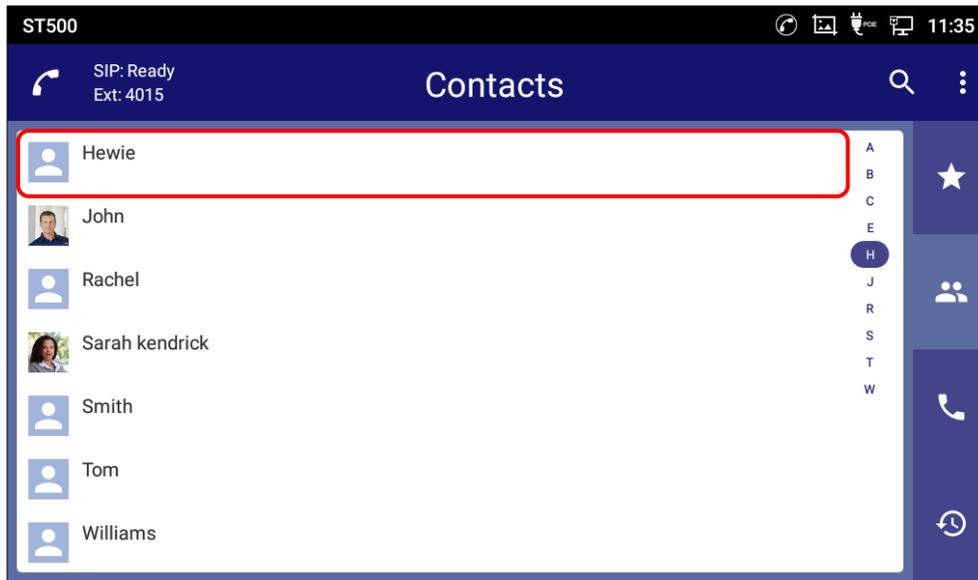


Figure 222: Transits to the first person of the index.

3. When scrolling the screen, the index of the contact that is displayed on the top is highlighted. In the right example, index "C" is highlighted because "Cook" is displayed on the top of the screen.

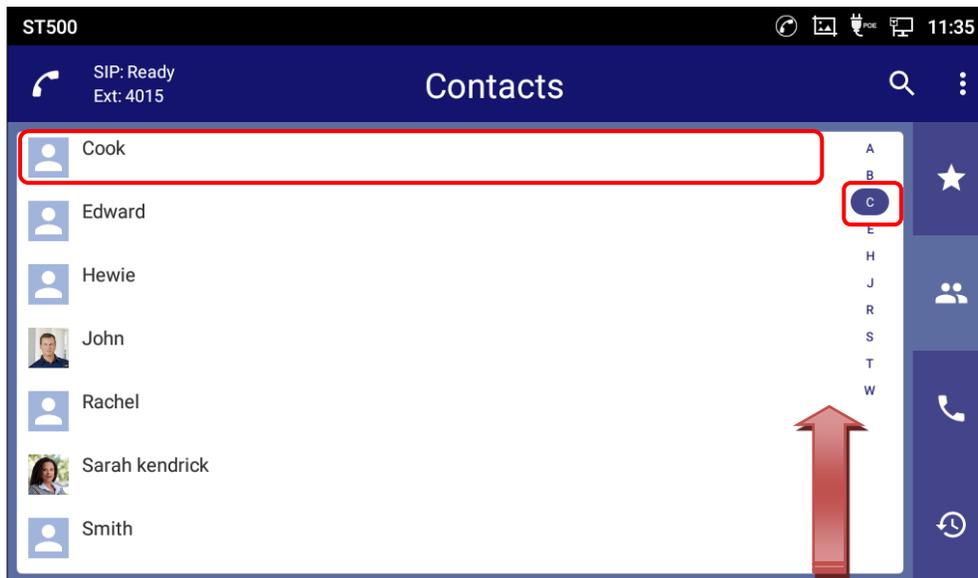


Figure 223: Index is highlighted follow the screen scrolls.

 **Note:**

A contact that is not registered the phonetic name is assign to index per the letter only when first letter is alphabet, hiragana, katakana. If the phonetic name is not registered and first letter of the name is kanji, it is assigned to the index "他" that means "other", and if the first letter is a numeric, it is assigned to the index "#".

When registration is performed using a Chinese keyboard, contacts whose phonetic name is not registered are assigned to the alphabet index based on Pinyin notation.

## Editing a Contact

You can edit existing contact information.

1. On a **Contact detail** screen, tap  .

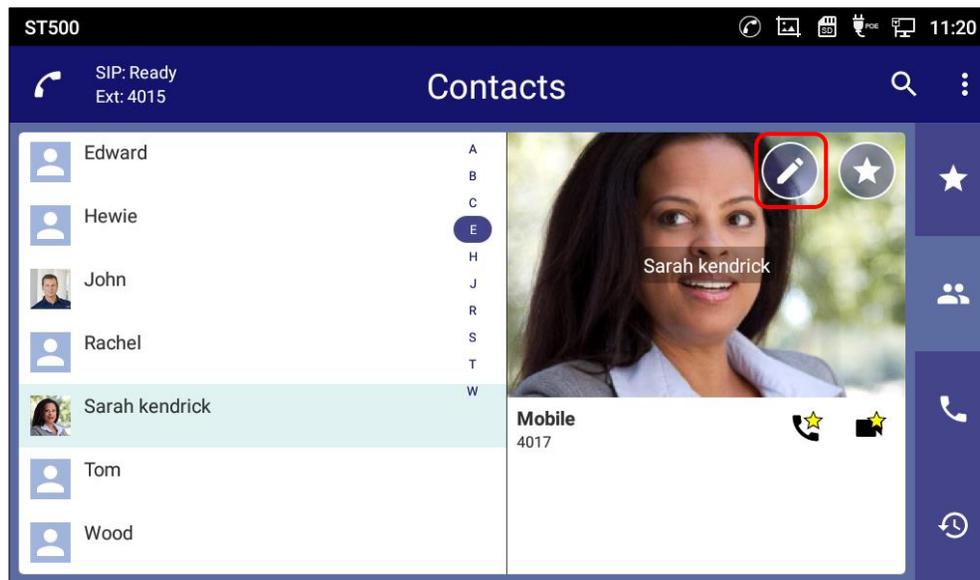


Figure 224: Tap icon to edit a contact.

2. On the **Edit contact** screen, edit the information.

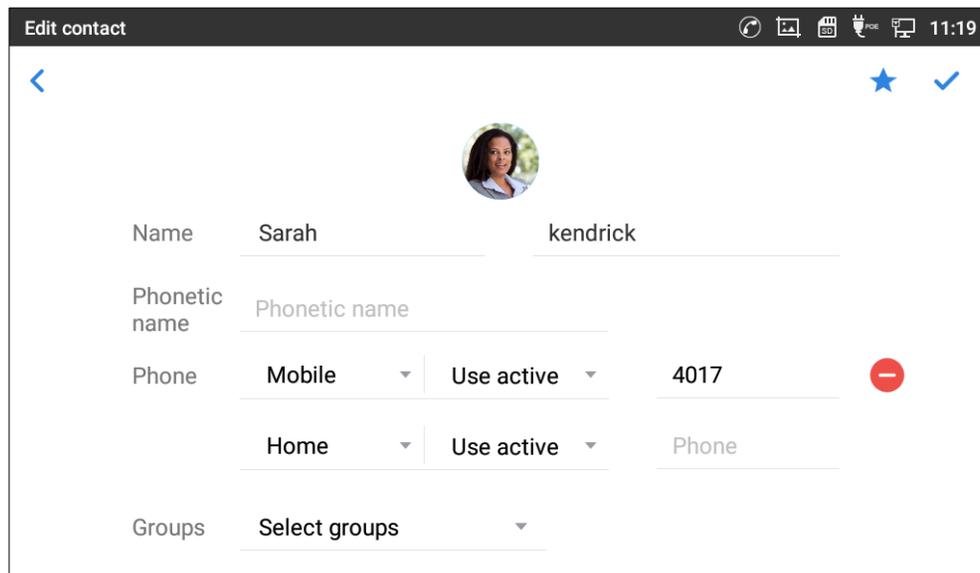


Figure 225: Edit contact screen.

3. Tap **Save**.

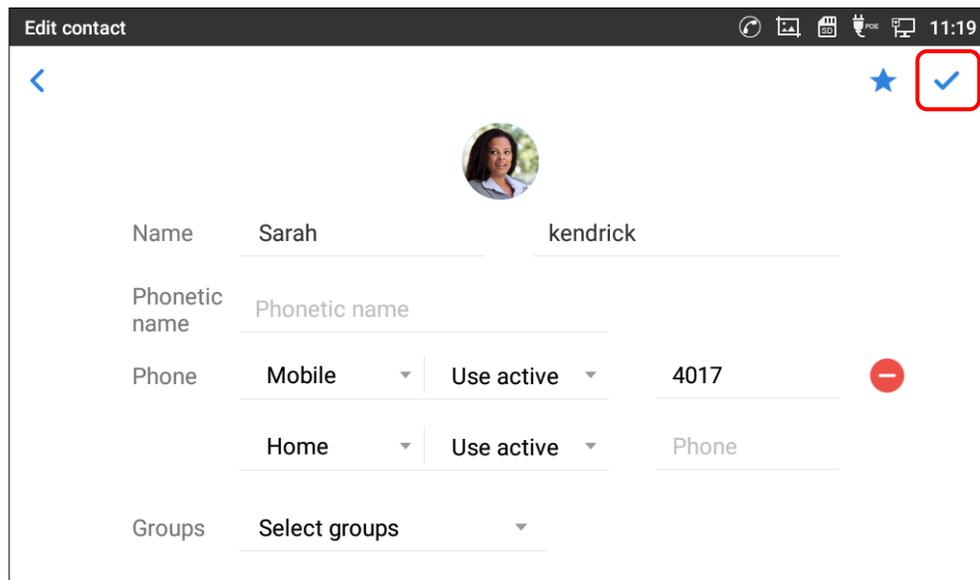


Figure 226: Save edited.

## Searching a Contact

1. On the **Contacts** screen, tap  .

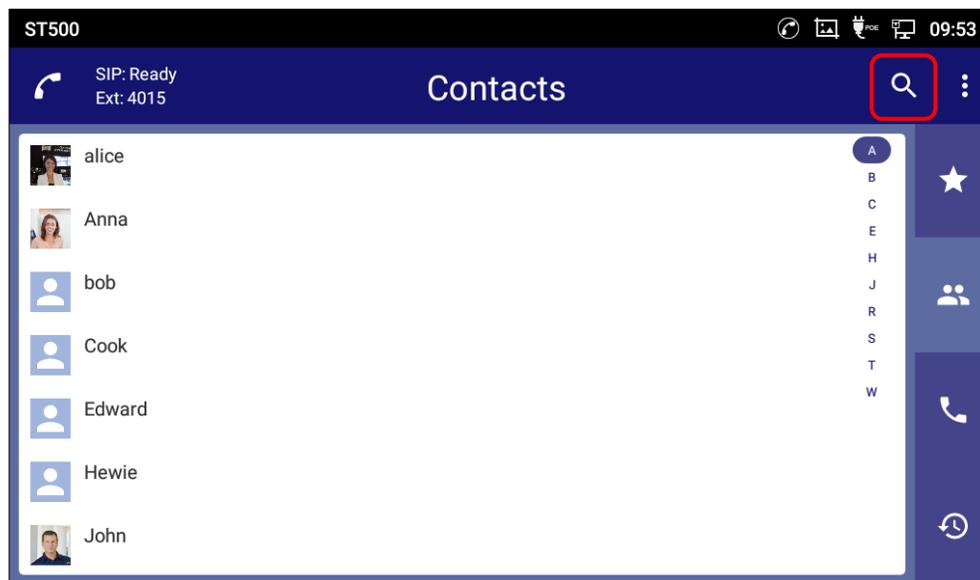


Figure 227: Searching a contact from the Contacts screen.

2. Enter a search key such as a contact name, phonetic name, and phone number.
  - Members that have partial match of the entered keyword in their data are displayed.

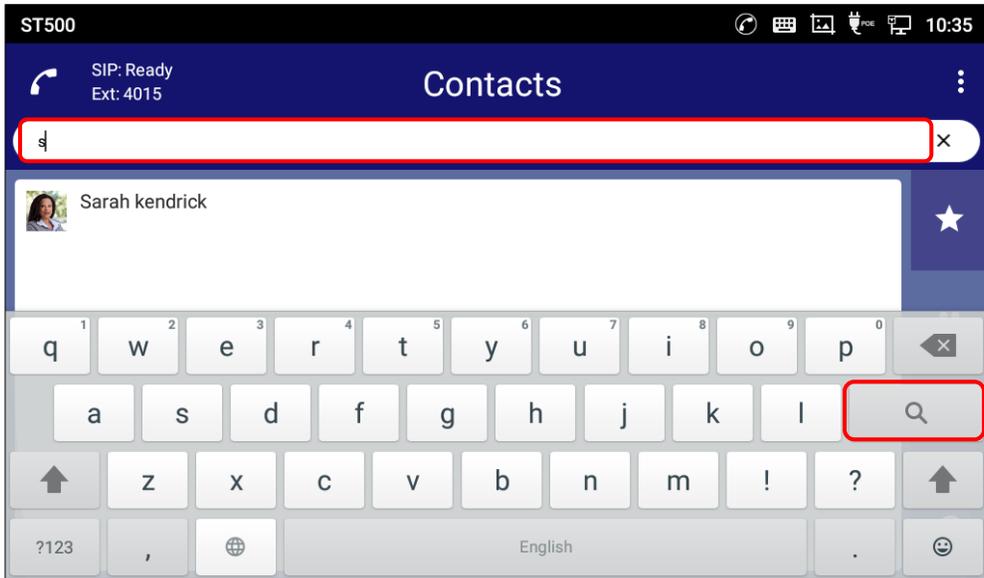


Figure 228: Enter a search key on the Contacts screen.

# Management Contacts

This section describes what Management Contacts screen is able to.

Once the contacts are added, users could navigate in the contacts list  to make a call and manage the contacts.

## Select Contacts

1. Scroll up/down to find the contact in the list.
2. Touch and hold on the contact for about 2 seconds to show more options such as Delete contact, share contact via Bluetooth etc.
3. To select a batch of contacts at the same time, press More  on the upper right corner of the contacts screen and select Batch operation, Tap on the checkbox for the contacts to be selected.  indicates the contact is selected.

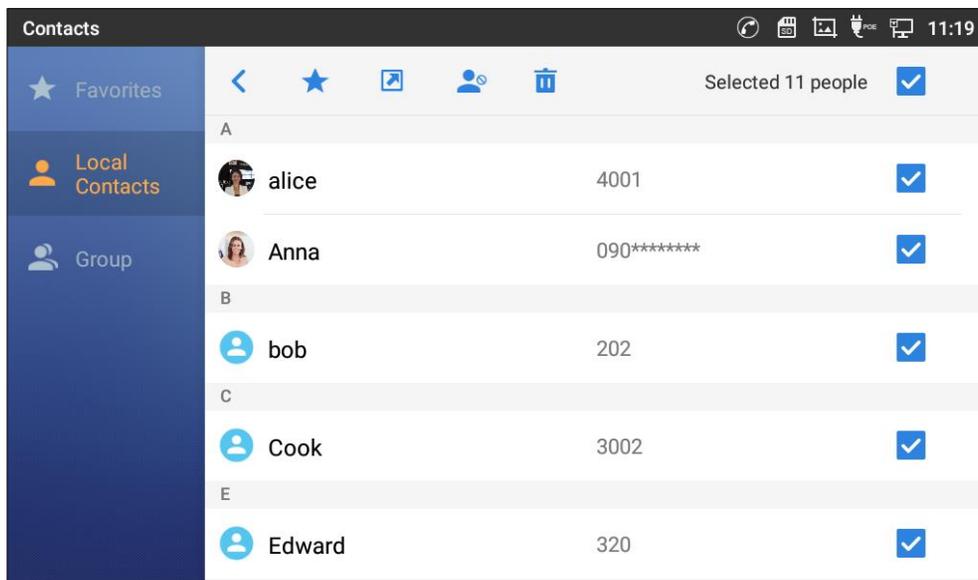


Figure 229: GT890 Contacts - Select Contacts



### Note:

Among the icons shown by select Batch operation or tap and hold a contact, Add to favorites  and Add to blacklist  do not affect to ST500.

## Editing a Contact

1. Tap on a contact from the contacts list
2. Tap on  to edit the contact.

## Searching a Contact

1. Open Contacts.
2. Tap on the search field .
3. Enter a contact's name, the phonetic name, or a number to search. The search result will be automatically updated and displayed when entering the key words.

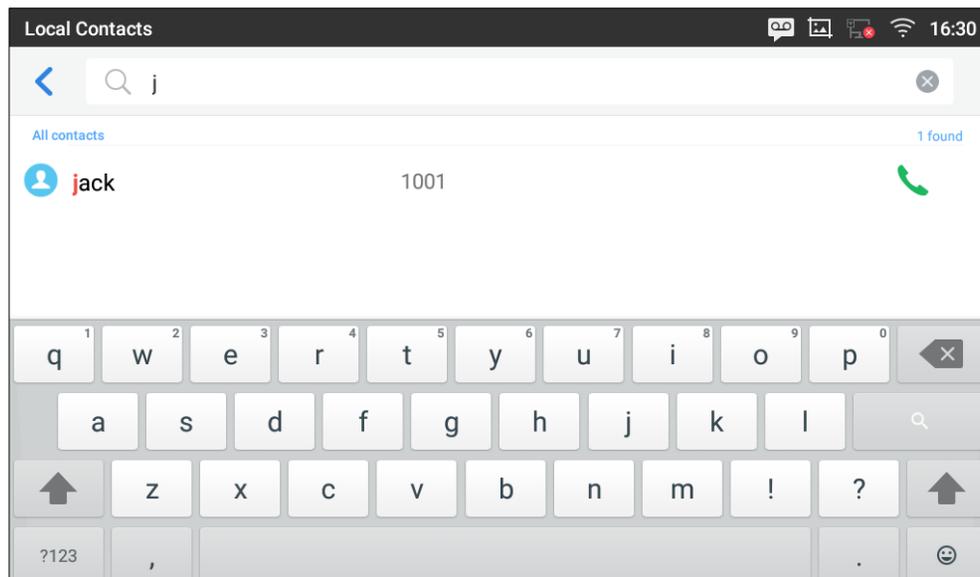


Figure 230: GT890 Contacts - Search Contacts

## Import/Export Contacts

If you have a phonebook file saved in local storage or external storage device that has been plugged into the phone, the phonebook file can be directly imported to the Contacts. There are two different formats supported for the phonebook file: "vcard", and "xml". You can manually create contacts first and export the phonebook file in vcard or xml format to take a look on the phonebook file.



### Note:

Phonetic names cannot be registered in the xml format contact file. If you export in xml format, the phonetic names set in the phonebook will not be registered, and it will be necessary to register that again when you imported the file in xml format.

### To Import Contacts:

1. Open Contacts.
2. Tap the More  on the upper right corner of the Contacts screen.
3. Select "Import contacts" to bring up the dialog below.
4. Fill in the import options and scroll down to the bottom of the screen.
5. Tap on "Select file" to import phonebook file from the directory in internal or external storage device.

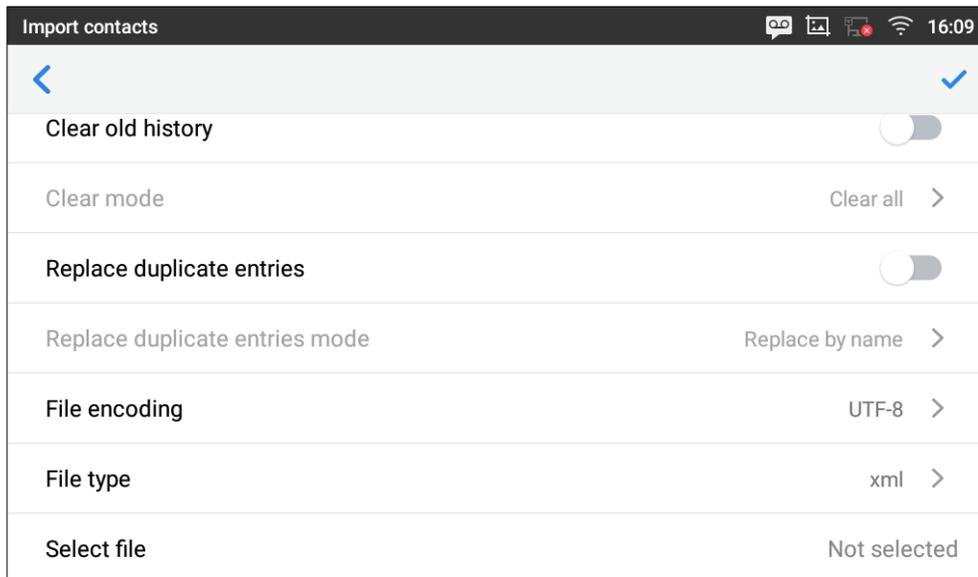


Figure 231: GT890 Contacts - Import Contacts



### Note:

If the contacts will be registered for more than 1000, the import is not ran. For example, a file containing 30 contacts cannot be imported into the contacts that already contains 980 contacts.

### To Export Contacts:

1. Open Contacts.
2. Tap the More  on the upper right corner of the Contacts screen.
3. Select "Export Contacts" to bring up dialog below.
4. Select the file encoding and file type for the exported phonebook file. By default, the GT890 is using "UTF-8" as the encoding method.
5. Tap on "Choose directory" and select the directory where the phonebook file will be exported to.



Figure 232: GT890 Contacts - Export Contacts



#### Note:

Phonetic names will not be registered in the xml format contact file exported.

## Download Contacts

The phone supports downloading XML phonebook from a remote HTTP/TFTP/HTTPS server to local Contacts. When downloading the phonebook, the GT890 sends request to the HTTP/TFTP/HTTPS server looking for file **phonebook.xml**.

### To download phonebook:

1. Make sure the phone can connect to the HTTP/TFTP/HTTPS server and the phonebook.xml file in correct format is downloadable from the HTTP/TFTP/HTTPS server.
2. Open Contacts.
3. Tap the More  on the upper right corner of the Contacts screen.
4. Select "Download Contacts" to bring up the dialog below.
5. Fill in the necessary options and then tap on  on the upper right corner of the screen. Phone will send out request to the configured HTTP/TFTP/HTTPS server.

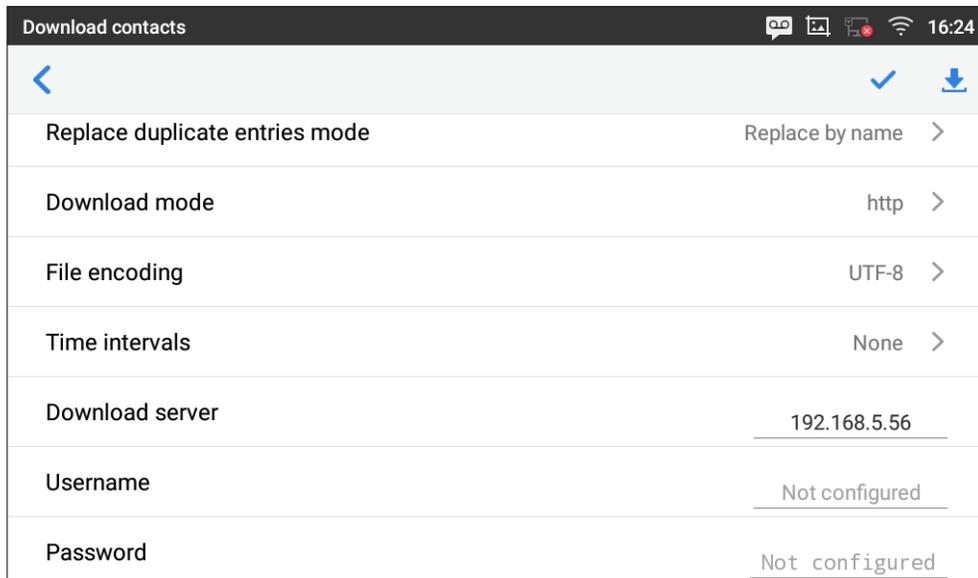


Figure 233: GT890 Contacts - Download Contacts

## Sort Contacts

1. Open Contacts.
2. Tap the More  on the upper right corner of the Contacts screen.
3. Select "Sort".
4. Select either of "First name" or "Last name".



**Note:**

Contacts with phonetic names are not affected by index sorting because the phonetic name field is not split. Only the display of first and last name is swapped. Contacts without phonetic names will be sorted by first letter of name.

## Send Contacts to Desktop Shortcut

1. Long press on the contact
2. Tap on Send to desktop from the menu.

## Share Contacts via Bluetooth

Users can share a single contact or a batch of contacts. Refer to the following steps to do so:

- **Sharing a single contact:**

1. Long press on the contact

2. Select “Send” from the menu then choose the Bluetooth device that you want to share the contact with.

- **Sharing a batch of contacts:**

1. Select the contacts as described in [Select Contacts](#).

2. Press on  to share the selected contacts via Bluetooth

## Add Group

Open Contacts and tap on  to access “Group”. To add a new group, tap on  and name the new group.

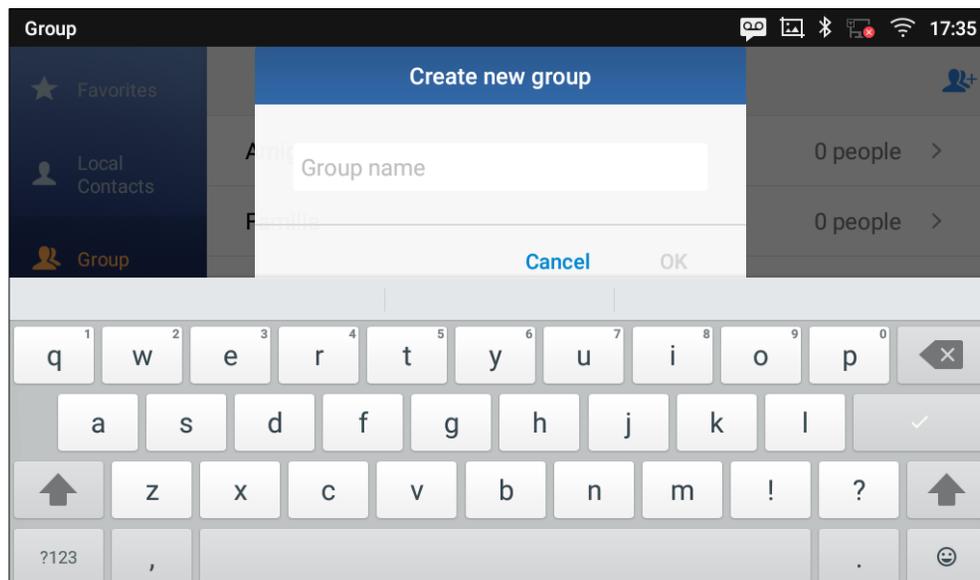


Figure 234: GT890 Contacts - Add New Group

## Add contacts to Group

To add contacts to a group, tap on the group then tap on , check the contacts to be added to the group and press .

 **Note:**

- Users could also select a group for the contact when adding or editing the contact.
- This content does not any affect to ST500.

## Contacts Storage Status

The phone's default maximum contacts storage is up to 1000. To check contact storage status, tap on More on the upper right corner of the contacts screen  to bring up contacts options, select "Storage Status".

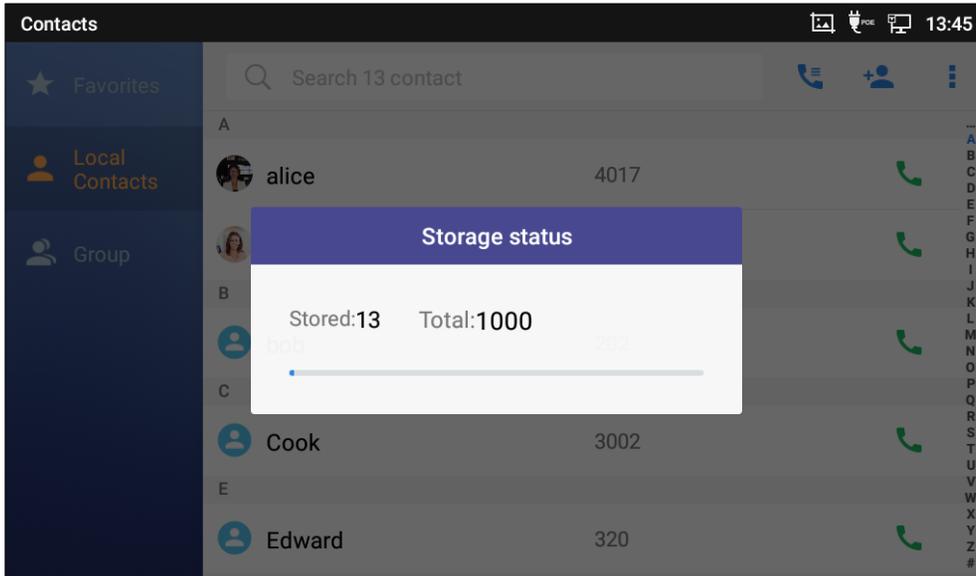


Figure 235: GT890 Contacts - Storage Status

# Call History

## Editing call history

### To delete a history record from the History screen

You can delete call history records.

1. On the **History** screen, tap  to display the pull down menu; tap **Select Delete**.

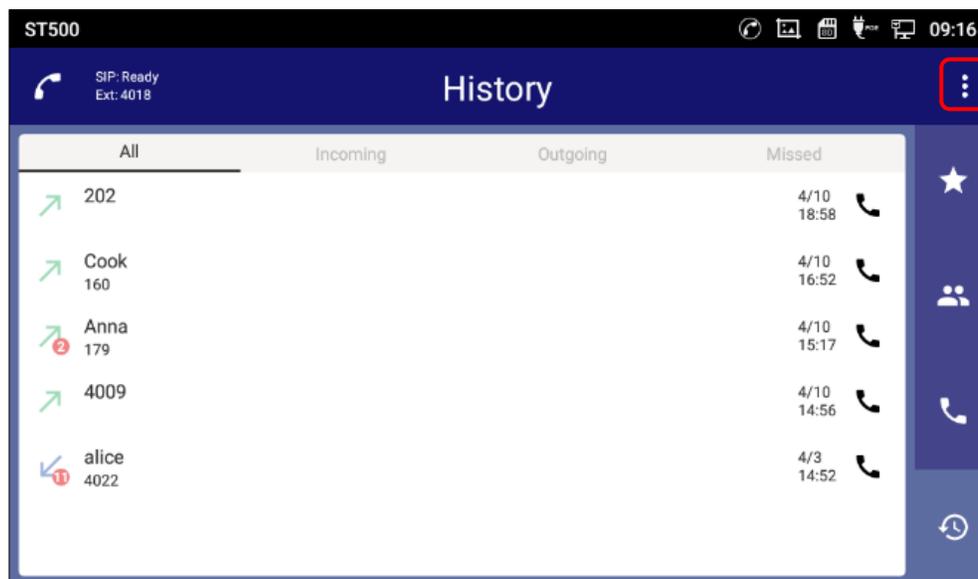


Figure 236: Display the pull-down menu 7.



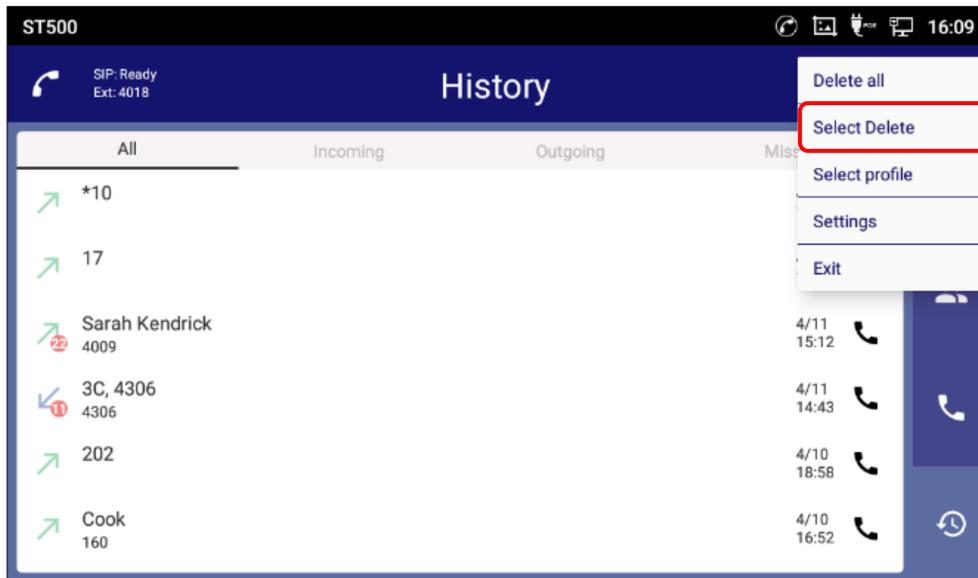


Figure 237: Tap Select delete from History.

2. On the **History** screen, select check boxes next to the data you want to delete and tap the **Remove selected** button.

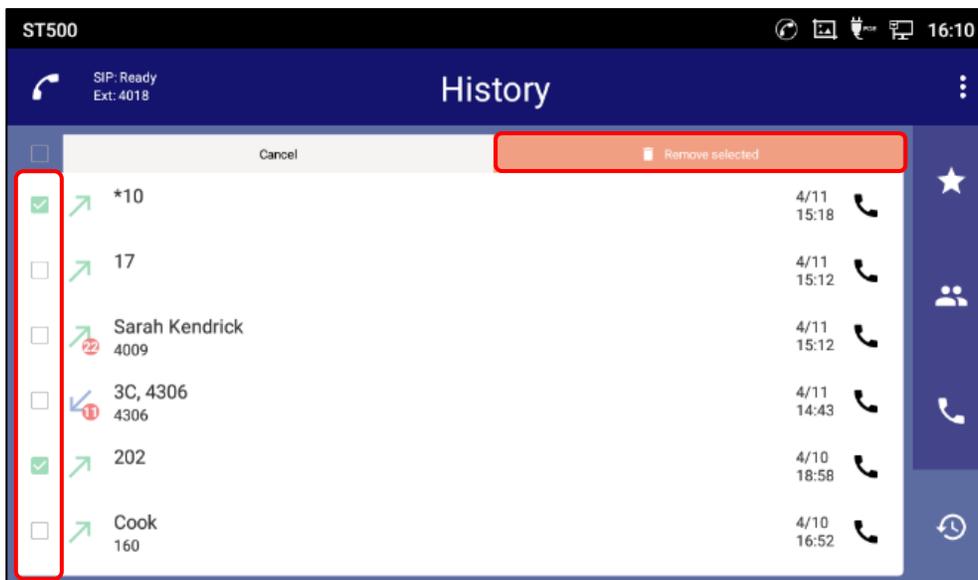


Figure 238: Select the data and Tap the Remove select.



**Note:**

- If you are displaying filtered results, the next screen also displays filtered results only.
- ST500 judges that the call is "Anonymous" if extension number is Anonymous even if Display name also exists.

## To delete all history records from the History screen

You can delete all call history records at one time.

1. On the **History** screen, tap  to display the pull down menu; tap **Delete all**.

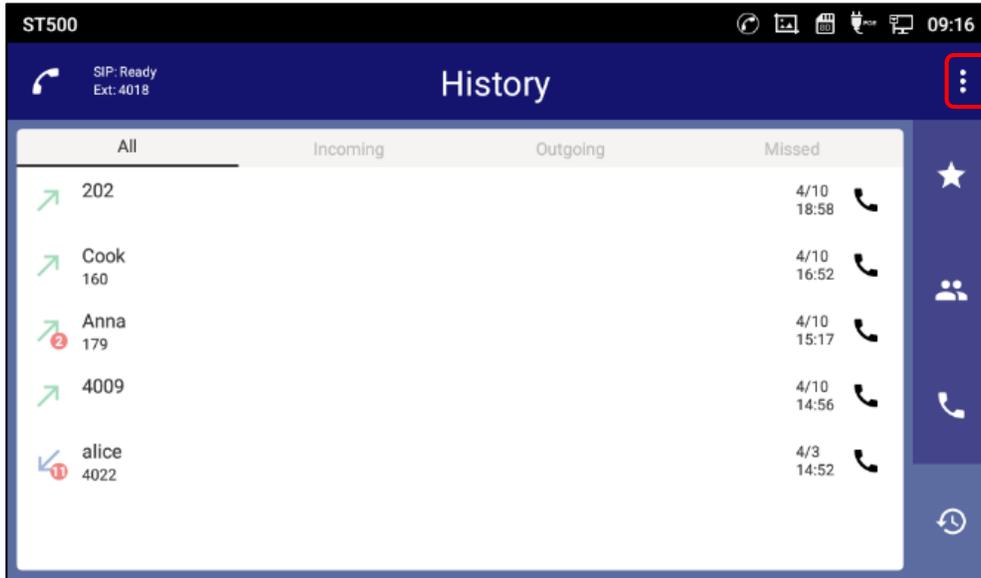


Figure 239: Display the pull-down menu 8.

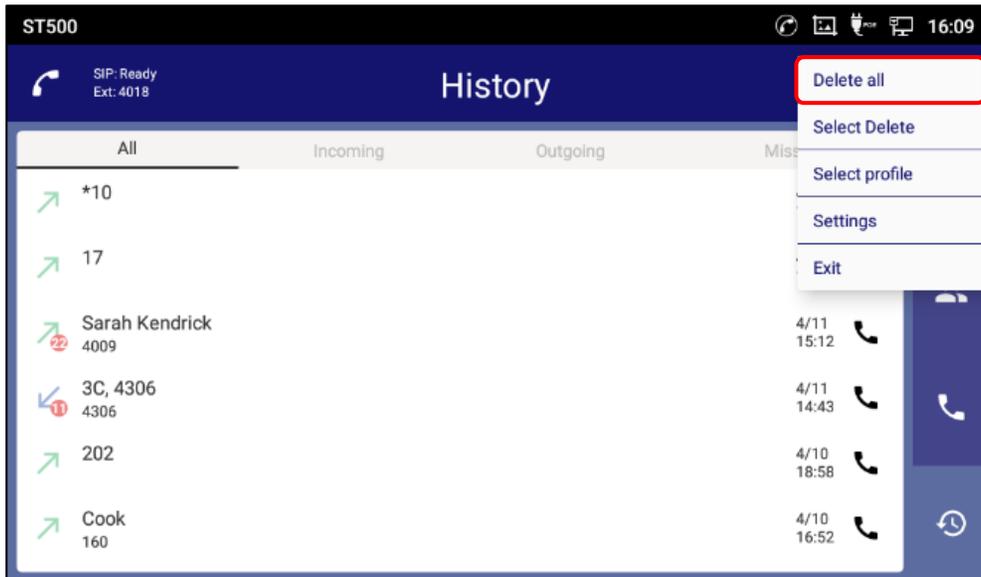


Figure 240: Tap Delete all on the History screen.

3. Tap **Yes**.

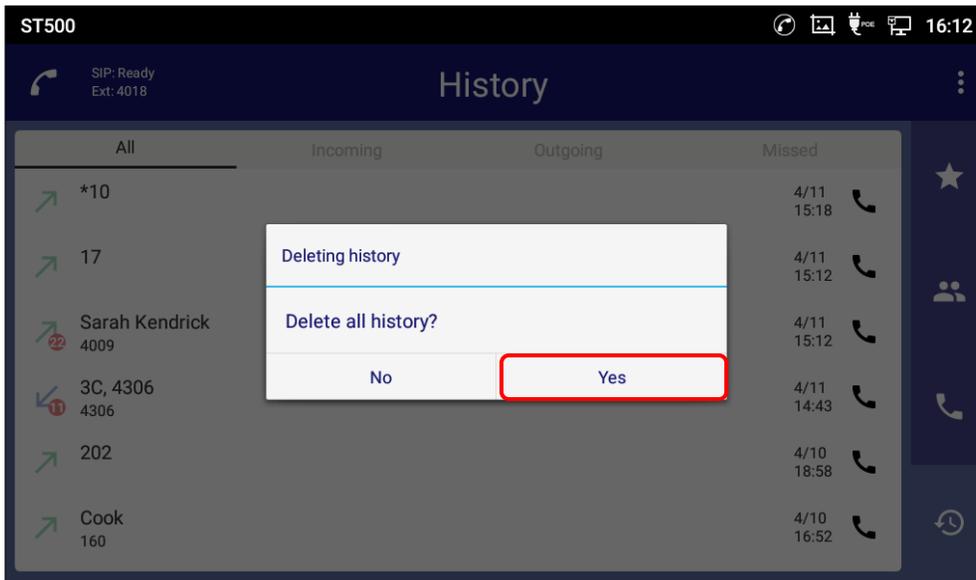


Figure 241: Pop-up message for delete history.



**Note:**

Even if you are displaying filtered results, this operation deletes all history.

### To delete a history record from the History detail screen

You can delete a call history record from the **History detail** screen.

1. On the **History** screen, tap a history to delete.

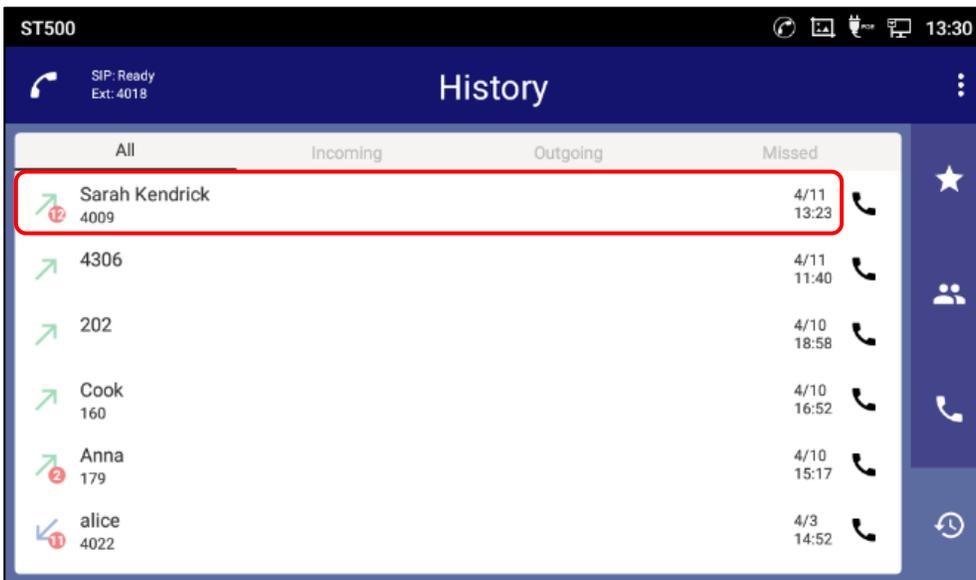


Figure 242: Tap a history to delete.

2. On the **History detail** screen, tap and hold the history record you want to delete.  
- A pop-up message appears.

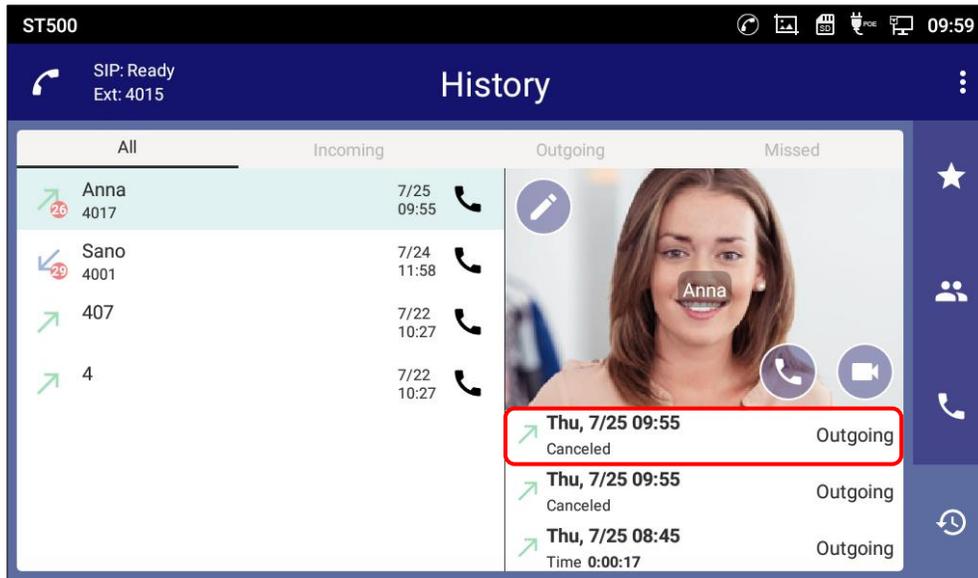


Figure 243: Tap and hold a history record.

3. Tap **Yes** to delete the history.  
- Tapping **No** closes the popup.

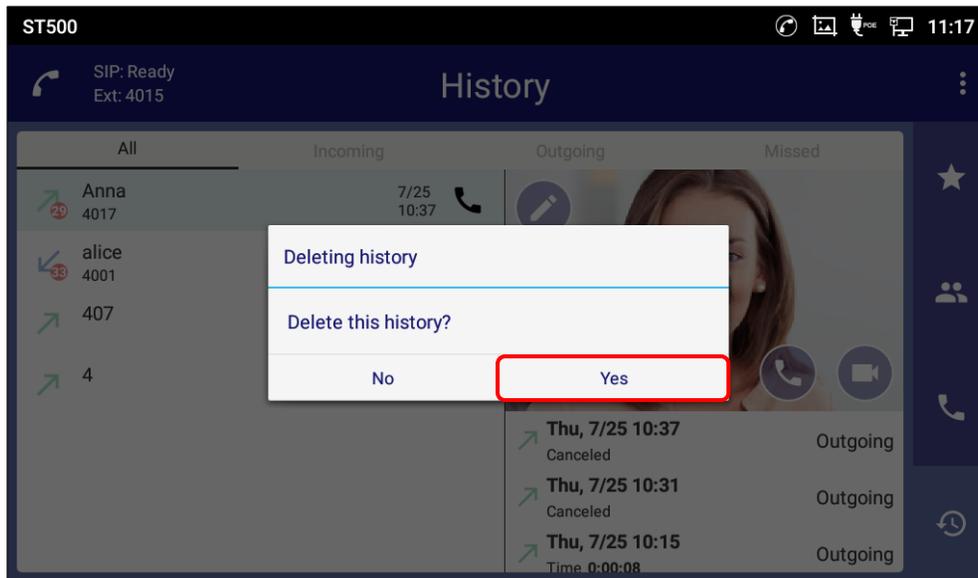
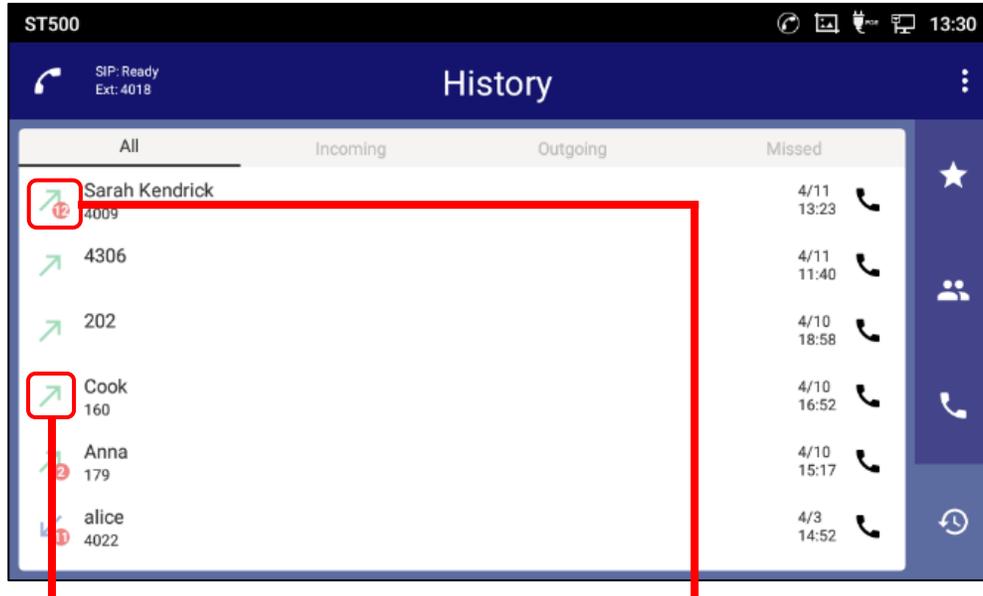


Figure 244: Pop-up message to delete the history.

## Grouping history records

You can display call history records grouped by phone number.



When displaying All calls, the latest call type is displayed.

Total number of call history records for this telephone number.

Figure 245: Grouping history records.

This display is enabled/disabled from **Settings**.

1. Tap  to display the pull down menu; tap **Settings**.
  - The **Settings** screen is displayed.

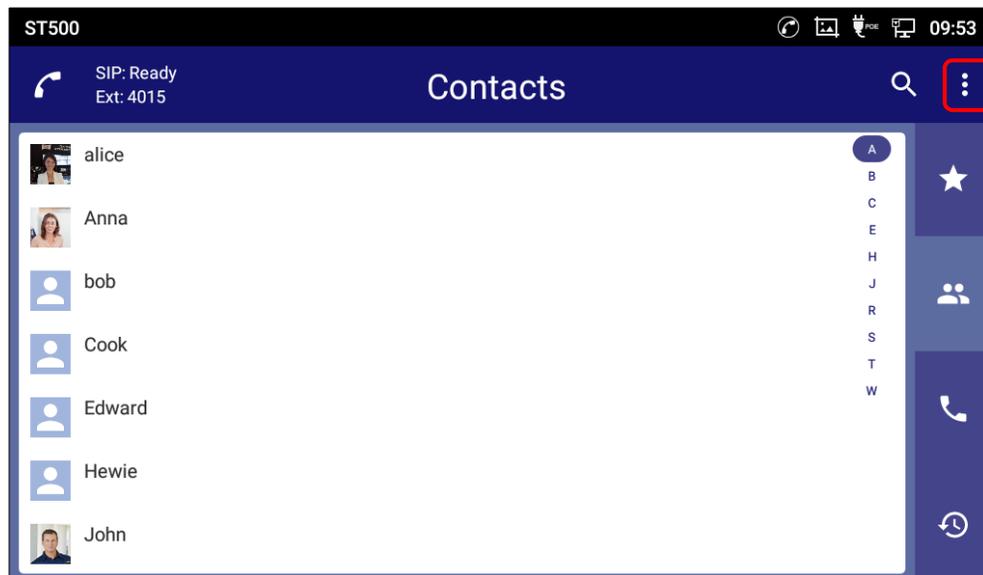


Figure 246: Display the pull-down menu 9.

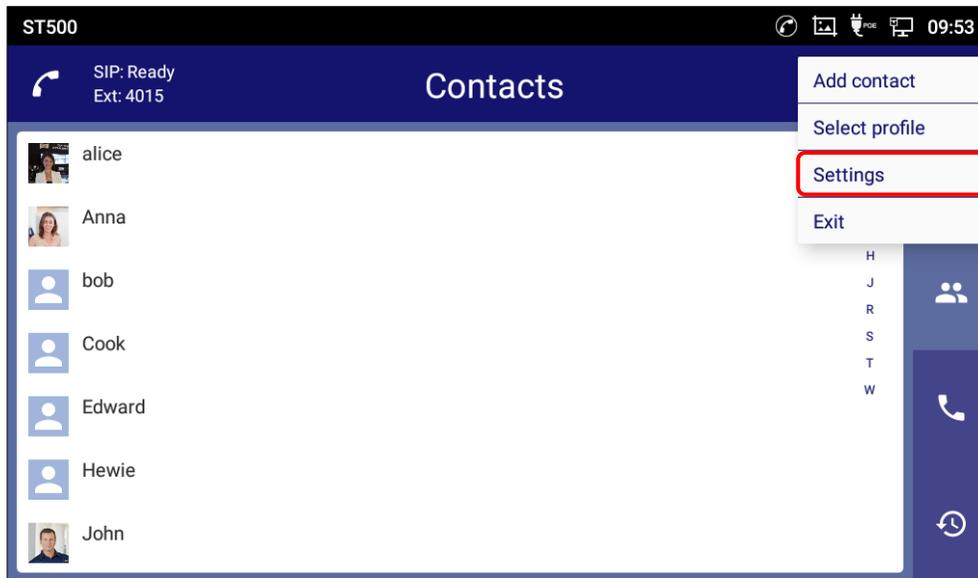


Figure 247: Tap the Settings to grouping history records.

2. On the **Settings** screen, tap **Profiles**.  
- The **Profiles** screen is displayed.

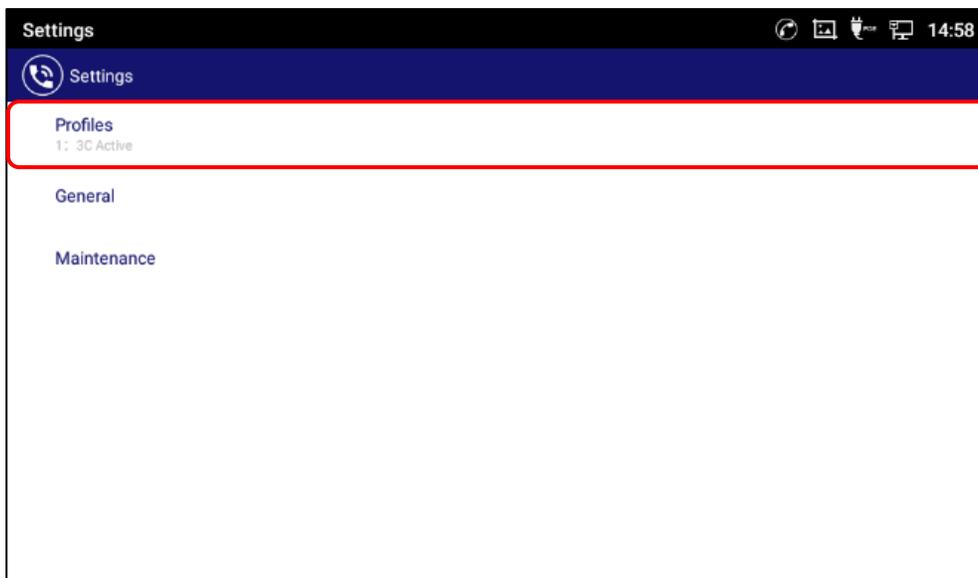


Figure 248: Tap Profiles on the Setting screen 3.

3. Tap a profile.
  - The **Profile** screen is displayed.

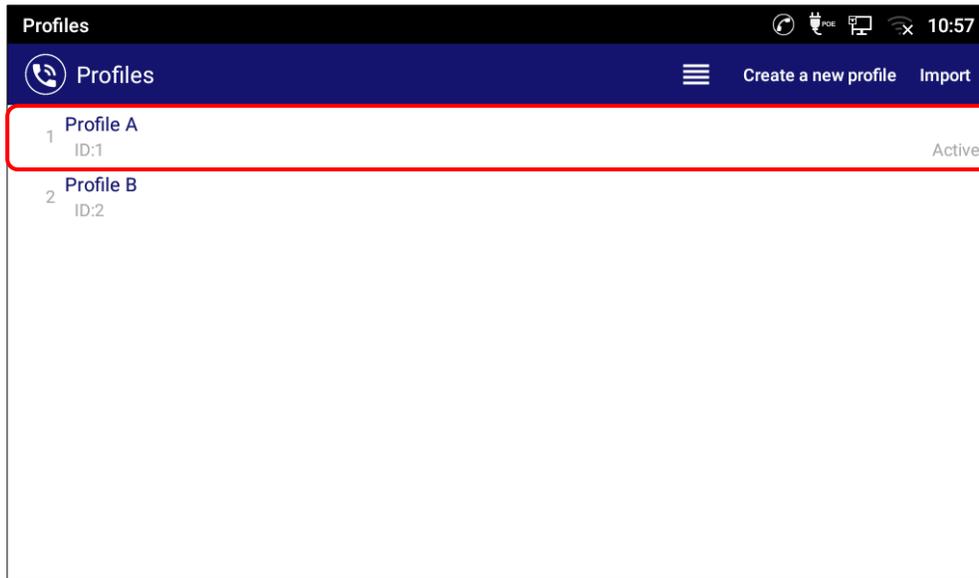


Figure 249: Tap a profile on the Profiles screen 3.

4. On the **Profile** screen, tap **Telephone service** screen.
  - **Telephone service** screen is displayed.

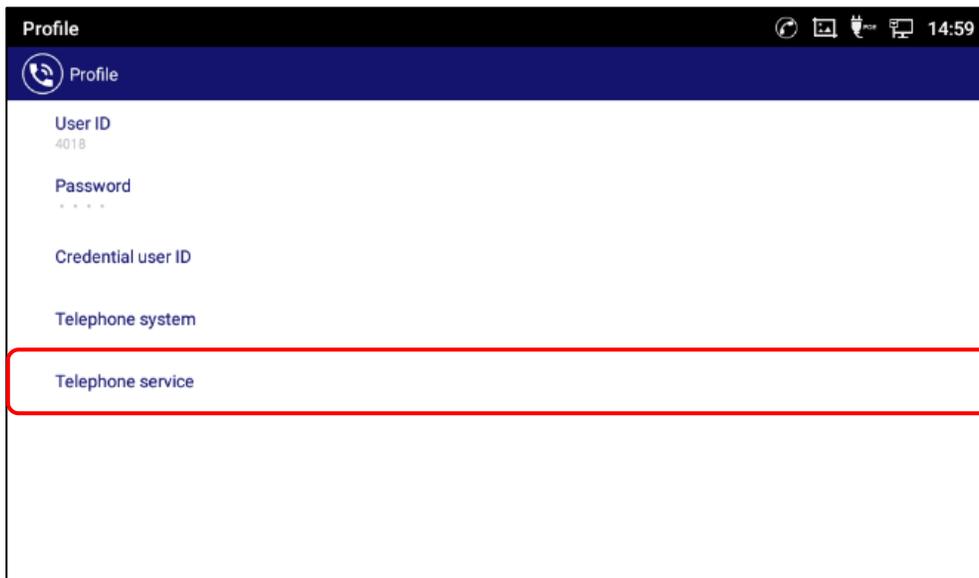


Figure 250: Tap Telephone service on the Profile screen 2.

- On the **Telephone service** screen, tap **Call history settings** screen.  
- **Call history settings** screen is displayed.

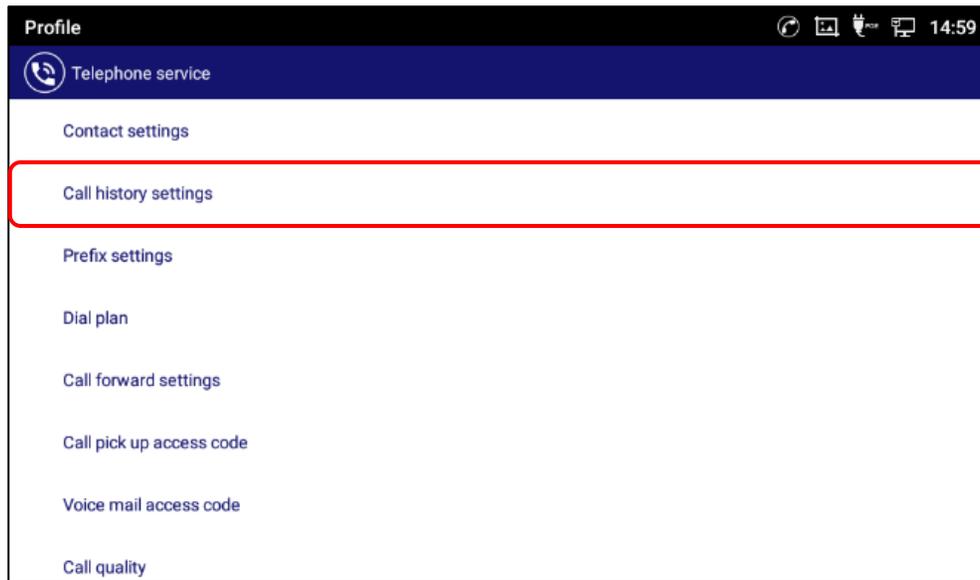


Figure 251: Tap Call history settings on the Telephone service screen.

- On the **Call history settings** screen, tap **Display history**.  
- The **Display history** screen is displayed.

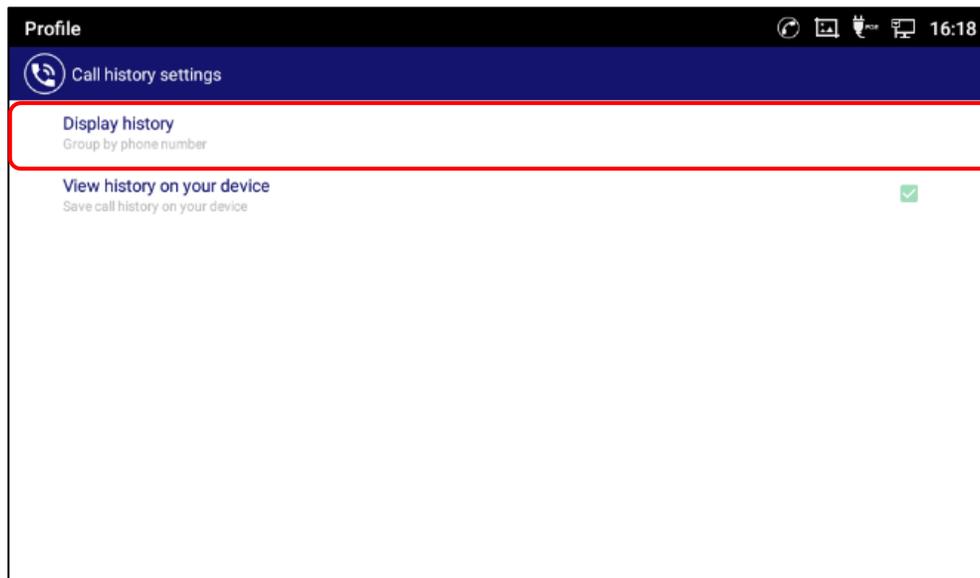


Figure 252: Tap Display history.

7. On the **Display history** screen, tap **Group by phone number**.  
To disable, tap **Do not group by phone number**.

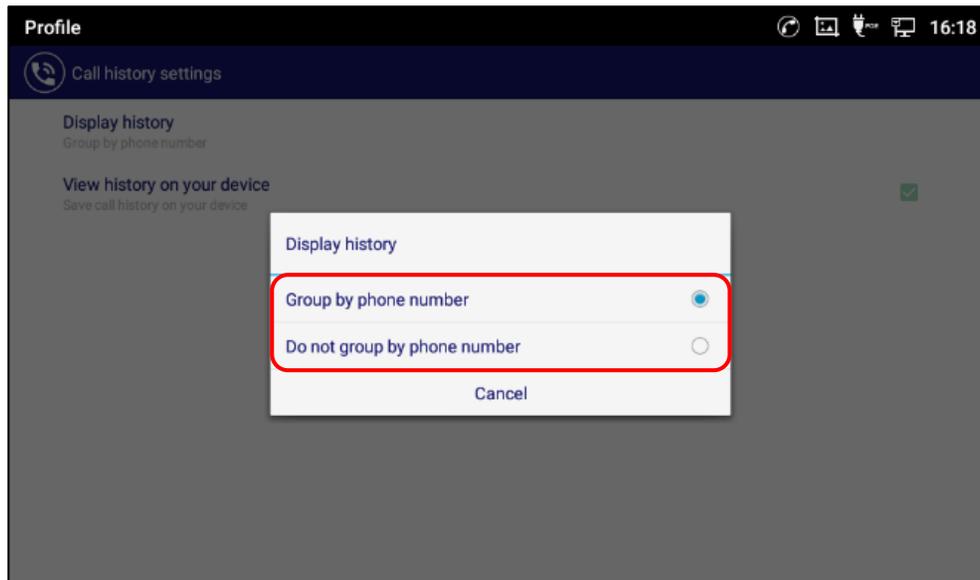


Figure 253: Select Group by phone number.

 **Note:**

This setting is saved per profile.

# Shortcuts

To use various call features with ST500, entering access codes that specify which call feature you want to use is required. You can save some of the most-used access codes settings to ST500 so that you don't have to memorize them. This option is called a shortcut. You can access each of the shortcuts by tapping them on the left side of **Call** screen.

ST500 has ten default shortcut setting options for call forwarding, call pickup, and voicemail features. (For more information about available call features, see page [Call features](#).) You can operate these features by tapping a shortcut, and the access codes are automatically entered. These default shortcut options are configured from the **Settings** screen. For details, see the following.

- [Call forward](#)
- [Call pickup](#)
- [Voicemail](#)

Or you can create shortcuts of your own.

## Creating a new shortcut

1. On the Call screen, tap  .  
- The **Shortcuts** screen is displayed.

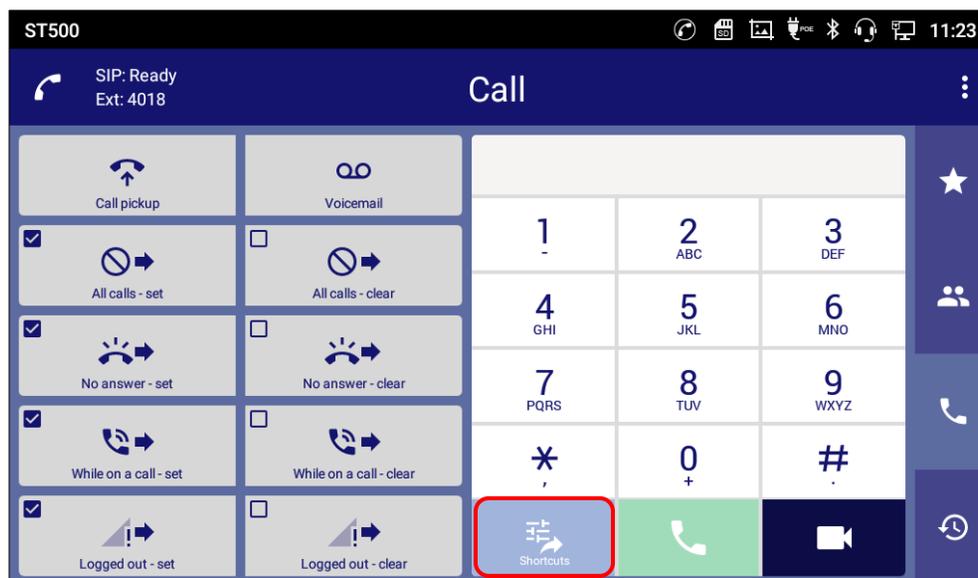


Figure 254: Tap Shortcuts icon.

2. Tap **Create new**.
  - The **Create shortcut** mode starts.

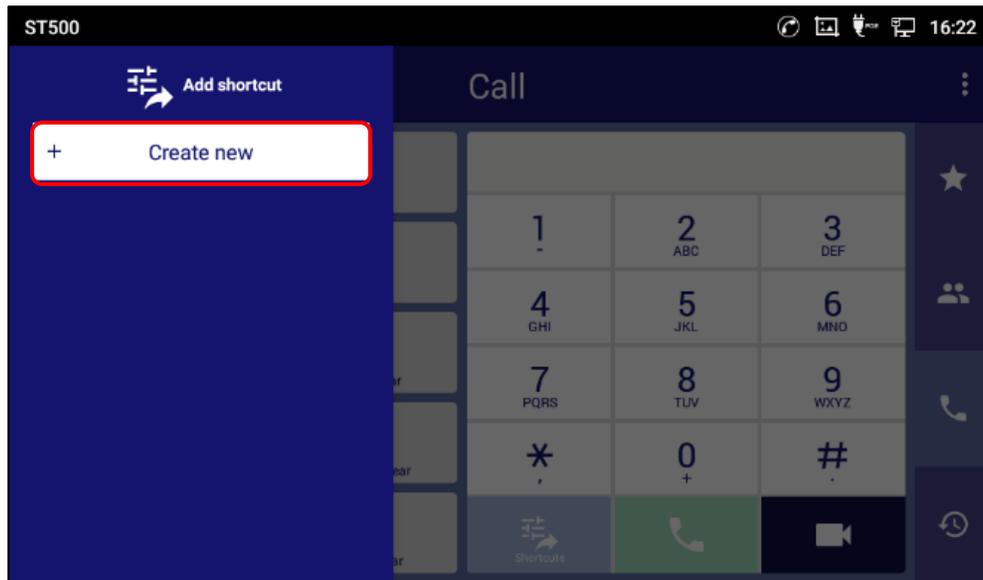


Figure 255: Create new shortcut.

3. Enter the shortcut name and access code; tap **Save**.

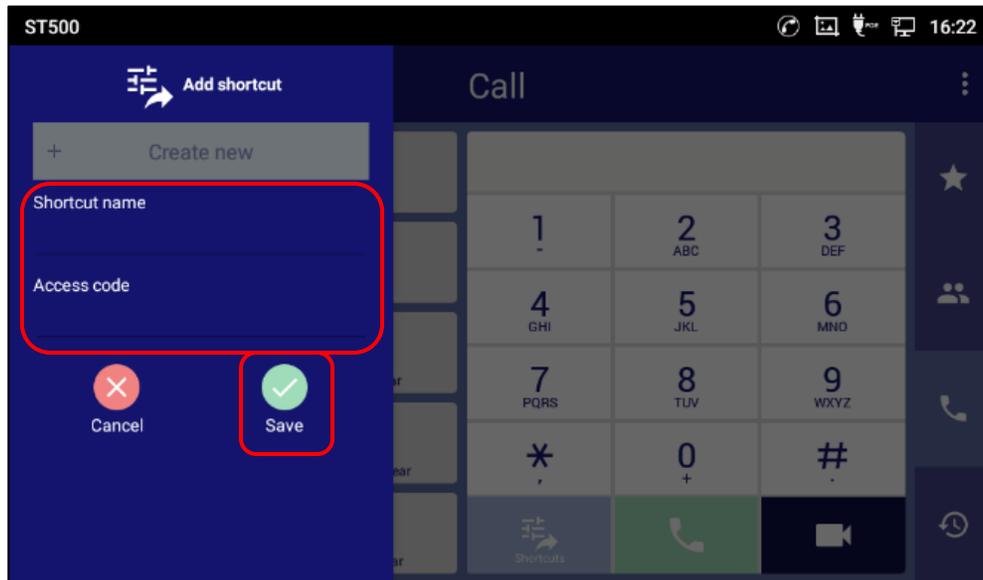


Figure 256: Enter the shortcut information.

 **Note:**

You can create up to 10 shortcuts.

## Editing a shortcut

User-created shortcuts in the **Shortcuts screen**. These can be edited and deleted on here. Default shortcuts require access code setting on the Setting screen. For details, see the following.

- [Call forward](#)
- [Call pickup](#)
- [Voicemail](#)

1. On the **Call** screen, tap and hold a shortcut you created.

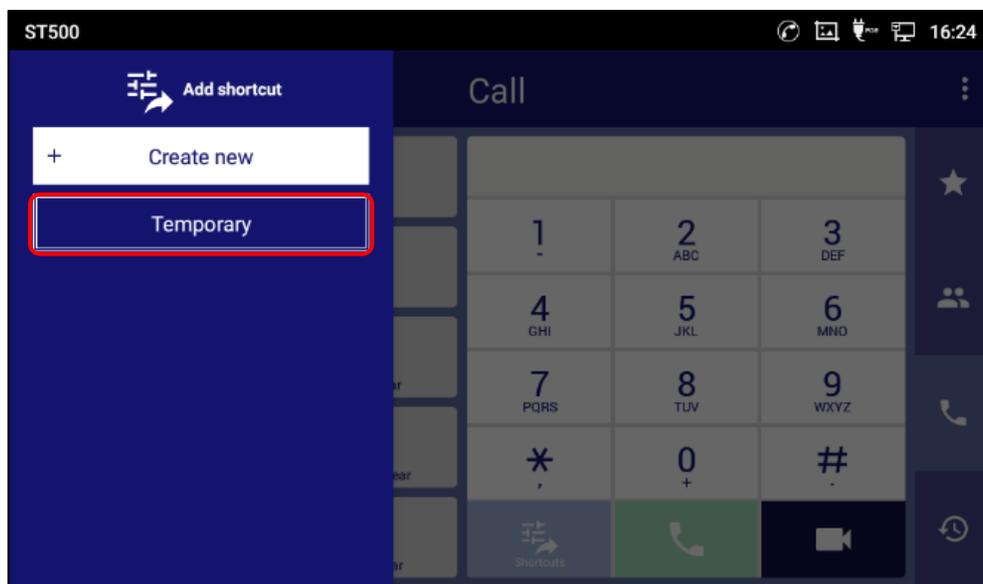


Figure 257: Tap and hold a shortcut created.

2. Edit the shortcut.

- Tap **Save** to save the change.
- Tap **Delete** to delete the shortcut.
- Tap **Cancel** to end edit mode.

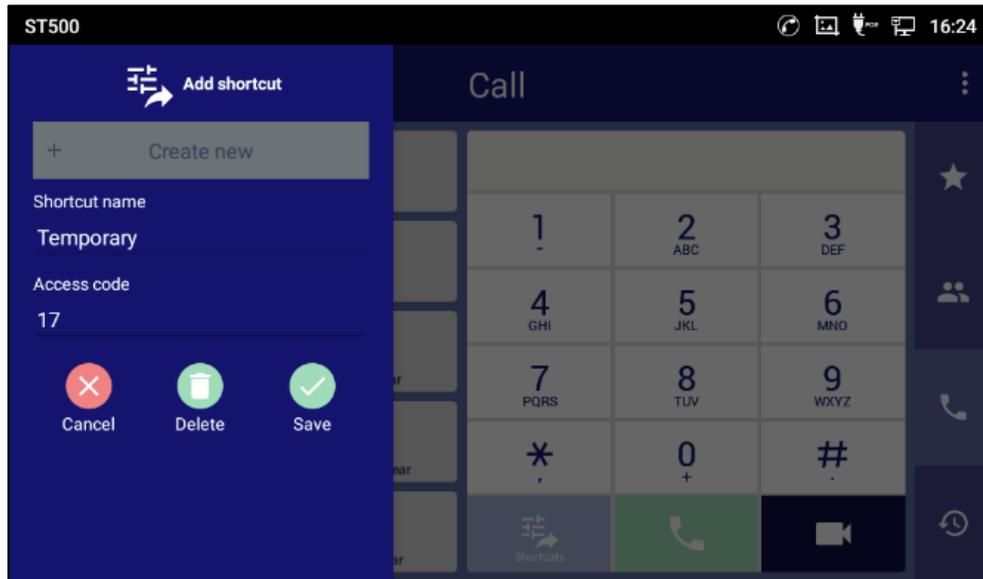


Figure 258: Shortcut Editing screen.



**Note:**

You cannot edit the ten default shortcuts from this screen. If you want to do that, see [Call forward](#).

# File Manager

File Manager is a tool that allows users to delete, move, copy/paste, send and rename files. It helps users to access and manage files in local storage as well as external storage devices (e.g, SD card/USB flash drive). Tap  on the application menu to launch File Manager application.

## Files Operations

### Copy and Paste Files

Follow the steps below to copy and paste a file:

1. Open File Manager and navigate to the directory of the file to be copied. Touch and press on the file for about 2 seconds until the options window pops up then press Copy.
2. Select the location to which you want to paste the file and tap .

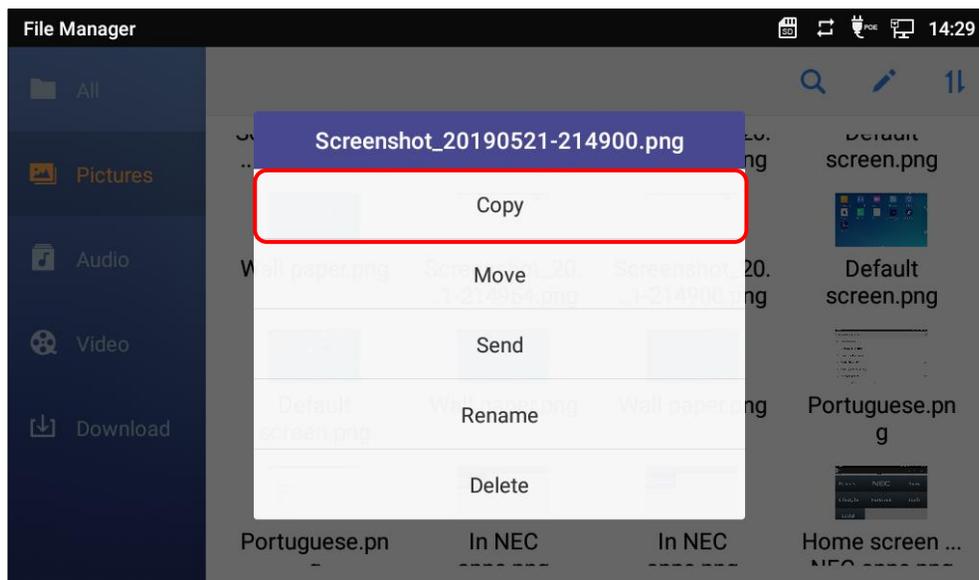


Figure 259: GT890 File Manager – Copy File

Or

1. Tap  on the top right corner of the screen and select the files to copy
2. Tap on  to copy the files selected
3. Select the directory to which you want to paste the files then tap .

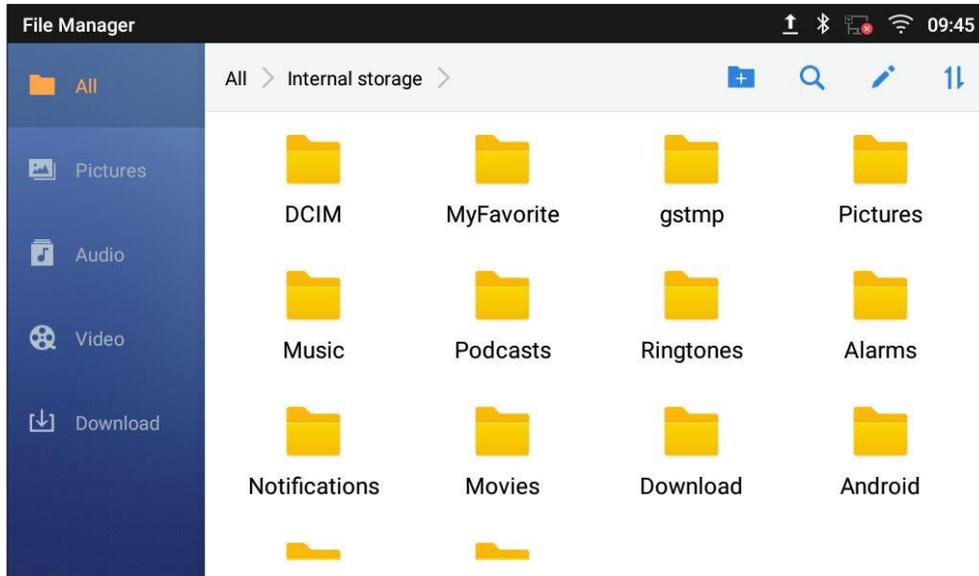


Figure 260: Paste File



**Note:**

If user wants to go to top of "All" for "copy" or "move" the file from the location accessed from "All, tap "All" of the location bar. The "All" on the left side menu is not available.

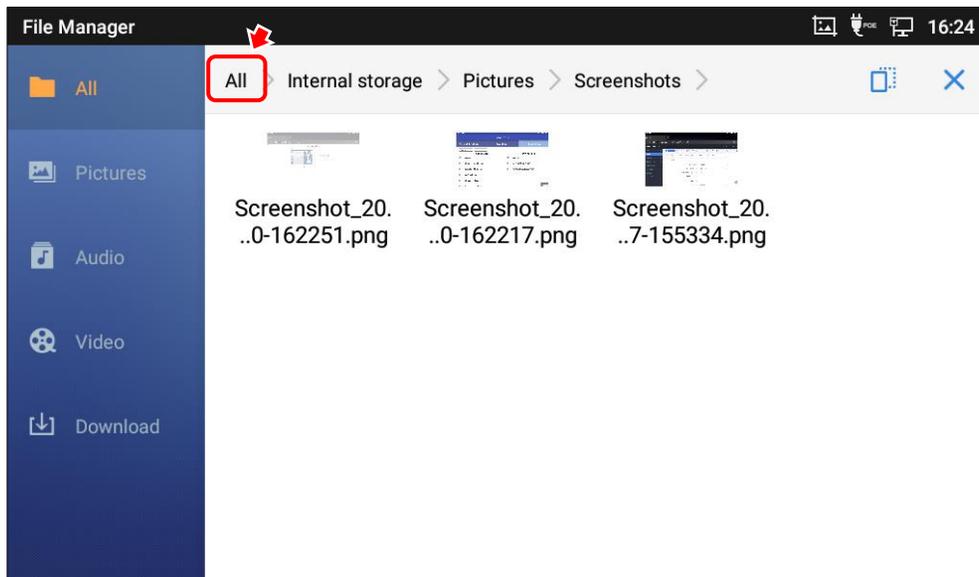


Figure 261: GT890 File Manager – All

## Move Files

The steps to move a file are similar to the steps to copy/paste a file. The difference is once the file is moved, the file will not be kept in the source folder. Follow the steps below to move a file to the phone.

1. Open file manager and navigate to the directory of the file to be moved. Tap and hold on the file for about 2 seconds until the options window pops up then tap Move.
2. Select the location to which you want to paste the file and tap .

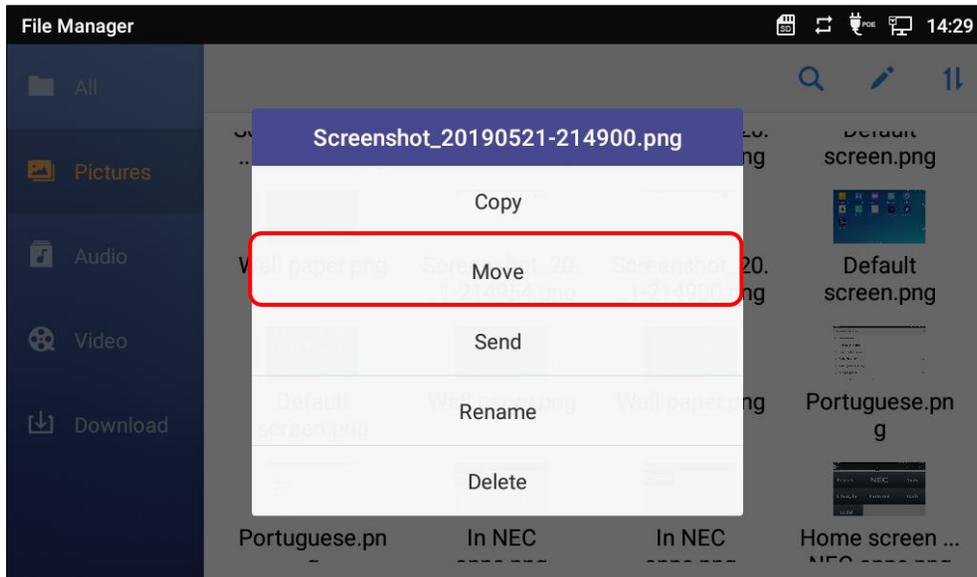


Figure 262: GT890 File Manager – Move

Or

1. Tap  in the top right corner of the screen and select the files to move
2. Tap  to move the files.
3. Select the directory to which you want to paste the files then .



### Note:

If user wants to go to top of "All" for "copy" or "move" the file from the location accessed from "All", tap "All" of the location bar. The "All" on the left side menu is not available.

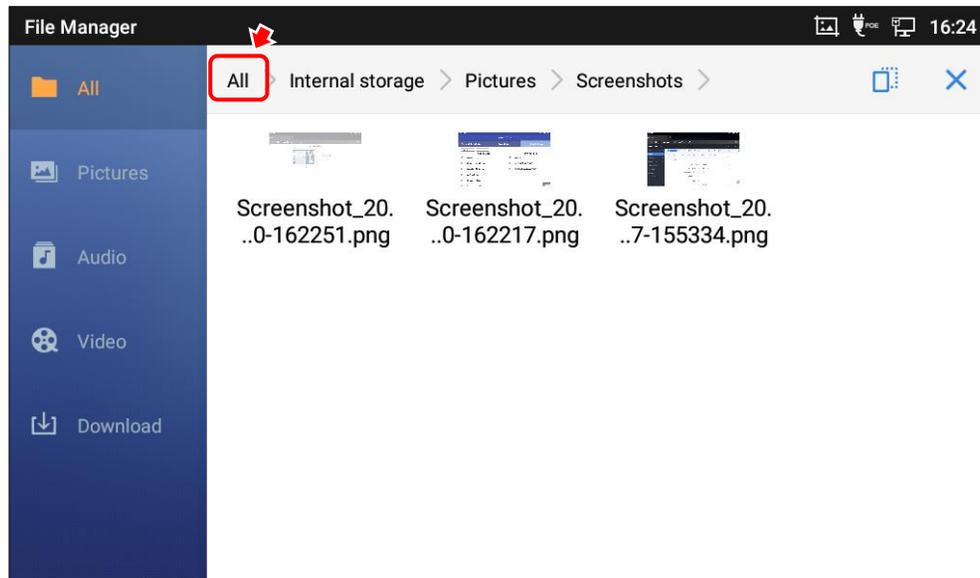


Figure 263: GT890 File Manager – All

## Send Files

The users can send a file via Bluetooth. Please make sure Bluetooth is turned on and connected to the Bluetooth devices. Otherwise, you will be directed to set up Bluetooth before the file can be sent out.

To send a file:

1. Open file manager and navigate to the directory of the file to be sent over. Tap and hold on the file for about 2 seconds and press send
2. Select the Bluetooth device to which the file will be transferred

Or

1. Open file manager and navigate to the directory of the file to be sent over then tap 
2. The check boxes will appear then check the files to be sent over
3. Tap  to send the selected files via Bluetooth then choose the Bluetooth devices to send the files to.

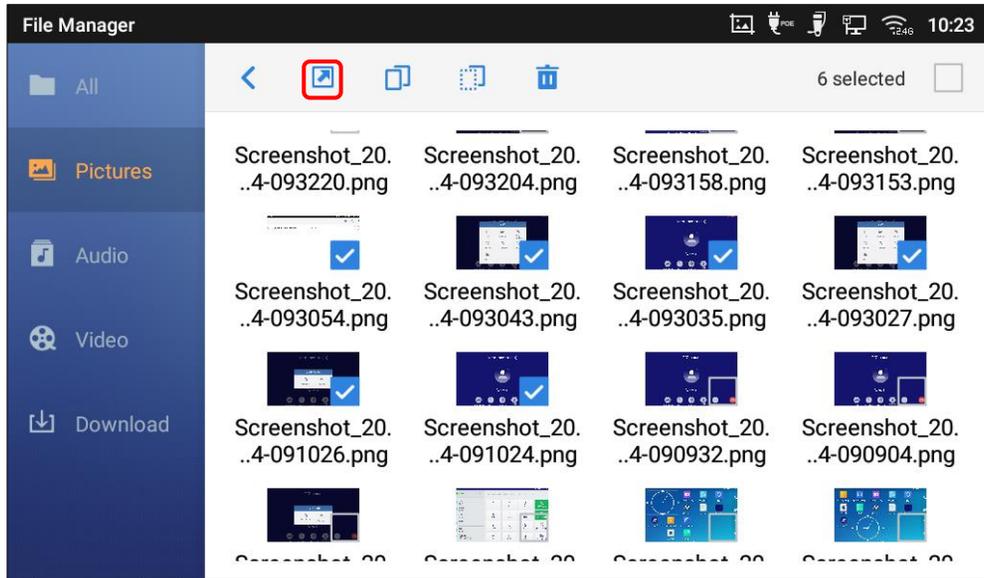


Figure 264: GT890 File Manager – Options

## Delete Files

1. Open file manager and navigate to the directory of the file to be deleted. Tap and hold on the file for about 2 seconds until more options appear.
2. Scroll down and select “Delete”

Or

1. Open file manager and navigate to the directory of the file/files to be deleted, then tap .
2. Select the files to delete.
3. Tap  to delete the files.
4. Tap on **OK** to confirm

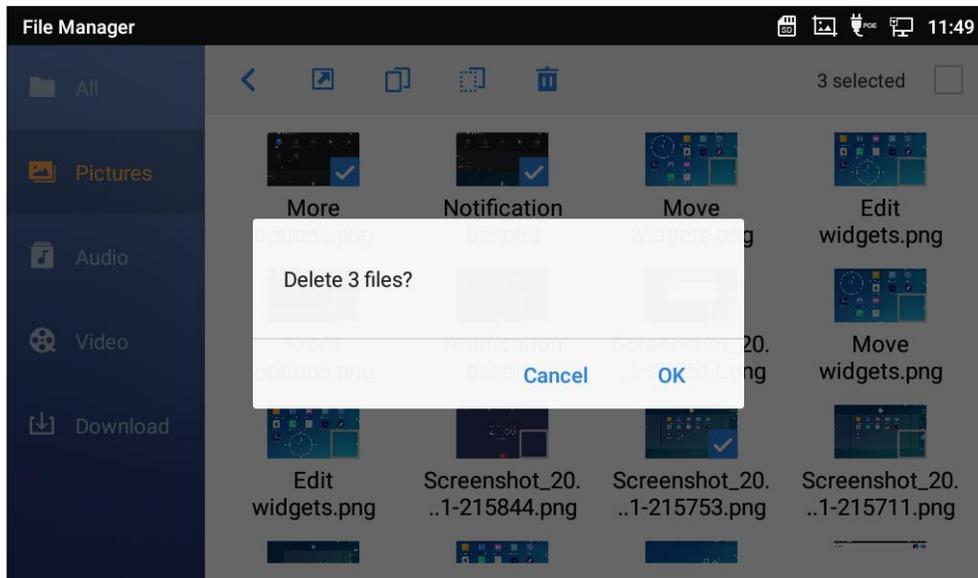


Figure 265: Delete File(s) via File Manager

## Rename a File

1. Open file manager and navigate to the directory of the file to be renamed. Touch and press on the file for about 2 seconds until more options appear
2. Tap on "Rename". A new dialog window will pop up for users to enter the new name.
3. Tap on **OK**.

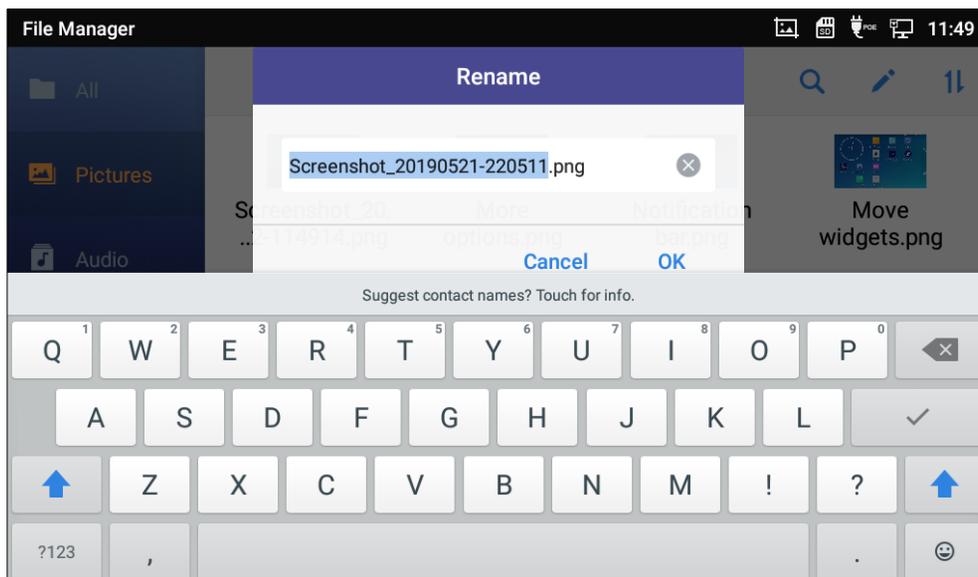


Figure 266: Rename File

## File Categories

The file manager will categorize the files stored on local/external storage based on the type of files. The available categories are

- **All:** gives access to all internal storage files as well as external storage devices
- **Pictures:** contains all the pictures stored on the phone including screenshots, camera pictures and external pictures
- **Audio:** contains all the Audio file on local and external storage
- **Video:** contains all the videos stored on the phone including recorded videos from camera and videos stored on external devices
- **Download:** in this category the phone will list all the downloaded files such as apps, document, music, videos ...etc.

# Camera

The phone has a built-in Camera to support taking pictures and recording videos. To access Camera to take pictures and videos, tap on Camera icon  on idle screen.

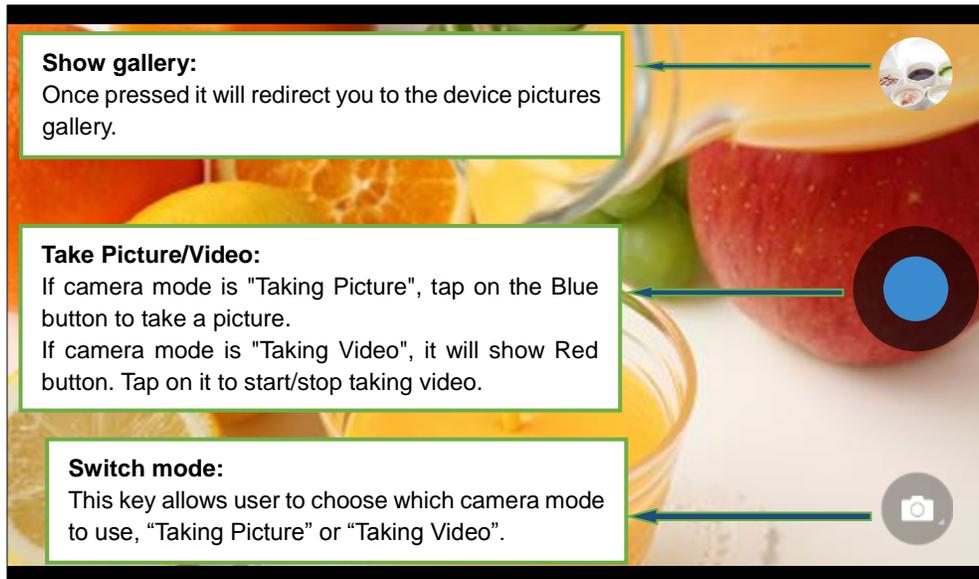


Figure 267: GT890 Camera

## Take Picture

1. Press  to take picture.
2. The captured picture can be accessed under **File Manager**→**Internal Storage**→**DCIM**→**Camera**.

## Record Video

1. Tap on  then type on  to select the video mode.
2. Tap on  to start recording.
3. The recorded video can be accessed under **File Manager**→**Internal storage**→**DCIM**→**Camera**.

## Angle Adjustment

On the back of the camera, you can scroll the wheel up/down to adjust the camera angle.

## Gallery

The phone has built-in Gallery for users to view pictures and play videos from internal storage. You can also perform basic editing tasks on pictures under Gallery page.

To access the recently taken pictures or recorded videos, click on the right top corner of the camera screen.



Figure 268: Recent pictures and videos page

On this page, users have the ability to perform operations, such as:

- Tapping on  button to go back to the camera screen.
- Tapping on  button to share the file via 3rd party application.
- Tapping on  button to share the file via Bluetooth.
- Tapping on  button and select “Edit” to edit and customize pictures. Users can add filters, crop, rotate pictures... etc.

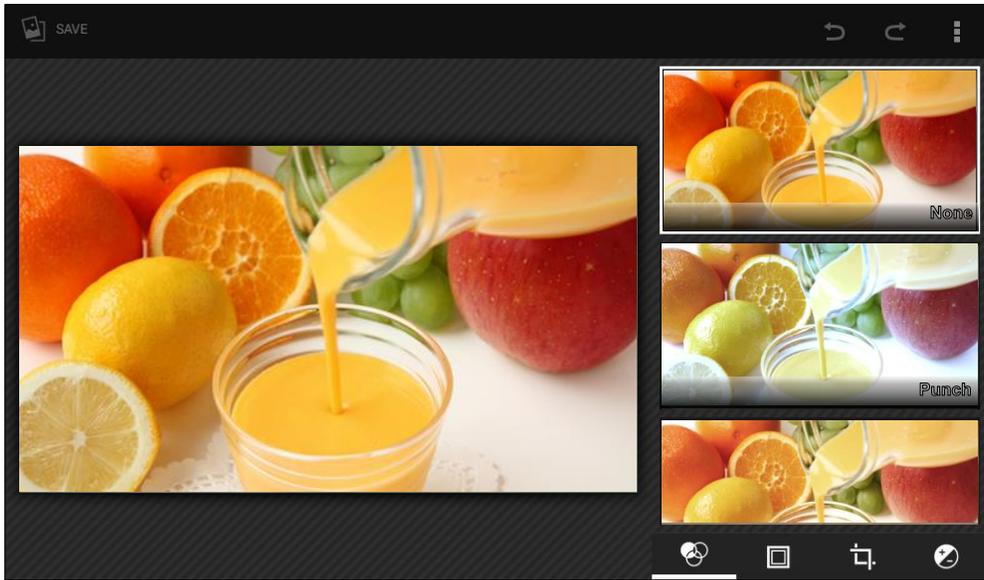


Figure 269: Edit picture



**Note:**

Videos cannot be edited from the gallery

- **Gallery page**

To access the Gallery, open the camera click on the circular key on the right top corner of the camera screen.



Figure 270: Access to the Gallery -1

Tap on .

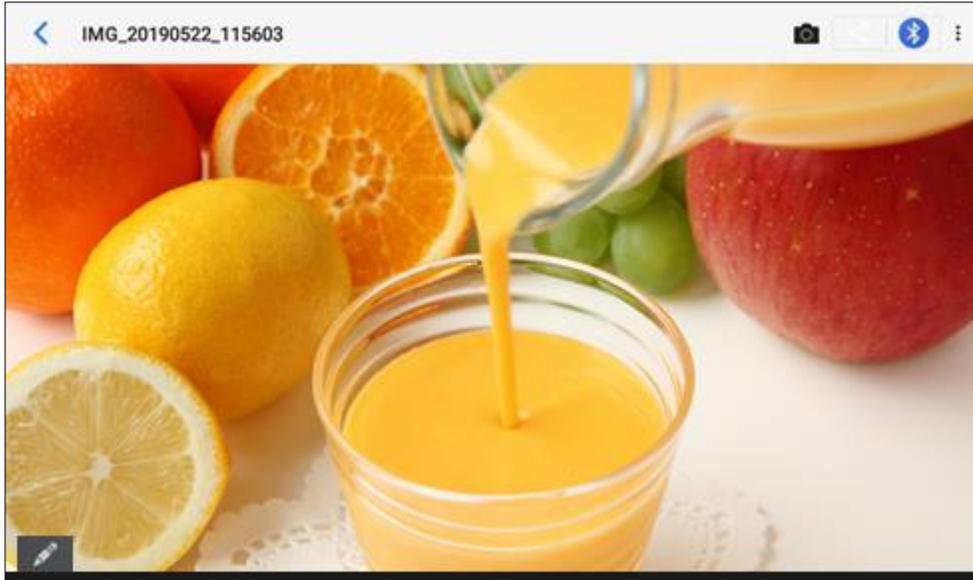


Figure 271: GT890 Gallery -2

Tap on .

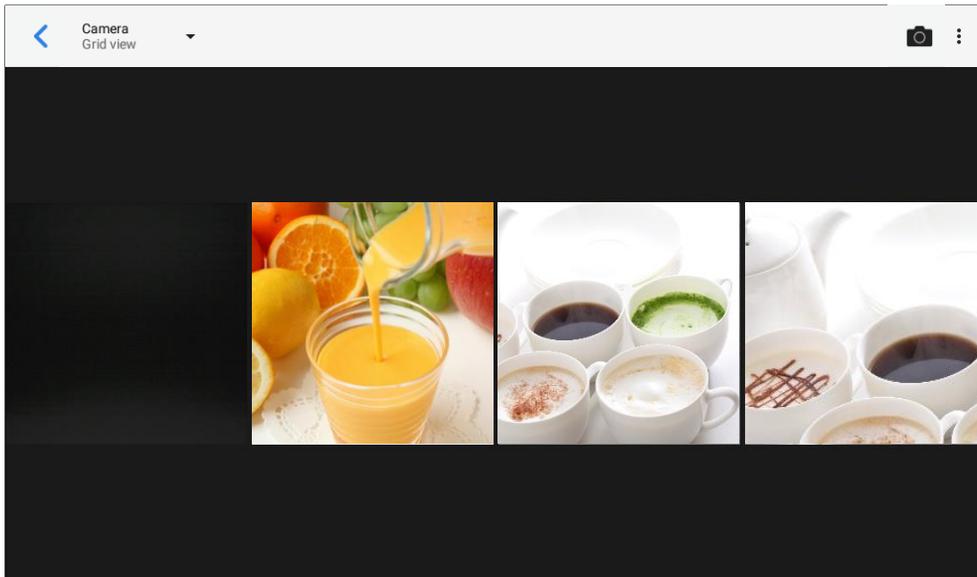


Figure 272: GT890 Gallery -3

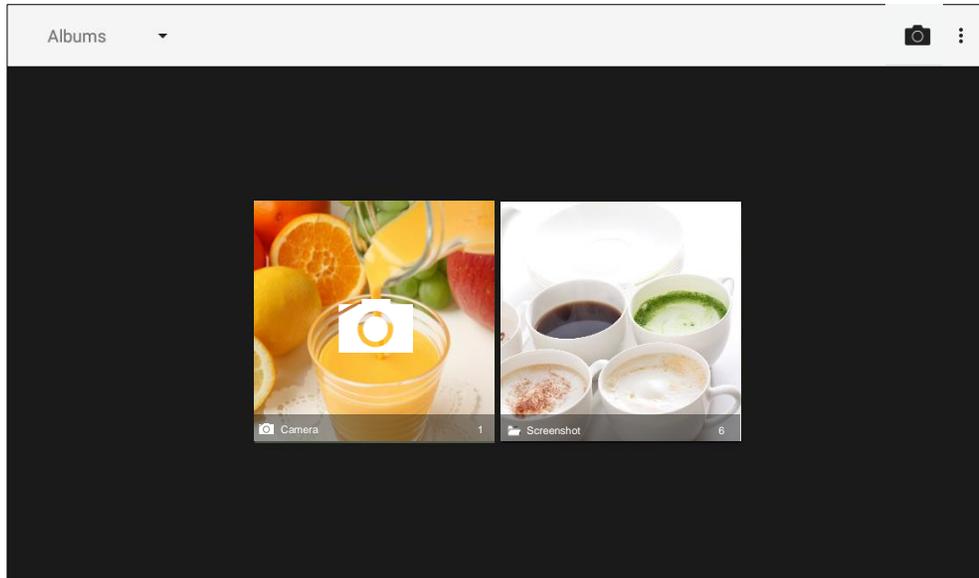


Figure 273: GT890 Gallery -4

On this page from the upper left corner, users can sort the pictures and videos by Album, Location or Time.

- **View pictures**

Access one group of pictures and videos and select "Grid View" or "Filmstrip View" from upper left corner of the screen to set view mode of the pictures. Tap on a specific picture to view the picture in full screen.

- **Pictures Options**

When the picture is displayed in full screen, press the Menu icon . A list of options will be available for users to select, including "Delete", "Slideshow", "Edit", "Rotate left", "Rotate right", "Crop" or "Set picture as", etc.



Figure 274: GT890 Gallery - Picture Options

- **Take picture/video**

Tap  the upper right of the Gallery page to start taking pictures or videos using the built-in camera.

- **Select multiple pictures**

Tap and hold on one of the pictures for about 2 seconds until the picture is highlighted in blue.

Tap on other pictures to select multiple pictures. On the upper right of the Gallery screen, users can tap

on  to share the pictures via Bluetooth, tap  to share the pictures via a third party application

or tap  to delete the selected pictures.

## Screensaver

You can set screensaver from the phone's idle screen under the application menu → **Settings→Basic→Display →Screen saver.**

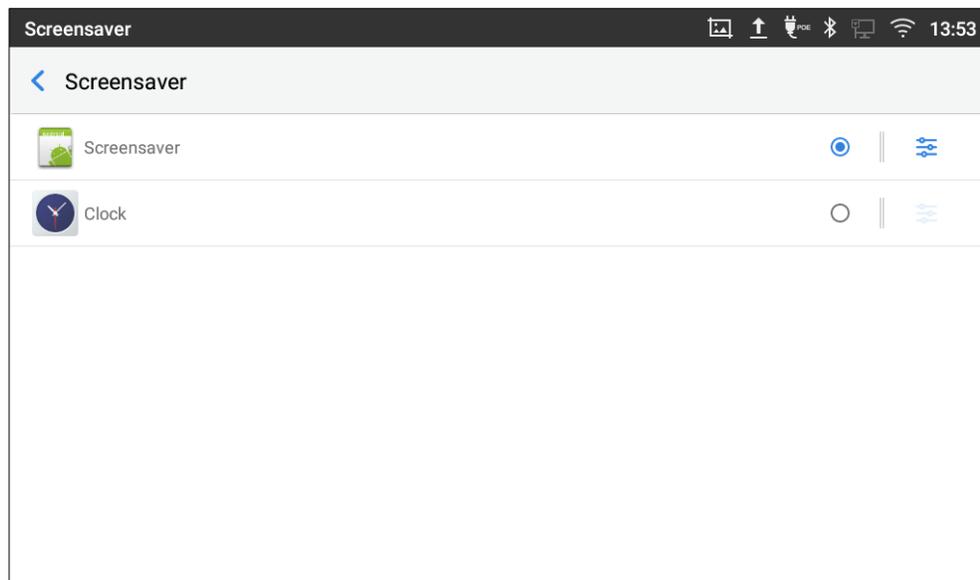


Figure 275: Screensaver settings

Users can set Screensaver to Clock or Screensaver.

- **Screensaver:** Users can set Screensaver from the local images, the default directory (Screensaver), or from Internal storage, or they can set a folder in a remote HTTP server to display images contained on it as screensaver. Press  to show the screensaver settings
- **Clock:** When setting the screen saver to Clock the phone will show a clock on the screen when the phone goes to standby mode. Press  to set the clock as Digital or Analog and Enable/Disable the Night mode.

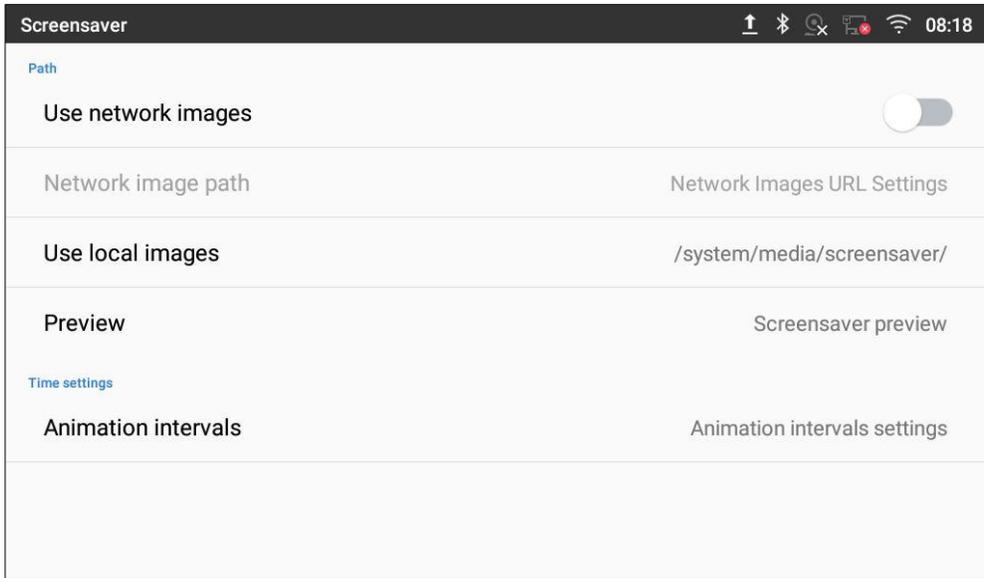


Figure 276: Use Network Images

Click on **Use network images** and set the path of the remote screensaver folder.

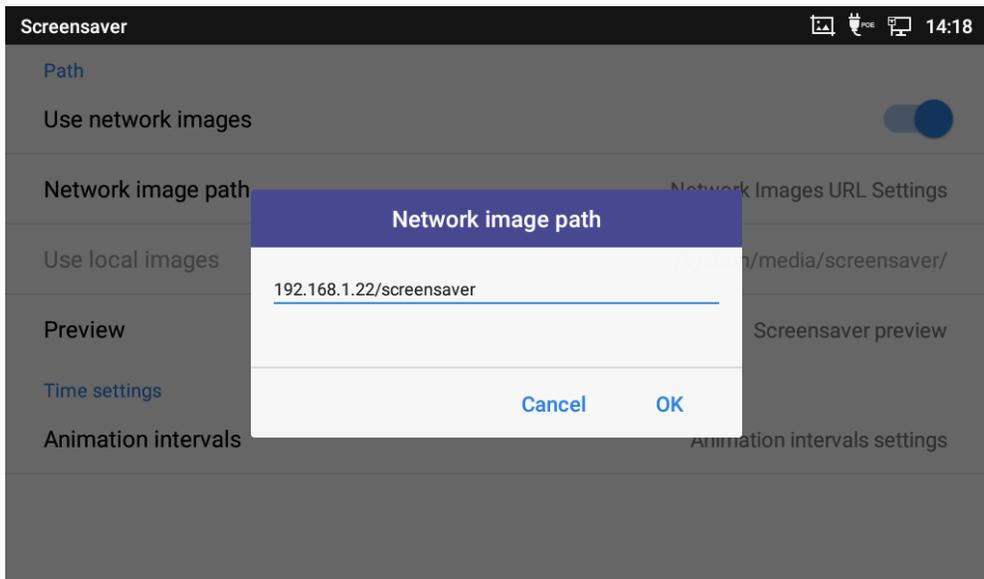


Figure 277: Network Image Path

# Browser

The browser can be used similar to a PC-based web browser. You can open web pages, bookmarks, view history, search ...etc. Tap  on the idle screen to launch the Browser application.

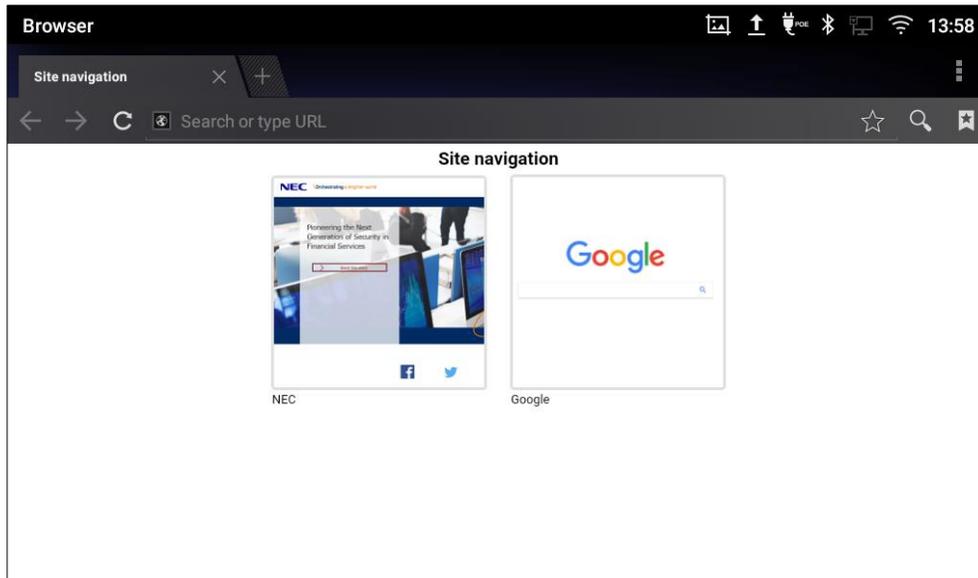


Figure 278: GT890 Web Browser

- Touch the screen and scroll up/down/left/right to view the web page.
- Use two fingers on the screen to pinch in or spreading out the page.
- Tap the MENU  to or tap  to access more options including refresh New Tab, find on page, etc.

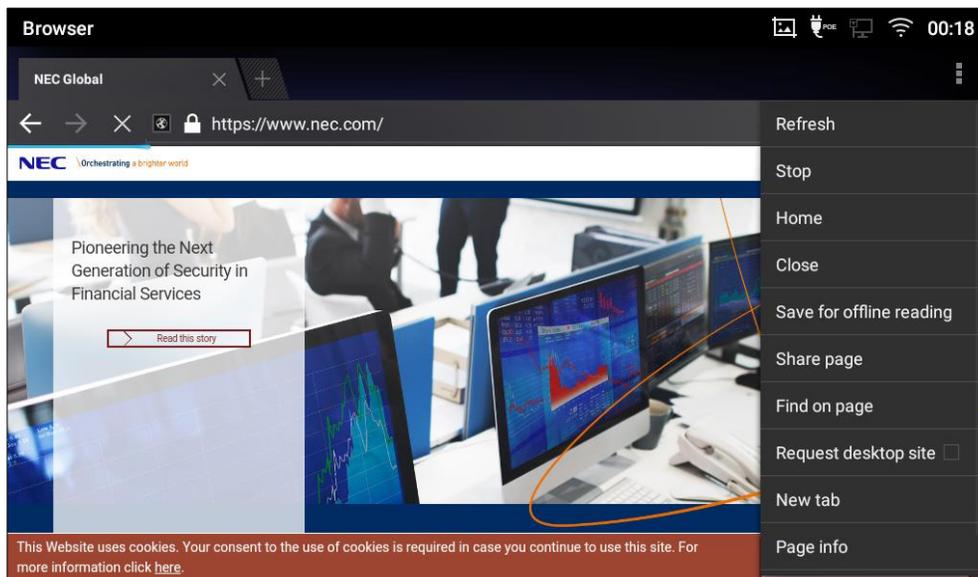


Figure 279: GT890 Browser Menu Options

- To open a new window, tap on  icon on the right side of the tab.

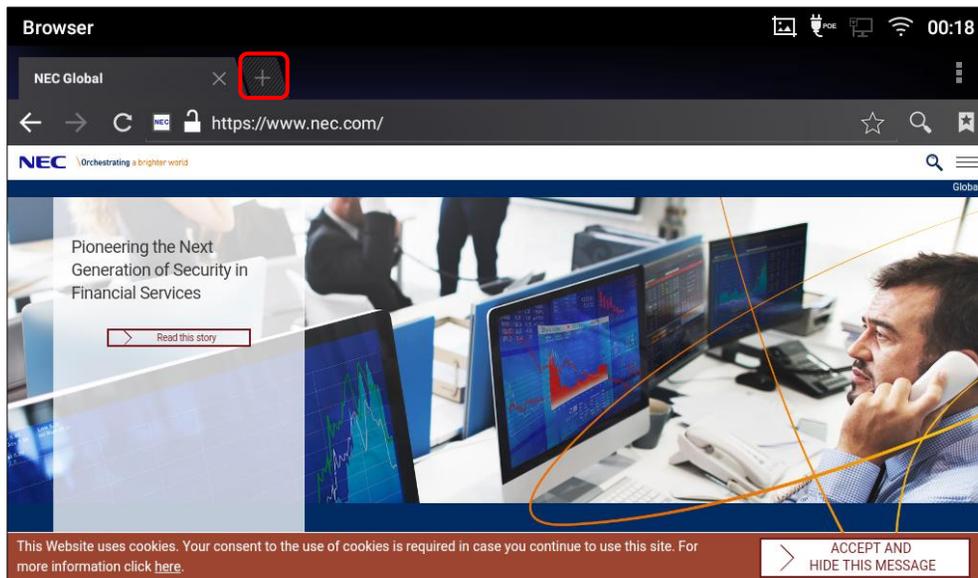


Figure 280: Open New Window in Browser

- To open **Bookmarks**, **History** and **Saved Pages**, tap  on the upper right of the Browser.

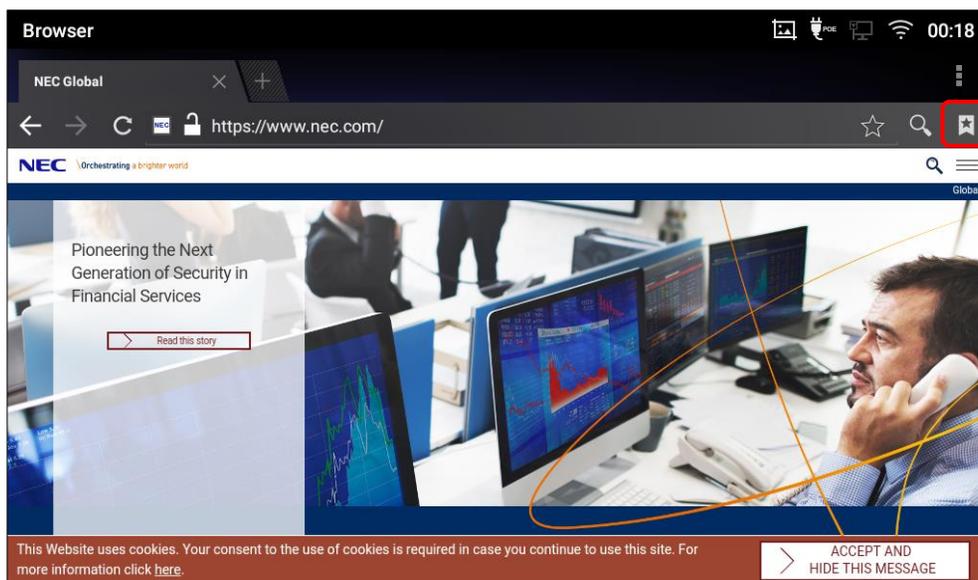


Figure 281: GT890 Web Browser-Bookmarks

# Connect to Network and Devices

The phone supports a variety of network connections (Ethernet, Wi-Fi) and device connections, including EHS headset (Poly), USB, SD card and Bluetooth device. You can connect the phone and transfer files from/to the GT890 using a USB connection, SD card or Bluetooth.

## Ethernet

Ethernet connection is turned on as DHCP by default. If you would like to use Ethernet connection for network access, please make sure the Ethernet cable is plugged in to the LAN port on the back of the phone.

To configure Ethernet settings on the LCD:

1. Go to the application menu → **Settings** → **Network** → **Ethernet settings**.

In Preferred Internet protocol, ~~and~~ select internet protocol you use. By default, it's "IPv4 only".



**Note:**

IPv6 is not supported. Please leave this setting as default.

2. Tap **IPv4 settings**.
3. Tap **IPv4 address Type** to select DHCP, Static IP or PPPoE as the address type.
  - For DHCP, save the setting and the GT890 should be able to get IP address from the DHCP server in the network.
  - For static IP, enter IP Address, Subnet Mask, Default Gateway, DNS Server and Alternative DNS server for the GT890 to correctly connect to the network.
  - For PPPoE, enter PPPoE account ID and password so phone can get an IP address from the PPPoE server.



**Note:**

Although **IPv6 settings** will be used to configure the IPv6 address type, IPv6 is not supported. Please leave this setting as default.

## Wi-Fi

WI-FI is supported and built-in on the phone. The phone can be connected to network if Wi-Fi is available within the area.

## Turn On/Off Wi-Fi

1. Go to the application menu→**Settings**→**Network**→**Wi-Fi**.
2. Check or uncheck the option for **Wi-Fi**.

Or, users could open the top status bar and tap on Wi-Fi icon  to turn it on/off.

## Connect to Wi-Fi Networks

1. Once Wi-Fi is turned on, the phone will automatically start the scanning within the range.
2. Go to the application menu→**Settings**→**Network**→**Wi-Fi**.
3. A list of Wi-Fi networks will be displayed as scanning result. Tap on the SSID and enter the correct password information to connect to the selected Wi-Fi network.
4. The phone will start connecting to the Wi-Fi. The status bar will show Wi-Fi signal strength.
5. Once it is added and the password is saved, the phone will automatically connect to it when the SSID is within the range.

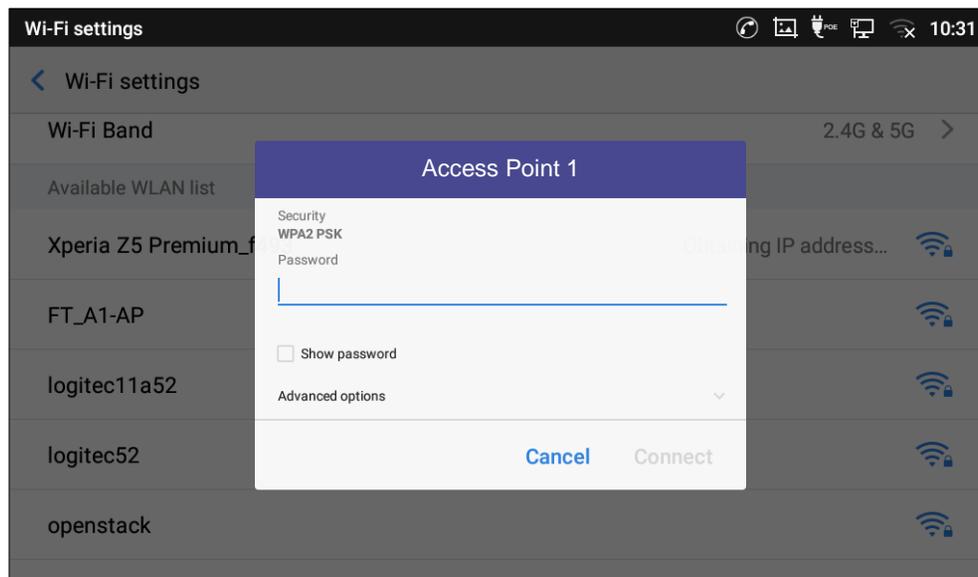


Figure 282: GT890 Connect to Wi-Fi

- The previous steps allow the phone to connect the Wi-Fi network with DHCP setting by default. If it needs to be connected the Wi-Fi with static IP settings, please scroll down the setting window and tap to check the “**Advanced options**”. Then the window will show up the IP settings at the bottom. If the Static is selected, the system will require end user to input IP address, Gateway, Network prefix length and DNS 1 and DNS 2 addresses.

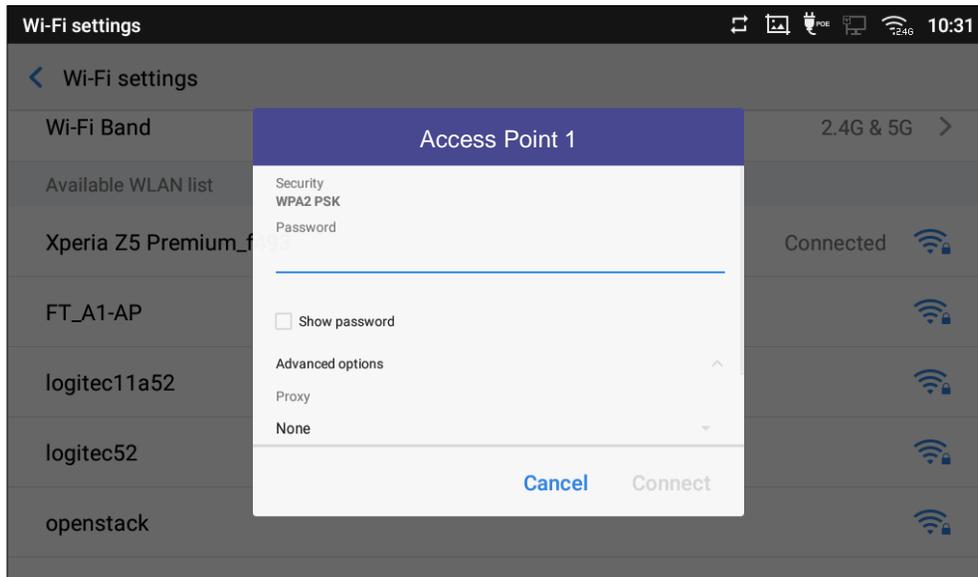


Figure 283: GT890 Connect to Wi-Fi-Show Advanced Options

- If there is a need to modify the saved Wi-Fi network setting, tap and long press the SSID bar in the Wi-Fi setting page. The system will pop up a prompt and then you need to tap on “**Modify network**”. Then, the phone system will pop up a new window to allow user to check the Wi-Fi parameters and change the setting by checking the “**Advanced options**” at the bottom.
- You can also add Wi-Fi Networks manually if the network is hidden or not showing on the list of scanned SSIDs. You need to roll down the Wi-Fi settings page and tap on “**Add network**” and then enter the SSID name, Security type and Password.

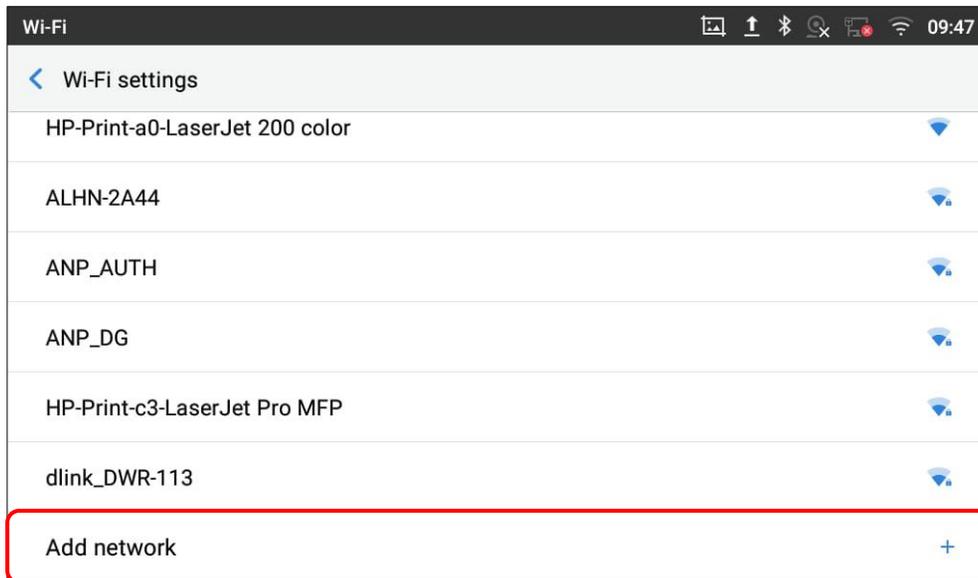


Figure 284: Wi-Fi - Add network

## Wi-Fi Settings Shortcut

Users can access the Wi-Fi settings by sliding the Status Bar, then long Press on the Wi-Fi icon.

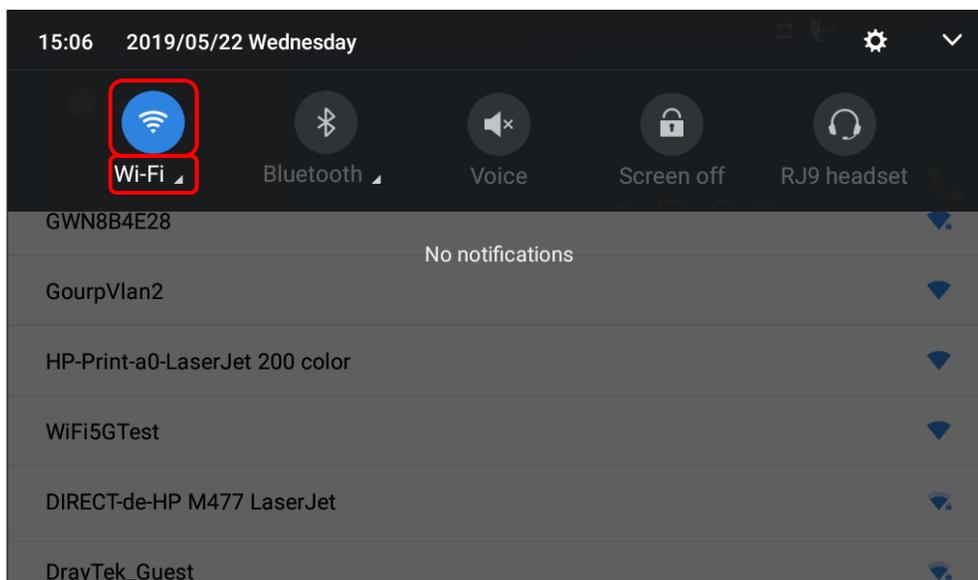


Figure 285: Wi-Fi Settings Shortcut

-Or-

Press the letter under Wi-Fi icon this will show the list of the Wi-Fi networks detected. Press "More Settings" to access the Wi-Fi settings.

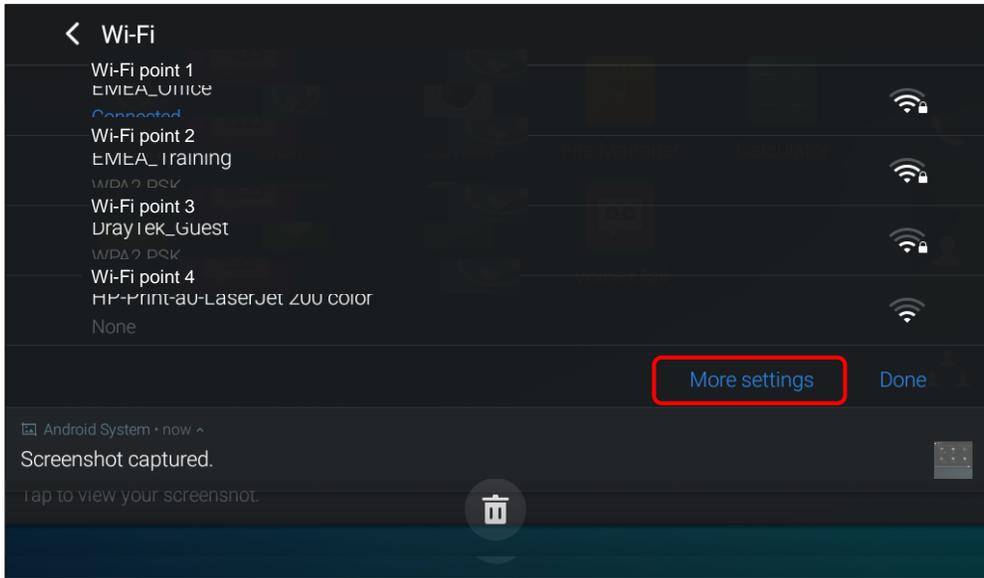


Figure 286: Wi-Fi Shortcut - Wi-Fi List

For more information about how to use Wi-Fi, please refer to “IP Phone GT890 Administration Guide (ST500)”.

## Bluetooth

Bluetooth is a proprietary, open wireless technology standard for exchanging data over short distances from fixed and mobile devices, creating personal area networks with high levels of security. The GT890 supports Bluetooth, version 4.0 + EDR. Users could use Bluetooth to transfer files, share contact information with other Bluetooth portable devices, use Bluetooth headset for making calls, switch calls to the GT890 from mobile devices using Bluetooth hands-free profile, and listen to media (music or other audio output) from the GT890.

To connect to a Bluetooth device, turn on GT890's Bluetooth radio first. The first time when using a new Bluetooth device with the GT890, "pair" the device with GT890 so that both devices know how to connect securely to each other. After that, users could simply connect to a paired device. Turn off Bluetooth if it's not used.

Bluetooth settings are under the application menu → **Settings** → **Basic** → **Bluetooth**.



### Note:

- The button and speech recognition function of the Bluetooth headset don't work when the Bluetooth headset is connected with GT890. Please operate GT890 directly.
- Ringtone is ringed from only speaker of GT890 even if the Bluetooth headset is connected with GT890.

## Turn On/Off Bluetooth

1. Go to the application menu → **Settings** → **Features** → **Bluetooth**.
2. Check or uncheck Bluetooth option.

Or, users could open the top status bar → tap on Bluetooth icon  to turn it on/off.

## Change Bluetooth Device Name

The phone uses "ITX-3370\_XXXXXX" as Bluetooth device name by default where "XXXXXX" are the last 6 digits of the phone's Bluetooth MAC address. The device name will be visible to other devices when connecting them. Follow the steps below to change the name:

1. Go to the application menu → **Settings** → **Features** → **Bluetooth**
2. Turn on **Bluetooth**.
3. Select **Additional settings**.
4. Tap "Device name".
5. Enter a name and tap "Rename".

## Pair with a Bluetooth Device

Before connecting the phone with another Bluetooth device, you must pair them first. They will stay paired afterwards unless they are unpaired.

1. Go to the application menu → **Settings** → **Features** → **Bluetooth**
2. Turn on **Bluetooth**.
3. Tap **Additional settings** and select "Visible to nearby Bluetooth devices" to make the GT890 phone visible to all nearby Bluetooth devices.
4. The phone scans and displays the IDs of all available Bluetooth devices in range. If the device you would like to pair with does not show up in the list (available devices), ensure that the other device is turned on and set to be discoverable.
5. If the GT890 stops scanning before the other device is ready, press  button to scan again.
6. Once the Bluetooth device shows up in the result, tap on it to start pairing. Confirm the passkey in the prompted message (if any). Or if passcode is required, please refer to the device's documentation or other procedures to obtain the passcode.

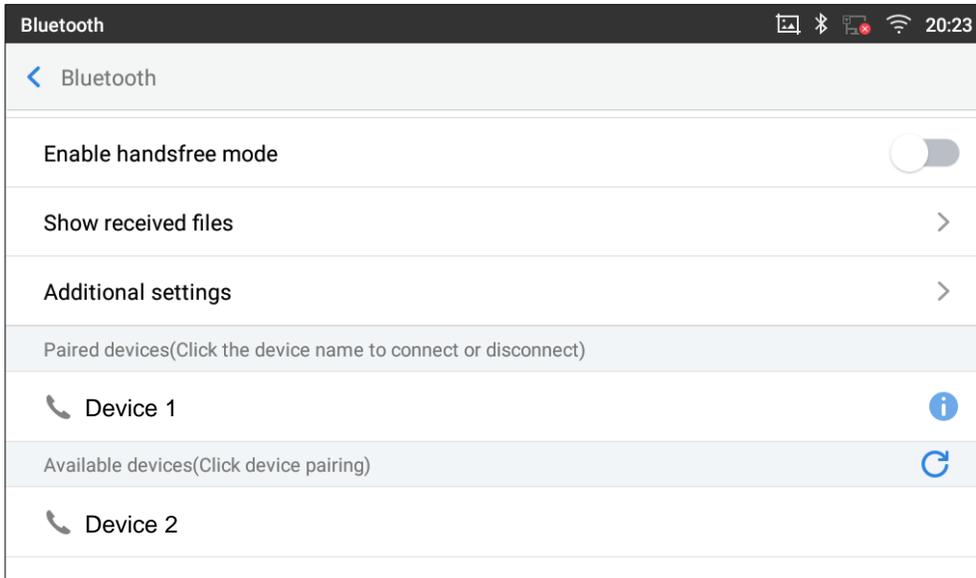


Figure 287: GT890 Bluetooth - Paired Device

## Unpair a Bluetooth Device

1. In the Bluetooth settings, tap the  icon corresponding to the Bluetooth device.
2. Select **Unpair**.

## Bluetooth Settings Shortcut

You can access the Bluetooth settings by sliding the Status Bar, then long Press on the Bluetooth icon.

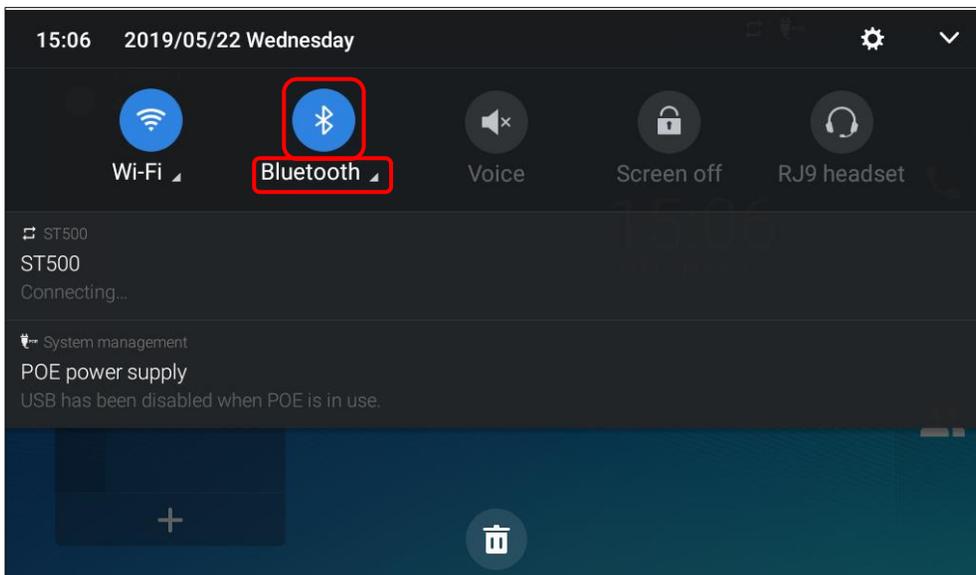


Figure 288: Bluetooth Settings Shortcut

Or

Press the letter under Bluetooth icon this will show the list of the paired devices. Press “More settings” to access the Bluetooth settings.

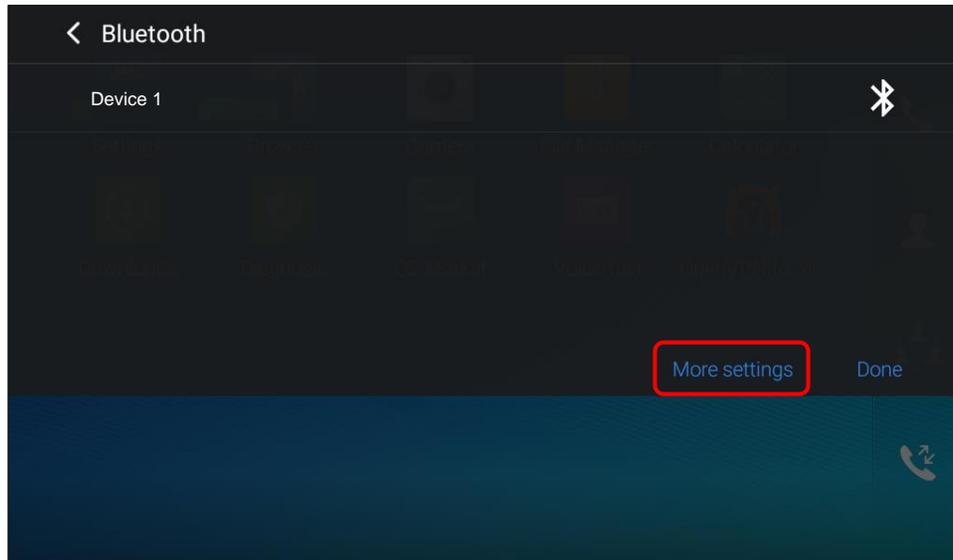


Figure 289: Bluetooth Setting shortcut 2

For more information about Bluetooth feature on the phone, please refer to “Standard SIP Video Terminal IP Phone GT890 Administration Guide (ST500)”.

## EHS Headset

The phone supports normal RJ9 headset and EHS headset. To use Poly EHS headset:

1. Go to the application menu→**Settings**→**Basic**→**Peripherals**: and enable option “Plug in RJ9/EHS headset”.
2. Change the **Headset Type** to **Plantronics EHS** under the Web GUI→**System Settings**→**Preferences**→**Audio Control**. After saving the setting change, please reboot the phone.
3. Connect EHS Headset to the GT890. Insert headset connector into the RJ9 headset port on the back of GT890.

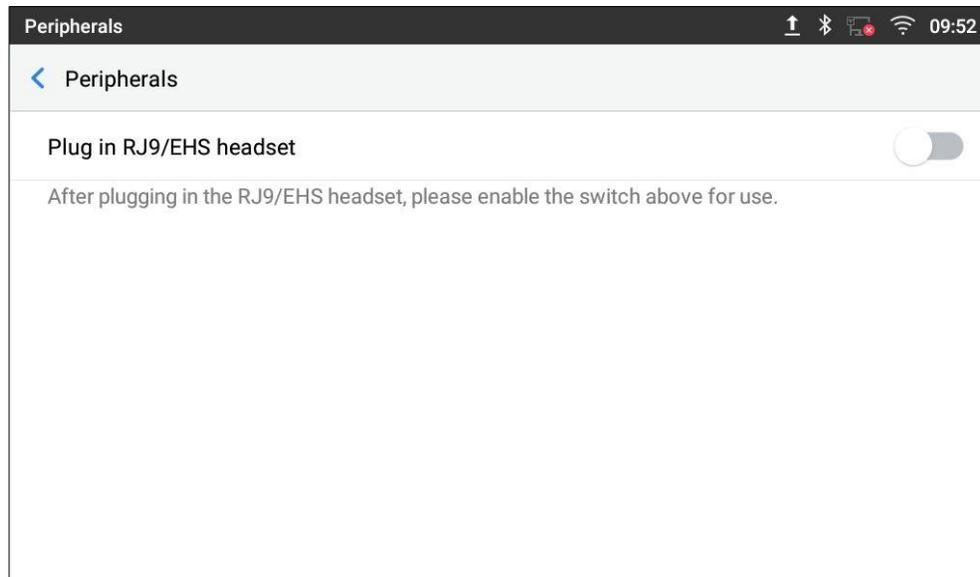


Figure 290: EHS headset

## USB Headset

The phone supports USB Headsets, once a headset plugged, it will be detected automatically, and the following icon will be shown on the top right of the status bar, this means a USB headset is connected.

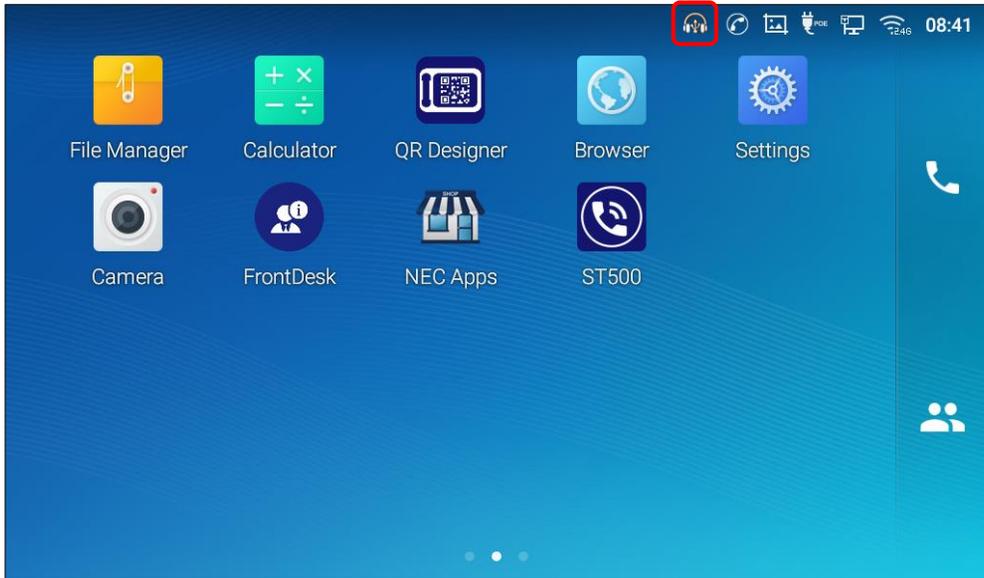


Figure 291: USB Headset Connected

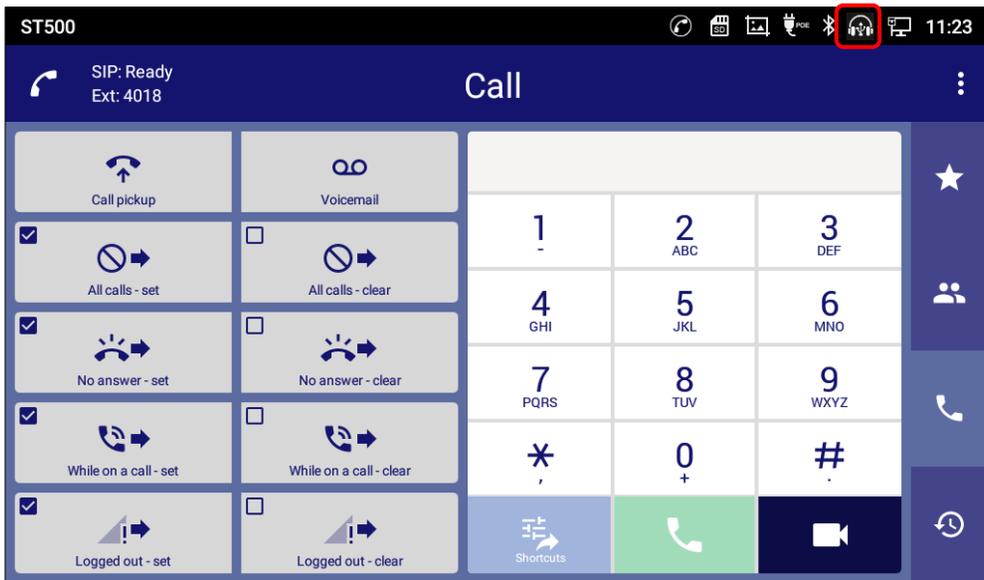


Figure 292: USB Headset Used for Call

USB headset is automatically enable. You can switch Speaker or Handset by tap  .

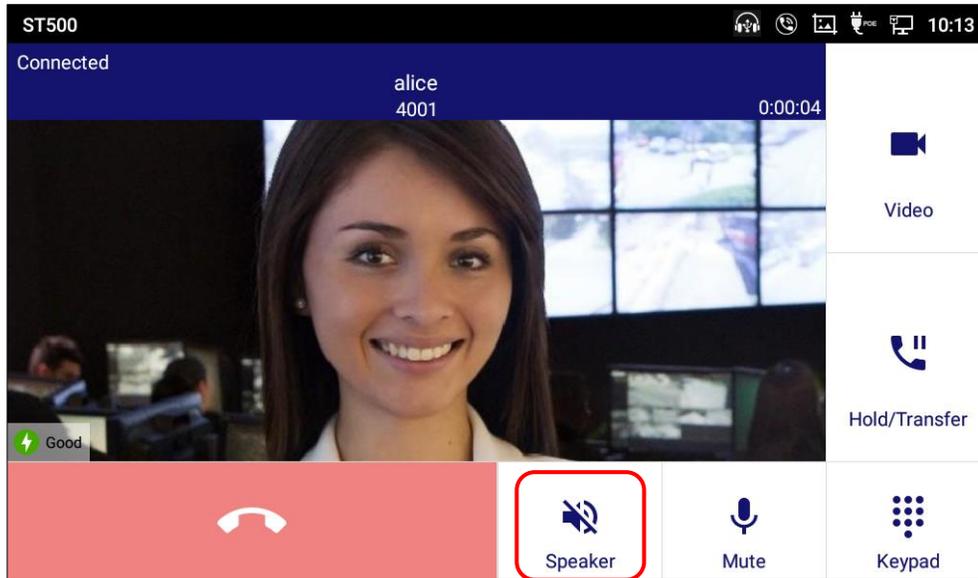


Figure 293: Switch between Speaker and handset mode

 **Note:**

USB port is disable on the default setting.

For enable the USB Port, check off the Disable USB Port feature under **Web GUI→System Settings→Preferences→Peripherals interface Management→Disable USB Port.**

## USB

The phone supports USB connection with USB storage devices. To connect and access a USB storage device:

1. Insert an USB storage device into USB port at the back.
2. It will take a few seconds for the GT890 to prepare the connection. Then the USB storage icon  will show on the status bar.
3. To access USB storage, go to GT890 MENU→**File Manager** → **USB**. Tap on it to access and manage your data.

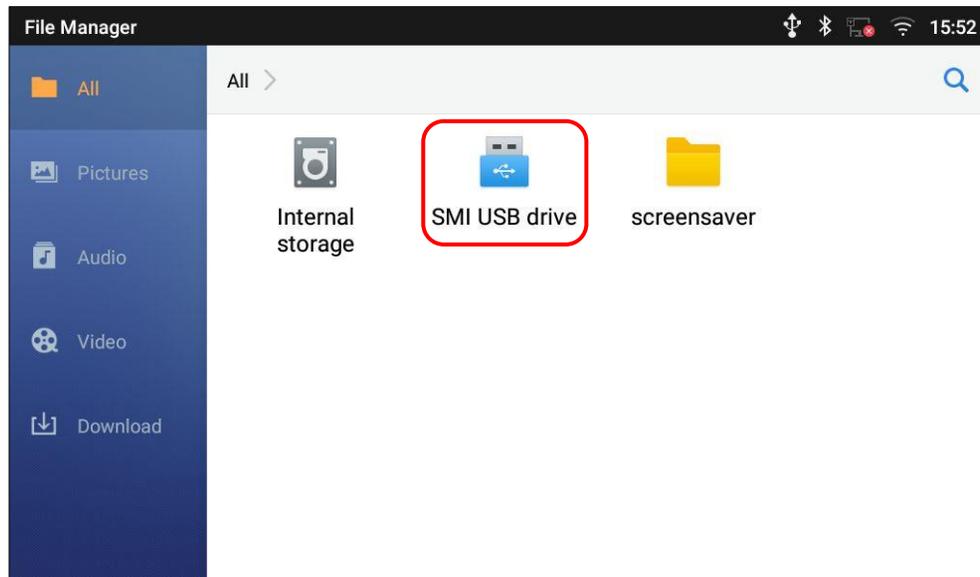


Figure 294: USB Storage Device Connected to GT890



### Note:

- USB port is disable on the default setting.
- For enable the USB Port, check off the Disable USB Port feature under **Web GUI→System Settings→Preferences→Peripherals interface Management→Disable USB Port**.
- Upgrading via USB storage device is not supported on the GT890.
- When connecting USB devices, must use PSU or PoE+ to power up phone. For other uses, PoE is enough sufficient.
- When connecting USB devices, select an Android OS compatible product and use it after confirming its operation.

## SD Card

1. Insert your SD card into SD Card slot at the back of the phone. With the side where you can see the terminal (metal part) of the SD card facing you, insert it in the direction shown in the figure below. Please make sure the SD Card is inserted with right direction on the phone as indicated on the SD card slot.



2. It will take a few seconds for the phone to prepare the connection. Then the SD Card icon  will show on the status bar.
3. To access SD Card, go to GT890 MENU→**File Manager**→**SD card**. Tap on it to manage your data.

- **Firmware upgrade via SD card**

For users that could not use remote upgrade or could not access the phone's Web GUI to upload firmware, upgrading via external SD card is an alternative. Follow the steps below to upgrade GT890 via SD card.

1. Download the firmware file to PC and save it in SD card.
2. Insert the SD card to GT890.
3. GT890 pops up the “Upgrade prompt” window on the screen.
4. Press “OK”, it will go into the upgrading process.
5. Power cycle the GT890 and the 5 LCD keys on the bottom of the screen will light up.
6. The GT890 will start upgrading and display the upgrading process in the screen.
7. Wait until the upgrading is done.
8. The GT890 will reboot itself.
9. Check the firmware status and remove the SD card.

 **Note:**

SD Card is disable on the default setting.

For enable the SD card, check off the Disable SD card feature under **Web GUI→System Settings→Preferences→Peripherals interface Management→Disable SD card**.

## HDMI

If HDMI output device is connected, GT890 automatically switch audio output destination to HDMI device. When it is needed to change it to GT890, switch on/off under GT890 menu→ **Settings→ Basic→ Sound→ HDMI**. If HDMI output device is not connected to GT890, this setting is grayed out and cannot be set.

## Compatibility Headset List

### 1. RJ9 Headset

Table 32: RJ9 Headset

Vendor	Model	Cord/Cable Model Number
Jabra	GN2000	Jabra GN1200 CC
	GN2100	Jabra GN1200 CC

### 2. EHS Headset

Table 33: EHS Headset

Vendor	Model	EHS Adapter
Poly	Savi W710	APV-63 or APD-80 (with 85638-01 cable)

### 3. Bluetooth Headset

Table 34: Bluetooth Headset.

Vendor	Model	Cord/Cable Model Number
Poly	Voyager 5200	-
	Voyager Legend	

# Data Backup

The following data is not backed up automatically by GT890. Please backup manually to avoid the loss of data caused by terminal failure and factory reset.

- Phonebook data
- Configuration data of the phone
- Image
- Audio
- Video
- Downloaded data



## Note:

Favorites' data of ST500 cannot be backed up. If the data is deleted, please set it again.

## Phonebook Data Backup

Phonebook data is exported by using Web GUI, Contacts or Bluetooth.

### [Web GUI]

1. Select the file encoding.

**Web GUI>Applications>Contacts>Import/Export Contacts>Export>File Encoding**

2. Select the file type.

**Web GUI>Applications>Contacts>Import/Export Contacts>Export>File Type**

3. Click "Export".

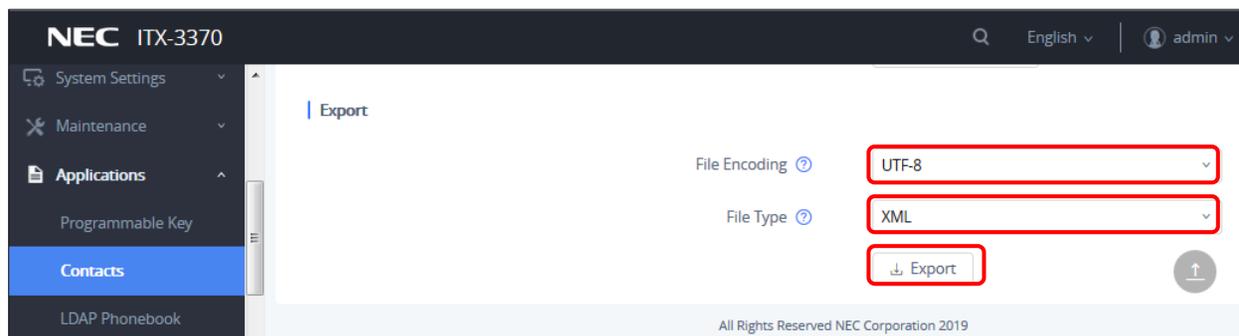


Figure 295: Phonebook Data Backup

### [Contacts]

1. Go to Contact screen from  icon on Home screen.
2. Tap the  icon.
3. Tap "Export contacts". And Select the "File encoding", "File type" and "Choose directory".  
Tap .

4. The exported contacts data is saved on choose directory. Please save the data in a place other than internal storage.

### [Bluetooth]

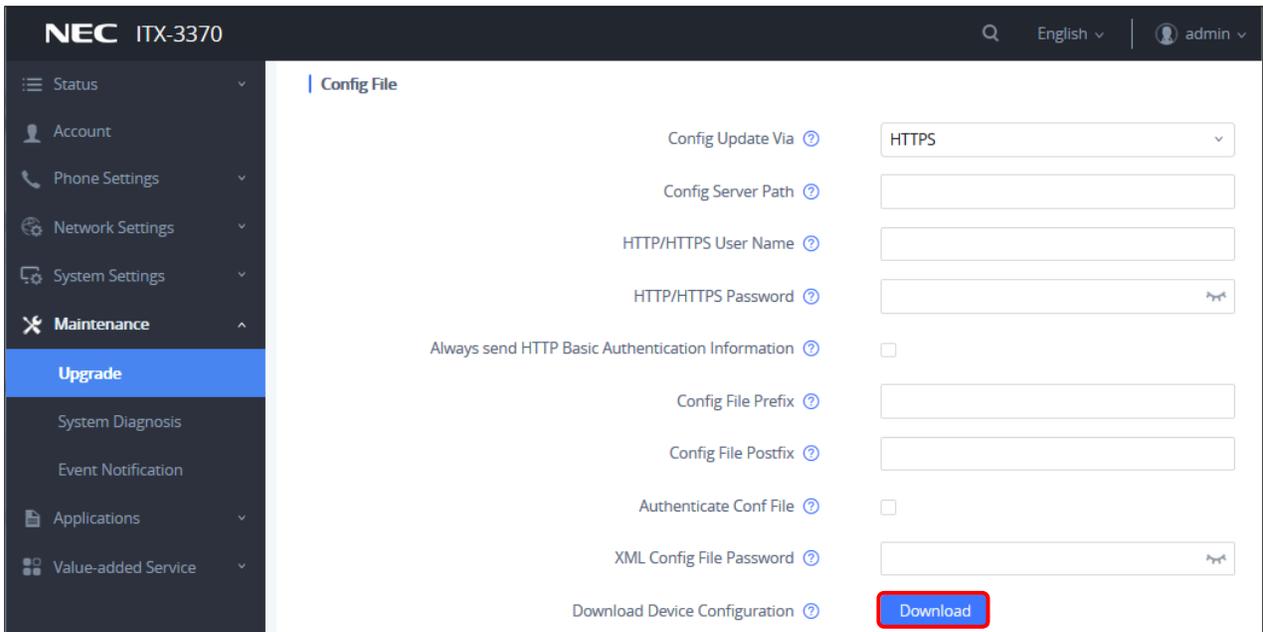
1. Select the contact which you want to backup.
2. Tap on . Pop-up is displayed, Select “Turn on”.
3. Choose Bluetooth device.
4. Accept the Bluetooth connection of opposite Bluetooth device. The data sending start automatically.

## Configuration Data of the Phone Backup

Configuration data of the phone is downloaded by using Web GUI.

1. Click “Download”.

**Web GUI>Maintenance>Upgrade>Config File>Config File>Download Device Configuration**



The screenshot shows the NEC ITX-3370 Web GUI interface. The top navigation bar includes the NEC logo, model number ITX-3370, a search icon, language selection (English), and a user profile (admin). A left sidebar menu lists various settings categories: Status, Account, Phone Settings, Network Settings, System Settings, Maintenance (expanded), Upgrade (selected), System Diagnosis, Event Notification, Applications, and Value-added Service. The main content area is titled 'Config File' and contains several configuration options:

- Config Update Via: HTTPS (dropdown menu)
- Config Server Path: (text input field)
- HTTP/HTTPS User Name: (text input field)
- HTTP/HTTPS Password: (password input field with eye icon)
- Always send HTTP Basic Authentication Information: (checkbox, unchecked)
- Config File Prefix: (text input field)
- Config File Postfix: (text input field)
- Authenticate Conf File: (checkbox, unchecked)
- XML Config File Password: (password input field with eye icon)
- Download Device Configuration: (checkbox, unchecked)

The 'Download' button for the 'Download Device Configuration' option is highlighted with a red rectangular box.

**Figure 296: Configuration Data of the Phone Backup**

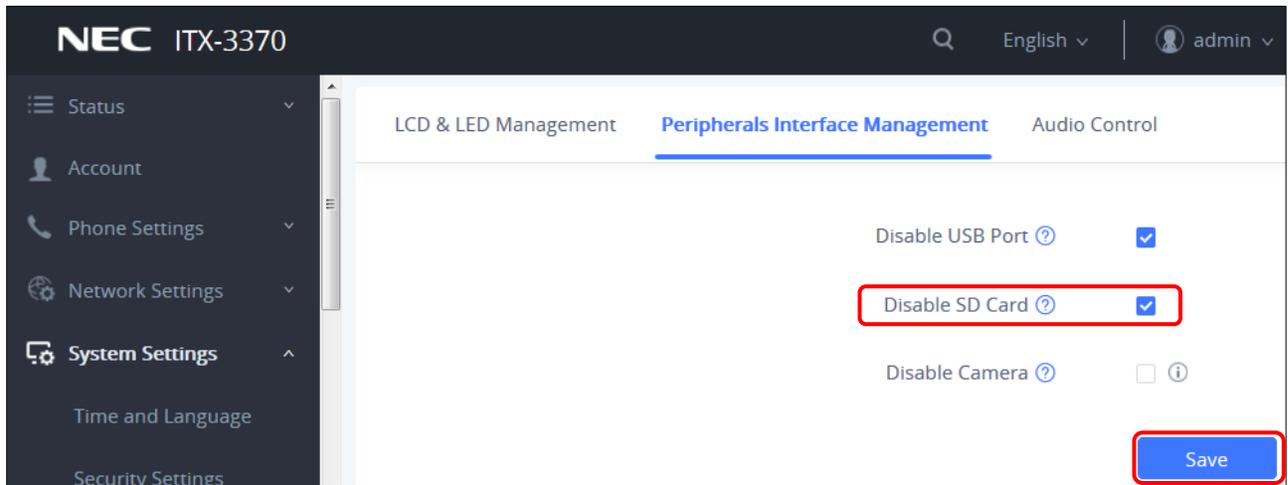
## Image/Audio/Video/Download Data Backup

Image, Audio, Video and Download data are backed up by using USB memory, SD card, Bluetooth and FTP.

### [USB memory]

1. USB port is disable on the default. Enabled the USB port by using Web GUI. Uncheck the “Disable USB Port”, and save.

**Web GUI>System Settings>Preferences>Peripherals Interface Management> Disable USB Port**



**Figure 297: Image/Audio/Video/Download Data Backup - 1**

2. Insert USB memory to USB port.
3. USB memory is displayed on "All >" of "File Manager". Copy the data to USB memory.

### [SD card]

1. SD card is disabled on the default. Enable the SD card by using Web GUI. Uncheck the “Disable SD Card”, and save.

**Web GUI>System Settings>Preferences>Peripherals Interface Management> Disable SD Card**

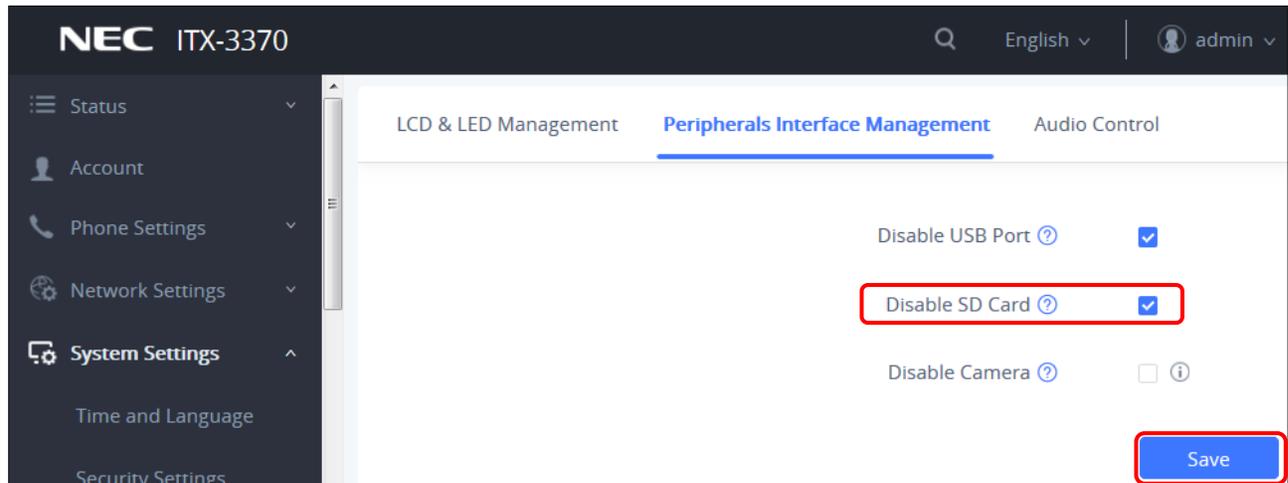


Figure 298: Image/Audio/Video/Download Data Backup - 2

2. Insert SD card to SD slot.
3. SD card is displayed on “All >” of “File Manager”. Copy the data to SD card.

### [Bluetooth]

1. Select the data which you want to backup on “File Manager”.
- 2-1. Tap on  when you select the data by batch. Pop-up is displayed. Select “Turn on”.
- 2-2. Long tap the data individually, and tap “Send”.
3. Choose Bluetooth device.
4. Accept the Bluetooth connection of opposite Bluetooth device. The data sending start automatically.

### [FTP]

1. Tap  on “File Manager”.
2. Tap “Start FTP server”. The name of the FTP server is displayed.
3. Access with GT890’s FTP server from FTP client, and download the data.

# FAQ and troubleshooting

This section describes how to check operations and change configurations of ST500.

## Menu options

### Checking operations of ST500

Table 35: Checking operations of ST500.

No.	When You Want To...
1	<u>Check the status of ST500.</u>
2	<u>Start ST500.</u>

### Changing configurations of ST500

Table 36: Changing configurations of ST500.

No.	When You Want To...
1	<u>Register/add a contact from call history.</u>
2	<u>Change kind or volume of ringtone.</u>
3	<u>Change receiving volume with a hardware key.</u>
4	<u>Change sending/receiving voice volume.</u>
5	<u>Change rings/volume of digit tone.</u>
6	<u>To switch on/off of the Message Waiting Indicator</u>
7	<u>Change tone locale when using ST500 abroad.</u>
8	<u>To show connection status during a call.</u>



**Note:**

- If ST500 makes an outgoing call while the communication server is failing, it will be closed after 32 seconds and a toast of "Your call was disconnected by the system" will be displayed.
- If database file corruption occurs due to terminal power-off at ST500 incoming timing, and if automatic recovery works with the backup file, some history data may be lost.
- If you change the permission/language while using ST500, please restart ST500.
- If you change the language setting of the Android device while ST500 is running, the display wording of the notification bar is not updated dynamically. It is necessary to restart ST500 once.

- When accommodated in the SV9500, the originating side will continue to listen to the RBT if the other side rejects the incoming call after making a call from the own terminal. You can listen to ROT by setting SV9500
- When accommodated in the SV9500, a separate device such as IP-UMS is required to use voicemail.
- When accommodated in the SV9300, the hold person will remain on hold even if the ~~held~~ held person goes on-hook (disconnects the hold call). Because the hold person does not notice that the ~~held~~ held person disconnected, when the retrieving operation is performed the call is disconnected.
- If you execute hold operation at the same time as the other party when accommodated in SV9300, the hold operation will fail and the call will be disconnected.
- Data migration of Favorites cannot be performed at the time of device change because import/export of data is not possible for Favorites. When changing the device, please register again.
- In the outgoing/incoming call history, in the outgoing call history, the Display Name registered on the SIP server is not displayed. In incoming and missed call history, it can be displayed.
- If there is an incoming or missed call with Display Name notified from the SIP server in the outgoing/incoming call history, Display Name will not be displayed in the outgoing call history that matches the number.
- When calling, when calling to a specific number from Favorites or Contacts details etc., what is displayed on the calling screen is the person who hit first in the search. Therefore, even when calling to a specific person, if the same number is registered to another member, different members may be displayed on the calling screen.
- When the incoming screen of ST500 is displayed, when it is displayed in the foreground again with ST500 in the background, the incoming screen in list format is displayed.
- Even when the [Incoming call notification] setting is turned off, the main screen of ST500 displays the incoming call screen in a list format.
- Depending on the installation environment of GT890, it may be difficult for the other party to hear the audio. Please adjust the setting by moving the sliders to the right with **Menu button of ST500>Settings>Profiles>Select profile>Telephone service>Volume>MIC.**

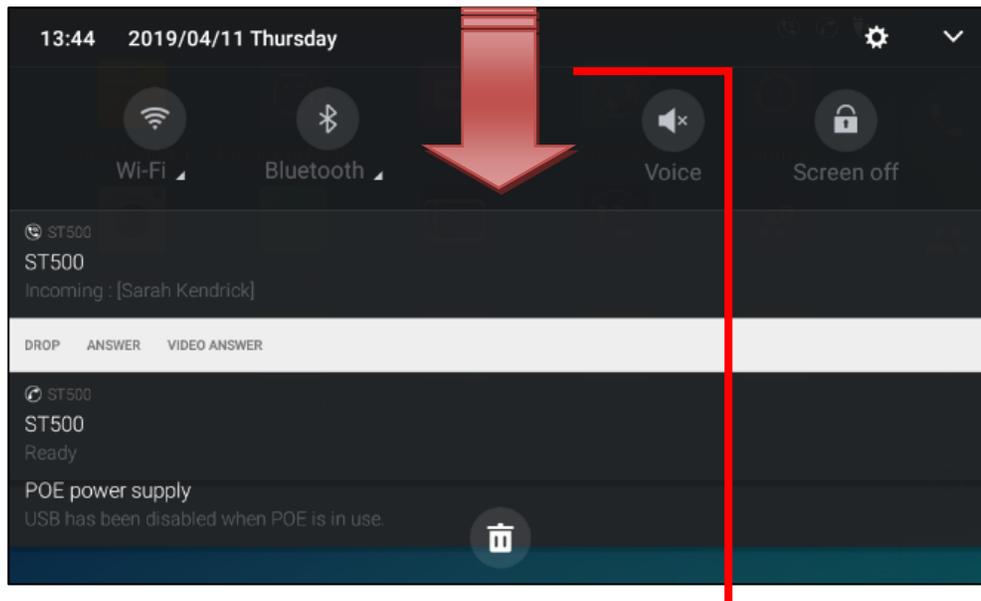
# Checking operations of ST500

## To check operating status of ST500

Refer to Registration status icon of [General screen structure](#).

## To check operating status of ST500 from task bar

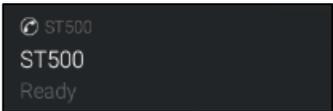
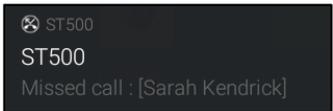
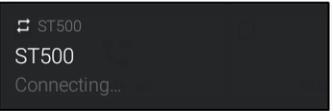
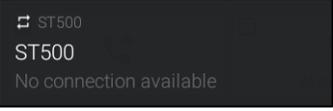
While your terminal does not display ST500 screen, you can still check the status of ST500 and missed calls from task bar.



Swipe the Home screen from top to bottom to display task.

Figure 299: Task bar.

Table 37: Operating status list.

Display Example	Status
	Call services are available.
	There are some missed calls.
 	Call services are not available.

## To start ST500

When ST500 is not started, you cannot receive a call with ST500.

1. On the **Home** screen, check if one of the following icons is displayed on the status bar.

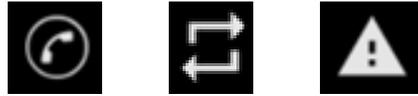


Figure 300: Icons which is displayed on the status bar.

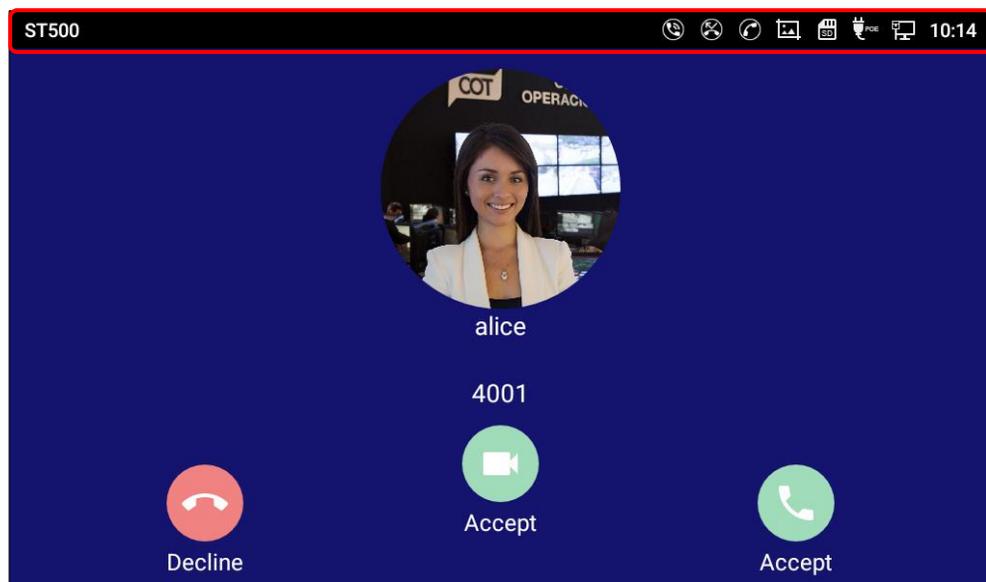


Figure 301: Check the status bar on the Home screen.

 **Note:**

When ST500 is not started, the above icon is not displayed.

2. When the above icons are not displayed, tap the **ST500** icon.

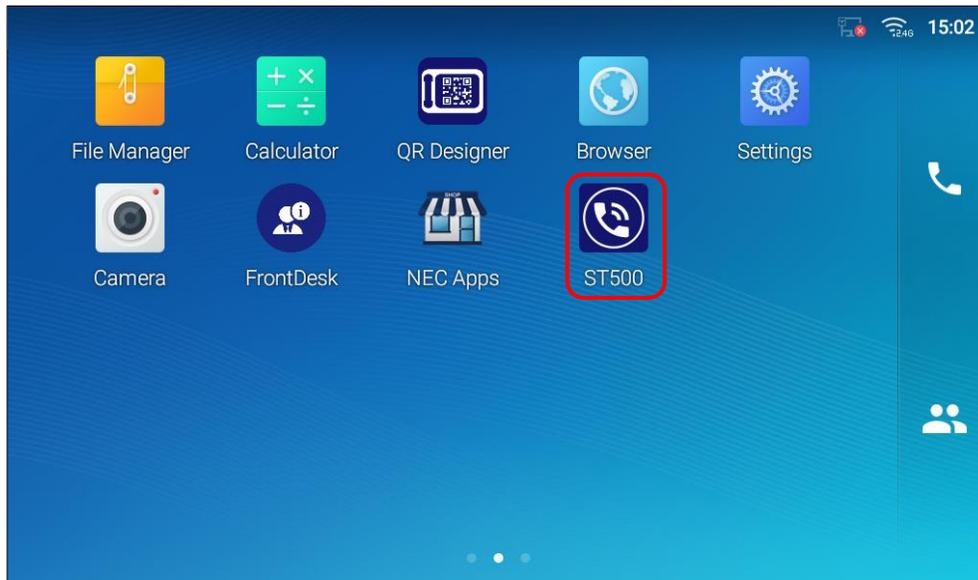


Figure 302: When the status icon of ST500 is not displayed.

# Changing configurations of ST500

## To register/add a contact from call history

You can add a contact information from call history of ST500 to the Phonebook of the terminal. Adding a new contact and editing an existing contact information are both available.

1. Tap a call history you want to register in the Phonebook of the terminal.

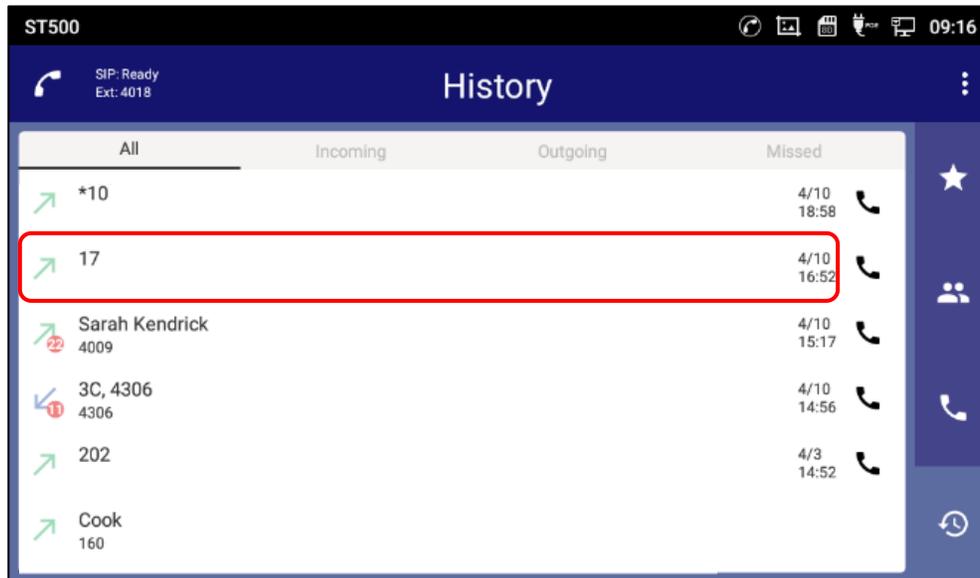


Figure 303: To add a contact from call history.

2. On the **History detail** screen, tap the **Edit** button.  
- The **Add to Phonebook/Update** screen is displayed.

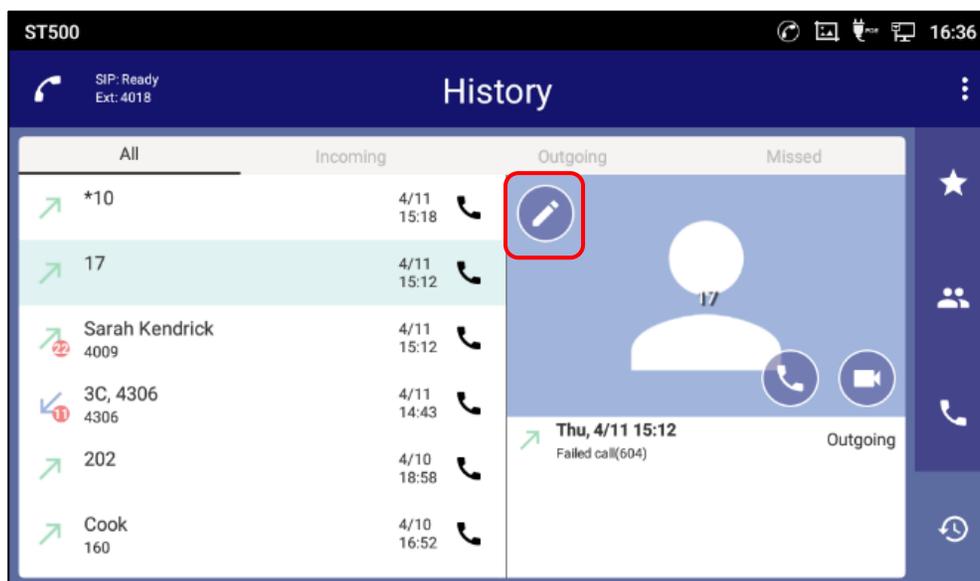


Figure 304: History detail you want to add is displayed.

3. On the **Add to contact** screen, tap **Create new contact** or **select the existing contact**.

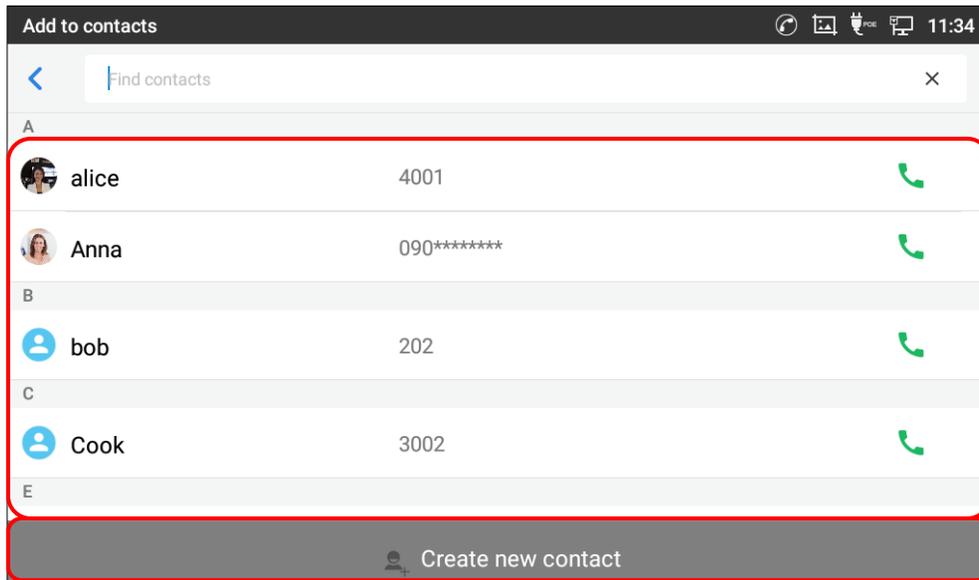
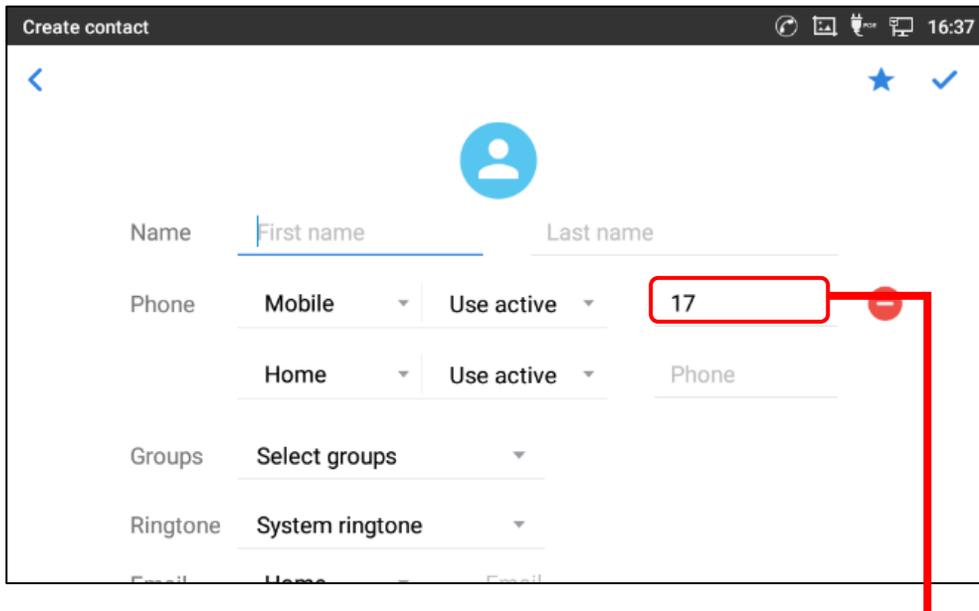


Figure 305: Create new contact or select the existing contact.

4. On the **Add new contact** screen, enter necessary data. The phone number is preset. The phone number is also preset when an existing contact is selected.



The telephone number is preset.

Figure 306: The telephone number is preset.

## To change ringtone per call type

1. Tap  to display the pull-down menu, and tap **Settings**.
  - The **Settings** screen is displayed.

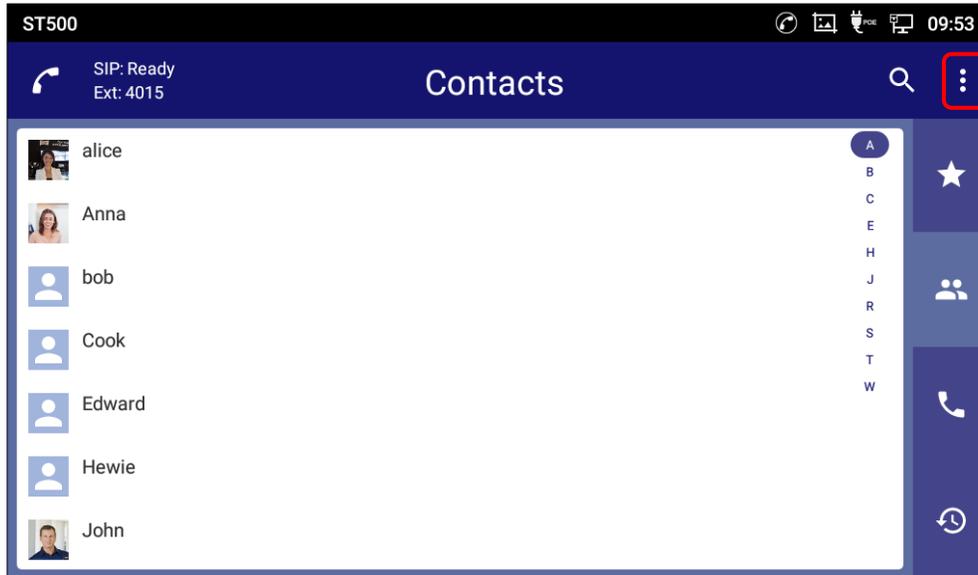


Figure 307: Display the pull-down menu 10.

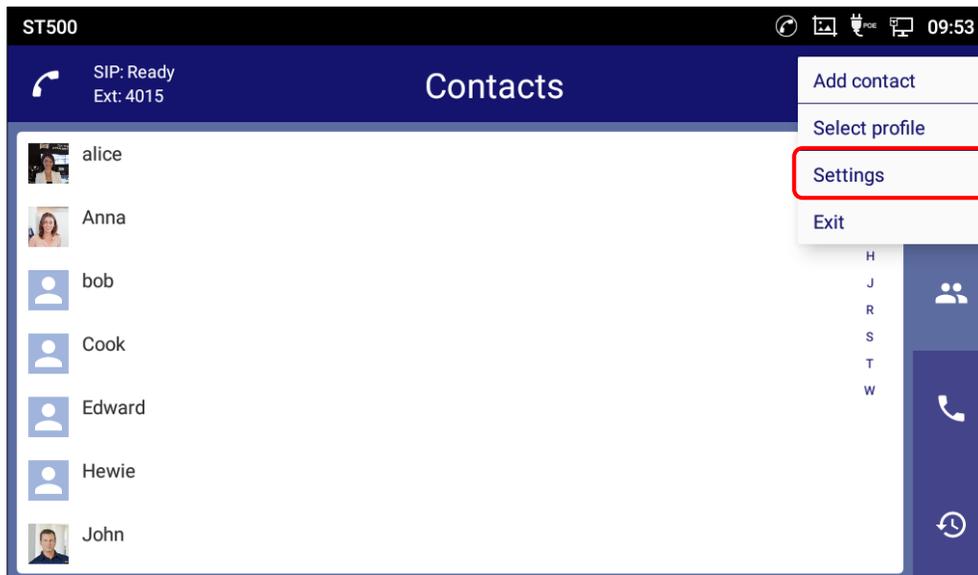


Figure 308: Tap the Settings to change ringtone.

2. On the **Settings** screen, tap **Profiles**.
  - The **Profiles** screen is displayed.

3. Tap a profile.
  - The **Profile** screen is displayed.
4. On the **Profile** screen, tap **Telephone service** screen.
  - The **Telephone service** screen is displayed.
5. On the **Telephone service** screen, tap **Ringtone**.
  - The **Ringtone** screen is displayed.

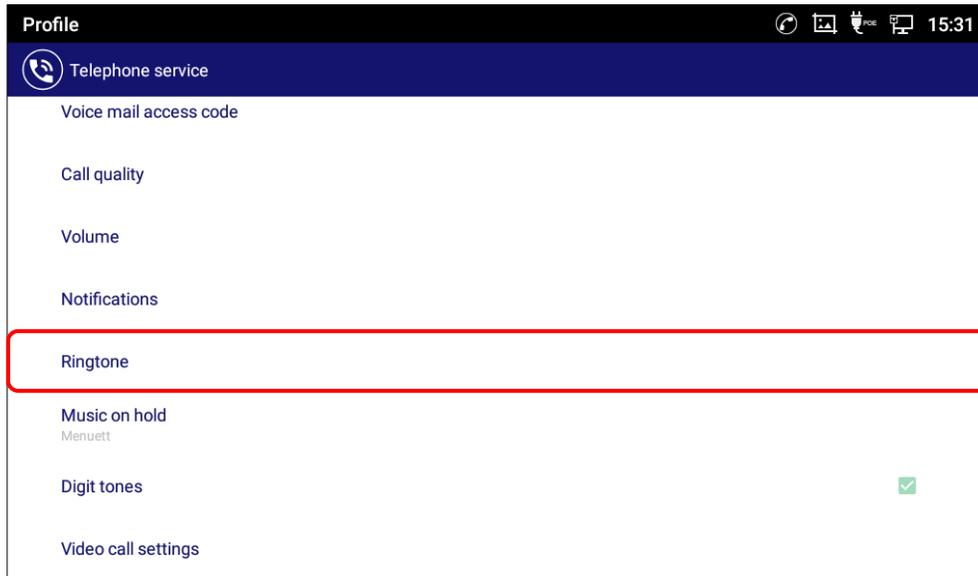


Figure 309: Tap Ringtone.

6. For example, to change the ringtone for extension calls, tap **Extension**, and then **Ringtone**.

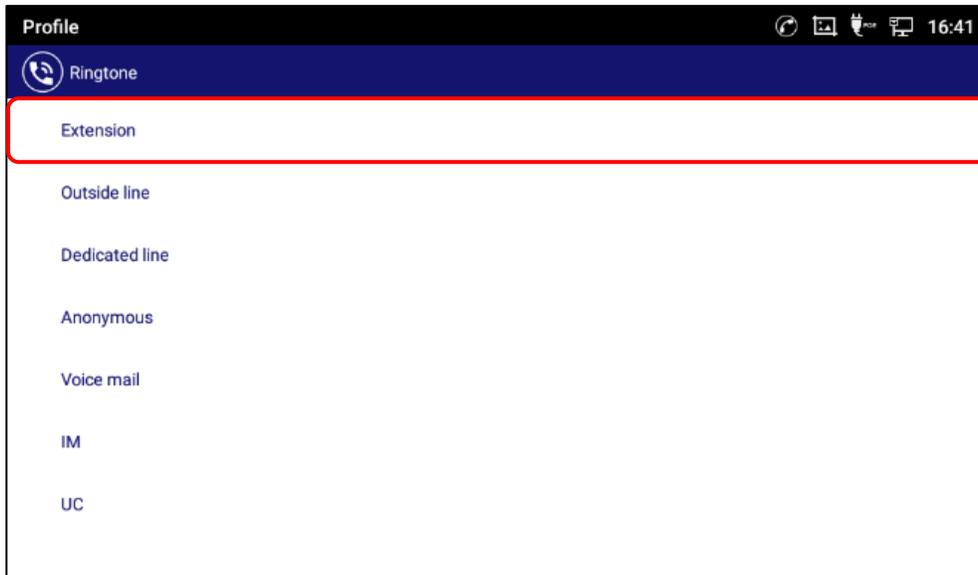


Figure 310: The Ringtone screen.



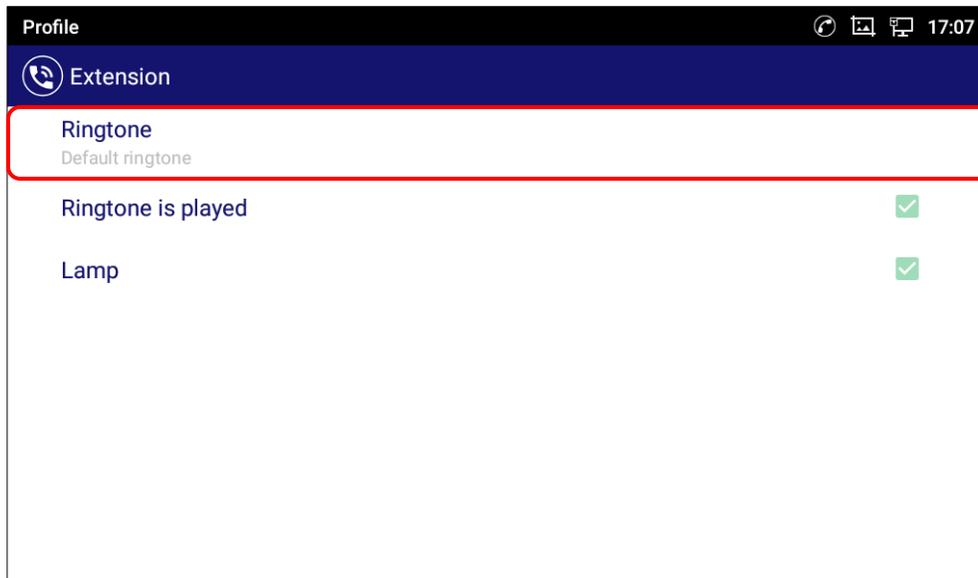


Figure 311: Change ringtone.



**Note:**

This setting is saved per profile.

### To change ringtone per contact

1. Tap  to display the pull-down menu, and tap **Settings**.
  - The **Settings** screen is displayed.

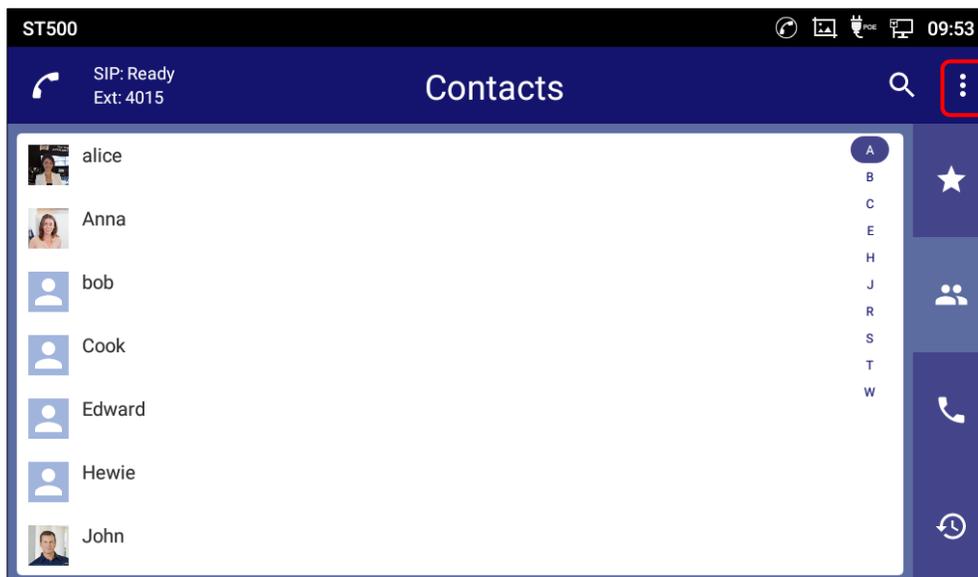


Figure 312: To change ringtone per contact



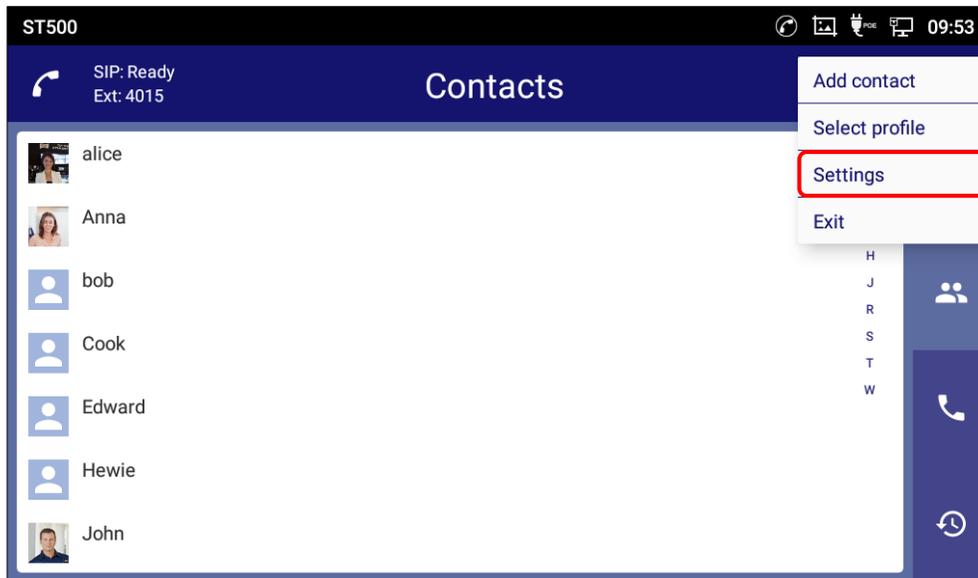


Figure 313: Tap Settings to enable ringtone for each contact

2. On the **Settings** screen, tap **Profiles**.
  - The **Profiles** screen is displayed.
3. On the **Profiles** screen, tap a profile.
  - The **Profile** screen is displayed.
4. On the **Profile** screen, tap **Telephone service** screen.
  - **Telephone service** screen is displayed.
5. On the **Telephone service** screen, tap **Contact settings**.
  - The **Contact settings** screen is displayed.

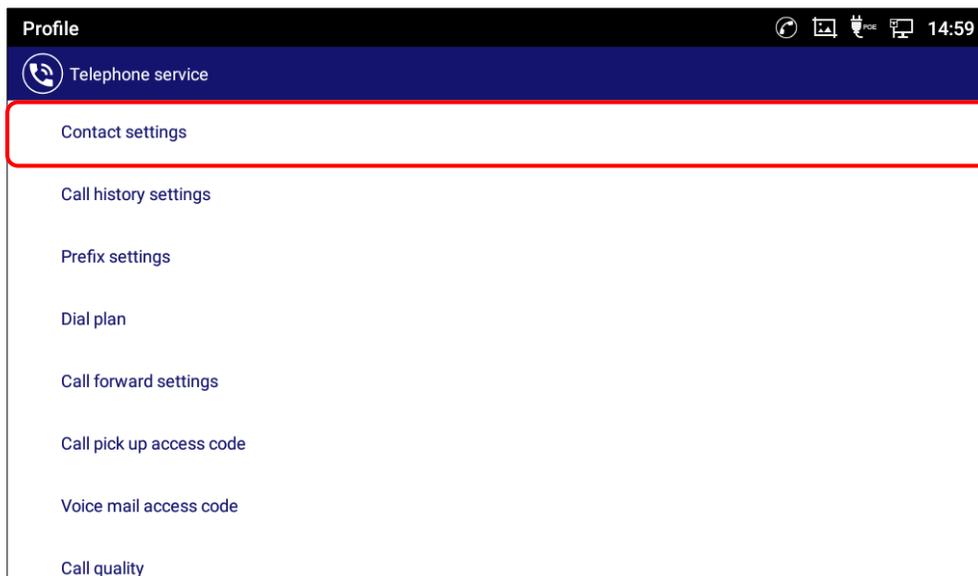


Figure 314: Tap Contact settings

- On the **Contact settings** screen, tap **Use the ringtone of device's internal contacts** to enable.

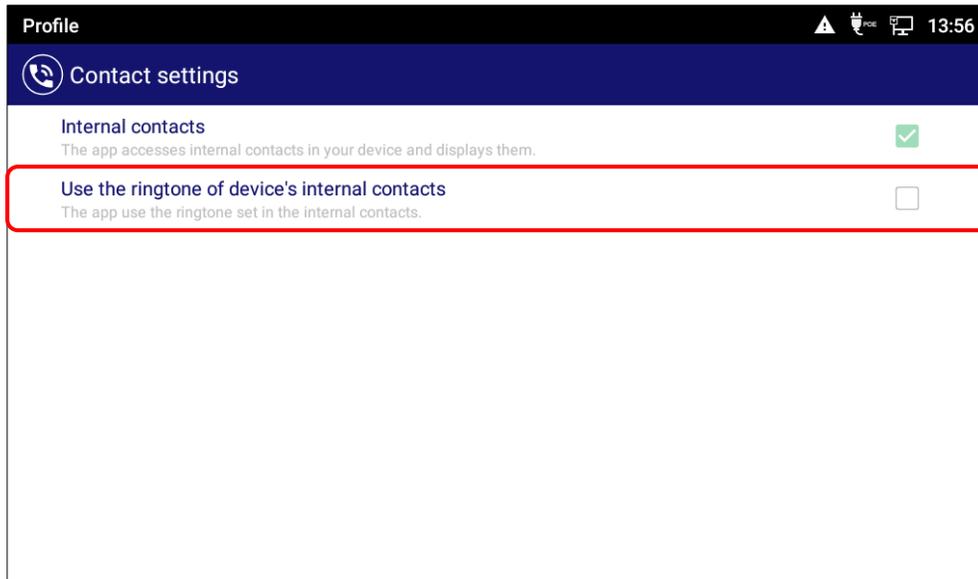


Figure 315: Tap to enable using ringtone

- Back to the **Contacts** screen, select the contact whose ringtone you want to change.

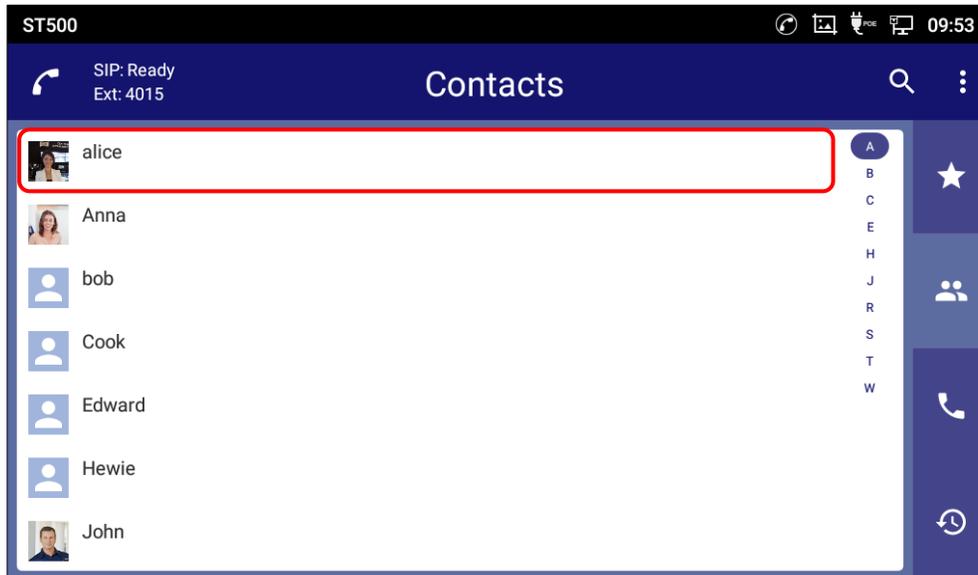


Figure 316: Select the contact whose you want to edit.

8. On the contact detail screen, tap .

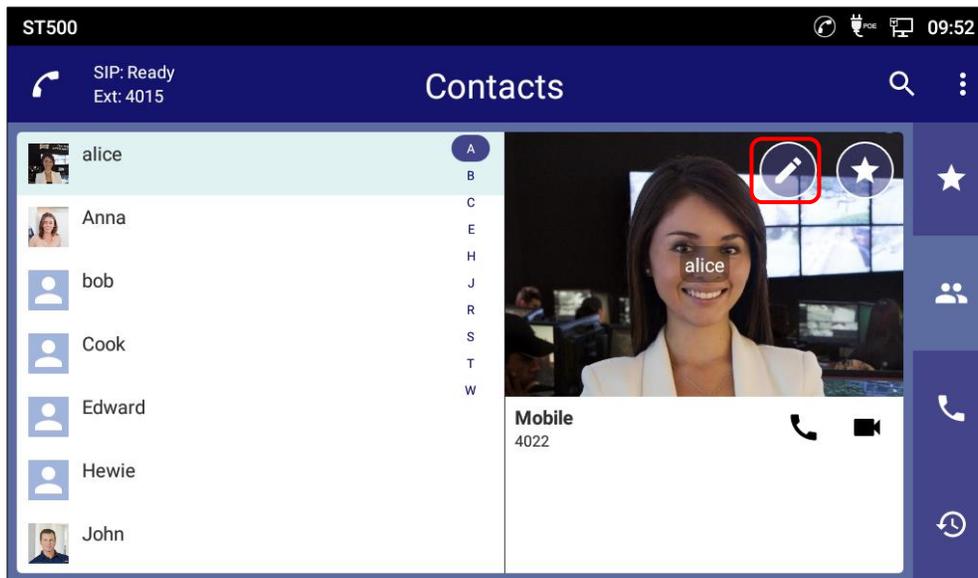


Figure 317: Tap edit icon to change ringtone

9. On the **Edit contact** screen, tap the ▼ button of **Ringtone** to display the pull down menu.

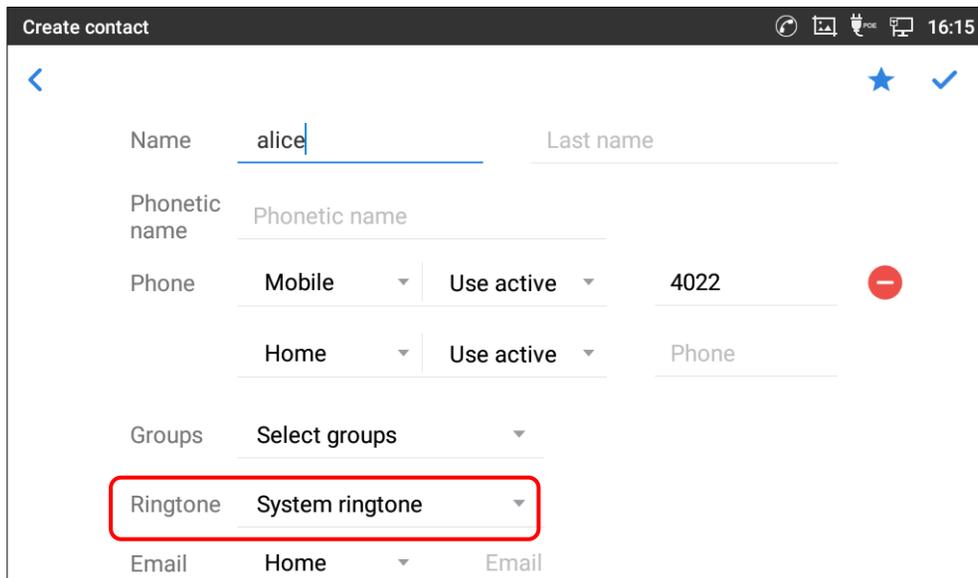


Figure 318: Tap Ringtone

10. Select a ringtone, and tap **OK**.

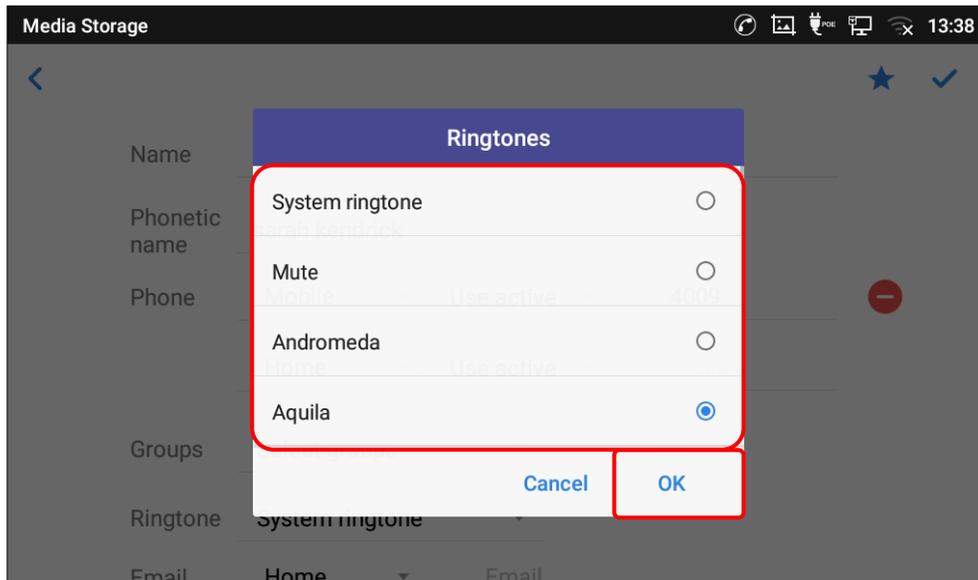


Figure 319: Select a ringtone

11. Tap  to save.

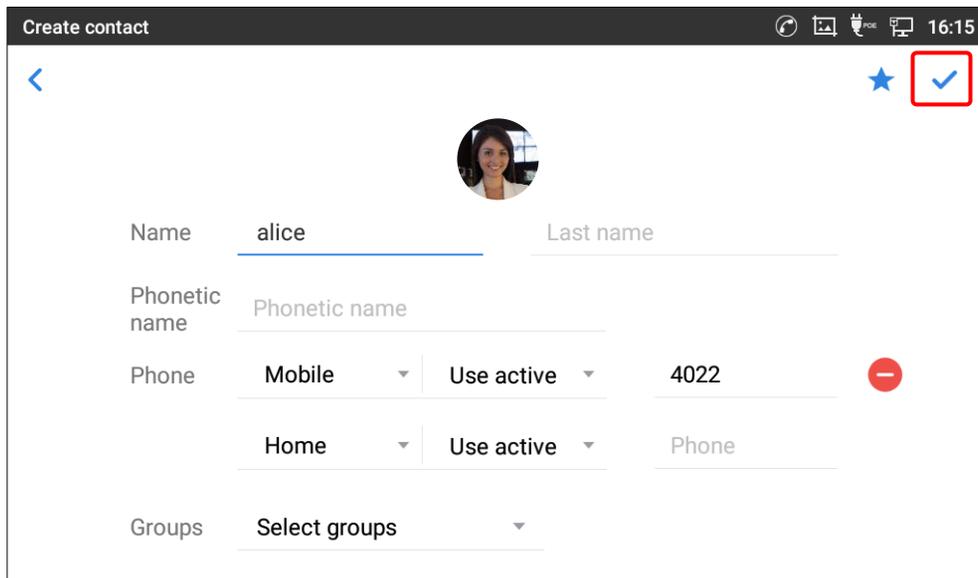


Figure 320: Save ringtone changing

 **Note:**

Even if set ringtone for each contact, it will not work unless enable item described in step 6. Furthermore, the item described in step 6 is saved per profile.

## To change the volume of ringtone

Operate the volume buttons on the screen lower of your terminal while ringing.

## Change receiving volume with a hardware key

Operate the volume buttons on the screen lower of your terminal while audio output.

## To change sending/receiving voice volume

Although the sending/receiving voice volume of ST500 is adjusted to the optimum value by the product itself, it may sound small depending on the environment. If you wish to change it to suit your preference, follow the steps below.

12. Tap  to display the pull-down menu, and tap **Settings**.
  - The **Settings** screen is displayed.

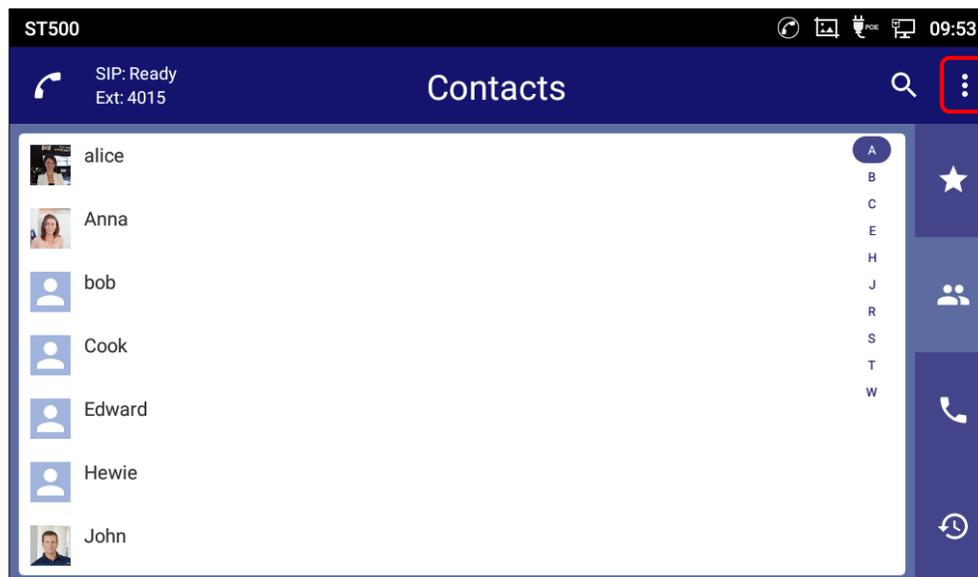


Figure 321: Display the pull-down menu 11.



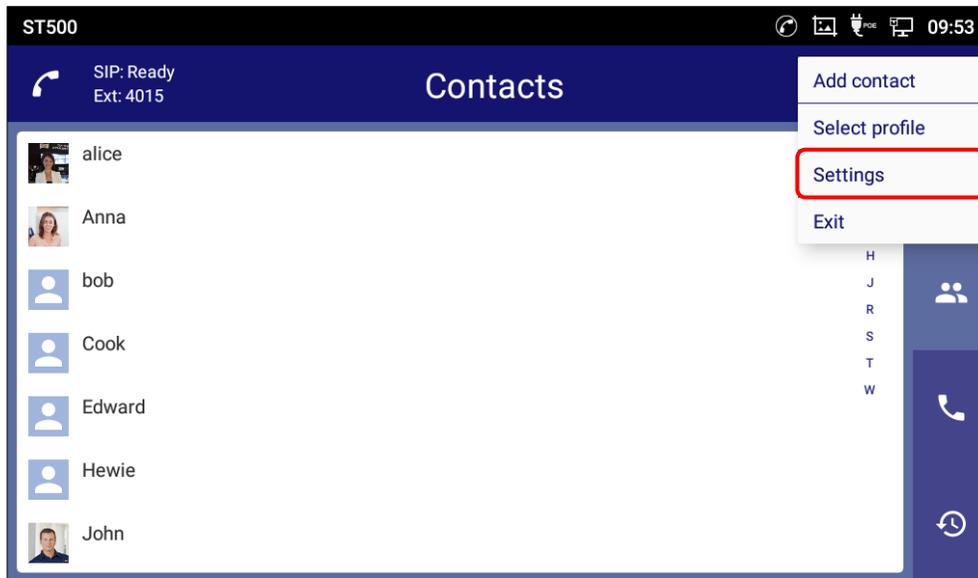


Figure 322: Tap the Settings to change voice volume.

13. On the **Settings** screen, tap **Profiles**.
  - The **Profiles** screen is displayed.
14. Tap a profile.
  - The **Profile** screen is displayed.
15. On the **Profile** screen, tap **Telephone service** screen.
  - **Telephone service** screen is displayed.
16. On the **Telephone service** screen, tap **Volume**.
  - The **Volume** screen is displayed.

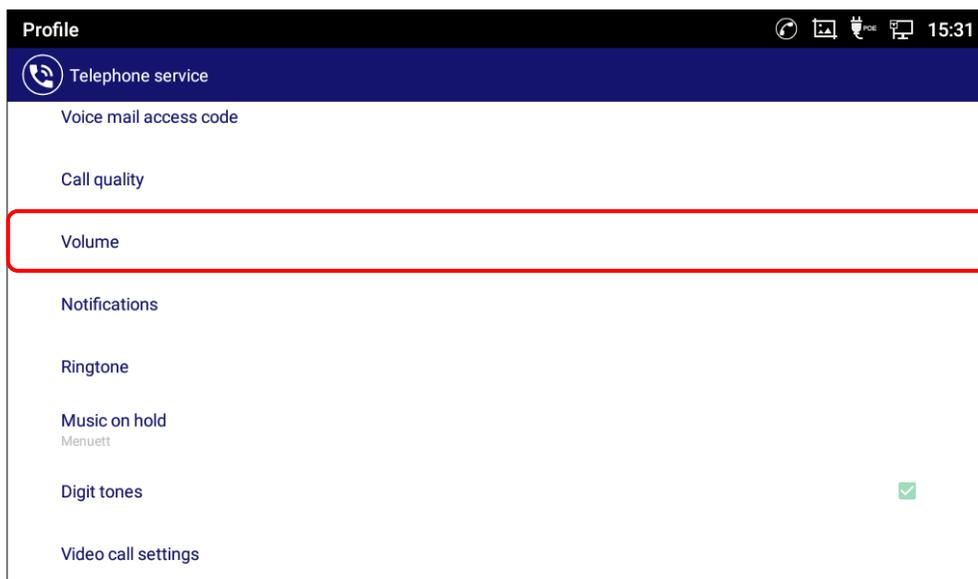


Figure 323: Tap Volume on the Telephone service screen.

17. Use the sliders to adjust the volume.

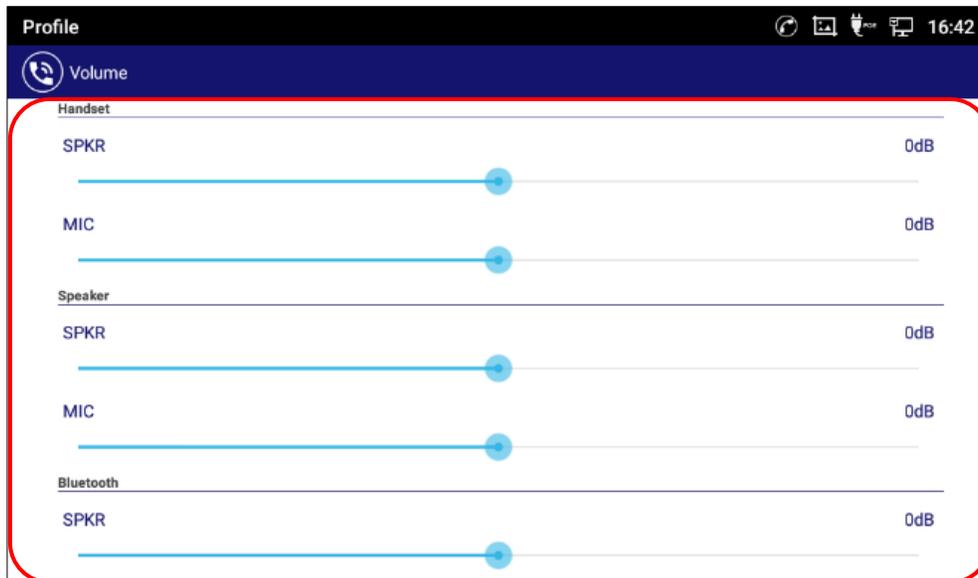


Figure 324: Sliders to adjust the volume.



**Note:**

This setting is saved per profile.

### To change ringing setting of digit tone



**Note:**

Digit tone is set to ring as default.

1. Tap  to display the pull-down menu, and tap **Settings**.
  - The **Settings** screen is displayed.

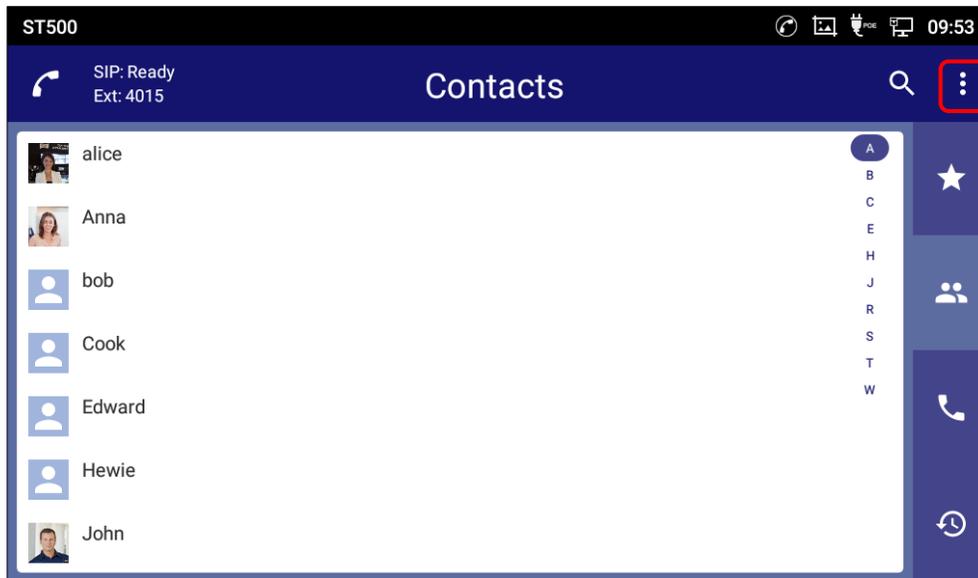


Figure 325: Display the pull-down menu 12.

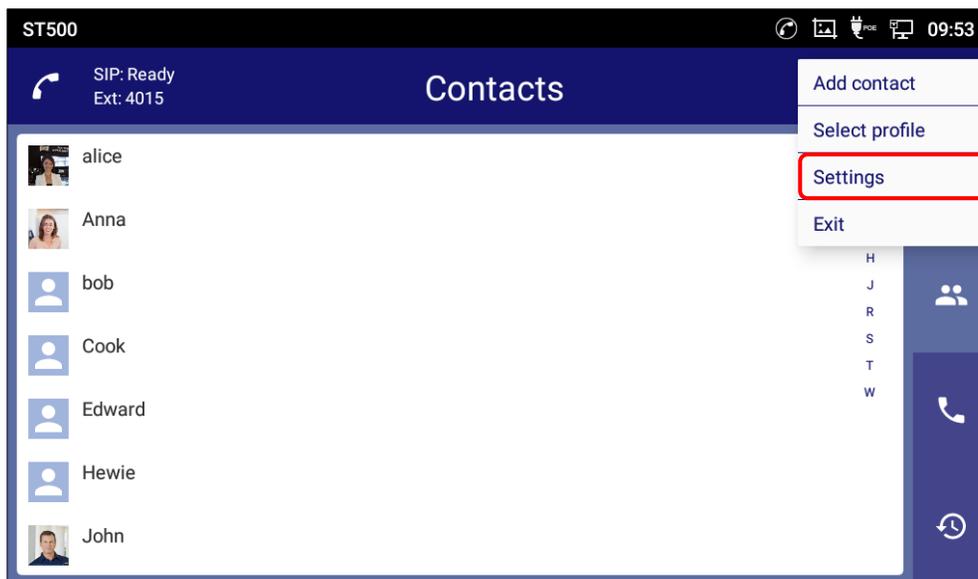


Figure 326: Tap the Settings to change setting the digit tone.

2. On the **Settings** screen, tap **Profiles**.  
- The **Profiles** screen is displayed.
3. Tap a profile.  
- The **Profile** screen is displayed.
4. On the **Profile** screen, tap **Telephone service** screen.  
- **Telephone service** screen is displayed.
5. On the **Telephone service** screen, tap **Digit tones**.

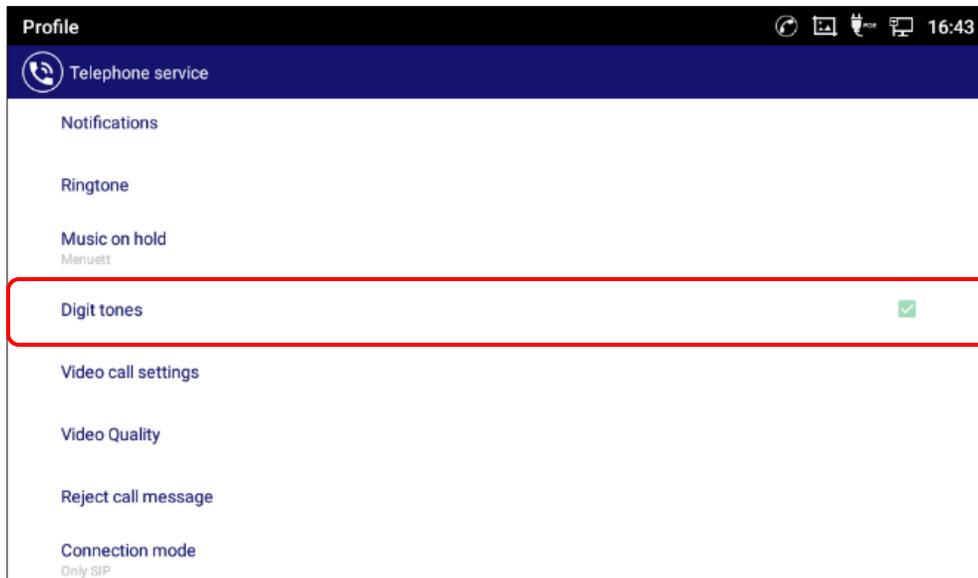


Figure 327: Tap Digit tones on the Telephone service screen.



**Note:**

This setting is saved per profile.

## To change the volume of digit tone

Operate the volume buttons on the screen lower of your terminal while displaying ST500 **Call** screen.

## To switch on/off of the Message Waiting Indicator

Some items can be switch on/off of the Message Waiting Indicator.

1. Tap  to display the pull-down menu, and tap **Settings**.
  - The **Settings** screen is displayed.

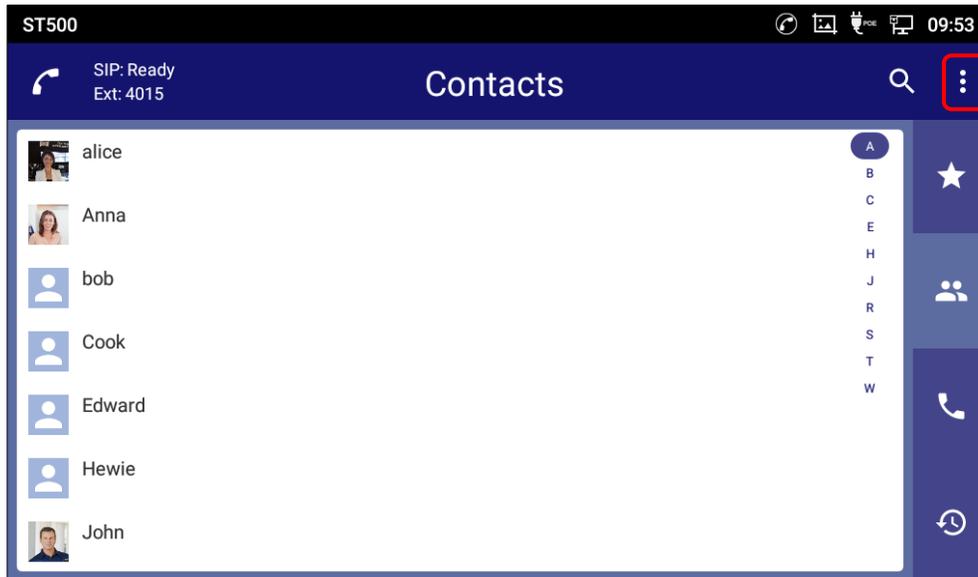


Figure 328: To switch on/off of the MWI.

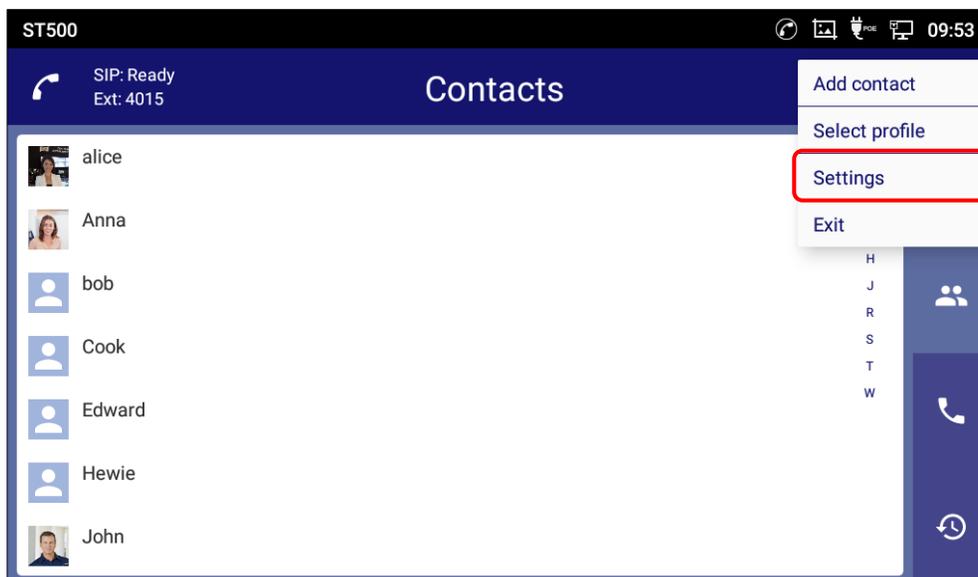


Figure 329: Tap the Settings to switch on/off of the MWI.

2. On the **Settings** screen, tap **Profiles**.
  - The **Profiles** screen is displayed.
3. Tap a profile.
  - The **Profile** screen is displayed.
4. On the **Profile** screen, tap **Telephone service** screen.
  - The **Telephone service** screen is displayed.
5. On the **Telephone service** screen, tap **Ringtone**.
  - The **Ringtone** screen is displayed.

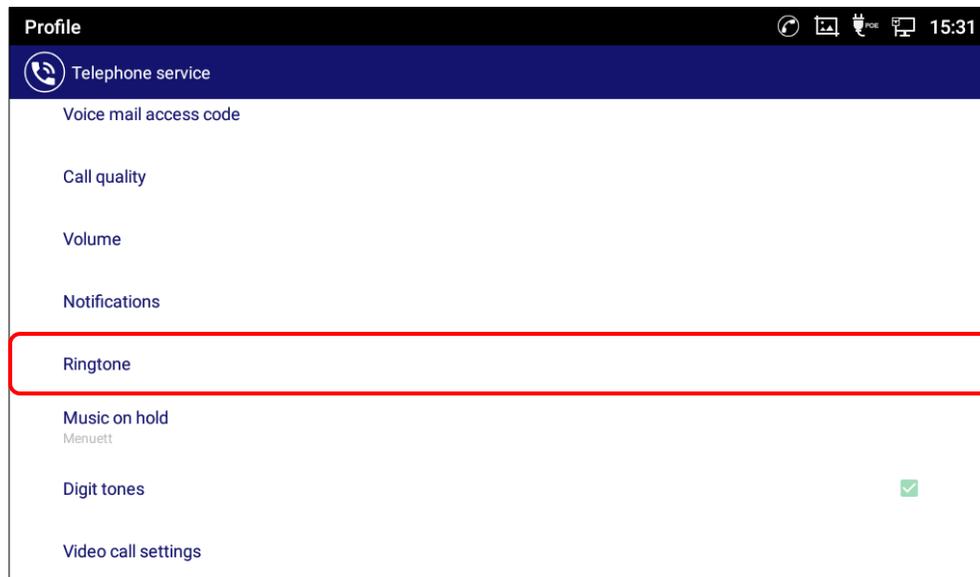


Figure 330: Tap Ringtone 2.

6. For example, to switch the MWI for extension calls, tap **Extension**.

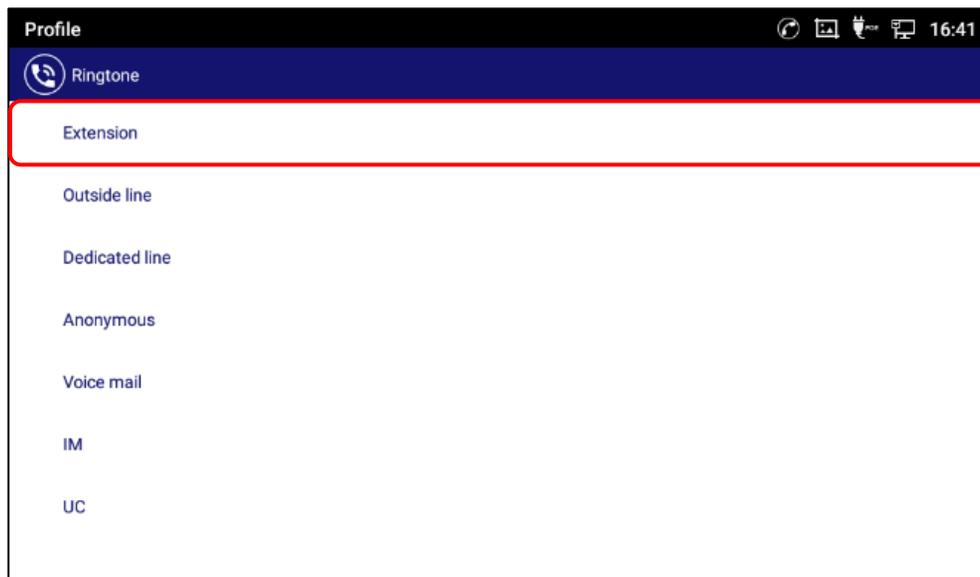


Figure 331: The Ringtone screen 2.

7. Tap checkbox next to **Lamp** to switch on/off of that.

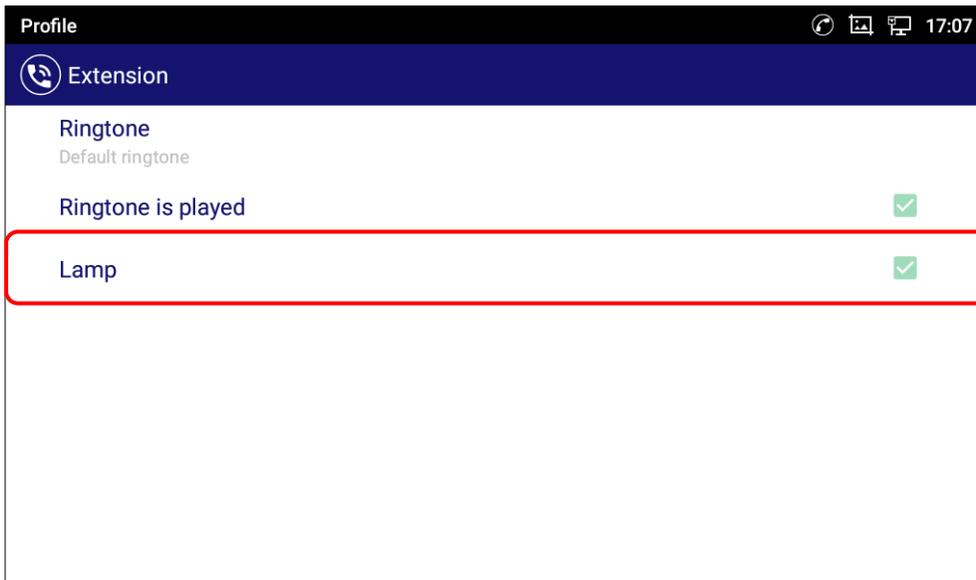


Figure 332: Tap checkbox of Lamp.



**Note:**

- This setting is saved per profile.
- You can change the incoming call lamp settings for missed calls in **Notifications > Missed call lamp setting** on the **Service settings** screen in step 5, and the setting is saved per profile. See **[Figure 333: Missed call lamp setting]**. If **Missed call notification** on the **Notifications** screen is not enabled, the item will be grayed out and cannot be selected.



Figure 333: Missed call lamp setting

## To change tone locale when using ST500 abroad

When you use ST500 abroad, you can change the tones of ST500 to the ones used in the country or region where you are located.



### Note:

- Countries and regions available are: Japan, the United States, Canada, Australia, Hong Kong, Malaysia, Singapore, Philippines, Vietnam, the United Kingdom, Mexico, Taiwan, New Zealand, Korea, Brazil, China, Thailand, Sri Lanka, Germany, Italy, the Netherlands, Denmark, Sweden, Spain, Austria, Belgium, Greece, Switzerland, South Africa, and Russia.  
Choose OTHERS (The others) for other countries and regions.
- After changing the country/region-specific tones, be sure to restart ST500. Otherwise, some of the language settings may not be applied.

1. Tap  to display the pull-down menu, and tap **Settings**.  
- The **Settings** screen is displayed.

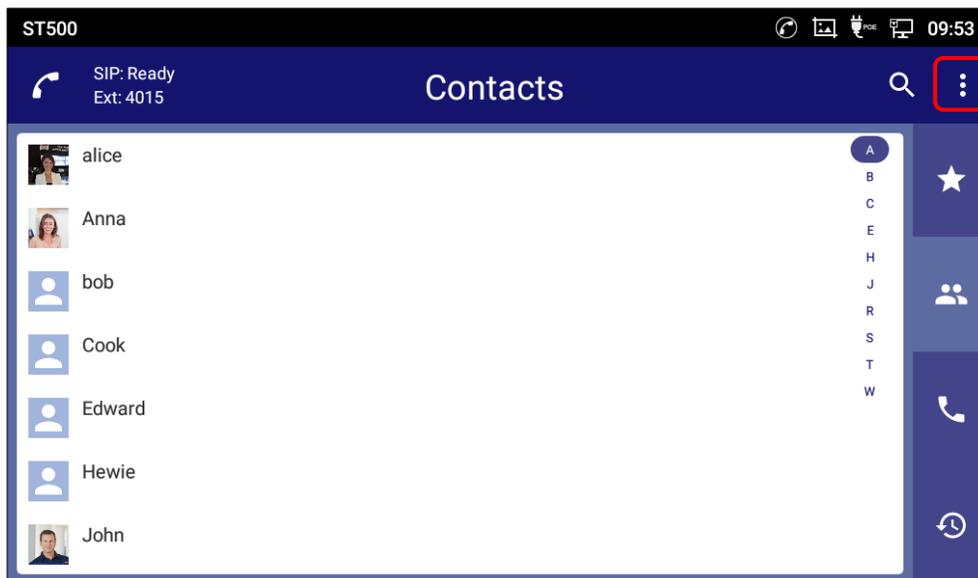


Figure 334: Display the pull-down menu 13.



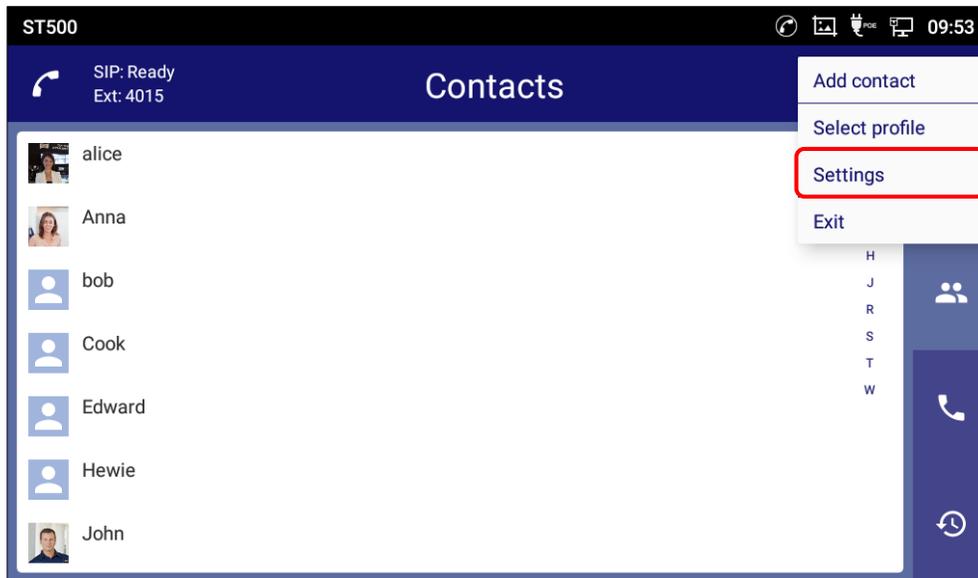


Figure 335: Tap Settings to change tone locale.

2. On the **Settings** screen, tap **Profiles**.
  - The **Profiles** screen is displayed.
3. Tap a profile.
  - The **Profile** screen is displayed.
4. On the **Profile** screen, tap **Telephone system** screen.
  - **Telephone system** screen is displayed.

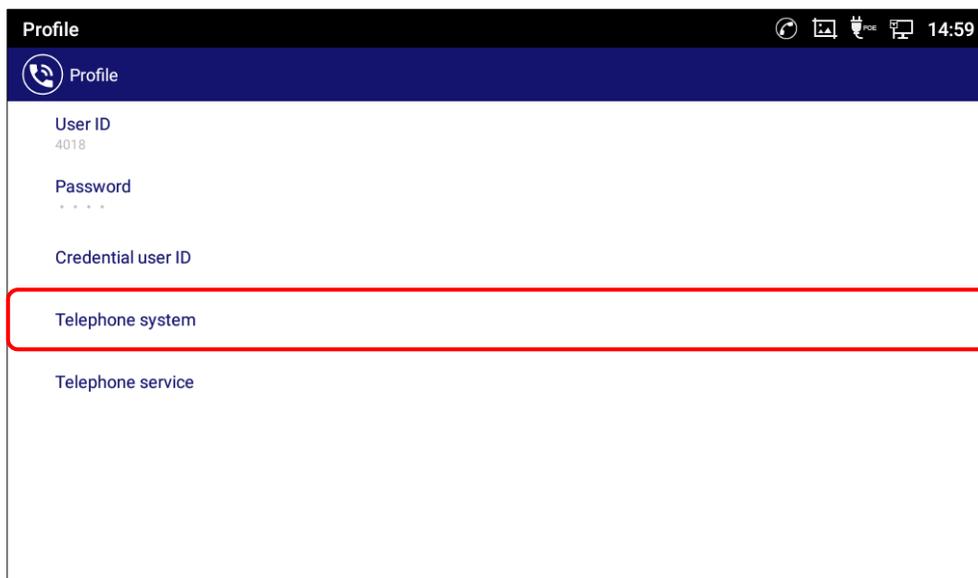
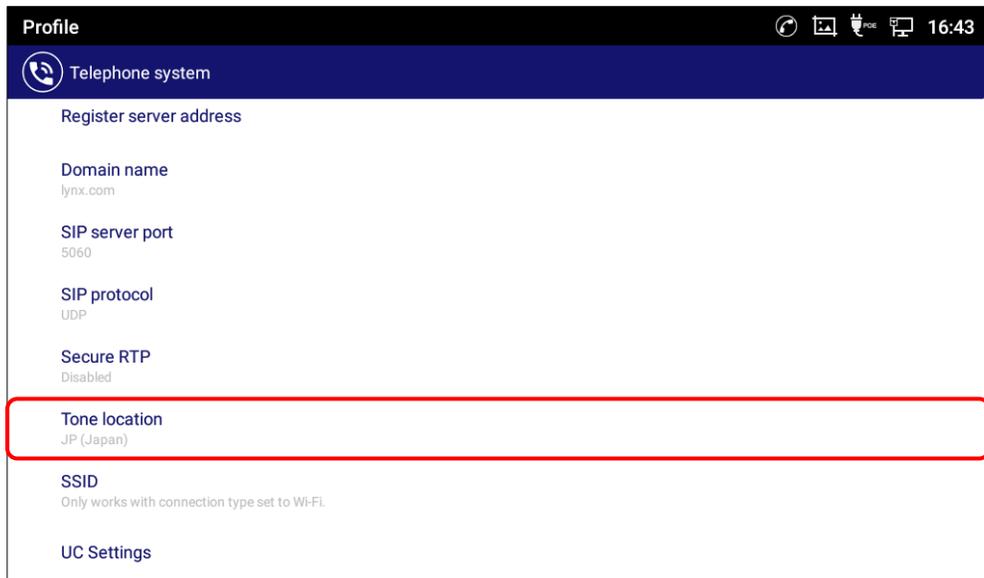


Figure 336: Tap Telephone system 1.

5. On the **Telephone system** screen, tap **Tone location**.
  - The **Tone location** screen is displayed.



**Figure 337: Tap Tone location on the Telephone system screen.**

6. On the **Tone locale** screen, select a country or a region and tap **OK**.

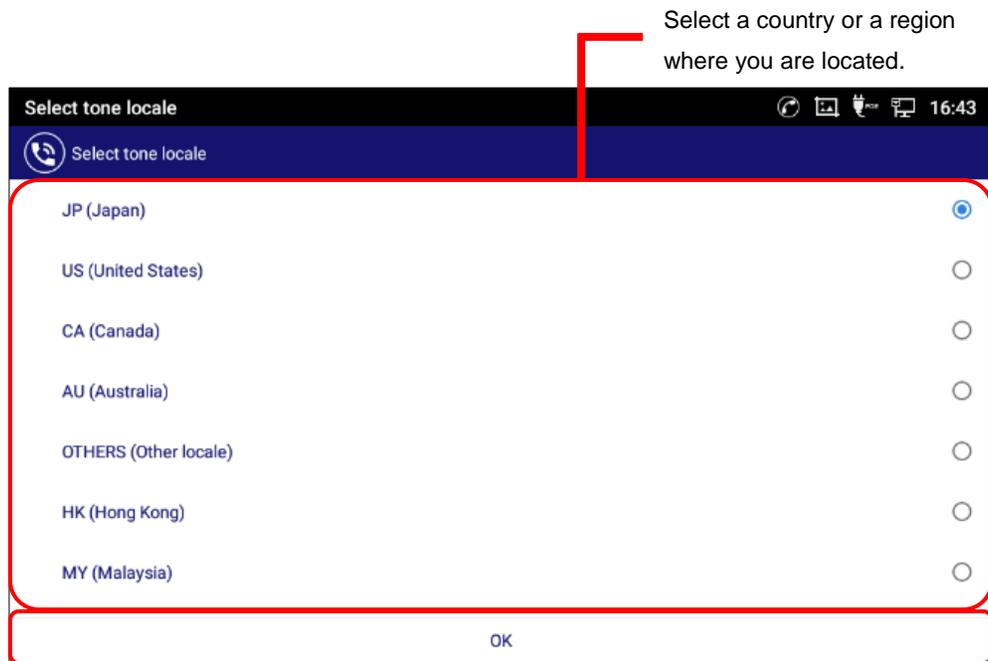


Figure 338: Select a country or a region.

 **Note:**

This setting is saved per profile.

## To show connection status during a call

You can display the connection status during a call.  
Default setting is disable, so operate following.

1. Tap  to display the pull-down menu, and tap **Settings**.
  - The **Settings** screen is displayed.

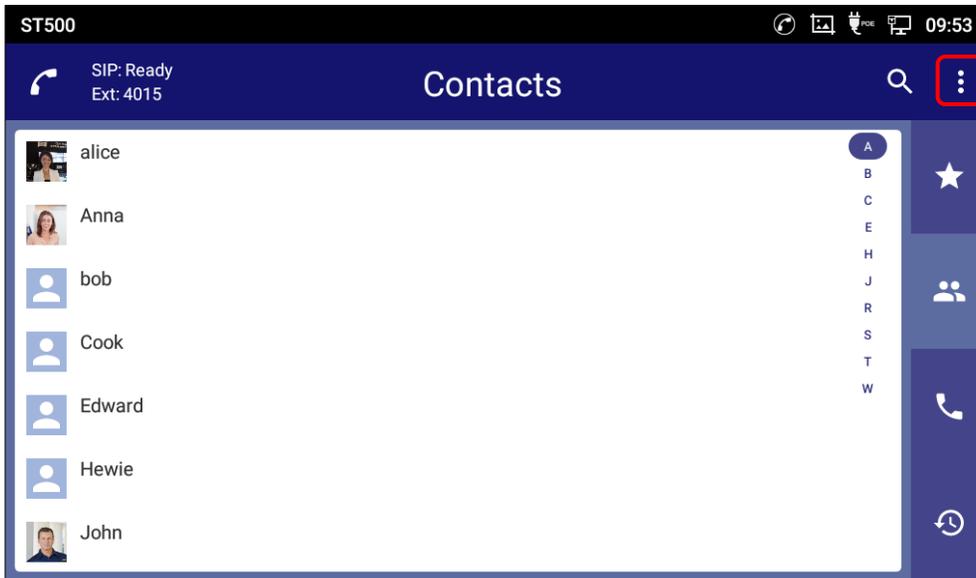


Figure 339: Display the pull-down menu 14.

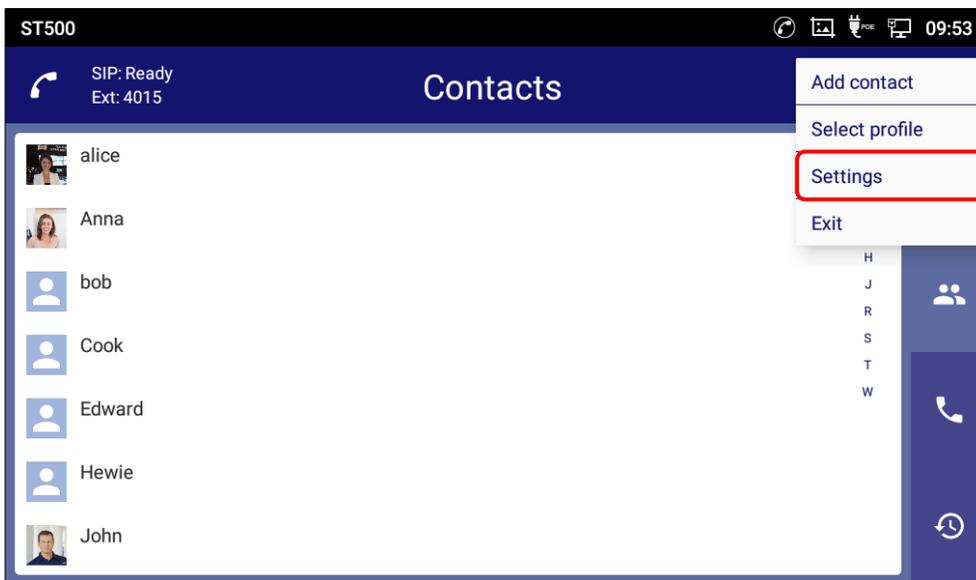
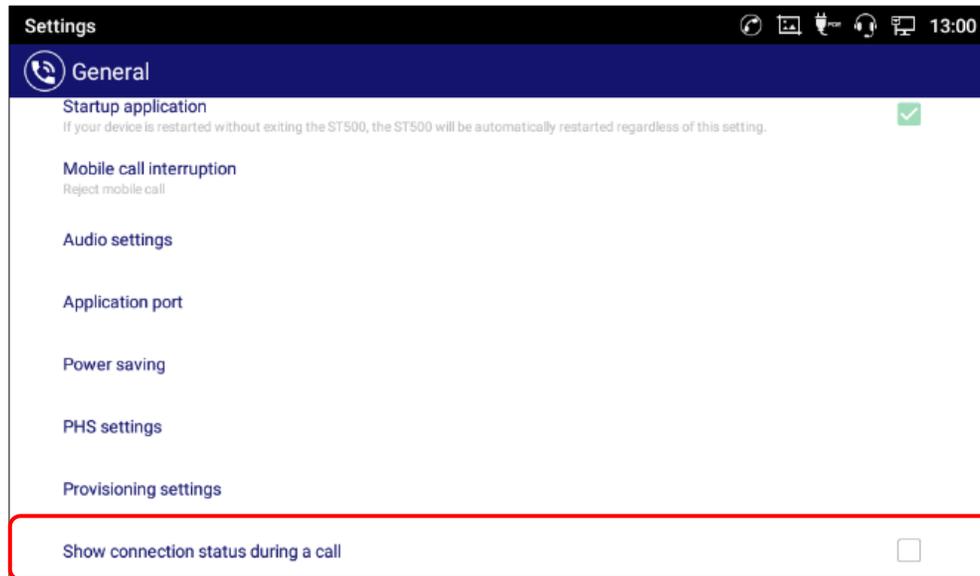


Figure 340: Tap Settings to show connection status during a call.

2. On the **Settings** screen, tap **General**.
  - The **General** screen is displayed.
3. On the **General** screen, enable **Show connection status during a call** by checking.
  - Connection status will be displayed on Voice/Video call screen during a call.



**Figure 341: Enable Show connection status during a call.**

# Dial prefix feature

## What is dial prefix?

Some of the prefix numbers (a set of specific numbers that should be added to the beginning of a telephone number) that are commonly used, but differ from country/region to country/region, are pre-set to ST500 as Preset Dial Plan.

As the following example shows, the outside line call prefix number and country/region-specific international prefix numbers are replaced with a single “+” to make originating an international call simpler.

Example of Calling from Japan to the U.S.

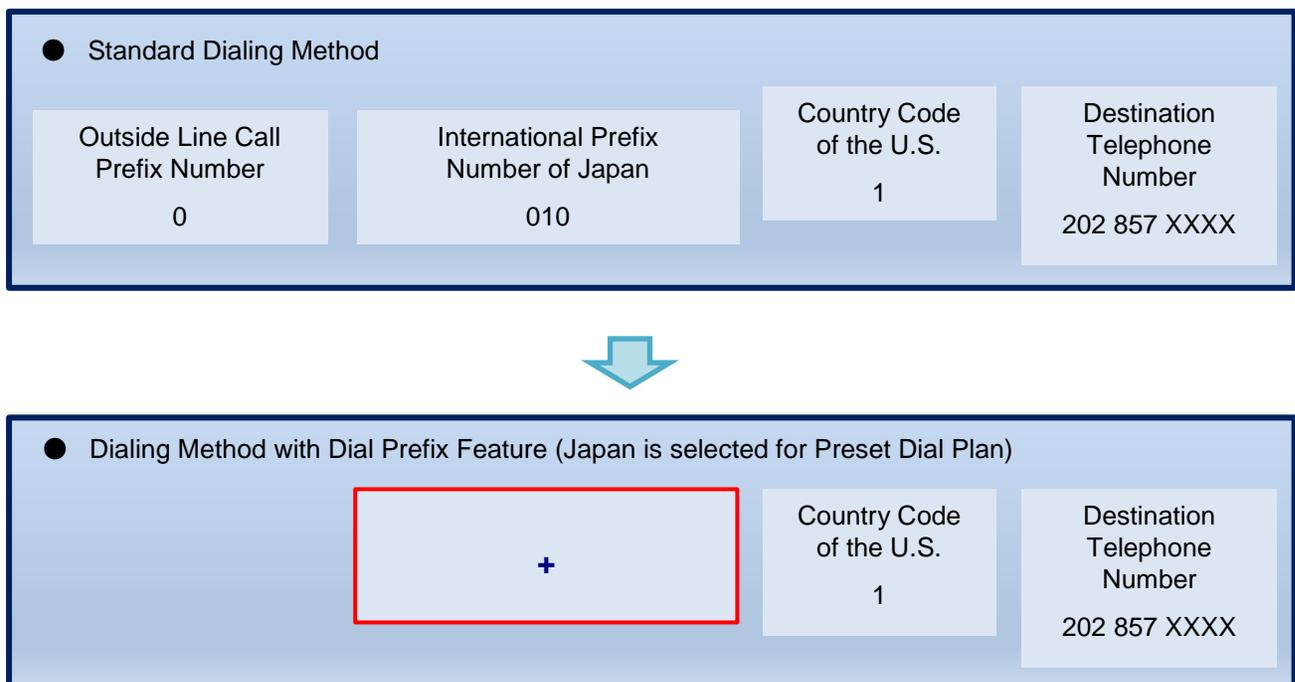


Figure 342: Dial prefix example.



**Note:**

Preset Dial Plan is currently available for the following countries and regions, Japan, France, North America, Australia, New Zealand, Fiji (Telecom Fiji), Fiji (Fintel), Papua New Guinea, Singapore, Thailand, Malaysia, Indonesia, Vietnam, India, Philippines, China, Taiwan, Hong Kong, Macau, Korea and Italy.

You can also make new rules by registering a new prefix number. For example, if you wish to make a rule of adding 0 to the beginning of an outside telephone number, you can register this setting by using regular expression. By using this rule, you can make an outside line call without changing the settings of your phonebook.

## Operating dial-prefix

You can make an international call by entering “+” instead of international prefix numbers.

1. On the **Call** screen, press and hold the number key “0”.  
- “+” is entered.

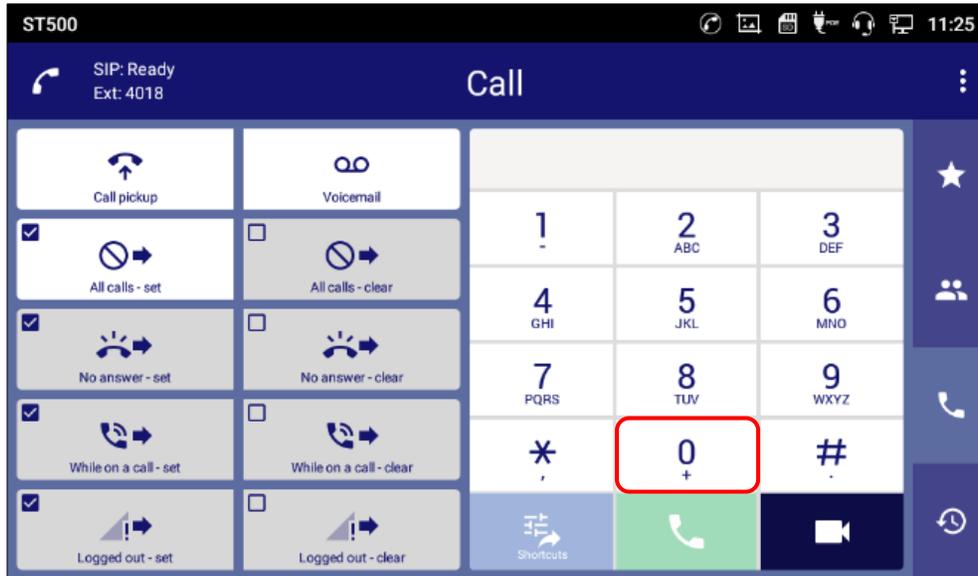


Figure 343: Press and hold the number key "0".

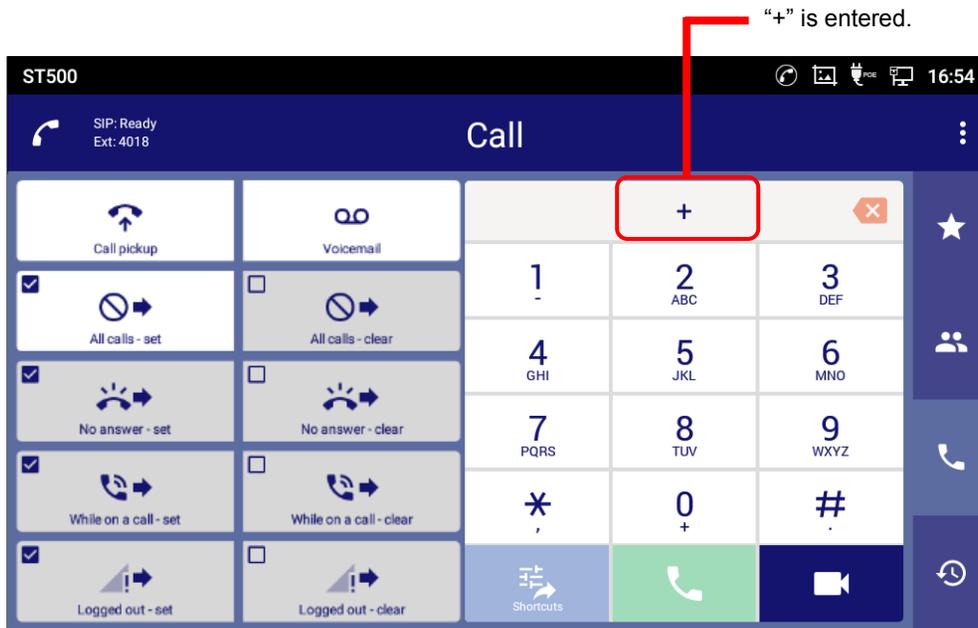


Figure 344: “+” is entered.

## Selecting a preset plan

Some of the prefix numbers that are commonly used, but differ from country/region to country/region, are preset to ST500 as Preset Dial Plan. (Default is “None”). You can change the country/region to suit your needs.

You can also customize preset plans. For details, see [Creating a custom plan](#).

1. Tap  to display the pull-down menu, and tap **Settings**.

- The **Settings** screen is displayed.

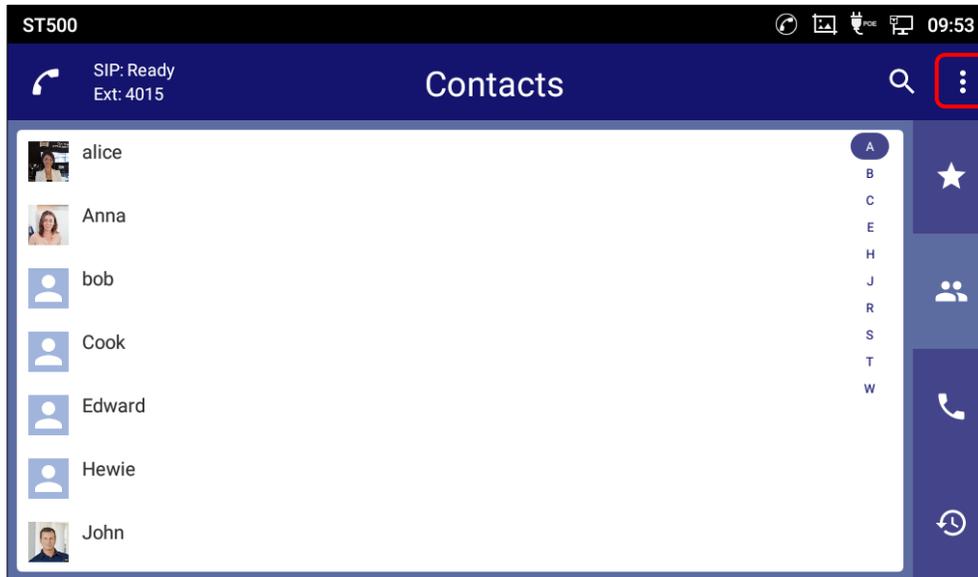


Figure 345: Display the pull-down menu 15.



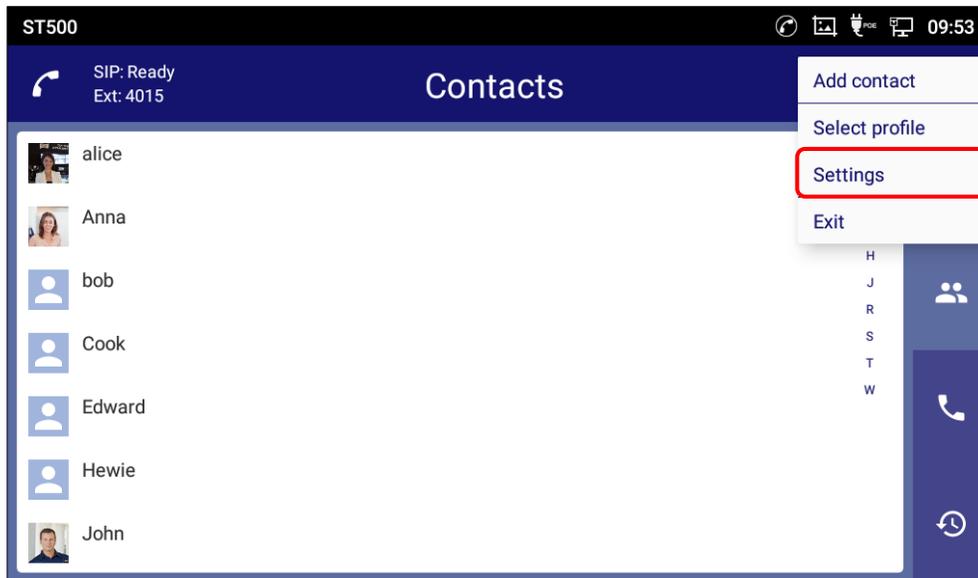


Figure 346: Tap Settings to selecting a preset dial plan.

2. On the **Settings** screen, tap **Profiles**.
  - The **Profiles** screen is displayed.
3. Tap a profile.
  - The **Profile** screen is displayed.
4. On the **Profile** screen, tap **Telephone service** screen.
  - **Telephone service** screen is displayed.
5. On the **Telephone service** screen, tap **Dial plan**.
  - **Dial plan** screen is displayed.



Figure 347: Tap Dial plan on the Telephone service screen.

- On the **Dial plan** screen, tap **Using plan**.  
You can set whether you use a dial plan or not, and if you do, you can choose which country's or region's dial plan you want to use.

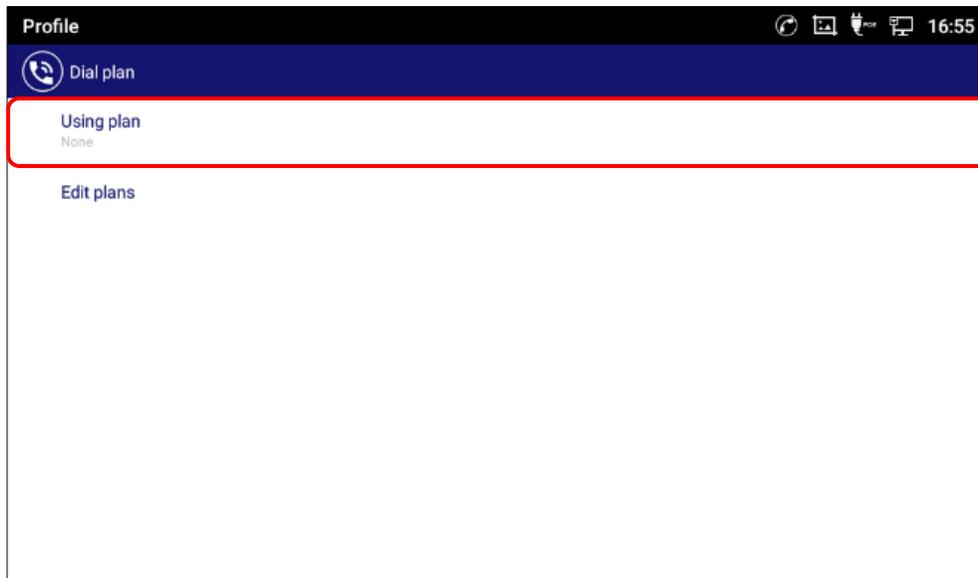


Figure 348: Tap Using plan on the Dial plan screen.

- On the **Using plan** screen, select a country or a region.

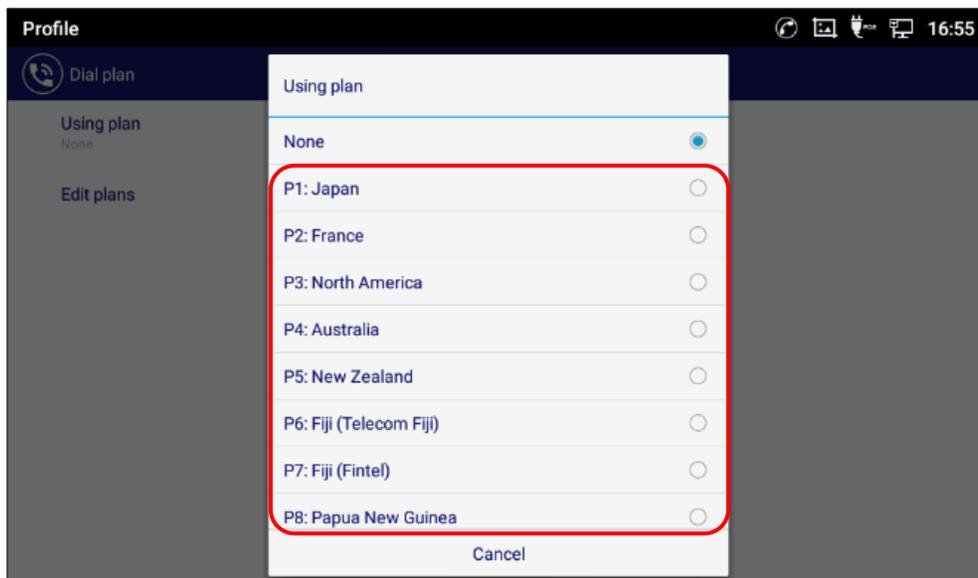


Figure 349: Select a country or a region on the Using plan.

 **Note:**

Prefix numbers that are commonly used in each country or region are preset to the system.

## Checking contents of preset plan

1. Tap  to display the pull-down menu, and tap **Settings**.
  - The **Settings** screen is displayed.

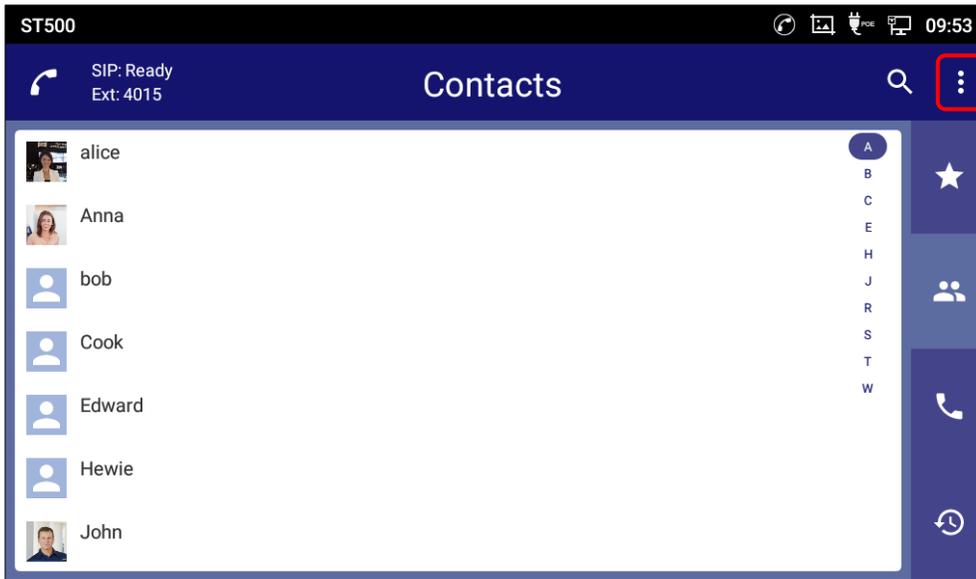


Figure 350: Display the pull-down menu 16.

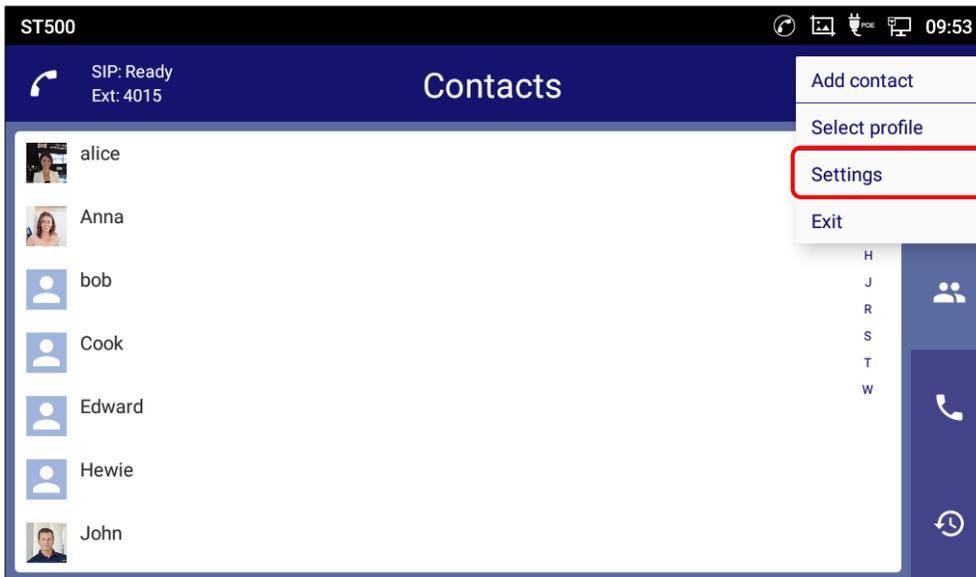


Figure 351: Tap the Settings to check contents of preset plan.

2. On the **Settings** screen, tap **Profiles**.
  - The **Profiles** screen is displayed.
3. Tap a profile.
  - The **Profile** screen is displayed.
4. On the **Profile** screen, tap **Telephone service** screen.
  - **Telephone service** screen is displayed.
5. On the **Telephone service** screen, tap **Dial plan**.
  - **Dial plan** screen is displayed.
6. On the **Dial plan** screen, tap **Edit plans**.

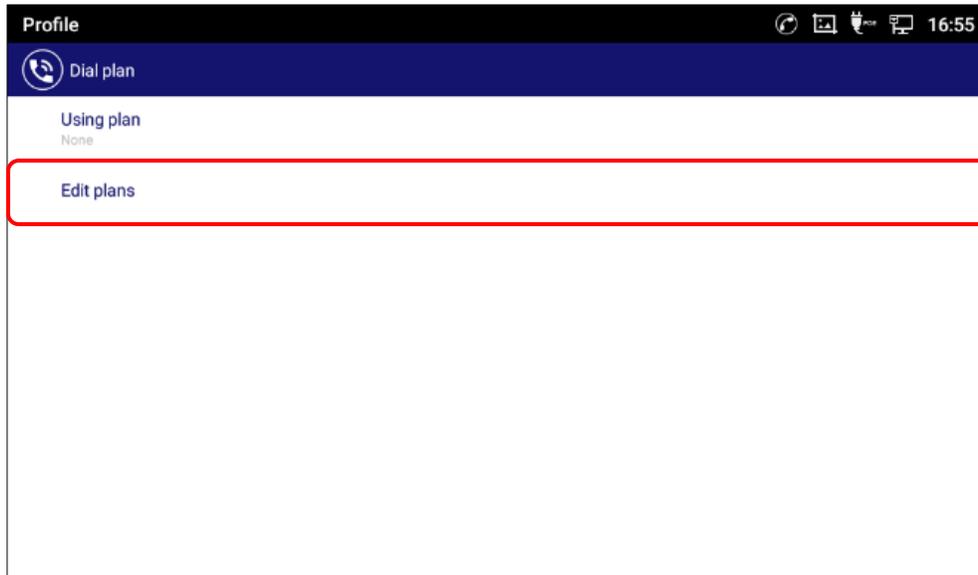


Figure 352: Tap Edit plans on the Dial plan screen.

- On the **Edit plans** screen, tap a country or a region whose dial plan you want to check.
  - The **Rules** screen is displayed.

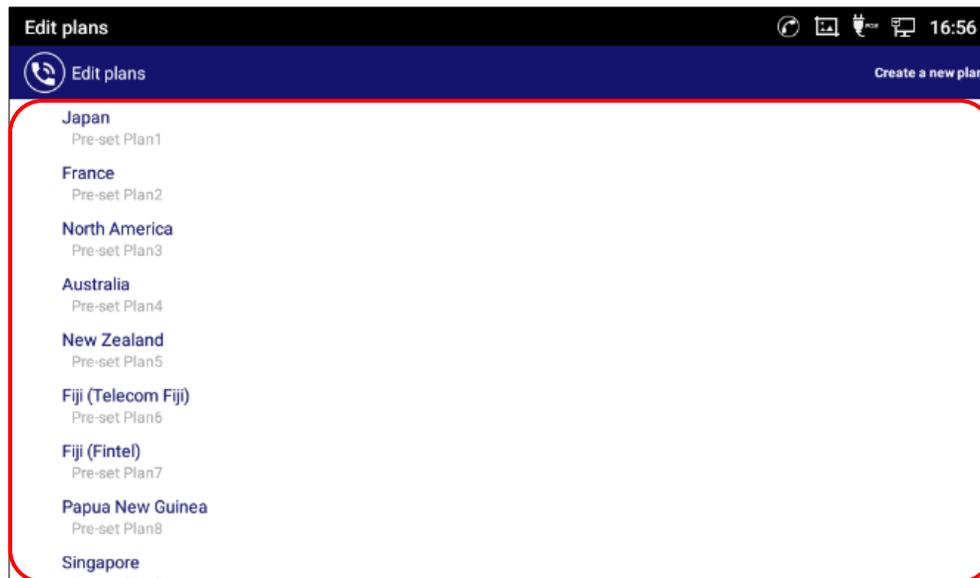


Figure 353: Tap a country or a region to check preset plan.

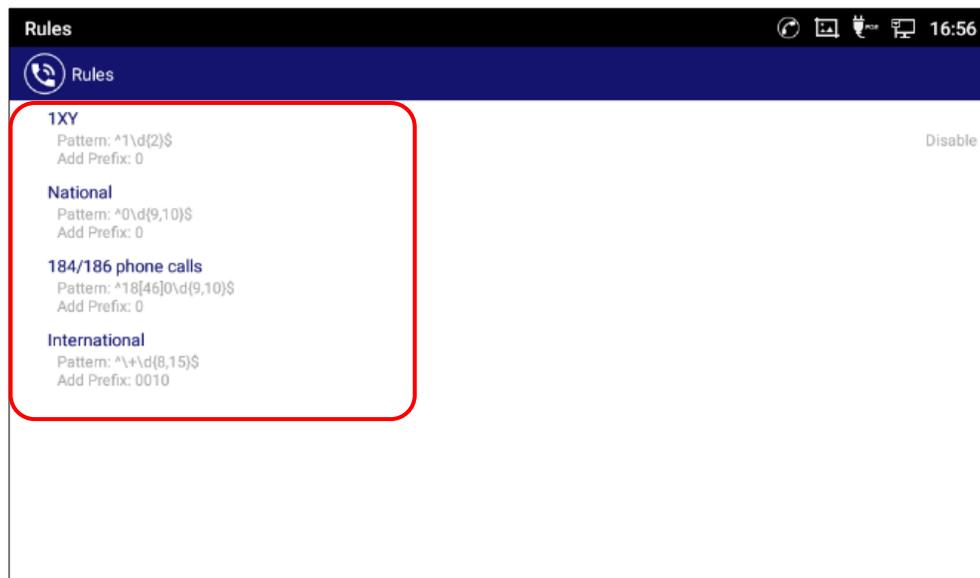


Figure 354: Rules are displayed.

## Understanding and creating a rule

Dial plan rules are written in regular expressions. This section explains how to read and create a rule taking custom rules for Japan\_copy as an example.

You can also customize preset plans. For details, see [Creating a custom plan](#).

### ■ Custom rules for Japan\_copy

The following four rules are copy for Japan. No. 1 has the highest priority.

(\*1)

An example of character (number, +, # or \*) is entered in "Remove Prefix".

(\*2)

An example of characters suitable for "Pattern" is shown as "Number to test".

Table 38: Custom rules for Japan.

No	Rule	Enable	Pattern	Add Prefix	Remove Prefix	Number to test(*2)	Result number to test
1	1XY	Disable	^1\d{2}\$	0		119	0119
2	National	Enable	^0\d{9,10}\$	0	0	09012345678	09012345678
3	184/186 phone calls	Enable	^18[46]0\d{9,10}\$	0	185	1840312345678	01840312345678
4	International	Enable	^\+\d{8,15}\$	0010	+	+4698066800	00104698066800

#### 【Description】

- Rule : You can name a rule for this dial plan.
- Enable : You can enable/disable a rule. By selecting this, you enable the rule.
- Pattern : You can write rules such as adding/deleting the prefix number when the telephone number meets a certain condition in regular expressions
- Add Prefix : You can specify prefix numbers.
- Remove Prefix : You can specify remove prefix numbers.
- Number to test : You can write number required to perform test of this rule.
- Result number to test : You can confirm result for "Number to test".  
When an error occurs because the characters entered in the "Number to test" do not match the conditions of the "Pattern" or "Remove Prefix", the characters displayed in the "Result number to test" are displayed in red.

■ How to read regular expressions

Regular expressions are used to create rules. This section explains how to read regular expressions.

Table 39: Regular expressions.

Sample Regular Expression	Meaning
<code>^</code>	Beginning of a pattern
<code>\d</code>	Half-width digit
<code>\d[46]</code>	4 or 6
<code>\d[2-9]</code>	One of 2 to 9
<code>\d{8,15}</code>	8 to 15 sets of numbers
<code>\$</code>	End of a pattern

Preset pattern for Japan in regular expressions:

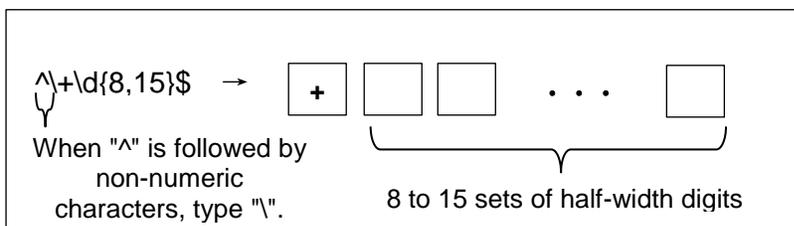
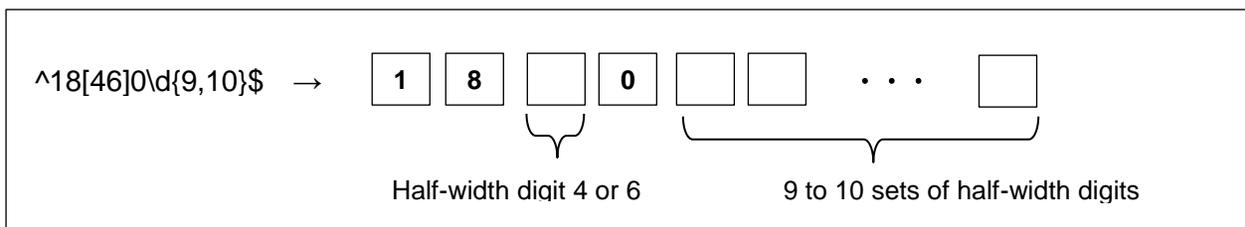
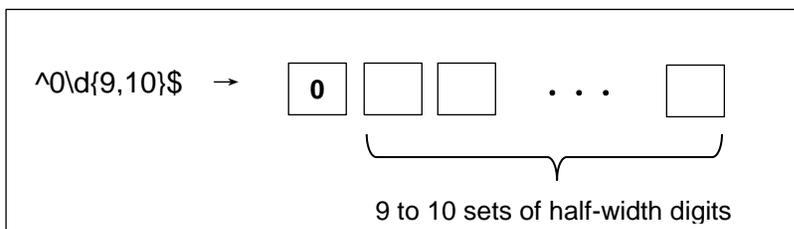
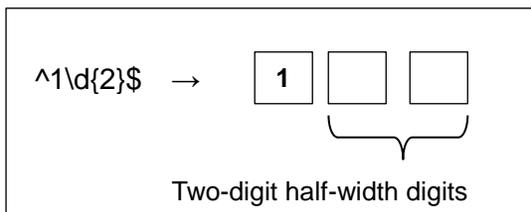


Figure 355: Preset patterns for Japan.

## Creating a custom plan

You can create a new dial plan on the **Dial plan** screen by selecting **Edit plan**, or copying and editing an existing preset dial plan. Up to 20 dial plans can be created.

### To create a new dial plan

1. Tap  to display the pull-down menu, and tap **Settings**.
  - The **Settings** screen is displayed.

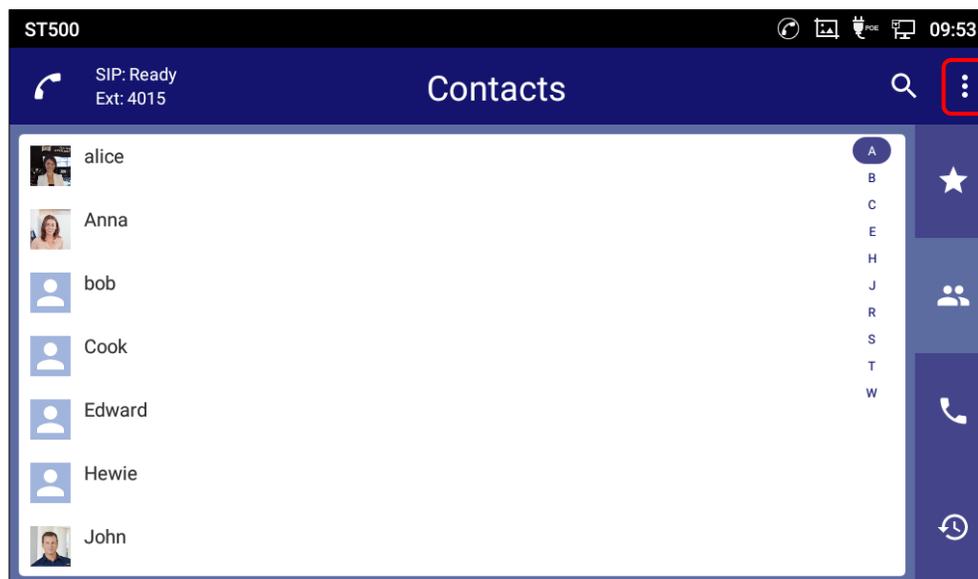


Figure 356: Display the pull-down menu 17.



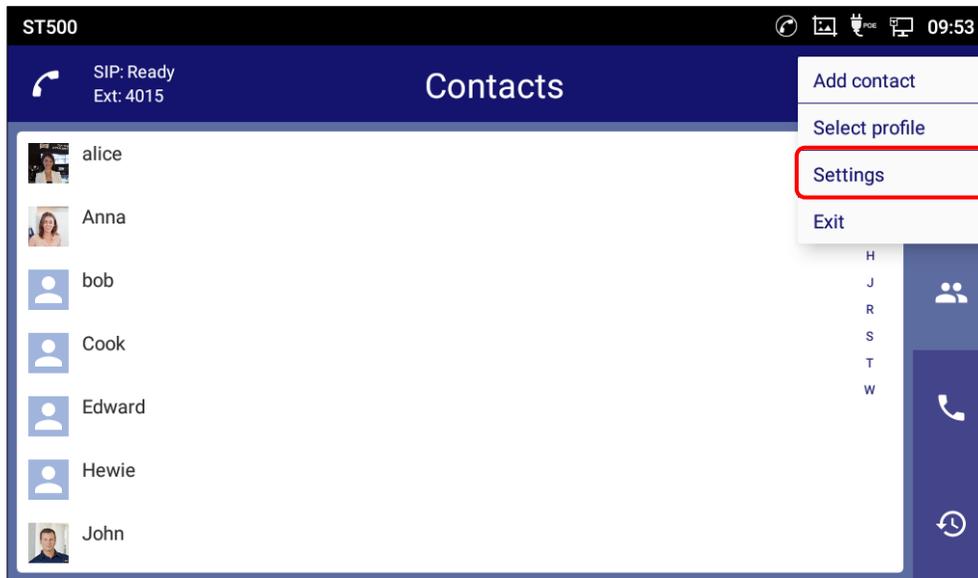


Figure 357: Tap the Settings to create new dial plan.

2. On the **Settings** screen, tap **Profiles**.  
- The **Profiles** screen is displayed.
3. Tap a profile.  
- The **Profile** screen is displayed.
4. On the **Profile** screen, tap **Telephone service** screen.  
- **Telephone service** screen is displayed.
5. On the **Telephone service** screen, tap **Dial plan**.  
- **Dial plan** screen is displayed.
6. On the **Dial plan** screen, tap **Edit plans**.

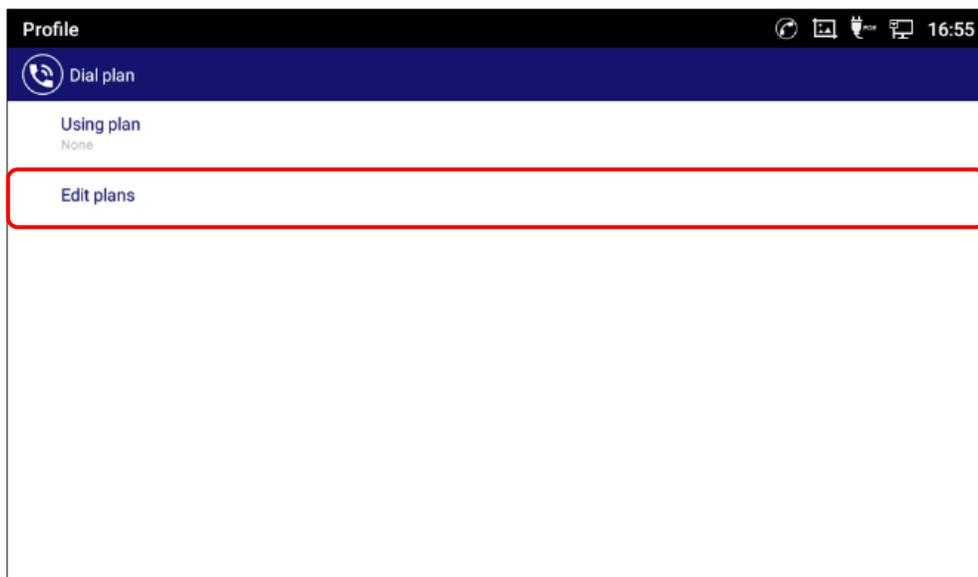


Figure 358: Tap Edit plans on the Dial plan 2.

- On the **Edit plans** screen, tap **Create a new plan**.  
- The **Create a new plan** screen is displayed.

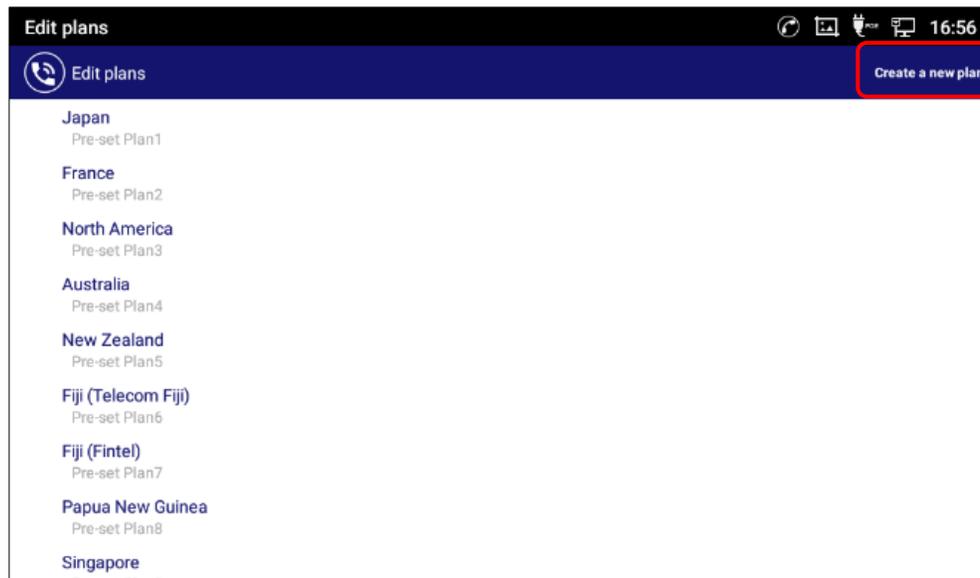


Figure 359: Create a new plan.

- On the **Create a new plan** screen, tap **OK**.

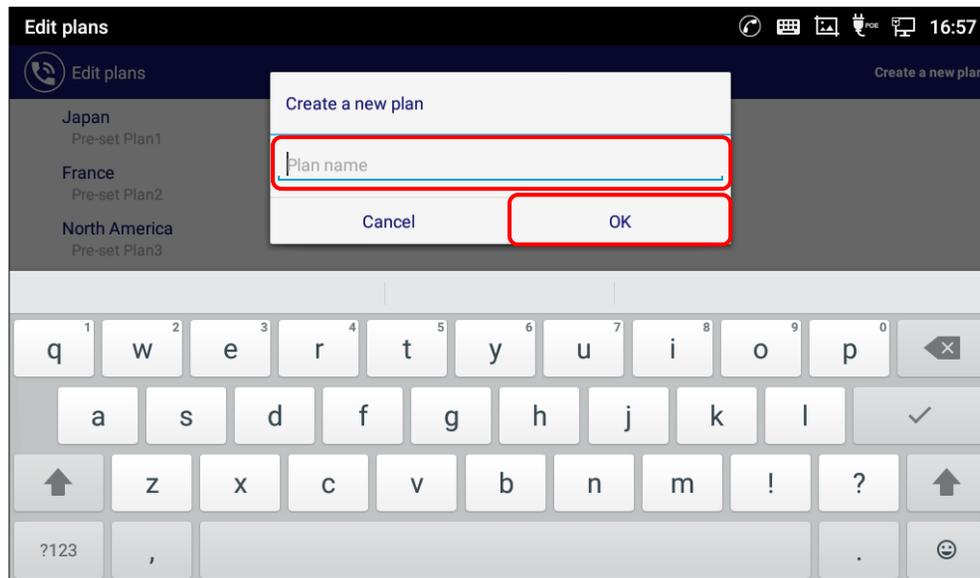


Figure 360: Tap OK on the field for enter a plan name.

 **Note:**

If you tap OK without entering dial plan name, *Custom plan* is automatically created.

9. Tap **Custom Plan**.
  - The **Rules** screen is displayed.

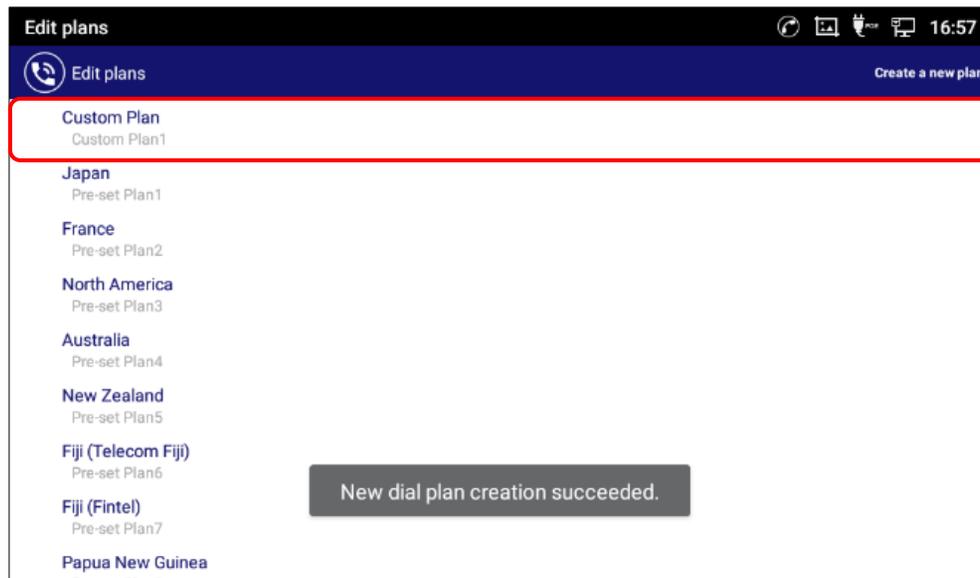


Figure 361: Tap a plan created.

10. On the **Rules** screen, tap **Exception**.
  - The **Rule** screen is displayed.

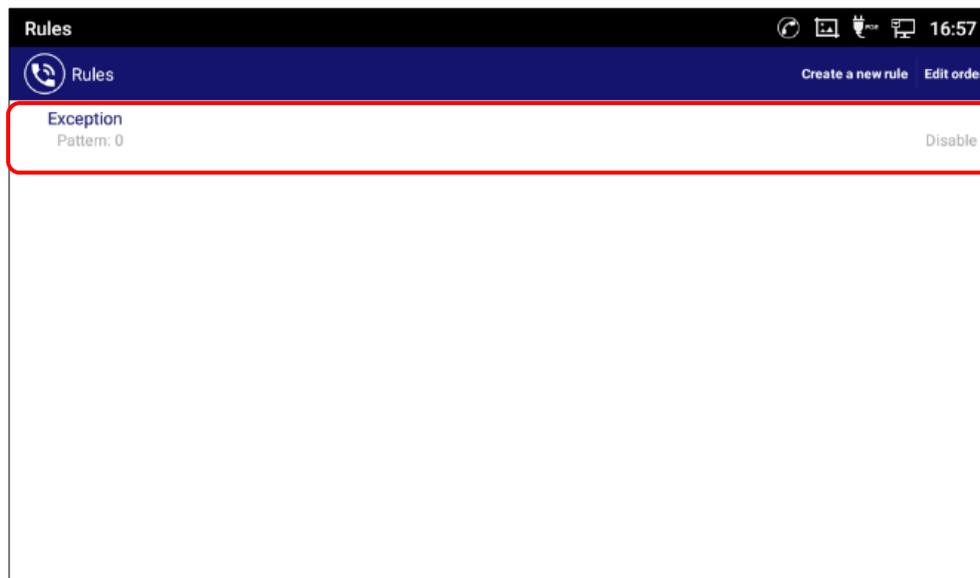


Figure 362: Tap Exception on the Rules screen.

11. On the **Rule** screen, create a rule.



Figure 363: Create a rule on the Rule screen.

12. Back to the **Rules** screen, tap **Create a new rule**.



Figure 364: Tap Create a new rule.



**Note:**

You can create up to 50 rules.



**Note:**

Custom Plan settings can be configured not only by the above method, but also by .imr file import. Refer to "IP Phone GT890 Administration Guide (ST500)" for how to import .imr file. It is not possible to set a Custom Plan for file download provisioning configured with the value of P value.

13. On the **Create a new rule** screen, tap **OK**.

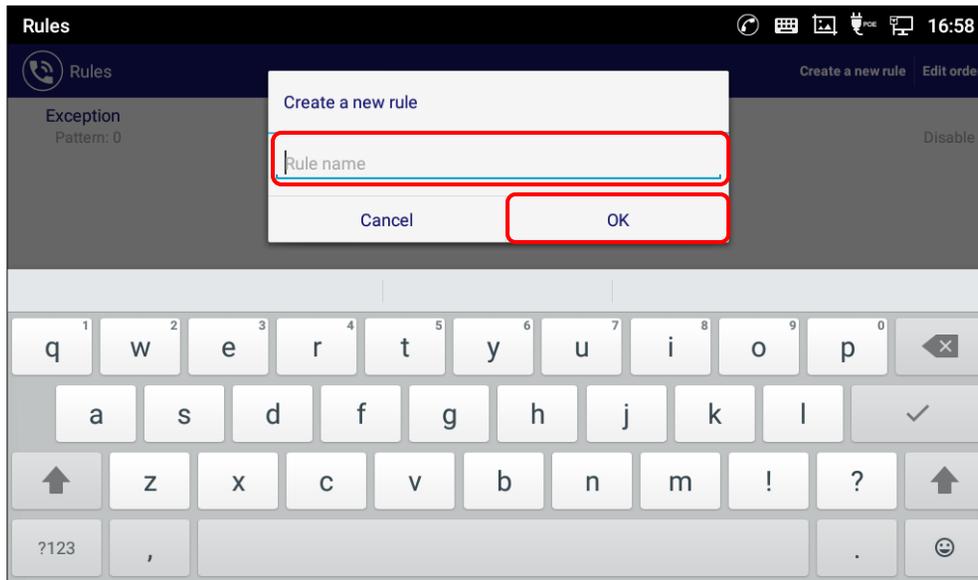


Figure 365: Tap OK on the field for enter a rule name.



**Note:**

If you tap OK without entering a rule name, “*Custom Rule*” is automatically created.

14. Tap and hold **Custom Rule**.  
You can change the name of copy or delete a rule.

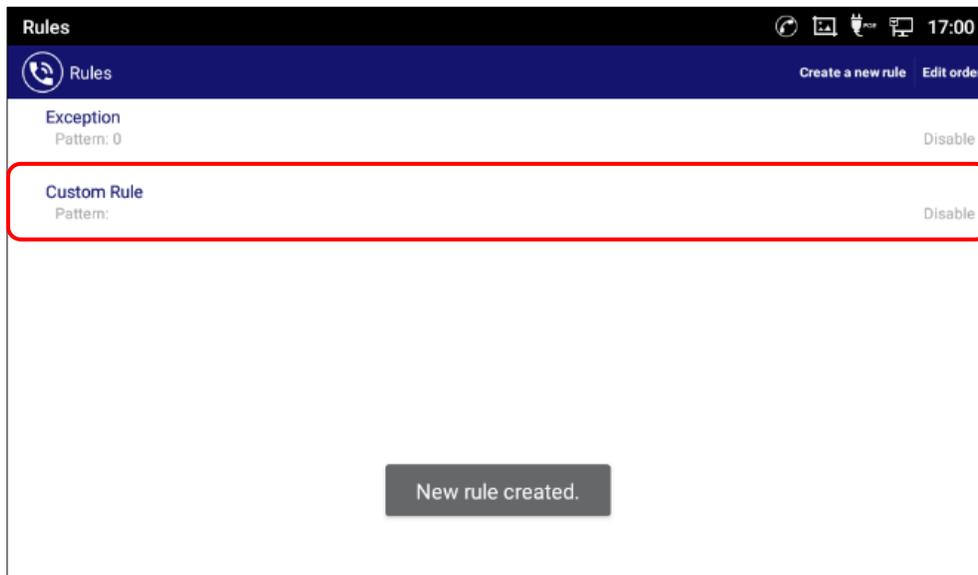


Figure 366: Tap and hold Custom Rule.

- 15. To change priority of order tap on **Edit order** and move (scroll)  next to the rule whose priority you want to change.  
After the edit is finished, tap **Order to fix**.

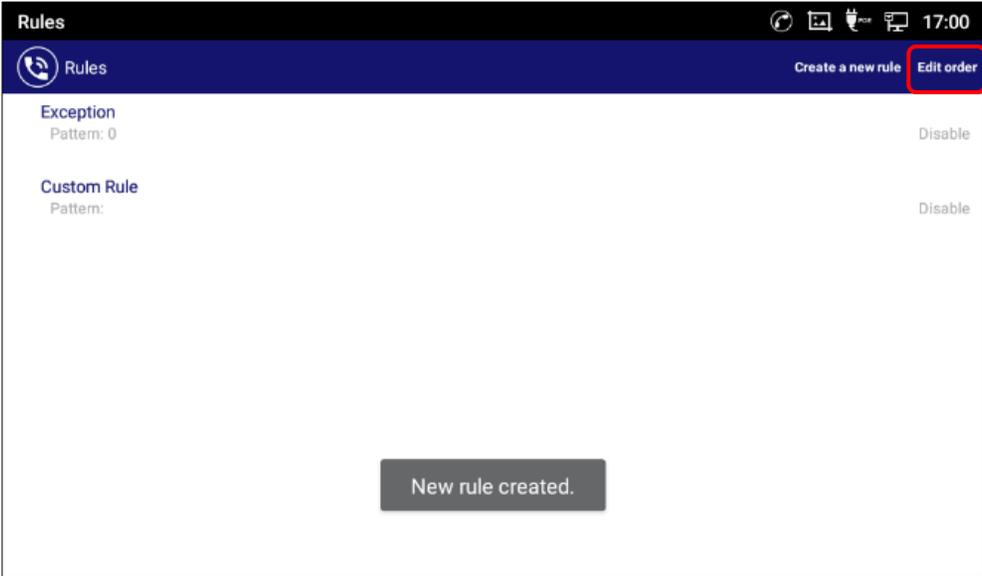


Figure 367: Tap Edit order.

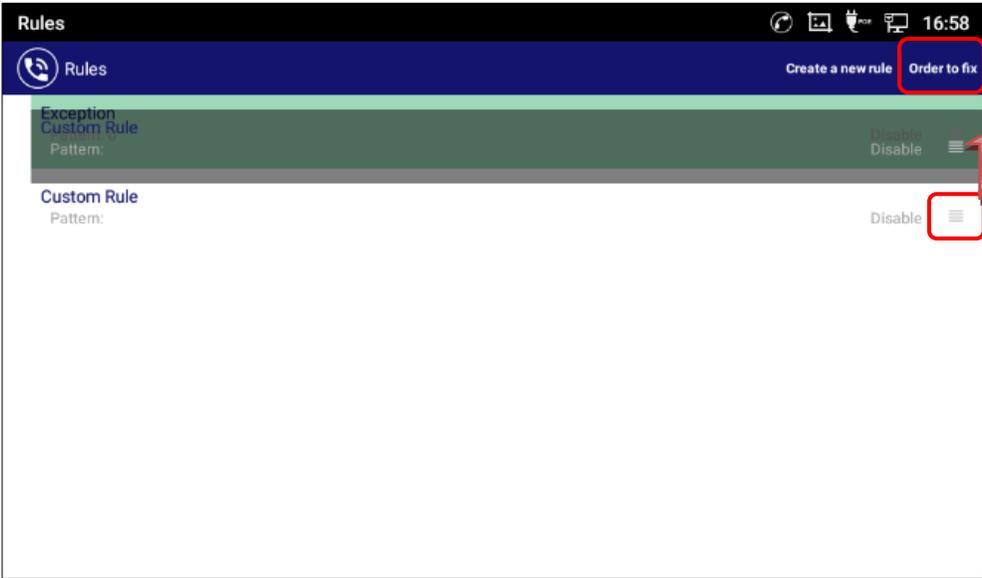


Figure 368: Move icon to edit order.

 **Note:**

The top rule has the highest priority.

## To copy a preset dial plan

1. Tap  to display the pull-down menu, and tap **Settings**.
  - The **Settings** screen is displayed.

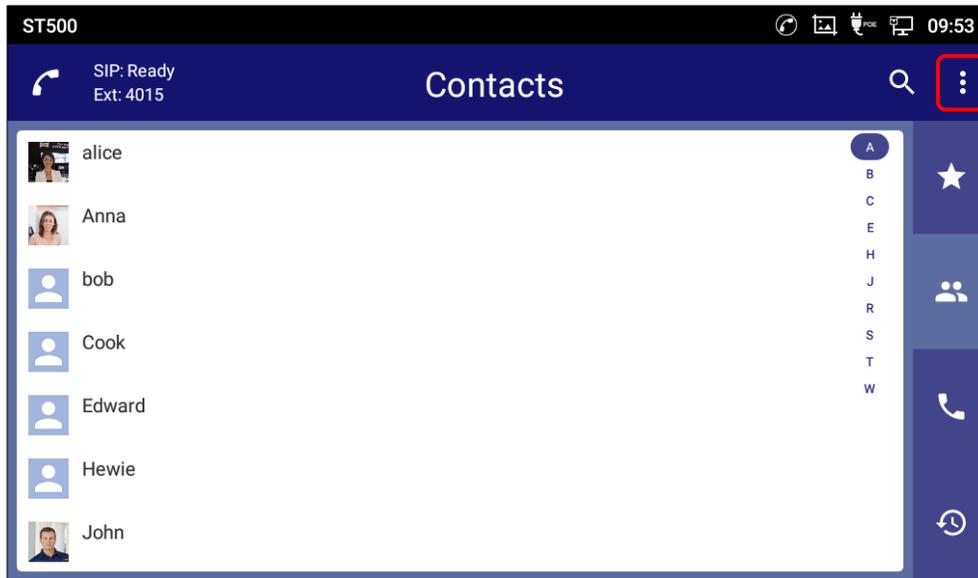


Figure 369: Display the pull-down menu 18.

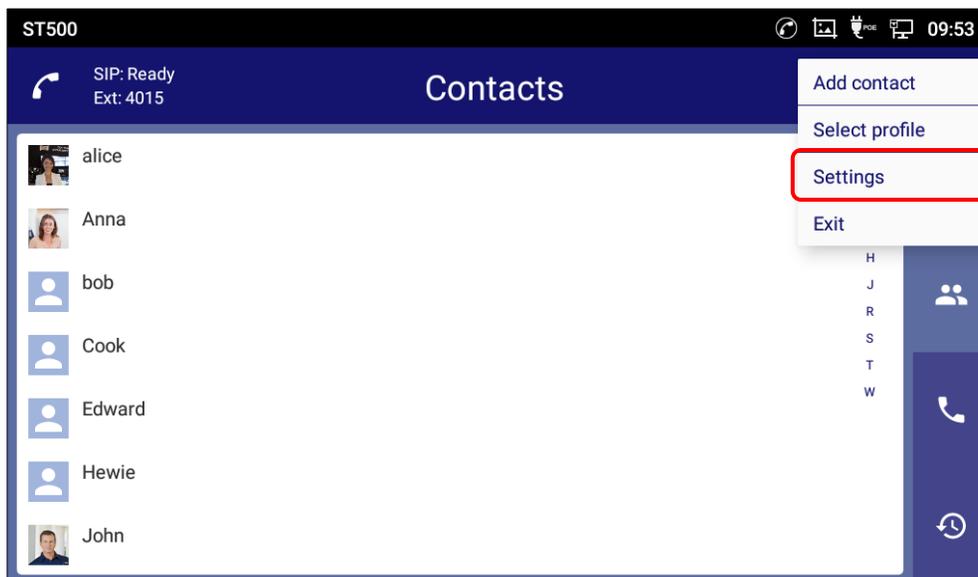


Figure 370: Tap the Settings to copy a preset dial plan.

2. On the **Settings** screen, tap **Profiles**.
  - The **Profiles** screen is displayed.
3. Tap a profile.

- The **Profile** screen is displayed.
- 4. On the **Profile** screen, tap **Telephone service** screen.
  - **Telephone service** screen is displayed.
- 5. On the **Telephone service** screen, tap **Dial plan** screen.
  - **Dial plan** screen is displayed.
- 6. On the **Dial plan** screen, tap **Edit plans**.

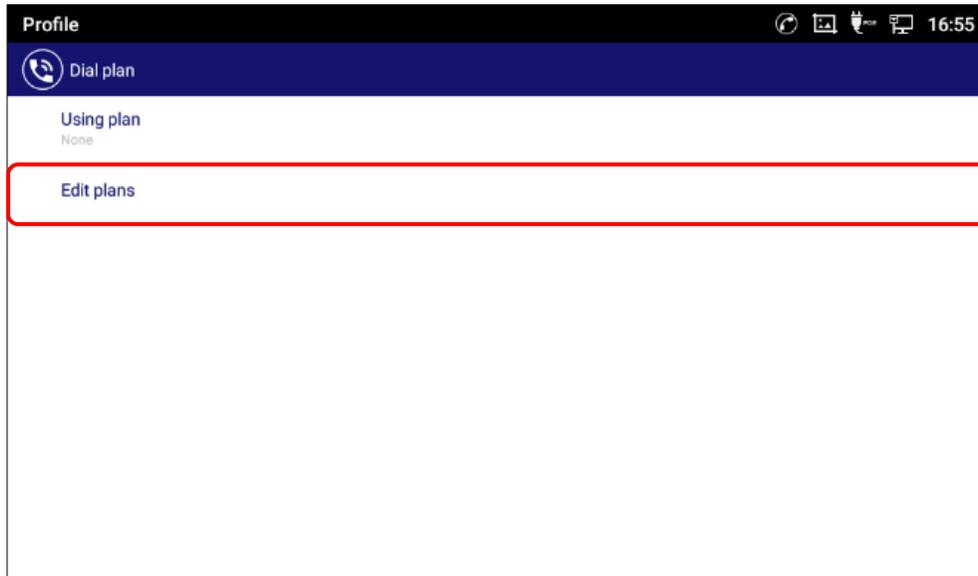


Figure 371: Tap Edit plans on the Dial plan screen.

- 7. On the **Edit plans** screen, tap and hold a preset plan you want to copy.

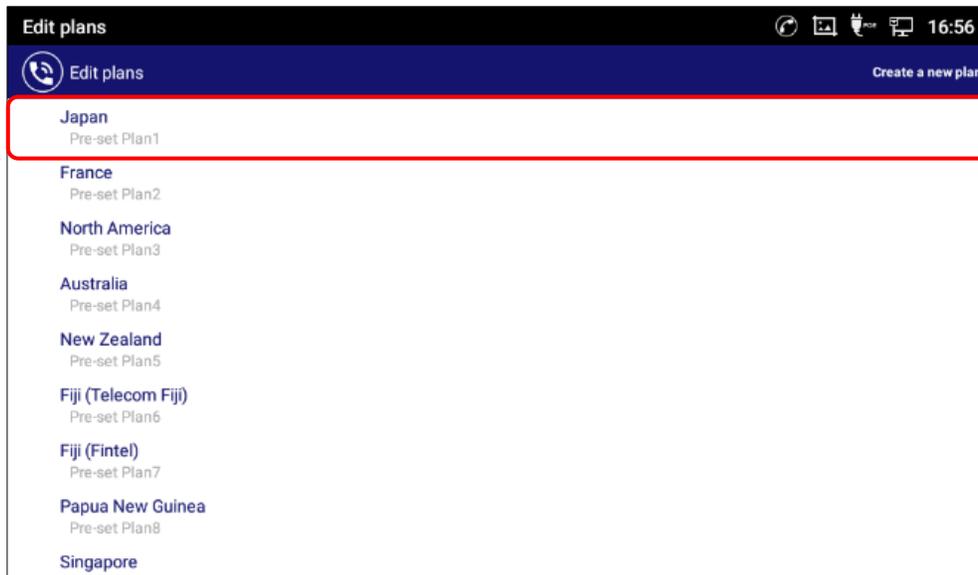


Figure 372: Tap and hold a preset dial plan.

8. Tap **Copy**.
  - On tapping Copy a popup "Copy dial Plan?" is displayed, then click on Yes.

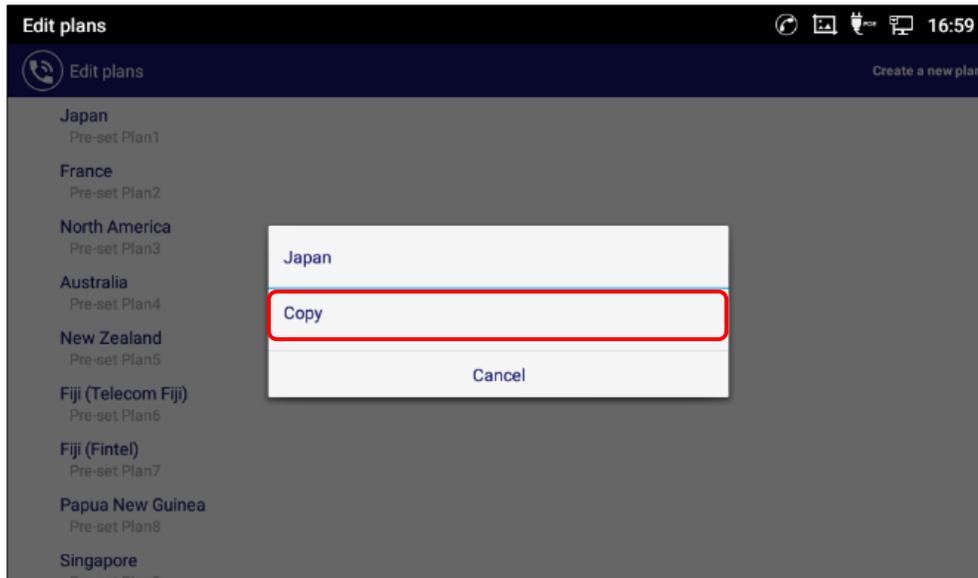


Figure 373: Tap Copy.

9. Tap a copy plan.
  - The **Rules** screen is displayed.

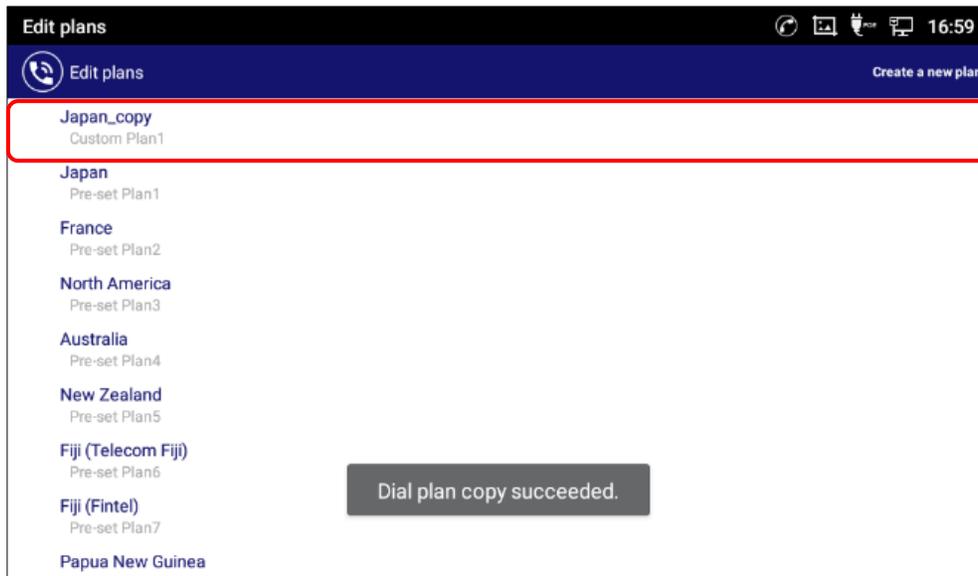


Figure 374: Tap a plan copied.

10. Tap a copied preset plan.
  - The **Rule** screen is displayed.

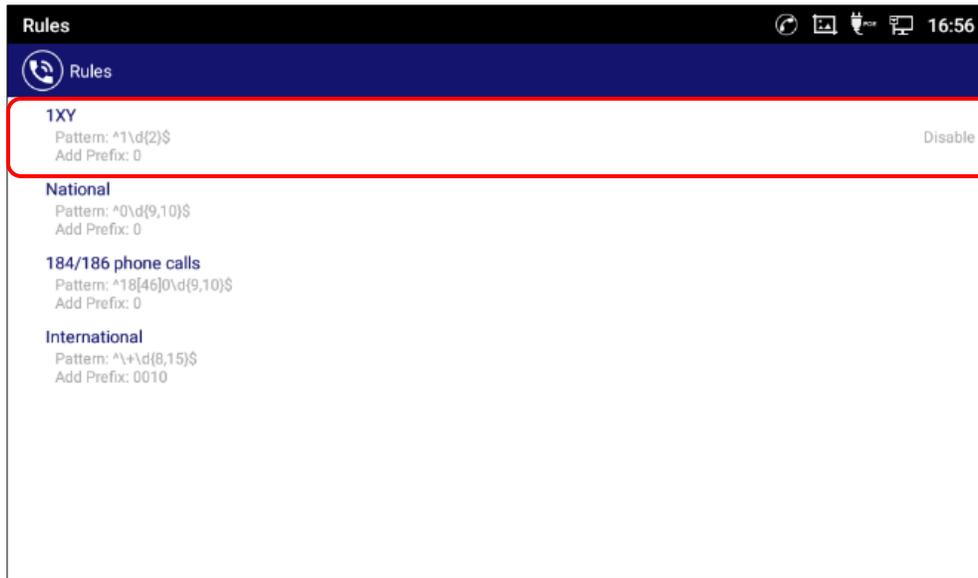


Figure 375: Tap a copied preset plan.

11. On the **Rule** screen, tap **Pattern**.

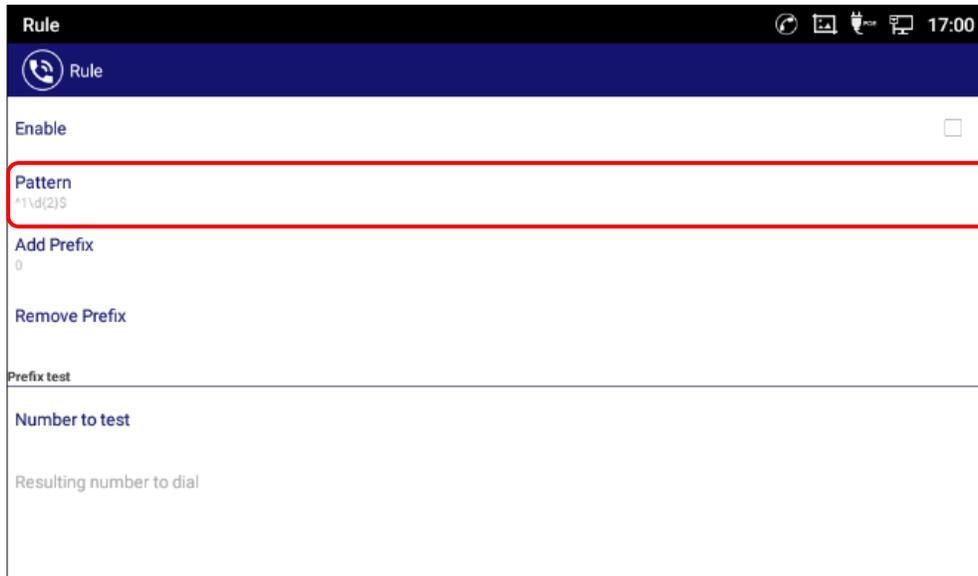


Figure 376: Tap Pattern on the Rule screen.

12. Edit the pattern and tap **OK**.

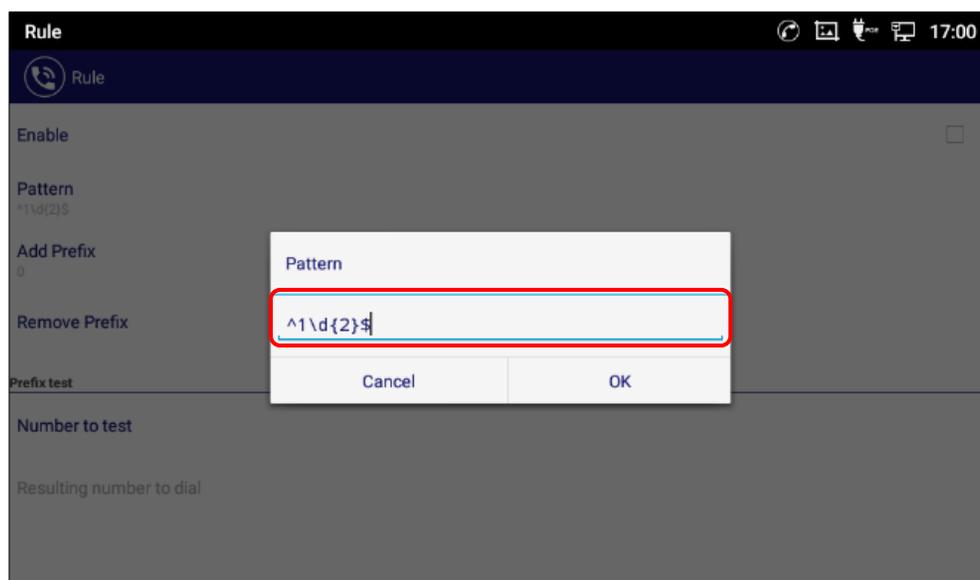


Figure 377: Edit the pattern.

## List of dial plan presets

This section provides lists of dial plan presets for various countries and regions written in regular expressions.

### Japan

Table 40: Dial plan for Japan.

No.	Rule	Enable	Pattern	Add Prefix	Sample
1	1XY	OFF	^1\d{2}\$	0	119
2	National	ON	^0\d{9,10}\$	0	0312345678 09012345678
3	184/186 phone calls	ON	^18[46]0\d{9,10}\$	0	1840312345678 18609012345678
4	International	ON	^\+\d{8,15}\$	0	+67722442 +4698066800 +81356551701

### France

Table 41: Dial plan for France.

No.	Rule	Enable	Pattern	Add Prefix	Sample
1	National	ON	^0\d{9}\$	0	0146494649
2	spe 4 digits	ON	^[13]\d{3}\$	0	1112 3112
3	inter digits	ON	^00\d{10,12}\$	0	004698066800 0081356551701 00819012345678
4	urq 2 digits	ON	^\d{2}\$	0	15
5	urq 3 digits	ON	^11\d\$	0	112

## North America

Table 42: Dial plan for North America.

No.	Rule	Enable	Pattern	Add Prefix	Sample
1	International	ON	^9\d{9}\$	9011	9123456789
2	Long Distance	ON	^1\d{10}\$	9	11234567890 15145321234
3	Local AC	ON	^[2-8]\d{9}\$	9	2123456789 4123456789 8123456789
4	Local 9 AC	ON	^9\d{10}\$	9	91234567890
5	+1 Dialing	ON	^[+1-9]\d{10}\$	9	+11234567890 +51234567890 +91234567890

## Australia

Table 43: Dial plan for Australia.

No.	Rule	Enable	Pattern	Add Prefix	Sample
1	Emergency	ON	^000\$	0	000
2	Local Numbers	ON	^\d{8}\$	0	99009783
3	Full National Numbers	ON	^0[2-9]\d{8}\$	0	0399009783
4	FreeCall 13	ON	^13\d{4}\$	0	131632
5	FreeCall 1300/1800	ON	^1[38]00\d{6}\$	0	1300632769 1800732337
6	Premium service	ON	^190\d{7}\$	0	1900909999
7	International	ON	^[+\d{8,15}\$	00011	+67722442 +4698066800 +61412582921

## New Zealand

Table 44: Dial plan for New Zealand.

No.	Rule	Enable	Pattern	Add Prefix	Sample
1	Emergency	ON	^111\$	1	111
2	Local Numbers	ON	^d{7}\$	1	1234567
3	Mobile	ON	^02\d{7,9}\$	1	021818459 02123456789
4	Full National Numbers	ON	^0\d{8}\$	1	093568499
5	FreeCall Vodaphone	ON	^0508\d{6}\$	1	0508123456
6	FreeCall Spark	ON	^0800\d{6,7}\$	1	0800123456 08001234567
7	Premium service	ON	^0900\d{5}\$	1	090012345
8	International	ON	^\+\d{8,15}\$	100	+67722442 +4698066800 +61412582921
9	Directory	ON	^018\$	1	018

## Fiji (Telecom Fiji)

Table 45: Dial plan for Fiji (Telecom Fiji).

No.	Rule	Enable	Pattern	Add Prefix	Sample
1	Emergency	ON	^911\$	9	911
2	All Fiji numbers	ON	^d{7}\$	9	1234567
3	Operator services	ON	^0\d{2}\$	9	012
4	0800	ON	^0800\d{7}\$	9	08001234567
5	112/132	ON	^1\d2\d{3}\$	9	112142
6	International	ON	^\+\d{8,15}\$	9052	+67722442 +4698066800 +61412582921

## Fiji (Fintel)

Table 46: Dial plan for Fiji (Fintel).

No.	Rule	Enable	Pattern	Add Prefix	Sample
1	Emergency	ON	^911\$	9	911
2	All Fiji numbers	ON	^\d{7}\$	9	1234567
3	Operator services	ON	^0\d{2}\$	9	012
4	0800	ON	^0800\d{7}\$	9	08001234567
5	112/132	ON	^1\d2\d{3}\$	9	112142
6	International	ON	^\+\d{8,15}\$	900	+67722442 +4698066800 +61412582921

## Papua New Guinea

Table 47: Dial plan for Papua New Guinea.

No.	Rule	Enable	Pattern	Add Prefix	Sample
1	Emergency	ON	^11\d\$	1	111
2	All PNG numbers	ON	^\d{7}\$	1	1234567
3	Voicemail	ON	^115\d{8}\$	1	11512345678
4	PSDN X28	ON	^184\d{8}\$	1	18412345678
5	Smart trunk	ON	^170\d{2}\$	1	17012
6	Satellite services	ON	^27\d{3}\$	1	27123
7	Mobile numbers	ON	^7\d{7}\$	1	71234567
8	International	ON	^\+\d{8,15}\$	100	+67722442 +4698066800 +61412582921

## Singapore

Table 48: Dial plan for Singapore.

No.	Rule	Enable	Pattern	Add Prefix	Sample
1	Emergency	ON	^9\d{2}\$	9	999
2	Full National Numbers	ON	^\d{8}\$	9	91059944
3	International	ON	^\+\d{8,15}\$	9001	+811234567890

## Thailand

Table 49: Dial plan for Thailand.

No.	Rule	Enable	Pattern	Add Prefix	Sample
1	Emergency	ON	^1\d{2,3}\$	9	199 1999
2	Full National Numbers	ON	^\d{9,10}\$	9	022591192 0878259051
3	International	ON	^\+\d{8,15}\$	9001	

## Malaysia

Table 50: Dial plan for Malaysia.

No.	Rule	Enable	Pattern	Add Prefix	Sample
1	Emergency	ON	^9\d{2}\$	9	999
2	Full National Numbers	ON	^\d{10,11}\$	9	91059944
3	International	ON	^\+\d{8,15}\$	9001	+811234567890

## Indonesia

Table 51: Dial plan for Indonesia.

No.	Rule	Enable	Pattern	Add Prefix	Sample
1	Emergency	ON	^1\d{2}\$	9	110
2	Full National Numbers	ON	^\d{10,12}\$	9	0215201215 08567808808 001305201215
3	International	ON	^\+\d{8,15}\$	9001	+811234567890

## Vietnam

Table 52: Dial plan for Vietnam.

No.	Rule	Enable	Pattern	Add Prefix	Sample
1	Emergency	ON	^1\d{2}\$	9	113
2	Full National Numbers	ON	^\d{11}\$	9	06502220849
3	International	ON	^\+\d{8,15}\$	900	+811234567890

## India

Table 53: Dial plan for India.

No.	Rule	Enable	Pattern	Add Prefix	Sample
1	Emergency	ON	^1\d{2}\$	9	100
2	Full National Numbers	ON	^\d{10,11}\$	9	9268562080 07582221434
3	International	ON	^\+\d{8,15}\$	900	+811234567890

## Philippines

Table 54: Dial plan for Philippines.

No.	Rule	Enable	Pattern	Add Prefix	Sample
1	Emergency	ON	^[19]d{2}\$	9	117 999
2	Full National Numbers	ON	^d{9,11}\$	9	123456789 0215201215 07582221434
3	FULL National 7	ON	^d{7}\$	9	1234567
4	International	ON	^\+d{8,15}\$	900	+811234567890

## China

Table 55: Dial plan for China.

No.	Rule	Enable	Pattern	Add Prefix	Sample
1	Emergency	ON	^1d{2}\$	9	110
2	Full National Numbers	ON	^d{11}\$	9	02123293333
3	International	ON	^\+d{8,15}\$	900	+811234567890

## Taiwan

Table 56: Dial plan for Taiwan.

No.	Rule	Enable	Pattern	Add Prefix	Sample
1	Emergency	ON	^1d{2}\$	0	119
2	Full National Numbers	ON	^d{9,10}\$	0	123456789 0225150000
3	International	ON	^\+d{8,15}\$	0002	+811234567890

## Hong Kong

Table 57: Dial plan for Hong Kong.

No.	Rule	Enable	Pattern	Add Prefix	Sample
1	Emergency	ON	^9\d{2}\$	9	999
2	Full National Numbers	ON	^\d{8}\$	9	23134555
3	International	ON	^\+\d{8,15}\$	900	+811234567890

## Macau

Table 58: Dial plan for Macau.

No.	Rule	Enable	Pattern	Add Prefix	Sample
1	Emergency	ON	^9\d{2}\$	9	999
2	Full National Numbers	ON	^\d{8}\$	9	23134555
3	International	ON	^\+\d{8,15}\$	90	+811234567890

## Korea

Table 59: Dial plan for Korea.

No.	Rule	Enable	Pattern	Add Prefix	Sample
1	Emergency	ON	^1\d{2}\$	9	112
2	Full National Numbers	ON	^\d{9,11}\$	9	123456789 0103325433 12345678901
3	International	ON	^\+\d{8,15}\$	9001	+811234567890

## Italy

Table 60: Dial plan for Italy.

No.	Rule	Enable	Pattern	Add Prefix	Sample
1	National	ON	^0\d{8,13}\$	0	012345678 01234567890123
2	Cellular	ON	^3\d{8,9}\$	0	312345678 3123456789
3	International	ON	^\+\d{6,15}\$	00	+123456 +123456789012345

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- (3) This manual is published under strict quality control standards. If, however, you have any questions, spot an error, or find a description lacking, please feel free to contact us.

## Related documents

This section introduces related documents to this manual. Please refer to these if you do not find any information in this manual.



### **Note:**

Documents for the heading “For administrator” contain content that requires expert knowledge and skills. Please contact your administrator if you want to check the contents described in these documents.

## For user

- Safety Precautions and Regulatory Notices for GT Series

## For administrator

- Standard SIP Video Terminal IP Phone GT890 Administration Guide(ST500)
- Standard SIP Terminal XML Configuration File Generator User Guide for GT series

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Standard SIP Video Terminal  
IP Phone GT890  
User Guide (ST500)

GVT-105198-001

July, 2019 Issue 1.0

NEC Corporation