UNIVERGE ST500 for Android

Operation Manual

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INTRODUCTION

UNIVERGE ST500 (hereinafter called ST500) is a smartphone client app for enabling extension calls on smart devices. This manual describes how to operate ST500.

The structure of this manual is:

- ABOUT ST500
  Describes characteristics of ST500, call services, system requirements, names and functions of each screen.
- STARTING/CLOSING ST500 APP
  Describes how to start and close ST500.
- CALL FEATURES
  Describes call service features of ST500 such as originating, answering, transferring, and holding calls.
- VIDEO CALL
  Describes how to switch video and voice calls, control video images, check call status and contact information, rotate icons, and allow permissions for camera.
- FAVORITES
  Describes how to edit favorites and search a number from favorites.
- CONTACTS
  Describes how to add a telephone number to contacts, use index search, edit a contact, and search a contact.
- CALL HISTORY
  Describes how to edit call histories, and group history records.
- SHORTCUTS
  Describes how to create and edit a shortcut.
- FAQ AND TROUBLESHOOTING
  Describes how to confirm operation status, change settings, and receiving 3G calls.
- APPENDIX 1: DIAL PREFIX FEATURE
  Describes how to operate dial prefix feature, select preset dial plans, and create a custom dial plan.
- APPENDIX 2: SPECIFICATIONS
  Describes major specifications of ST500.

NOTICES

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(2) The contents of this manual are subject to change without prior notice in the future.

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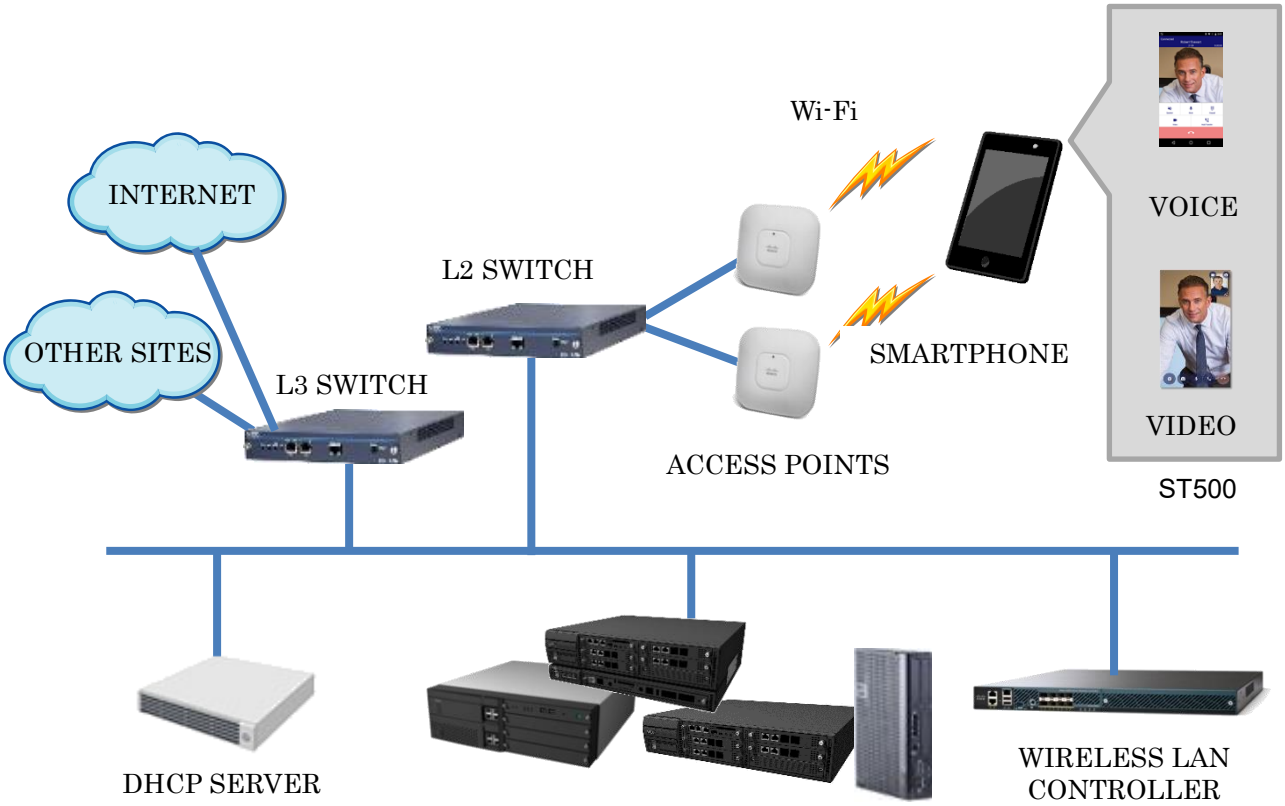
ABOUT ST500

OVERVIEW

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

Network Configuration Example



CALL FEATURES

The following table shows call related features available on ST500.

Feature	Description
Originating calls	Outgoing calls can be originated from various screens of ST500 such as Favorites, Call, Contacts, and History.
Answering calls	Incoming calls can be answered or declined. Missed calls are notified.
Holding calls	An ongoing call can be held.
Transferring calls	A call can be transferred to another party.
Three-way call	A conference call with two guests is possible. Larger conference groups can be used when the voice server accommodates this functionality.
Call forwarding	Calls that arrive while the called party is away can be forwarded to a number that is preset with an access code.
Call forwarding on no answer	Calls that arrive when the called party cannot answer can be forwarded to a number that is preset with an access code.
Call forwarding on busy	Calls that arrive while the called party is on other call can be forwarded to a number that is preset with an access code.
Out of service call forwarding (NOTE1)	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.
Call pickup	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.
Voicemail	Originating a call to a voicemail system to use voicemail features is available.

NOTE1: On SV9500, this function is supported from version V5 step 2.

NOTE2: 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.

NOTE3: Always use ST500 in the active state (it can run in the background).

SYSTEM REQUIREMENTS

ST500 is available on a smart device that satisfies the following requirements.

Item	System Requirements (NOTE4)
Supported OS	Android: 6.0 ～ 10 (NOTE5) For EMEA markets Android 8 is the minimum requirement.

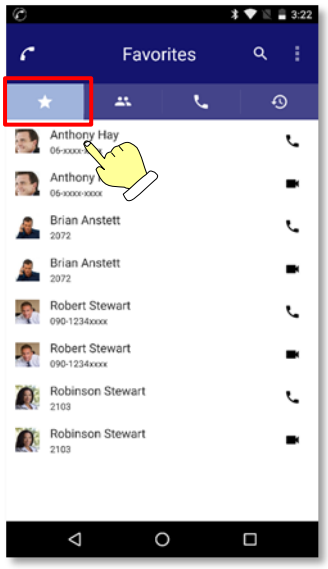
NOTE4: Please see the Release note for details of supported OS.
NOTE5: Please see the Release note for details of Android version restrictions.
As an example, there are the following restrictions.

1) Android versions 8.0 or later.
   -Notification dots and multi-window function are not supported.
2) Android versions 9.0 or later.
   -Even in the manner mode, depending on the Android device model, the ring tone sounds when an incoming call is received.
   -The sound volume of the ring tone is not adjusted with the volume control key.

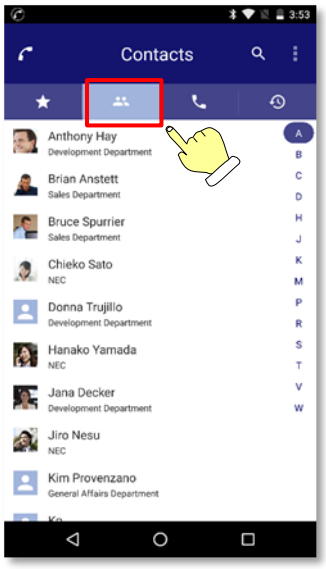
SCREEN NAMES AND FEATURES

Primary features and operations

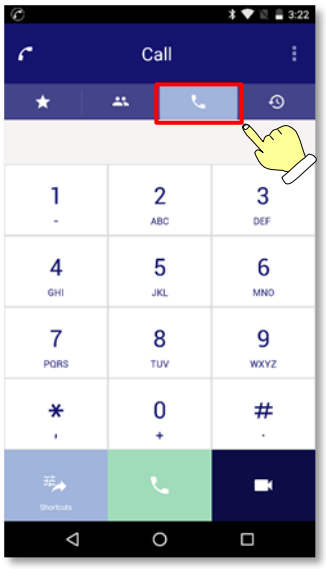
The following are the primary screens (Favorites, Contacts, Call, History, and Settings) of ST500. The screens are tab-based.



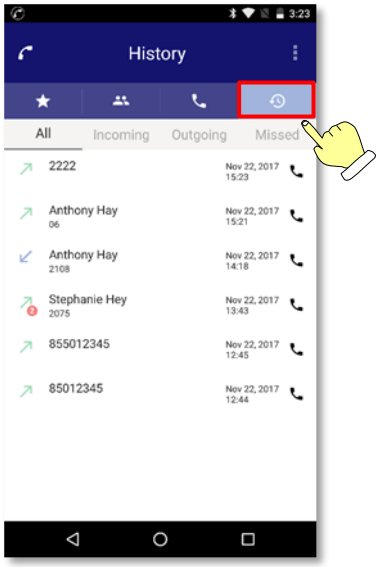
Favorites screen



Contacts screen



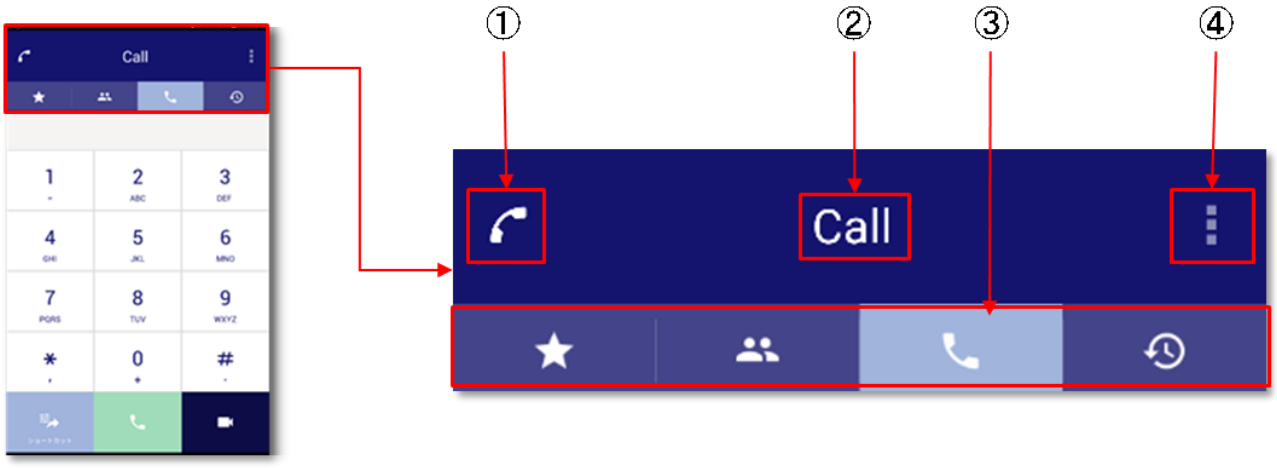
Call screen



History screen

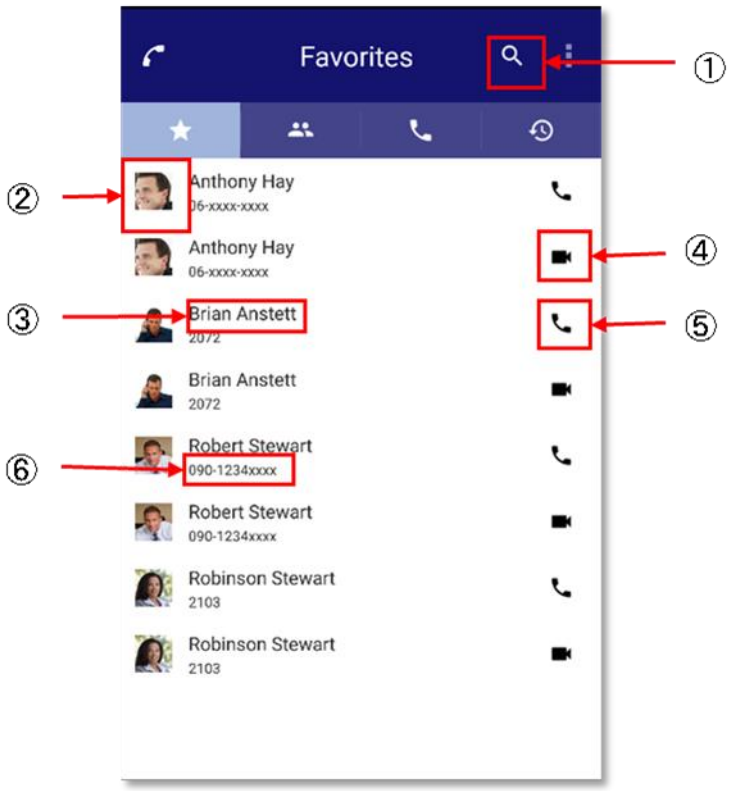
Settings screen

General screen structure



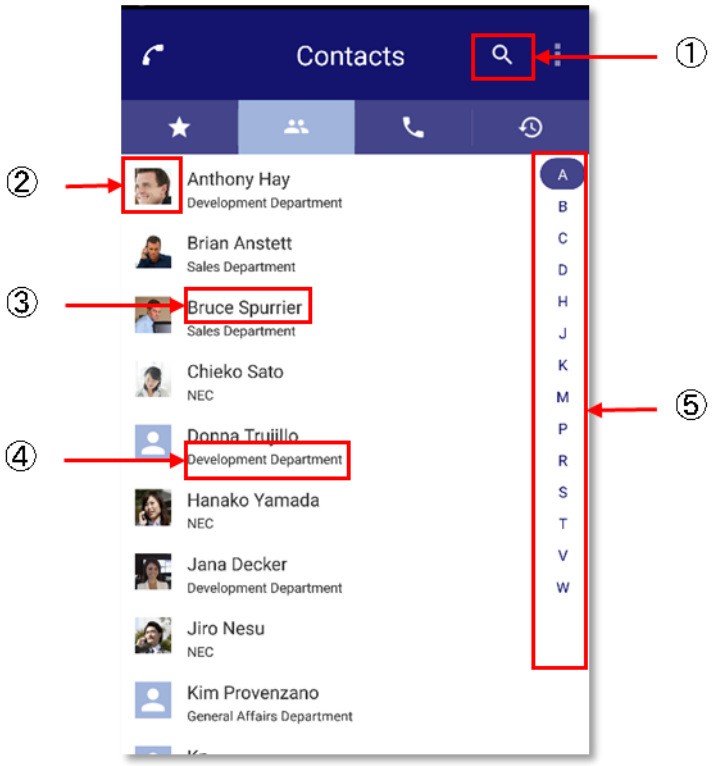
No.	Names	Functions
①	Registration status icon	Displays the status of ST500. ・ Connecting to the main server. ・ Profile is not available. ・ Ready. ・ Hold.
②	Tab name	Displays current tab screen name.
③	Tab switch icons	・ **Favorites**: Displays most commonly used contacts. ・ **Contacts**: Displays the data registered in the Phonebook of the terminal. ・ **Call**: Displays dial pad. ・ **History**: Displays call histories.
④	Settings button	Displays setting menus for each tab screen.

Favorites screen



No.	Names	Functions
①	Search icon	Tap this icon; the search bar is displayed.
②	Picture	Displays the picture that is registered in the Phonebook of the terminal. When a picture is not registered, ST500 default picture is displayed.
③	Name	Displays a name registered in the Phonebook of the terminal.
④	Video call icon	Tap this icon; ST500 makes a video call to the number.
⑤	Voice call icon	Tap this icon; ST500 makes a voice call to the number. Tap and hold enables hands-free call.
⑥	Number	Displays a number that was selected when registered to Favorites.

Contacts screen

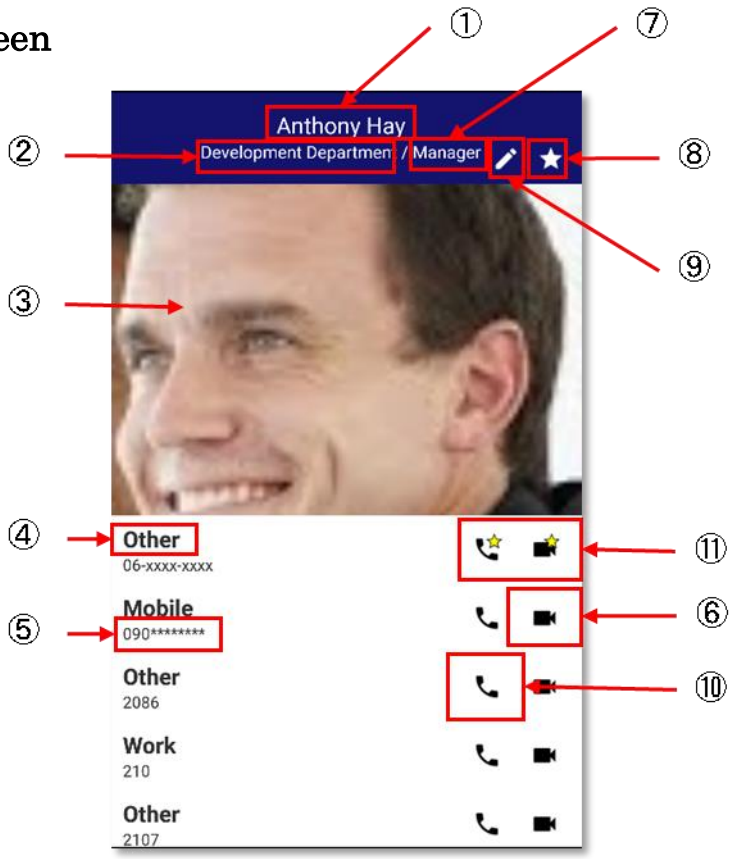


NOTE: The data displayed on this screen are those registered in the Phonebook of the terminal.

No.	Names	Functions
①	Search icon	Tap this icon; the search bar is displayed.
②	Picture	Displays the picture that is registered in the Phonebook of the smart device. When a picture is not registered, ST500 default picture is displayed.
③	Name *	Displays the name that is registered in the Phonebook of the smart device. When name is not registered but organization is registered, organization is displayed here. When neither name nor organization are registered, the first number that is registered is displayed here.
④	Organization *	Displays the organization that is registered in the Phone book of the smart device. When an organization is not registered, nothing is displayed here.
⑤	Index search	Index phonebook search by first letter of the stored contact name. 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.

* If the input value is longer than the field size, the end of the value is displayed with [...].

Contact detail screen



No.	Names	Functions
①	Name *	Displays the contact name that is registered in the Phonebook of the terminal. When contact name is not registered but organization name is registered, organization name is displayed here. When neither name nor organization are registered, the first number that is registered is displayed here.
②	Organization *	Displays the organization name that is registered in the Phonebook of the smart device. When organization name is not registered, nothing is displayed here.
③	Picture	Displays the contact picture that is registered in the Phonebook of the Application. When a contact picture is not registered, ST500 default picture is displayed.
④	Number type *	Displays the contact number type that is registered in the Phonebook of the application.
⑤	Number *	Displays the contact number that is registered in the Phonebook of the application.
⑥	Video call icon	Originates a video call.
⑦	Position *	Displays the title for the contact name that is registered in the Phonebook of the terminal.
⑧	Add to Favorite icon	Adds to Favorites menu.
⑨	Edit icon	Enables the editing for the stored contacts.
⑩	Voice call icon	Originates a voice call. Tap and hold activates hands-free mode.
⑪	Favorite icon	A yellow star is added to the ones that have been added to Favorites menu.

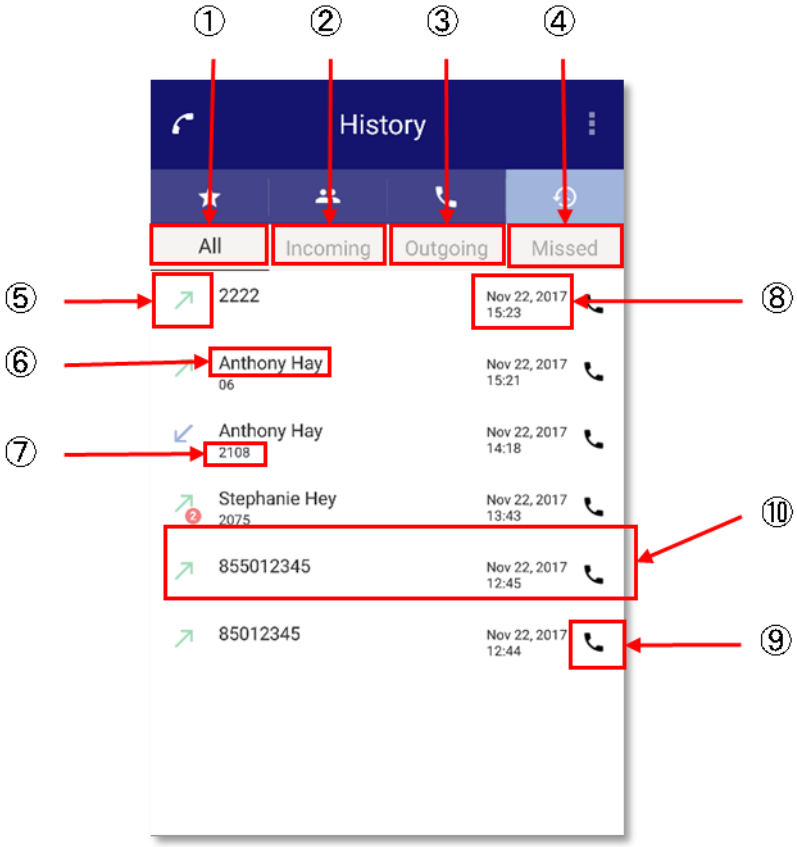
* If the input value is longer than the field size, the end of the value is displayed with [...].

Call screen

Video call function is not available for Android versions earlier than 4.4.

No.	Names	Functions
①	Number input field	Displays entered numbers.
②	Dial pad	Location for entering telephone number.
③	Shortcuts icon	Selection for displaying shortcut menu screen.
④	Voice call icon	Originates a voice call based in the information noted in the dial pad Tap and hold activates hands-free mode. Tap when no number is displayed in the dial pad will activate redial function (Last number dialed).
⑤	Video call icon	Originates a video call based in the information noted in the dial pad

History screen



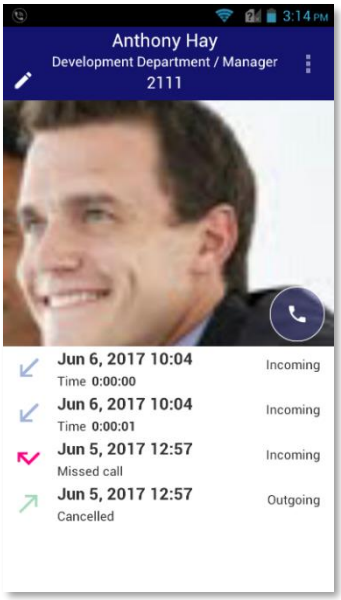
No.	Names	Functions
①	All	Displays all calling history.
②	Incoming	Displays incoming call history
③	Outgoing	Displays outgoing call history.
④	Missed	Displays missed call histories.
⑤	Call type icons	Displays call types (outgoing, incoming, missed). *
⑥	Name	When contact is registered in the Phonebook of the application, name is displayed. Otherwise, number is displayed.
⑦	Number	Displays called or calling numbers. When the caller is not registered in the Phonebook of the application, this space does not display any data.
⑧	Time/date of occurrence	Displays time and date of the call.
⑨	Voice call icon	Tap to do a voice call back. Tap and hold activates hands-free mode.
⑩	Display for non-registered number	Example of display when contact name is identified by application.

* Each icon indicates the following history type.

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



Video call function is not available for Android versions earlier than 4.4.

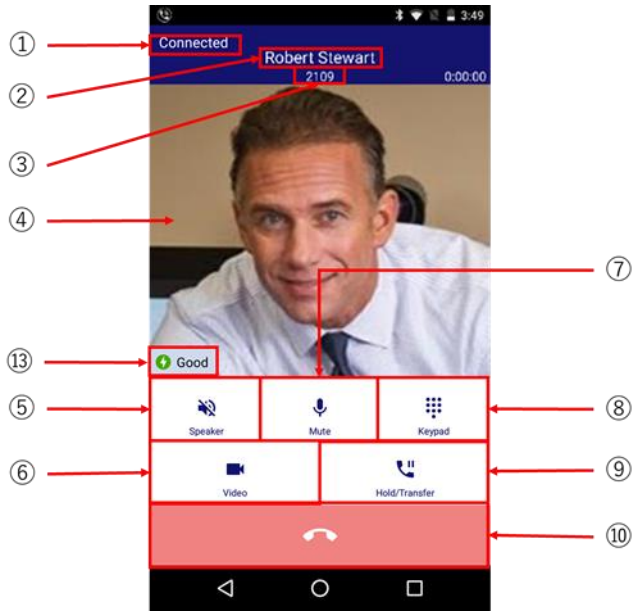
No.	Names	Functions
①	Name *	Displays the contact name that is registered in the Phonebook of the application. When contact name is not registered but organization name is registered, organization name is displayed. When neither a contact name nor organization are registered, the first number that is registered is displayed .
②	Organization *	Displays the organization that is registered in the Phonebook of the application. When the organization is not registered, nothing is displayed.
③	Edit icon	Enables the editing for the stored contact.
④	Number *	Displays contact numbers.
⑤	Call type icons	Displays call type (outgoing, incoming, missed).
⑥	Time/date of occurrence	Displays time and date of the call.
⑦	Duration (Detailed code)	Displays duration of the call. If a call failed, detailed code is displayed.
⑧	Delete	Tap and hold to deletes individual history data.
⑨	Position *	Displays the title that is registered in the Phonebook of the application.

(Continued on the following page.)

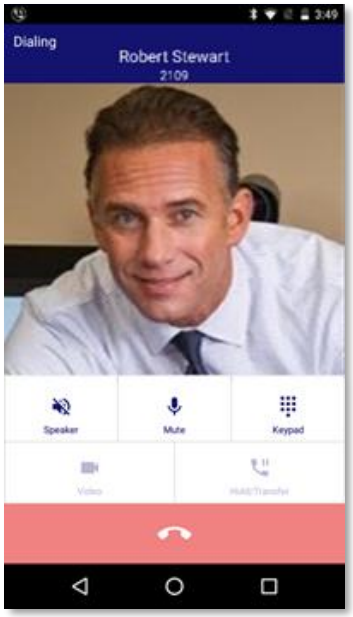
No.	Names	Functions
⑩	Picture	Displays the contact picture that is registered in the Phonebook of the application. When a contact picture is not registered, ST500 default picture is displayed.
⑪	Voice call icon	Originates a voice call. Tap and hold to activate hands-free mode.
⑫	Video call icon	Originates a video call.
⑬	Type	Displays call type (incoming/outgoing).

* If the input value is longer than the field size, the end of the value is displayed with [...].

Voice call screen

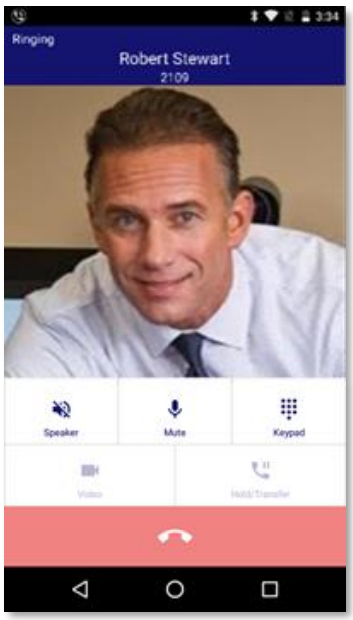


Voice Call screen

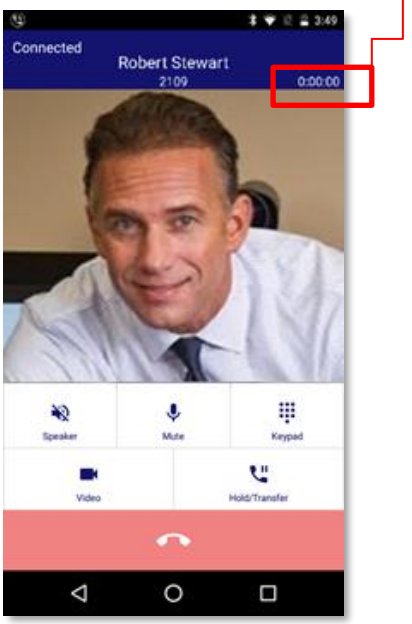


Dialing

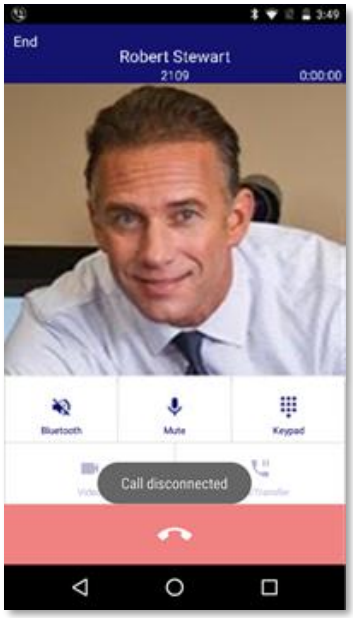
Displays call duration.



Ringing



Connected



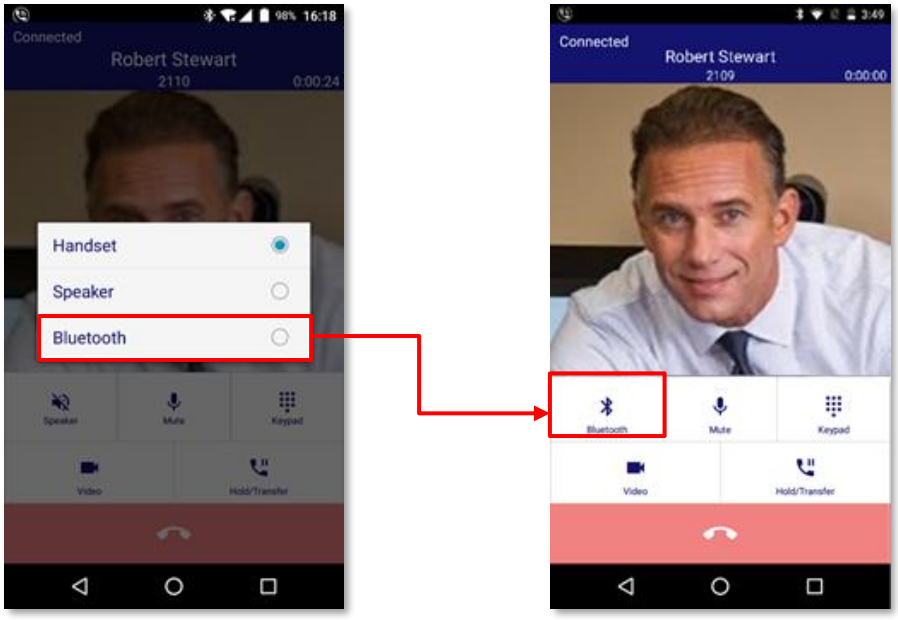
Ending

Call screen when
Conference is available

No.	Names	Functions
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, 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	Output source switch icon	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 the next section.) NOTE: There is no incoming call notification on the Bluetooth device.
⑥	Video icon	Switches to video call.
⑦	Mute icon	Switches mute/unmute. When muted, a slash appears over the icon.
⑧	Keypad icon	Displays a dial pad for DTMF.
⑨	Hold/Transfer icon	Holds a call. When you transfer call, please refer to “TRANSFERRING A CALL”
⑩	Disconnect icon	Disconnects a call.
⑪	Transfer icon	Completes transfer.
⑫	Conference icon	Starts a conference call.

⑬	Connection status icons	ST500's connection status display. This icons display after ST500's call status is connected call. NOTE : In order to display connection status in ST500's screen, it is necessary to enable "Show connection status during a call".

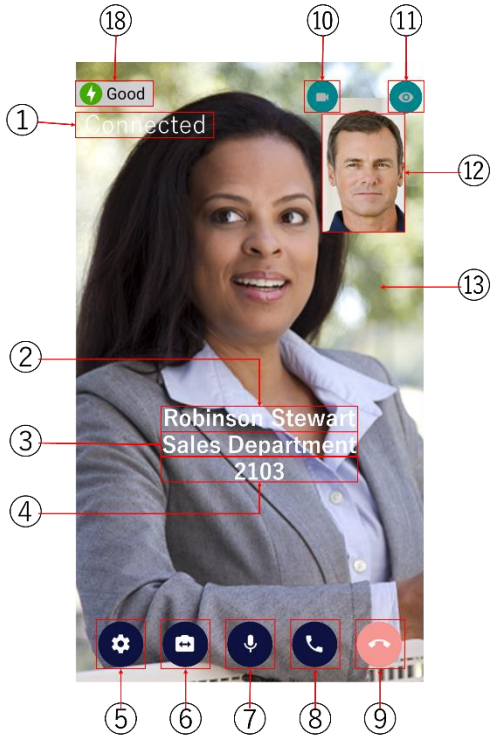
When Bluetooth is selected for output source



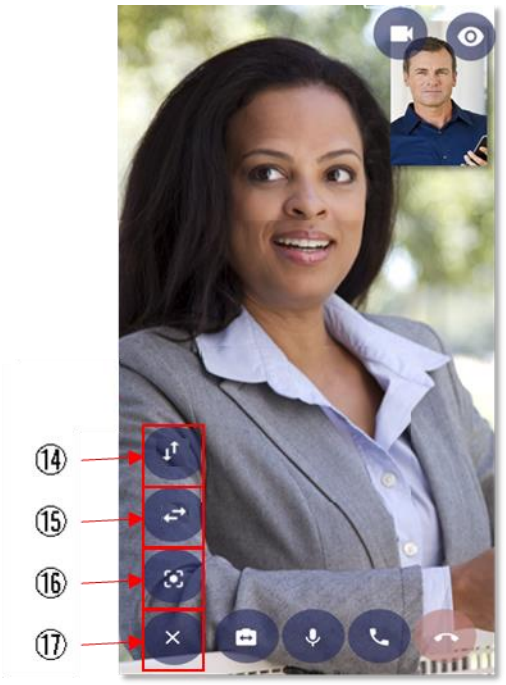
The **Speaker** icon changes to the **Bluetooth** icon.

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

Video call screen



Default Video Call Screen



Option Buttons on Video Call Screen

No.	Names	Functions
①	Call Status	Displays the status of the call. (Ringing)
②	Name *	Displays the name that is registered in the Phonebook of the terminal. When name is not registered but organization is registered, organization is displayed here. When neither name nor organization are registered, the first number that is registered is displayed here.
③	Organization *	Displays the organization that is registered in the Phonebook of the terminal. When organization is not registered, nothing is displayed here.
④	Number *	Displays numbers.
⑤	Handle PartnerPicture	Displays icons for handling PartnerPicture. (Icons from 14 to 17 on the right figure.)
⑥	Switch Camera	Switches IN camera and OUT camera.
⑦	Mute	Mutes the microphone. When muted, the icon has a slash over it.
⑧	Switch to Voice Call	Switches to voice call.
⑨	Disconnect	Disconnects the video call.
⑩	Stop Sending PreviewPicture	Tap this icon; the system stops sending your picture. Tap again; the system resumes sending your picture.

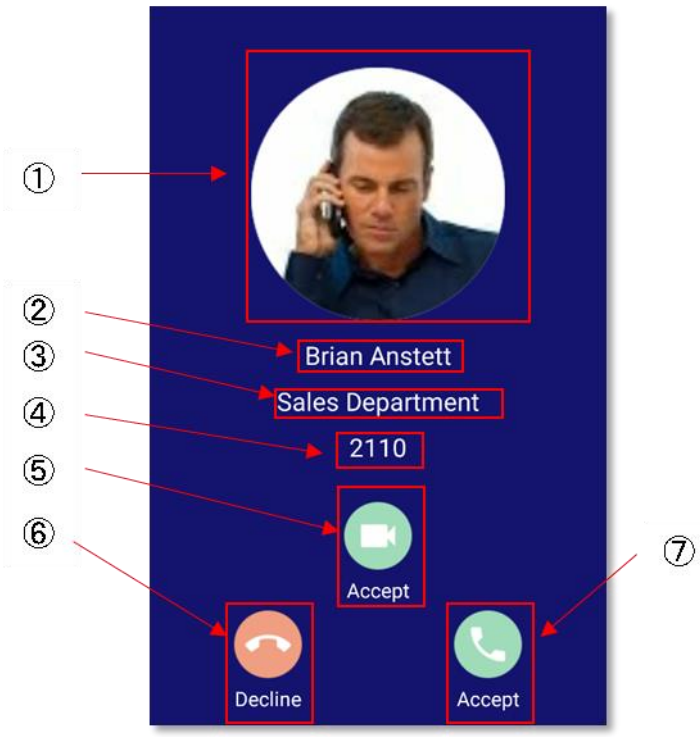
(Continued on the following page.)

No.	Names	Functions
⑪	Hide PreviewPicture	Tap this icon; your picture disappears. Tap again; your picture reappears.
⑫	PreviewPicture	Displays your picture. Tap this field; your picture disappears. Tap again; your picture appears again.
⑬	Picture	Displays the picture that is registered in the Phonebook of the terminal. When a picture is not registered, ST500 default picture is displayed.
⑭	Flip horizontal	Tap this icon; the PartnerPicture flips horizontally.
⑮	Flip vertical	Tap this icon; the PartnerPicture flips vertically.
⑯	Auto focus	Automatically focuses thePartnerPicture .
⑰	Hide icons	Hides icons for handling PartnerPicture. (Icons 14 to 16 on the right figure.)
⑱	Connection status icons	ST500's connection status display. This icons display after ST500's call status is connected call. NOTE : In order to display connection status in ST500'screen, it is necessary to enable "Show connection status during a call".

* If the input value is longer than the field size, the end of the value is displayed with […].

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

Incoming Call screen



No.	Names	Functions
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	Organization	Displays an organization registered in the Phonebook of the terminal. Not displayed when not registered.
④	Number	Displays numbers.
⑤	Accept icon (video call)	Accepts a call as a video call. NOTE: This icon is not displayed if the terminal receives a voice call.
⑥	Decline icon	Disconnects an incoming call.
⑦	Accept icon (voice call)	Accepts a call as a voice call.

BEFORE USING ST500

The following operations are required before you can start using ST500. (Details are described in “ST500 Configuration Manual.”)

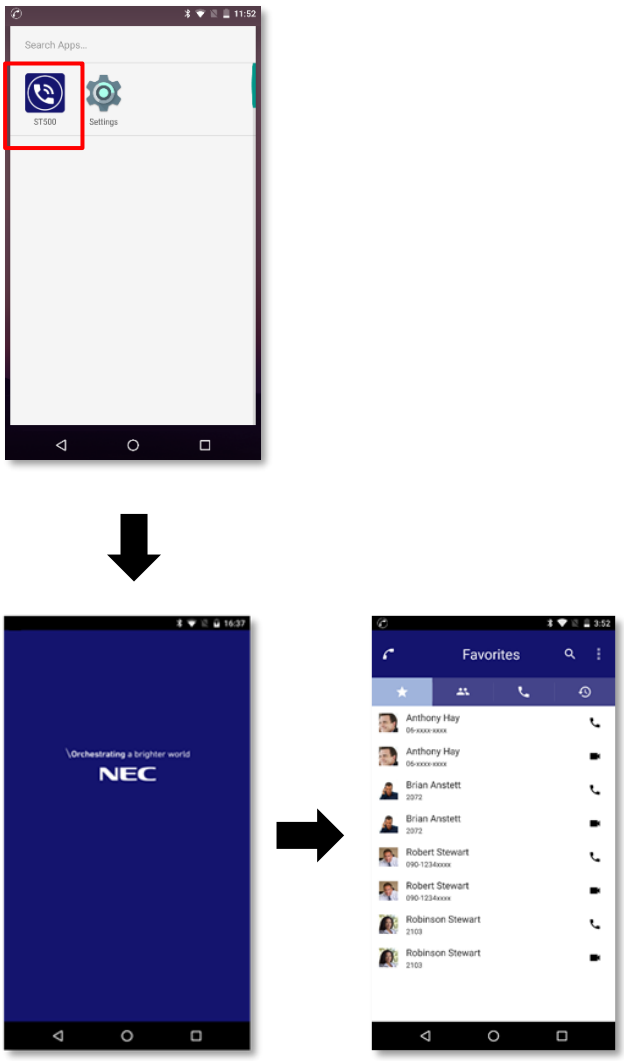
- Installing ST500 app to your Android-based smart device
- Setting wireless LAN on your Android-based smart device
- Setting the device and user on ST500
- Office data setting on communication server (SV9500/SV9300/SV9100/SL2100)

STARTING/CLOSING ST500 APP

STARTING ST500

1 Tap the **ST500** icon on the **Apps** screen.

—ST500 opens and the **Favorites** screen is displayed.

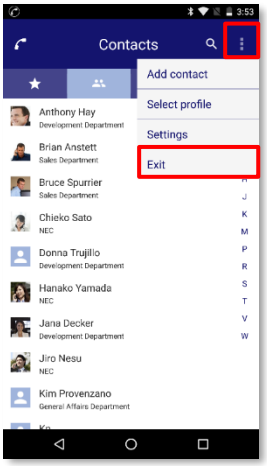


Favorites screen

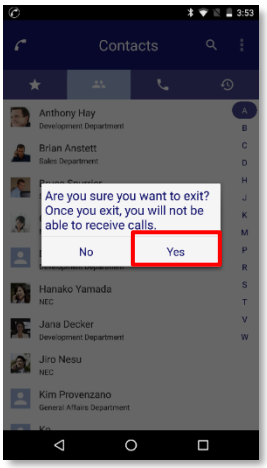
CLOSING ST500

1 Tap to display the pull down menu and tap **Exit**.

—A confirmation message is displayed.



2 Tap **Yes**.



CALL FEATURES

ORIGINATING A CALL

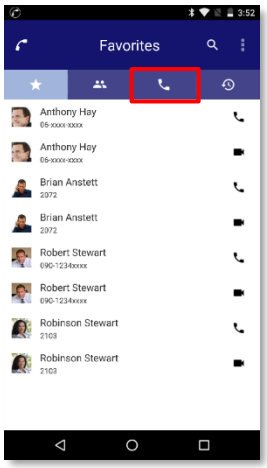
NOTE: If you enter pause (,) as the calling number, the number before the pause will be sent as the called number and the number after the pause will be sent as DTMF.

To originate a call from the Call screen

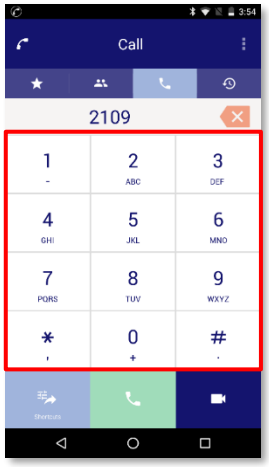
NOTE: If you need prefix numbers (for example, when making an international call), Dial Prefix feature can simplify the operation. See APPENDIX 1: DIAL PREFIX FEATURE.

1 Tap icon.

—The **Call** screen is displayed.



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



3 Do either of the following operations.

- For voice calls:

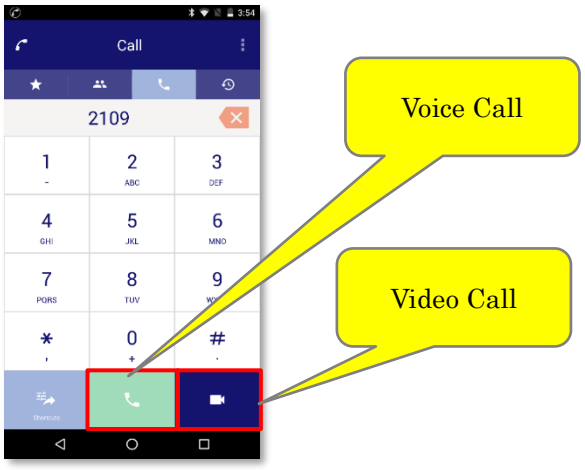
  Tap .

- For video calls:

  Tap .

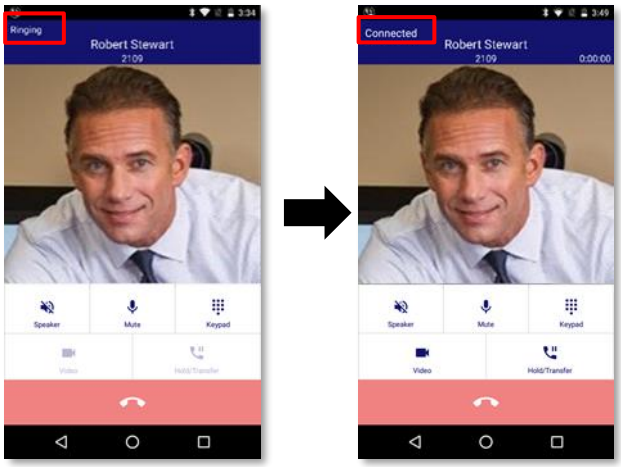
* Tap and hold enables hands-free mode.

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



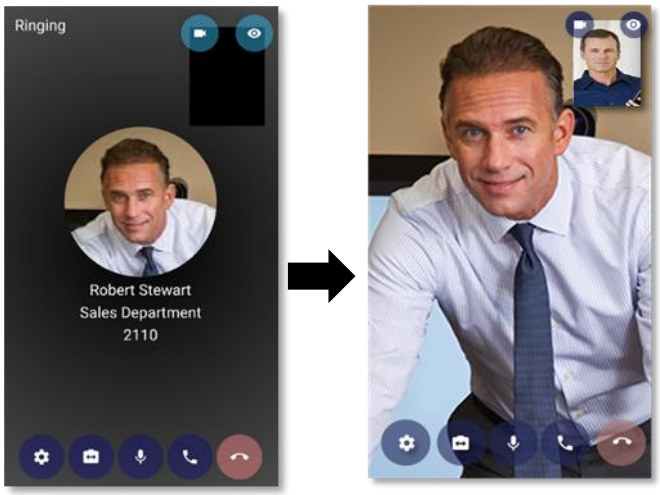
You can start talking when the other party answers.

- Voice call:



Ringing Connected

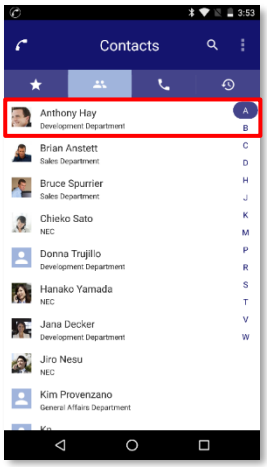
- Video call:



Ringing Connected

To originate a call from the Contacts screen

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



2 Do either of the following operations.

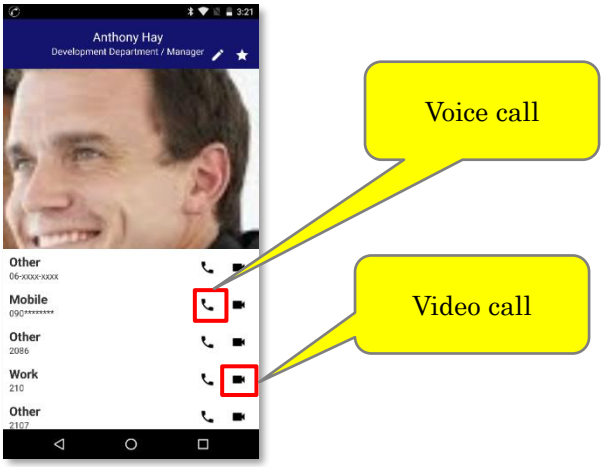
- For voice calls:

  Tap icon.

- For video calls:

  Tap icon.

* Tap and hold enables hands-free mode.

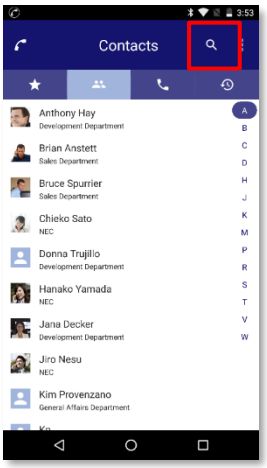


- Voice call:

- Video call:

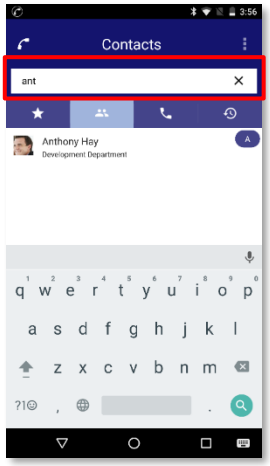
To originate a call after searching a contact

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

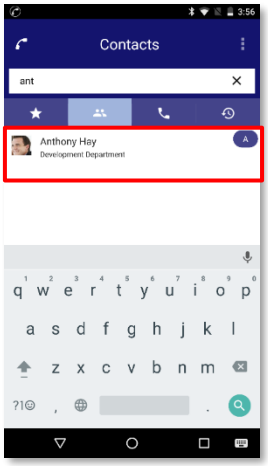


2 Enter a search key such as a contact name, phonetic name, company name, phone number, and organization.

—Members that have partial match of the entered keyword in their data are displayed.



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



4 Do either of the following operations.

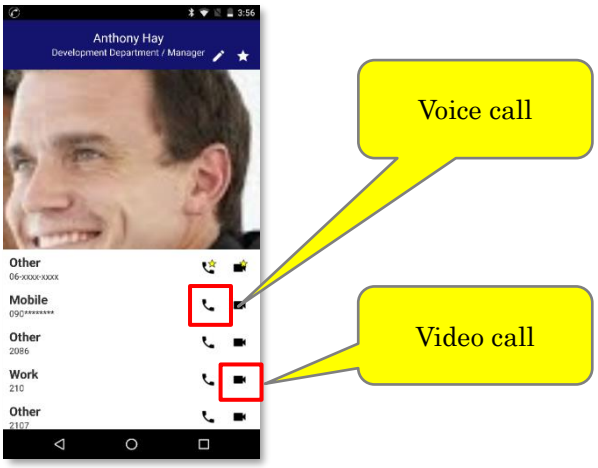
- For voice calls:

  Tap icon.

- For video calls:

  Tap icon.

* Tap and hold enables hands-free mode.



- Voice call:

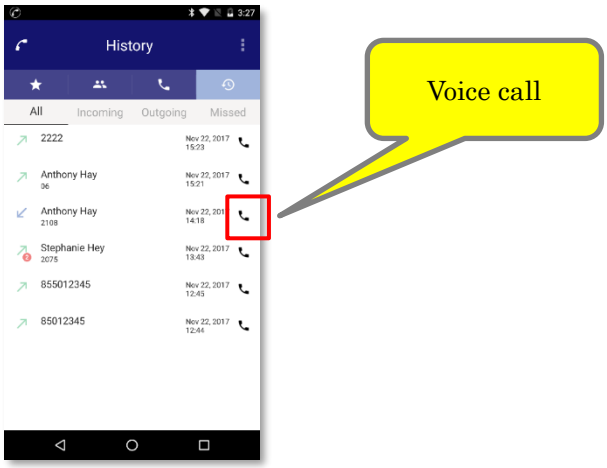
- Video call:

To originate a call from the History screen

Voice Calls (from **History** screen):

1 To make a voice call, tap icon on the **History** screen.

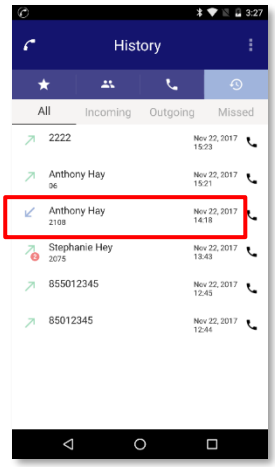
* Tap and hold enables hands-free mode.



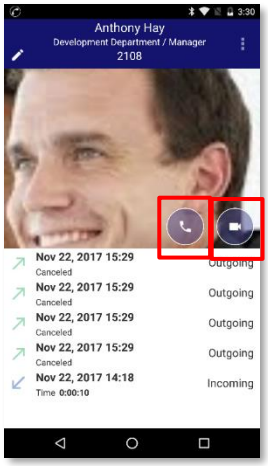
—A voice call is made.

Voice or Video Calls (from **History detail** screen):

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



2 On the **History detail** screen,
tap the **Voice call** icon.
* Tap and hold the Voice call icon enables hands-free mode.
tap the **Video call** icon.

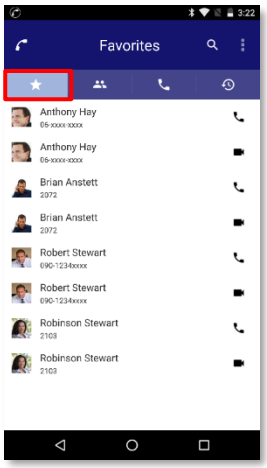


・Voice call:

・Video call:

To originate a call from the Favorites screen

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



2 Do either of the following operations.

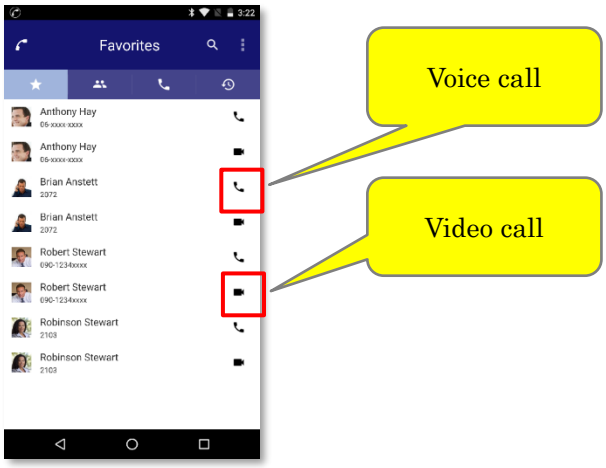
- For voice calls:

  Tap 📞.

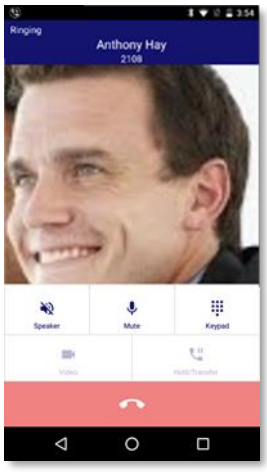
- For video calls:

  Tap 📹.

* Tap and hold 📞 enables hands-free mode.



- Voice call:

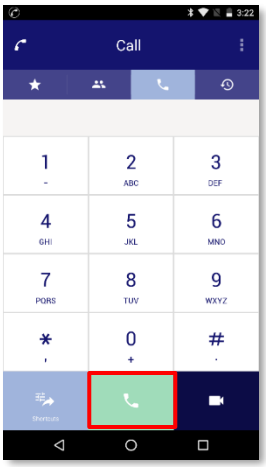


- Video call:

To redial

1 On the **Call** screen, tap icon.

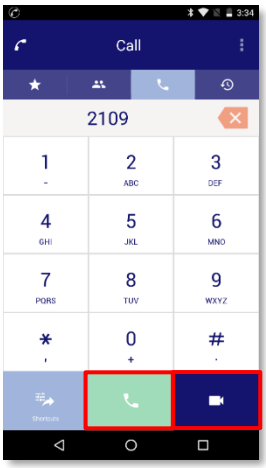
—Latest call history is displayed.



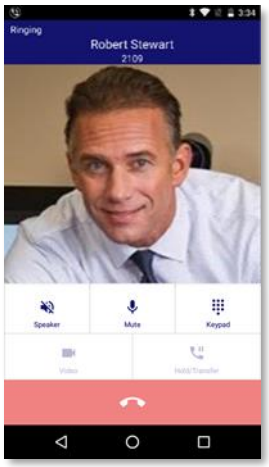
2 Tap or icon again to originate a call.

—The call is originated to the last number you called.

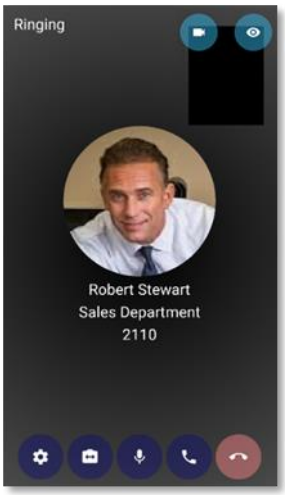
* Tap and hold enables hands-free mode.



・Voice call:



・Video call:



ANSWERING A CALL

To answer an incoming call (standard operation)

1 Do either of the following operations.

- For voice calls, tap .
- For video calls, tap .

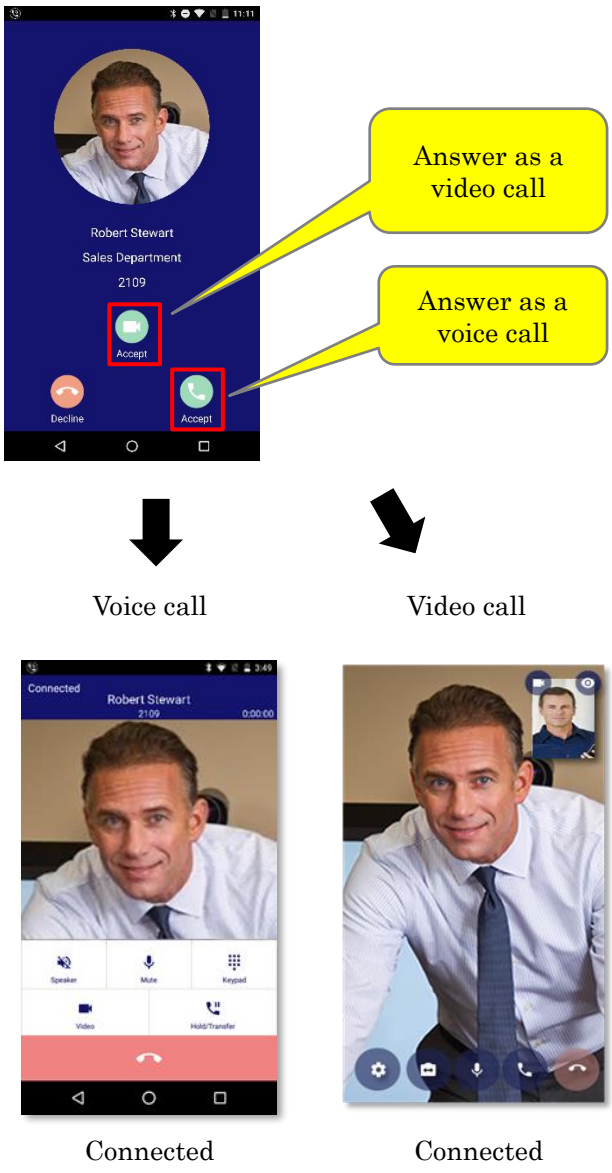
— The display switches to the **Connected** screen.

When your terminal uses Android version 5.0 or later, ST500 Incoming Call screen is displayed if you have an incoming call while you are operating on ST500 app, or when the screen is locked.

On other occasions such as operating on other apps, Heads Up Notification is displayed.

When your terminal uses Android version earlier than 5.0, Heads Up Notification is not supported. ST500 Incoming Call screen is always displayed for incoming calls.

- For reject a call, refer to To decline a call.



To answer an incoming call (heads up notification)

When your terminal uses Android version 5.0 or later, 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.

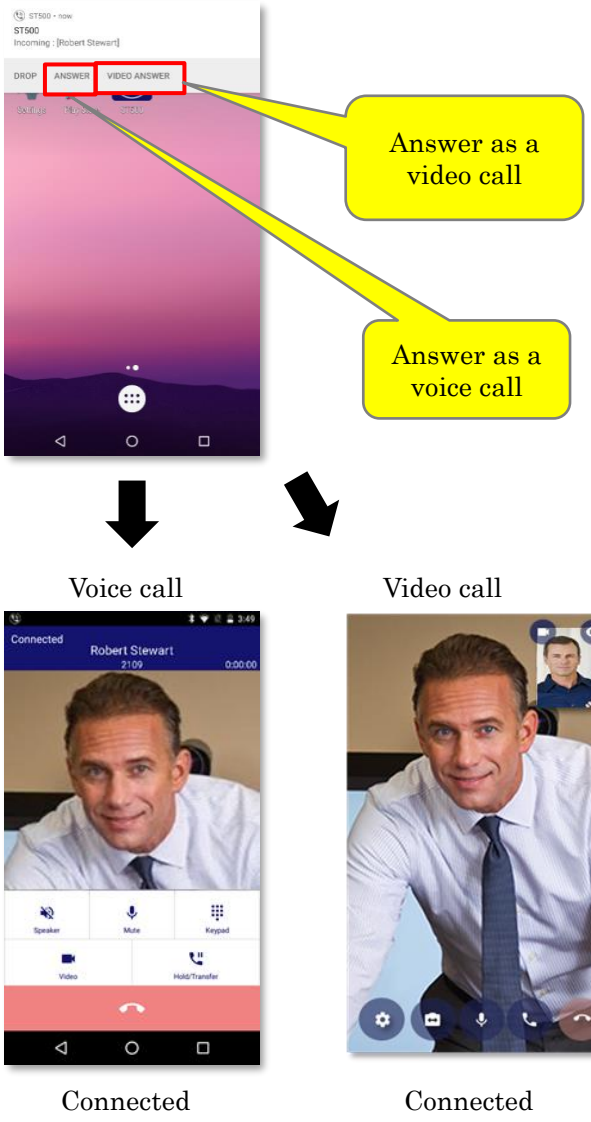
1 Do either of the following operations.

・For voice calls, tap **ANSWER**.

・For video calls, tap **VIDEO ANSWER**.

—The display switches to the **Connected** screen.

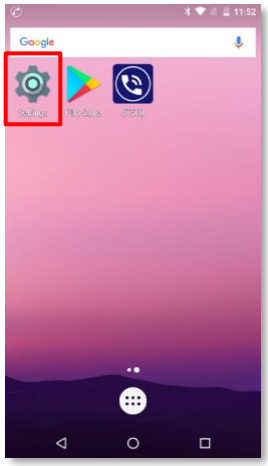
・For reject a call, refer to To decline a call.



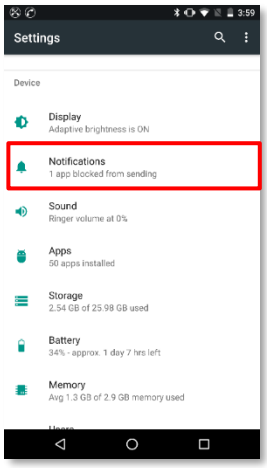
When ST500 does not display “Heads Up Notification” and “notification bar” incoming call

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

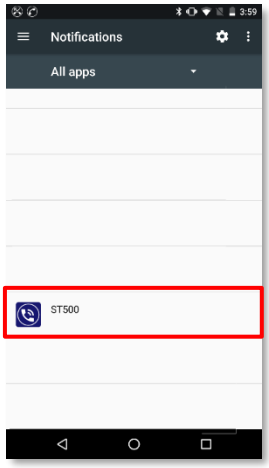
1 Tap the Settings from home screen.



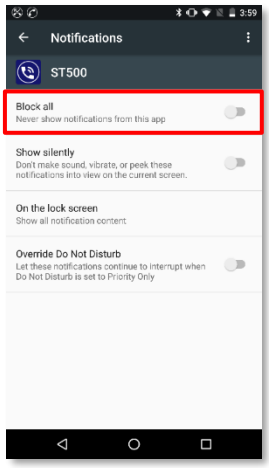
2 Tap the Notifications from Settings screen.



3 Tap the ST500 from Notifications screen.



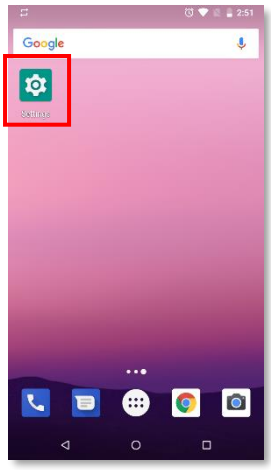
4 Confirm the block is not ON.
The right figure shows the screen of block OFF.



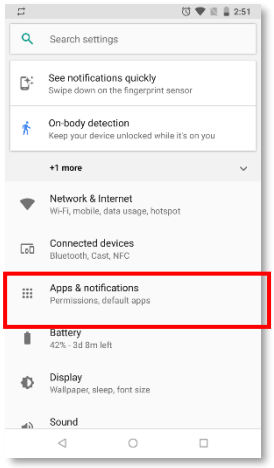
About ringtone when using Android 8

When ST500 receives a “Heads Up Notification” incoming call, the ringtone sounds separately from the ringtone set in ST500 from Android8 or later terminals. When you want to turn off this ringtone, set disable by following operation.

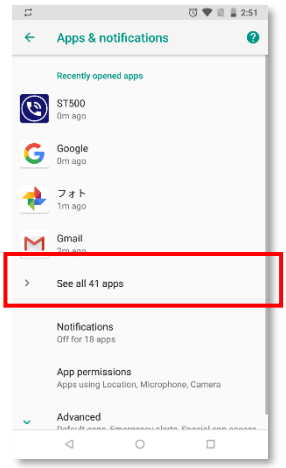
1 Tap the Settings from home screen.



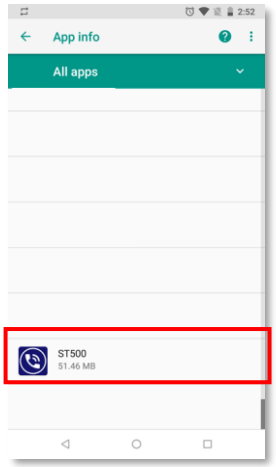
2 Tap the [Apps & notifications] from Settings screen.



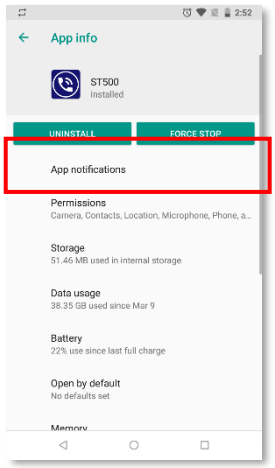
3 Tap the [See all xx apps] from Apps & notifications screen.



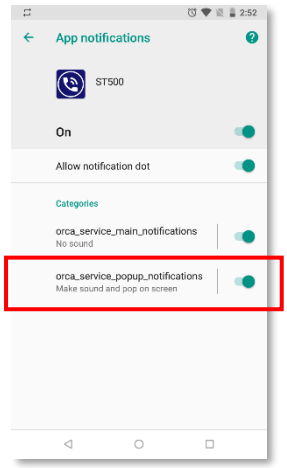
4 Tap [ST500].



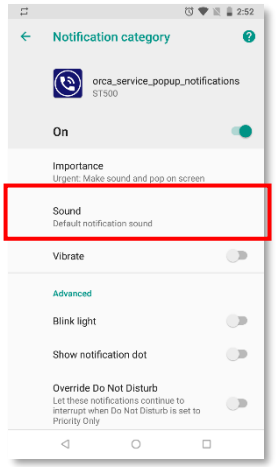
5 Tap [App notifications].



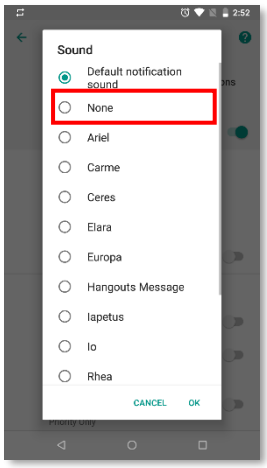
6 Tap [orca_service_popup_notofocations].



7 Tap [Sound].



8 Tap [None].

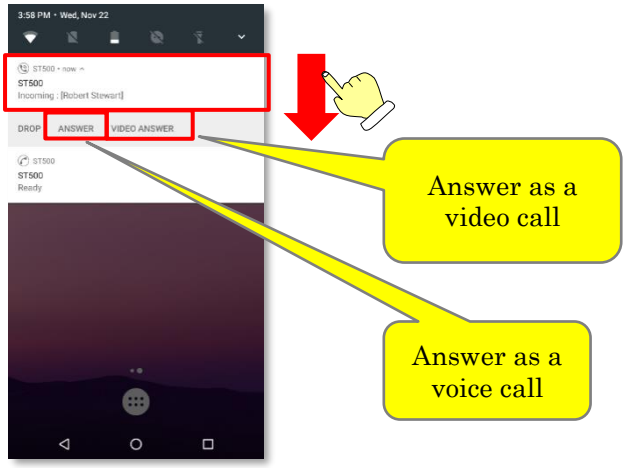


To answer an incoming call (from notification bar)

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.

2 Swipe down ST500 (Incoming) notification to display buttons.



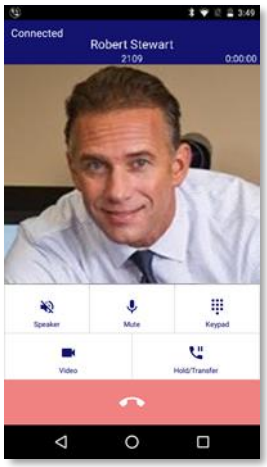
- For voice calls, tap **ANSWER**.
- For video calls, tap **VIDEO ANSWER**.

  — The display switches to the **Connected** screen.

- For reject a call, refer to To decline a call.

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

Voice call



Connected

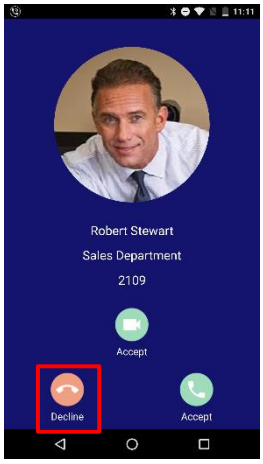
Video call

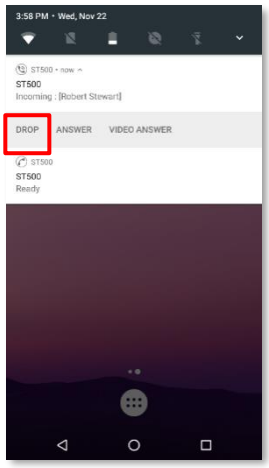
Connected

To decline a call

1 Tap for an incoming call.

—The call is disconnected.

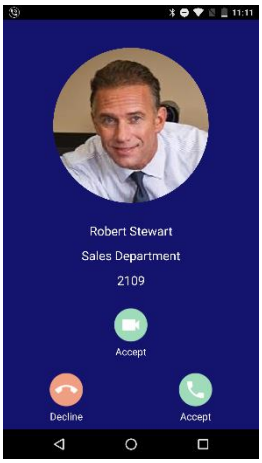


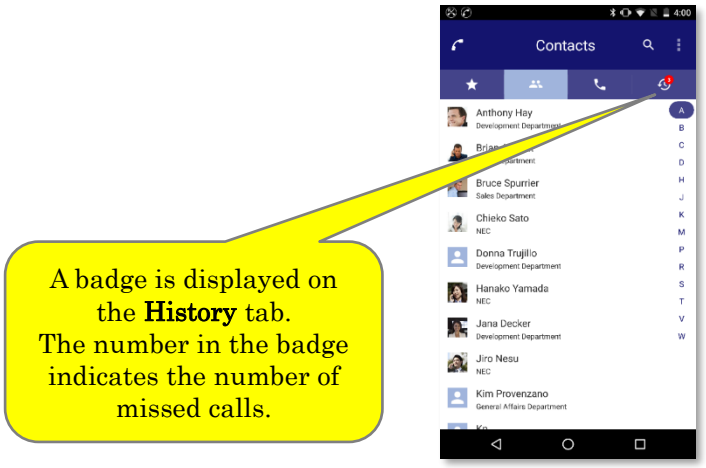


To miss an incoming call

1 Do not accept/decline an incoming call.

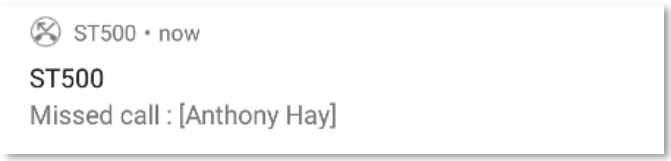
— When caller disconnects, the call becomes a missed call.





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.



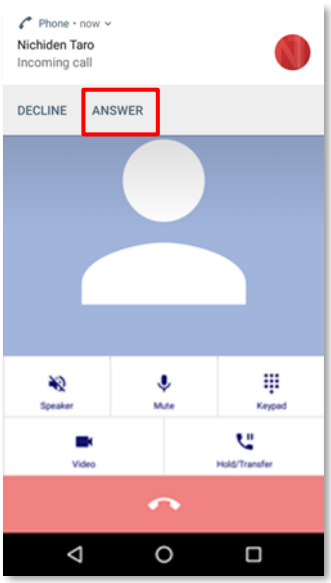
To answer a call waiting call

You can choose how to handle 3G mobile call interruption. If you want to handle it as a call waiting, you can answer the 3G mobile call incoming to you while you are on an extension call with ST500.

NOTE: Refer to HANDLING MOBILE CALL INTERRUPTION for how to configure call waiting.

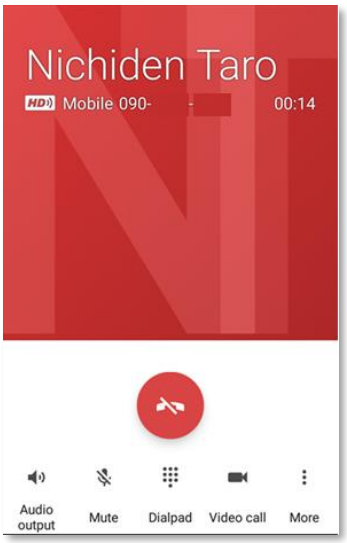
1 An incoming 3G mobile call is notified as a call waiting.

Tap **ANSWER**.



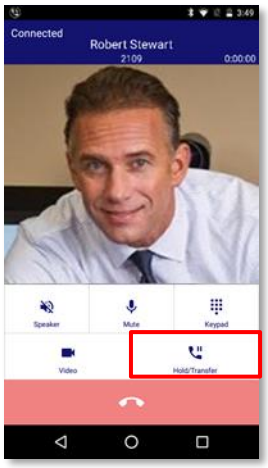
2 You can talk with the caller.

The extension call is disconnected.

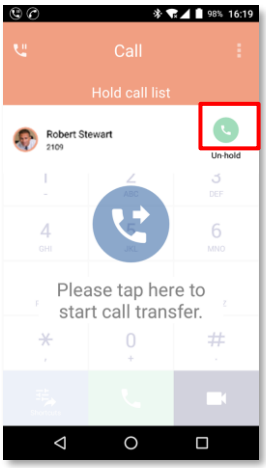


HOLDING A CALL

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



Connected



Holding a call
(Holding user)

Held call
(Held user)

—Your screen transits to the previously-displayed screen with Hold call list. (Screenshot on the left)

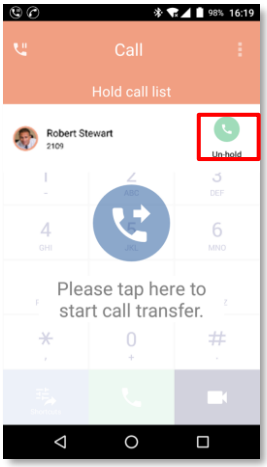
—The opposite party is put on hold and hears music-on-hold (Minuet). (NOTE) (Screenshot on the right)

* 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.

NOTE: This is the system-configured Music-on-Hold. It is fixed to Minuet.

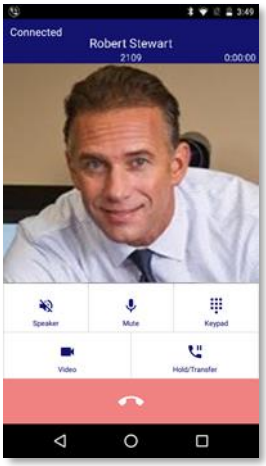
2 Do either of the following operations.



・To release the held call:
Tap the **Unhold** icon.

・For transfer a call: refer to TRANSFER A CALL

—The held call is released and you can speak with the held caller again.



TRANSFERRING A CALL

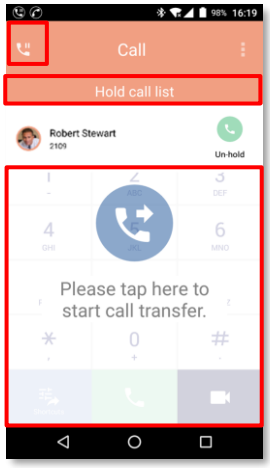
To transfer a call

Please perform this operation after implementing HOLDING A CALL No. 1.

2 Do one of the following to hide the hold call list for continuing transfer operations.

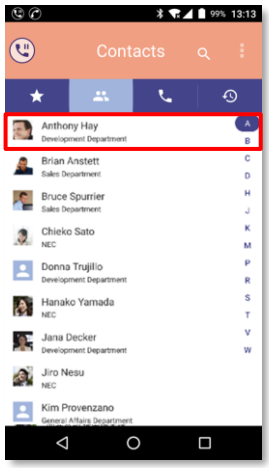
- Tap .
- Tap

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



3 From one of the following screens, select a destination and transfer the call.

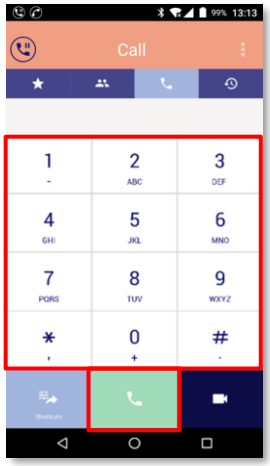
- From the **Contacts** screen:
  Tap the **Contacts** icon and a member to transfer the call to.



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

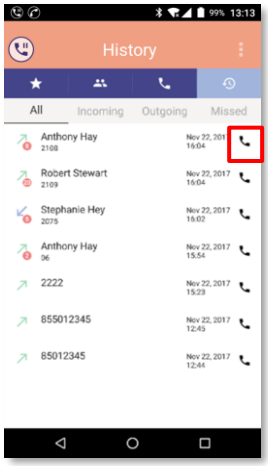
・From the **Call** screen:
Tap the **Call** icon and enter the destination telephone number.

Tap .



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

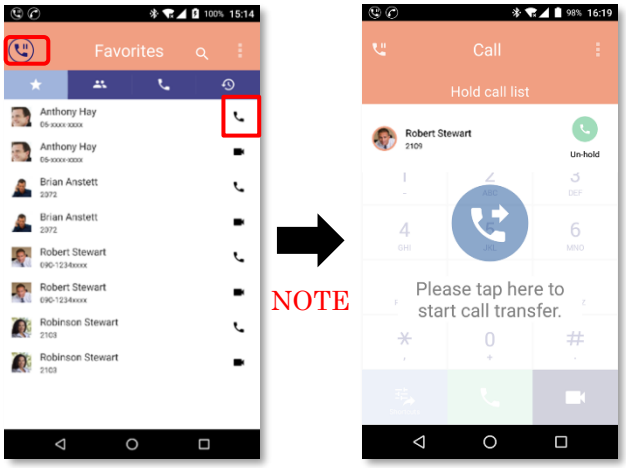
Tap .



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

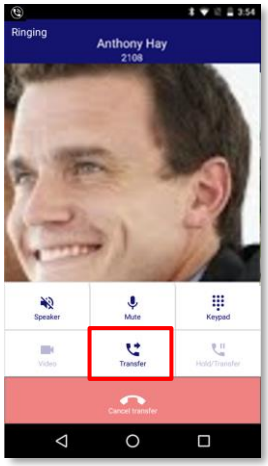
Tap .

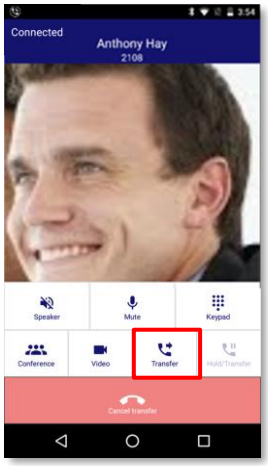
NOTE: If you need to display the hold call list again, tap .



4 Tap the **Transfer** icon when it is displayed during ringing.

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





—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.

・If you want to make a conference call, refer to THREE-WAY CALL.

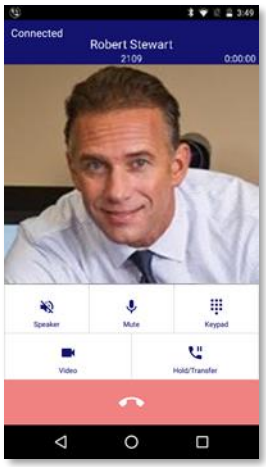
HANDLING AN INCOMING CALL FROM LOCKED SCREEN

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.

The **Incoming Call** screen is displayed.



To 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.

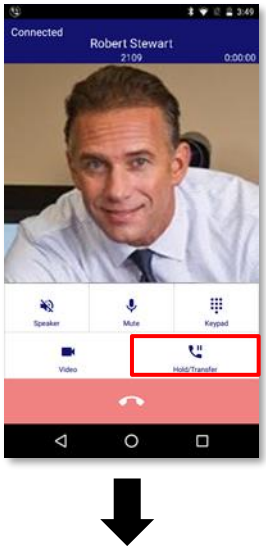
The locked screen is displayed.

To hold a call answered from the locked screen

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

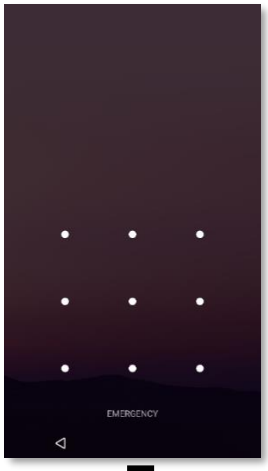
NOTE : You are asked to unlock the screen under ST500 version 3.0.

1 Tap **Hold**; the screen goes back to the locked screen.

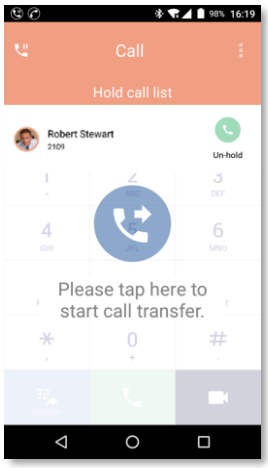


2 [Under Version 3.0]
Tap the **Unlock** button.

3 [Under Version 3.0]
Unlock the screen.



You can continue any operation of ST500 from here.

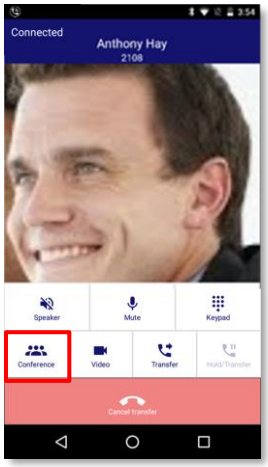


THREE-WAY CALL

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

Please perform this operation after implementing HOLDING A CALL No. 1 and TRANSFER A CALL No2 to 3.

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



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

*In the three-way call, the voice data is mixed by communication server and the ST500 operates as two-way call. Therefore, the ST500 screen display is the same as two-way call.

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>
<tr><th></th><th>Disconnect</th><th>Place on Hold</th><th>Release Hold</th><th>Disconnect During on Hold</th></tr>
<tr><td rowspan="2">SV9500</td><td rowspan="2">Regardless of organizer or convener of three-way call, the call is switched over to two-way call except for the disconnected terminal.</td><td>Held party:
Places on hold.</td><td rowspan="2">Return to three-way call.</td><td>Hold party is disconnected.
Other parties continues two-way call.</td></tr>
<tr><td>Other parties:
Two-way call.
(Maintains the speech pass without hearing music on hold).</td><td>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.</td></tr>
<tr><td>SV9300</td><td>Regardless of organizer or convener of three-way call, the call is switched over to two-way call except for the disconnected terminal.</td><td>During the three-way call hold is not available.</td><td>During the three-way call hold is not available.</td><td>During the three-way call hold is not available.</td></tr>
<tr><td rowspan="2">SV9100/
SL2100</td><td rowspan="2">Regardless of organizer or convener of three-way call, the call is switched over to two-way call except for the disconnected</td><td>Held party:
Places on hold.</td><td rowspan="2">Return to three-way call.</td><td rowspan="2">All parties are disconnected.</td></tr>
<tr><td>Other parties:
Two parties hear music on hold with</td></tr>
</table>

	terminal.	call in progress. (Only the music is sent and speech pass is not maintained.)		

NOTE: VS32 is needed when connected to SV9500.

CALL FORWARDING

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.

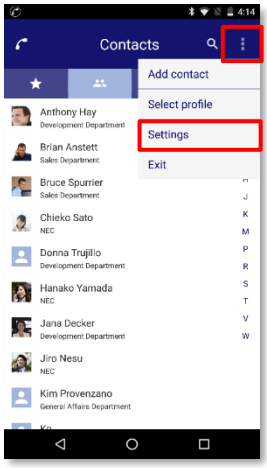
NOTE: Previous configuration of access codes is required to use additional services. Access codes are configured according to your environment.

To preset access codes for call forwarding

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

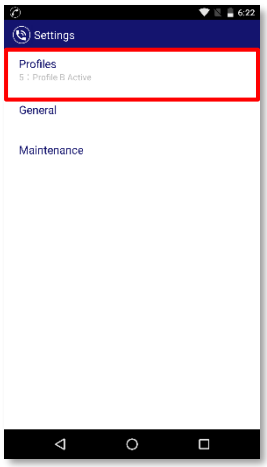
1 Tap to display the pull-down menu, and tap **Settings**.

—The **Settings** screen is displayed.



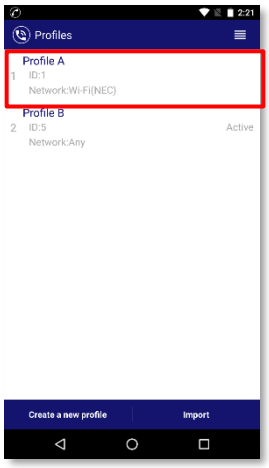
2 On the **Settings** screen, tap **Profiles**.

—The **Profiles** screen is displayed.



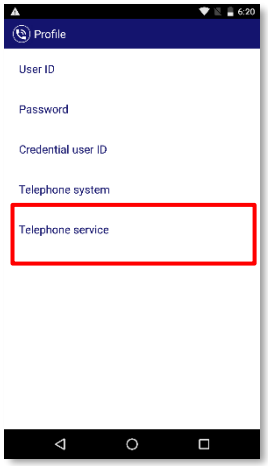
3 Tap a profile.

—The **Profile** screen is displayed.

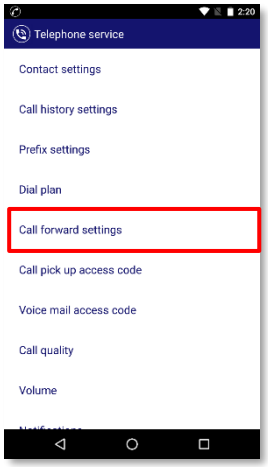


4 On the **Profile** screen, tap **Telephone service**.

— The **Telephone service** screen is displayed.

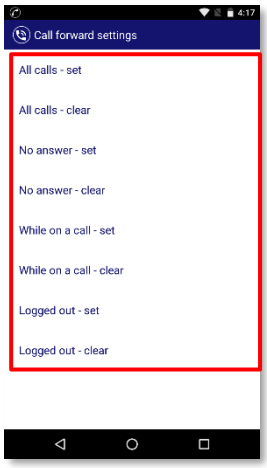


5 On the **Telephone service** screen, tap **Call forward settings**.

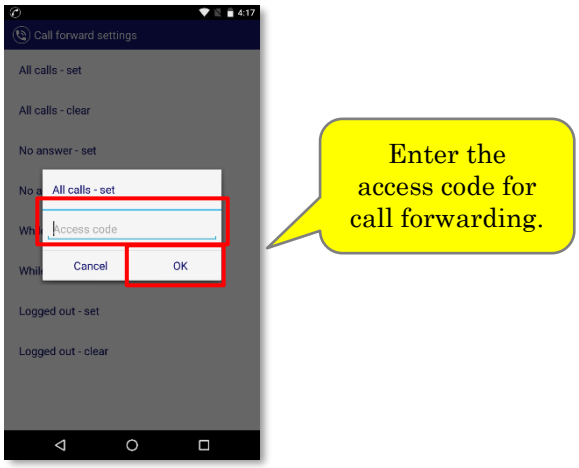


6 On the **Call forward settings** screen, tap a service to set.

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



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



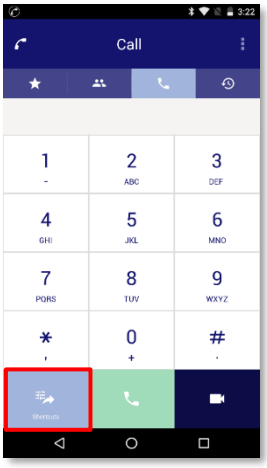
Example: Call forwarding

To operate call forwarding

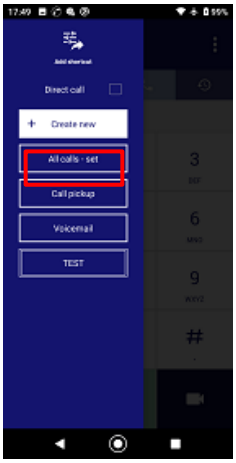
In this section, setting call forwarding - all calls is used for an example. Required procedures are the same for other call forwarding types.

1 Tap .

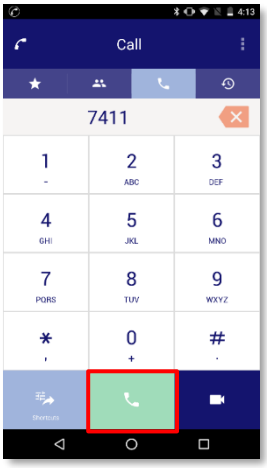
The **Shortcuts** screen is displayed.



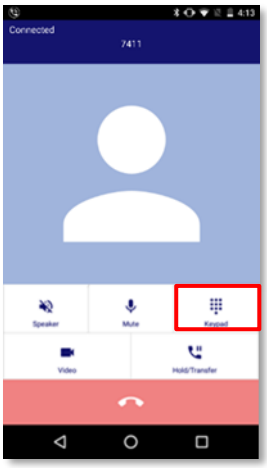
2 Tap a shortcut you want to use.



3 The access code is displayed.
Tap .



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



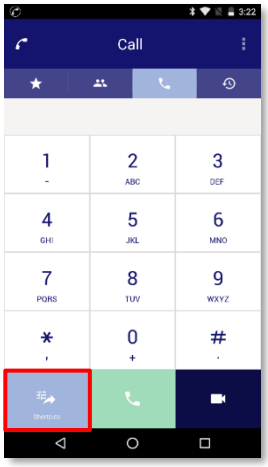
5 Dial the number of your desired transfer destination.

There is another way to operate call forwarding.

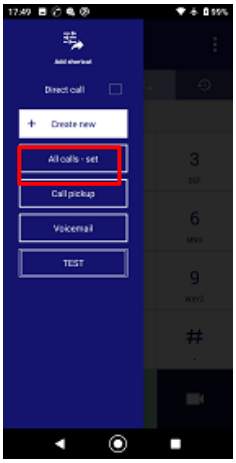
NOTE : If ST500 is registered with SV9100 then below process is used.

Tap .

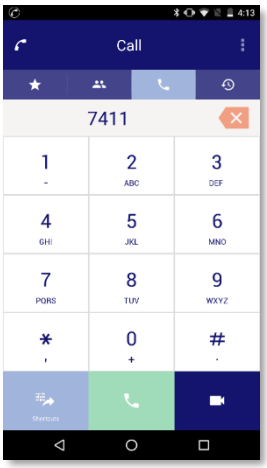
1 The **Shortcuts** screen is displayed.



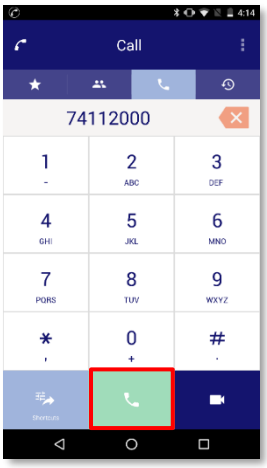
2 Tap a shortcut you want to use.



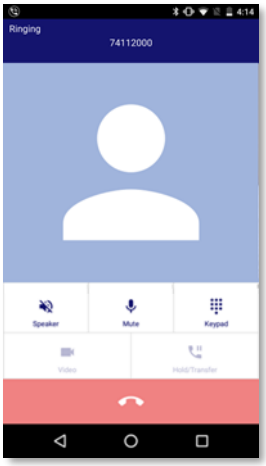
3 The access code is displayed.



4 Enter the number of your desired transfer destination after the access code, and tap .



The call status changes to *Ringing*.



-Disconnect the call.

CALL PICKUP

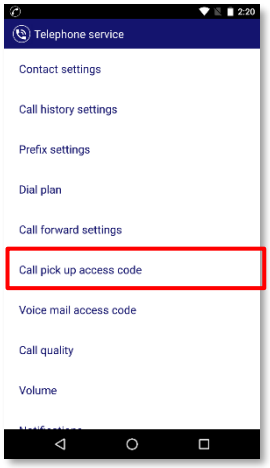
This section describes how to set Call Pickup.

To preset access codes for call pickup

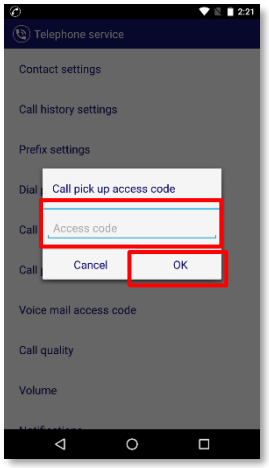
To use Call Pickup, configure access code for enabling/disabling the service.

1. Tap to display the pull-down menu, and tap **Settings**.
2. On the **Settings** screen, tap **Profiles**.
3. Tap a profile.
4. On the **Profile** screen, tap **Telephone service**.
5. On the **Telephone service** screen, tap **Call pick up access code**.

   —The screen is displayed.



6. On the **Call pick up access code** screen, enter the access code and tap **OK**.



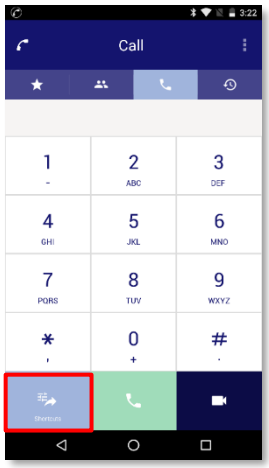
Enter the access code.

To operate call pickup

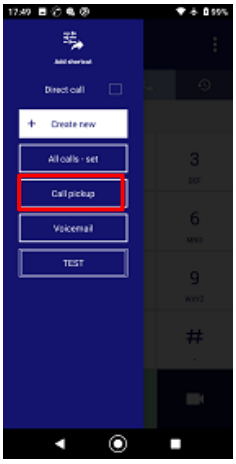
To use the Call Pickup feature, you need to create a call pickup group with other extensions. If there is an incoming call to one of the group members while the member is away, you can pick up the call from your extension terminal by dialing access code for Call Pickup.

1 Tap while there is an incoming call ringing.

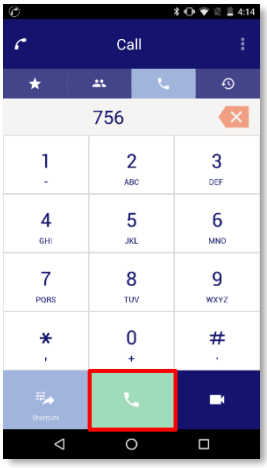
The **Shortcuts** screen is displayed.



2 Tap **Call pickup**.



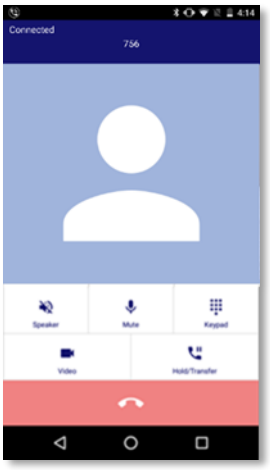
3 The access code is displayed. Tap and you can answer the call.



4 You can answer the call.

* When the call is picked up, the screen shows the access code (756) and *Connected*.

* When the call cannot be picked up, the screen shows *The number you are calling is incorrect (488)*.



VOICEMAIL

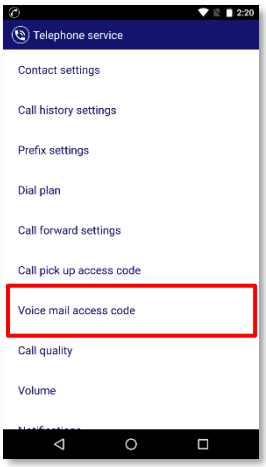
This section describes how to use voicemail.

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.

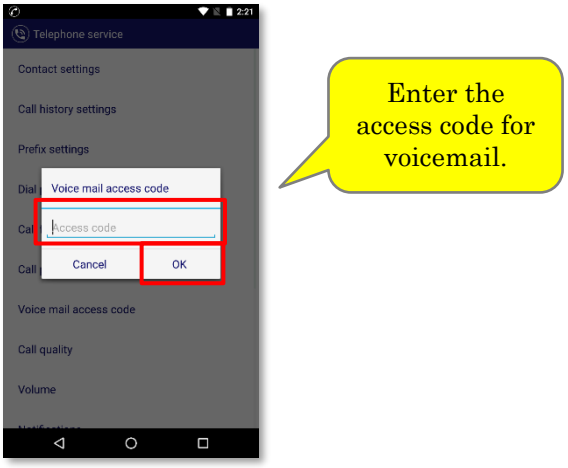
NOTE: In PBX "DTMF Relay Mode" should be set to ”RFC2833” for wireless network.

To preset access codes for voicemail

1. Tap to display the pull-down menu, and tap **Settings**.
2. On the **Settings** screen, tap **Profiles**.
3. Tap a profile.
4. On the **Profile** screen, tap **Telephone service** screen.
5. On the **Profile** screen, tap **Voice mail access code**.



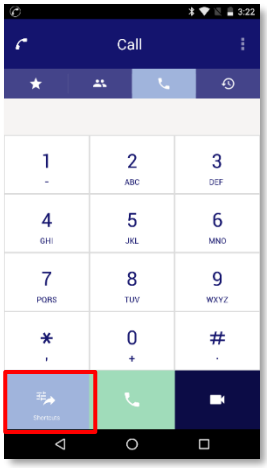
6. Enter the access code for voicemail and tap **OK**.



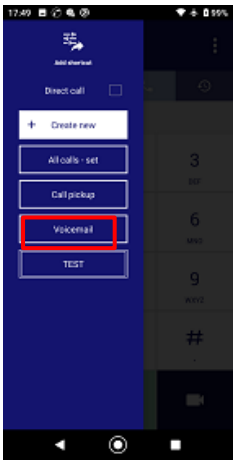
To access voicemail

1 Tap .

The **Shortcuts** screen is displayed.

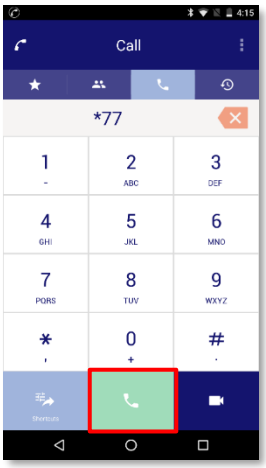


2 Tap **Voicemail**.



3 The access code is displayed. Tap and go off-hook.

When you are connected with voicemail service center, operate your phone according to the guidance.

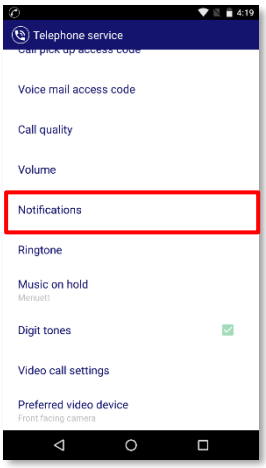


To restrict/allow voicemail notification

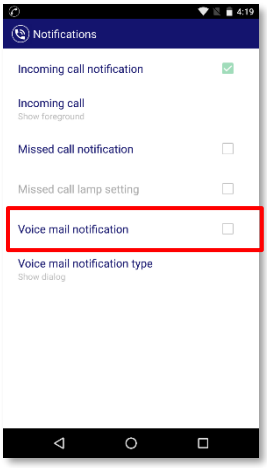
You can choose if you want to receive voicemail notifications. If you allow notification, you will be notified every time a new voicemail arrives.

1. Tap to display the pull-down menu, and tap **Settings**.
2. On the **Settings** screen, tap **Profiles**.
3. Tap a profile.
4. On the **Profile** screen, tap **Telephone service** screen.
5. On the **Telephone service** screen, tap **Notifications**.

   —The **Notifications** screen is displayed.



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

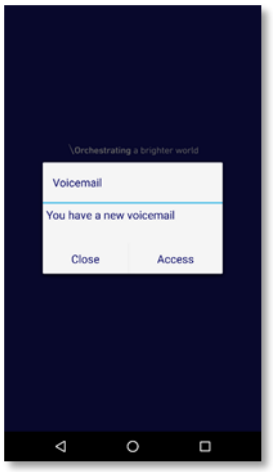


To check voicemail

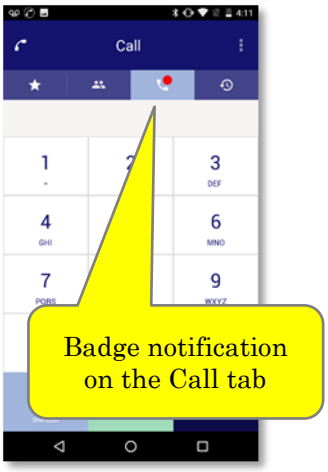
New voicemail is notified in the following ways:

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

Pop-up Dialog



Badge

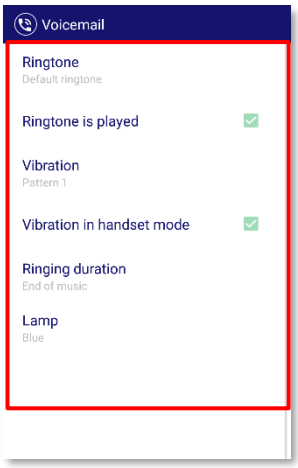


Notification Bar

NOTE1: When the Notification Bar is selected, the display is changed to Call Tab Screen.

NOTE2: Lamp notification only works for a short duration when initially a notification/ring is sent to ST500 for voice-mail.

If the Voicemail Notification is enabled in the previous section, (see To restrict/allow voice mail) all of the above three 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, vibration, call incoming lamp, or icons. There are many setting options for ringtone, vibration and call incoming lamp to suit your environment.



【Conditions for voicemail notification】

The following Conditions for badge display and receiving messages are listed below.

Badge Display	Receiving Messages
Badge 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

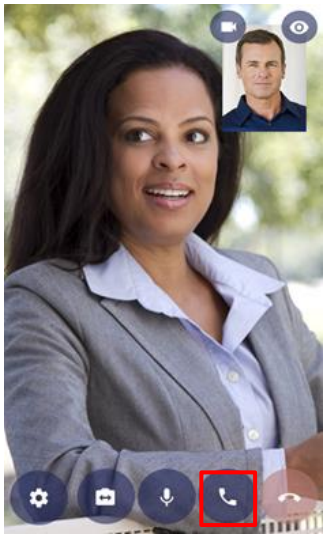
SWITCHING VIDEO/VOICE CALLS

1 Tap the **Video** icon during a voice call.

—A video call starts.

2 Tap the **Switch to Voice Call** icon during a video call.

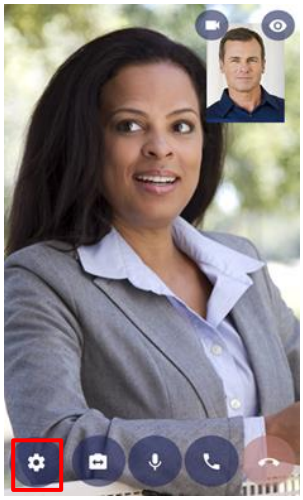
—A voice call starts.



VIDEO IMAGE CONTROL

To flip PartnerPicture horizontally

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



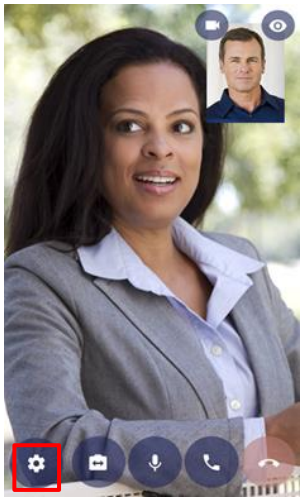
2 Tap the **Flip horizontal** button during a video call.

—The PartnerPicture flips horizontally.

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

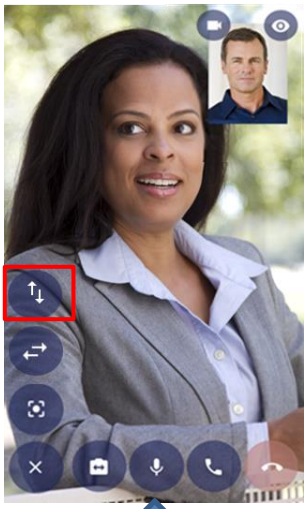
To flip PartnerPicture vertically

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



2 Tap the **Flip vertical** button during a video call.

—The PartnerPicture flips vertically.

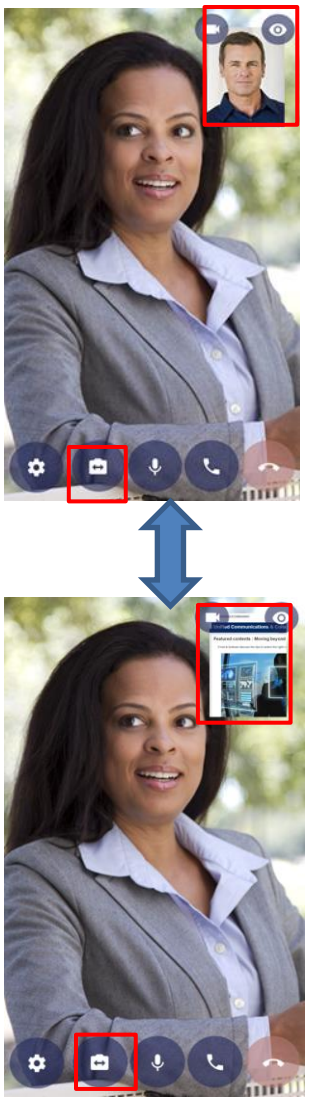


Tap the **Flip vertical** button again to return to the original picture.

To switch Front/Rear facing camera

1 Tap the **Switch Camera** button during a video call.

– Front camera switches to the Rear camera.

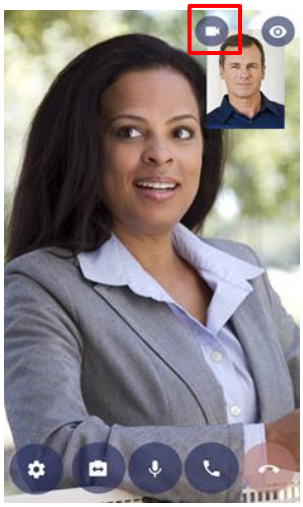


2 Tap the **Switch Camera** button again to return to the original camera.

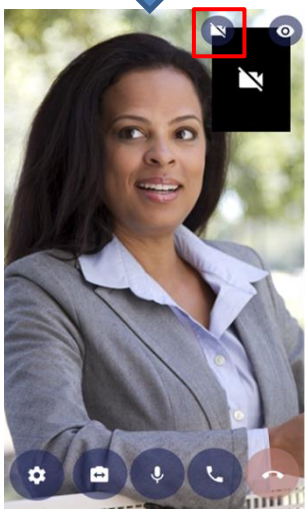
To stop sending preview picture

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

   – Sending preview picture stops.



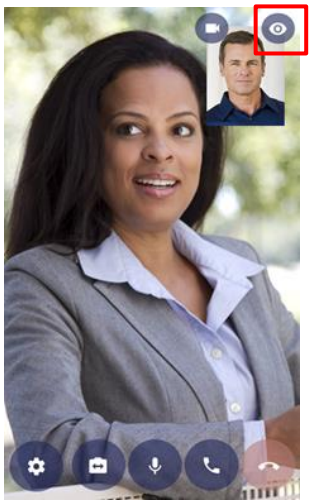
2. Tap the **Stop sending preview picture** button again to start sending preview picture.



To hide preview picture

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

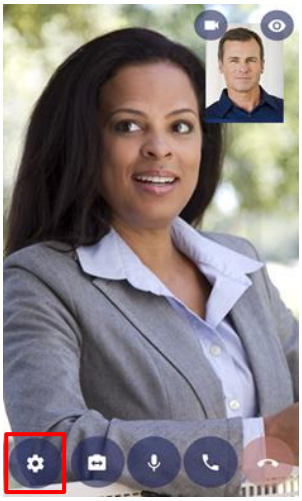
—Preview picture disappears.



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

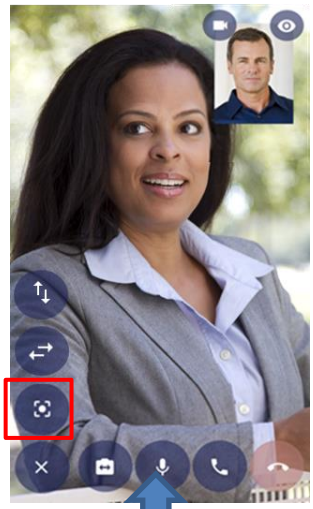
To enable auto focus of preview picture

1 When your self-video goes out of focus, tap the **Handle PartnerPicture** icon to display more icons.

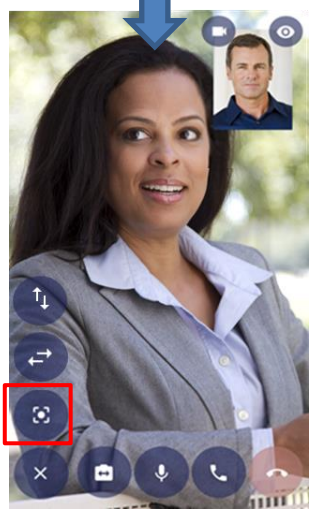


2 Tap the **Auto focus** button.

—The picture is automatically focused.



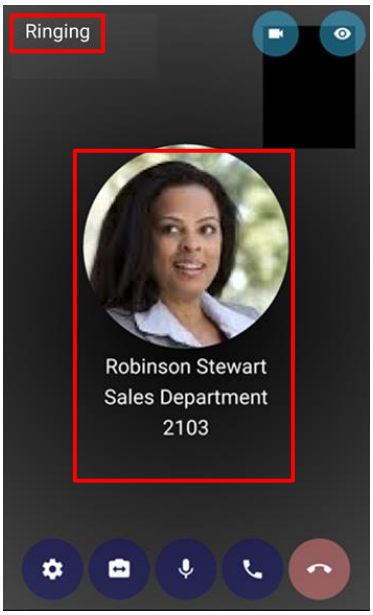
Tap the **Auto focus** button again to disable auto focus.



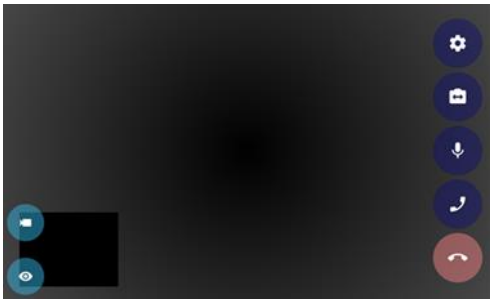
CALL STATUS AND CONTACT INFORMATION DISPLAY

While Ringing:

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

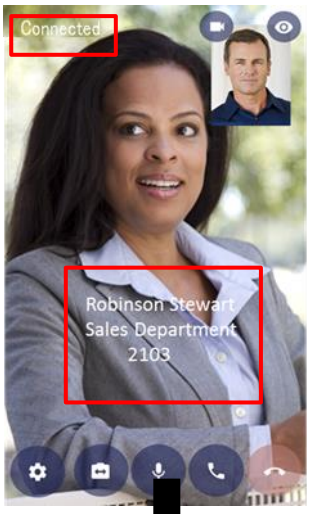


In landscape mode, call status, photo, name, organization, and number are not displayed.

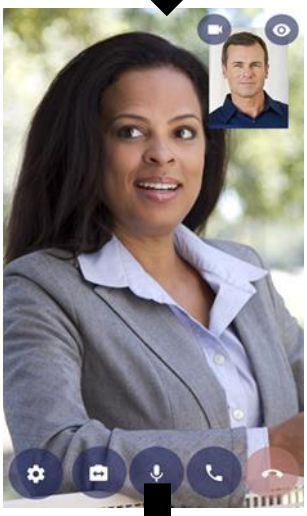


When Connected:

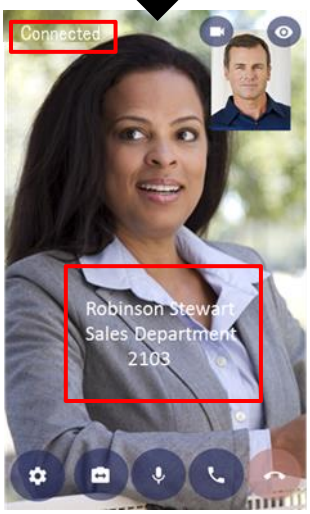
After being connected to the other party for 1.5 seconds, call status, name, organization, and extension number disappear.



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



1.5 seconds later

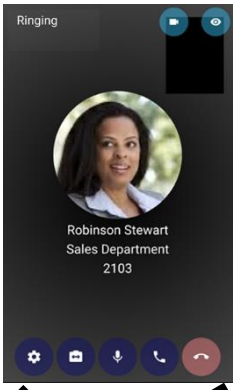


NOTE: In landscape mode, call status and name, organization, and number are not displayed while ringing.

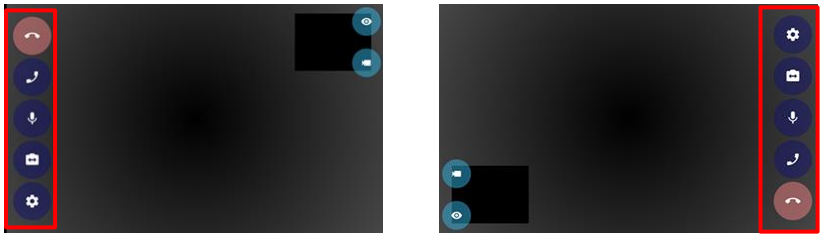
ROTATION OF ICONS

When you use your smart device in landscape mode, icons rotate 90 degrees to the left or right. 180 degree rotation is not supported.

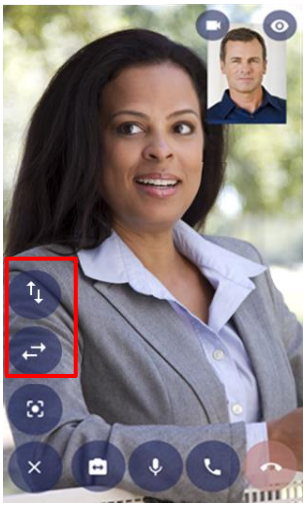
1 Rotate the smart device so that you can use it in landscape mode.

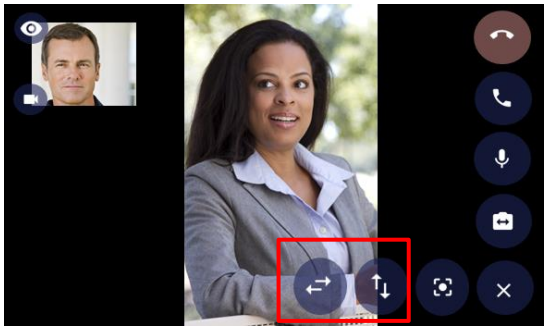


Icons rotate, too.



NOTE: The **Flip horizontal** and the **Flip vertical** icons do not rotate.

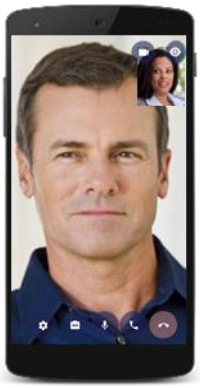




About the screen to be displayed

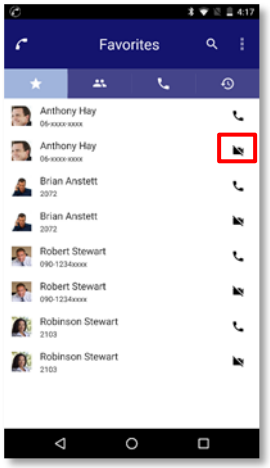
ST500 and ST500

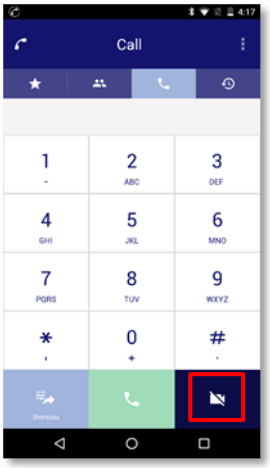
In ST500 and ST500, if the direction of the terminal matches the terminal and the opposite terminal (vertical and vertical, horizontal and horizontal), it is displayed in full screen.

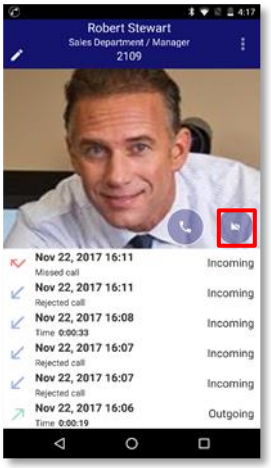
Vertical		Vertical
		
Vertical		Landscape
Landscape		Landscape

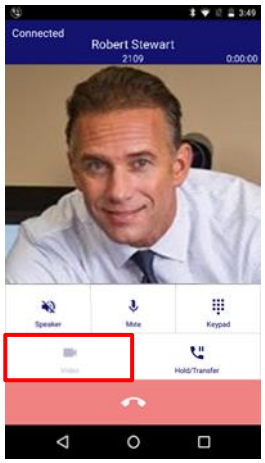
PERMISSIONS FOR CAMERA

If you don't provide permissions for Camera at startup, you cannot use video call functions. Video call icons have a slash over them.









NOTE1: You can still register them to Favorites.
NOTE2: Even if the caller is making a video call, the **Accept (video call)** icon is disabled if you do not allow permissions for Camera.
NOTE3: If you do not allow permissions for Camera, the video call icon continues to appear disabled even after you start talking on a terminal.

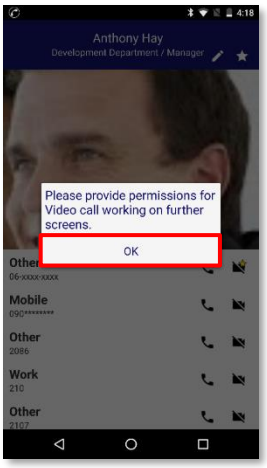
The next section explains how to enable video calls after starting up ST500.

To enable video call after starting up ST500

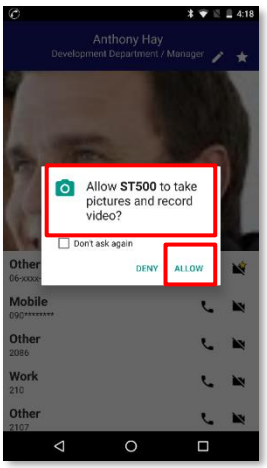
You can enable video call after starting up ST500.

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

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



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



A video call is originated.

NOTE: If you tap **DENY**, video call is not originated.

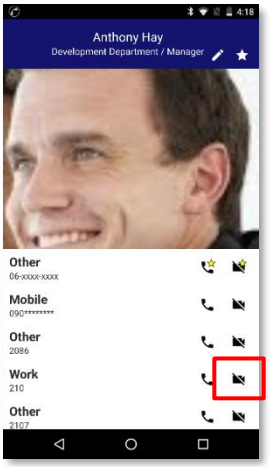
NOTE: For the screen transitions, select the **Don't ask again** checkbox and tap **DENY**, see To enable video call after selecting the don't-ask-again checkbox.

NOTE: While you are connected with the other party, tapping a disabled video call icon does not trigger a permission popup.

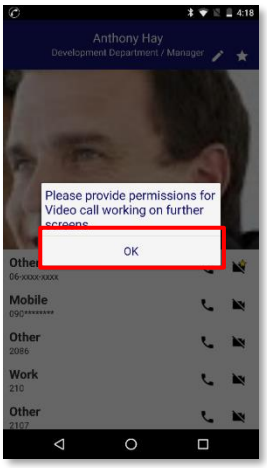
To enable video call after selecting the don't-ask-again checkbox

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.

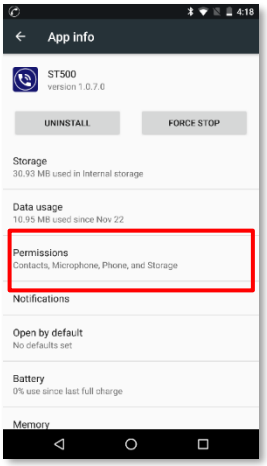
1 Tap a disabled **Video Call** icon.



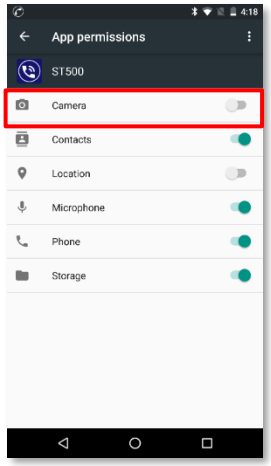
2 When you are asked to provide permissions for Video call, tap **OK**.



3 Tap **Permissions**.



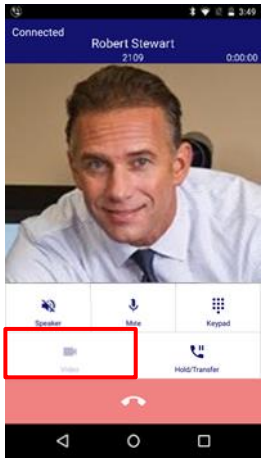
4 Allow **Camera** anually.



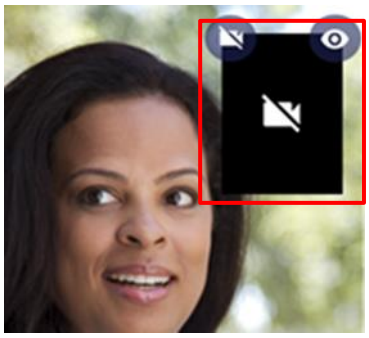
5 Go back to ST500 app and make a video call.

NOTES WHEN USING VIDEO

NOTE 1: When the **Video** icon is grayed out, video call is not available.



NOTE 2: 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.



NOTE 3: 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.

NOTE 4: If the ST500 receives a video call while the ST500 is on a voice call (except the screen foreground), the display changes to the video screen.

NOTE 5: 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.

NOTE 6: During a video call, when the terminal is connected to the PC by USB cable, the PC connection confirmation display is popped-up by OS and the call is changed to a voice call.
*When the PC connection confirmation display pop-up is set to disable by OS, the call is not changed to a voice call.

NOTE7: Before using the video function please check the whether it works correctly or not with the video test. In low-spec terminals, it may not work properly.
The video test is available in [Settings] → [Profiles] → [Profile] → [Telephone service] → [Profiles] → [Video Quality] → [Video test].

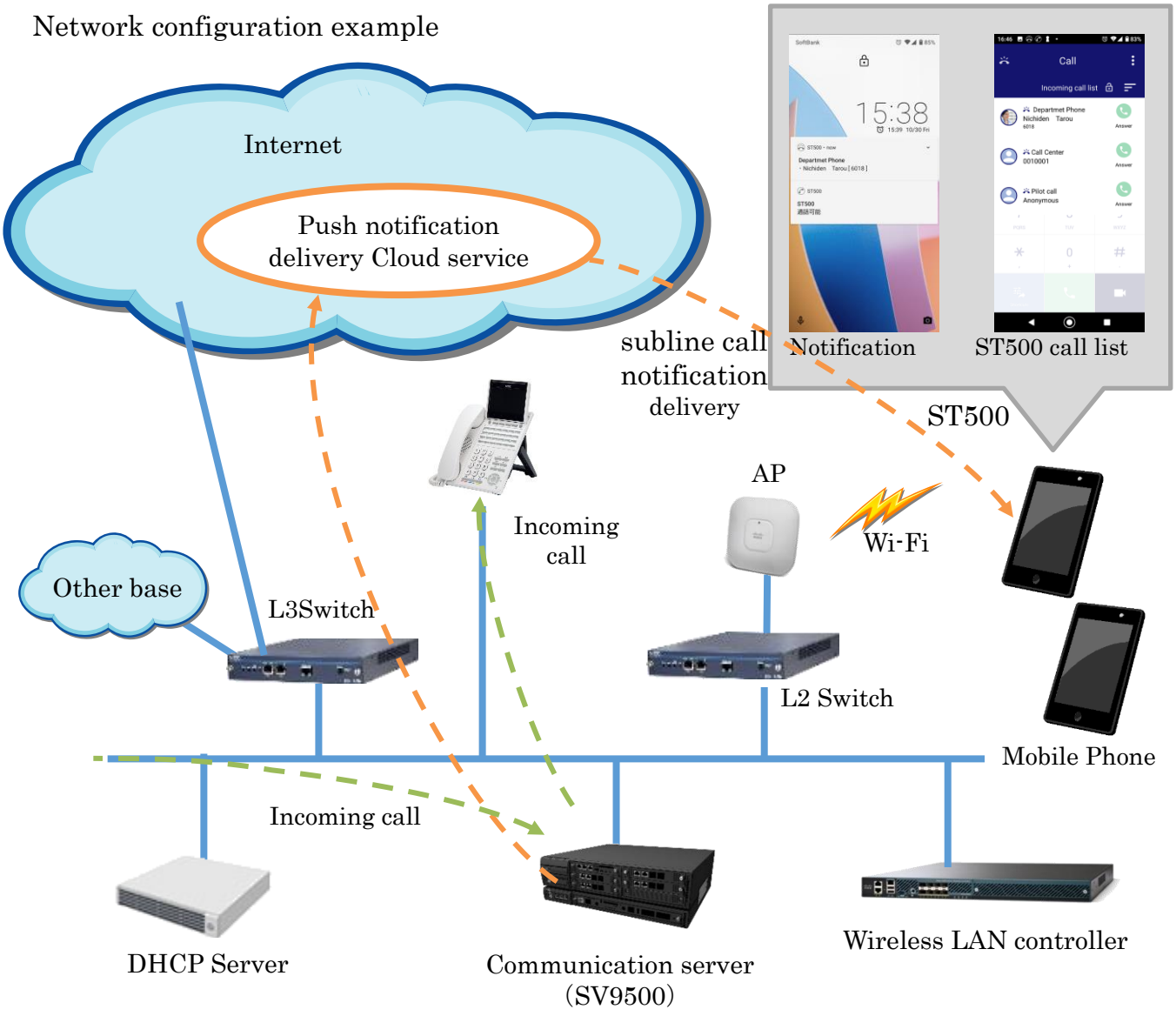
NOTE8 : If the terminal cannot detect the rotation and tilt of the screen, such as when the terminal is flat on the desk, the screen of ST500 will not rotate and the video will not be displayed according to the orientation of the screen.

NOTE9 : Depending on the terminal, if the battery level is low, the camera may not be available and the preview picture may not be displayed. Please charge the battery sufficiently before use.

Subline call notification

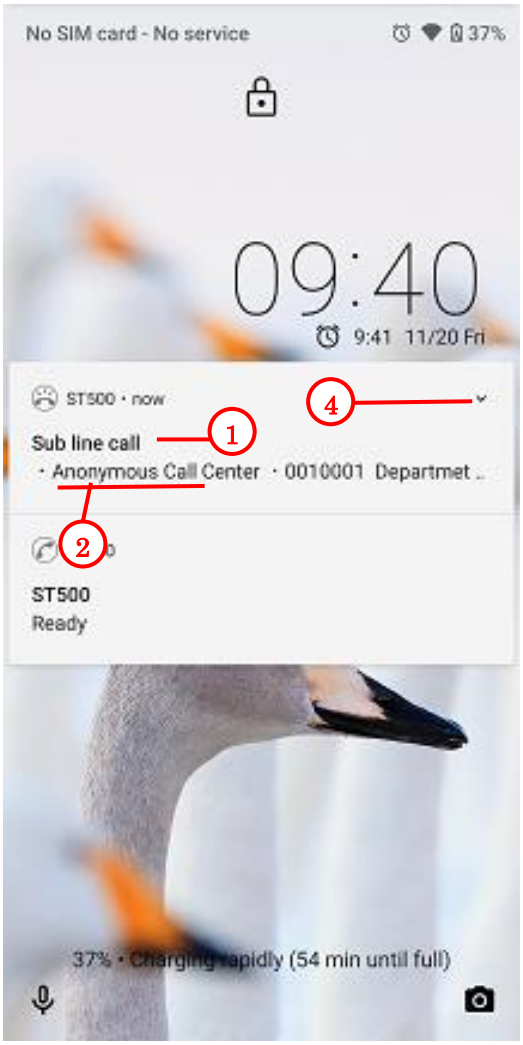
Subline call notification is a function that can answer incoming calls to numbers accommodated as sublines using push notifications.
The maximum answering time for a "subline call notification" is 60 seconds (fixed).
The user can open the notification during the answerable time and check and answer the "subline call notification" on the ST500 screen.
If the time of the push notification cloud distribution service that sends the push notification and the terminal are different, you will not be able to receive the representative notification normally, so be sure to synchronize the time of the terminal before using.
The "subline call notification" may change to the unanswerable state before 60 seconds due to the caller's abandonment or the response of another person, and the information of the unanswered "subline call notification" is deleted from the subline call notification or ST500 screen.

Network configuration example

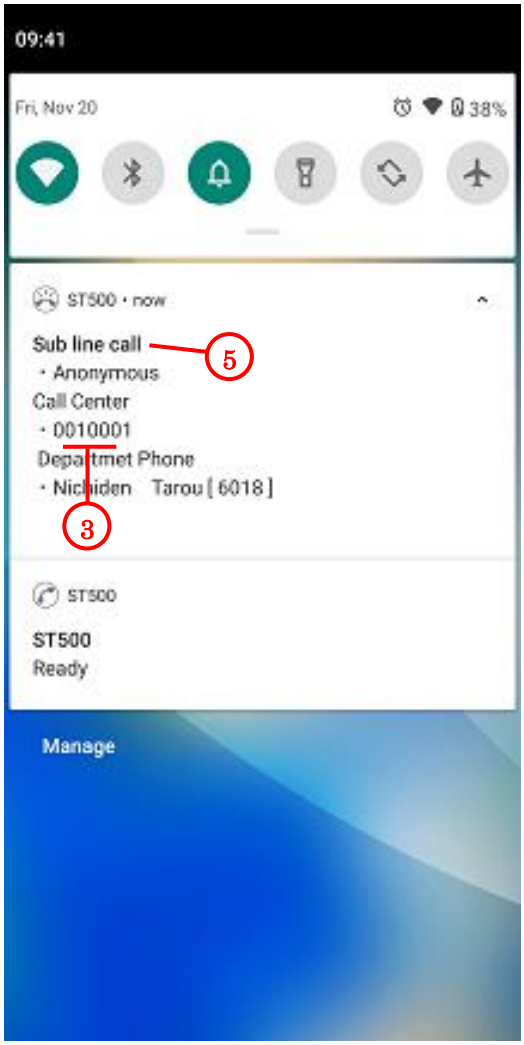


Notification center screen of Notification display

Subline call are displayed together in one notification in Notification Center regardless of the number of simultaneous incoming call.
There are two types of operations.
The first, When you open the notification, if there are multiple subline calls or the security level is high, the call list is automatically displayed on the ST500 screen,
The second, if there is only one subline call, the screen transitions to the ST500 screen and an automatic response is displayed after the registration is completed.



By default, up to 2 lines of notification contents are displayed.
① Subline call name registered in the communication server
② Caller name registered in the phone book
③ Calling number



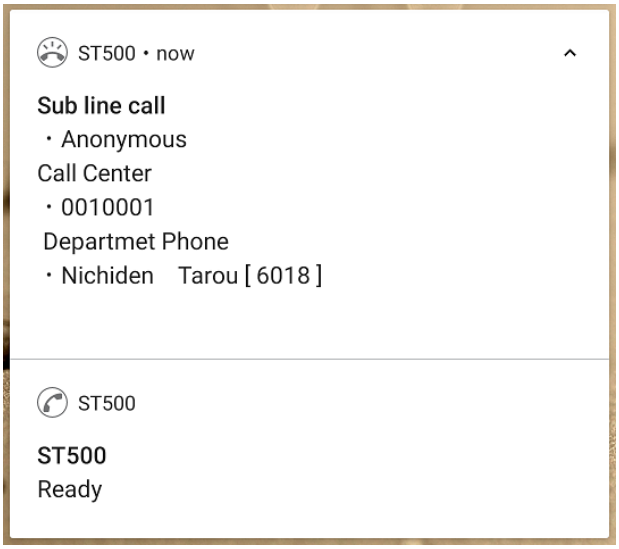
④You can expand the notification contents by tapping "check mark".
⑤If the subline call name isn't registered on the communication server, "subline call" is displayed by default.

The display contents of notified caller information

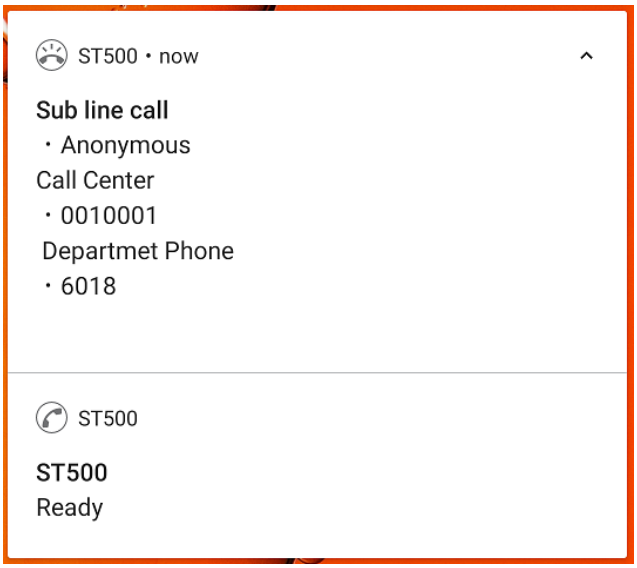
The subline call notification name, caller name(Note), and calling number are displayed for one subline call notification.
If there are multiple calls on the same subline call notification, multiple caller information will be displayed simultaneously on the representative phone name.
The " subline call notification name" and the caller information in it are always display in the order of new arrival.
The displayed content of the caller information changes depending on the security level. You can change the security level according to the "ST500 for Android Configuration Manual".

(Note) When the caller name of the phone number is already registered in the phone book.

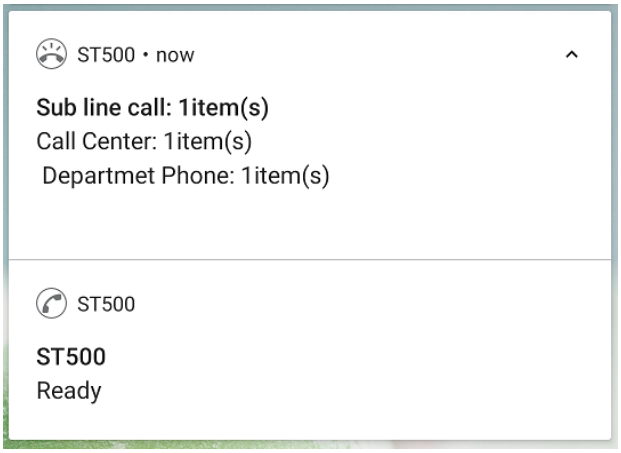
The caller information display changes depending on the security level.



Normal : Caller name, calling number



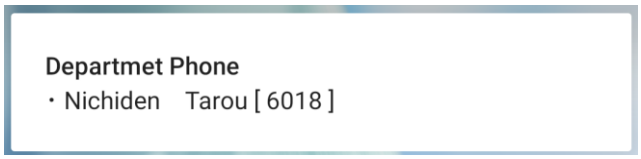
Medium : Calling number



High : Only the number of incoming calls for each sub line call notification

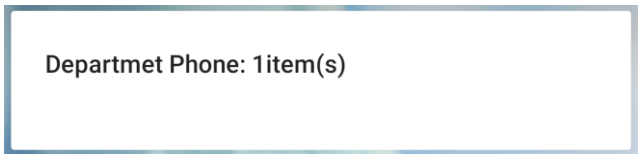
Heads-up notification display

On the home screen and ST500 screen other than the notification center, the " subline call notification " is displayed in a heads-up notification up to 2 lines.



Normal : Caller name, calling number

Medium : Calling number



High : Only the number of incoming calls for each subline call notification

Notification tone

A notification sound is played when the subline call notification is received.
Depending on the usage scene, you will be notified silently

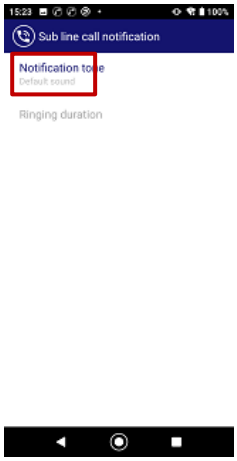
Silent Notification scene

Silently	・ST500 screen ・During an extension call ・Unresponsive notification

The "Ringing duration" can be changed only when "Notification tone" 3 to 12 are selected.
The following is how to set the "Notification tone" and "Ringing duration".

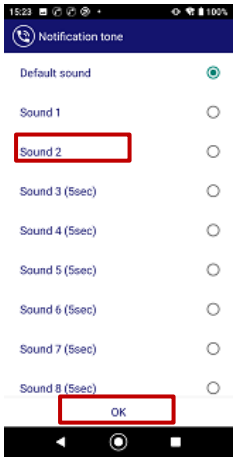
Settings＞General＞Subline call notification

1



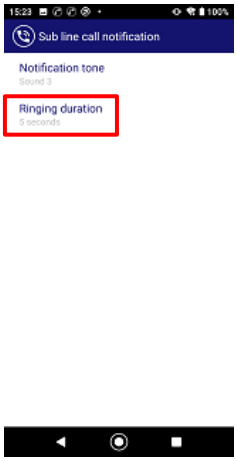
Tap “Notification tone”

2



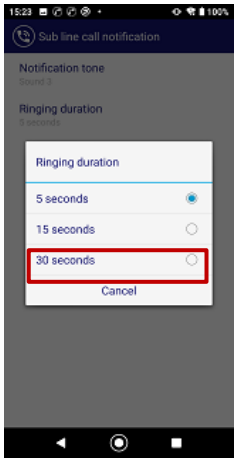
Tap “Notification tone3 (5sec)” and Tap “OK”

3



Tap Ringing duration

4



Tap “30sec”

5

Screen after setting

The following is the difference between the "ringing duration" and "display" when the subline notification is received. Please note that the notification may be delayed due to the influence of the network environment.

Smartphone status	Ringing	Display
Locked	Set ringing duration	About 60 sec
Unlocked (While operating other apps, etc.)		About 5 sec
Foreground (ST500 dialer screen, etc.)	No ringing	About 5 sec

Service conditions

■Contention with My Line

1. If you receive a call to My Line while ringing of the subline call notification, the subline
call notification sound stops and begins to ring My Line sounds.

2. If you receive a subline call notification while ringing a My Line call, the subline call notification sound doesn't ring.

3. If you receive a subline call notification while making a call, the subline call notification sound doesn't ring.

4. If you receive a subline call notification while talking by My Line, the subline call notification sound doesn't ring.

■Contention with 3G incoming calls

1. If you receive a 3G call while ringing the subline call notification, the 3G ringtone will also ring within notification sound ringing on the lock screen.

2. If you receive a subline call notification while ringing a 3G ringtone, subline call notification sound doesn't ring.

3. If you receive a subline call notification while 3G outgoing call, the subline call notification
sound doesn't ring.

4. If you receive a subline call notification while talking by 3G call, the subline call notification sound doesn't ring.

■Contention between sub line notifications

1. If you receive another subline call notification while ringing the first subline call notification, ST500 restart ringing until "ringing duration" from second subline call notification.

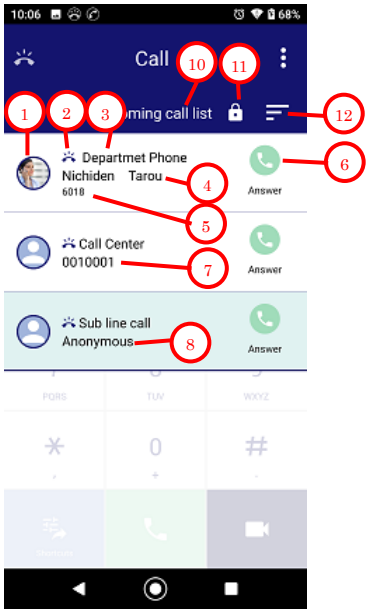
About subline call Notification tone

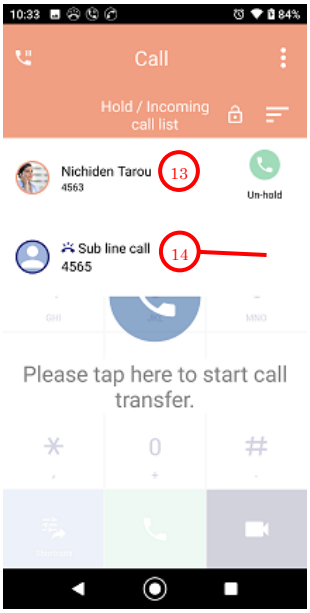
The material sound sources distributed by "OtoLogic" are used for the sound sources of the "notification tone" 3 to 6 of the subline notification.
Notification tone3：(電話 着信音 02-1)(https://otologic.jp/free/se/phone02.html)
Notification tone 4：(電話 着信音 02-2)(https://otologic.jp/free/se/phone02.html)
Notification tone 5：(携帯電話 着信音 02-1)(https://otologic.jp/free/se/phone02.html)
Notification tone 6：(黒電話 着信音 01-1)(https://otologic.jp/free/se/phone02.html)

ST500 Screen

Subline call display in the incoming call list

If you open ST500 within the answerable time after receiving the subline call, the sub line call will be displayed in the call list.
(NOTE) If you exit ST500 from the menu, you will not receive the subline notification even if there is a subline call.





①Display of face photo registered in phonebook
②Dedicated icon for “subline call”
③”subline call” name
④Caller name registered in the phone book
⑤Calling number
⑥Response icon
⑦If the caller name is not registered, only the caller ID will be displayed.
⑧Non-notification “subline call”
⑨”Subline call” icon that blinks while there is a subline call that can be answered
⑩Call list title bar
⑪"Subline call" lock icon
⑫"Subline call" display order setting icon
⑬My line hold call
⑭The answer icon isn’t displayed, because the subline call can't be answered when it coexists with the My Line call.

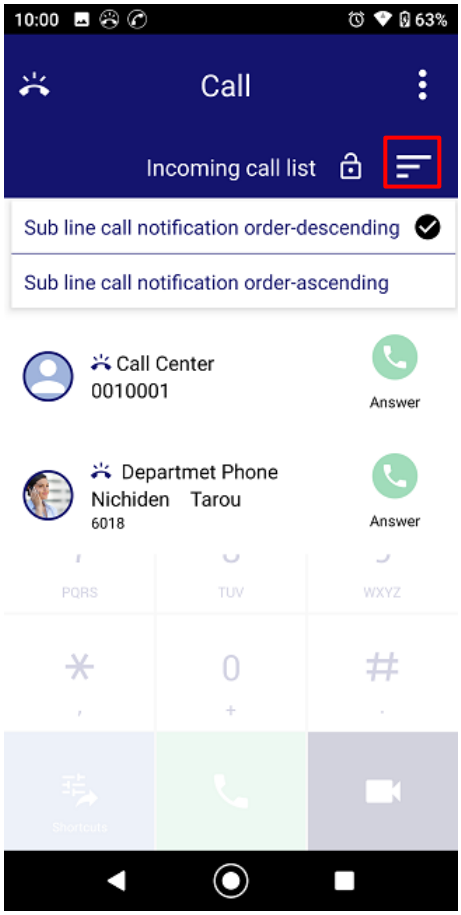
The ST500 call list is displayed over the main screen.

Summary of call list opening / closing operations

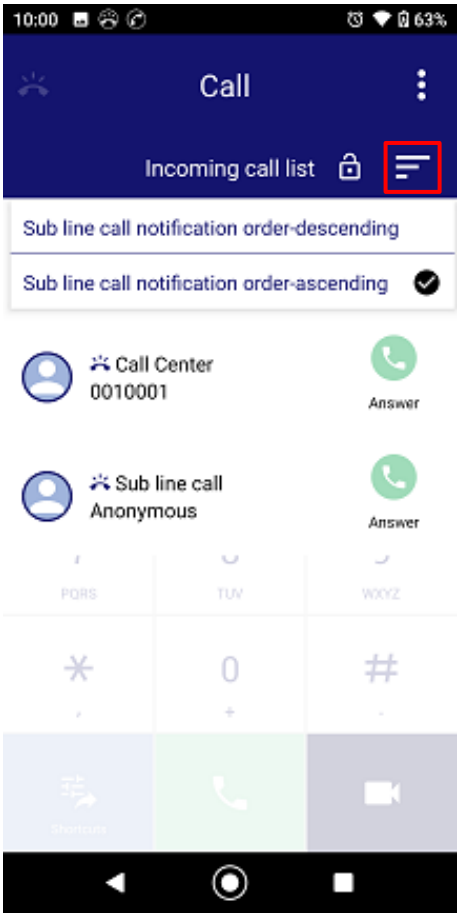
Open	・If there are multiple subline call or the security level is high, open the subline call on the notification center or heads-up. ・ Tap the blinking subline call notification icon .
Close	・ Tap the blinking subline call notification icon . ・Tap the call list title bar. ・Tap the margin of the call list. ・ If all subline call notification become unanswerable in the absence of My Line call, the call is automatically closed.

The display order of subline call notification

The display order of the subline call notification can be switched between "subline call notification order-descending" and "subline call notification order-ascending (default)" from the representative phone call display order setting icon.



Subline call notification order-descending



Subline call notification order-ascending

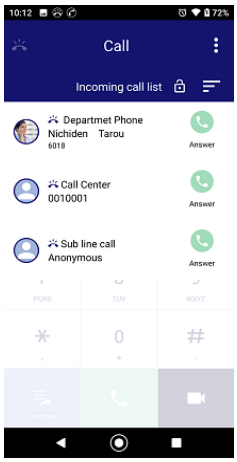
※If the incoming call list is lock, the display order doesn't change.

The display position of the lock subline call notification

Since the subline call notification is randomly received or deleted by receiving the new arrival notification or deleting the unanswered call, the subline call display position on the call list may change immediately before the user answers, which may lead to an erroneous answer.
It is effective to fix the position of the subline call notification to prevent erroneous operation. Since the display position of the lock subline call notification doesn't fluctuate up and down, stable answering operation is possible.

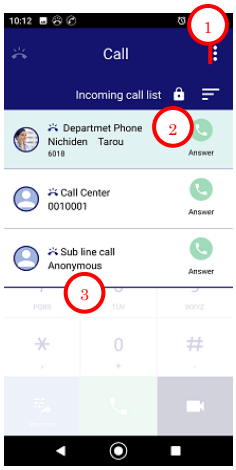
Example of lock and unlock

1



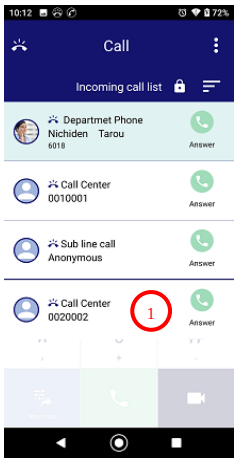
Subline call is unlock

2

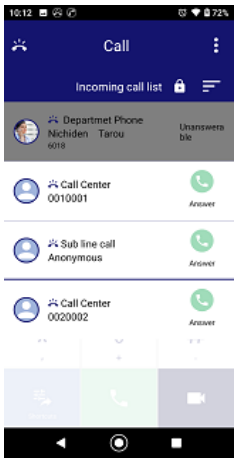


If you select an unselected subline call, all "subline call" a re lock.
①Subline notification incoming call unlock icon
②Selected subline call
③Lock area demarcation line
* New calls coming in below the demarcation line are unlock and increase or decrease randomly.

3

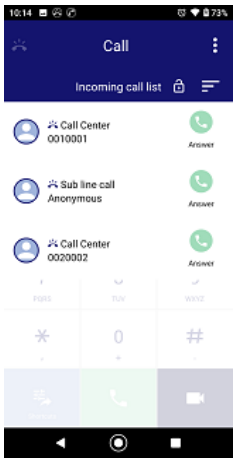


4



④Lock call The subline call is only grayed out even if it becomes unanswered, and isn't deleted in real time. After being unlocked, it will be erased.

5



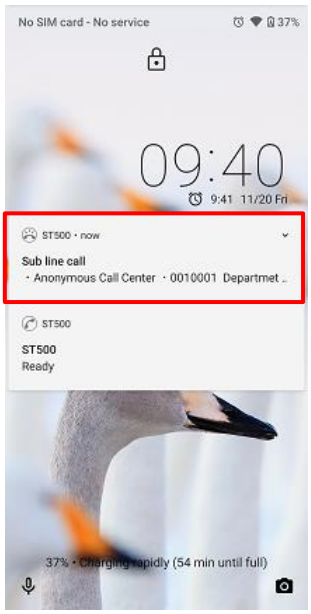
Tap the selected “subline call” to unlock it.

Summary of fixing / unfixing operation of subline call

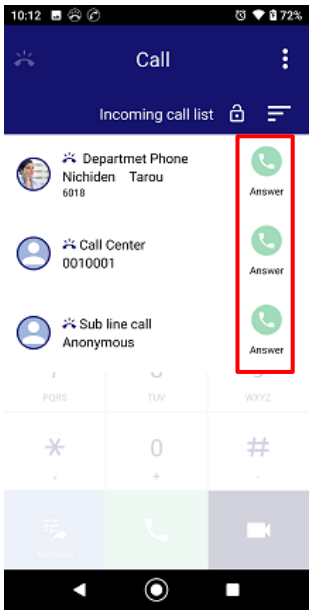
Lock	・ Tap an unselected subline call. ・ Tap the subline call lock icon.
Unlock	・ Tap the selected subline call. ・ Tap the subline call unlock icon.

Answer

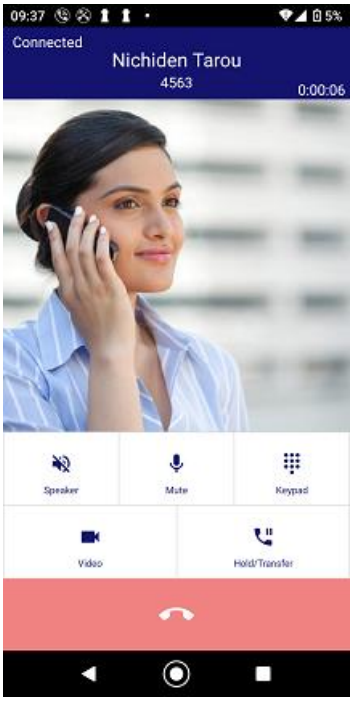
The subline call can be answered by tapping the notification when there is only one call and the security level is not high, or by tapping the answer icon of the corresponding item on the call list.



Method of answering from notification



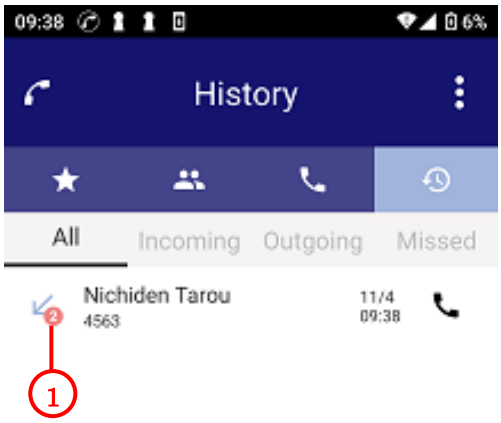
Method of answering from the call list



The call screen of the subline call is the same as the My Line call.

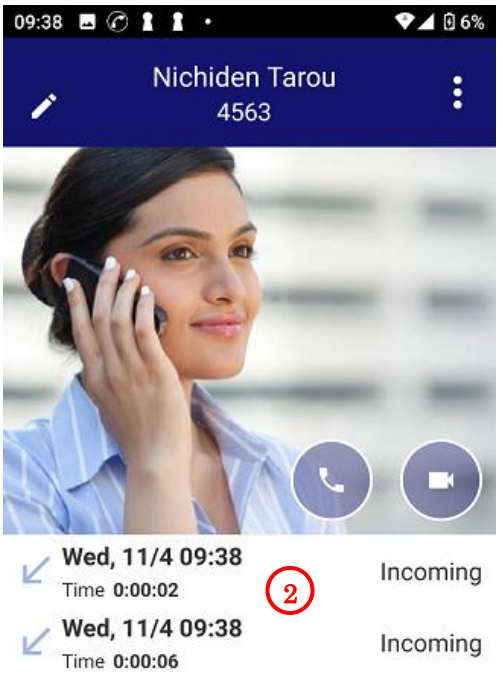
Answer history

Answers to the subline call remain in the incoming call history regardless of success or failure. Unanswered subline call aren't recorded in the history.



History list screen

(1) The incoming call history remains for the sub line call answer.



History details screen

(2) This is the history when the response was successful.

Note for Subline call notification

When using the "Subline call notification" function, please make sure to use only one ST500 profile setting (one extension number).

(*) When using multiple profiles of Push notification setting is "ON", the push notification of "Subline call notification" may not arrived it.

(*) If you have created multiple profiles of Push settings is “ON”, change the Push notification setting to "OFF" in "Unused profiles", Exit ST500, and delete the registration information from the PBX. And then, please delete the "Unused profile" setting itself and use it by one profile.

FAVORITES

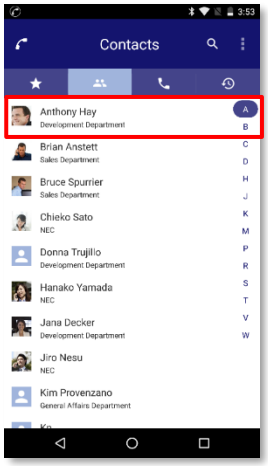
EDITING FAVORITES

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** screen.

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

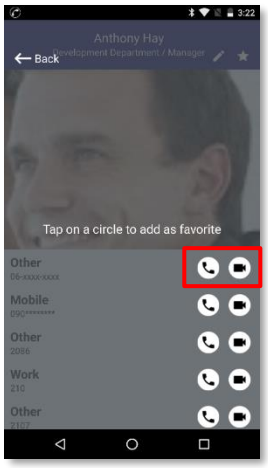


2 Tap ★.

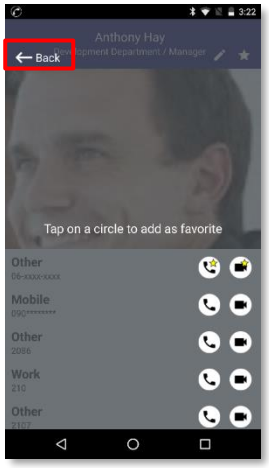
3 Tap .

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.



4 Tap **Back**.



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

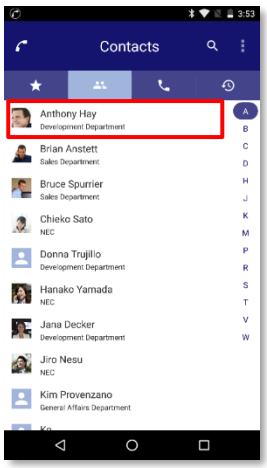
NOTE: You can add up to 100 numbers as Favorites. Favorites are saved in your profile.

To undo favorites

You can undo favorites.

1 On the **Contacts** screen, tap a member to undo the favorites.

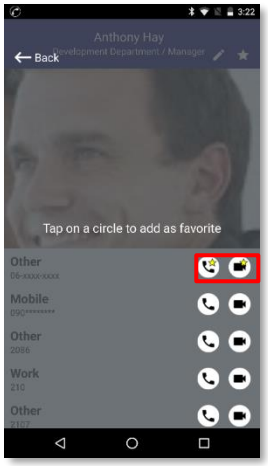
—The **Contact details** screen is displayed.



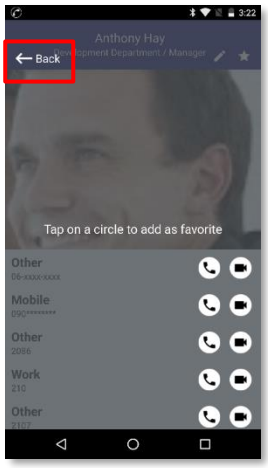
2 Tap .

3 Tap to undo favorites.

Yellow star indicates that the number has been added to favorites.



4 Tap **Back**.

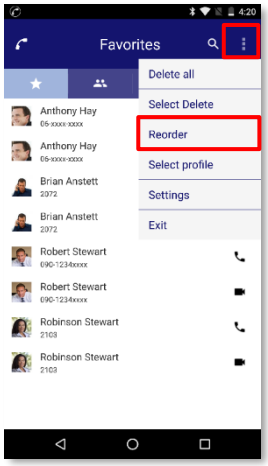


Icons with no yellow star indicates that they are not added to Favorites.

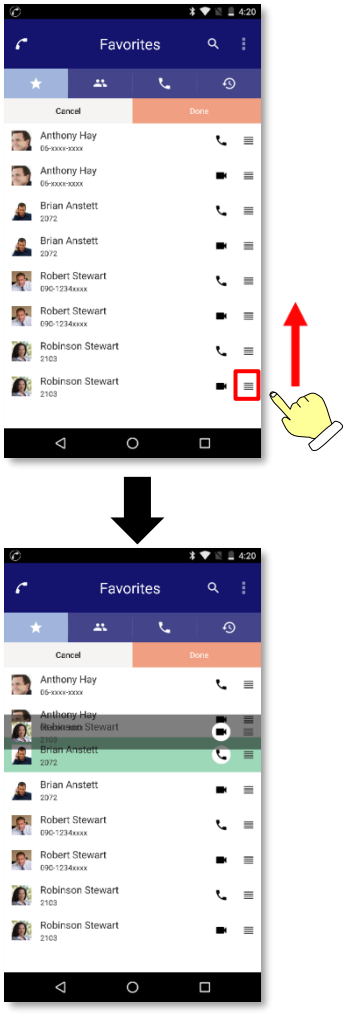
To change the order of telephone numbers on the Favorites screen

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

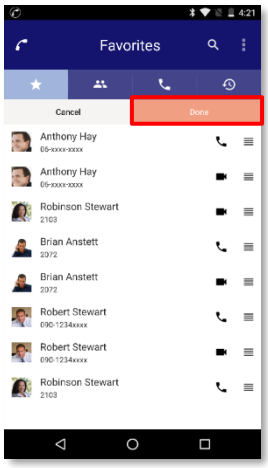
1 Tap icon to display the pull-down menu; tap **Reorder**.



2 Drag to where you want it.



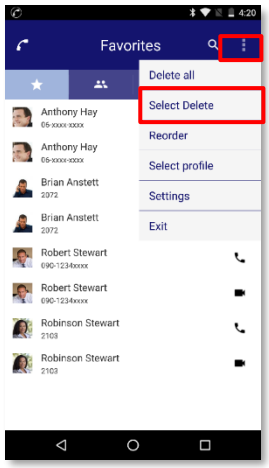
3 Tap "Done" to save the changes or tap "Cancel" to cancel the changes.



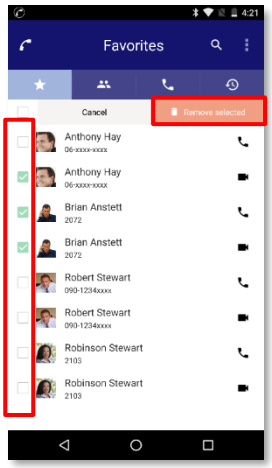
To delete a telephone number from favorites

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

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



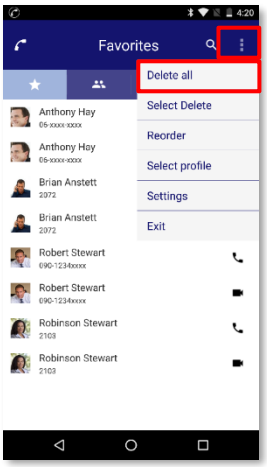
2 Select check boxes next to the data you want to delete; tap **Remove selected**.



To delete all telephone numbers from favorites

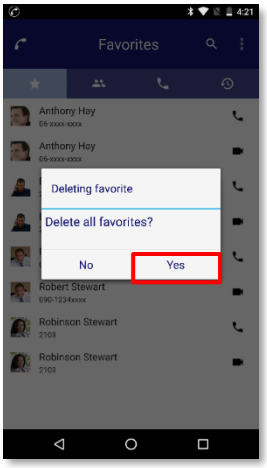
You can delete all telephone numbers that are registered to **Favorites** at one time.

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



2 Tap **Yes**.

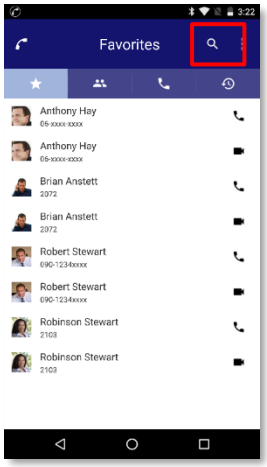
—All Favorites are deleted.



SEARCHING A NUMBER FROM FAVORITES

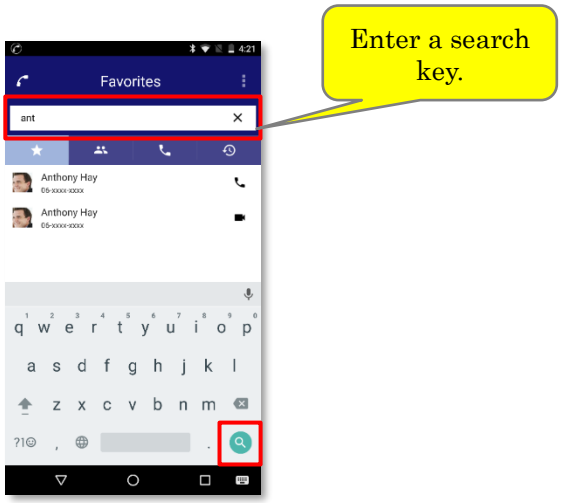
You can search a telephone number on the Favorites screen.

1 On the Favorites screen, tap .



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

Tap .

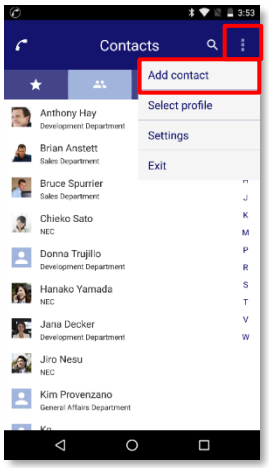


CONTACTS

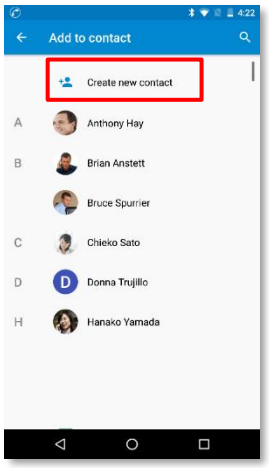
ADDING A TELEPHONE NUMBER TO CONTACTS

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

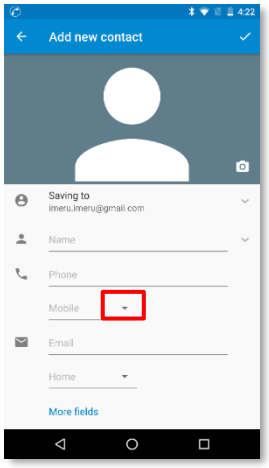
1 On the **Contacts** screen, tap icon to display the pull-down menu; tap **Add contact**.



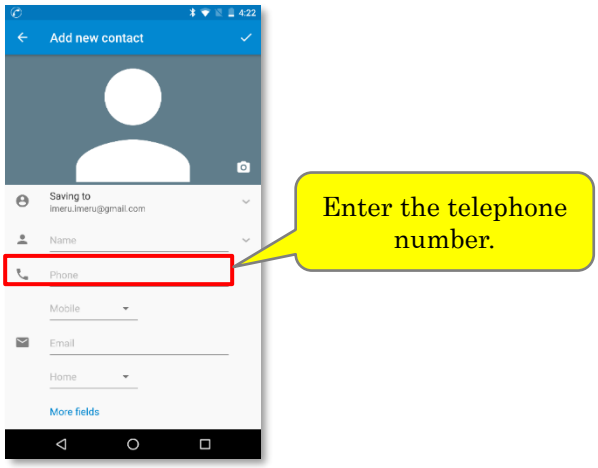
2 Tap **Add new contact**.



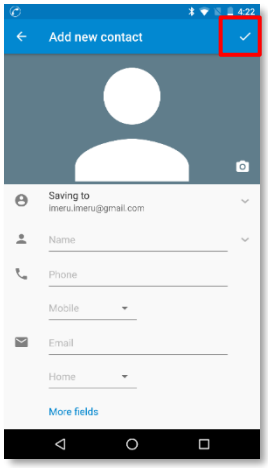
3 On the **Edit profile** screen, tap the ▼ button to display the pull down menu; tap terminal type.



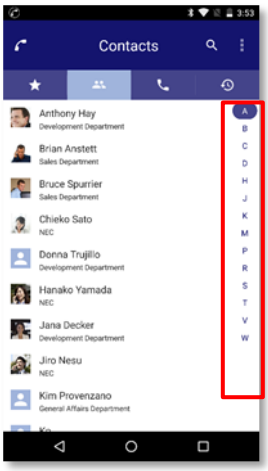
4 On the **Edit profile** screen, enter the telephone number.



5 Tap **Save**.



USING INDEX SEARCH

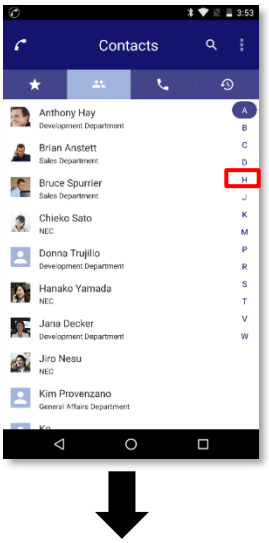


On the **Contacts** screen, index is displayed on the right.

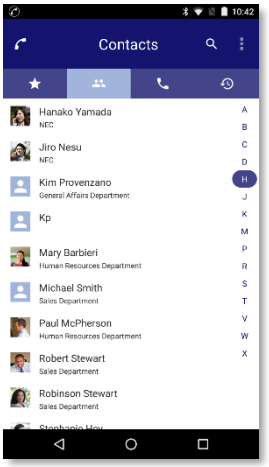
The left example shows index "A" because a person named Anthony Hay is registered.

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

1 Tap an index (in this example “H”).

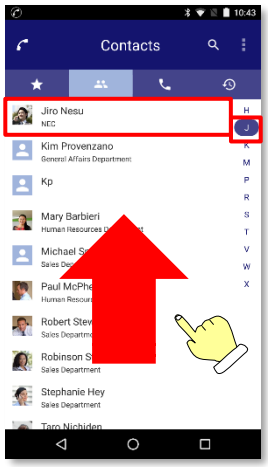


The screen transits to the first person that is registered to the index.



When scrolling the screen, the index of the contact that is displayed on the top is highlighted.

In the right example, index “J” is highlighted because “Jiro Nesu” is displayed on the top of the screen.

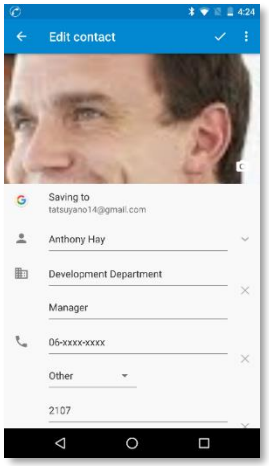


EDITING A CONTACT

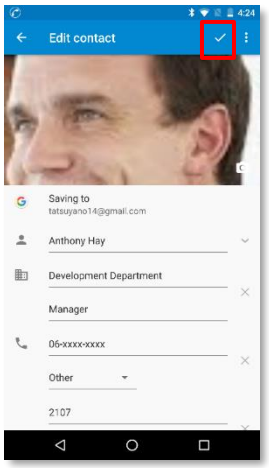
You can edit existing contact information.

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

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

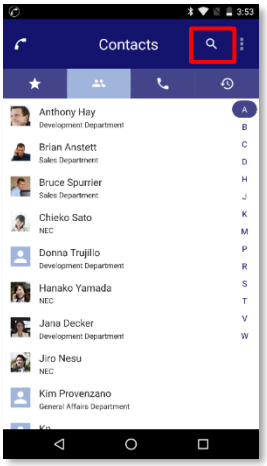


3 Tap **Save**.



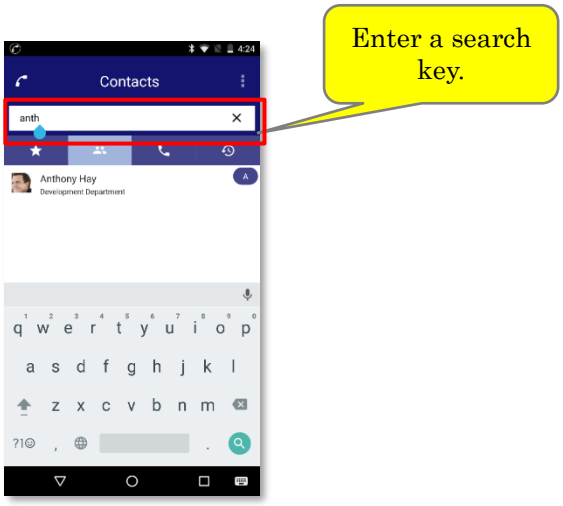
SEARCHING A CONTACT

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



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

—Members that have partial match of the entered keyword in their data are displayed.



CALL HISTORY

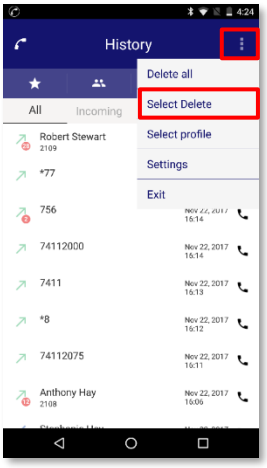
EDITING CALL HISTORY

To delete a history record from the History screen

You can delete call history records.

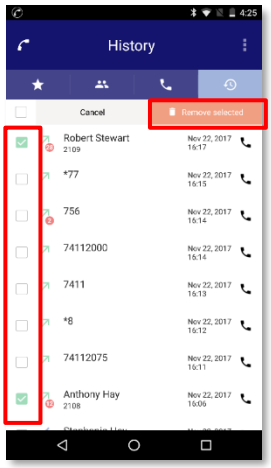
1 On the **History** screen, tap to display the pull down menu; tap **Select Delete**.

NOTE: If you are displaying filtered results, the next screen also displays filtered results only.



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

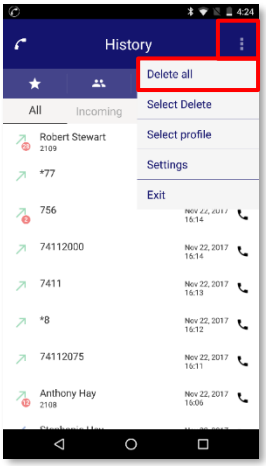
NOTE: ST500 judges that the call is "Anonymous" if extension number is Anonymous even if Display name also exists.



To delete all history records from the History screen

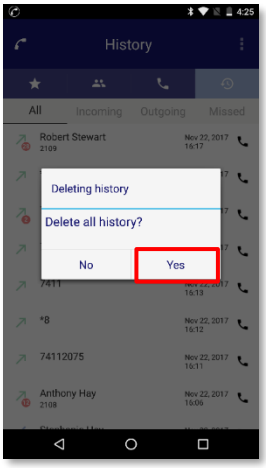
You can delete all call history records at one time.

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



2 Tap **Yes**.

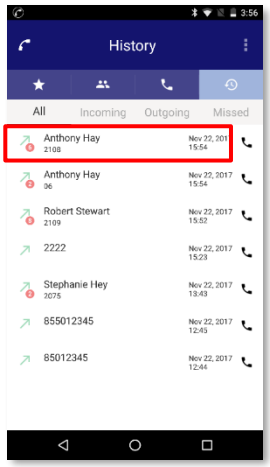
NOTE: Even if you are displaying filtered results, this operation deletes all history.



To delete a history record from the History detail screen

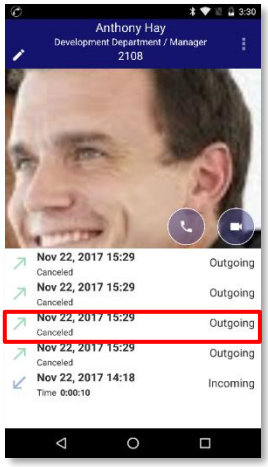
You can delete a call history record from the **History detail** screen.

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



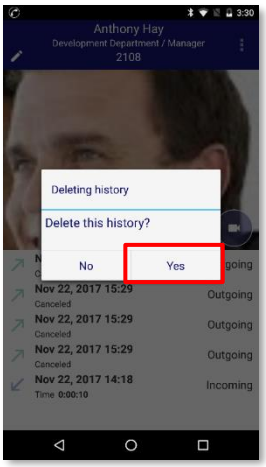
2 On the **History detail** screen, tap and hold the history record you want to delete.

—A popup message appears.



3 Tap **Yes** to delete the history.

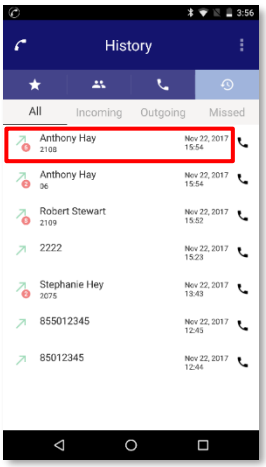
—Tapping **No** closes the popup.



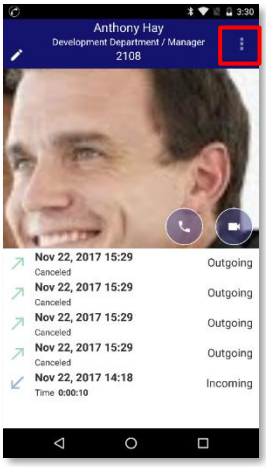
To delete all history records from the History detail screen

You can delete all call history records from the **History detail** screen at once.

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

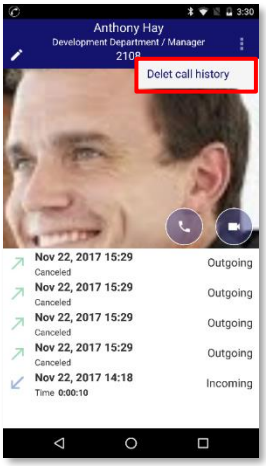


2 On the **History detail** screen, tap .

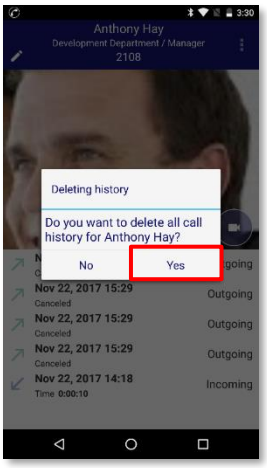


3 Tap **Delete call history**.

—A popup message appears.



Tap **Yes** to delete all history records with the person.

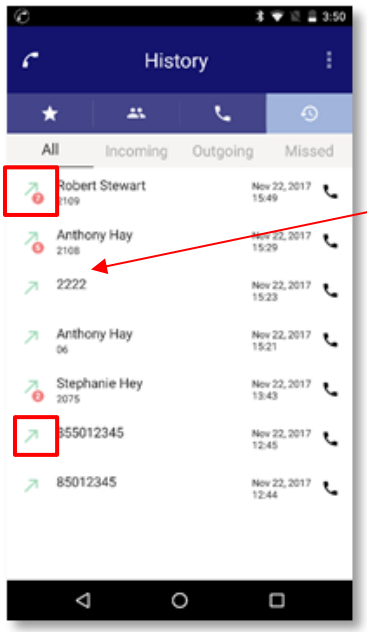


–Tapping **No** closes the popup.

–All history records with the person are deleted.

GROUPING HISTORY RECORDS

You can display call history records grouped by phone number.



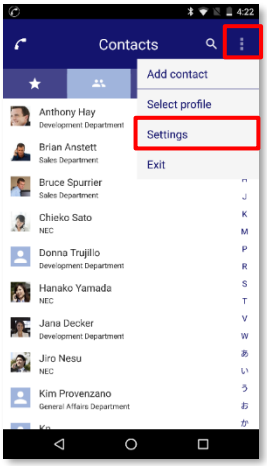
When displaying *All* calls, the latest call type is displayed.

Total number of call history records for this telephone number.

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

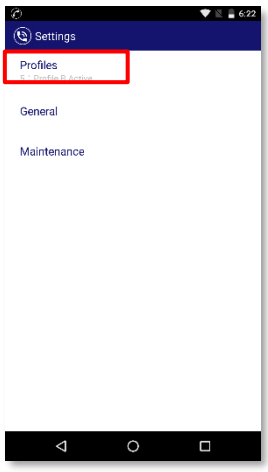
1 Tap ⋮ to display the pull down menu; tap **Settings**.

—The **Settings** screen is displayed.



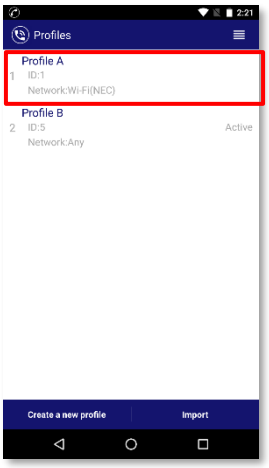
2 On the **Settings** screen, tap **Profiles**.

—The **Profiles** screen is displayed.



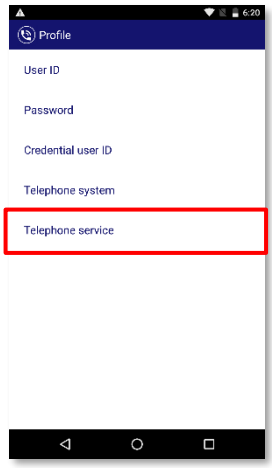
3 Tap a profile.

—The **Profile** screen is displayed.



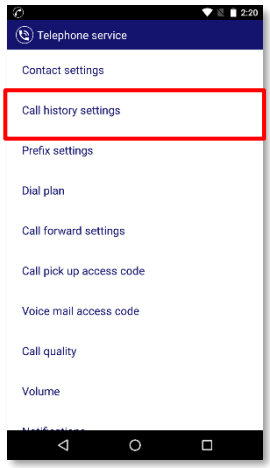
4 On the **Profile** screen, tap **Telephone service** screen.

—**Telephone service** screen is displayed.



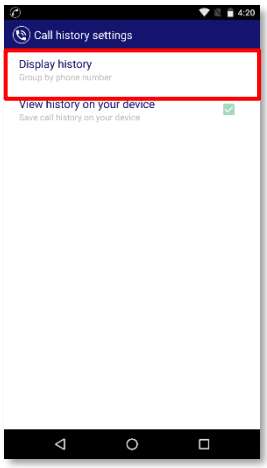
5 On the **Telephone service** screen, tap **Call history settings** screen.

— **Call history settings** screen is displayed.

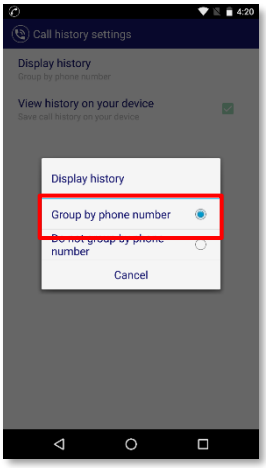


6 On the **Call history settings** screen, tap **Display history**.

—The **Display history** screen is displayed.



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



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 the list of shortcuts by tapping the **Shortcuts** icon.

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.

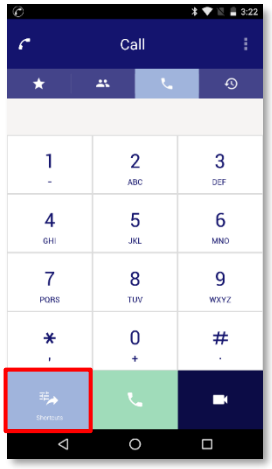
- CALL FORWARDING
- CALL PICKUP
- VOCEMAIL

Or you can create shortcuts of your own.

CREATING A NEW SHORTCUT

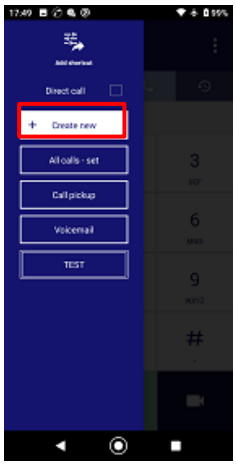
1 On the Call screen, tap .

—The **Shortcuts** screen is displayed.

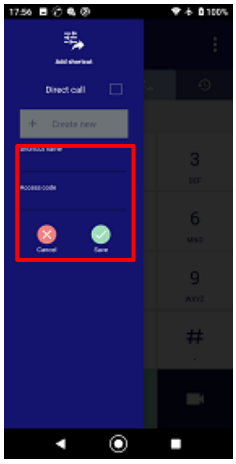


2 Tap **Create New**.

The **Create shortcut** mode starts.



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



NOTE 1: You can create up to 20 shortcuts.

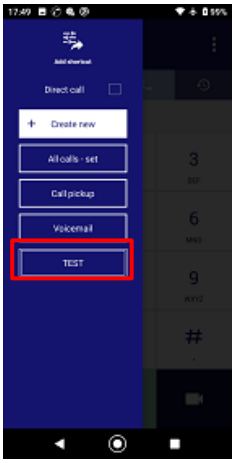
NOTE 2: Depending on the terminal model, there is a case that the pause (,) cannot enter to the access code.

EDITING A SHORTCUT

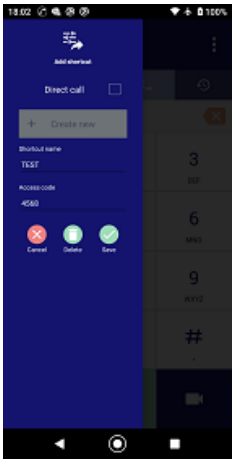
User-created shortcuts have a double outline to distinguish them from the ten default shortcuts, which require access code setting on the Setting screen.

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

NOTE: You cannot edit the ten default shortcuts from this screen. Tapping and holding default shortcut icons does not trigger any actions.



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



Direct call

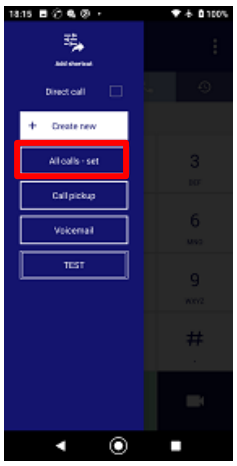
Calling from a conventional shortcut required 3 steps, but by turning on the direct call function, it is now possible to make a call in 2 steps. Therefore, when using direct call, tap the shortcut direct call to turn it on.

Direct call OFF

1

Tap the shortcut.

2

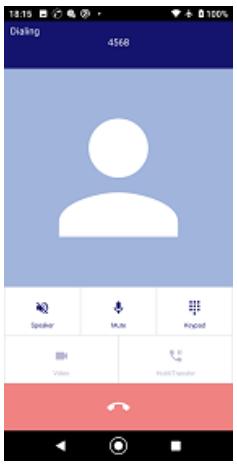


Tap the created shortcut.

3

Tap the call.

4



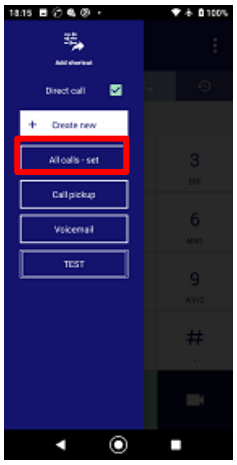
outgoing call

Direct call ON

1

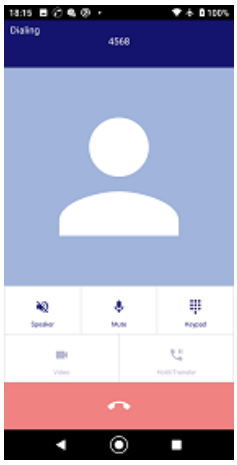
Tap the shortcut.

2



Tap the created shortcut.

3



outgoing call

FAQ AND TROUBLESHOOTING

This section describes how to check operations and change configurations of ST500, and how to make/receive a 3G call.

MENU OPTIONS

Checking operations of ST500

No.	When You Want To…
1	Check the status of ST500
2	Turn wireless LAN ON
3	Start ST500

Changing configurations of ST500

No.	When You Want To…
1	Add ST500 shortcut to the Home screen
2	Register/add a contact from call history
3	Change kind or volume of ringtone
4	Change receiving volume with a hardware key
5	Change sending/receiving voice volume
6	Change rings/volume of digit tone
7	Change tone locale when using ST500 abroad
8	To change display setting of call connection status.

Handling mobile call interruption

No.	When You Want To…
1	Receive an incoming call while there is an ongoing extension call

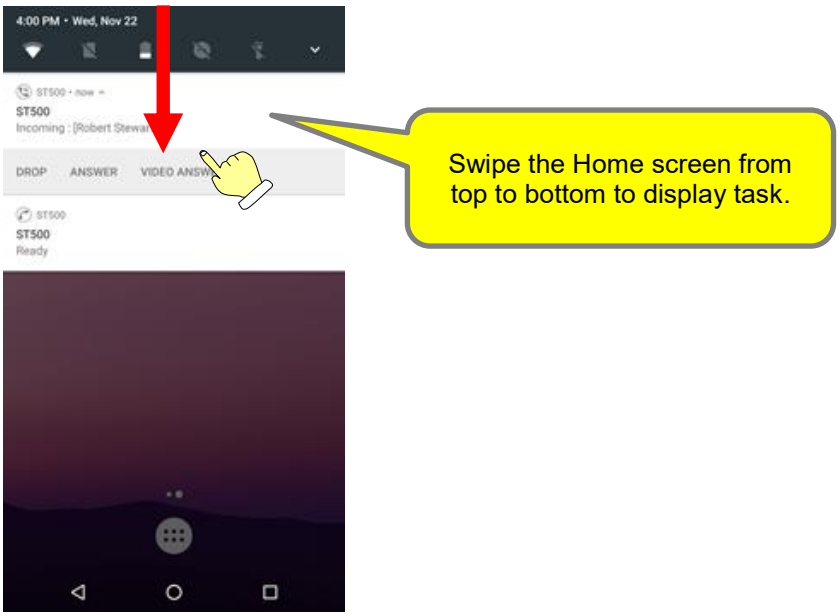
CHECKING OPERATIONS OF ST500

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.



Task Screen

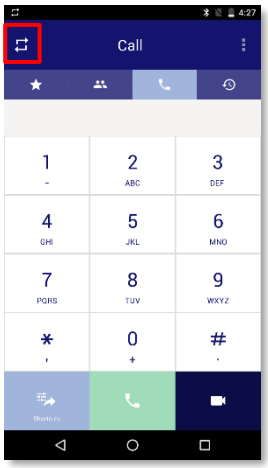
Status	Display Example
Call services are available.	ST500 ST500 Ready
There are some missed calls.	ST500 • now ST500 Missed call : [Anthony Hay]
Call services are not available.	ST500 • now ST500 Connecting...
	ST500 • now ST500 Not connected

(Note) If you are using a Galaxy, Huwai, Xiaomi terminal, the alarm icon is always displayed in the notification bar as shown below.

To turn on wireless LAN

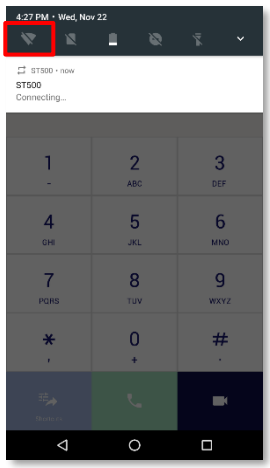
1 On the **Call** screen, check if the Wi-Fi antenna icon is displayed.

* When there is no Wi-Fi antenna displayed, is displayed on the left.



2 When there is no Wi-Fi antenna displayed, swipe down the status bar.

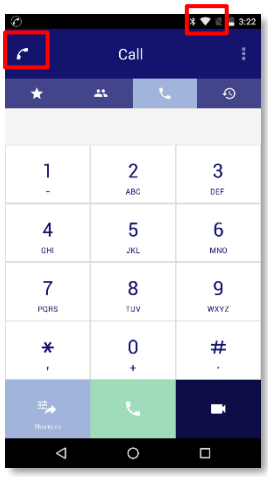
3 Tap the Wi-Fi icon on the status bar.



4 On the Dialer screen, check if the Wi-Fi antenna icon is displayed.

* When a Wi-Fi antenna is displayed, is displayed on the left.

NOTE: If the Wi-Fi antenna is not displayed even though Wi-Fi is ON, turn OFF Wi-Fi once and turn it ON again.



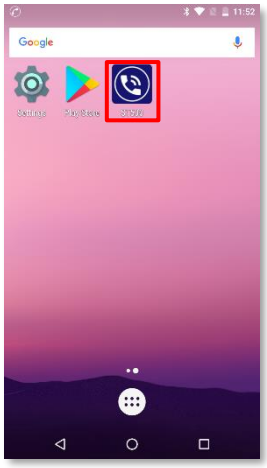
To start ST500

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.

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

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

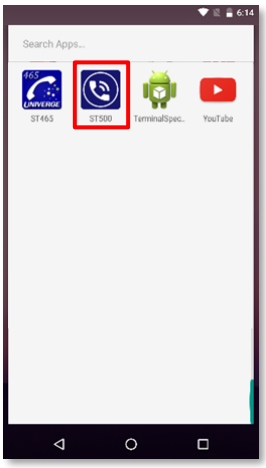


CHANGING CONFIGURATIONS OF ST500

To add ST500 shortcut to Home screen

You can register ST500 shortcut to the Home screen to start ST500 or access ST500 Dialer with a single operation.

1 Tap and hold the ST500 icon in the **Apps** screen.



2 Release the finger on the Home screen where you want your shortcut to be located.

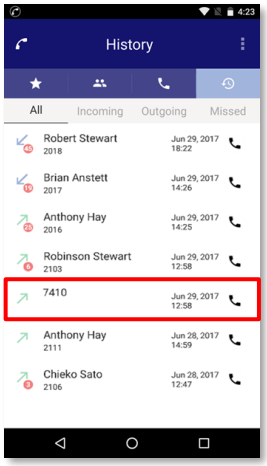
— ST500 shortcut icon is added to the Home screen.

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.

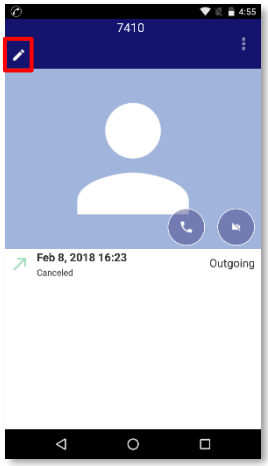
1 Tap a call history you want to register in the Phonebook of the terminal.

—The **History detail** screen is displayed.

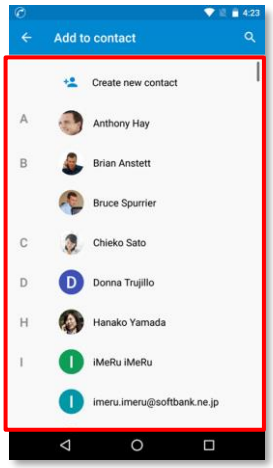


2 On the **History detail** screen, tap the **Edit** button.

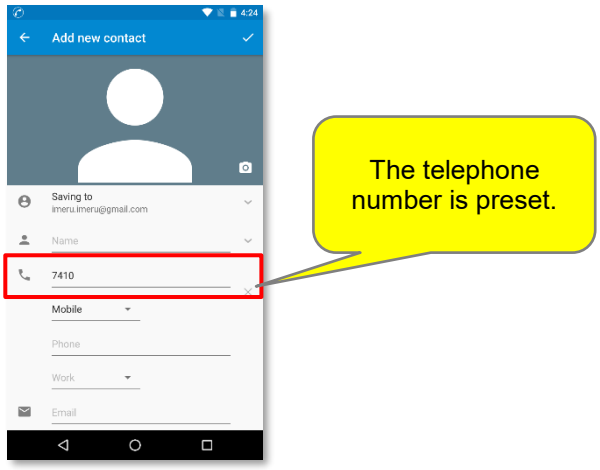
—The **Add to Phonebook/Update** screen is displayed.



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



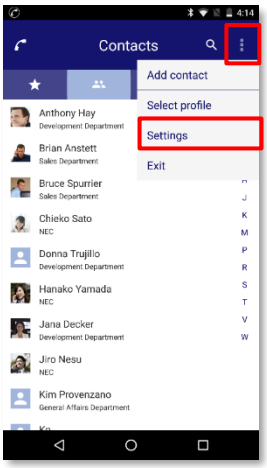
4 On the **Add new contact** screen, enter necessary data. The phone number is preset.



To change ringtone

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

—The **Settings** screen is displayed.



2 On the **Settings** screen, tap **Profiles**.

—The **Profiles** screen is displayed.

3 Tap a profile.

—The **Profile** screen is displayed.

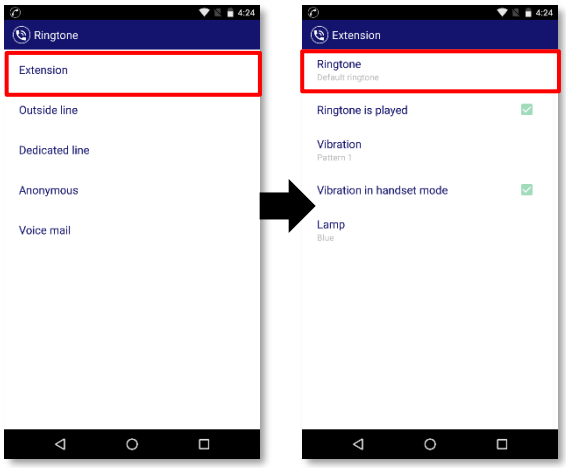
4 On the **Profile** screen, tap **Telephone service** screen.

—**Telephone service** screen is displayed.

5 On the **Telephone service** screen, tap **Ringtone**.

—The **Ringtone** screen is displayed.

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



To change the volume of ringtone

Operate the volume buttons on the side of your terminal while ringing.

To change receiver volume

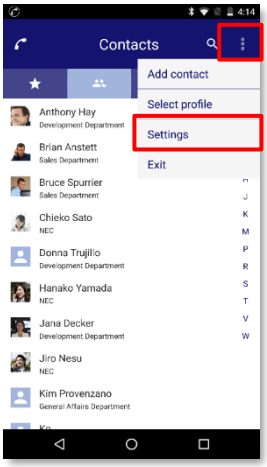
Operate the volume buttons on the side of your terminal while ringing.

To change sending/receiving voice volume

The sending/receiving voice volume of ST500 is adjusted to the optimum value by the product itself. If you wish to change it to suit your preference, follow the steps below.

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

—The **Settings** screen is displayed.



2 On the **Settings** screen, tap **Profiles**.

—The **Profiles** screen is displayed.

3 Tap a profile.

—The **Profile** screen is displayed.

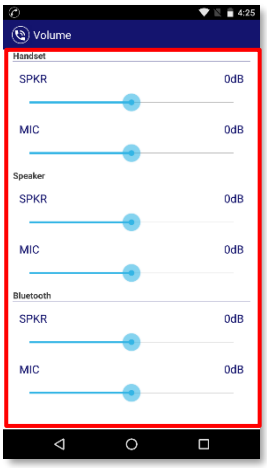
4 On the **Profile** screen, tap **Telephone service** screen.

—**Telephone service** screen is displayed.

5 On the **Profile** screen, tap **Volume**.

—The **Volume** screen is displayed.

6 Use the sliders to adjust the volume and tap **OK**.

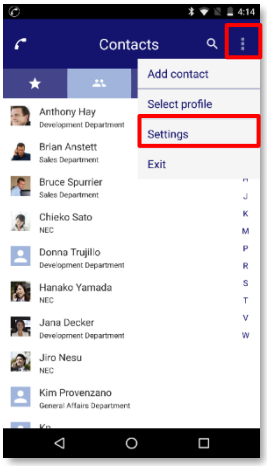


To change ringing setting of digit tone

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.



2 On the **Settings** screen, tap **Profiles**.

—The **Profiles** screen is displayed.

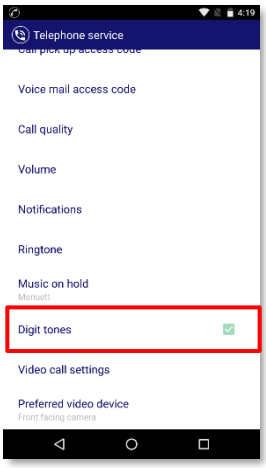
3 Tap a profile.

—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**.



To change the volume of digit tone

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

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.

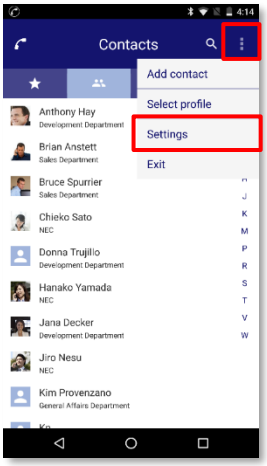
NOTE1: Countries and regions available are: Japan, the United States, Canada, Australia, Hong Kong, Malaysia, Singapore, Philippines, Vietnam, the United Kingdom, Mexico, Taiwan, New Zealand, Korea, Brazil, China, Thailand, Sri Lanka, Germany, Italy, the Netherlands, Denmark, Sweden, Spain, Austria, Belgium, Greece, Switzerland, South Africa, and Russia.

Choose *OTHERS (The others)* for other countries and regions.

NOTE 2: 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.



2 On the **Settings** screen, tap **Profiles**.

—The **Profiles** screen is displayed.

3 Tap a profile.

—The **Profile** screen is displayed.

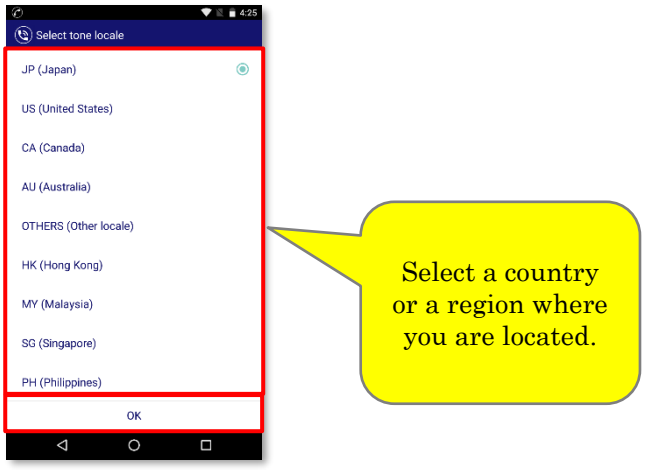
4 On the **Profile** screen, tap **Telephone system** screen.

— **Telephone system** screen is displayed.

5 On the System Settings screen, tap **Tone location**.

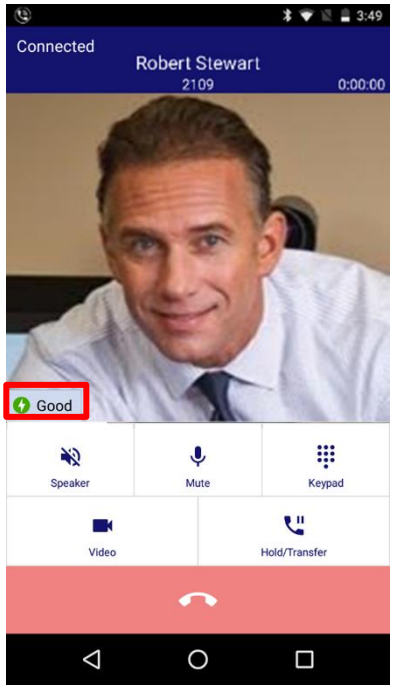
—The **Tone location** screen is displayed.

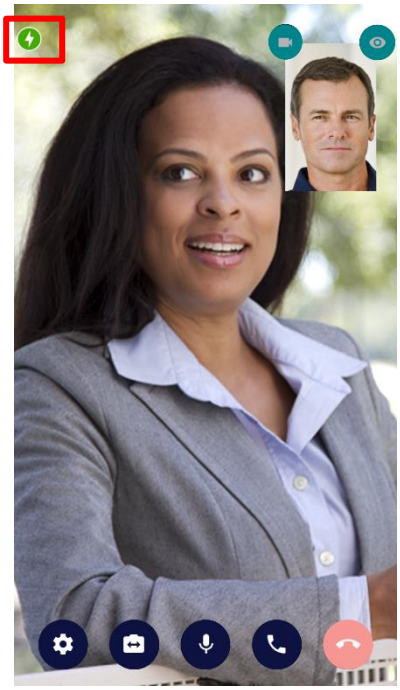
6 On the **Tone locale** screen, select a country or a region and tap **OK**.



To change display setting of call connection status.

When this settings enable, displayed connection status during a call by ST500.





* Each icon indicates the Connection status type.
On the ST500 call screen, the following icons are displayed.

Icon	Messeage
	"Good" ST500 call connection status is good.
	"Poor" ST500 call connection status is poor.
	"Network changed" Terminals change Network.
	"No network" Terminals disconnect Network.

* Each icon indicates the Connection status type.
If the terminal does not display the ST500 call screen and Connection status is not "Good", the following icon is displayed.

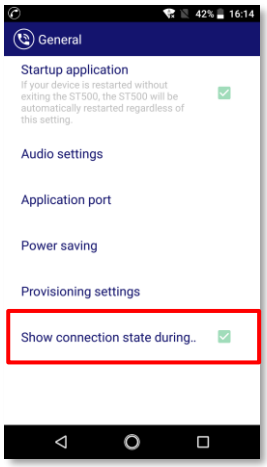
Icon	Messeage
	"Connection is unstable" ST500 call connection status is poor.
	"Network changed" Terminals change Network.
	"Network is not connected" Terminals disconnect Network.

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

2 On the **Settings** screen, tap **General**.

3 On the **General** screen, tap **Show connection status during a call**

ON : Connection status is displayed during a call by ST500.
OFF : Connection status isn't displayed during a call by ST500.

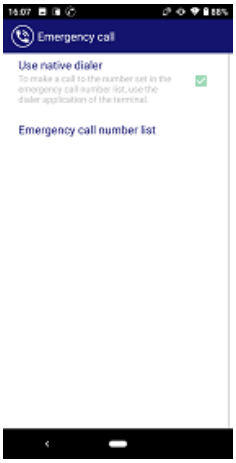


Emergency call

After registering the phone number, you can make a call from ST500 with a cellular application. Please set by the following method.

Settings＞General＞Emergency call

1

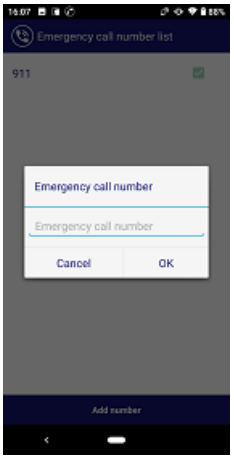


Turn ON the “Use native dialer”. Tap “Emergency call number list”.

2

Tap “Add number” to add a phone number.

3



Enter the phone number you want to register and tap OK.

Please check if the registered phone number is ON.
Up to 8 phone numbers can be registered.

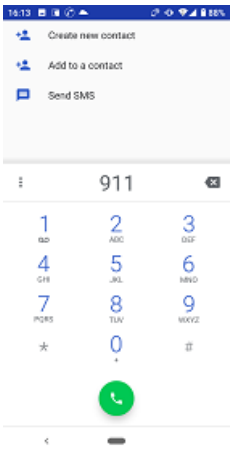
※Even if it is ON, if SIM isn’t included, you can’t make a call using the cellular phone application. In that case, the call will be made using ST500, but please check if it register to ST500.

After completing the settings, you can call the set phone number.
This is the screen when SIM is included.

1

Enter the registered phone number

2



Tap “call 911”

3

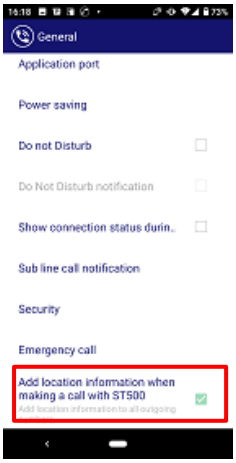
Outgoing

Add location information

Please note that if you turn on the following settings, location information will also be added.

Settings＞General

1



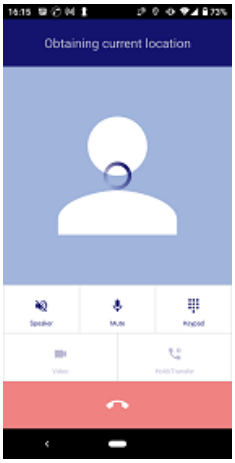
Turn ON

If you set it to on and make a call, the screen (2) for acquiring location information during a call is displayed.

1

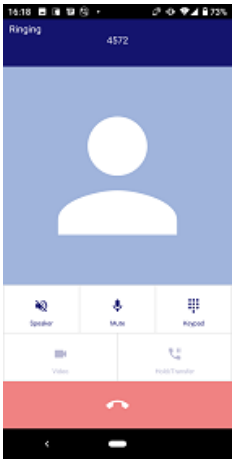
Tap the call

2



"Obtaining current location" is displayed.

3



Outgoing call

NOTE1　The Geolocation header is added to all outgoing calls.
NOTE2　If the ST500 cannot get the location information from the OS, it will time out after displaying "Obtaining current location" for 6 seconds, and ST500 make a call without adding the location information.

HANDLING MOBILE CALL INTERRUPTION

You can choose how to handle 3G mobile call interruption.

Settings can not be changed depending on the Android OS version.

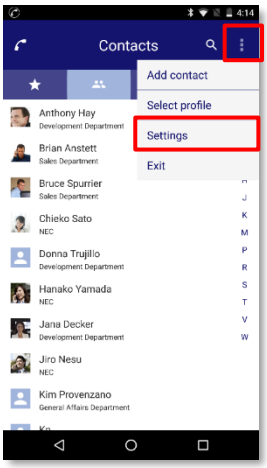
-Android 7 or earlier, Android 9: Configurable

-Android 8: Not settable

To automatically reject 3G mobile call while talking on ST500

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

—The **Settings** screen is displayed.



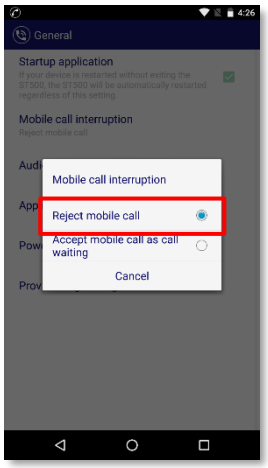
2 On the **Settings** screen, tap **General**.

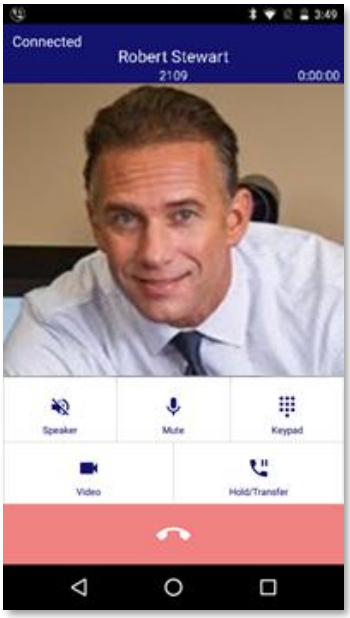
—The **Profiles** screen is displayed.

3 On the **General** screen, tap **Mobile call interruption**.

—The **Mobile call interruption** screen is displayed.

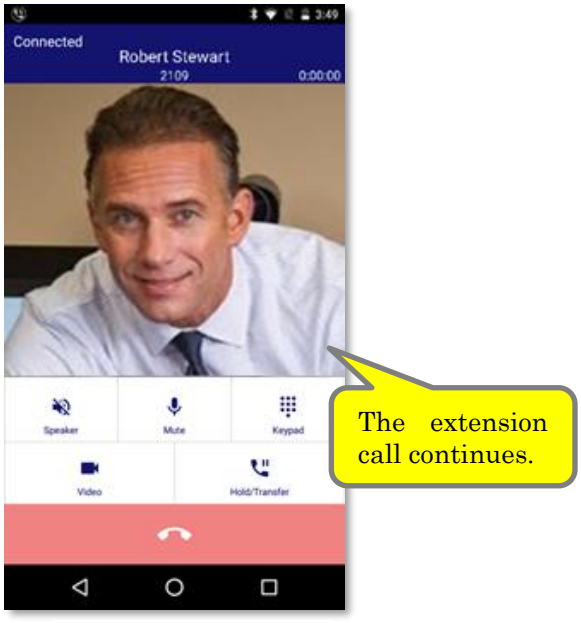
4 On the **Mobile call interruption** screen, tap **Reject mobile call**.





Talking on ST500

The **Call** screen does not change when there is an incoming 3G call while you are on an active extension call.



Talking on ST500

NOTE: When the terminal set to reject the 3G mobile call, there are following service conditions.

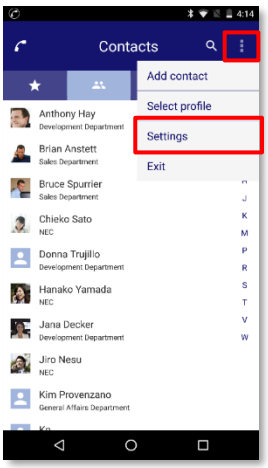
* Missed call is not recorded.

* The calling party hears Ring Back Tone shortly and it changes to Busy Tone.

To accept 3G mobile call interruption as call waiting

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

—The **Settings** screen is displayed.



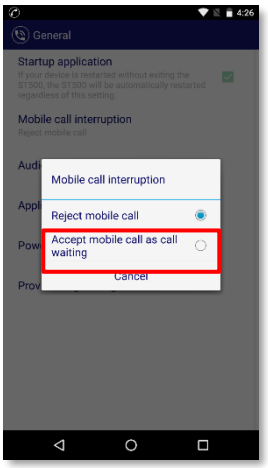
2 On the **Settings** screen, tap **General**.

—The **Profiles** screen is displayed.

3 On the **General** screen, tap **Mobile call interruption**.

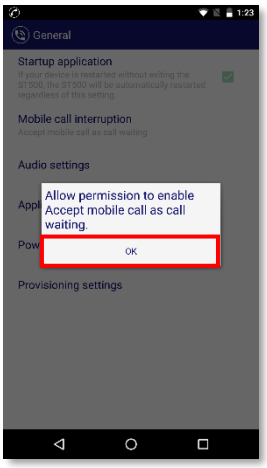
—The **Mobile call interruption** screen is displayed.

4 On the **Mobile call interruption**, tap **Accept mobile call as call waiting**.



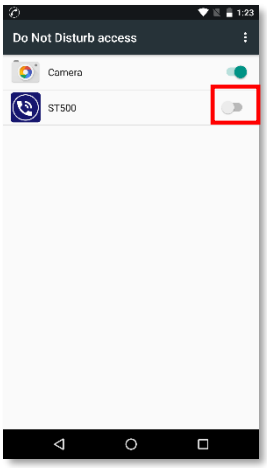
5 Depending on the version of OS, you are asked to grant permission as shown on the right.

- Go to the permission setting screen.

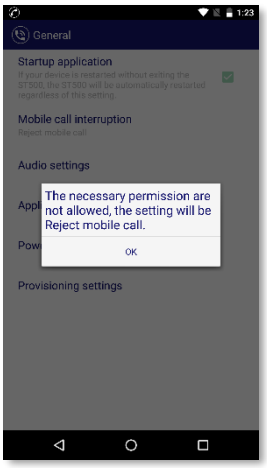


6 Allow the permission to ST500.

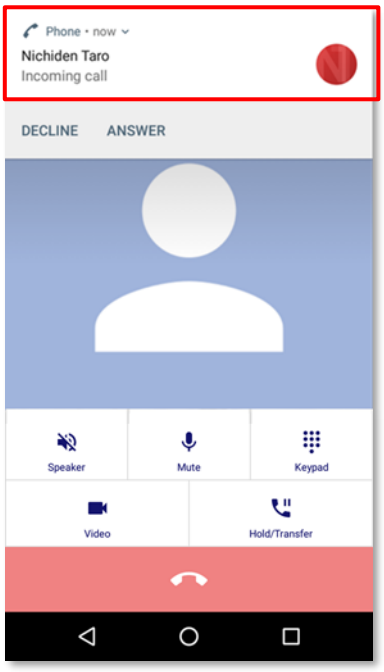
NOTE:
If you do not allow the permission and set [**Accept mobile call as call waiting**] setting, you cannot make a call (there is no call path), so you must allow the permission.



When returning to the screen of ST500 without the permission, the setting value returns to "**Reject mobile call**".



If you set the value to "**Accept mobile call as call waiting**", a call waiting is notified.



NOTE: When the call waiting feature for the 3G mobile incoming call is effective, the following service condition applies.

* If the ST500 call is continued when the voice mail service that is provided by the mobile phone carrier is used, the ST500 call is disconnected by the automated answer function of voice mail service.

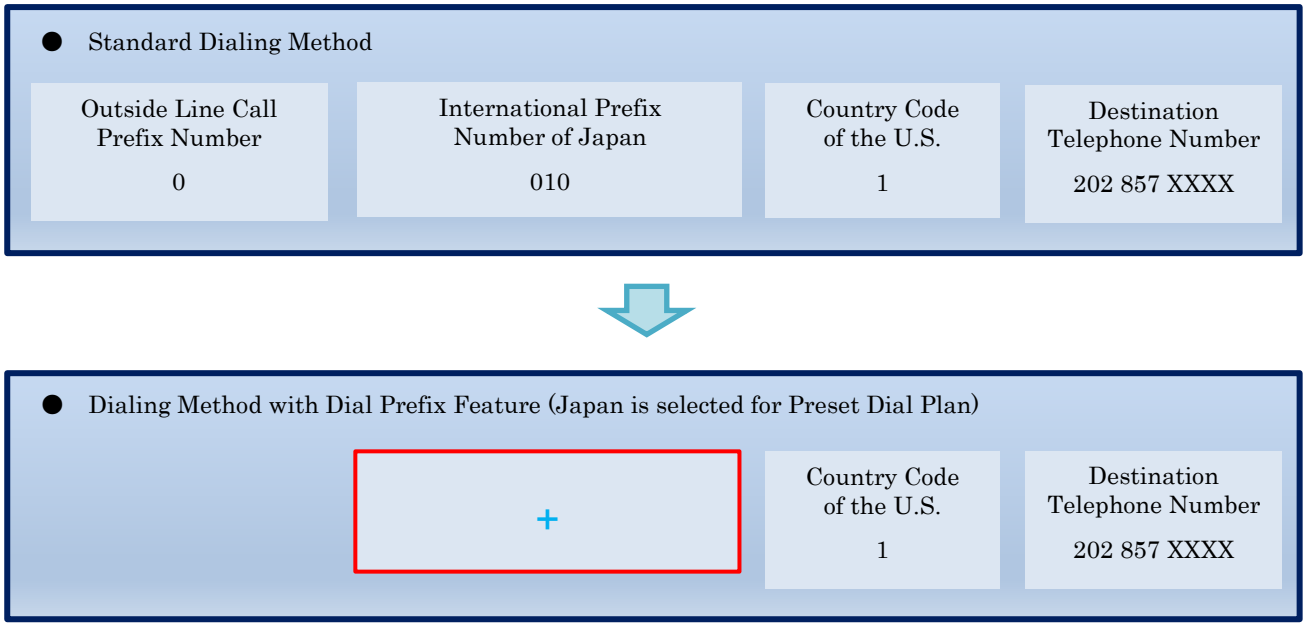
APPENDIX 1: DIAL PREFIX FEATURE

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.



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 ,Italy, Netherlands, Belgium and United Kingdom.

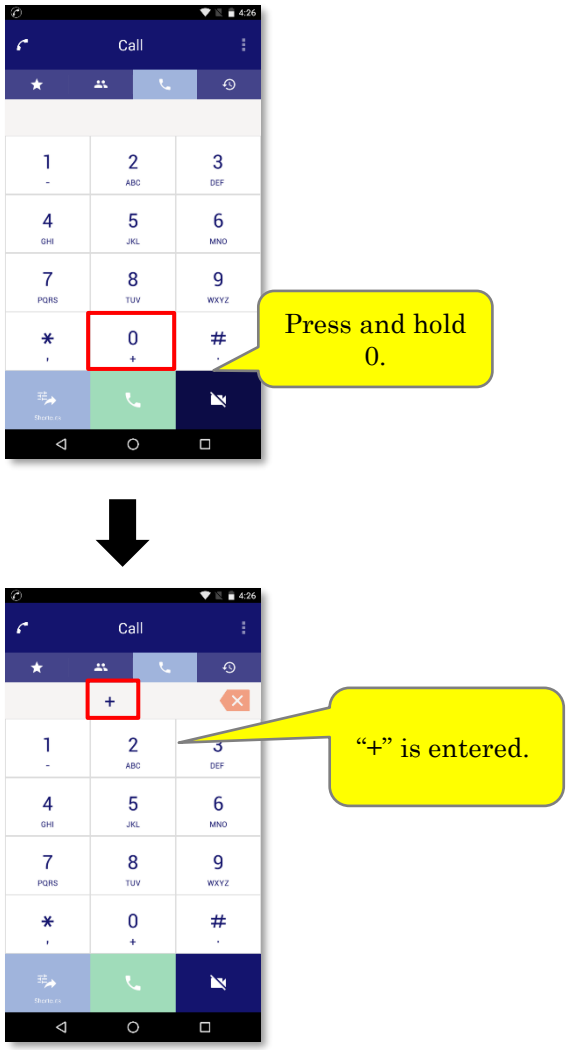
You can also make new rules by registering a new prefix number. For example, if you wish to make a rule of adding 0 to the beginning of an outside telephone number, you can register this setting by using regular expression. By using this rule, you can make an outside line call without changing the settings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



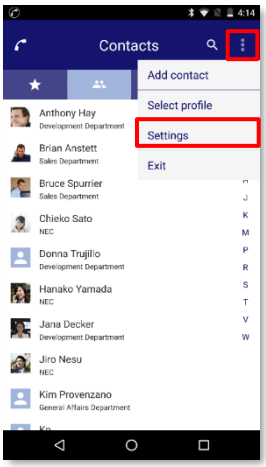
SELECTING A PRESET PLAN

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.



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.

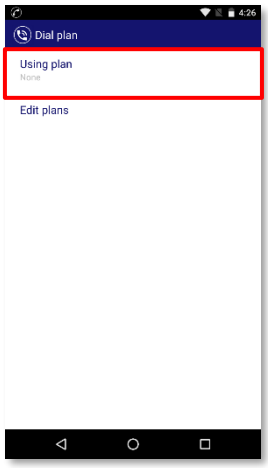
—**Telephone service** screen is displayed.

5 On the **Telephone service** screen, tap **Dial plan** screen.

—**Dial plan** screen is displayed.

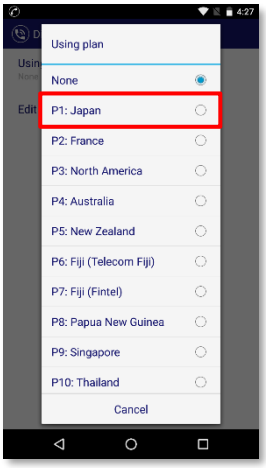
6 On the **Dial plan** screen, tap **Using plan**.

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.



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

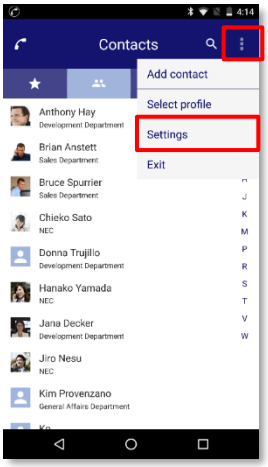
* Prefix numbers that are commonly used in each country or region are preset to the system.



CHECKING CONTENTS OF PRESET PLAN

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

—The **Settings** screen is displayed.



2 On the **Settings** screen, tap **Profiles**.

—The **Profiles** screen is displayed.

3 Tap a profile.

—The **Profile** screen is displayed.

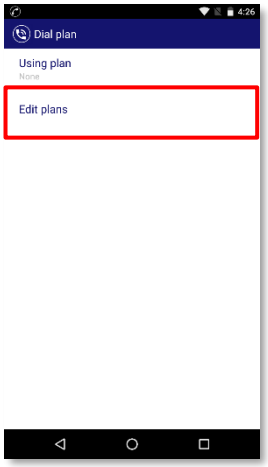
4 On the **Profile** screen, tap **Telephone service** screen.

—**Telephone service** screen is displayed.

5 On the **Telephone service** screen, tap **Dial plan** screen.

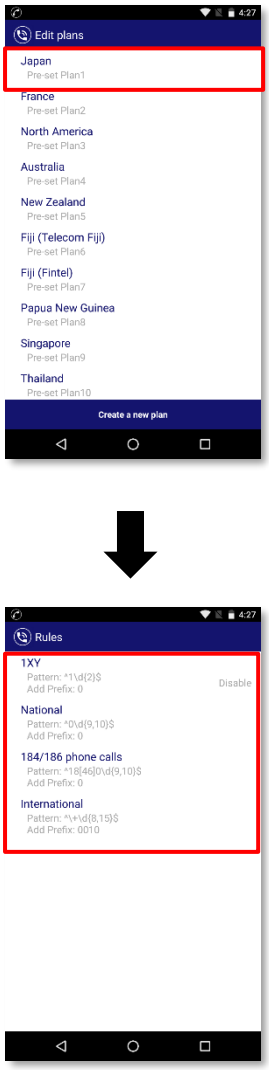
—**Dial plan** screen is displayed.

6 On the **Dial plan** screen, tap **Edit plans**.



7 On the **Edit plans** screen, tap a country or a region whose dial plan you want to check.

—The **Rules** screen is 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 ".

priority

HIGH

LOW

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

【Descriptions】

- Rule : You can name a rule for this dial plan.
- Enable : You can enable/disable a rule. By selecting this, you enable the rule.
- Type : You can specify whether the prefix number should be added or deleted.
- 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".

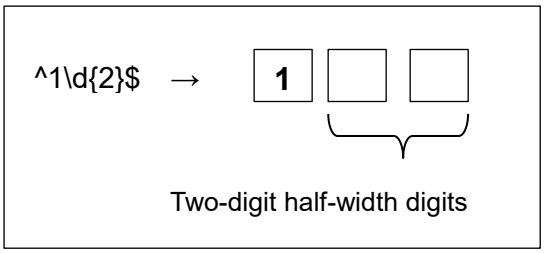
  When an error occurs because the characters entered in the “Number to test” do not match the conditions of the “Pattern” or “Remove Prefix”, the characters displayed in the “Result number to test” are displayed in red

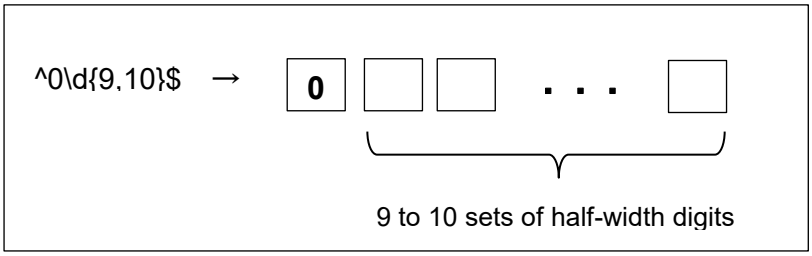
■ How to read regular expressions

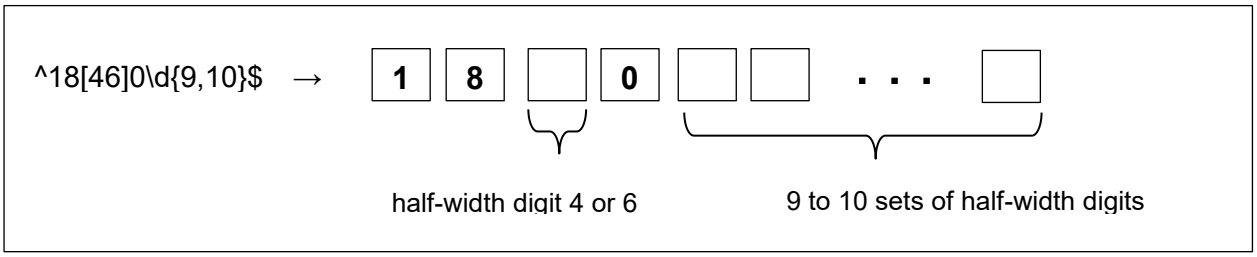
Regular expressions are used to create rules. This section explains how to read regular expressions.

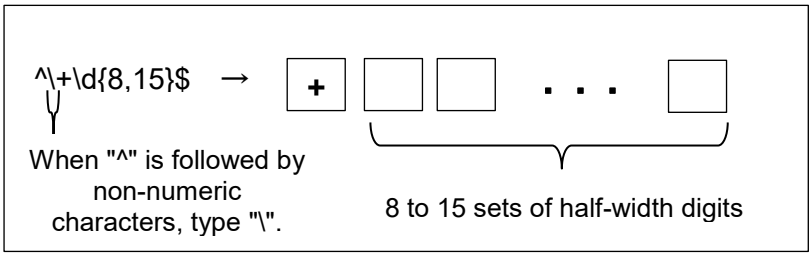
Sample Regular Expression	Meaning
^	Beginning of a pattern
\d	Half-width digit
\d[46]	4 or 6
\d[2-9]	One of 2 to 9
\d{8,15}	8 to 15 sets of numbers
$	End of a pattern

Preset pattern for Japan in regular expressions:









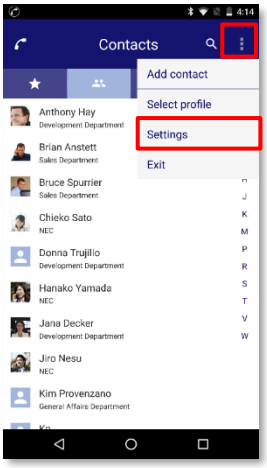
CREATING A CUSTOM PLAN

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.



2 On the **Settings** screen, tap **Profiles**.

—The **Profiles** screen is displayed.

3 Tap a profile.

—The **Profile** screen is displayed.

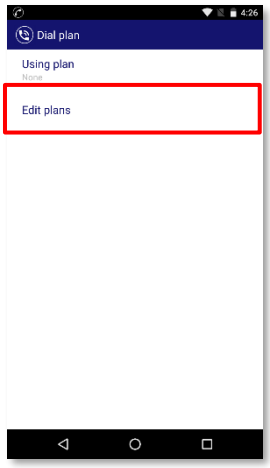
4 On the **Profile** screen, tap **Telephone service** screen.

— **Telephone service** screen is displayed.

5 On the **Telephone service** screen, tap **Dial plan**.

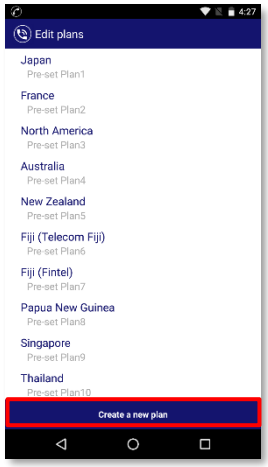
—**Dial plan** screen is displayed.

6 On the **Dial plan** screen, tap **Edit plans**.



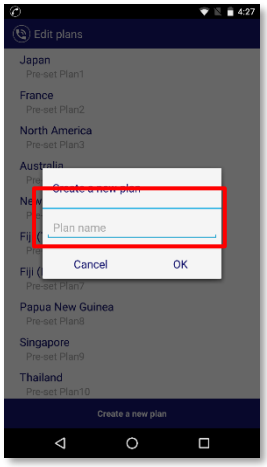
7 On the **Edit plans** screen, tap **Create a new plan**.

— The **Create a new plan** screen is displayed.



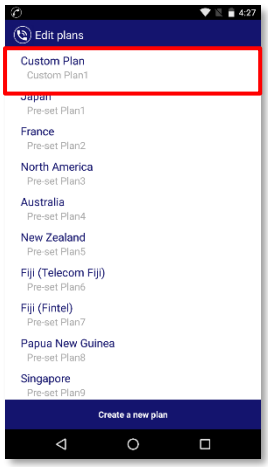
8 On the **Create a new plan** screen, tap **OK**.

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



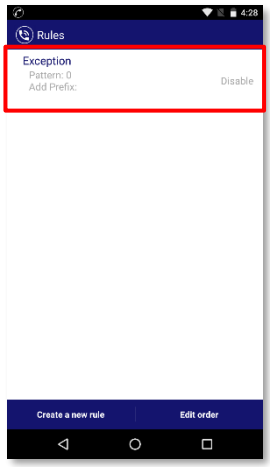
9 Tap **Custom Plan**.

—The **Rules** screen is displayed.

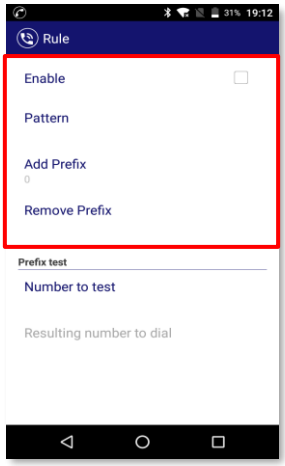


10 On the **Rules** screen, tap **Exception**.

—The **Rule** screen is displayed.



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



12 Tap **Create a new rule**.

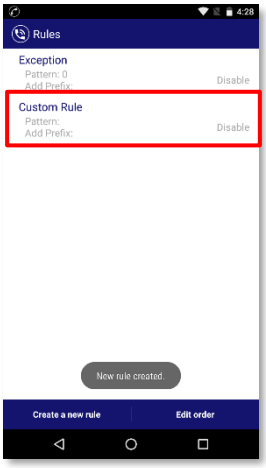
* You can create up to 50 rules.

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

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

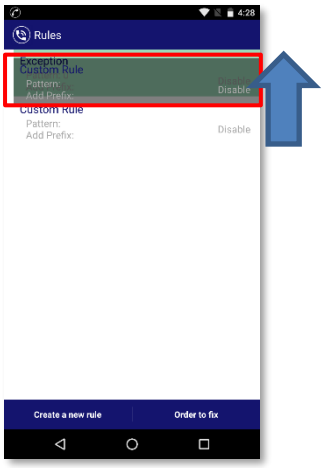
14 Tap and hold **Custom Rule**.

* You can change the name of copy or delete a rule.



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

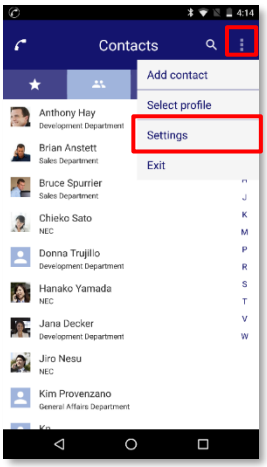
* The top rule has the highest priority.



To copy a preset dial plan

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

—The **Settings** screen is displayed.



2 On the **Settings** screen, tap **Profiles**.

—The **Profiles** screen is displayed.

3 Tap a profile.

—The **Profile** screen is displayed.

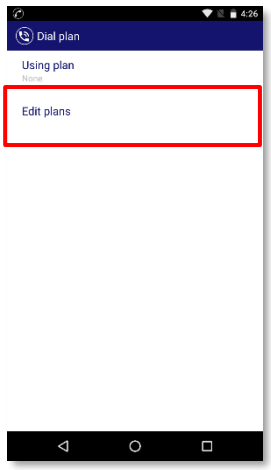
4 On the **Profile** screen, tap **Telephone service** screen.

—**Telephone service** screen is displayed.

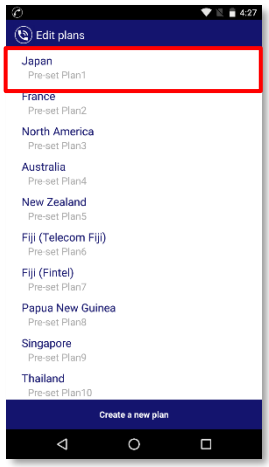
5 On the **Telephone service** screen, tap **Dial plan** screen.

—**Dial plan** screen is displayed.

6 On the **Dial plan** screen, tap **Edit plans**.

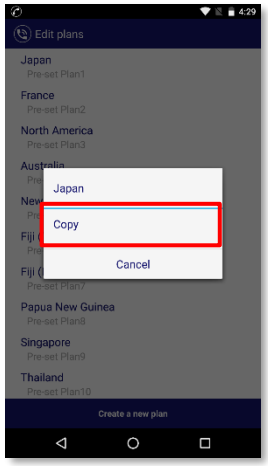


7 On the **Edit plans** screen, tap and hold a preset plan you want to copy.



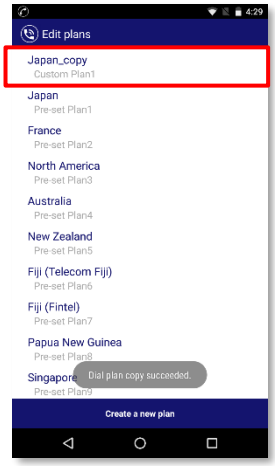
8 Tap **Copy**.

— On taping Copy a popup "Copy dial Plan" is displayed, then click on Yes.



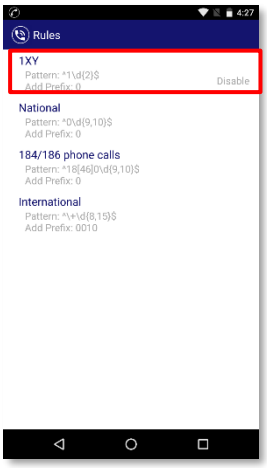
9 Tap a copy plan.

—The **Rules** screen is displayed.

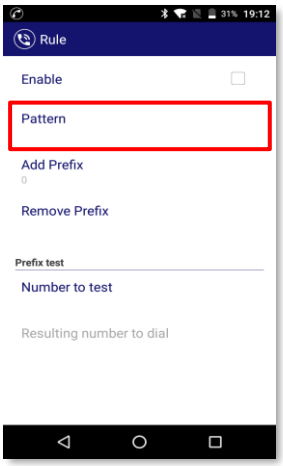


10 Tap a copied preset plan.

—The **Rule** screen is displayed.



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



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

LIST OF DIAL PLAN PRESETS

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

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

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

No.	Rule	Enable	Pattern	Add Prefix	Replace Prefix	Sample
1	International	ON	^011\d*$	9		011
2	Long Distance	ON	^1\d{10}$	9		11234567890 15145321234
3	Local AC	ON	^\d{10}$	9		12345
4	+1 Dialing	ON	^\+1\d*$		+1->9	+12345

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	^190d\{7}$	0	1900909999
7	International	ON	^\+\d{8,15}$	00011	+67722442 +4698066800 +61412582921

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)

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)

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

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

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

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

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

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

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

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

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

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

Taiwan

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

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

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

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

No.	Rule	Enable	Pattern	Add Prefix	Replace 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{8,15}$		+ -> 000	+12345678

Netherlands

No.	Rule	Enable	Pattern	Add Prefix	Sample
1	Own CC +31	ON	^\+31\d{8,15}$	00	+3112345678
2	Other CC xx	ON	^\+\d{8,15}$	000	+12345678
3	National Call	ON	^0\d{6,15}$	0	0123456
4	Urgent Call	ON	^11\d$	0	110

Belgium

No.	Rule	Enable	Pattern	Add Prefix	Sample
1	Own CC +32	ON	^\+32\d{8,15}$	00	+3212345678
2	Other CC xx	ON	^\+\d{8,15}$	000	+12345678
3	National Call	ON	^0\d{6,15}$	0	0123456
4	Urgent Call	ON	^11\d$	0	110

United Kingdom

No.	Rule	Enable	Pattern	Add Prefix	Replace Prefix	Sample
1	National	ON	^0\d{10}$	9		01159695700
2	International1	ON	^00\d{8,15}$	9		00441159695700
3	International2	ON	^\+\d{8,15}$		+>900	+441159695700
4	Emergency	ON	^999$	9		999

Europe (TAC0)

No.	Rule	Enable	Pattern	Add Prefix	Replace Prefix	Sample
1	National	ON	^0\d{10}$	0		01159695700
2	International1	ON	^00\d{8,15}$	0		00491159695700
3	International2	ON	^\+\d{8,15}$	0 00	+	+491159695700
4	Emergency	ON	^112$	0		112

Europe (TAC9)

No.	Rule	Enable	Pattern	Add Prefix	Replace Prefix	Sample
1	National	ON	^0\d{10}$	9		01159695700
2	International1	ON	^00\d{8,15}$	9		00491159695700
3	International2	ON	^\+\d{8,15}$	9 00	+	+491159695770
4	Emergency	ON	^112$	9		112

Pouland(TAC0)

No.	Rule	Enable	Pattern	Add Prefix	Replace Prefix	Sample
1	Emergency 1	ON	^112$	0		112
2	Emergency 2	ON	^9[8-9]\d{1}$	0		989 999
3	National 1	ON	^[1-9]\d{8}$	0		159695700
4	National 2	ON	^\+48\d{8,15}$	0	+48	+48159695700
5	International1	ON	^00\d{8,15}$	0		00431159695700
6	International2	ON	^\+\d{8,15}$	0 00	+	+431159695770

UAE

No.	Rule	Enable	Pattern	Add Prefix	Replace Prefix	Sample
1	Mobile National 1	ON	^0\d{8,9}$	9		0506402292 0116402292
2	Mobile National 2	ON	^\+971\d{8,9}$	90	+971	+971506402292 +97142993342
3	Mobile National 3	ON	^00971\d{8,9}$	90	00971	00971506402292 0097142993342
4	International 1	ON	^00\d{8,15}$	9		00966506402292
5	International 1	ON	^\+\d{8,15}$	900	+	+966 50 6402292
6	Toll Free Paid Svc Emergency	ON	^[689]\d{2,15}$	9		800344357 600533335 999998997

Germany

No.	Rule	Enable	Pattern	Add Prefix	Replace Prefix	Sample
1	Notruf	ON	^11[0,2]$	0		112
2	International DE +49	ON	^+49\d{4,21}$	00	+49	+491159695700
3	International DE 0049	ON	^0049\d{4,21}$	00	0049	00491159695770
4	International Ausland	ON	^\+\d{4,21}$	000	+	+441159695700
5	National oder international	ON	^0\d{4,21}$	0		02122860
6	Subscriber	ON	^\d{5,10}$	0		884989251

APPENDIX 2: SPECIFICATIONS

This section describes the main specifications of ST500.

Item		Specifications
Protocol		NEC Standard SIP
Supported Communication Server		SV9500 *V5 or later and only the Internal SIP handler is supported. SV9300 * V5 or later and Peer-to-Peer mode OFF is recommended. SV9100 * R7 or later SL2100 * R1.5 or later
Support CODEC	Voice call	G.711μ-law/G.711 A-law/G.729a/G.722.1/G722/Opus
	Video call	H.264
Supported language		English(GB,US,AU)、Japanese、Chinese(Traditional, Simplified)、Portuguese(Brazil)、Spanish(Spanish、Mexico)、French、German、Dutch、Arabic (NOTE1)
CODEC payload		20ms/ 30ms/ 40ms
DTMF transmission		RFC2833/ deemed
Incoming call standby while the terminal is in sleep mode		Available
Incoming call standby while the app is in background mode		Available
Speakerphone		Available
High-speed handover		Available
Originating/answering/holding/transferring a call		Available
Call pickup		Available
Communication environment		Wi-Fi/3G/LTE (Communication in 3G/LTE environment requires UNIVERGE Internet Extended Extension “dokodemo” Services. Voice quality depends on the network environment of communication provider.)
Support OS (NOTE2)		Android : 6.0 ～ 10 (NOTE3) For EMEA markets Android 8 is the minimum requirement.
Activation Key		SV9XXX and SL21xxx: ”1b8ff2a283623dae”
		SIP@Net : “7ed5d88fa6220a6e”

NOTE1: Select Language from Phone settings, ST500 will use it in the character input screen and text read-out.
NOTE2: Please see the Release note for details of supported OS.
NOTE3: Please see the Release note for details of Android version restrictions.
As an example, there are the following restrictions.

1) Android versions 8.0 or later.
-Notification dots and multi-window function are not supported.
2) Android versions 9.0 or later.
- Even in the manner mode, depending on the Android device model, the ring tone sounds when an incoming call is received.
-The sound volume of the ring tone is not adjusted with the volume control key.

UNIVERGE ST500 for Android Operation Manual

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NEC Corporation