



# UNIVERGE ST500 for iOS

Operation Manual

## 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.

#### TRANSITION FROM iOS STANDARD PHONE APP SCREEN

Describes operation from iOS standard phone app during call.

#### FAQ AND TROUBLESHOOTING

Describes how to confirm operation status, change settings, and receiving Mobile Carrier 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.

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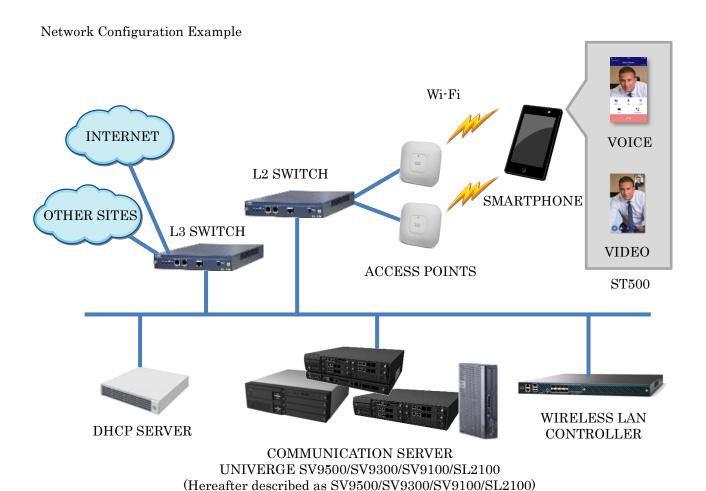
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# ABOUT ST500

### **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.



1

## 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 will not operate properly due to the confliction of the audio control.

NOTE3: Use ST500 always in the active state (it can be in the background state).

## SYSTEM REQUIREMENTS

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

Item	System Requirements	
Supported OS (NOTE4)	iOS:	Supports only the latest version released by Apple Inc. (NOTE5)

NOTE4: Please see the Release note for details of supported OS.

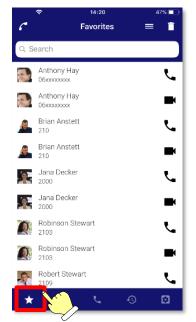
NOTE5: Recommended settings in iOS12

- 1) To disable automatic software updates Settings > General > Software Updates > Automatic Updates
- 2) To add ST500 to the ALLOWED APPS Settings > Screen Time > Always Allowed
- 3) When using push notifications, turn off Wi-Fi Assist. Settings > Cellular > Wi-Fi Assist(OFF)

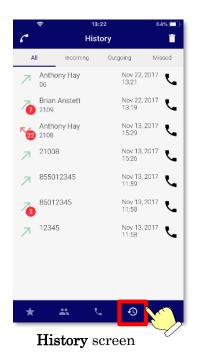
### SCREEN NAMES AND FEATURES

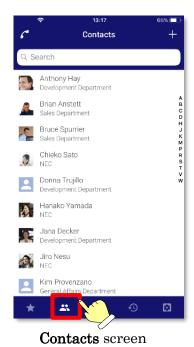
## Primary features and operations

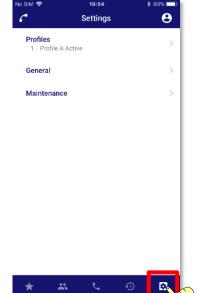
The following are the primary screens (Favorites, Contacts, Call, History, and Settings) of ST500. The screens are tab-based.

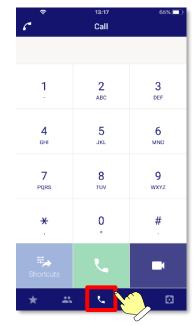


Favorites screen





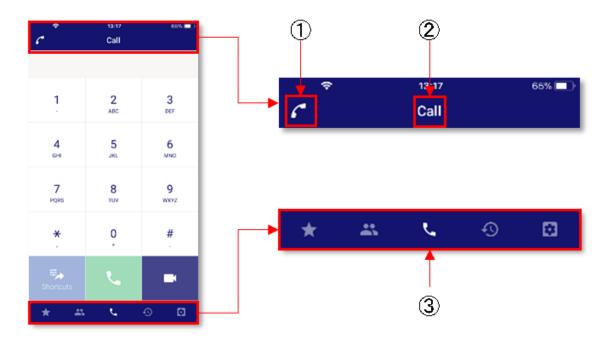




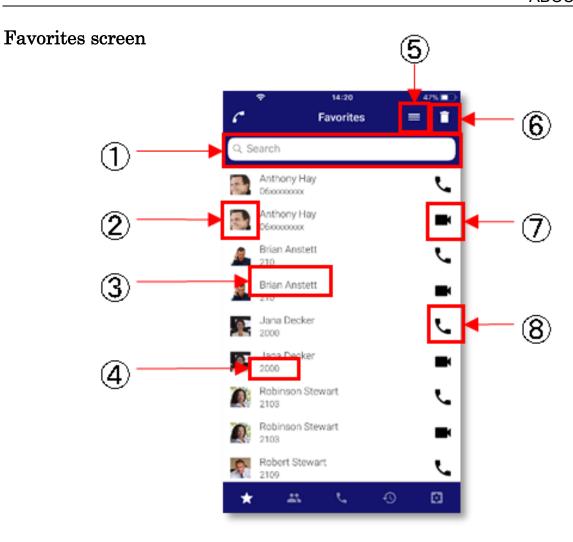
Call screen

Settings screen

### General screen structure

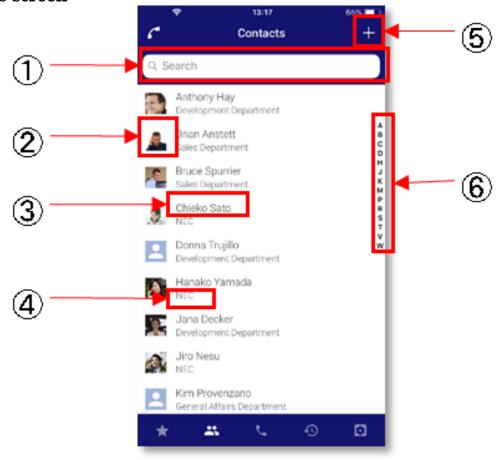


No.	Names	Functions
1	Registration status icon	Displays the status of ST500.  Connecting to the main server.  Profile is not available.  Ready.  Hold.
2	Tab name	Displays current tab screen name.
3	Tab switch icons	<ul> <li>Favorites: Displays most commonly used contacts.</li> <li>Contacts: Displays the data registered in the Phonebook of the terminal.</li> <li>Call: Displays dial pad.</li> <li>Displays call histories.</li> <li>Settings: Displays settings menus.</li> </ul>



No.	Names	Functions
1	Search Field	Enter the keywords in this field for searching desired contact.
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	Number	Displays a number that was selected when registered to Favorites.
5	Sort icon	Tap this icon; ST500 starts sort mode.
6	Delete icon	Tap this icon, and ST500 starts delete mode.
7	Video call icon	Tap this icon; ST500 makes a video call to the number.
8	Voice call icon	Tap this icon, and ST500 makes a voice call to the number. Tap and hold enables hands-free call.

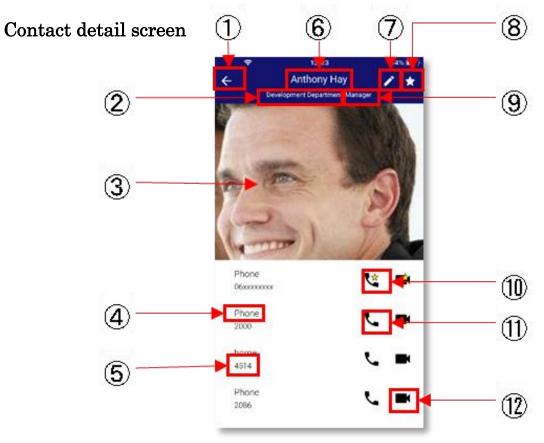
#### Contacts screen



NOTE1: The data displayed on this screen are those registered in the Phonebook of the terminal. NOTE2: ST500 displays contact names from all contact groups.

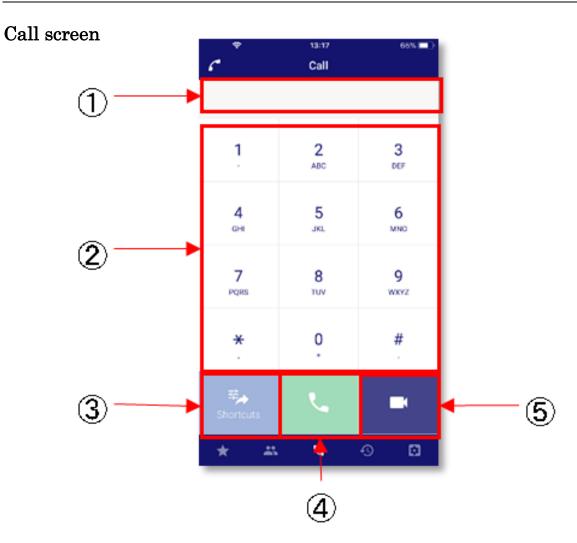
No.	Names	Functions
1	Search Field	Enter the keywords in this field for searching desired contact.
2	Picture	Displays the picture that is registered in the Phonebook of the terminal.  When a picture is not registered, ST500 default picture is displayed.
3	Name *	Displays the name that is registered in 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.
4	Organization *	Displays the organization that is registered in the Phonebook of the terminal.  When an organization is not registered, nothing is displayed here.
5	Add New Contact	Add the new member in Contacts.
6	Index search	Tap an index; the screen transits to the first user on that index.

<sup>\*</sup> If the input value is longer than the field size, the end of the value is displayed with [...].

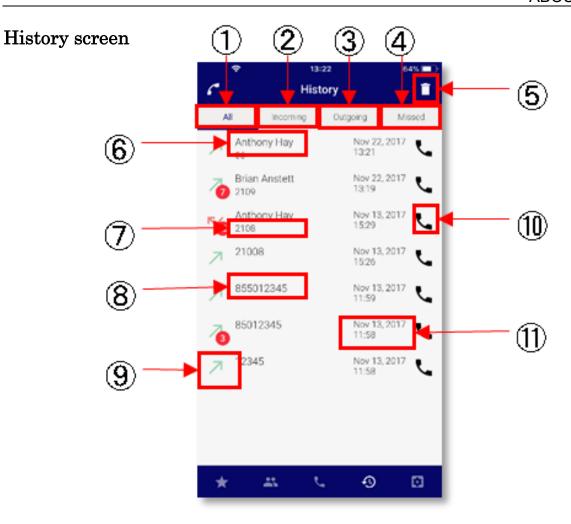


No.	Names	Functions
1	Back icon	Return to the Contacts screen.
2	Organization *	Displays the organization that is registered in the Phonebook of the terminal.  When organization is not registered, nothing is displayed here.
3	Picture	Displays the picture that is registered in the Phonebook of the terminal. When a picture is not registered, ST500 default picture is displayed.
4	Number type *	Displays the number type that is registered in the Phonebook of the terminal.
5	Number *	Displays the number that is registered in the Phonebook of the terminal.
6	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.
7	Edit icon	Edits the contacts.
8	Add to Favorite icon	Adds to Favorites.
9	Position *	Displays the title that is registered in the Phonebook of the terminal.
10	Favorite icon	A yellow star is added to the ones that have been added to Favorites.
(1)	Voice call icon	Originates a voice call. Tap and hold activates hands-free mode.
12	Video call icon	Originates a video call.

<sup>\*</sup> If the input value is longer than the field size, the end of the value is displayed with [...]. (NOTE) When switching from the screen of ST500 to the editing screen of iOS, the camera cannot be used due to OS restriction.



No.	Names	Functions
1)	Number input field	Displays entered numbers. (Copy and paste available since Ver4.3)
2	Dial pad	Used for entering telephone numbers.
3	Shortcuts icon	Displays shortcut menu screen.
4	Voice call icon	Originates a voice call to the number that is displayed in the number input field.  Tap and hold activates hands-free mode.  If you tap this icon with no number displayed in the number input field, the last number you called is displayed. (redial function)
⑤	Video call icon	Originates a video call to the number that is displayed in the number input field.

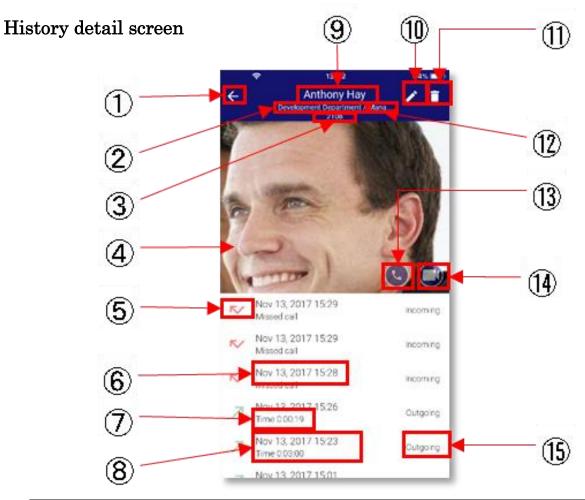


No.	Names	Functions
1	All	Displays all histories.
2	Incoming	Displays incoming call histories.
3	Outgoing	Displays outgoing call histories.
4	Missed	Displays missed call histories.
5	Delete icon	Tap this icon, and ST500 starts delete mode.
6	Name	When registered in the Phonebook of the terminal, name is displayed. Otherwise, number is displayed.
7	Number	Displays numbers.  When the caller is not registered in the Phonebook of the terminal, this space does not display any data.
8	Display for non-registered number	Number is displayed for Name field.
9	Call type icons	Displays call types (outgoing, incoming, missed). *
10	Voice call icon	Tap this icon; ST500 makes a voice call to the number. Tap and hold activates hands-free mode.
(1)	Time/date of occurrence	Displays time and date of the call.

\* Each icon indicates the following history type.

Icon	Call Type
7	Successful outgoing call Cancelled outgoing call Failed outgoing call
~	Successful incoming call Failed incoming call
<b>►</b>	Missed call

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



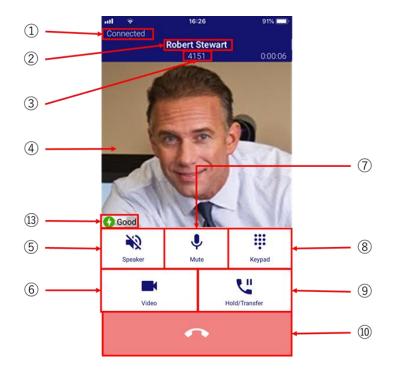
No.	Names	Functions
1	Back icon	Return to the History screen.
2	Organization *	Displays the organization that is registered in the Phonebook of the terminal.  When organization is not registered, nothing is displayed here.
3	Number *	Displays numbers.
4	Picture	Displays the picture that is registered in the Phonebook of the terminal.  When a picture is not registered, ST500 default picture is displayed.
⑤	Call type icons	Displays call types (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 was not realized, detailed code is displayed.
8	Delete	Tap and hold on a history deletes individual history data.
9	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.

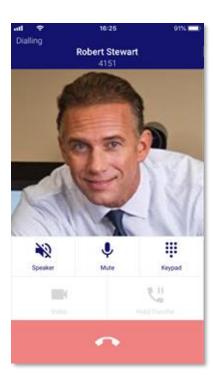
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No.	Names	Functions
10	Edit icon	Edits the contacts. If the contact is not registered in the Phonebook of the terminal, ST500 transits to Create new contact screen.
11)	Delete icon	Delete all of call history for this contact.
12	Position *	Displays the title that is registered in the Phonebook of the terminal.
13	Voice call icon	Originates a voice call. Tap and hold activates hands-free mode.
14)	Video call icon	Originates a video call.
15	Туре	Displays call type (incoming/outgoing).

<sup>\*</sup> If the input value is longer than the field size, the end of the value is displayed with [...].

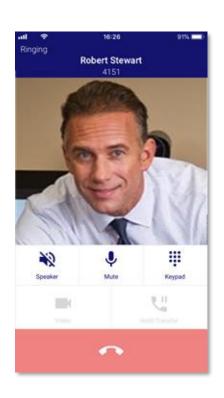
### Voice call screen



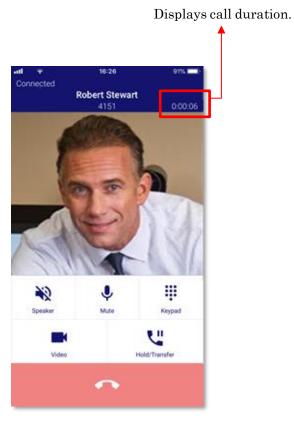


Voice Call screen

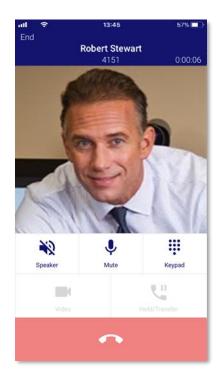
Dialing

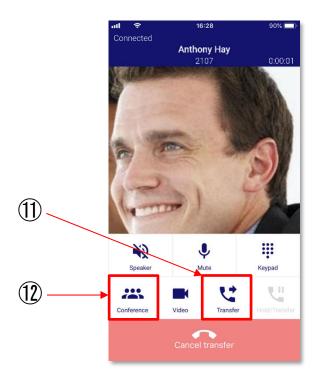






Connected





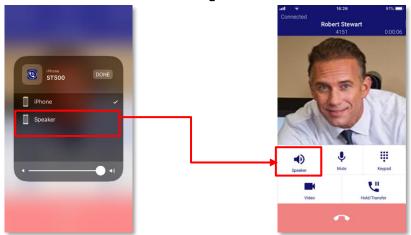
Ending

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.)
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.
(1)	Transfer icon	Compeletes transfer.
12)	Conference icon	Starts a conference call.

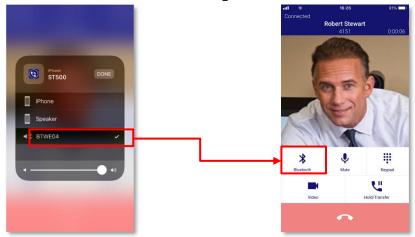
(13)	Connection status icons	ST500's connection status display.  This icons display after ST500's call status is connected call.  NOTE: In order to display connection status in ST500'screen, it is necessary to enable "Show connection status during a call".
------	-------------------------	---

### When speaker is selected for output source



The Speaker icon changes to without slash.

### When Bluetooth is selected for output source



The Speaker icon changes to the Bluetooth icon.

NOTE1: It is not possible to answer/disconnect using the Bluetooth headset.

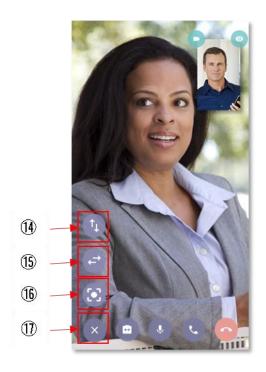
NOTE2: If you answer an incoming call while connecting to Bluetooth, the device will change to the "iPhone".

NOTE3: Volume adjustment with the slider on the device switching screen is not available.

NOTE4: When a terminal alarm sounds during a call, the alarm stops the control of the audio device. The ST500 call becomes silent (it will not be restored even after the alarm no longer sounds).

## Video call screen





Default Video Call Screen

Option Buttons on Video Call Screen

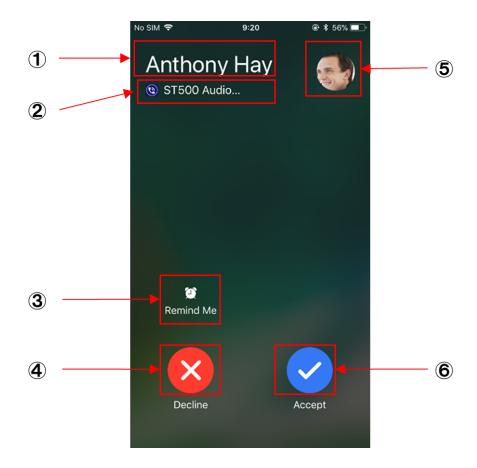
No.	Names	Functions
1	Call Status	Displays the status of the call. (Ringing)
2	Name *	Displays the name that is registered in the Phonebook of the terminal.  When name is not registered but organization is registered, organization is displayed here.  When neither name nor organization are registered, 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, and your picture reappears.
12	PreviewPicture	Displays your picture. Tap this field; your picture disappears. Tap again, and 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 the PartnerPicture .
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".

<sup>\*</sup> If the input value is longer than the field size, the end of the value is displayed with [...].

## Incoming Call screen



No.	Names	Functions
1)	Name	When registered in the Phonebook of the terminal, name is displayed.  When name is not registered but organization is registered, organization is displayed here.  When neither name nor organization are registered, the number that is registered is displayed here.
2	Kind of incoming call	Displays kind of incoming call. In case of video call, "ST500 video" is displayed.
3	Remind Me	Sets the reminder and rejects the call.
4	Decline icon	Disconnects an incoming call.
(5)	Photo	Displays a photo if registered in the Phonebook of the terminal. Nothing displays if not registered in the Phonebook of the terminal.
6	Accept icon (video call)	Accepts an incoming 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 smart device
- · Setting wireless LAN on your iOS-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

- **7** Tap the **ST500** icon on the **Home** screen.
  - -ST500 opens, and the **Favorites** screen is displayed.

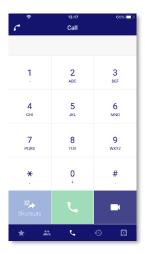




 $\textbf{Favorites} \ \mathrm{screen}$ 

## CLOSING ST500

**1** Push **Home** button twice on terminal.



**2** The list of apps in activation is displayed.



3 Swipe upward on the ST500 to close.



# CALL FEATURES

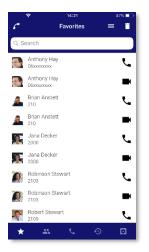
### ORIGINATING A CALL

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 <u>APPENDIX 1: DIAL PREFIX FEATURE</u>.





**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 handsfree mode.

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

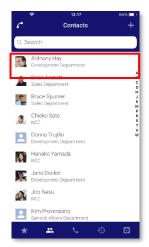


Ringing

Connected

### To originate a call from the Contacts screen

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



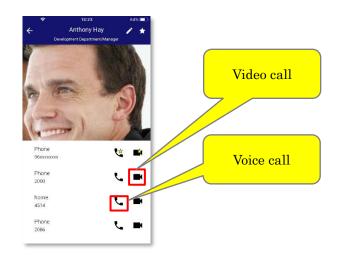
- **2** Do either of the following operations.
  - · For voice calls:

Tap 📞 icon.

· For video calls:

Tap ■ icon.

\* Tap and hold enables handsfree mode.



· Voice call:

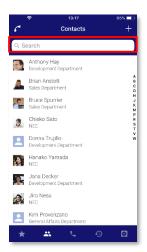


· Video call:



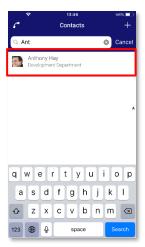
### To originate a call after searching a contact

**1** Tap the **Search** field.



- 2 The search keywords are contact name, phonetic name, organization, and phone number. The contacts correspond to the keywords are displayed.
  - 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.

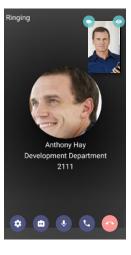
\* Tap and hold enables handsfree mode.



· Voice call:



· Video call:



## To originate a call from the History screen

Voice Calls (1):

- 1 To make a voice call, tap icon on the **History** screen.
  - \* Tap and hold enables handsfree mode.

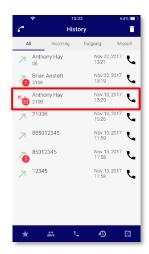
-A voice call is made.





Voice Calls (2):

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.



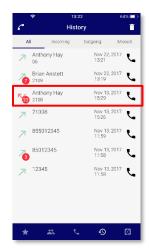


-A voice call is made.



Video Calls:

To make a video call, tap a history on the History screen.



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



-A video call is made.



#### To originate a call from the Favorites screen

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



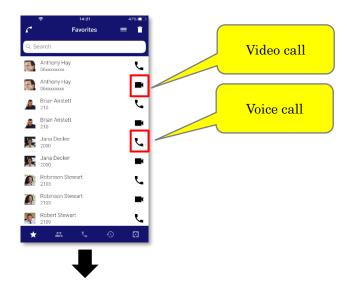
- **2** Do either of the following operations.
  - · For voice calls:

Tap 📞 .

· For video calls:

Tap ■ .

\* Tap and hold enables handsfree mode.



· Voice call:



· Video call:



## To redial

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



- **2** Tap or or icon again to originate a call.
  - —The call is originated to the last number you called.
  - \* Tap and hold enables handsfree mode.



· Voice call:



· Video call:

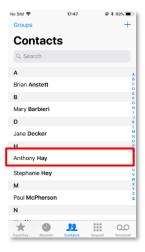


#### To originate a call from the iOS standard Contacts

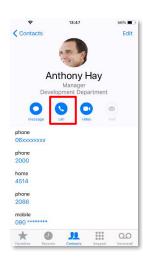
1 Tap icon and display Contacts.



2 On the Contacts screen, tap a contact.



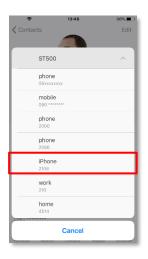
3 Tap and hold icon.



4 Select the ST500.



**5** Select the number you want to call.

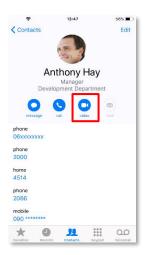


6 The screen is changed to the ST500 and originate a call.

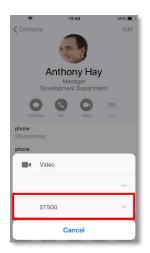


*1* Similar to the voice call, video call is available too.

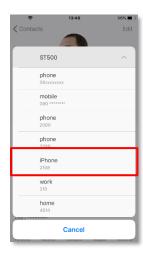
On the Contacts detail screen of iOS dialer, tap and hold icon.



2 Select the ST500.



 $\boldsymbol{3}$  Select the number you want to call.



The screen is changed to the ST500 and originate a call.



## ANSWERING A CALL

#### To answer an incoming call

**1** • For answering :



Whether to make a voice call or a video call after answering depends on the call from the opposite terminal.







Connected



Connected



<sup>\*</sup>Customers who use Push incoming call after iOS13+ST500(V6.1) will change the incoming motion. Please check the following.
ST500 incoming call screen motion change

#### To decline a call

1 Tap of for an incoming call.

—The call is disconnected.

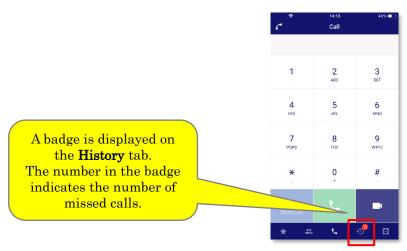


## To miss an incoming call

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







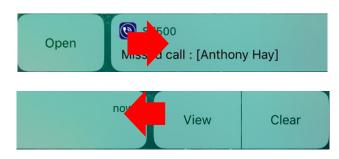
If there is a missed call, displayed in the notification center as shown below and can make a call back from the notification center or transition to the history tab. Only one latest missed call is displayed in the notification center.

Open: Call back.

 $View: Display \ \lceil Dial \rfloor \ and \ \ \lceil History \rfloor \ .$ 

Clear: Clear the notification center.





# To answer a call from Mobile Carrier network while there is an ongoing ST500 call

When receive a mobile call interruption, an end user can select that "Hold ST500 call and Answer mobile call" or "End ST500 call and Answer mobile call". While choices are displayed, a user can listen incoming calls as call waiting.

**1** If there is an incoming Mobile Carrier call while another call is in progress on ST500...



2 Can select that "Hold ST500 call and Answer mobile call" or "End ST500 call and Answer mobile call".

Disconnect ST500 calling party and answer to Mobile Carrier incoming call.



Mobile Carrier incoming call

# To answer a call from ST500 network while there is an ongoing Mobile Carrier call.

You can receive incoming calls from ST500 during a Mobile carrier call (contains other apps such as Zoom etc.).

There are conditions (\*) for receiving an ST500 interrupt call during a Mobile carrier call, so please confirm the following conditions.

1 You can select that "Hold Mobile carrier call and Answer ST500 call" or "End Mobile carrier call and Answer ST500 call".



#### (\*) Conditions

- 1. Support after ST500 (V7.0.14400 (0204))
- 2. If Auto in the profile list has "Profile with Push setting OFF", ST500 interrupts cannot be received. Please change the Push setting of the profile in Auto to ON, or move the profile with Push setting OFF to Manual and use it.

<sup>\*</sup> For Push settings and profile settings, see the iOS settings manual.

#### Show in call list

Please note that the call list can't be hidden on the setting screen when receiving a call from My Line.

1



2





When the call list is displayed on the setting The above message is displayed because the screen, tap the icon below.

call list cannot be hidden.

- · Resist status icon
- · Incoming call
- \* Even if you tap the profile selection icon, the transition does not occur.

You can hide the call list on dial screens other than the setting screen.

1





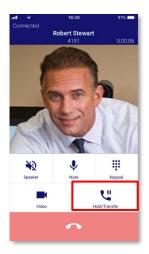
Tap the icon below on a screen other than the setting screen (dial screen, etc.).

The call list is hidden.

- · Resist status icon
- · Incoming call

#### HOLDING A CALL

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



Connected

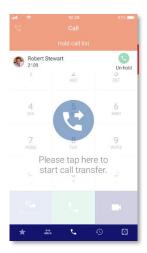
- Your screen transits to the previouslydisplayed screen with Hold call list.
   (Screenshot on the left)
- -The opposite party is put on hold and hears music-on-hold (Minuet). (NOTE) (Screenshot on the right)
- \* The call state of the other party is displayed as "Held". (Depending on the type and settings 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.

NOTE: The proximity sensor works while holding by the OS specification.

• For transfer a call: refer to TRANSFER A CALL

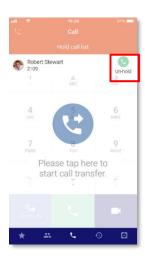


Holding a call (Holding user)



Held caller hears music-on-hold.

Held call (Held user)



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



#### Show in Hold call list

You cannot hide the call list on the Hold screen Settings tab. Therefore, please hide the call list after transitioning to the dial tab.

1





When the call list is displayed on the setting tab screen, tap the icon below.

2



The above message is displayed because the call list cannot be hidden.

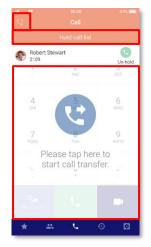
- · Resist status icon
- · Hold call list
- · Telephone mark
- \* Even if you tap the profile selection icon, the transition does not occur.

## TRANSFERRING A CALL

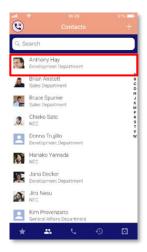
#### To transfer a call

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 Hold call list .
     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.





• From the **Call** screen:

Tap the **Call** icon and enter the destination telephone number.

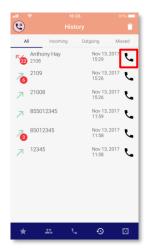
Tap



• From the **History** screen:

Tap the **History** icon and a member to transfer the call to.

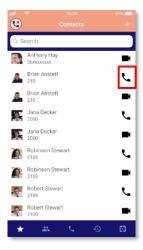
Tap 📞 .



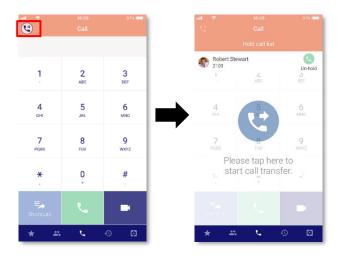
• From the **Favorites** screen:

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

*1* Slide to right to answer the call.



- 2 The screen transits to the OS standard Phone app screen, not to the ST500 call screen.
  - If you tap the **ST500** icon, the screen transits to the ST500 audio call screen.
  - If you tap the **video** icon, an ST500 video call starts.
  - If you tap the **add call** icon, the OS standard Contacts app screen opens.

NOTE1: On answering an incoming call, the device momentarily changes to the speaker mode. The audio comes back to the handset in an instant.

NOTE2: When accept a video on the lock screen, self picture is not sent to the other party. (The other party's screen becomes black).



When a passcode is set to the device, you are asked to enter it after tapping the **ST500** icon, the **video** icon, or the **add call** icon before continuing the operation.





- *3* When you tap the **ST500** icon:
  - The ST500 Voice Call screen is displayed.



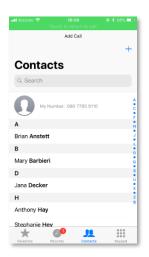
#### When you tap the video icon:

- The ST500 Video Call screen is displayed.



When you tap the add call icon:

The OS standard **Contacts** app screen is displayed.





#### NOTE 1: When you tap the add call icon:

The screen transits to the OS standard **Contacts** app screen where you can perform various operations such as originating a call from History or Contacts. (See <u>To originate a call from the iOS standard Contacts</u>.)

However, because a call is still ongoing, you cannot originate another call right away. You will see the **Can't dial right now** message as in the following screenshot.

To originate the second call, you have to operate from the ST500 app screen. Follow the procedure on the next page.

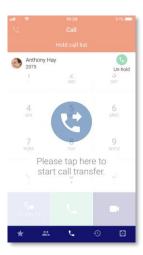
1 Tap the **ST500** icon on the OS standard Phone app screen.



The ST500 Call screen opens. (You may be asked to enter the passcode.)Tap Hold.



*3* Operations hereafter such as transferring the call or starting a conference are the same with the standard ST500 app operations.



NOTE 2: If there are multiple hits in the Contacts to the incoming telephone number, multiple names are displayed on the OS standard Phone app screen. Meanwhile, only one of them is displayed on the ST500 app screen. There may be a case where a picture displayed on the OS standard Phone app screen is different from the one displayed on the ST500 Call screen.

In the following case, Bruce Spurrier and Anthony Hay came back as hits to the telephone number search. On the OS standard Phone app screen, the picture of Bruce Spurrier is displayed, and on the ST500 Call screen, the name and picture of Anthony Hay are displayed.







OS Standard Phone App Screen

ST500 Call Screen

NOTE 3: If there is an incoming video call to ST500 while ST500 is in foreground, answering the call transits the screen to ST500 video call right away.

If there is an incoming video call to ST500 while ST500 is in background or the screen is locked, answering the video call does not start a video call as long as the device displays the OS standard Phone app screen. Your phone handles the call as a voice call and the screen of the caller transits to a voice call screen.

To use a video call, originate a video call from your device, or answer an incoming video call after displaying the ST500 app screen on your device.

## 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 <u>HOLDING A CALL</u> No. 1 and <u>TRANSFER A CALL</u> 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.

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

	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.

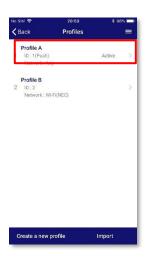
- **1** On the **Main** screen, tap **Settings**.
  - -The **Settings** screen is displayed.



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



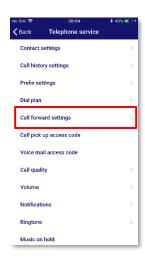
- 3 On the Profiles screen, tap Profile.
  - -The **Profile** screen is displayed.



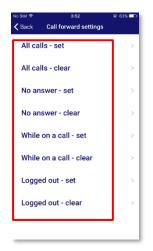
- **4** On the **Profile** screen, tap **Telephone** service.
  - The **Telephone service** screen is displayed.



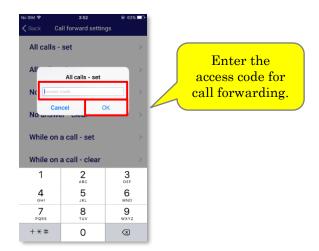
- On the Telephone service screen, tap Call forward settings.
  - The **Call forward settings** screen is displayed.
  - To use Call Pickup, refer to <u>To preset</u> access codes for call pickup.



- 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

8 Repeat the above procedure for each call forwarding setting.

#### To operate call forwarding

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



The **Shortcuts** screen is displayed.

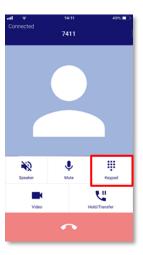


**2** Tap a shortcut you want to use.





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, use the process listed below.

Tap .

**1** The **Shortcuts** screen is displayed.



**2** Tap a shortcut you want to use.



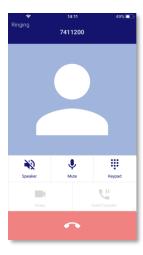
3 The access code is displayed.



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



The call status changes to Ringing.



## **CALL PICKUP**

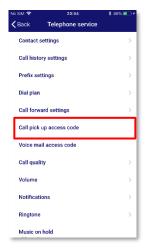
This section describes how to set Call Pickup.

#### To preset access codes for call pickup

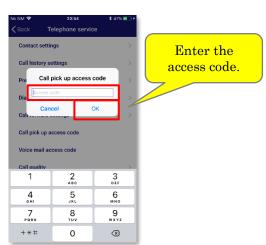
To use Call Pickup, configure access code for enabling/disabling the service.

Please perform this operation after implementing To preset access codes for call forwarding No1 to 4.

- 5 On the Telephone service screen, tap Call pickup access code.
  - -The screen is displayed.



6 On the Call pickup access code screen, enter the access code and tap OK.



#### 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.

7 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

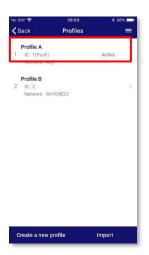
- 7 On the Main screen, tap Settings.
  - -The **Settings** screen is displayed.



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



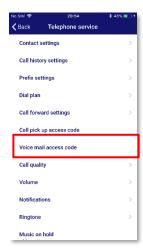
- 3 On the Profiles screen, tap Profile.
  - -The **Profile** screen is displayed.



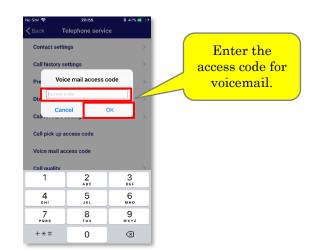
- **4** On the **Profile** screen, tap **Telephone** service.
  - The **Telephone service** screen is displayed.



- 5 On the Telephone service screen, tap Voicemail access code.
  - The **Voicemail access code** screen is displayed.
  - To set voicemail notification, refer to <u>To restrict/allow voicemail notification</u>.



 ${\it 6}$  Enter the access code for voicemail and tap  ${\it OK}$ .



#### 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.

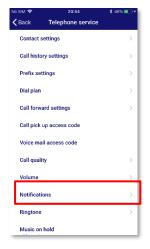


#### To restrict/allow voicemail notification

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

Please perform this operation after implementing To preset access codes for voicemail No1 to 4.

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



6 On the Notifications screen, select Voicemail notification.



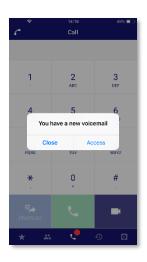
#### To check voicemail

New voicemail is notified in the following ways:

- · A pop-up dialog(Ver4.2 or earlier) or Notification Center (Ver4.3 or later)
- · A badge on the Call tab
- · Badge display on the app icon

Pop-up Dialog Notification Center Badge (on the Call tab)

(Ver4.2 or earlier) NOTE (Ver4.3 or later) NOTE (on the app icon)









If the Voicemail Notification is enabled in the previous section, (see <u>To restrict/allow voicemail notification</u>) all of the above types(NOTE) of notifications are used. Otherwise, only the badge (on Call Tab) notification is used.

NOTE: You are notified either by Pop-up Dialog or Notification Center, depending on Ver.

#### [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.	

#### Voicemail notification display motion change

From ST500(V6.2 or later) + SV9500(V8.1)/SV9300(V9.1), the voicemail notification display has been changed.

V6.1 or earlier, when a new voicemail was received, the CallKit screen was displayed for a moment, and a banner notification was also displayed. However, V6.2 or later, only banner notifications will be displayed.

(NOTE) This feature depends on combination with the version of the telephony server. (ex, SV9500 (V8.1)/SV9300(V9.1) or later)

[ST500V6.1 + SV9500(V8.0)/SV9300(V9.0) or earlier)]

(ST500 During background or application closed)

- · Banner notification
- "You have a new voicemail"
- · CallKit screen
- "Connecting..."

[ST500(V6.2 or later) + SV9500(V8.1)/SV9300(V9.1)]
(ST500 During background or application closed)

- Banner notification
- "You have a new voicemail"



ST500V6.1 + SV9500(V8.0)/ SV9300(V9.0) or earlier)



ST500(V6.2 or later)+ SV9500(V8.1)/ SV9300(V9.1)

From ST500(V7.0 or later) + AspireWX R4, the voicemail notification display has been changed.

Before to ST500V7.0, when a new voicemail was received, the CallKit screen was displayed for a moment. However, V7.0 or later, only banner notifications will be displayed.

[ST500V6.2 + AspireWX (R3 or earlier)] (ST500 During background or application closed)

· CallKit screen "Connecting..."

[ST500(V7.0 or later) + AspireWX R4] (ST500 During background or application closed)

Banner notification
"There was a voicemail."



ST500V6.2 + AspireWX (R3 or earlier)



ST500(V7.0 or later)+ AspireWX R4

## 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

**7** 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

**7** 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

- **7** 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

- **7** 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

- **7** 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.

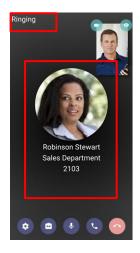




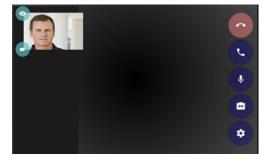
# CALL STATUS AND CONTACT INFORMATION DISPLAY

#### 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.

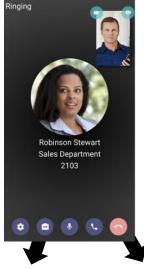


NOTE: In landscape mode, call status and name, organization, and number are not displayed while ringing.

## 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

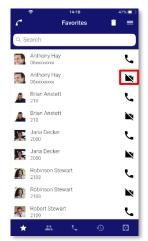
#### ST500 and ST500

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.



## 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: On the incoming screen, "ST500 audio ..." will be displayed even if the partner's call

is video call.

NOTE3: If the Camera is not permitted, the video icon is always grayed out and cannot be used.

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

## To enable video call after starting up ST500

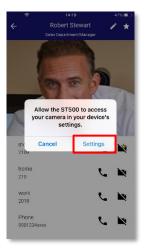
You can enable video call after starting up ST500.

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



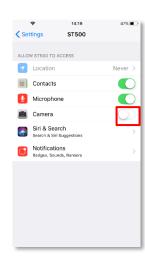
2 Smart device asks to allow using camera.



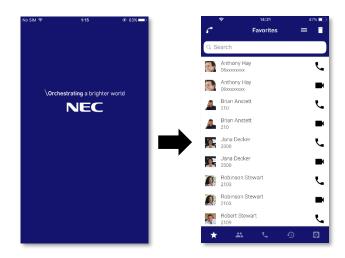


**3** The screen is changed to permissions setting.

Set to allow using Camera.



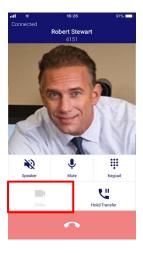
When permission setting is changed, the ST500 is restarted. After the restart, video call can be used.



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

## 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 does not change 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 but the call is maintained a video call.
- NOTE 7: When the connected communication server is SV9500, if the opposite terminal receives video from ST 500 and responds to the video, the ST500 on the calling side displays the voice screen once and transitions to the video call screen.

  \*In the case of voice calling → video call switching, the above events do not occur.
- NOTE8: 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].
- NOTE9: 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.

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Subline	call	notitica	าบดาเรา

## Subline call notification

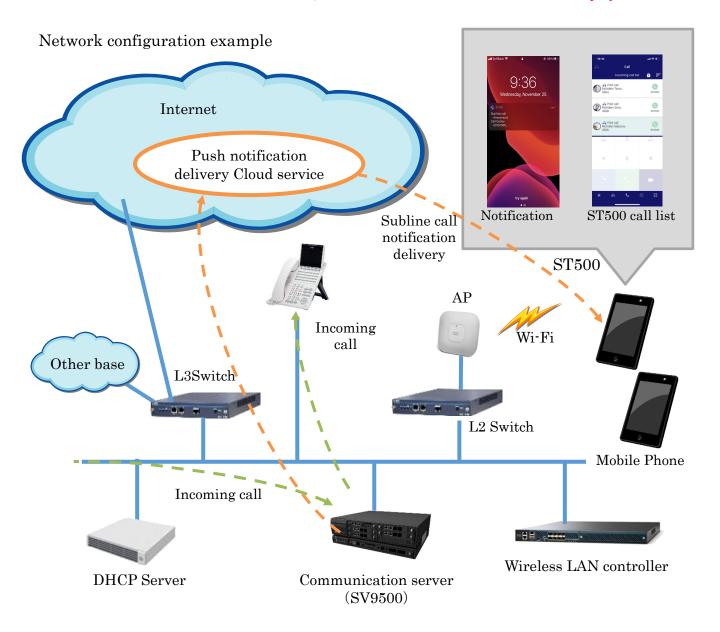
Subline call notification is a function that can answer incoming calls to numbers accommodated as sublines using push notifications.

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.

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 notification or ST500 screen.

\* If the IM / PHS / DECT function is enabled, the "subline call notification" will not be displayed.



## About the display contents on the lock screen

When "Show preview" in the OS notification settings is not "Always", the caller information will not be displayed when the subline notification is received on the lock screen, so check the following settings.



Tap Notifications



Tap Show Previews



Tap ST500



Tap Always

#### Notification center screen of Notification display

Subline call notification are displayed together in one notification in Notification Center regardless of the number of simultaneous incoming call.

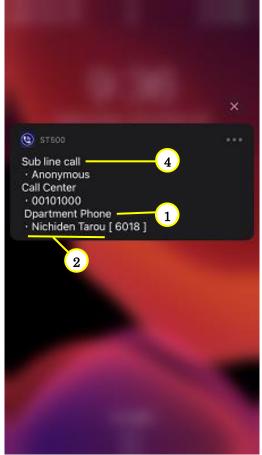
There are two types of operations.

The first, When you open the notification, if there are multiple subline call notification 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 notification, the screen transitions to the ST500 screen and an automatic response is displayed after the registration is completed.



By default, up to 4 lines of notification

- ① subline call notification name registered in the communication server
- ② Caller name registered in the phone book
- 3 Calling number



By default, up to 4 lines of notification contents are displayed.

You can expand the display of notifications by pressing and holding 3D Touch usage or notifications.

④ If the subline call notification phone name is not 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.

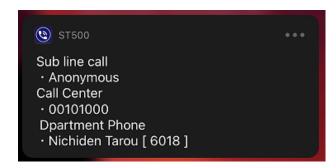
If there are multiple calls on the same subline call notification, multiple caller information will be displayed simultaneously on the representative phone name.

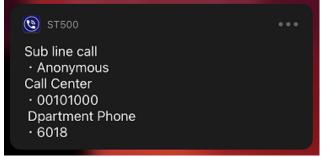
The "subline call notification name" and the caller information in it are always display in the order of new arrival.

The displayed content of the caller information changes depending on the security level. You can change the security level according to the "ST500 for iOS 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

Sub line call: 1item(s)
Call Center: 1item(s)
Dpartment Phone: 1item(s)

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

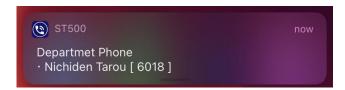
Medium: Calling number

Due to Apple's Push notification specification, notifications can't be turn out from the lock screen, and after all subline call notification become unresponsive, the notification "There was a representative notification" remains.



#### Banner notification display

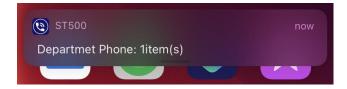
On the home screen and ST500 screen other than the notification center, the "subline call notification" is displayed in a banner notification up to 2 lines.





Normal: Caller name, calling number

Medium: Calling number



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

#### Notification tone

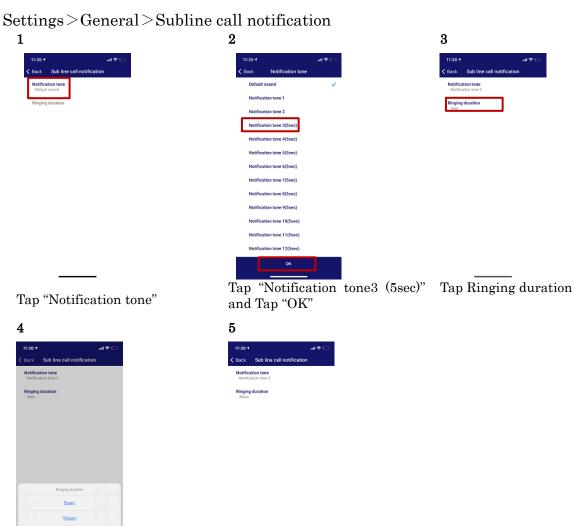
A notification sound is played when the sub line call notification is received. Depending on the usage scene, you will be notified silently

#### Silent Notification scene

· ST500 screen · During an extension call Silently Unresponsive notification

The "Ringing duration" can be changed only when "Notification tone" 3 to 12 are selected. Also, when you want to change the "Ringing duration", change the notification settings of the OS.

The following is how to set the "Notification tone" and "Ringing duration".



Tap "30sec"

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.

		Ringing	Display
Locked			About 60sec
Unlocked (While operating other apps, etc.)		Set ringing	Continue display
	Banner style 「persistent」	duration	until swipe
	Banner turn off		No display
	Banner style 「temporary」	About 5sec	About 5sec
foreground (ST500 dialer screen, etc.)	Banner style 「persistent」		About 60sec
	Banner turn off	No ringing	No display
	Banner style 「temporary」		About 5sec

"Temporary" is recommended for the banner style of the notification setting. So please do not set it to "Persistent" or turn not off the "banner". Please check if it is "temporary" by the following method.

1



Tap Notifications





Tap Banner Style



Tap Temporary and ST500



Tap ST500

## 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. But, when the banner style is set to "temporary" and ST500 is in the background, the subline notification sound stops and begins to ring 3G call.
- 2. If you receive a subline call notification while ringing a 3G ringtone, the 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 subline 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.
- \*When you press the power button or volume button while the notification sound of the subline notification is ringing, the notification sound stop.

#### About subline call Notification tone

The material sound source distributed by "OtoLogic" is 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)(<a href="https://otologic.jp/free/se/phone02.html">https://otologic.jp/free/se/phone02.html</a>)
Notification tone 4:(電話 着信音 02-2)(<a href="https://otologic.jp/free/se/phone02.html">https://otologic.jp/free/se/phone02.html</a>)
Notification tone 5:(携帯電話 着信音 02-1)(<a href="https://otologic.jp/free/se/phone02.html">https://otologic.jp/free/se/phone02.html</a>)

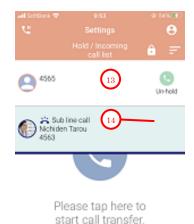
#### ST500 Screen

#### Subline call notification display in the incoming call list

If you open ST500 within the answerable time after receiving the subline call notification, the subline call notification will be displayed in the call list.

After starting ST500, the notification on the notification center will be deleted, but if you suspend / exit the app with the answerable subline call notification, the subline call notification will be displayed again in the notification center.









- ①Display of face photo registered in phonebook
- ② Dedicated icon for "subline call notification"
- 3" subline call notification" name
- (4) Caller name registered in the phone book
- **5**Calling number
- 6 Response icon
- ①If the caller name is not registered, only the caller ID will be displayed.
- Non-notification "subline call notification"
- Subline call notification icon that blinks
   while there is a subline call notification
   that can be answered
- "subline call notification" lock icon
- (2) "subline call notification" display order setting icon

The ST500 call list is displayed over the main screen.



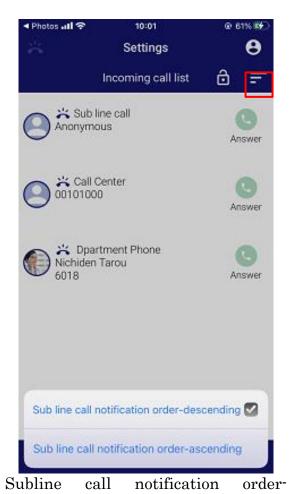
- <sup>13</sup>My line hold call
- (4) The answer icon isn't displayed, because the subline call notification can't be answered when it coexists with the My Line call.

#### Summary of call list opening / closing operations

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

#### 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.



descending



Subline call notification orderascending

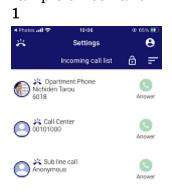
If the incoming call list is lock, the display order doesn't change.

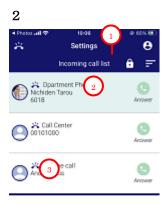
### The display position of the lock subline call notification

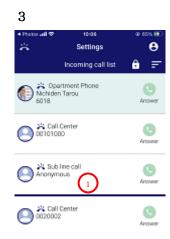
Since the subline call notification is randomly received or deleted by receiving the new arrival notification or deleting the unanswered call, the subline call notification display position on the call list may change immediately before the user answers, which may lead to an erroneous answer.

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.

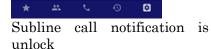
#### Example of lock and unlock



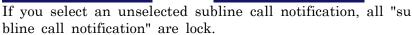




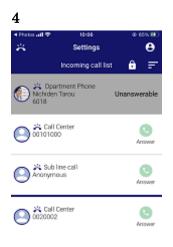
0

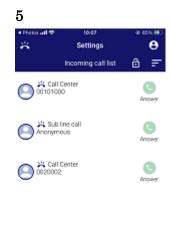






- ①Subline call notification unlock icon
- 2 Selected subline call notification
- 3 Lock area demarcation li-ne
- \* New calls coming in below the demarcation line are not lock and increase or decrease randomly.

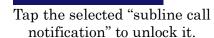




(4) Lock call The subline call notification is only grayed out

0

25,



0

even if it be-comes unanswered, and isn't deleted in real time. After being unlocked, it will be erased.

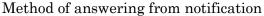
### Summary of fixing / unfixing operation of subline call notification

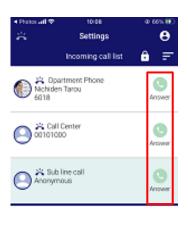
т 1	Tap an unselected subline call notification
Lock	• Tap the subline call notification lock icon .
	Tap the selected sub line call notification
Unlock	• Tap the subline call notification unlock icon 🙃.

#### Answer

The subline call notification 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.

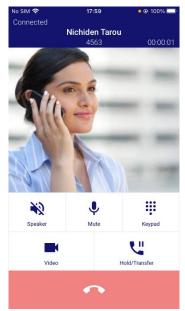






Method of answering from the call list

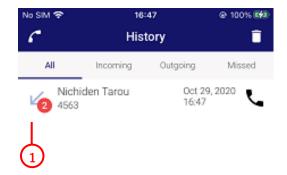
0

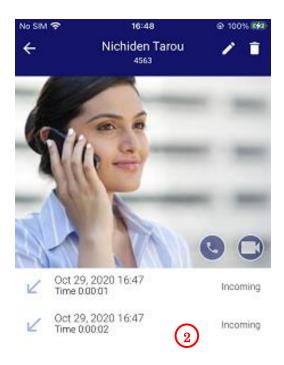


The call screen of the subline call notification is the same as the My Line call.

### **Answer history**

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







History list screen
(1) The incoming call history remains for the subline call notification 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.

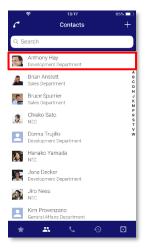
# **FAVORITES**

# **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  ${f Favorites}.$ 

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.

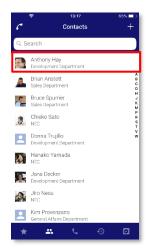


NOTE: You can add up to 100 numbers as Favorites. Favorites are saved in your profile.

#### 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.



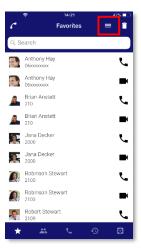
Icons with no yellow star indicates they are not added to Favorites.



# 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.

7 Tap the sort icon.



2 Drag to where you want it.



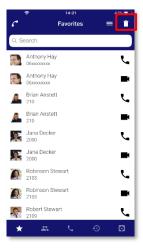
3 Tap "Done" to save the changes or tap "Cancel" to cancel the changes.



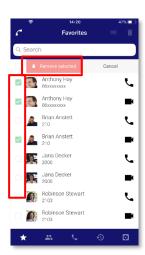
# To delete a telephone number from favorites

You can delete telephone numbers that are registered to Favorites.

1 Tap the delete icon.



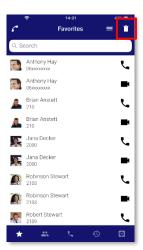
2 Select check boxes next to the data you want to delete and tap Remove selected.



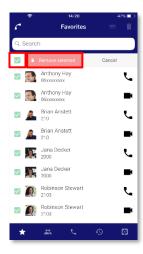
# To delete all telephone numbers from favorites

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

**1** Tap the **delete** icon.



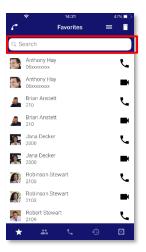
**2** Select the all of registration, and select **Remove selected** at the final.



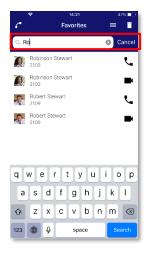
# SEARCHING A NUMBER FROM FAVORITES

You can search a telephone number on the Favorites screen.

**1** Tap the Search field.



2 The search keywords are contact name, phonetic name, organization, and phone number. The contacts correspond to the keywords are displayed.

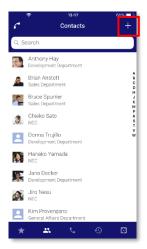


# **CONTACTS**

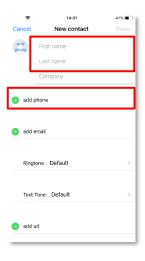
# ADDING A TELEPHONE NUMBER TO CONTACTS

You can add a telephone number to Contacts.

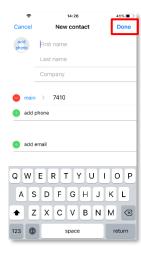
7 Tap add new contact icon.



**2** Enter the name and phone number.



3 Tap Done.



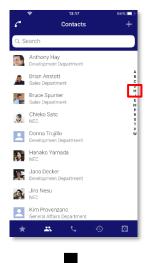
# USING INDEX SEARCH



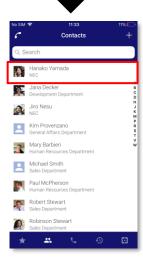
On the Contacts screen, index is displayed on the right.

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.



# **EDITING A CONTACT**

You can edit existing contact information.

1 On a Contact detail screen, tap 2.



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

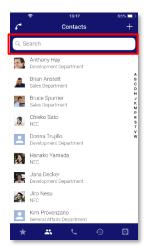


3 Tap Done.

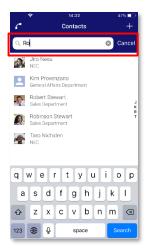


# SEARCHING A CONTACT

1 Tap Search field.



- 2 The search keywords are contact name, phonetic name, organization, and phone number. The contacts correspond to the keywords are displayed.
  - -Members that have partial match of the entered keyword in their data are displayed.



Enter a search key.

# CALL HISTORY

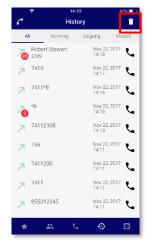
# **EDITING CALL HISTORY**

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

You can delete call history records.

**1** Tap the **delete** icon.

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.

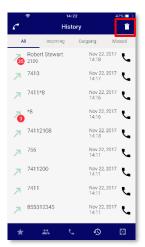
NOTE: ST500 judges that the call is "Anonymous" if extension number is Anonymous even if Display name also exists.



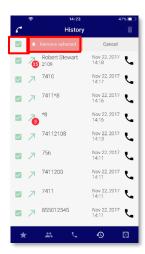
# To delete all history records from the History screen

You can delete all call history records at one time.

**1** Tap the **delete** icon.



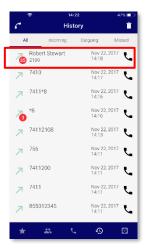
**2** Select the all of registration, and select **Remove selected** at the final.



### 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.



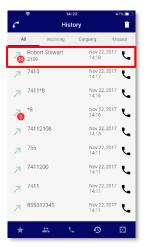
- **3** Tap **Yes** to delete the history.
  - -Tapping **No** closes the popup.



# To delete all history records from the History detail screen

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

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



**2** Tap **delete** icon on History detail screen.



*3* A pop-up message appears to confirm you wan to delete.



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

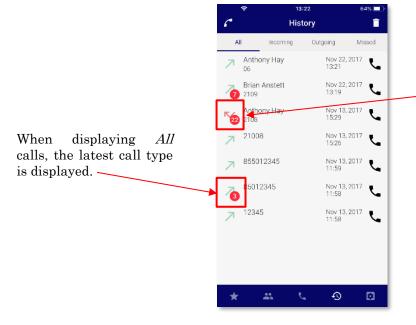
-Tapping **No** closes the popup.



-All history records with the person are deleted.

# GROUPING HISTORY RECORDS

You can display call history records grouped by phone number.



Total number of call history records for this telephone number.

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

- **1** On the **Main** screen, tap **Settings**.
  - -The **Settings** screen is displayed.



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



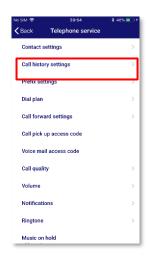
- 3 On the Profiles screen, tap Profile.
  - -The **Profile** screen is displayed.



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



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



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



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



# HISTORY OF iOS STANDARD PHONE APP

Call history in ST500 is stored not only in ST500 but also in the iOS standard phone app.

NOTE: Even if the following setting is turned off, call history is recorded to the iOS standard call history.

[Settings]→[Profiles]→Select profile→[Telephone service]→[Search history settings]→[View history on your device]

If you do not want to save ST500 call history in iOS standard app, please turn off the following setting.

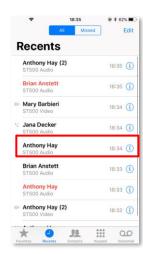
[Settings]→[General]→[Record call history on Phone app]

7 Tap icon and display Recents.

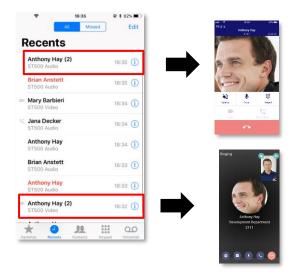


2 The incoming/outgoing call history of the ST500 can be confirmed on the Recents screen as shown in right.

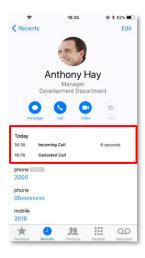
"ST500 Audio" means a voice call. "ST500 Video" means a video call.



*3* From the **Recents** tab, you can originate both voice and video calls.



4 There is a list of call history records on the call detail screen of the **Recents** tab.



# **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 <u>CALL FEATURES</u>). 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.

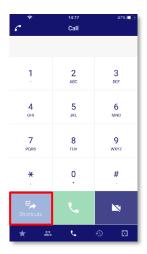
- CALL FORWARDING
- · CALL PICKUP
- · VOICE MAIL

Or you can create shortcuts of your own.

### CREATING A NEW SHORTCUT

7 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: You can create up to 20 shortcuts.

# **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.

**7** 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.



Z 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.

3

#### Direct call OFF

Tap the shortcut.



Tap the created shortcut. $_{\circ}$ 



Tap the call.

3



Outgoing call

#### Direct call ON



Tap the shortcut.



Tap the created shortcut.



Outgoing call

TRANSITION	FROM	105	2 IANDARD	PHONE	APP	SCREEN

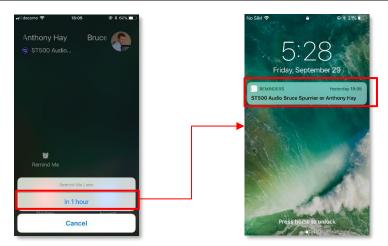
# TRANSITION FROM iOS STANDARD PHONE APP SCREEN

Screen Transits and Device Reactions for Each Icon on Each Screen

# 1. Incoming Call Screen



Icons	Behavior when tapped
Accept	Answers the call.
Decline	Rejects the call.
Remind Me	Sets the reminder and rejects the call.
	(See the screenshots below)



#### 2. Call Screen



Icons	Behavior when tapped
mute	Mutes the audio. (NOTE)
keypad	Displays the DTMF dial pad.
speaker	Uses speaker mode.
add call	Opens the OS standard Contacts app
	screen. You cannot originate a call from
	the Contacts app screen because there is
	still a call ongoing.
video	Changes to video call.
ST500	Displays ST500 app screen.

NOTE: Can hold to tap and hold this icon but ST500 does not support this operation. When you want to hold, operate from ST500 screen

# 3. 3G HANDLING MOBILE CALL INTERRUPTION



Icons	Behavior when tapped
Hold & Accept	Hold the ST500 call, and answer the
	Mobile Carrier call.
End & Accept	Disconnect the ST500 call, and answer
	the Mobile Carrier call.
Send to Voicemail	Rejects the call.
( NOTE)	
Message	Sends a message and rejects the call. (See
	the screenshot below.)
Remind Me	Sets the reminder and rejects the call.
	Reminder will be sent at the scheduled time.



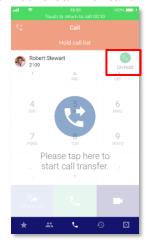
NOTE: If the OS version is iOS 12.2 or later, a Denial button is displayed.

# 4. MobileCarrier HANDLING MOBILE CALL INTERRUPTION (When Hold&Accept is selected at in 3 above, ST500 call is held and Mobile Carrier call becomes active.)



Icons	Behavior when tapped	
mute	Mutes the audio.	
keypad	Displays the DTMF dial pad.	
speaker	Uses speaker mode.	
merge calls	This icon is disabled.	
swap	Swaps an active call with a held call.	
	Not available on the Mobile Carrier lines	
	that do not support call holding. If this	
	icon is tapped, the Mobile Carrier line is	
	disconnected and the held call on ST500	
	is resumed.	
	Disabled when both the active call and a	
	held call are through ST500.	
contacts	Opens the OS standard Contacts app	
	screen. You cannot originate a call from	
	the Contacts app screen. (Any error	
	messages are displayed. Screen does not	
	transit.)	

NOTE: If you open the ST500 screen, a held call is displayed but you cannot unhold the call. (The **Unhold** icon is grayed out.) If you try to originate a call, it is not completed because you are on an active Mobile Carrrier call.





# 5. Mobile Carrier HANDLING MOBILE CALL INTERRUPTION (When swap is selected at 4 above, ST500 call is active and Mobile Carrier call is held.)



Icons	Behavior when tapped		
mute	Mutes the audio.		
keypad	Displays the DTMF dial pad.		
speaker	Uses speaker mode.		
merge calls	This icon is disabled.		
swap	Swaps an active call with a held call.		
ST500	Displays ST500 app screen.		

NOTE: If you open the ST500 screen and put the ST500 call on hold as well, you are putting both calls on hold.

## FAQ AND TROUBLESHOOTING

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

## **MENU OPTIONS**

### Checking operations of ST500

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

### Changing configurations of ST500

No.	When You Want To		
1	Register/add a contact from call history		
2	Change volume of ringtone		
3	Change receiving volume with a hardware key		
4	Change sending/receiving voice volume		
5	Change rings/volume of digit tone		
6	Change tone locale when using ST500 abroad		
7	To change "Do Not Disturb" of ST500 settings.		
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 <u>General screen structure</u>.

### 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 upward from the bottom of screen to display the Control Center.



3 Tap Wi-Fi icon.



4 On the **Call** 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.



## Improved operability of ST500

### [Back] button

From iOS14 + ST500V 7.0.14401 (0212), long tap the [Back] button to display a list of screens that can be returned.

An example is shown below





Long tap the back button on the system A list of screens that can be back is settings screen.

displayed.(Note)

(Note) Long tap the back button, and when the list is displayed, release your finger at the display location on the screen you want to return to. The screen will change to the screen displayed when you release your finger.

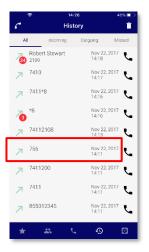
Also, if you want to display the list even when you release your finger, release your finger at the place where the list is not displayed.

## CHANGING SETTINGS OF ST500

### To register/add a contact from call history

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

- **7** Tap a call history you want to register in the Phonebook of the terminal.
  - -The **History detail** screen is displayed.

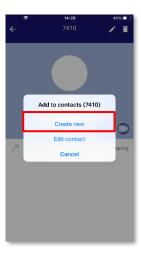


- **2** On the **History detail** screen, tap the **Edit** button.
  - The Add to contacts popup is displayed.

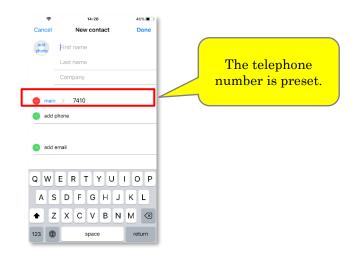


3 On the Add to contacts popup screen, tap Create new or Edit contact.

(NOTE) When you select [Edit Contact], select a contact.



4 On the **Edit profile** screen, enter necessary data. The phone number is preset.



### To change the volume of ringtone

Operate the volume bar on the "Settings" App ("Settings"  $\rightarrow$  "Sounds"  $\rightarrow$  "RNGER AND ALERTS").

### 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** On the **Main** screen, tap **Settings**.
  - -The **Settings** screen is displayed.



- 2 On the Settings screen, tap Profiles.
  - -The **Profiles** screen is displayed.
- **3** On the **Profiles** screen, tap **Profile**.
  - -The **Profile** screen is displayed.
- 4 On the **Profile** screen, tap **Telephone** service.
  - The **Telephone service** screen is displayed.
- On the Profile details screen, tap Volume.
  - -The **Volume** screen is displayed.

 $m{6}$  Use the sliders to adjust the volume and tap  $m{OK}$ .



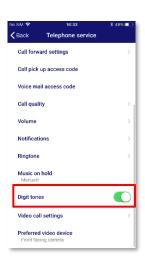
### To change ringing setting of digit tone

NOTE: Digit tone is set to ring as default.

- **1** On the **Main** screen, tap **Settings**.
  - -The **Settings** screen is displayed.



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



### 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

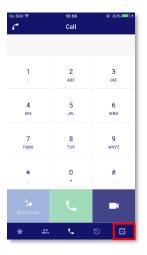
When you use ST500 abroad, you can change the tones of ST500 to the ones used in the country or region where you are located.

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, South 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** On the **Main** screen, tap **Settings**.
  - -The **Settings** screen is displayed.



- 2 On the Settings screen, tap Profiles.
  - -The **Profiles** screen is displayed.
- 3 On the **Profiles** screen, tap **Profile**.
  - -The **Profile** screen is displayed.
- 4 On the **Profile** screen, tap **Telephone** system.
  - The **Telephone system** screen is displayed.
- **5** On the **Telephone system** screen, tap **Tone locale**.
  - -The **Tone locale** screen is displayed.

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



### To change "Do Not Disturb" of ST500 settings.

When you enable "Do Not Disturb" in setting of ST500, it automatically rejects all incoming calls. Please use it when you want to reject using Push notification function.

Note1: →If you need to receive an incoming call, please disable the setting.

Note2: →This function works regardless of whether the push notification setting is enabled or disabled.

**1** On the **Main** screen, tap **Settings**.

-The **Settings** screen is displayed.



2 On the Settings screen, tap General.

-The **General** screen is displayed.

3 On the General screen, tap Do Not Disturb

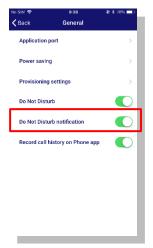


## To change "Do Not Disturb notification" of ST500 settings. (V2.5 ~ Additional function)

Moreover, when you "Do Not Disturb notification" is enabled, you will be notified by iPhone's notification, when incoming call is rejected by based on "Do Not Disturb" settings.

How to display notifications depends on iOS settings.

- 4 On the **General** screen, tap **Do Not** Disturb notification.
  - —.You can change possible this setting, when you change enable of "Do Not Disturb".



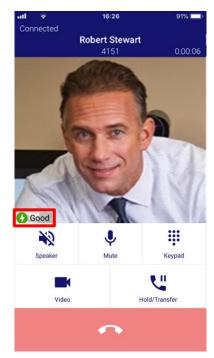
When this setting is enable, "incoming call rejected based on settings" is displayed as shown on the left

Note: It is not displayed when ST500 is foreground.



### 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
<b>\rightarrow</b>	"Connection is unstable" ST500 call connection status is poor.
	"Network changed" Terminals change Network.
	"Network is not connected" Terminals disconnect Network.

- 1 On the Main screen, 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

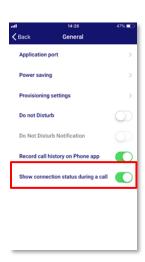
displayed during a call by

ST500.

**OFF** : Connection status isn't

displayed during a call by

ST500.



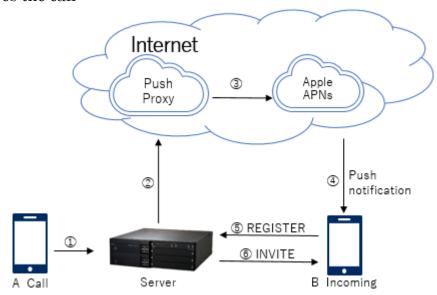
## To change the pre-incoming call screen display time.

When iOS13+ST500 (V6.1) or later is used, the push incoming call movement is changes, so will explain about the changes.

### ST500 Push notification incoming call movement

The flow from terminal A making a call to terminal B

- ① When making a call from terminal A, notify the communication server
- ② Communication server requests push notification from push proxy through internet
- ③ Push proxy requests push notification from APNs
- 4 APNs sends push notification to device B
- ⑤ When the push notification is sent, terminal B updates the registration to the communication server because the sender is unknown.
- ⑤ The communication server calls terminal B when the registration update is received and receives the call



### (Term description)

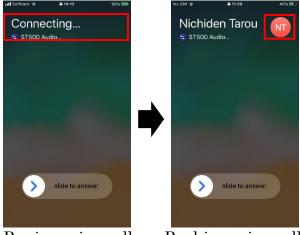
• APNs : Apple's notification server

• Push proxy: A server that receives push notification requests from the communication server and requests push notifications to the specified push notification service.

### ST500 incoming call screen motion change

Apple's policy change, it is mandatory to display the CallKit screen at the timing when the Push notification is received, and the following screen transition will be made at the time of incoming call.

- pre-incoming call screen
   Displayed as connecting
   Caller information ringtone/vibratory
   is default value, image works
   invisible
- (2) Real-incoming call screen If the other party's number is registered in the contact information, the registered image is displayed in the upper right. Also, ringtone/vibes can't be sorted according to the contact information.



Pre-incoming call

Real-incoming call

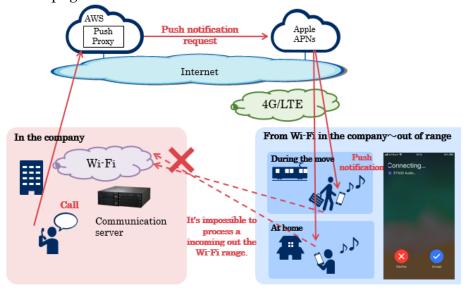
### (Term description)

- · CallKit screen: iPhone standard incoming call screen specified by Apple Inc.
- Pre-incoming call screen: CallKit screen that is displayed when Push is received.
- Real-incoming call screen: CallKit screen that is displayed when INVITE is received.

## The movement in an environment where communication server can't be communicated

If you are in an environment where you can receive push notifications but can't communicate with the communication server, the incoming call can't be received, only the pre-incoming call screen when receiving Push is displayed, and the ringtone/vibrate sounds, so the user appears to have received the incoming call.

\*The effect can be reduced by shortening the ringing time by changing the setting of ST500 on the next page.



### To set the pre-incoming call screen display time

This section explains how to set the ST500 pre-incoming call screen display time.

- 1. Tap the 🔯 icon.
- 2. Tap [Profiles] on the "Settings" screen.
- 3. Tap the profile whose settings you want to change.
- 4. Tap [Telephone system] on the "Profile Details" screen.
- 5. Tap Push notification details. (Note 1)
- 6. Tap [Wait time for connecting to system [sec]].
- \*Can be changed from 1 to 12 seconds
- \*Default: 3 seconds (Note 2)
- (Note 1) only when Push notice is on, it becomes effective.
- (Note 2) The default value of 3 seconds assumes that there is no problem in the network. If the value is too short, you may not be able to receive incoming calls, so please set it according to your environment.



### Note

1. The correct operation can't be performed on the pre-incoming call screen. Don't touch the incoming call screen.

You can change the display time of the pre-incoming call screen by changing the system connection waiting timer.

Notes on operations on the pre-incoming call screen

[Ringtone/Vibe]

• The ringtone/vibrate of the default setting sounds.

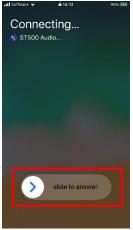
[When responding]

「Locked」

• Lock screen when operating "slide to answer" transition to

「When unlocked and without lock setting」

- when operating "Accept", Transition to the ST500 screen
- When operating "Decline", transition to the screen before receiving Push notification



Locked



When unlocked and without lock

## To change how reconnect notifications are received

When SV9500 which is a communication server (system) is used and it stops working for some reason, it automatically switches to another communication server [GR-Node]. Also, the SV9500 will restart when the power is restored.

The ST500 needs to be connected to the system once to receive incoming calls. Therefore, in that case, please start the application by the user.

Please note that you cannot receive incoming calls until the ST500 information is registered in the system.

### Setting the method of receiving reconnection notification

This section describes how to change the ST500 reconnection notification method.

- 1. Tap the 🔯 icon.
- 2. Tap [Profiles] on the "Settings" screen.
- 3. Tap the profile whose settings you want to change.
- 4. Tap [Telephone System] on the "Profile Details" screen.
- 5. Tap [Push detail settings]. (Note 1)
- 6. Tap [Receive notification to recover connection when system got restarted].

\*Default: OFF

ON

No SIM 

13:15

100%

Sack

Push detail settings

Receive notification to recover connection when system got restarted

Wait time for connecting to system [sec]

It will be re-registered automatically, but the CallKit screen display and the ringtone/vibrate sound of the default setting will be heard.



Wait time for connecting to system [sec]

A message requesting reconnection will be displayed, and the CallKit screen and ringtone/vibrate will not ring.

After receiving the notification, start ST500 manually and check that the icon is ready for communication.

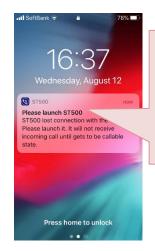
#### \* How to check if you can talk

\*Please note that you will not be able to receive incoming calls unless you reconnect.

(Note 1) only when Push notice is on, it becomes effective.

## If a reconnection notification message is displayed

- 1. Message contents of reconnection notification
  - The reconnection request message is displayed as shown in the right figure. (During background)
  - When the message on the right is displayed, tap the message or open the home screen and open the ST500 screen.



Please Launch ST500 ST500 lost connection with the system. Please launch it. It will not receive Incoming call until gets to be callable state

• If registration does not complete after the message is displayed, the message will be notified again.

## Incoming call screen name display setting

According to Apple's policy, if the ST500 is in the background, the CallKit screen should be displayed when a push is received.

When using iOS14 + ST500 (V6.2) or later, the caller information is displayed on the pre-incoming call screen (CallKit) between after Push reception and before INVITE reception.

Caller information can be displayed on the pre-incoming screen in combination with the SV9500CT V8.1 or latter version, which adds the Caller ID to the push notification of the telephony server

However, in order to distinguish between pre-incoming calls that can't be "answered / rejected" and actual incoming calls, in order to display "Connecting ..." in front of "Caller name / number" in pre-incoming calls, contact data is displayed. You need to edit it temporarily.

Therefore, if you allow "Rewriting address book data", please see the setting procedure below.

(Note) This function needs to be a compatible version on the main unit side as well, so check whether the telephony server you are using supports it.

- 1. Tap the ☐ icon₀
- 2. Tap "General" on the "Settings screen"
- 3. Turn ON "Allow temporary rewriting of contacts data"

### Allow temporary rewriting of contacts data

The name data may be temporarily rewritten to improve the name display on the incoming call screen. This function works only when using push notifications.

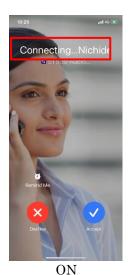


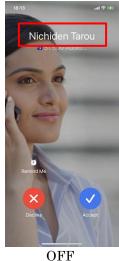
### ST500 incoming call screen motion change

The following shows the incoming operation of ST500 when using SV9500(V8.1)/SV9300(V9.1) or latter) ,which notifies caller information in the background on iOS14 + ST500 (V6.2) or later.

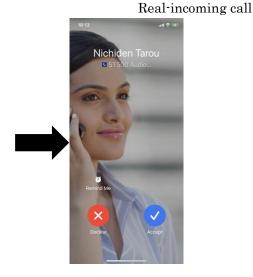
In addition, the difference in the incoming screen depending on whether "Allow temporary rewriting of contact data" is ON / OFF is also displayed.

(No MDM phonebook writing restrictions, service settings> address book settings> terminal address book ON)





Pre-incoming call



Connecting ... The caller name / number is displayed. It will be displayed according to the contents registered in the contact.

Connecting ... is not displayed before the caller name / number.

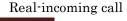
Contact registration details

· Name / Image / Ringtone / Vibrate

The incoming operation of ST500 when the telephony server used that isn't notified of caller information in the background on iOS14 + ST500 (V6.2) or later

(No MDM phonebook writing restrictions, service settings> address book settings> terminal address book ON)







"Connecting ..." is displayed and the caller name  $\slash$  number is not displayed.

Pre-incoming call

· Name, image, ringtone / vibrate are default values.

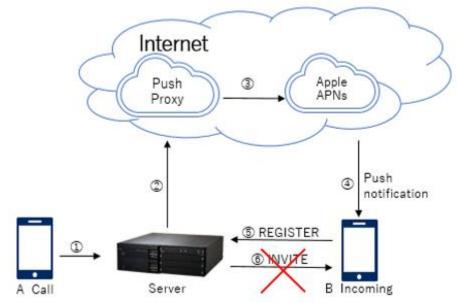
Caller name / number is displayed. The image is displayed small.

The ringtone / vibration is executed with the contents registered in the contact.

- \* The screen display changes depending on whether the service setting> address book setting> terminal address book is ON or OFF.
- \* The screen display changes depending on the MDM phonebook writing restrictions.

### ST500 history screen, banner notification

If Push is received on iOS14 + ST500 (V6.2) or later, but INVITE is not received, "Failed incoming call" is displayed.



The history screen is as follows.

· If Push is received but INVITE is not received, "Incomplete incoming call" is displayed in the incoming call history.



Incoming

The banner notification is as follows.

• If Push is received but INVITE is not received, "Incomplete incoming call" is displayed in the incoming call history.



## To change to the banner incoming call screen

From iOS14 or later, you can select the incoming call screen in the foreground or background from the OS setting screen.

- \* This is not supported, so please don't use it as a banner.
- 1. Tap the OS setting screen.
- 2. Tap [Phone] on the "Settings" screen.
- 3. On the "Phone" screen, tap [Incoming call]. (Note 1)
- 4. On the "Incoming Calls" screen, tap [Banner].

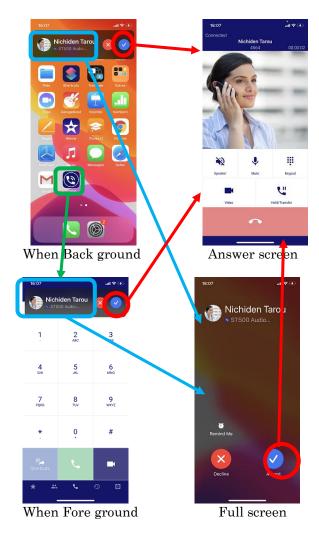


(Note 1) Without SIM, "Phone" will be grayed out and cannot be operated.

- \* If SIM is not included, banner reception will be performed by default.
- \* If you do not have a SIM, select the incoming call screen from "FaceTime" after connecting to Wi-Fi.

## Banner incoming call screen motion change

If you select the banner incoming from the OS setting screen from iOS14, the incoming screen will become a banner and the following operation changes will occur.



- If you tap the answer button when receiving an incoming call, the screen will change to the answer screen.
- If you tap the banner notification part other than the answer button and reject button, the screen will change to the full screen incoming call screen.
- If you tap the ST500 icon when receiving a background call, the screen will change to the foreground incoming call screen.

## **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





Turn ON the "Use native Tap "Add number" to add a Enter the phone number you dialer". Tap "Emergency call phone number. want to register and tap OK. number list".

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.







Enter the registered phone Tap "call 911" number

Outgoing

## Add location information

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

### Settings>General



Turn ON

Note 1 The Geolocation header is added to all outgoing calls.

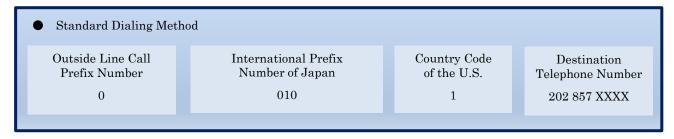
Note 2 Add the last location information notified from the iPhone.

# APPENDIX 1: DIAL PREFIX FEATURE WHAT IS DIAL PREFIX?

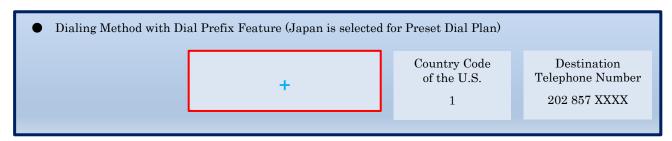
Some of the prefix numbers (a set of specific numbers that should be added to the beginning of a telephone number) that are commonly used, but differ from country/region to country/region, are pre-set to ST500 as Preset Dial Plan.

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.

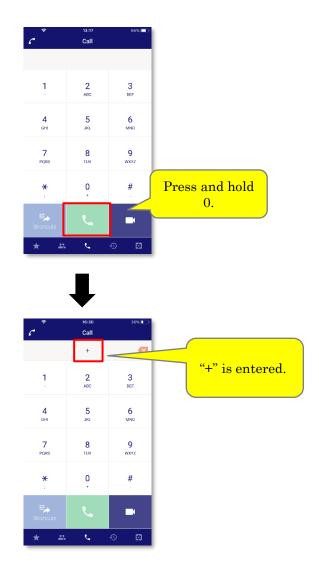
You can also make new rules by registering a new prefix number. For example, if you wish to make a rule of adding 0 to the beginning of an outside telephone number, you can register this setting by using regular expression. By using this rule, you can make an outside line call without changing the settings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

## **OPERATING DIAL-PREFIX**

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

**7** 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** On the **Main** screen, tap **Settings**.
  - -The **Settings** screen is displayed.



- **2** On the **Settings** screen, tap **Profiles**.
  - -The **Profiles** screen is displayed.
- **3** On the **Profiles** screen, tap **Profile**.
  - -The **Profile** screen is displayed.
- **4** On the **Profile** screen, tap **Telephone** service.
  - The **Telephone service** screen is displayed.
- On the Telephone service screen, tap Dial Plan.
  - -The **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

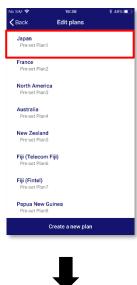
- **1** On the **Main** screen, tap **Settings**.
  - -The **Settings** screen is displayed.

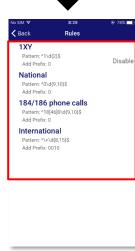


- 2 On the Settings screen, tap Profiles.
  - -The **Profiles** screen is displayed.
- 3 On the **Profiles** screen, tap **Profile**.
  - -The **Profile** screen is displayed.
- 4 On the **Profile** screen, tap **Telephone** service.
  - The **Telephone service** screen is displayed.
- On the Telephone service screen, tap Dial Plan.
  - -The **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 pre-set rules for Japan as an example.

### 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



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 : You can confirm result for "Number to test".

to test

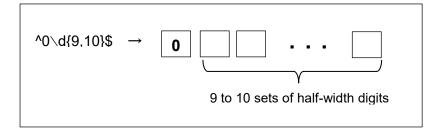
When an error occurs because the characters entered in the "Number to test" do not match the conditions of the "Pattern" or "Remove Prefix", the characters displayed in the "Result number to test" are displayed in red

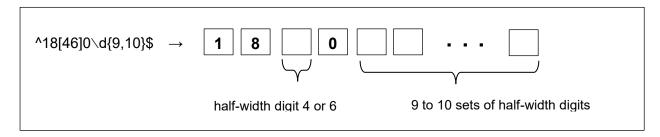
#### ■ How to read regular expressions

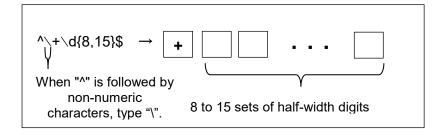
Regular expressions are used to create rules. This section explains how to read regular expressions.

Sample Regular Expression	Meaning				
۸	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:





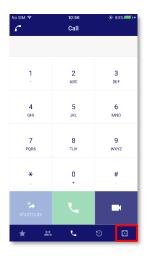


# CREATING A CUSTOM PLAN

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



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



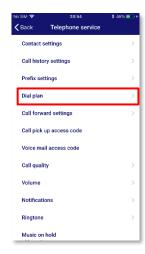
- 3 On the Profiles screen, tap Profile.
  - -The **Profile** screen is displayed.



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



- On the Telephone service screen, tap Dial Plan.
  - -The **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.

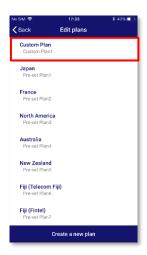




- 8 On the Create a new plan screen, tap OK.
  - \* If you tap OK without entering dial plan name, *Custom Plan* is automatically created.



- 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 name of, copy, or delete a rule.



15 Tap Edit order to change the priority of rules.



16 Rules screen is displayed.
Select the rule which wants to higher and move (scroll) up the position.
After the edit is finished, tap Order to fix.

The top rule has the highest priority.



### To copy a preset dial plan

- 7 On the Main screen, tap Settings.
  - -The **Settings** screen is displayed.



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



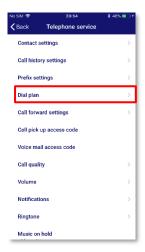
- 3 On the Profiles screen, tap Profile.
  - -The **Profile** screen is displayed.



- **4** On the **Profile** screen, tap **Telephone** service.
  - The  $\mbox{\bf Telephone}$   $\mbox{\bf service}$  screen is displayed.



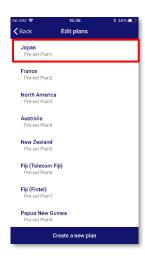
- **5** On the **Telephone service** screen, tap **Dial Plan**.
  - -The **Dial Plan** screen is displayed.



6 On the Dial Plan screen, tap Edit Plans.



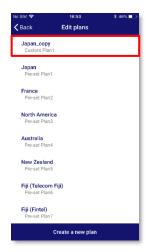
7 On the **Edit Plans** screen, tap and hold a preset plan you want to copy.



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



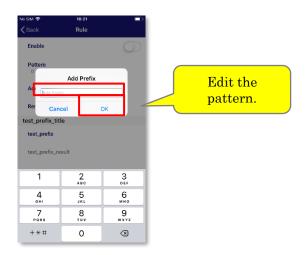
- g Tap a copied preset plan.
  - -The **Rule** screen is displayed.



10 On the Rule screen, tap Pattern.



#### 11 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]09, 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	ON	^\d{9,10}\$	9	022591192
	Numbers				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	ON	^\d{11}\$	9	06502220849
	Numbers				
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	ON	^\d{10,11}\$	9	9268562080
	Numbers				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	ON	^\d{9,11}\$	9	123456789
	Numbers				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	ON	^\d{9,10}\$	0	123456789
	Numbers				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	ON	^\d{8}\$	9	23134555
	Numbers				
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	ON	^0\d{8,9}\$	9		0506402292
1	1					0116402292
2	Mobile National	ON	^\+971\d{8,9}\$	90	+971	+971506402292
	2					+97142993342
3	Mobile National	ON	^00971\d{8,9}\$	90	00971	00971506402292
3	3					0097142993342
4	International 1	ON	^00\d{8,15}\$	9		00966506402292
5	International 1	ON	^\+\d{8,15}\$	900	+	+966 50 6402292
	Toll Free Paid	ON	^[689]\d{2,15}\$	9		800344357
6	Svc					600533335
	Emergency					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 (R8 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		
Support CODEC	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 in sleep mode	the terminal is	Available		
Incoming call standby while the app is in background mode		Available		
Speakerphone		Available		
High-speed handover		Available		
Originating/answering/hold a call	ing/transferring	Available		
Call pickup		Available		
Communication environment		Wi-Fi/Mobile Carrier (Communication in Mobile Carrier environment requires UNIVERGE Internet Extended Extension Services. Voice quality depends on the network environment of communication provider.)		
Support OS (NOTE2)		iOS: Supports only the latest version released by Apple Inc. (NOTE3)		
Astination V.		SV9XXX and SL21xxx: "1b8ff2a283623dae"		
Activation Key		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: Recommended settings in iOS12

- To disable automatic software updates
   Settings > General > Software Updates > Automatic Updates
- 2) To add ST500 to the ALLOWED APPS Settings > Screen Time > Always Allowed
- 3) When using push notifications, turn off Wi-Fi Assist. Settings > Cellular > Wi-Fi Assist(OFF)

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NEC Corporation		