

GT890

ST500 & InUC User Guide



**Please read this manual carefully before operating
this product and save this manual for future use.**

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General Notes/Precautions/Limitations

| Comment number | Date | Comment |
|----------------|------------|---|
| 1 | 11/11/2019 | For GT890 related usage please refer to the GT890 User Guide. |

Version History

| Version Number | Date | Comments |
|----------------|------------|--|
| 1.0 | 11/11/2019 | First version covering the usage of ST500 and InUC on the GT890. |

Document Author

Kieran Dalton

What is the ST500?

NEC's UNIVERGE ST500 is developed for Apple iPhone, iPad and Android smart devices lets you leverage native contact lists to make and receive voice and video calls. Simply connect to Wi-Fi or use your mobile data (3G/4G) to handle your calls. The ST500 simplifies your operation by one number, merging your call history and work voice mail.

Before using the ST500

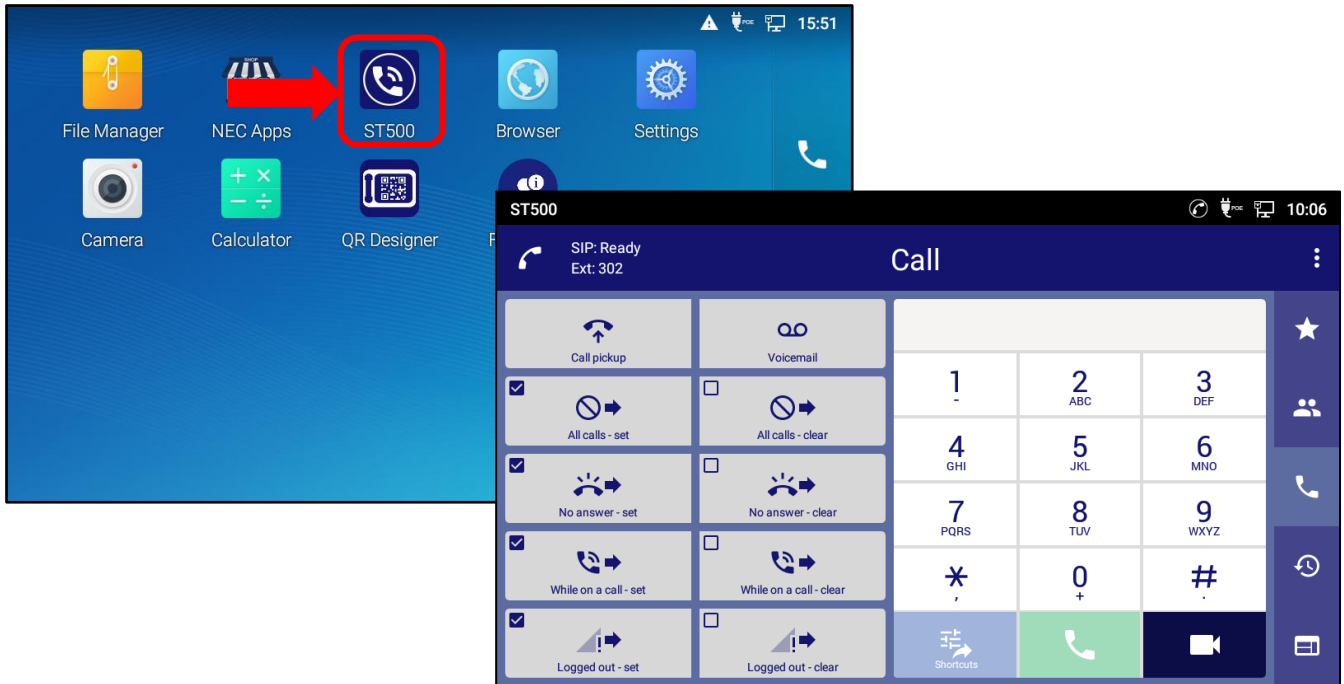
Before using the ST500 Application please ensure that the following operations have been completed. These can be found in the ST00 & InUC GT890 Configuration Guide.

- GT890 running correct Firmware level.
- Setting of LAN settings on GT890.
- Setting of the ST500 & InUC user on GT890.
- Programming of configuration on SV9100 communication server.

Using the ST500 Application

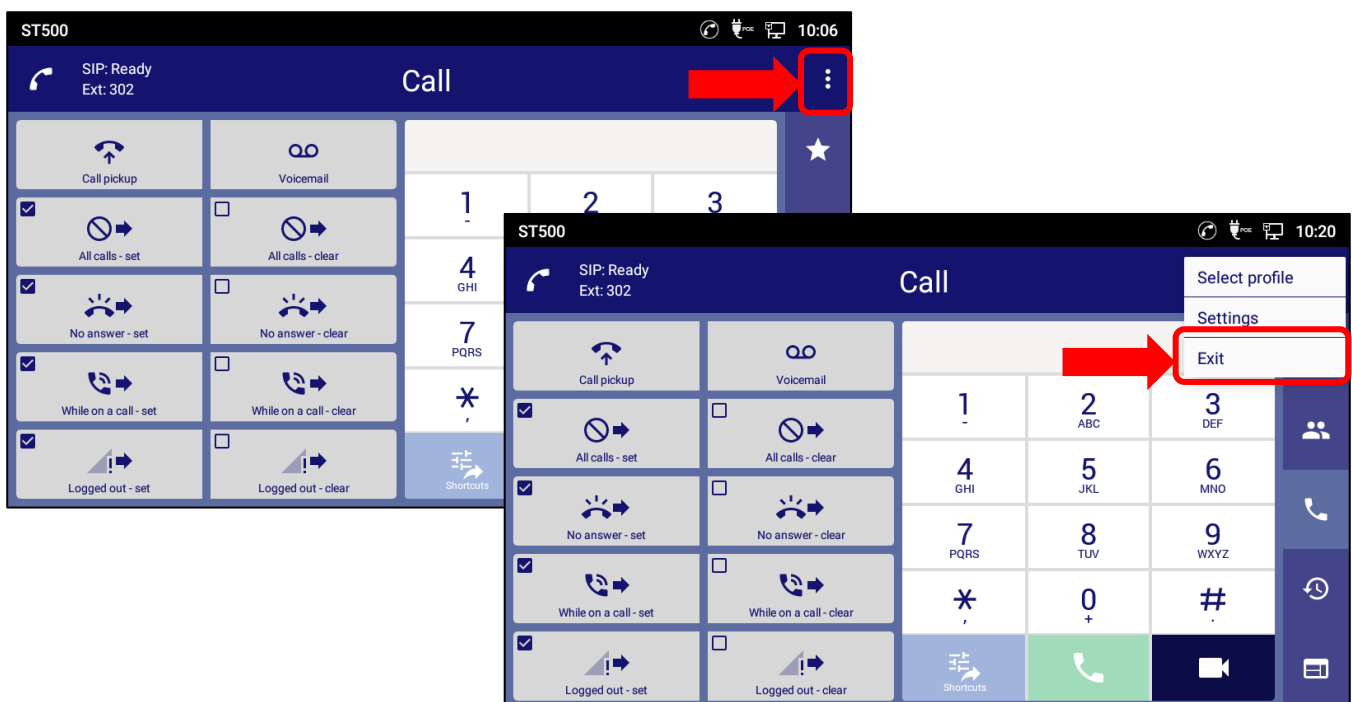
Starting the ST500 Application

From the **GT890 Home Screen** Tap the **ST500 Icon**. The ST500 will open.



Closing the ST500 App

From the **ST500 Application**, select the **Menu** option and choose **Exit**.

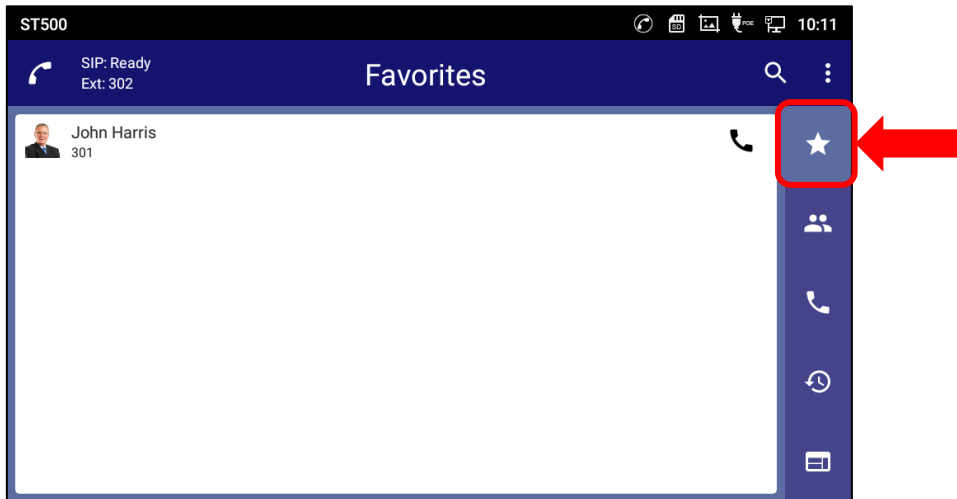


ST500 Application Screens

Depending upon what the ST500 is licensed for, there can be a maximum of 5 screens which are accessible.

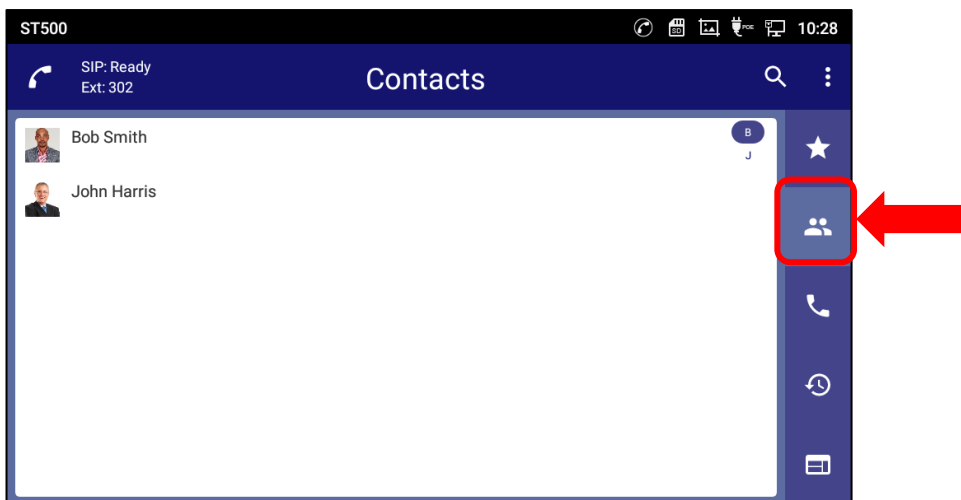
Favourites Screen

Here you can add existing ST500 contacts as favourites for quick access.



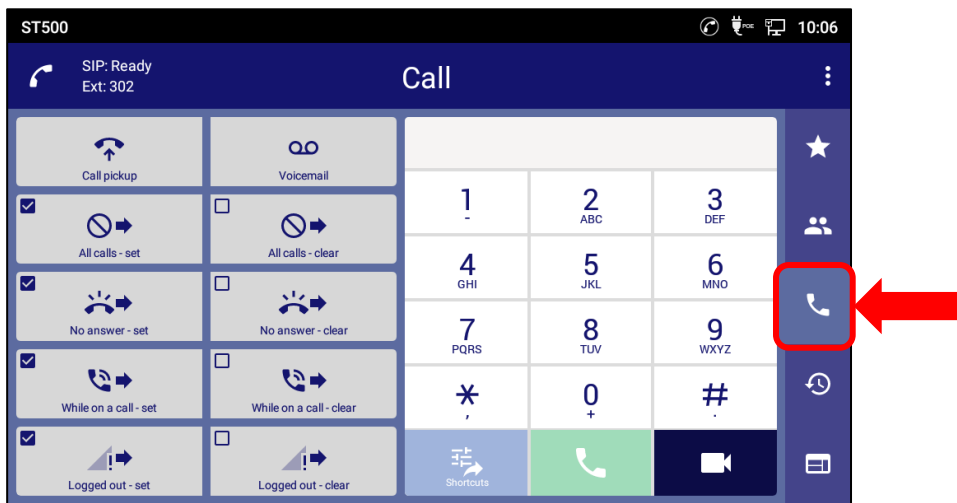
Contacts Screen

Here you can add contacts to the ST500. You can define telephone numbers, email addresses, notes, ring tones, and even group the contacts as well.



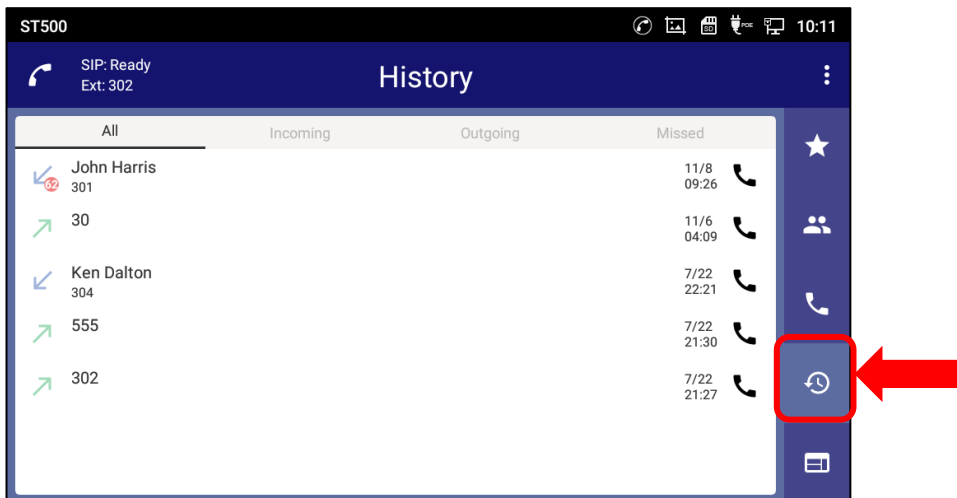
Call Screen

Here you can Dial numbers and perform a number of other call or system related features.



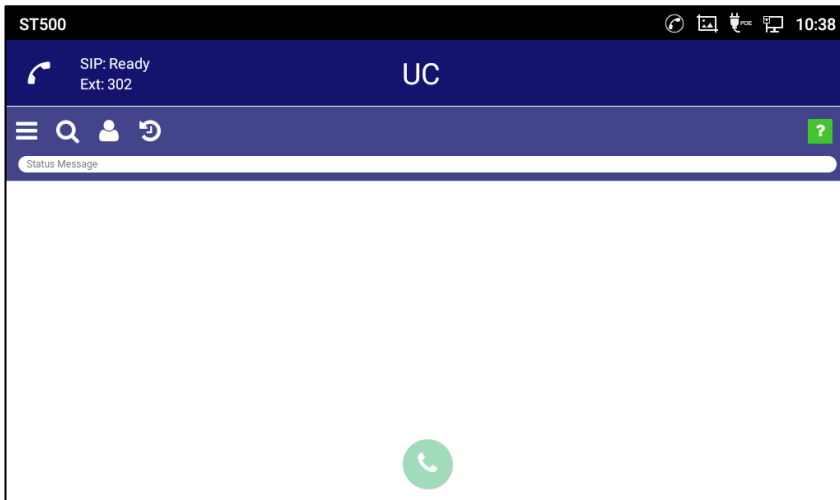
Call History Screen

Here you can view all received, made and missed calls with the ability to interact with those records.



InUC Screen

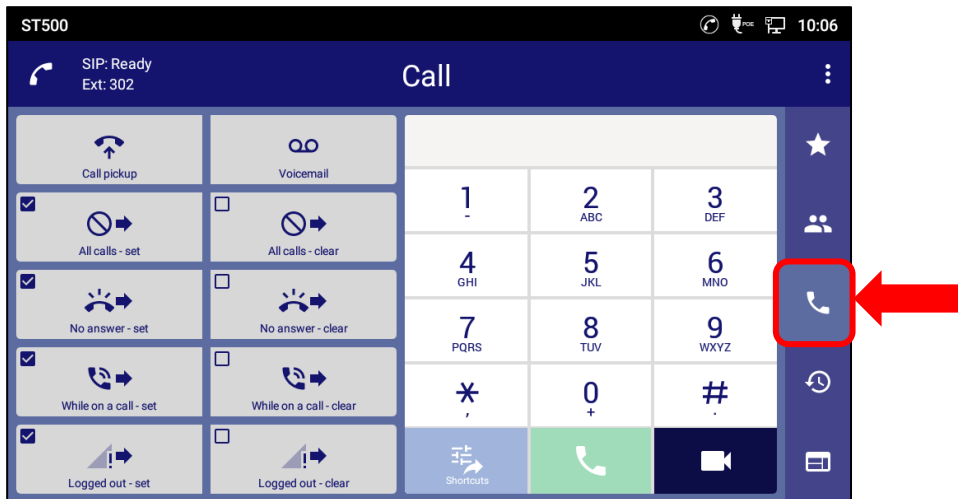
Here you can gain access to the InUC features allowing Presence, IM and Call features.



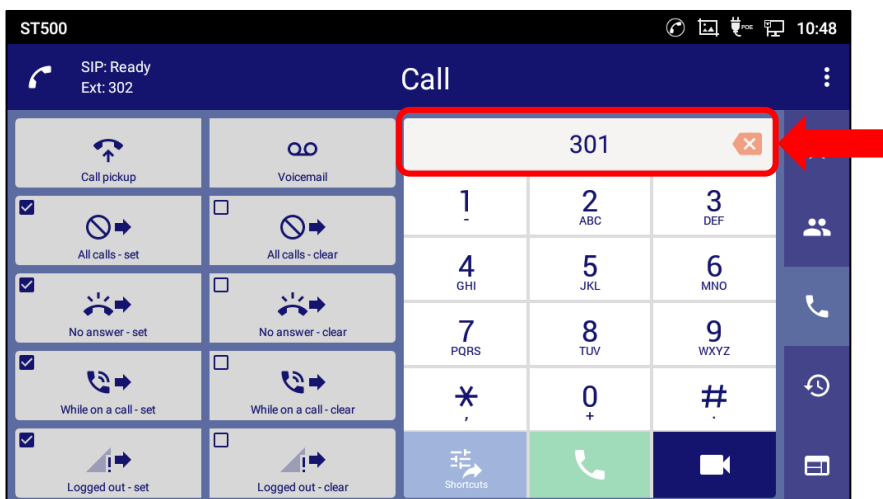
Making a Voice Call

Making a Voice call from the Call Screen

Press the **Call Screen Icon**  the call screen will be displayed.



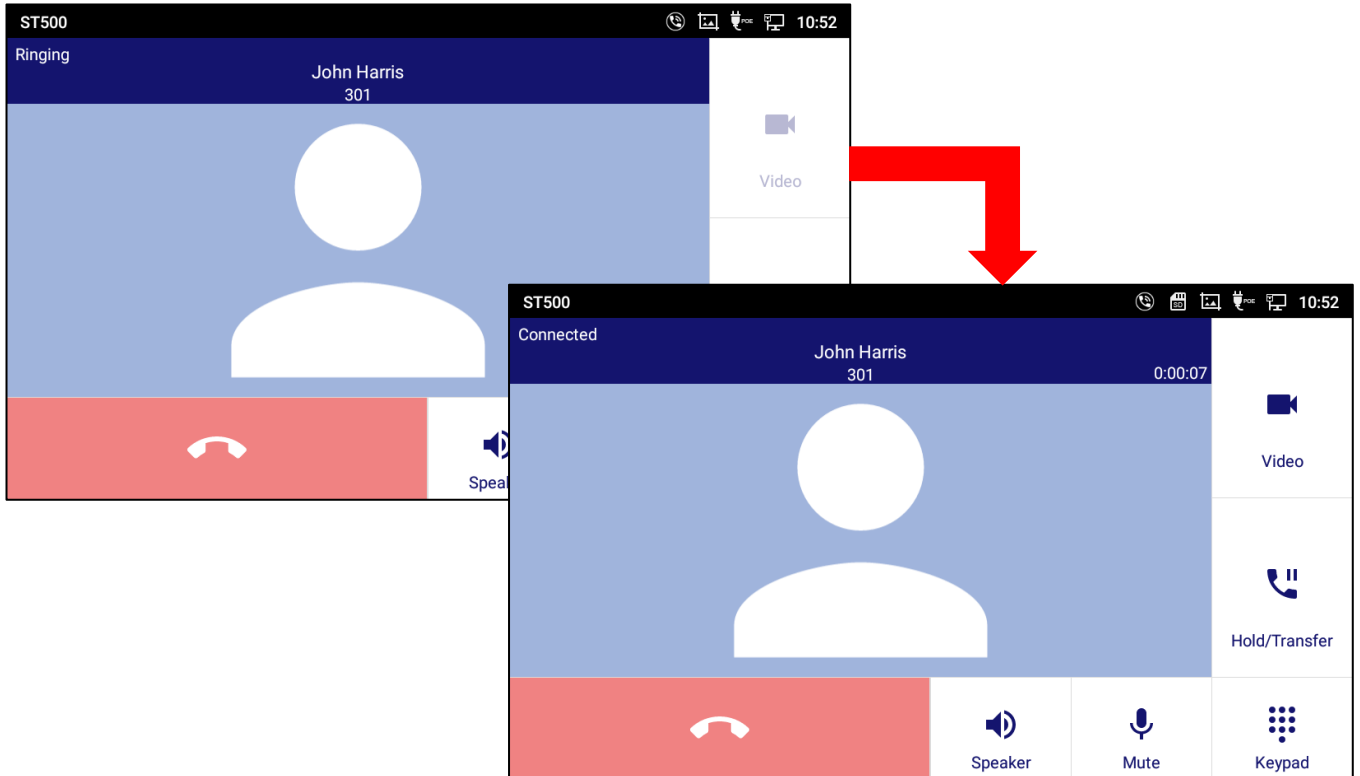
On the call Screen enter the number you want to call. This can be an extension number or PSTN number with valid trunk access code.



To start the call to the chosen number press the Voice Call icon.

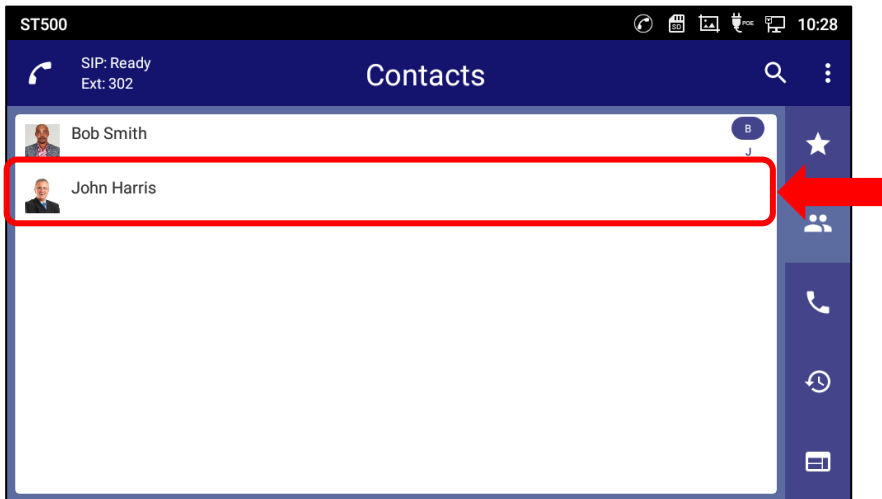


The Call Screen will change to show the Ringing State. Once the call has been answered the screen will show the Connected state.

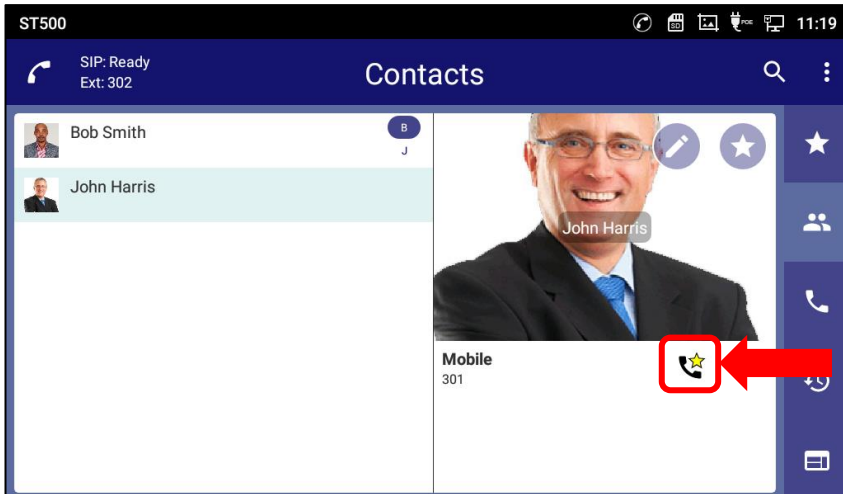


Making a Voice call from the Contacts Screen

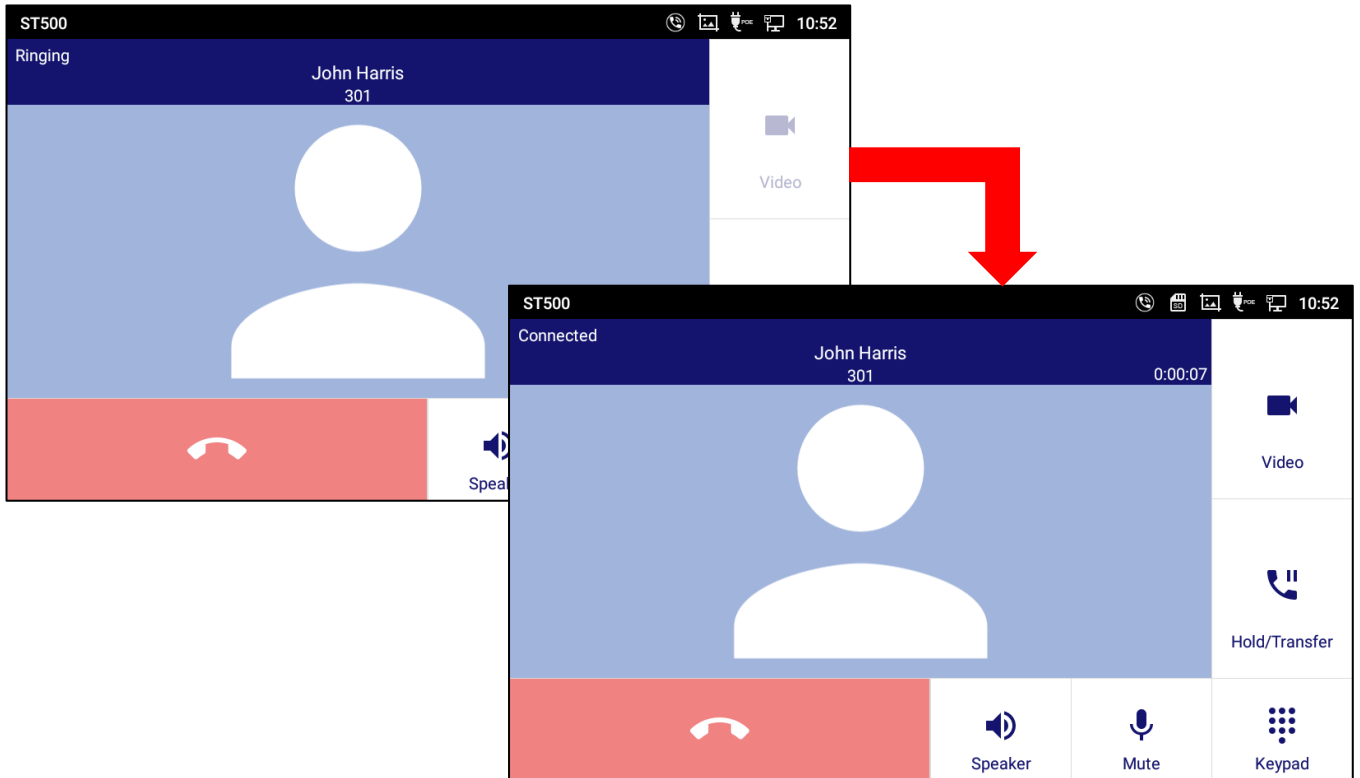
On the **Contact Screen** select the contact you want to call.



On the contact select the Call icon to place a voice call.



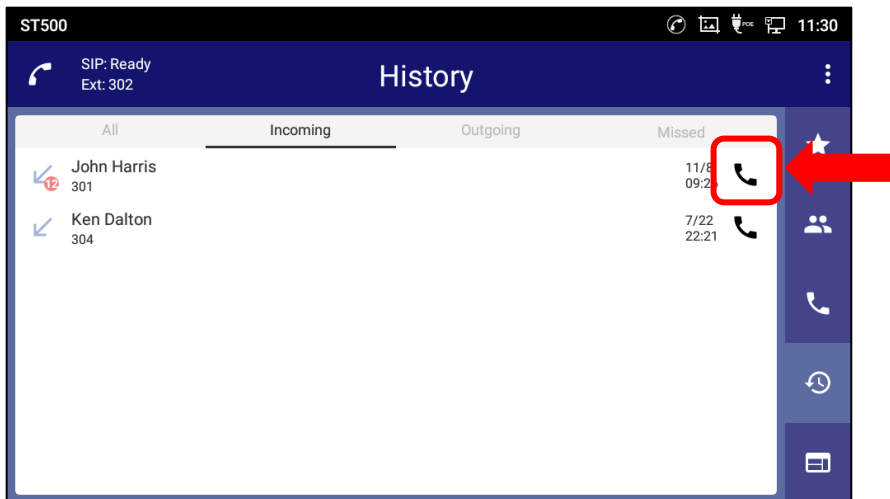
The Contact Screen will change to show the Ringing State. Once the call has been answered the screen will show the Connected state.



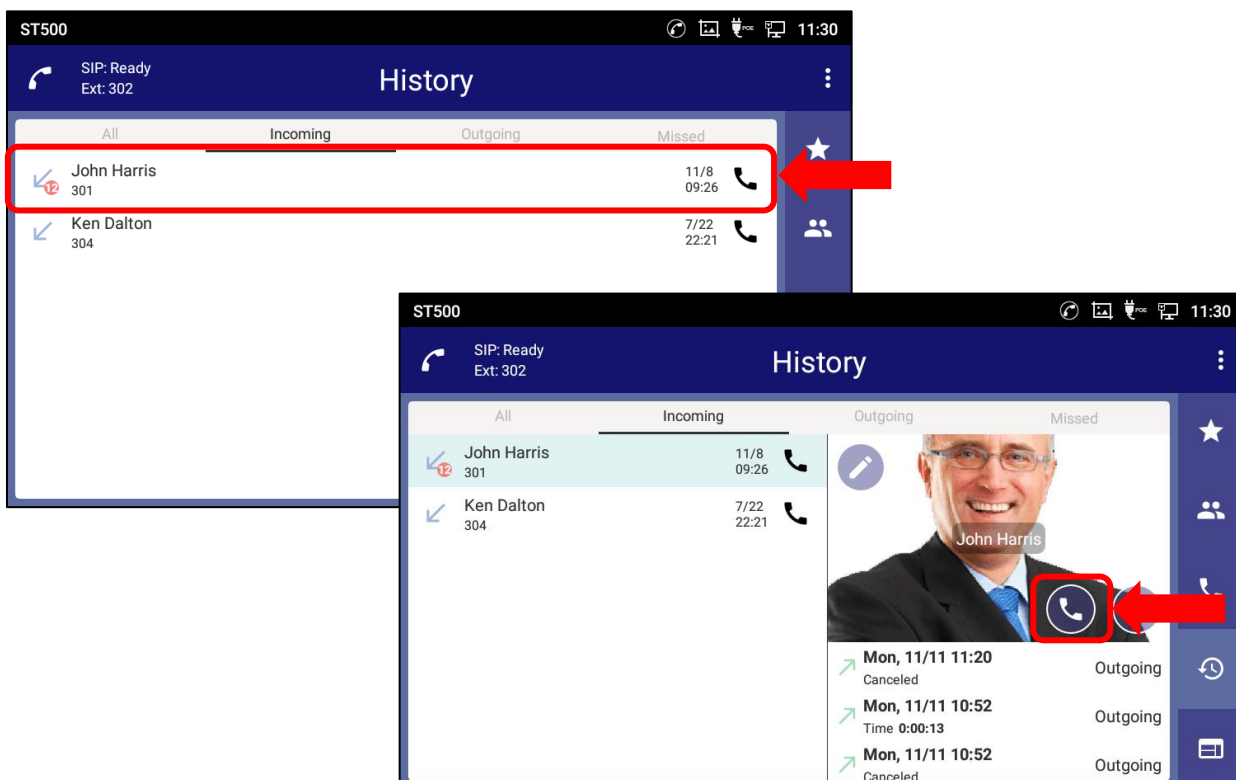
Making a Voice call from the Call History Screen

On the **Call History Screen** find the contact from call history records you want to call. There are 2 ways to initiate a call to the contact.

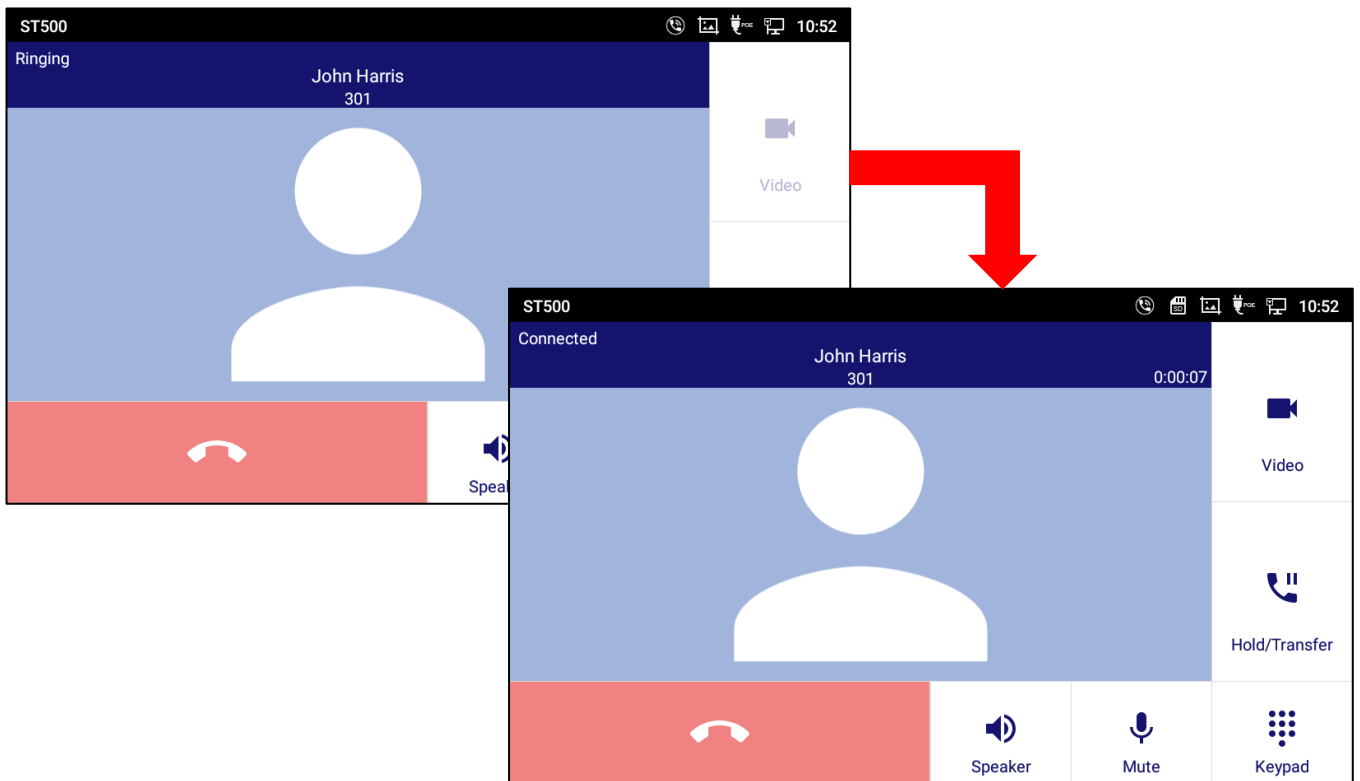
1. Press the Call icon situated on the call history record itself, this will immediately start a call to the contact.



2. Press the call history record and choose to call the contact from the call icon which appears.



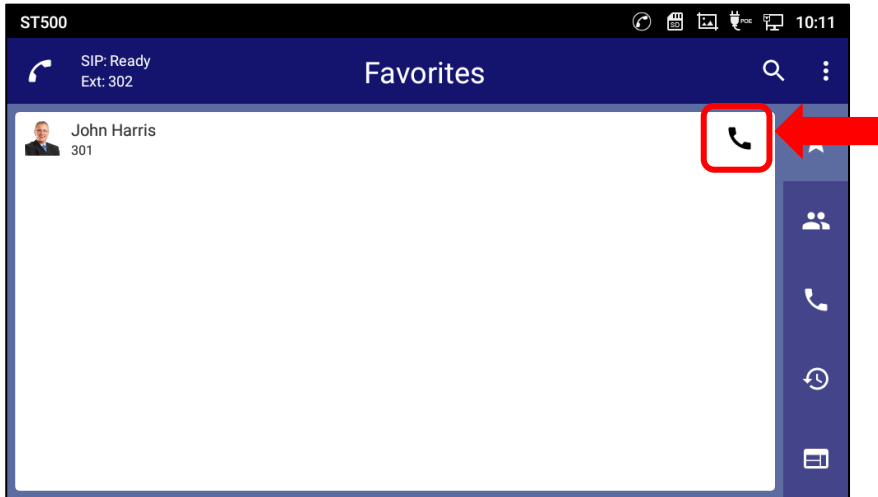
The Contact Screen will change to show the Ringing State. Once the call has been answered the screen will show the Connected state.



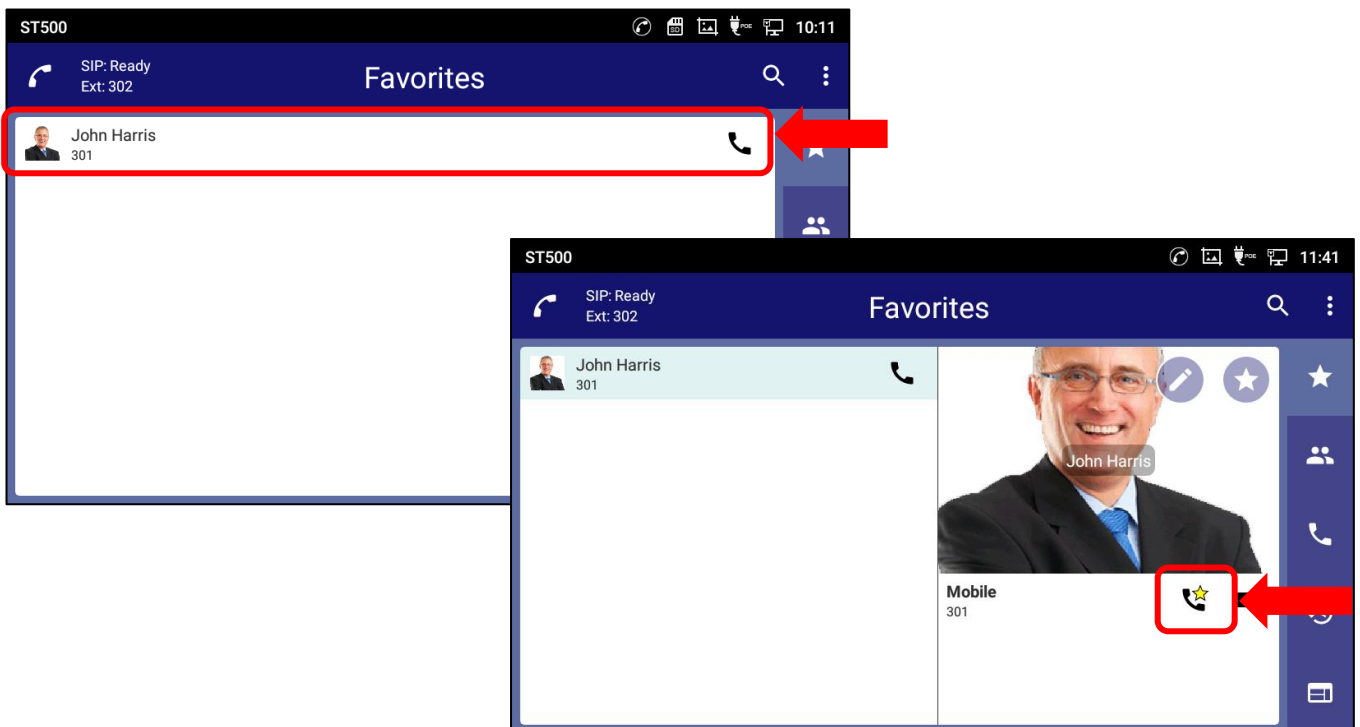
Making a Voice call from the Favourites Screen

On the **Favourites Screen** find the contact you want to call. There are 2 ways to initiate a call to the contact.

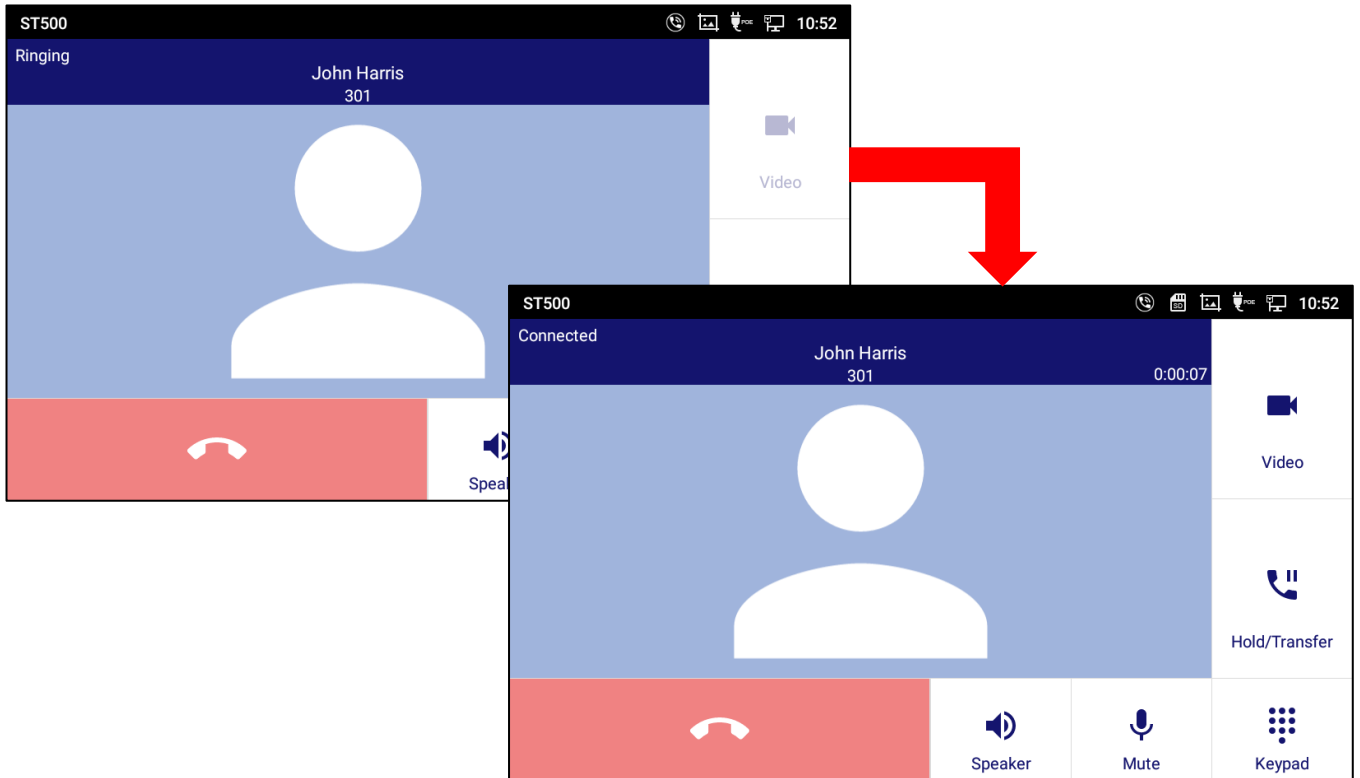
1. Press the Call icon situated on the contact record itself, this will immediately start a call to the contact.



2. Press the contact record and choose to call the contact from the call icon which appears.



The Favourites Screen will change to show the Ringing State. Once the call has been answered the screen will show the Connected state.

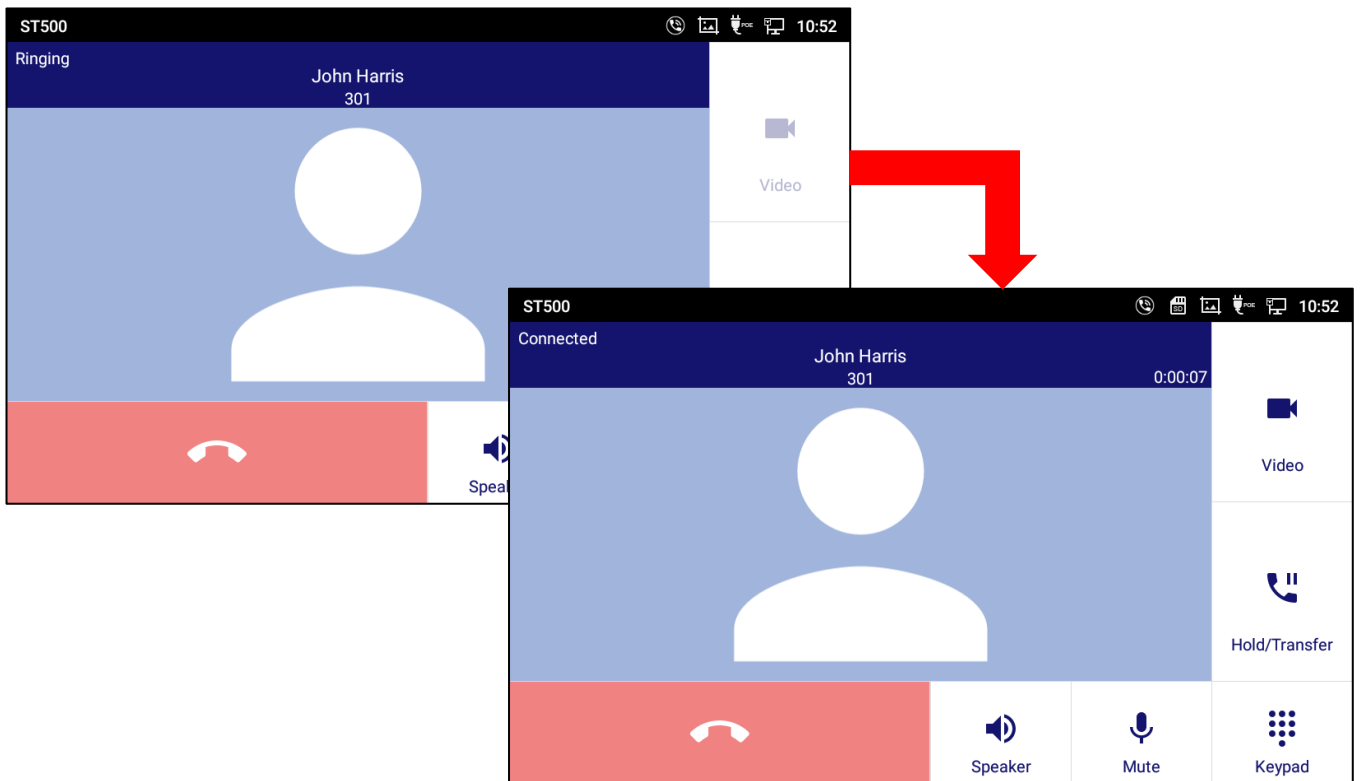


To Redial

On the **Call Screen** press the Call Icon to redial the previously dialed number. Pressing the call icon will populate the dial number field with the previously dialed number. To complete the call press the call icon again.



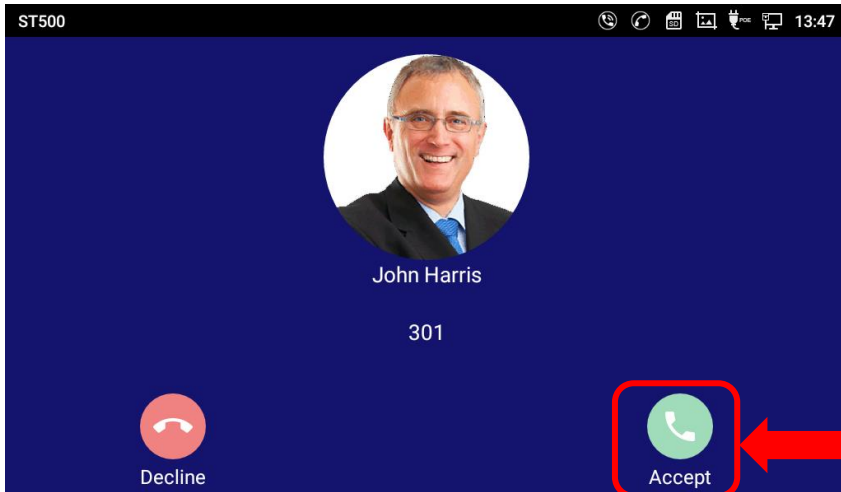
The Favourites Screen will change to show the Ringing State. Once the call has been answered the screen will show the Connected state.



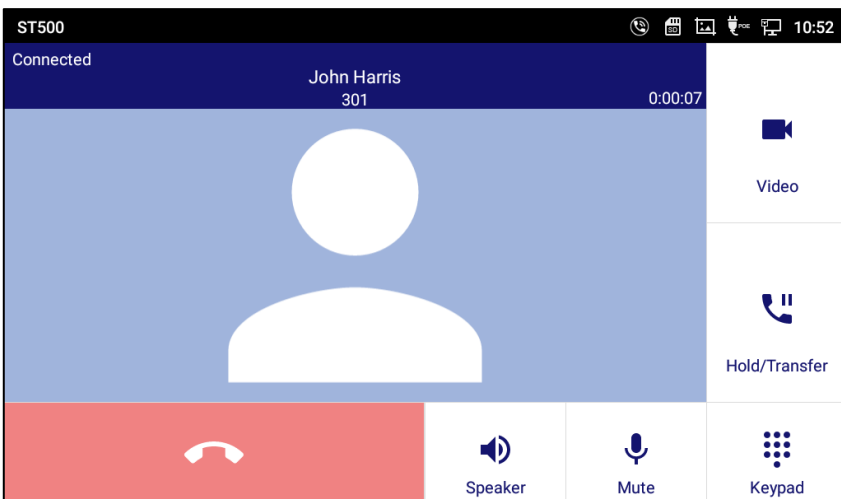
Answering a Voice Call

Answering an incoming voice call

When being presented with an incoming call, to answer press the Accept Icon or lift the handset on the GT890.

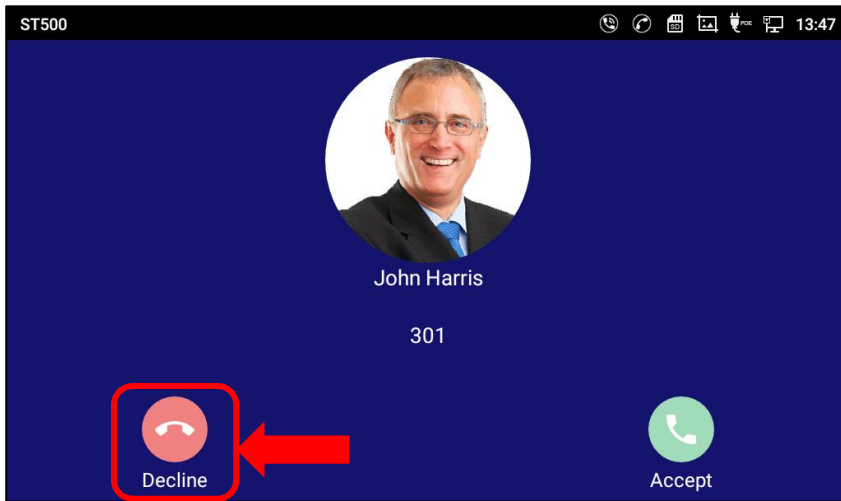


Once the call is connected the screen will change to show the status of the connected call.



Declining an incoming voice call

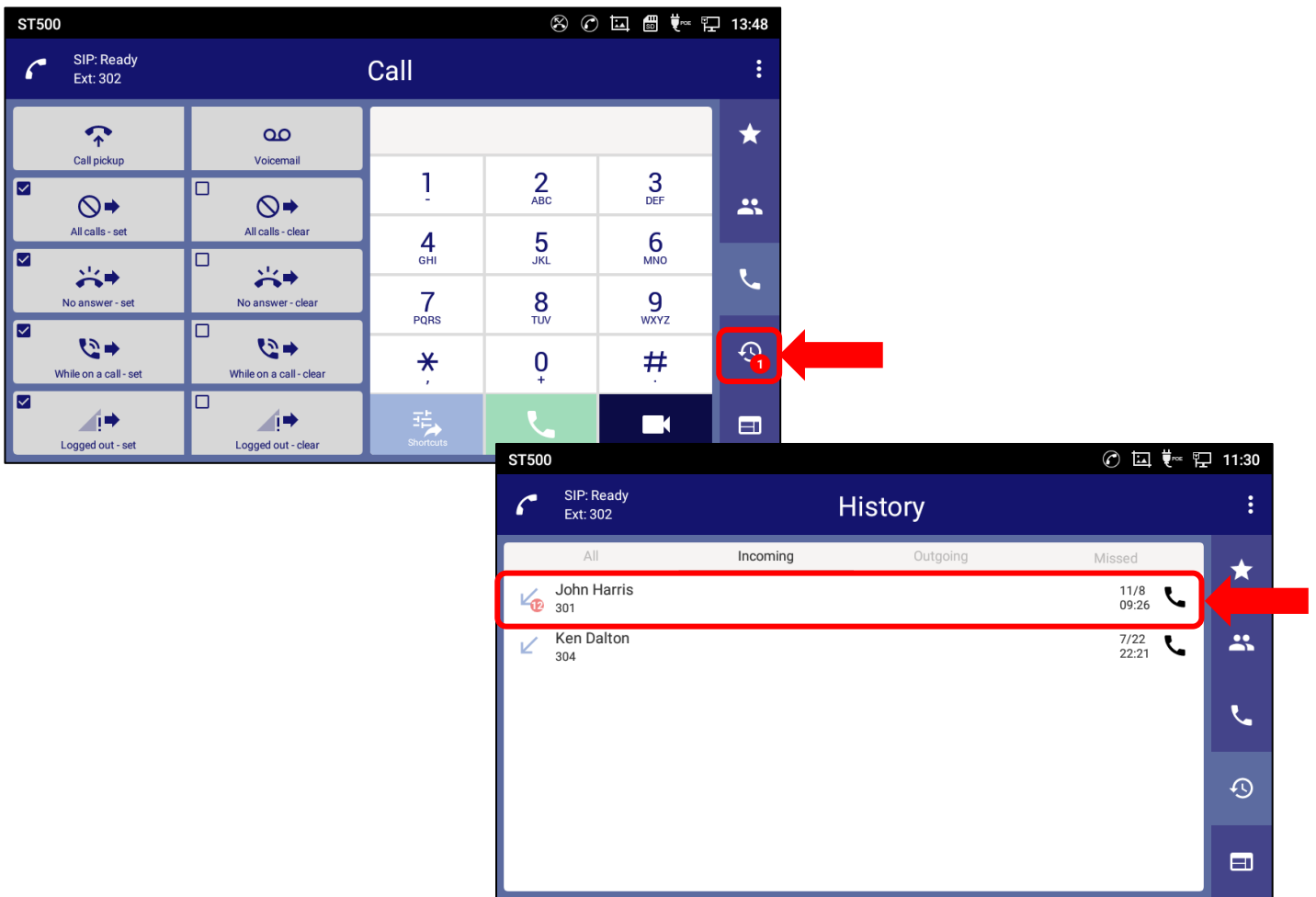
When being presented with an incoming call, to decline press the Decline Icon.



Missing an incoming voice call

While a call is being presented to you, if it is not answered and the calling party clears down the call will be marked as missed.

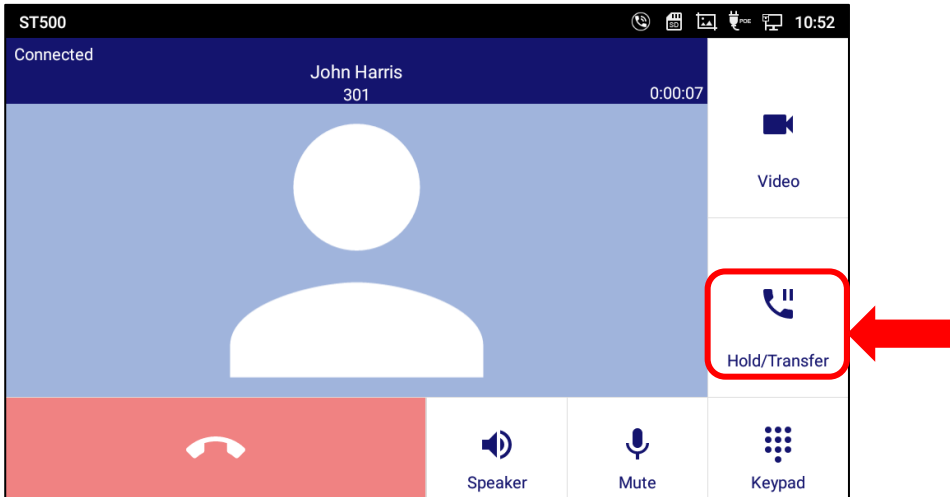
On the ST500 Call History Screen this will show a new notification for the missed call with a record populated.



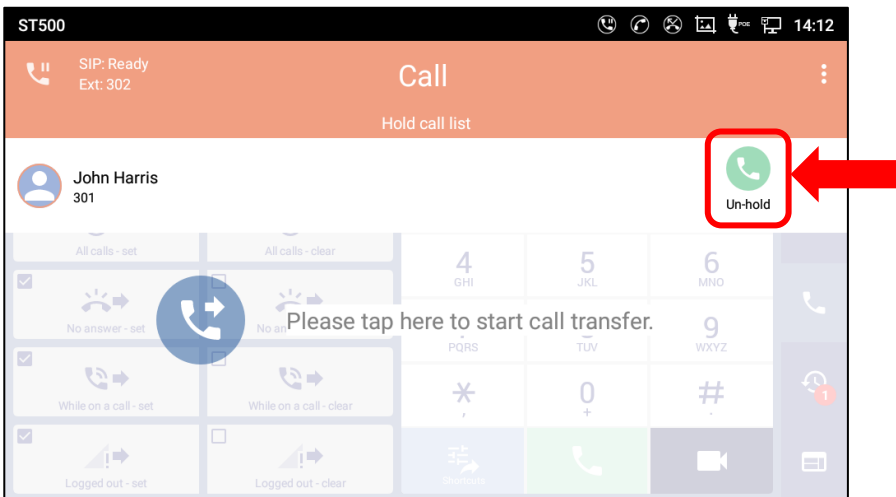
Holding a Call

While a call is in progress it can be held, providing the end caller with Music on Hold.

During the conversation press the Hold/Transfer Icon.

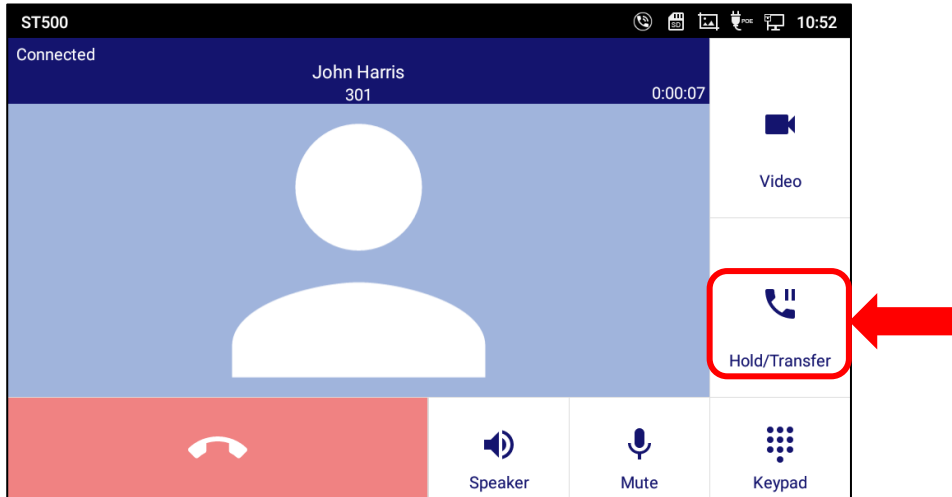


While the call is held the ST500 will return back to the previous screen before the call and will show the option to Un-hold the call.

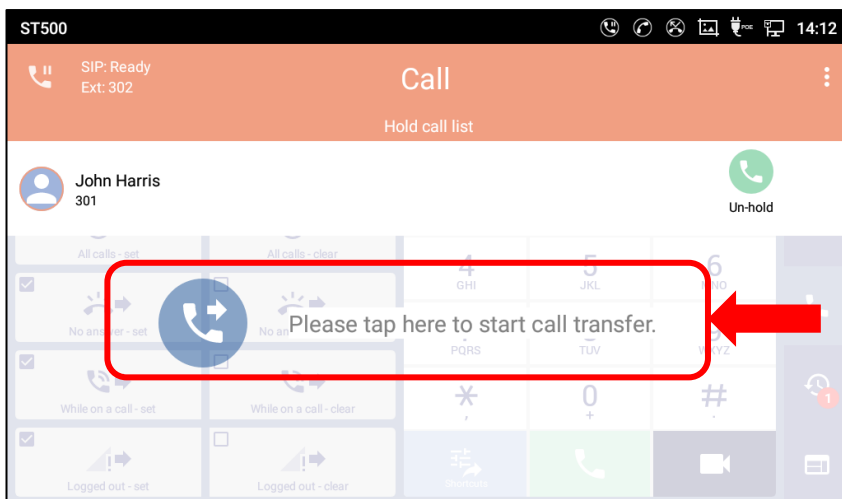


Transferring a Call

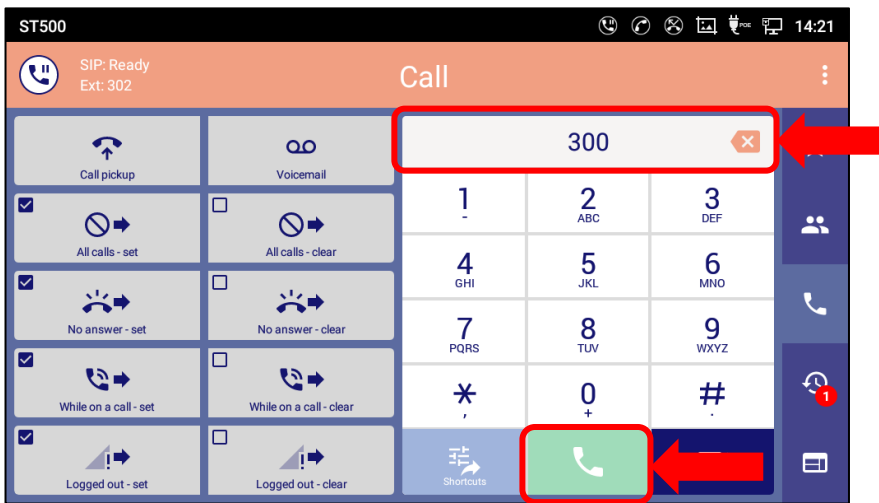
When a call is in progress there are two types of transfer which can be performed, blind and supervised. Both types of transfer can be performed when the Hold/Transfer icon is pressed on a connected call.



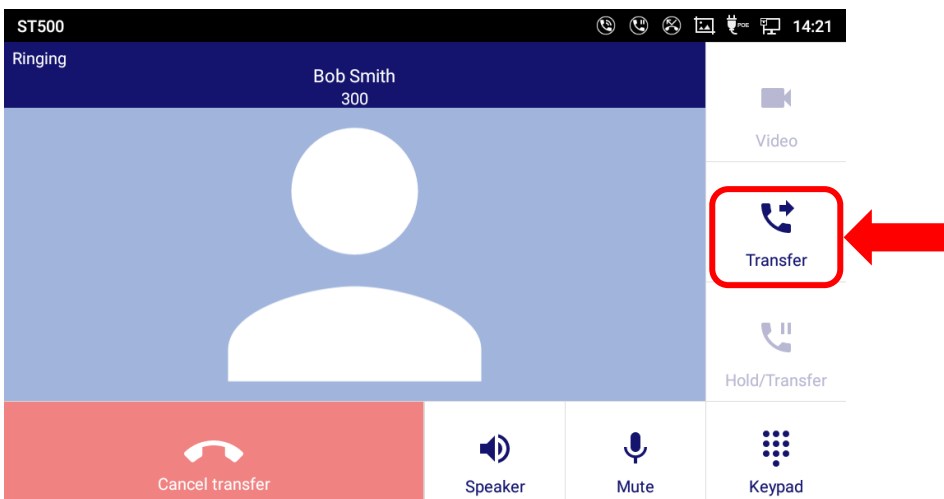
While the call is held the ST500 will return back to the previous screen before the call and will show the option to Un-hold the call or to tap in the “dead” space to start a call transfer.



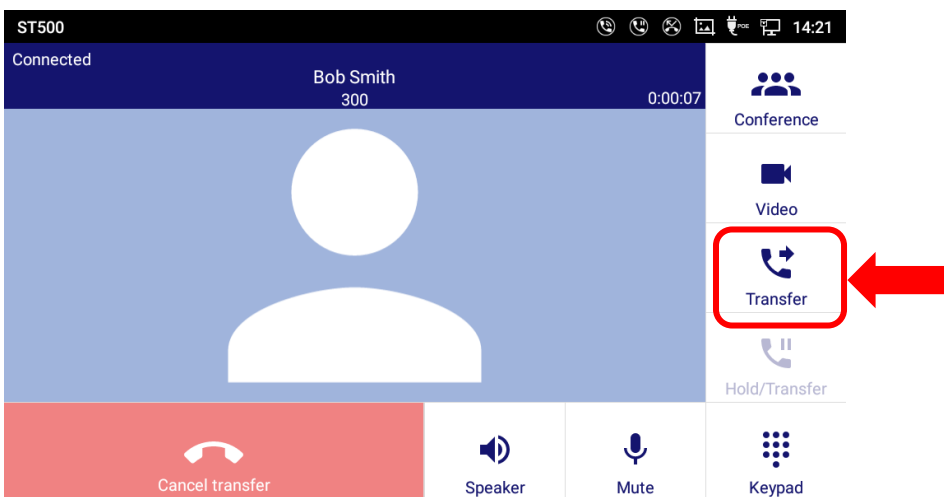
Dial the destination number for the transfer, press the call icon to commence the dialling.



While the call is offering to the intended recipient, pressing the Transfer icon will perform a blind transfer.

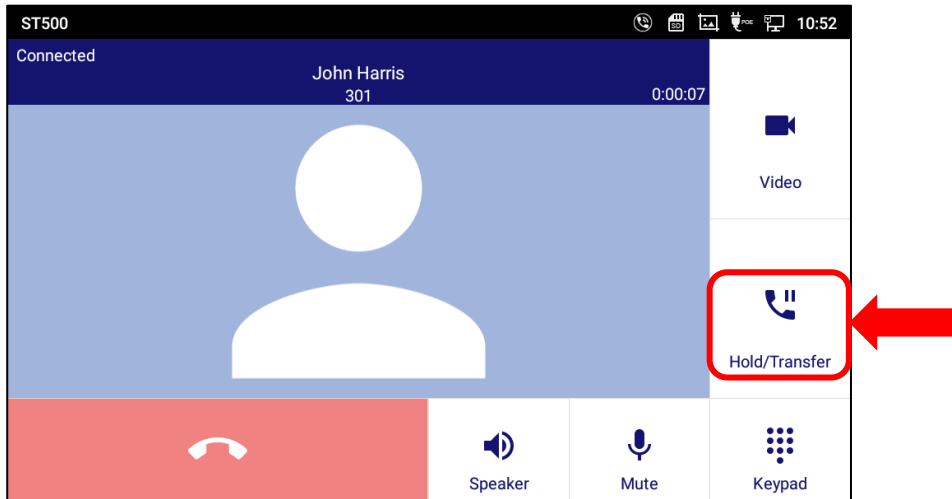


Once the call is connected, pressing the Transfer icon will perform a supervised transfer.

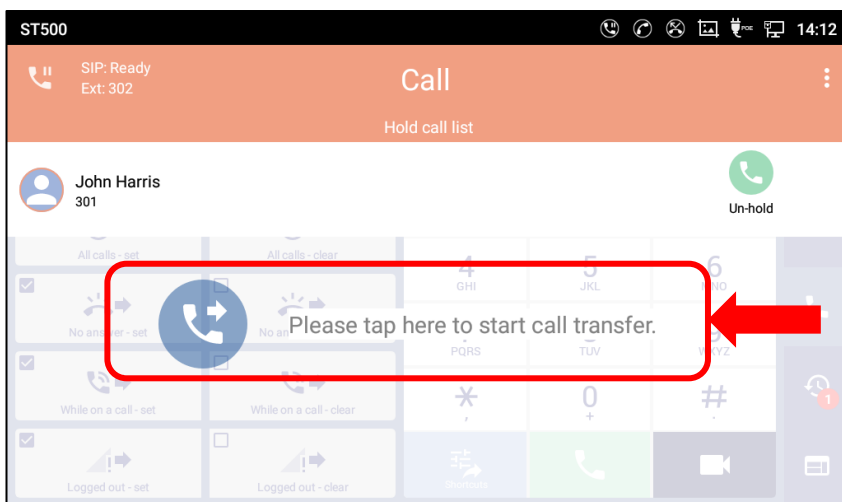


Three-way Call

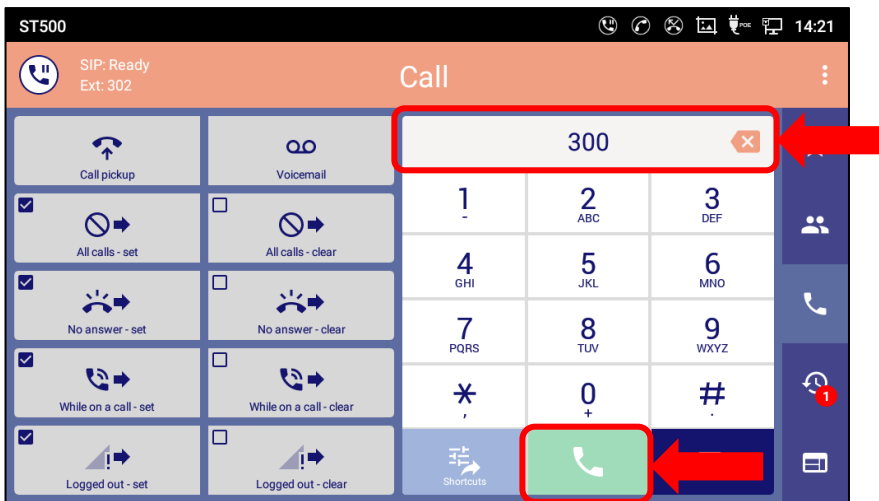
A Three-way call is setup a very similar way to a transfer. While on a connected call, press the Hold/Transfer icon.



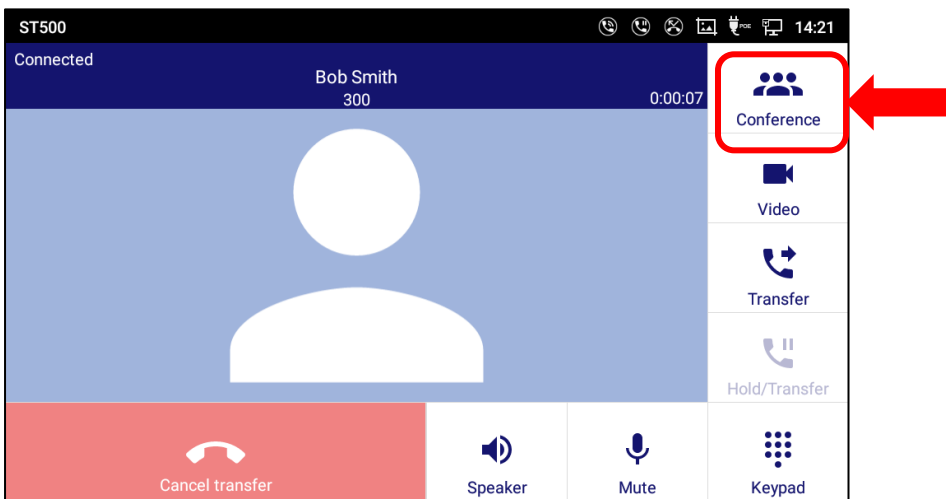
While the call is held the ST500 will return back to the previous screen before the call and will show the option to Un-hold the call or to tap in the “dead” space to start a call transfer.



Dial the destination number for the the call who is being added to the three-way call, press the call icon to commence the dialling.



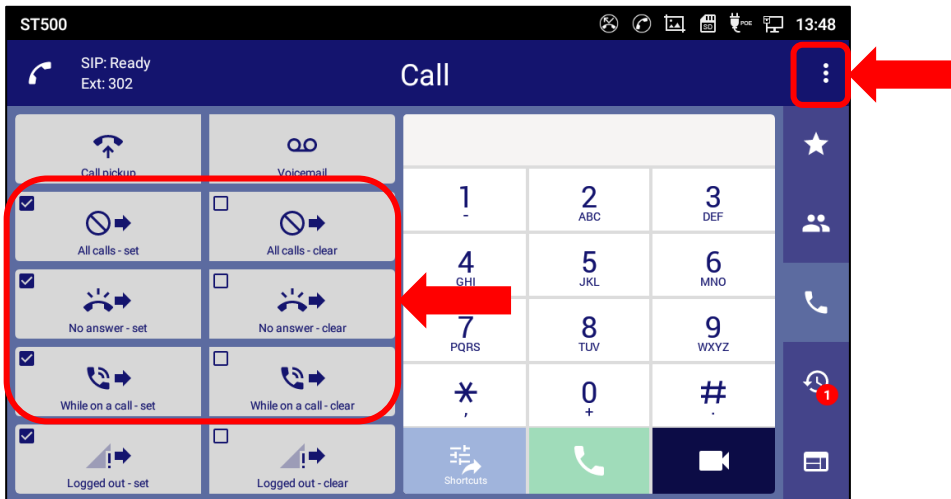
Upon the intended recipient answering the call, press the Conference icon, this will complete the setup of the three-way call.



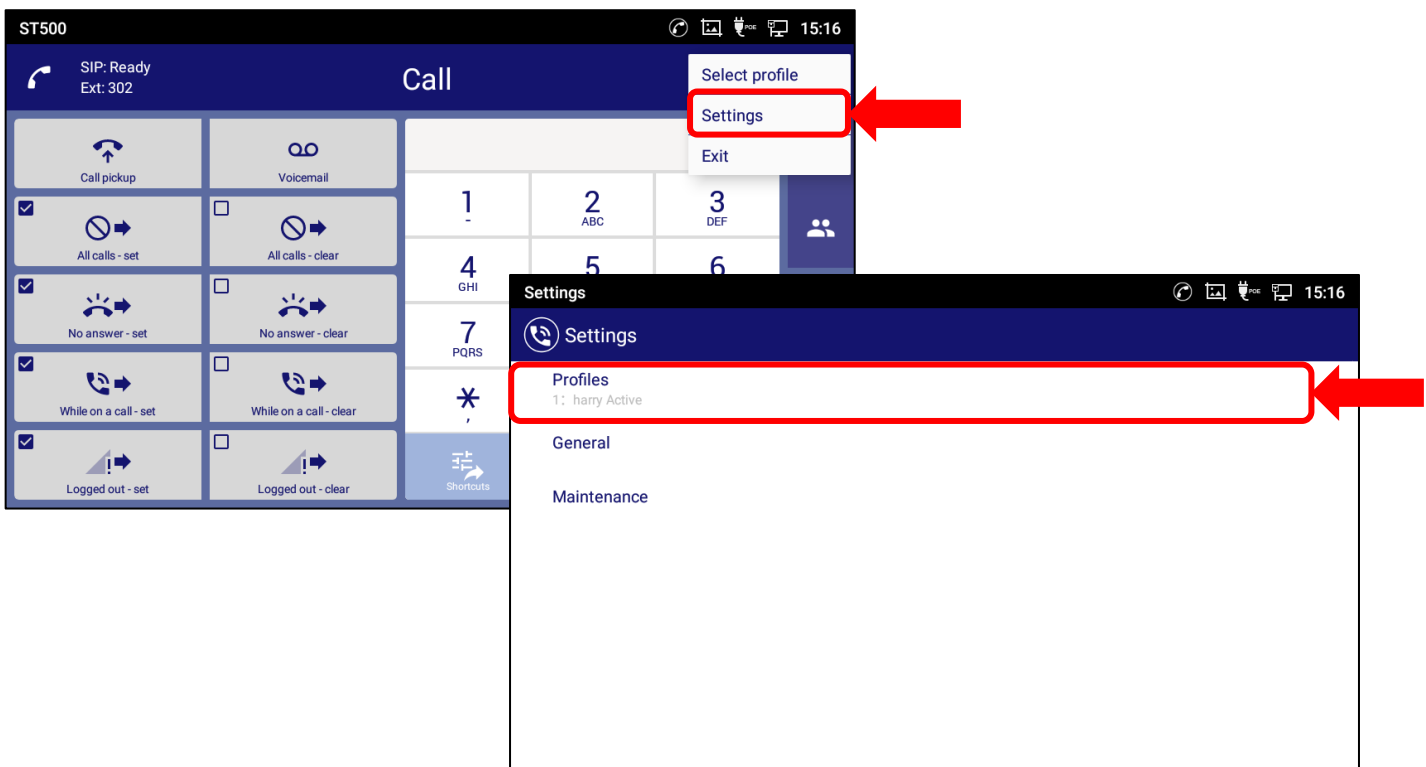
Call Forwarding

In this example the ST500 will be configured for Call Forward All Calls. Similar procedures are required for the other forwarding types available.

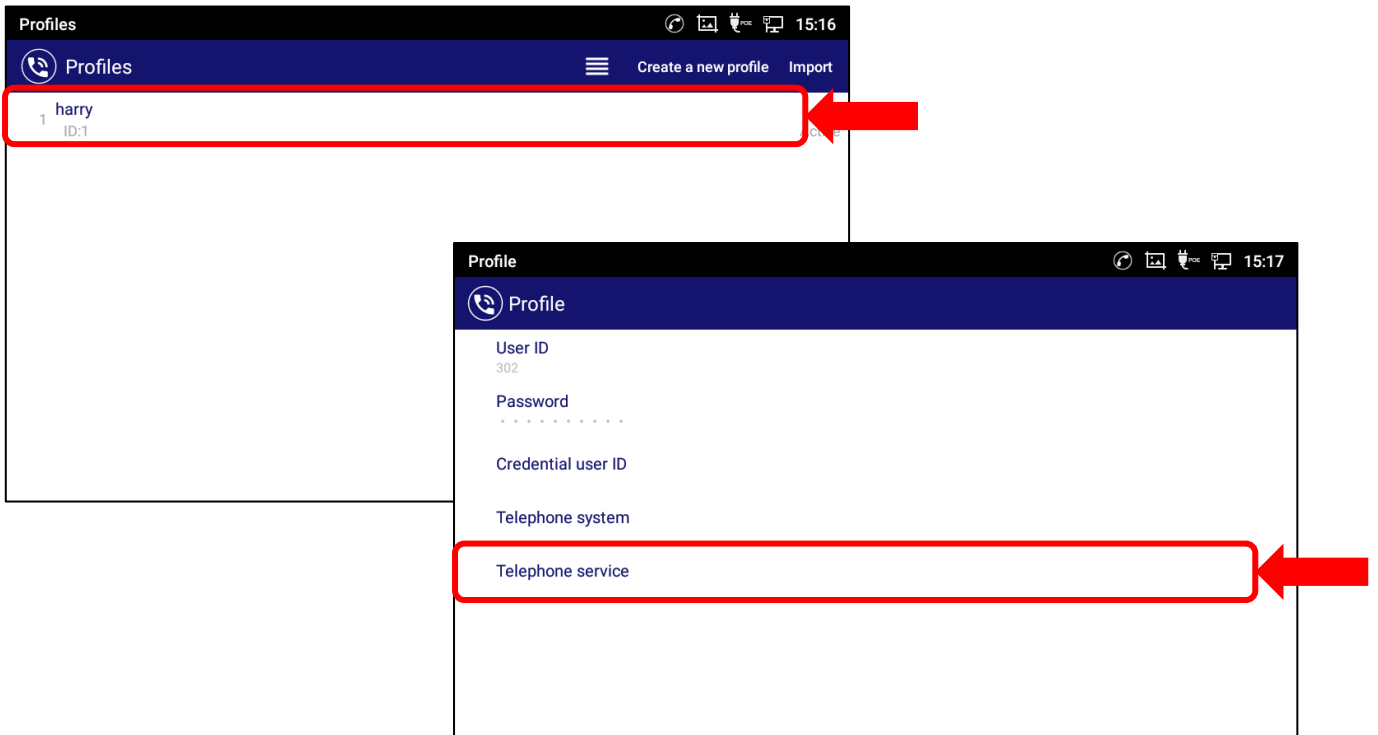
On the Call Screen the option of Call Feature Shortcuts is available. In order for them to be active some small configuration is required. Press the **Menu** option at the top right of the **Call Screen**.



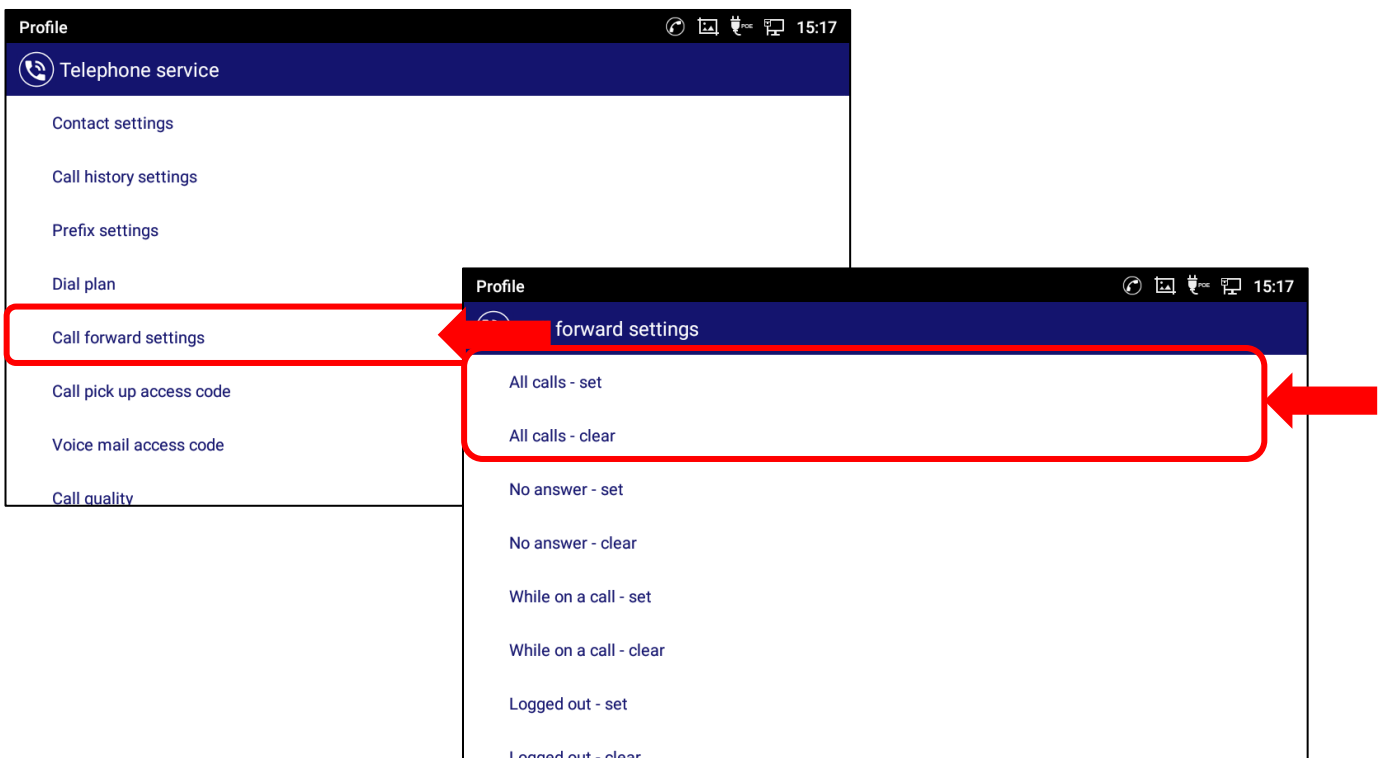
From the menu drop down select the settings option and the select the Profiles option.



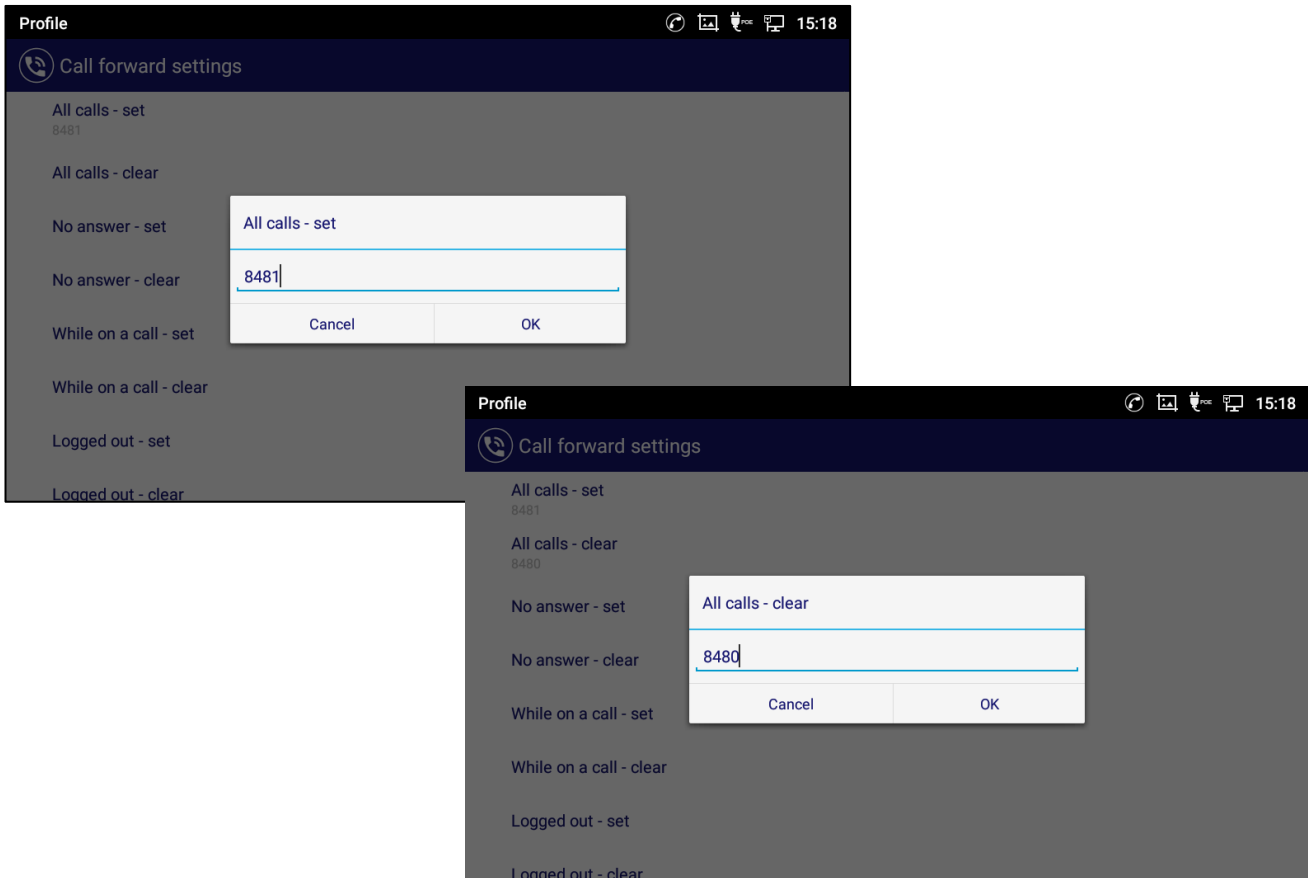
Choose the active profile and then select the Telephone Service option.



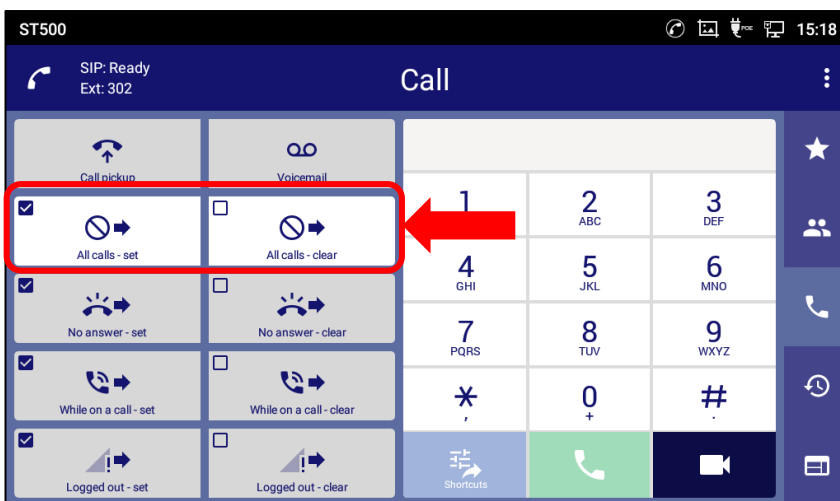
From the Telephone Service menu choose Call Forward Settings. And then for this example, All Calls – Set and Clear will be configured.



If the default services codes are in place in the system, then configure the Call Forward All Calls to 8481 and the Call Forward All Calls Clear to 8480.

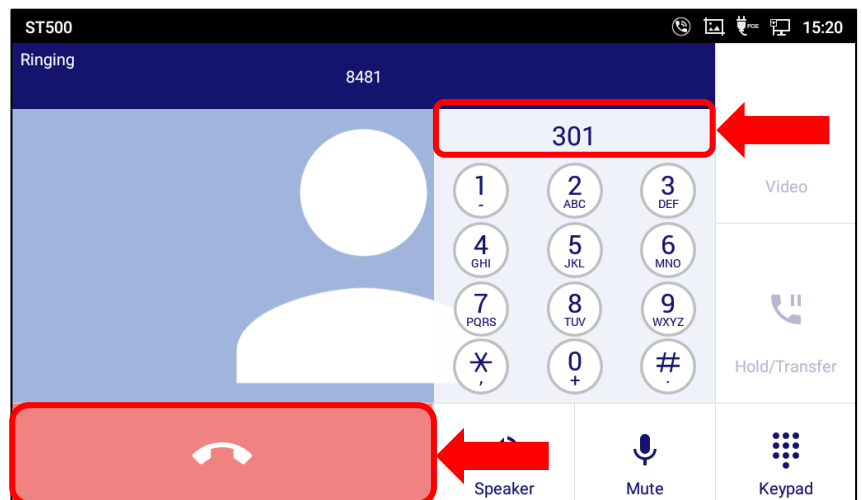
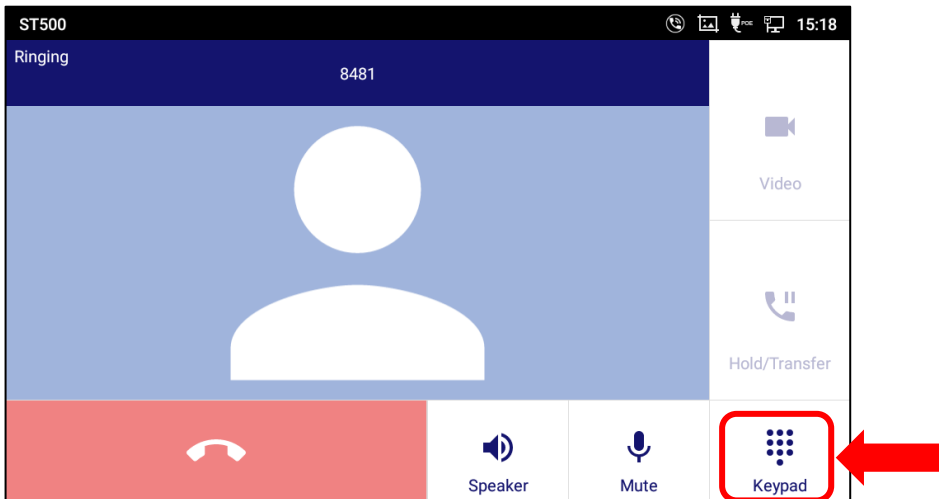


Upon making the configuration changes, back on the Call Screen, the Call Forward All Calls Set and Clear shortcut buttons will now be available to press.



Upon pressing the Call Forward All Calls Set button, the call will hang as it will require the destination for the call forward to be entered.

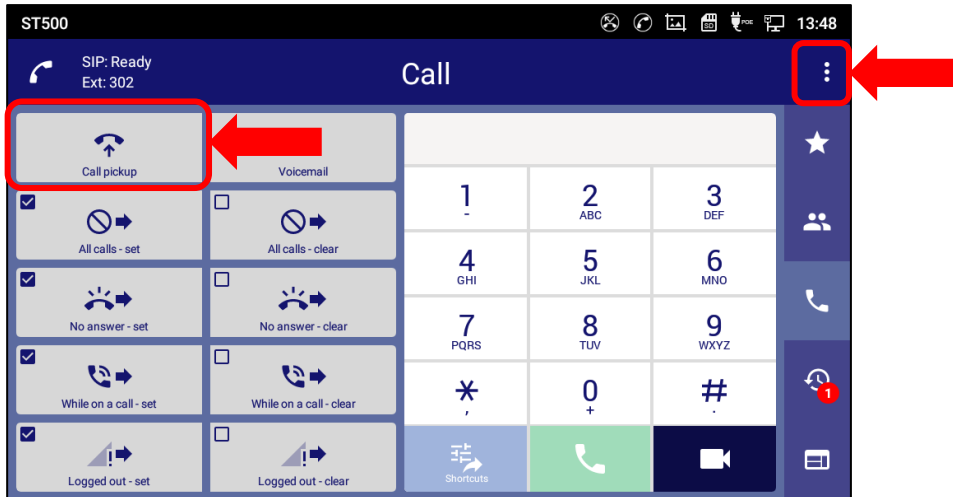
Press the Keypad option followed by the extension number, or PSTN number for where the forwarded call will terminate. Once the destination has been entered, clear the call by pressing the disconnect option.



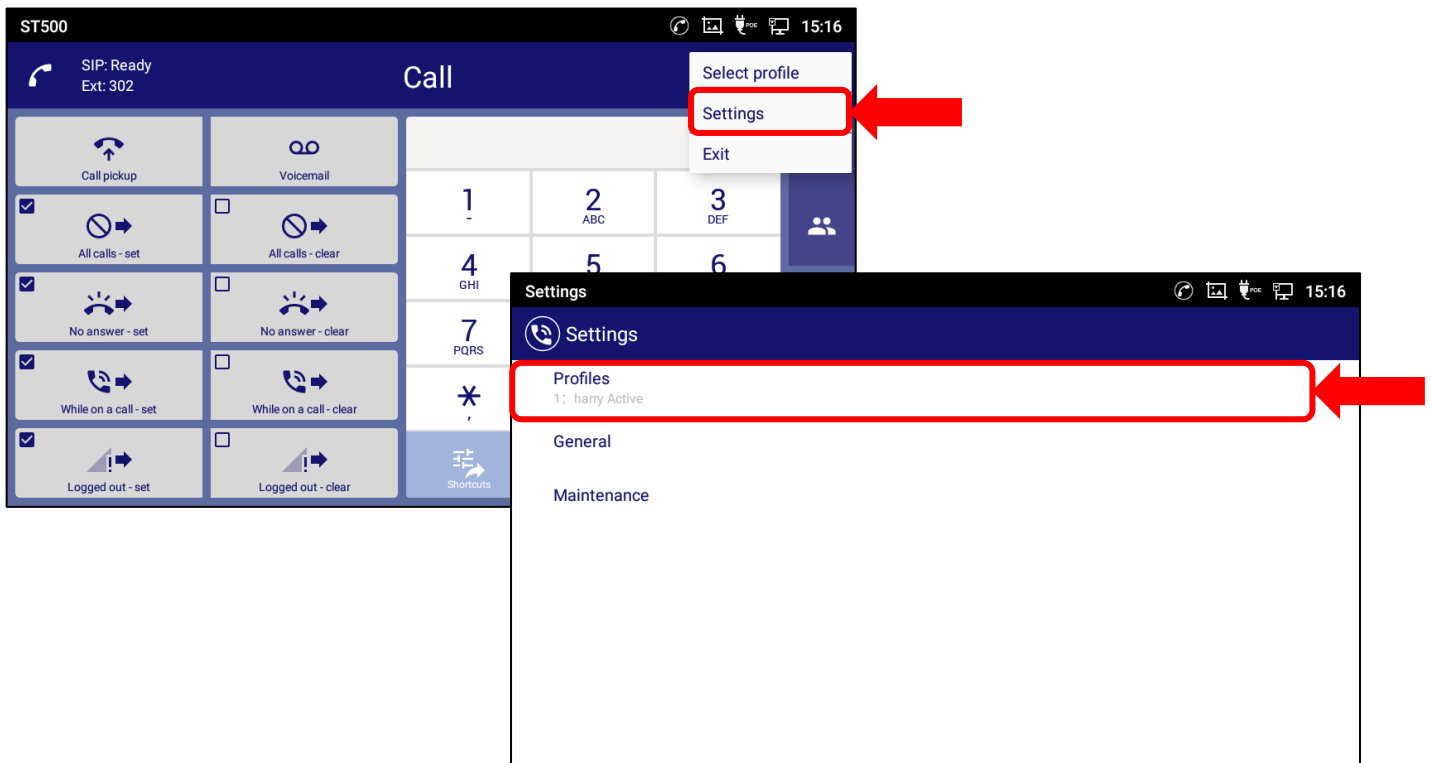
Call Pickup

Call Pickup is an option available as a Call Feature Shortcut.

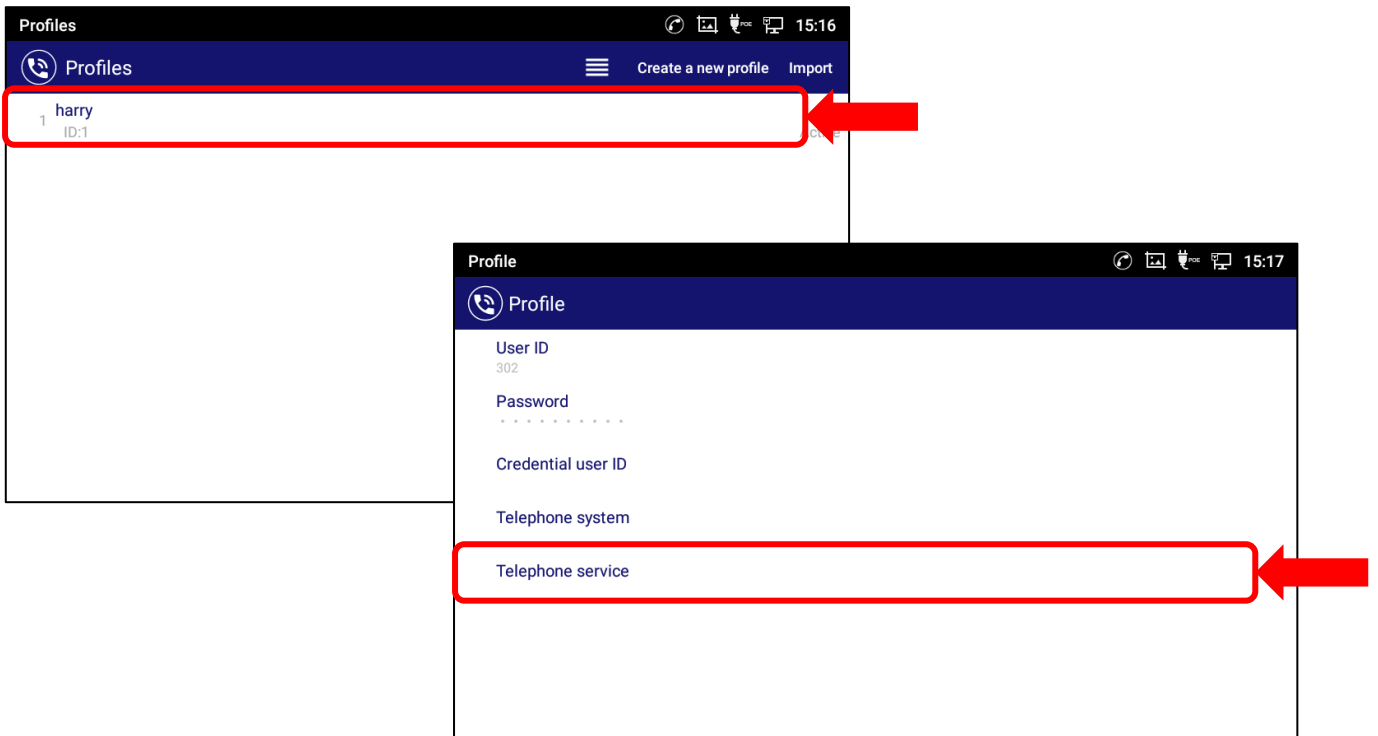
In order for it to be active some small configuration is required. Press the **Menu** option at the top right of the **Call Screen**.



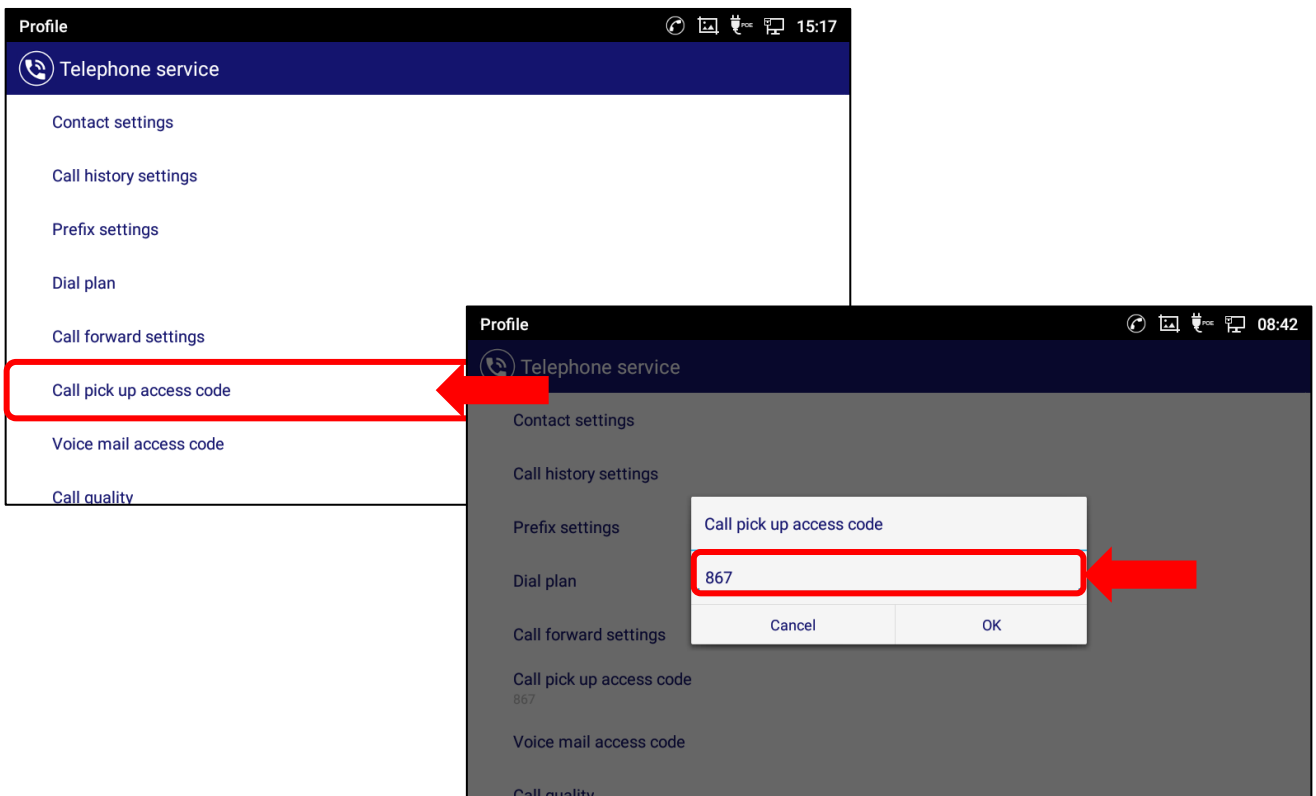
From the menu drop down select the settings option and the select the Profiles option.



Choose the active profile and then select the Telephone Service option.

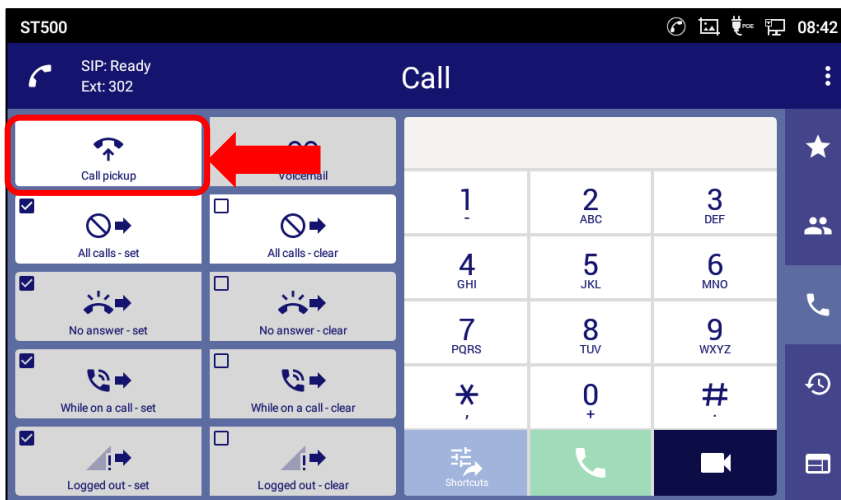


From the Telephone Service menu choose Call pick up access code and enter the Call pick up access code.

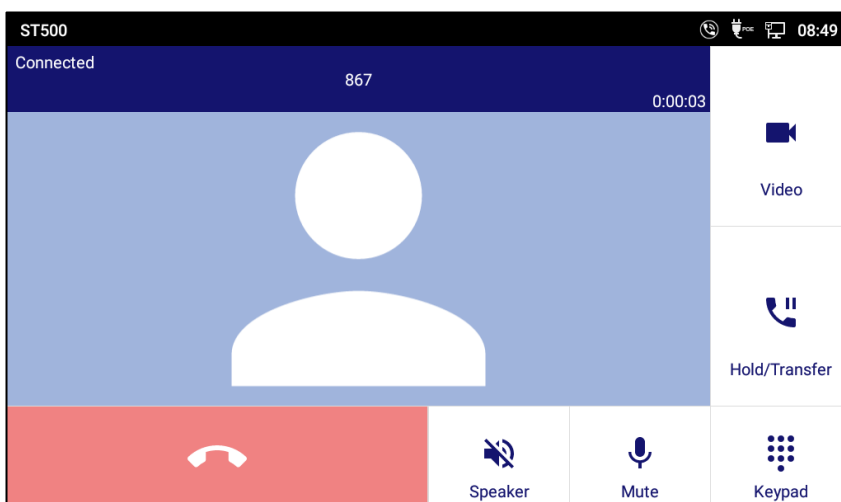


Using Call Pick up

To use the Call pick up feature, you need to create a call pick up group with other extensions. If there is an incoming call to one of the extensions in the group, you can pick up the call from your GT890 by pressing the Call Pick up call feature shortcut button.



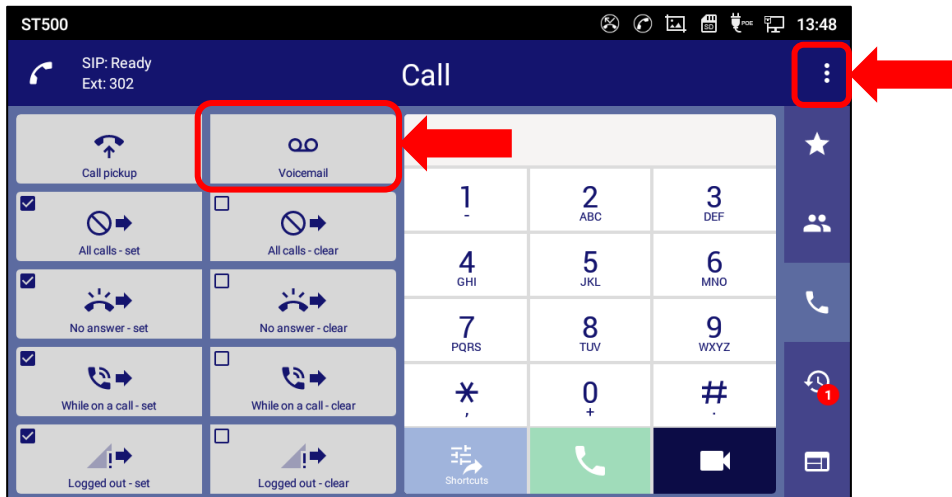
Pressing the Call pick up button will take the GT890 off hook, dialling the Call pick up access code and answering the call which is ringing on an extension in the same Call pick up group.



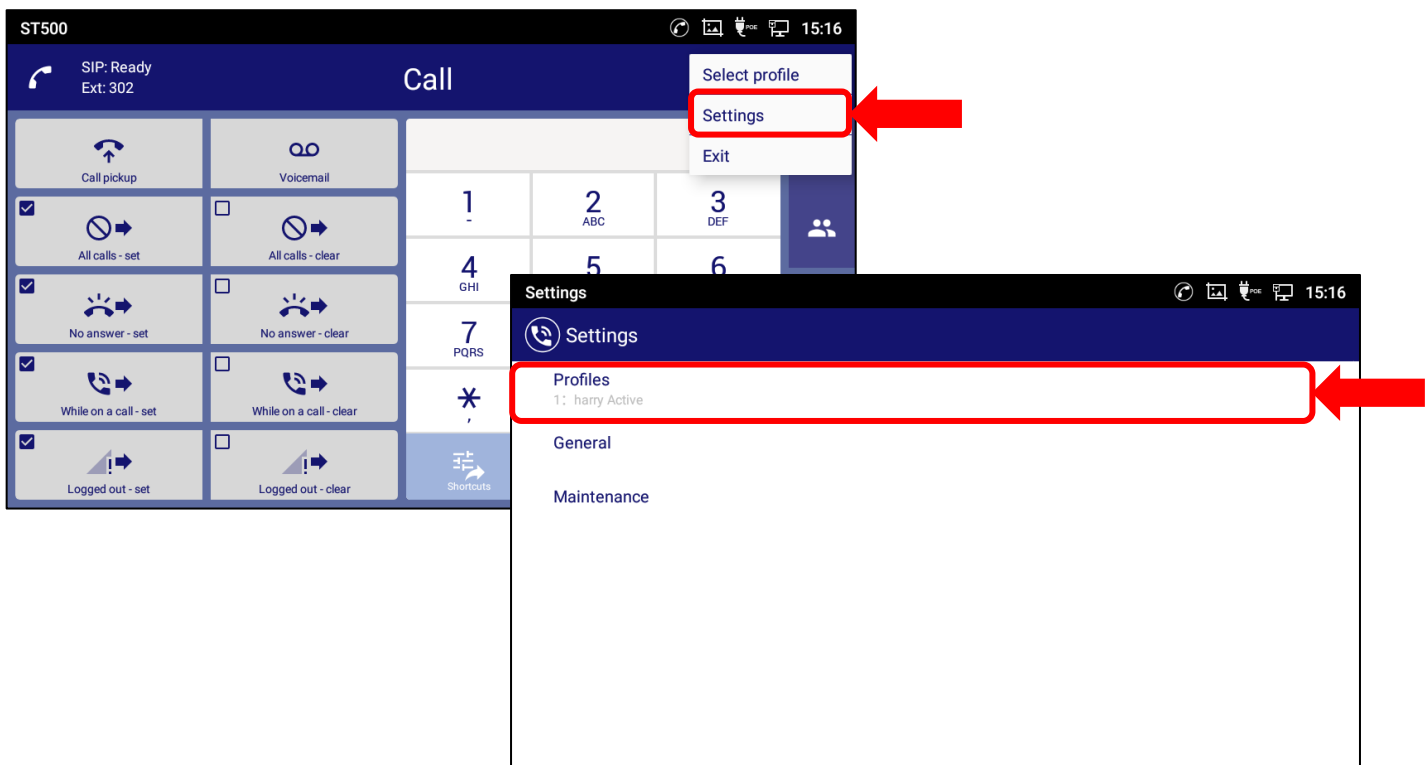
Voicemail

Voicemail is an option available as a Call Feature Shortcut. In order for voicemail to work, configuration must be carried out on the SV9100 communication server and an access code for voicemail assigned.

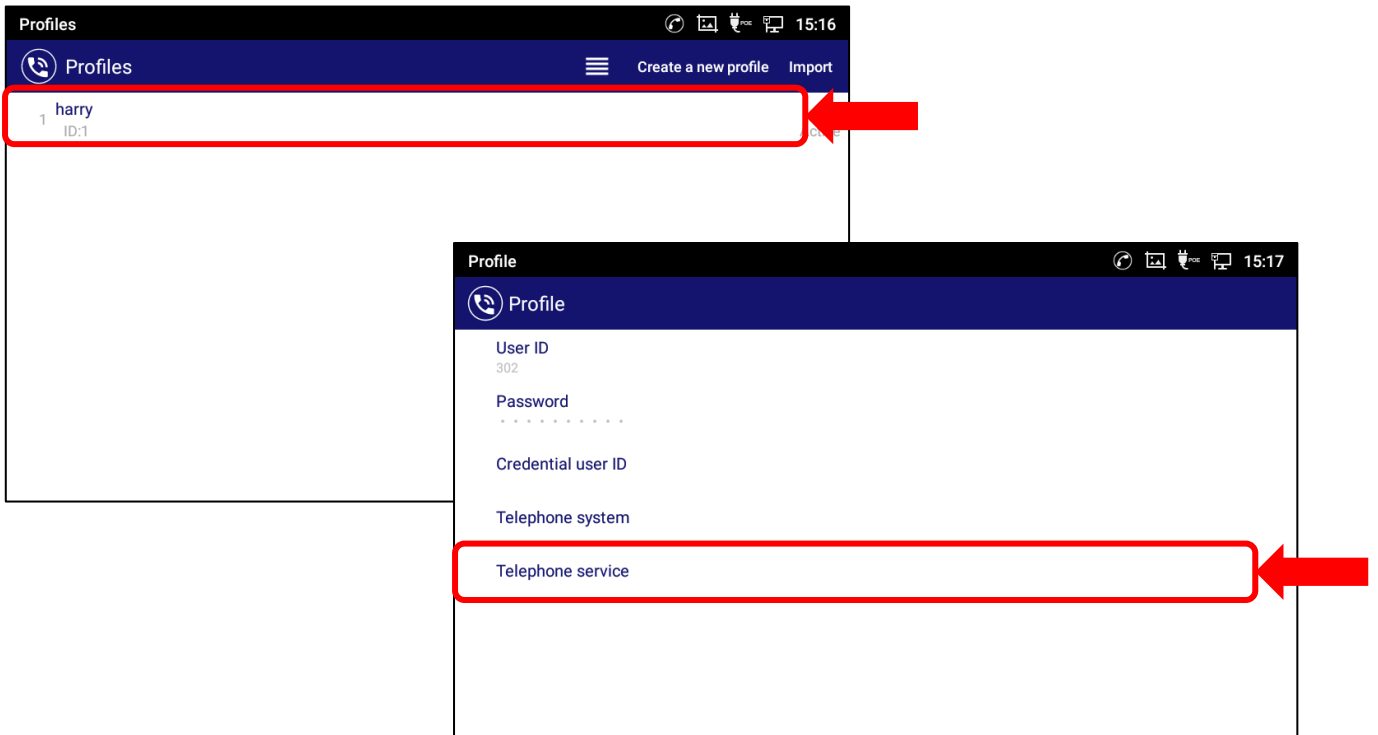
In order for it to be active some small configuration is required. Press the **Menu** option at the top right of the **Call Screen**.



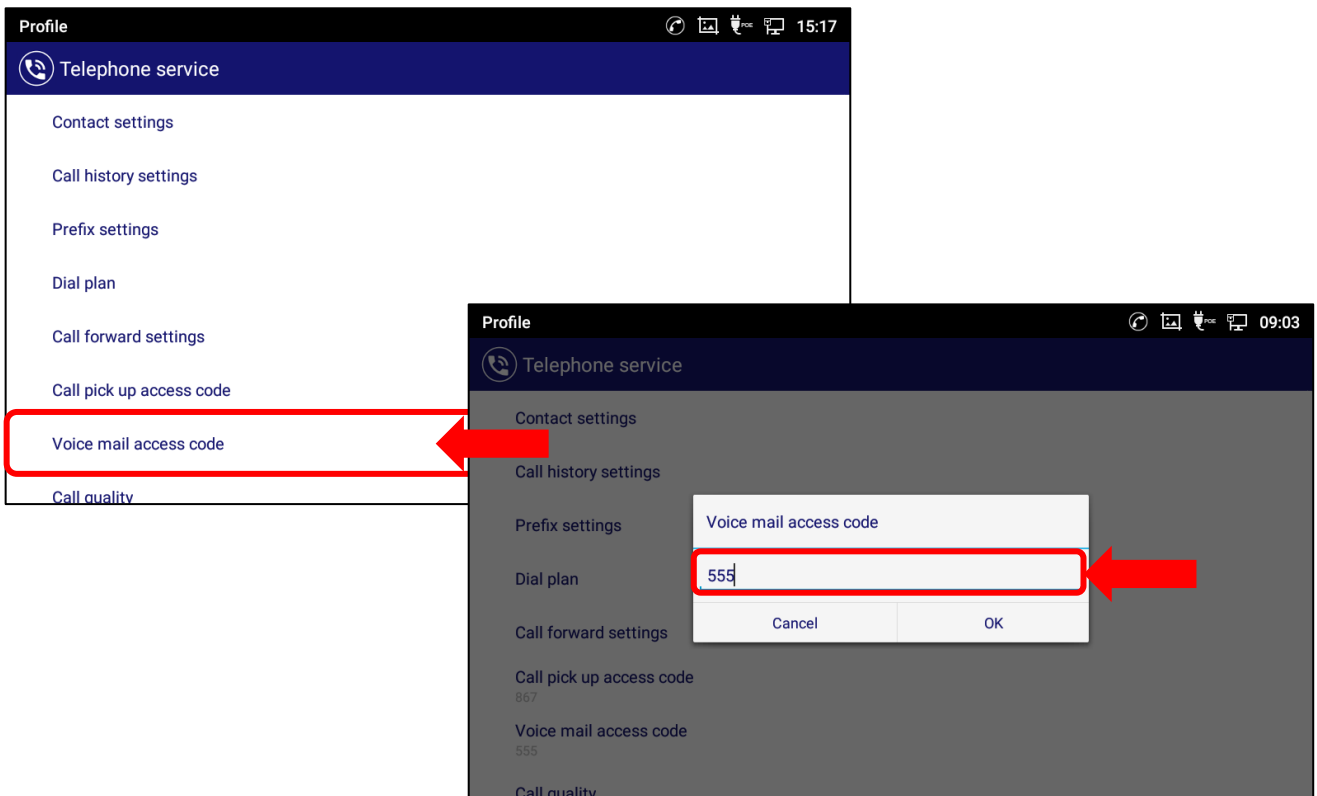
From the menu drop down select the settings option and the select the Profiles option.



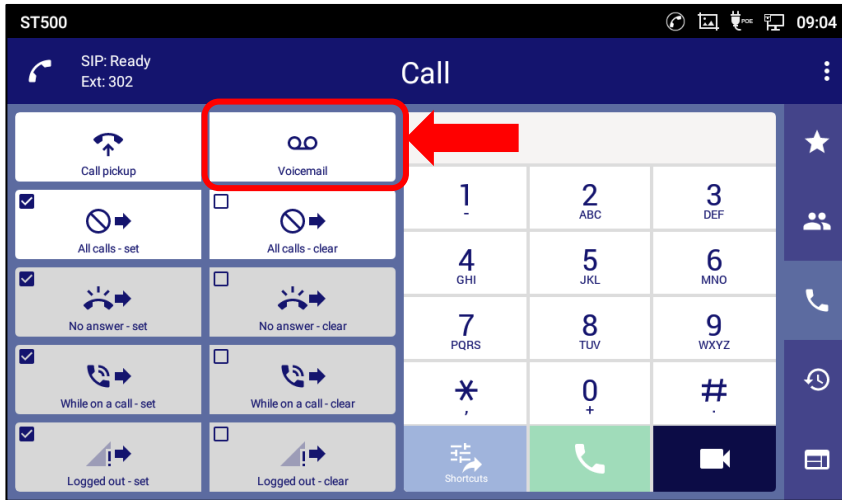
Choose the active profile and then select the Telephone Service option.



From the Telephone Service menu choose Voice mail access code and enter the voice mail access code.




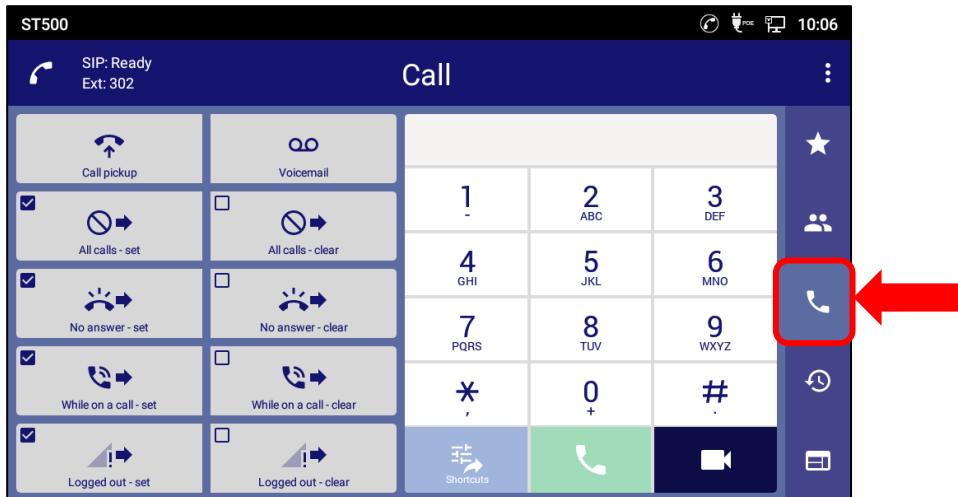
Pressing the Voicemail call feature shortcut button will initiate a call to voicemail based on the access code programmed.



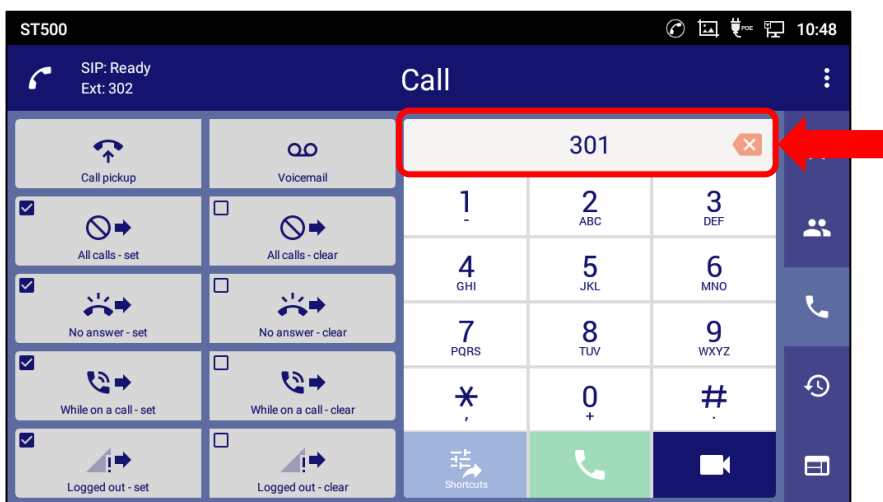
Video Call

Making a Video Call

Press the **Call Screen Icon**  the call screen will be displayed. As covered in earlier in this user guide, initiating video calls can be done in many ways just like voice calls. In this example a video call will be initiated from the Call Screen.



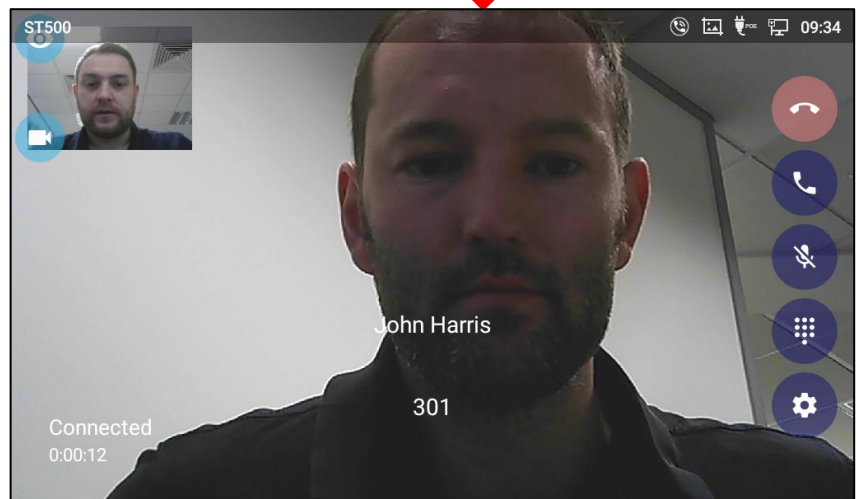
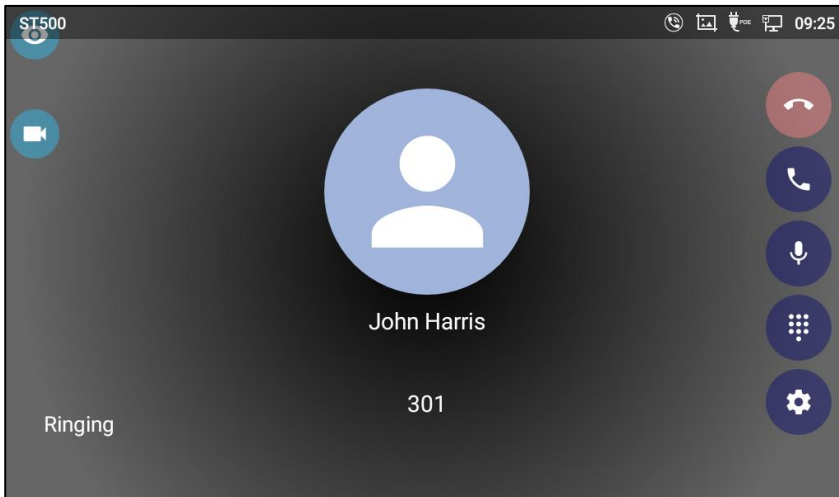
On the call Screen enter the number you want to call. This can will be the extension number you want to setup a video call too.



To start the Video call to the chosen number press the Video Call icon.

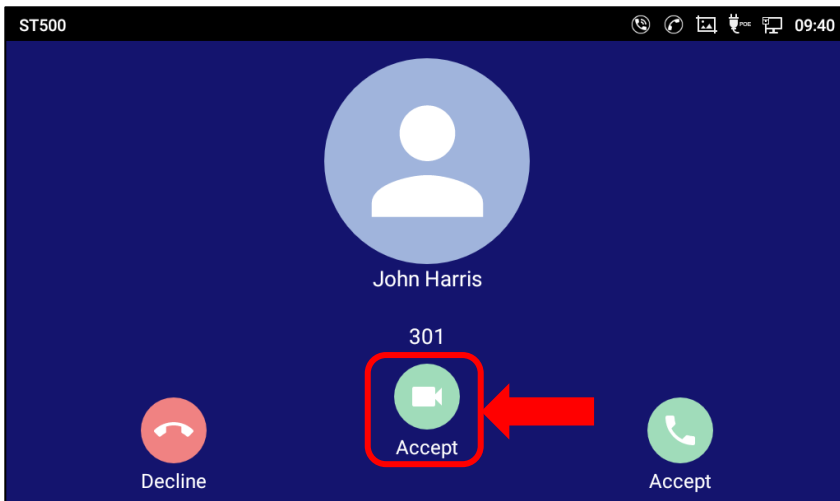


The Call Screen will change to show the Ringing State. Once the call has been answered the screen will show the connected state and video will start streaming if the end device being called also supports video.

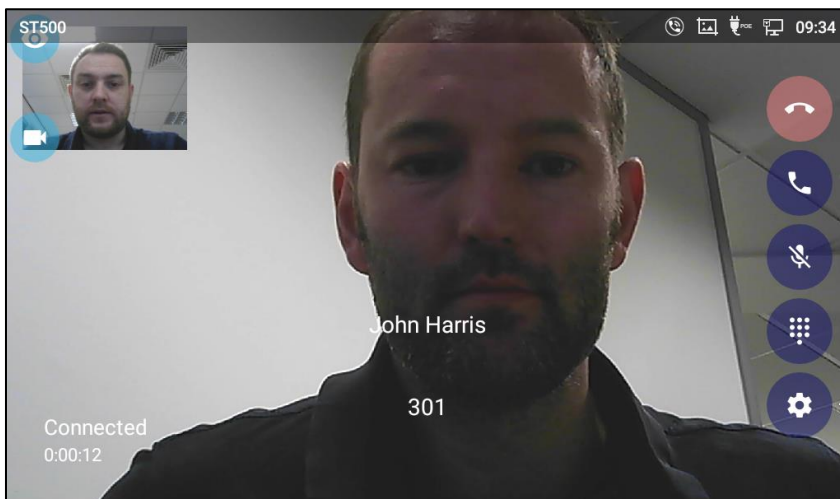


Answering a Video Call

When being presented with an incoming call, to answer with Video, press the Video Accept Icon on the GT890.

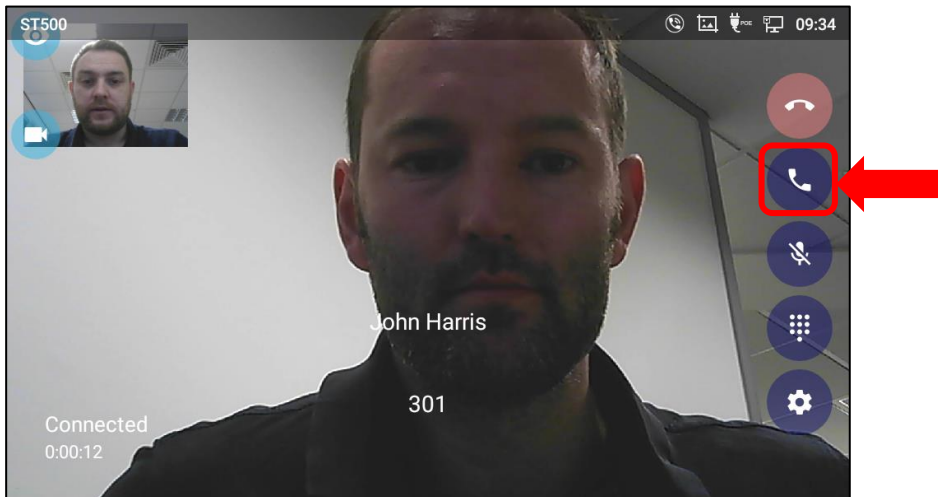


Once the call has been accepted, Video will start streaming.

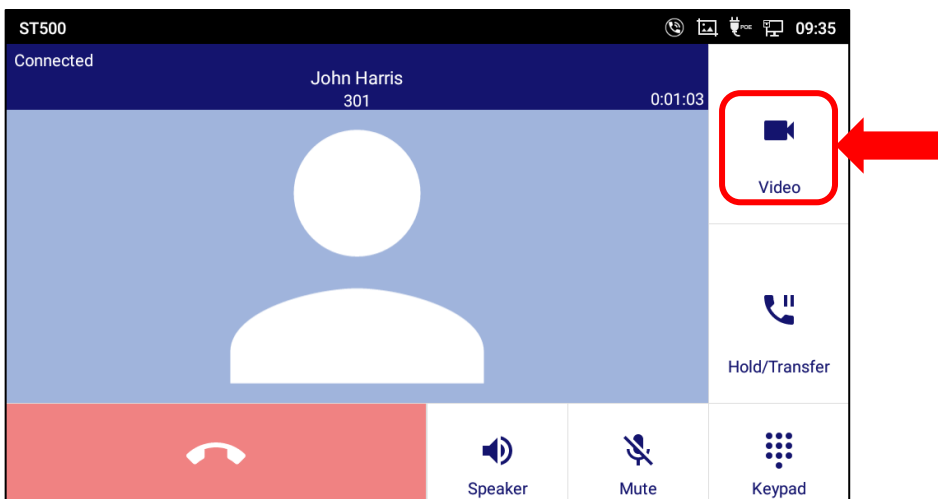


Switching between a Video Call and Voice Call

While on a connected Video Call it is possible to switch back to a Voice only call by pressing the Phone icon on the connected screen.



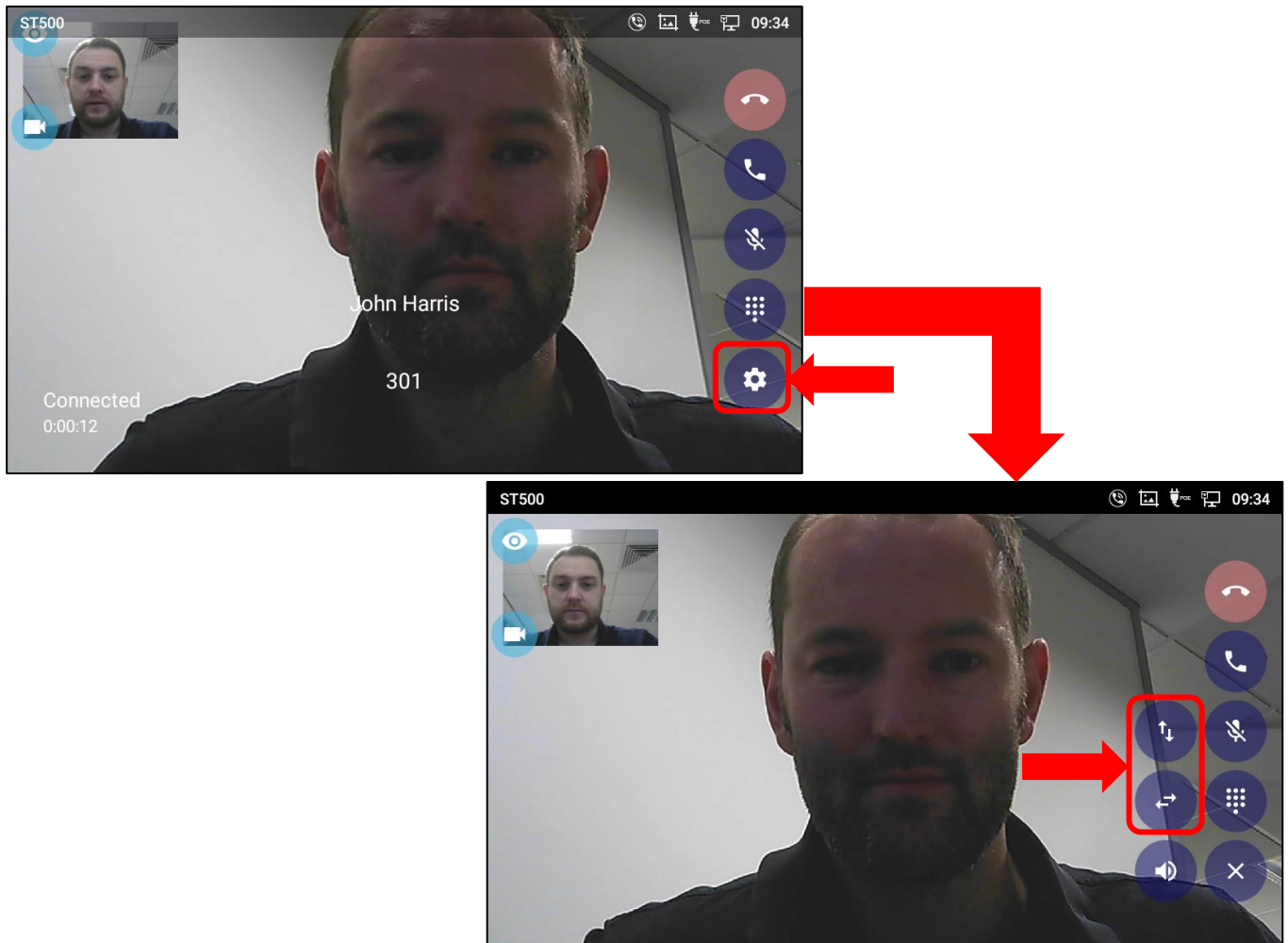
The same is possible if on a Voice call, pressing the Video Call will then allow the call to be continued with Video as well. This is dependent upon SV9100 Communication server configuration.



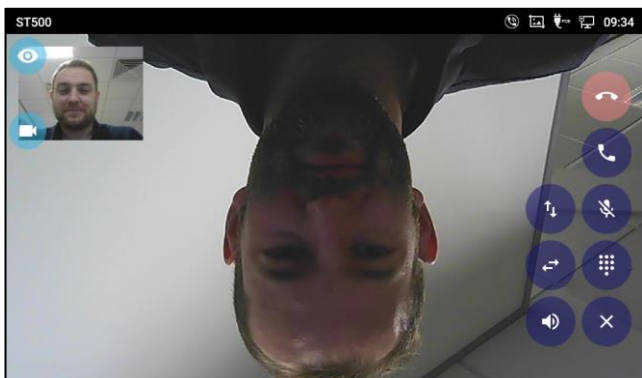
Controlling the Video image

Flip Partner Picture

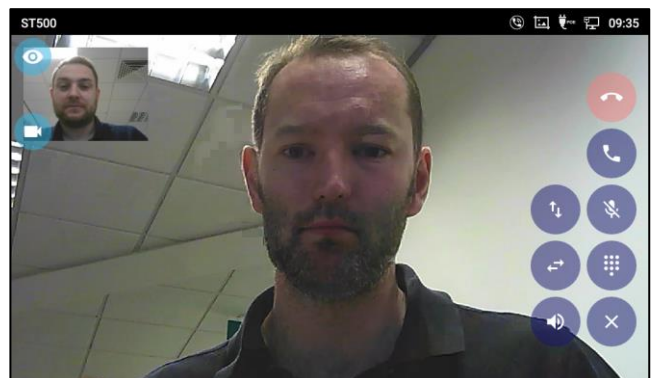
During a video call, it is possible to flip the partners Video image. Pressing the settings icon on screen will pop a new list of options. One is allows to flip vertically, the other allows you to flip horizontally.



Vertical Flip



Horizontal Flip

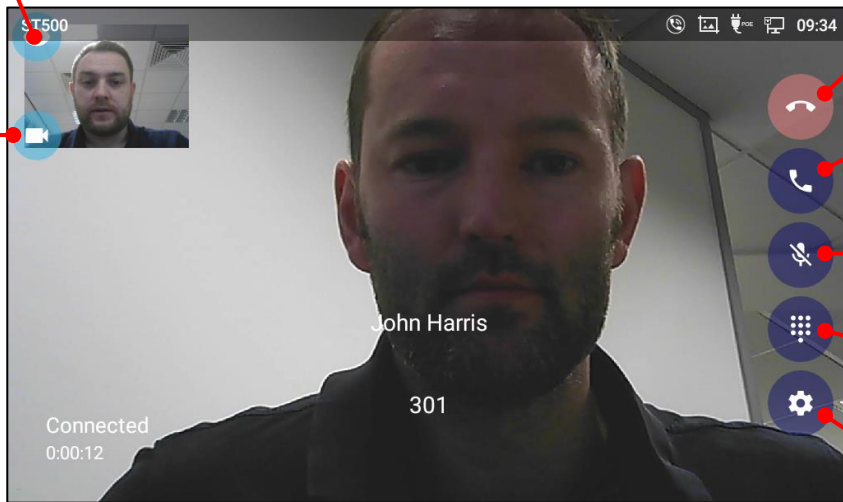


Video Controls

During a Video Call there are a number of controls available for call features and preferences.

Hide your own video preview window.

Disable streaming your own video.



Disconnect the call.

Switch the Video Call to a Voice Call.

Disable your own Microphone.

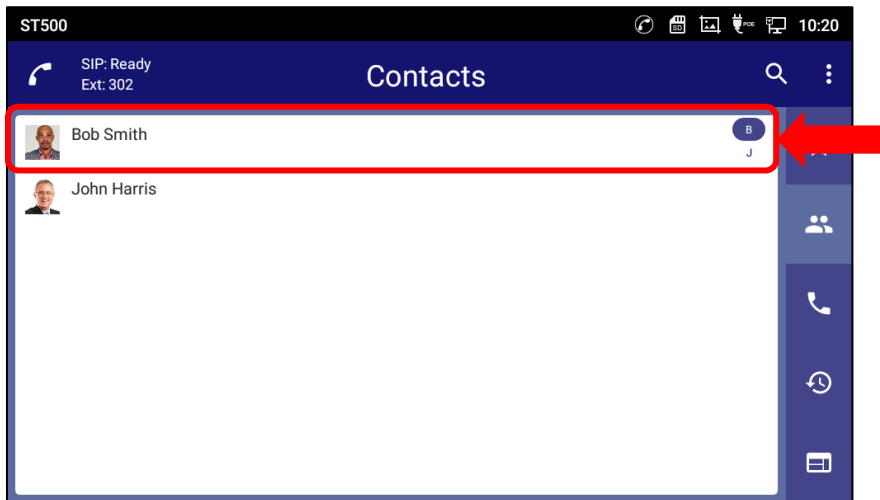
Enable the Keypad.

Settings for Video preferences.

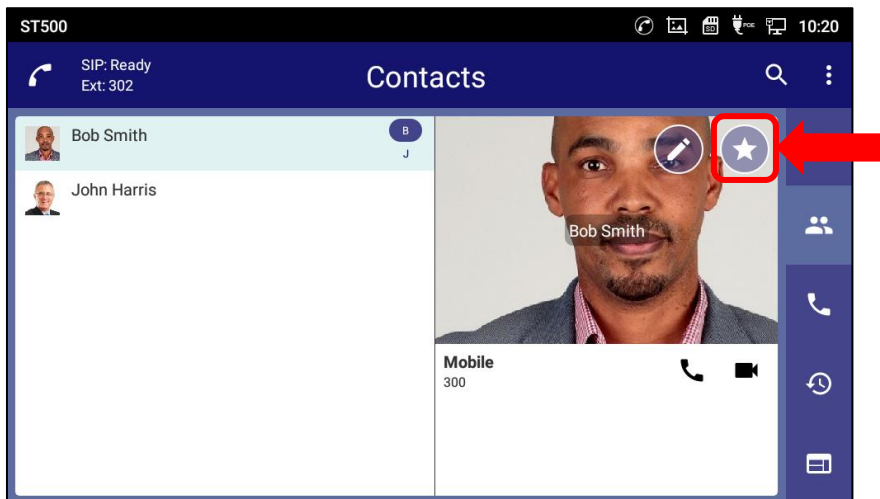
Favourites

Contacts added to the ST500 can be assigned as favourites allowing quick access.

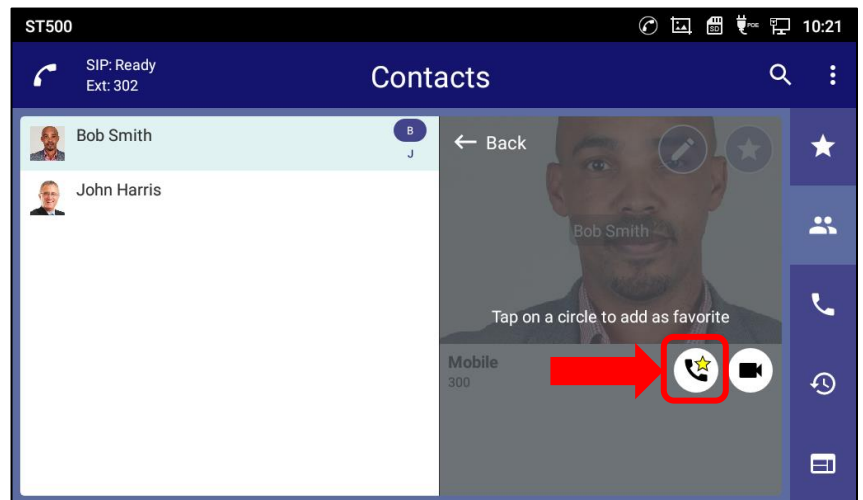
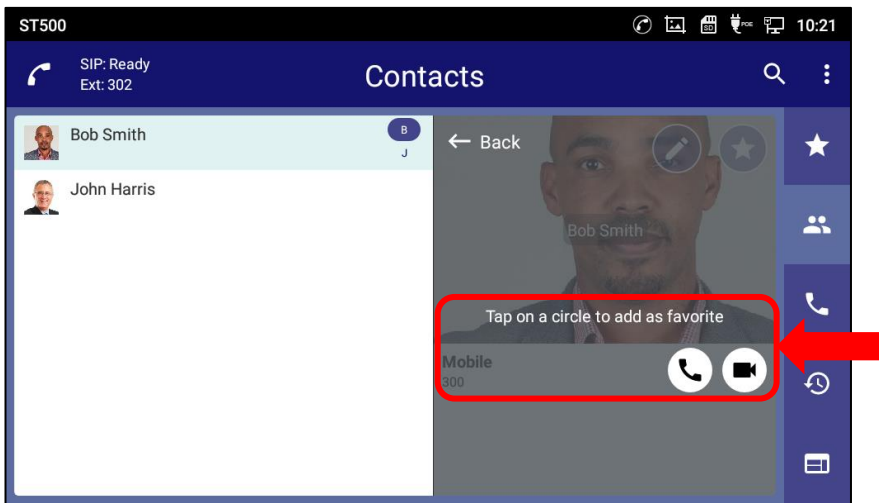
To add an existing contact as a favourite, select the contact in question.



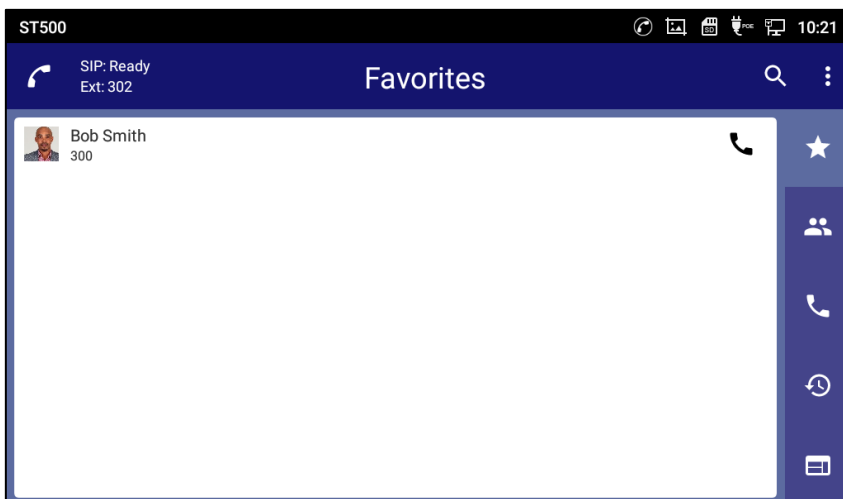
The contact will now show the option to assign it as a favourite, indicated by the star icon. Pressing the star icon will allow you to choose which (if there are multiple numbers assigned against the contact) numbers to assign as favourite.



Select which to add as favourites. Once added, a star icon will be shown.



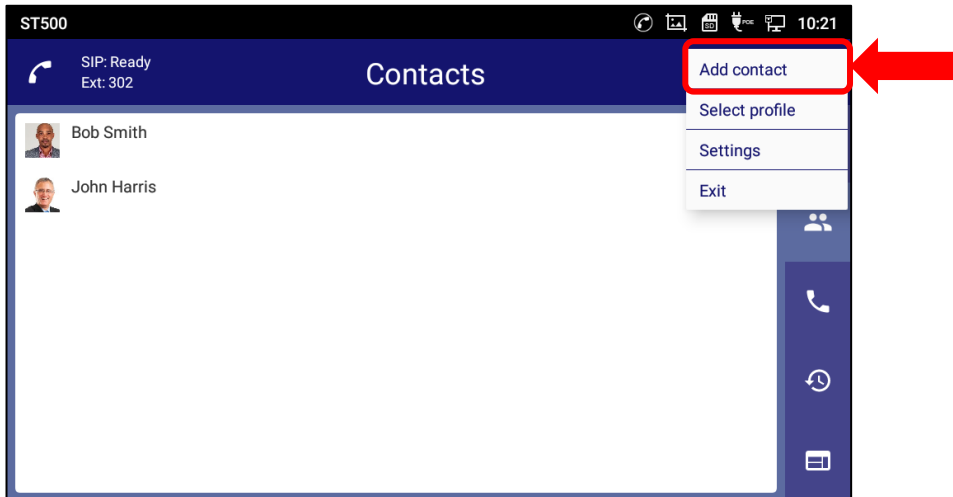
The contact will now appear under the Favourites Screen.



Contacts

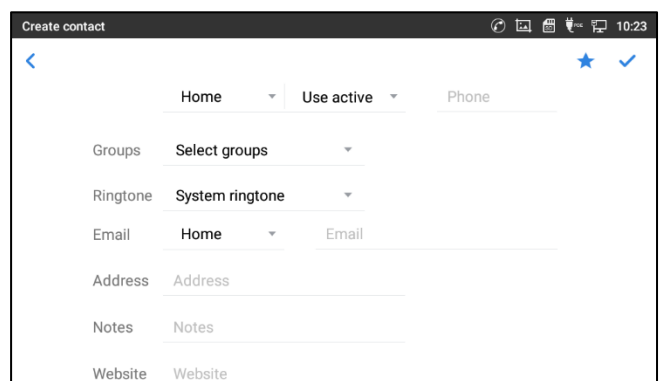
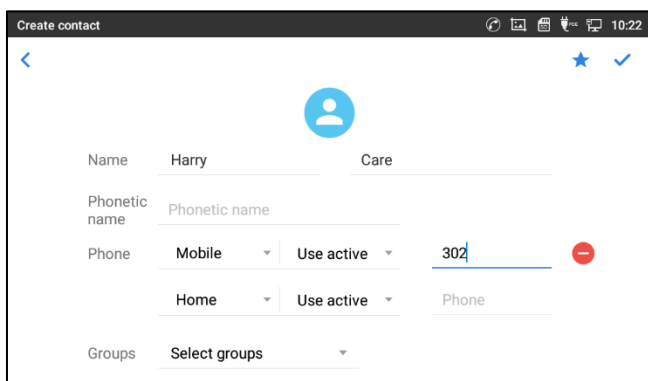
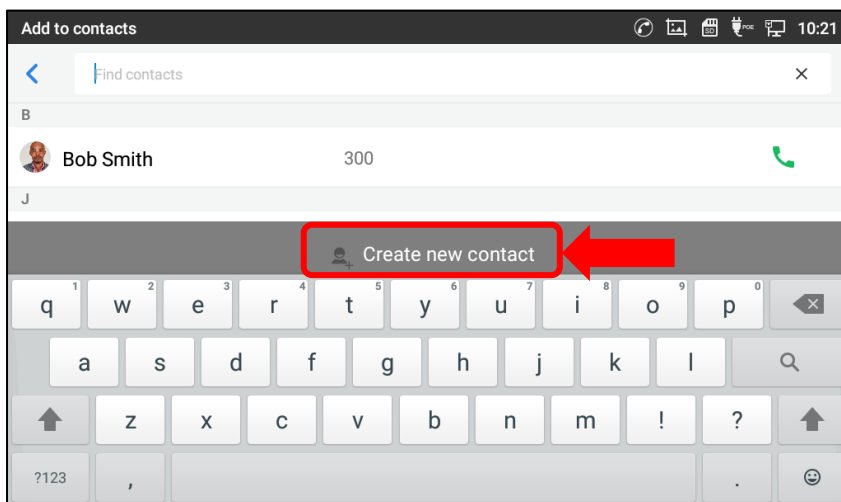
Telephone contacts can be added to the ST500 with a number of other attributes also assigned against them where required.

To add a new contact, select the menu option at the top right of the Contacts Screen and select Add Contact.

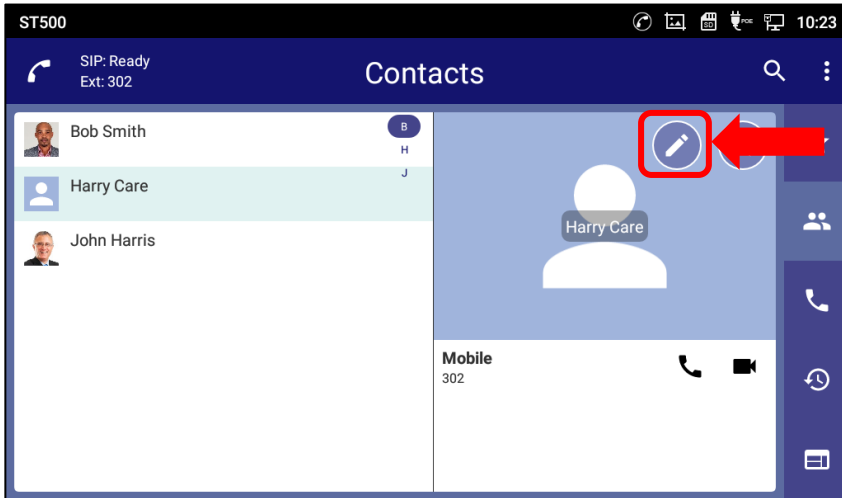


Choose the Create new contact option and then populate all required information, ensuring at least a First name, last name and telephone number are assigned, once complete press the tick icon to save.

If a picture is required, press the picture icon and choose the directory on the GT890 where the picture is stored.



The newly created contact will appear in the Contact Screen. Selecting the contact will allow it to be edited by pressing the edit icon.

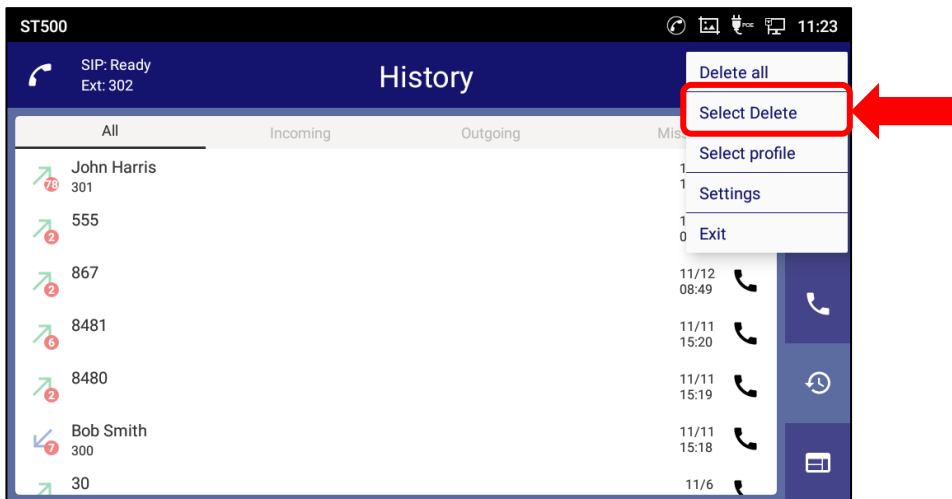


Call History

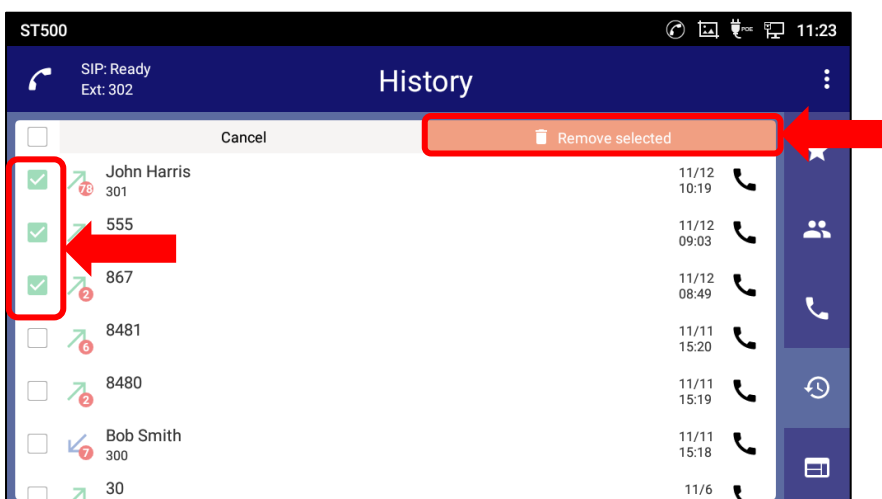
The Call History Screen shows all incoming, outgoing and missed calls on the ST500.

You can delete call history records if they've been actioned, this can be done in 2 ways, either by selecting individual records, or by deleting all history.

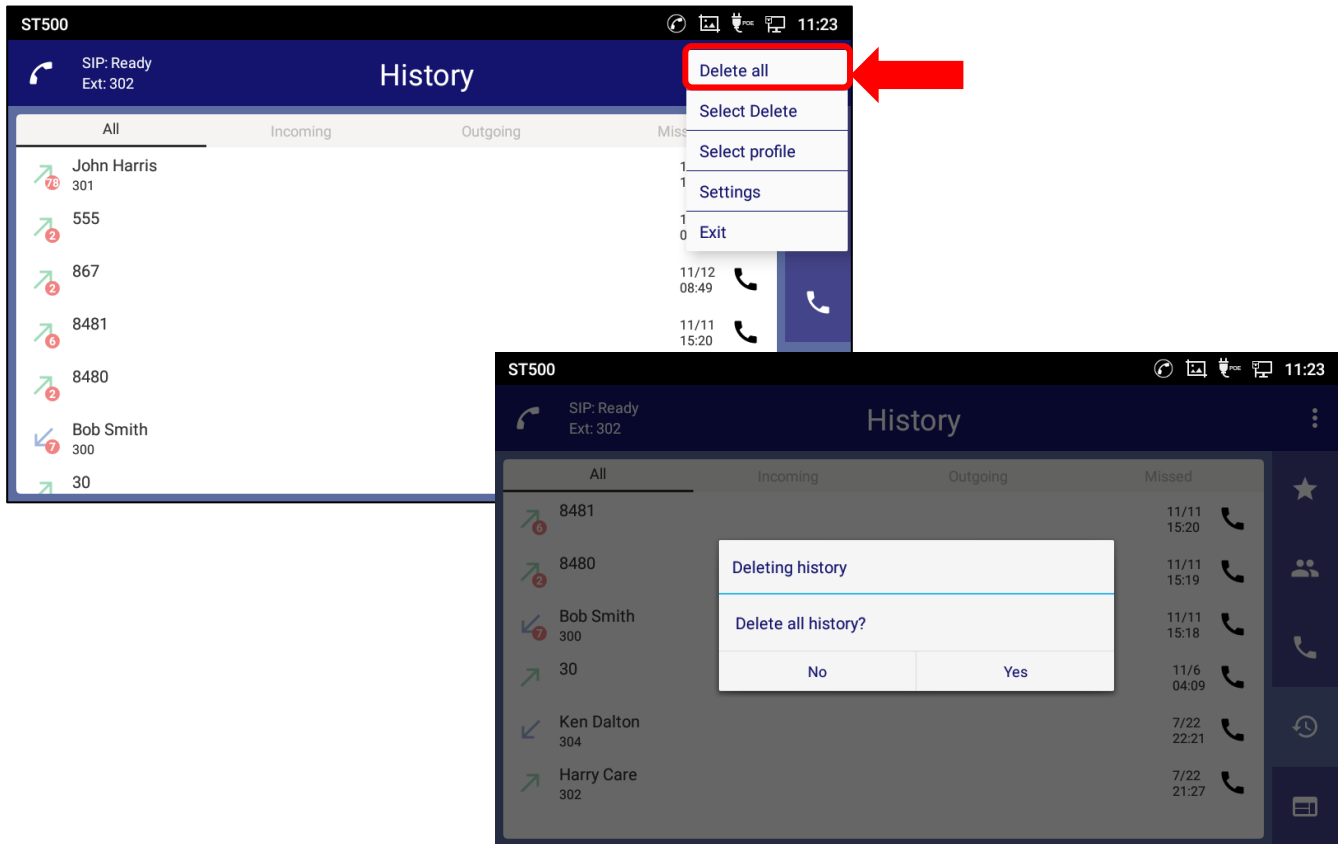
Select the Menu option from the Call History Screen and choose the Select Delete option to delete selected records.



Select the check box next to the record/records to be deleted and once selected, select the Remove Selected option.



From the Menu, select Delete All for all call history records to be deleted. A confirmation window will appear.



What is InUC?

The InUC Client is a browser/ST500 based client hosted on the CPU that provides a Buddy List, BLF status, Call Control, Call History, Function Key Status and Access, Presence Status, group or individual Email Messaging, group and individual Instant Messaging, Service Access for Call Forward and Do Not Disturb, Speed Dial List, Status Messages, and Video Conferencing.

Buddy List

Each user can define a list of buddies that will show up on their Home page. Each buddy entry shows the following information:

- Online or Offline
 - BLF Status – Shows Busy, Call Forward, and DND icons
 - IM Icon – Initiate an IM to a buddy
 - Presence Status – Shows if buddy's presence status is set for In the Office, On Vacation, Business Travel, In a Meeting, Out to Lunch, Sick, Gone for the Day, Out of the Office, or Unavailable. Up to 5 custom presence states can be defined.
 - Status Message – Shows the buddy's Status Message if one is set.
- Buddy lists are initially sorted by name. Buddy Lists can also be sorted by a Division/Department defined in system programming or sorted by Presence Status.

Call Control

The InUC Web Client can control a user's physical terminal giving them the ability to make and receive internal and outside calls. InUC Client can perform the following Call Control functions:

- Call
- Answer
- Hold
- Resume or UnHold
- Transfer
- Conference

Call History

When the InUC Web Client is run in desktop phone mode or browser phone mode, the client will show the call history of the controlled desktop phone or softphone. Users can make a call to a number listed in the Call History list.

Email Messaging

Users can initiate an Email to one or more InUC Web Client users. If the InUC Web Client user has an Email address defined, other InUC Web Client users can select them from a list within InUC Web Client. This will open the new Email form in their default mail client with the selected users Email address already populated in the To: field.

Instant Messaging

Users can send an instant message to one or more InUC Web Client users. Instant messages can be sent from the buddy list or in a multicast message. Instant Messages show date and time stamp. When a user logs out of the InUC Web Client, the messages are not automatically saved, but a user can manually save them to a text file.

Service Access

Under the Service Access feature, the InUC Web Client can Set and Cancel Call Forwarding (immediate, both, busy, busy/no answer, and no answer) and Do not Disturb. Service Access also provides a link to open Web Programming.

Speed Dial

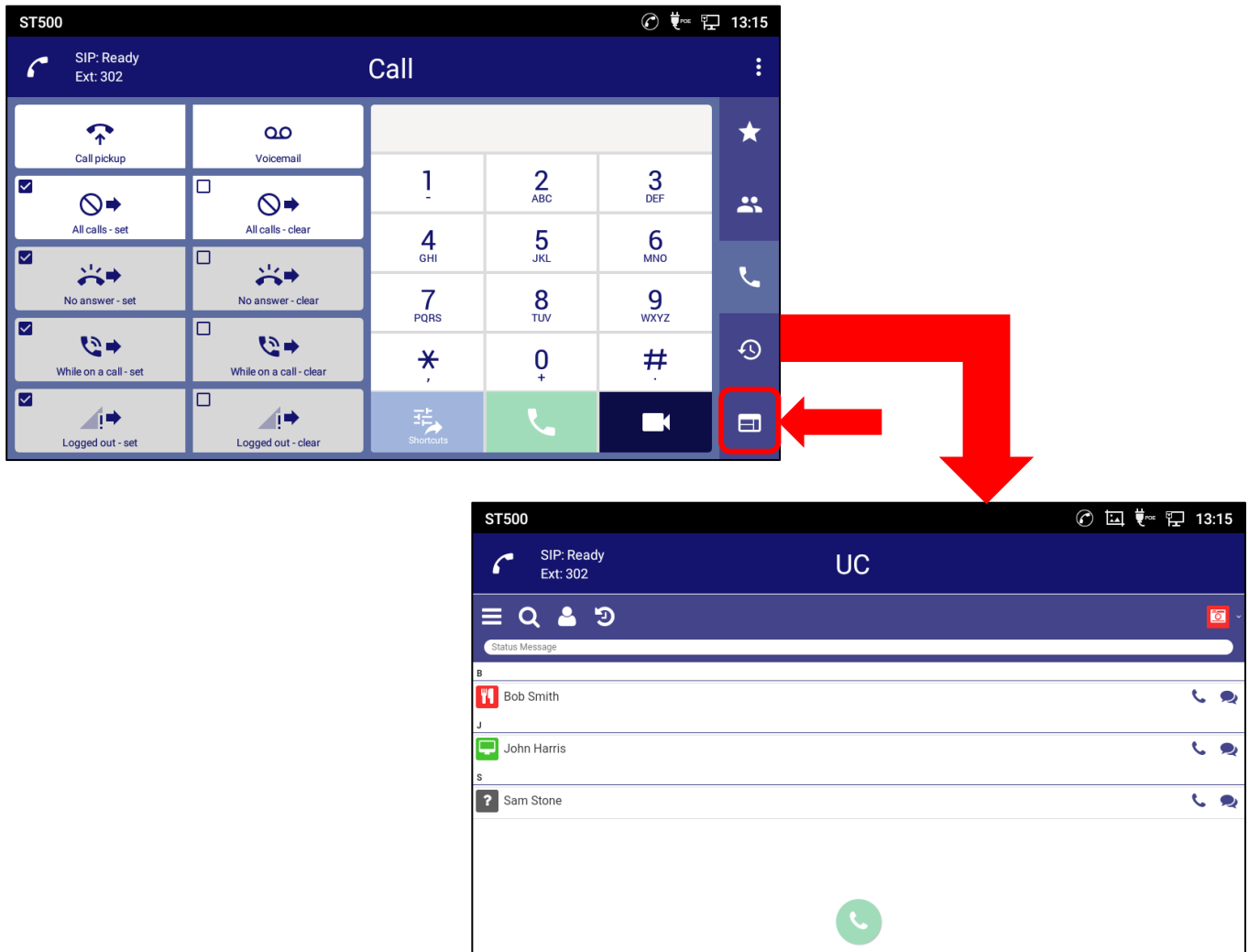
The InUC Web Client lists the Speed Dial names and numbers in system programming. Users can make calls to the numbers in the Speed Dial list when logged in with Call Control mode. The Speed Dial list can be sorted alphabetically or by the Speed Dial index.

InUC Features

Accessing InUC

The InUC option is only available if prior configuration has been completed on the SV9100 Communication Server. Licenses must be valid, users in place etc.

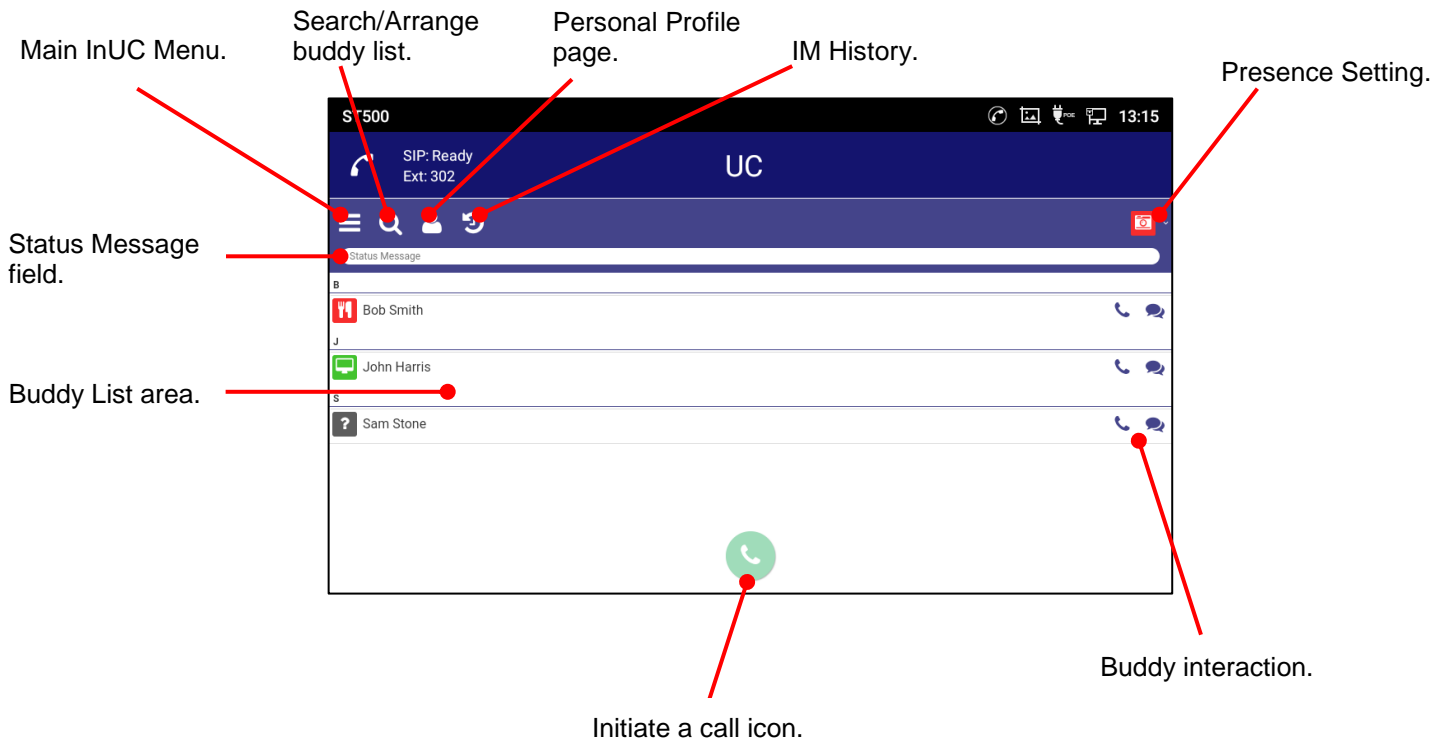
Pressing the InUC option will launch the InUC home page on the ST500.



InUC Home Page

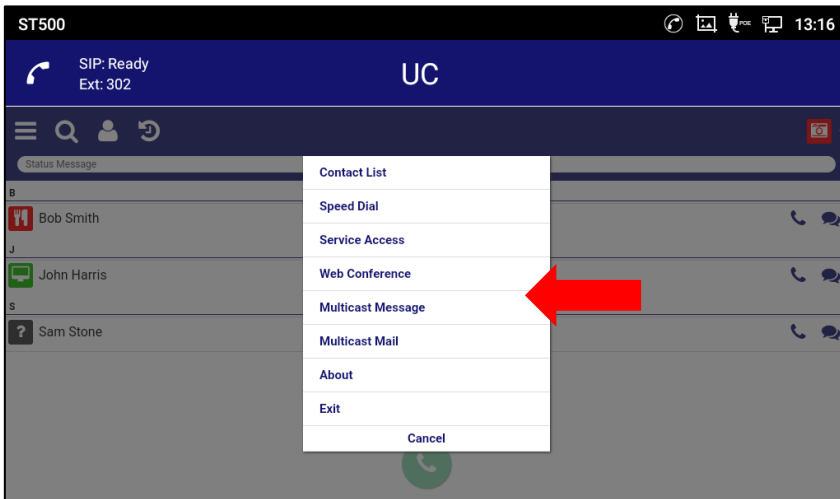
The InUC home page is where access is gained to contacts, features and service access features also.

Below is a quick reference to the various parts of the home page which will be covered in this section.



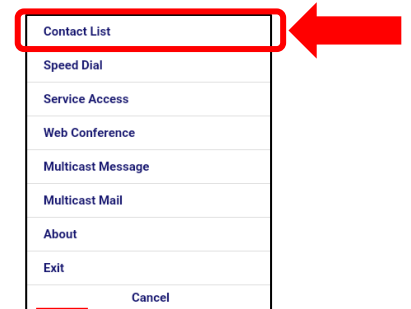
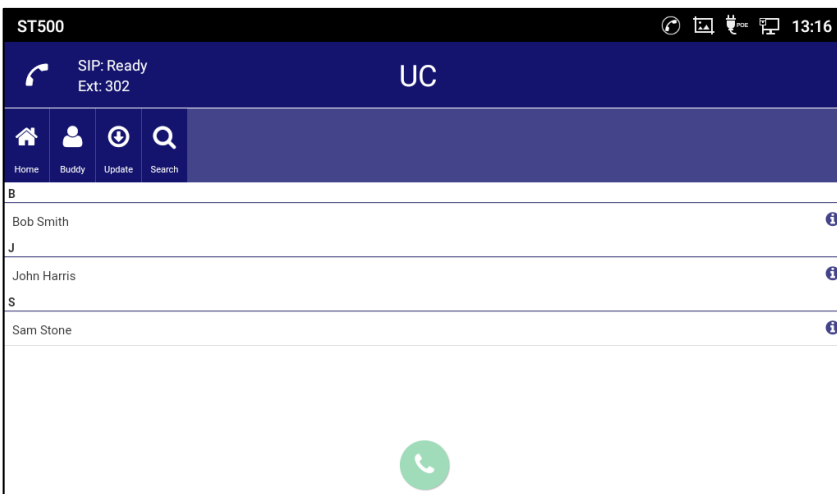
Main Menu Items

Upon Pressing the InUC main menu option, a list of menu items are shown. Each of these will be explained in detail in the forthcoming pages.

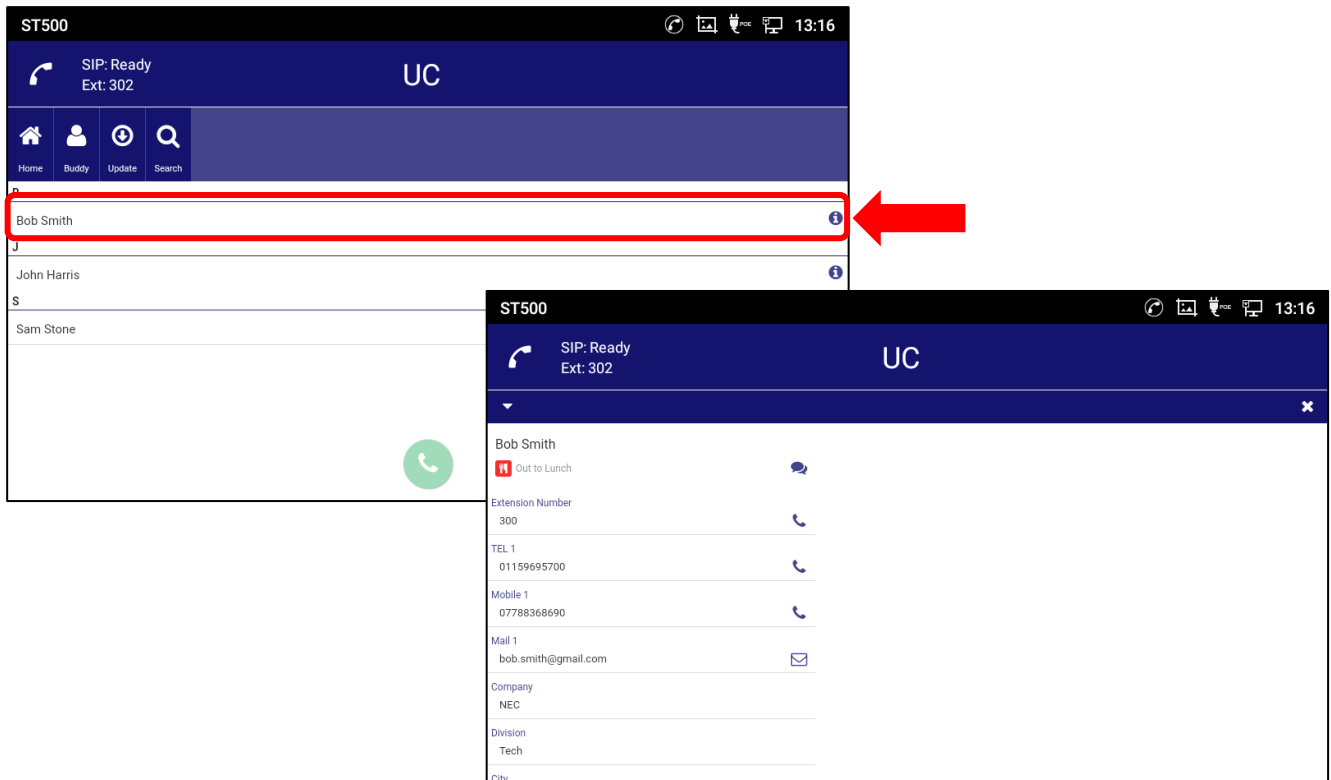


Contact List/Buddy List

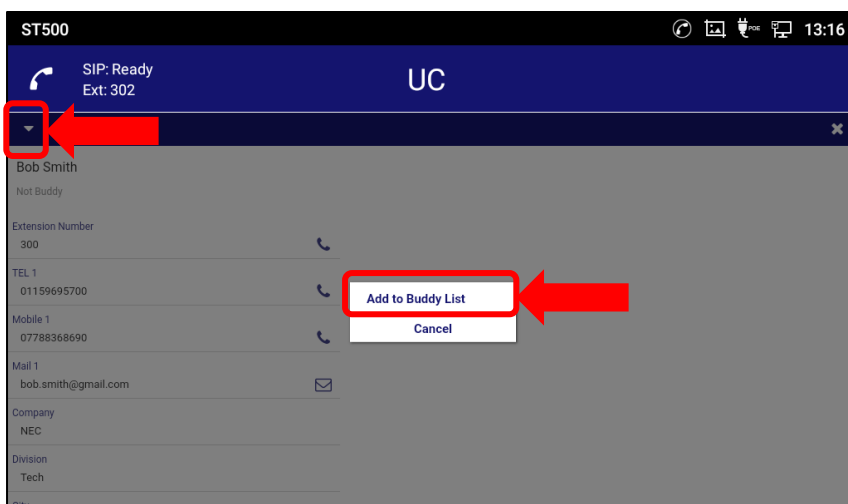
Selecting Contact List from the Main Menu will display ALL contacts which are currently programmed on the SV9100 Communication Server for InUC.



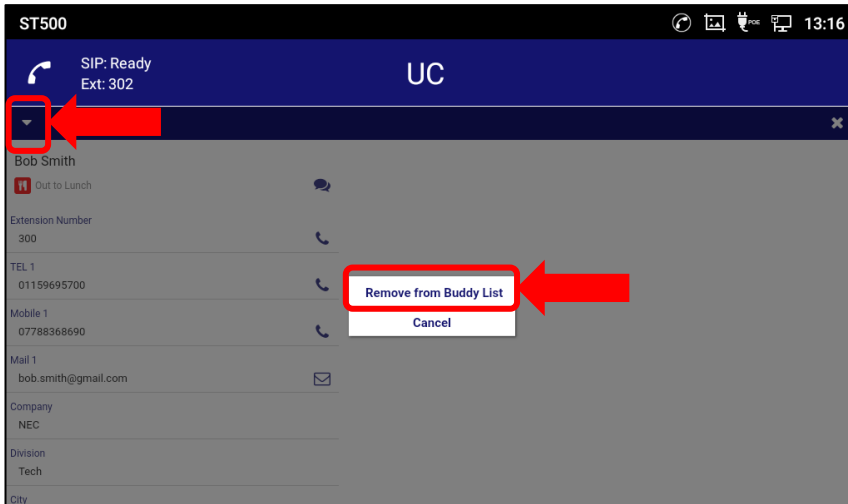
Selecting a contact will show all the attributes which are set, including contact telephone numbers, email addresses and location/division items.



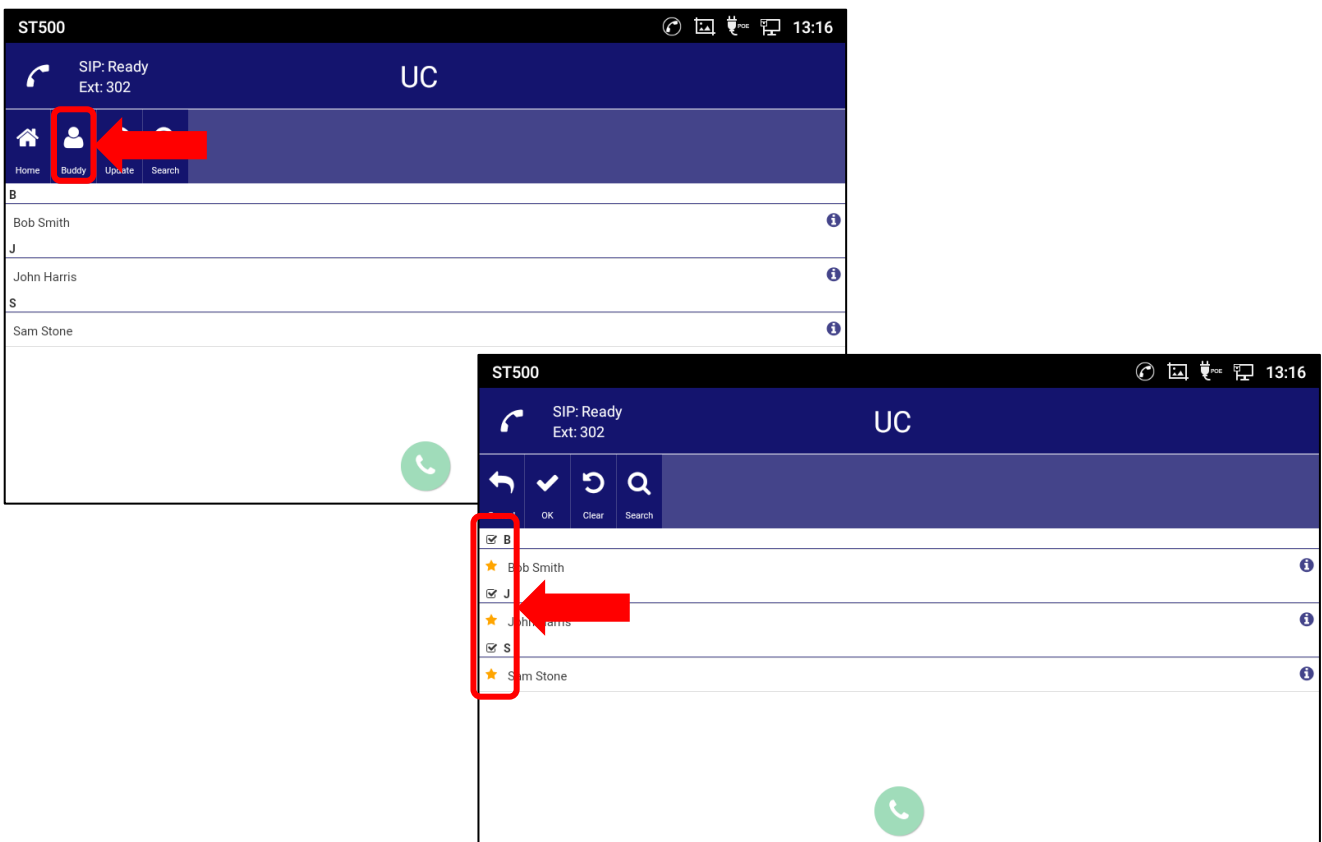
If a presence indication is shown for the user then this means they're part of your buddy list. If they're not part of your buddy list, adding them is done by selecting the drop down arrow at the top left of the contact page and selecting the Add to Buddy list option.



Similarly, if a contact exists in your buddy list, they can be removed by selecting the same drop down option but choosing to Remove from Buddy list.

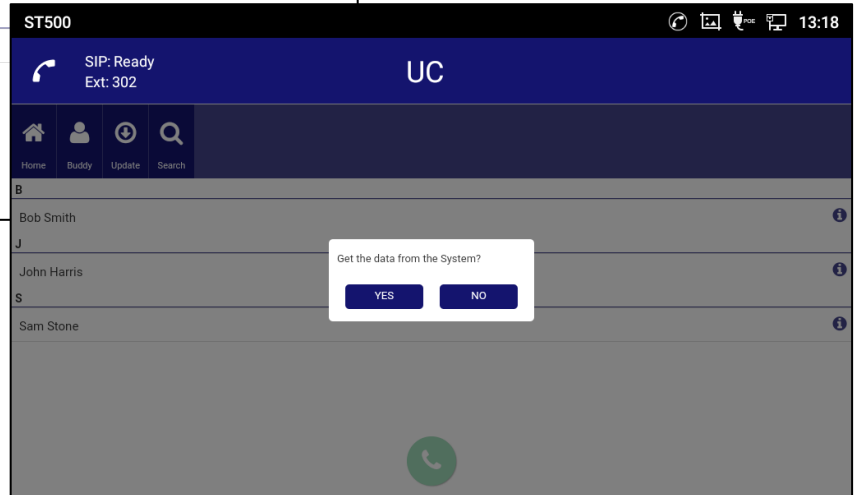
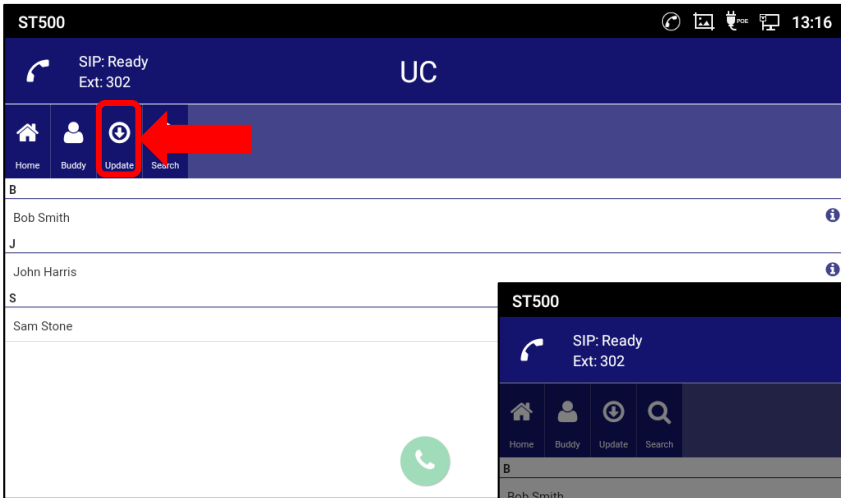


Alternatively, users can be assigned to your Buddy list in bulk by selecting the Buddy Icon from the contact lists page and enabling the star next to each user, assigning them to your buddy list.



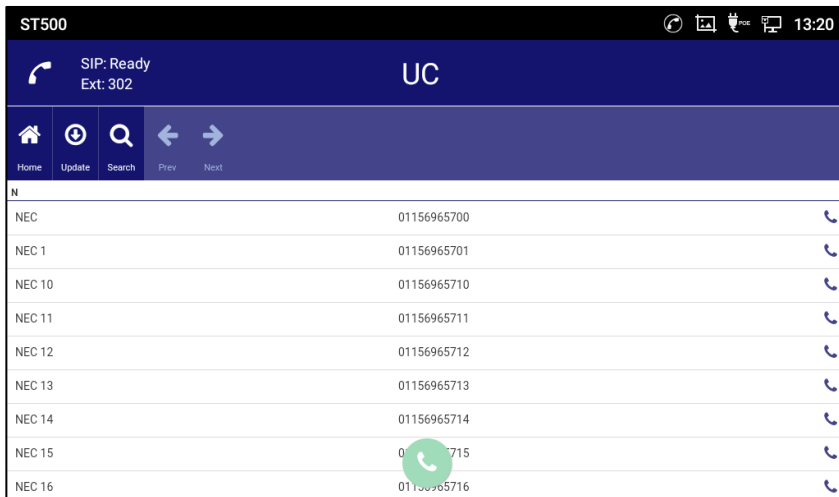
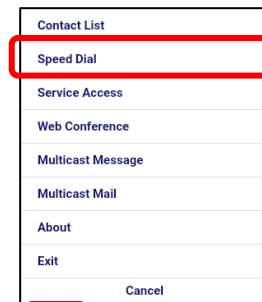
Those users added to your Buddy list are then shown on the buddy list which is on the InUC Home page.

As new users are added to InUC, the ability to update them is given from the Update option on the contact lists page.



Speed Dial

Selecting Speed Dial from the Main Menu will display ALL Speed dials which are currently programmed on the SV9100 Communication Server.

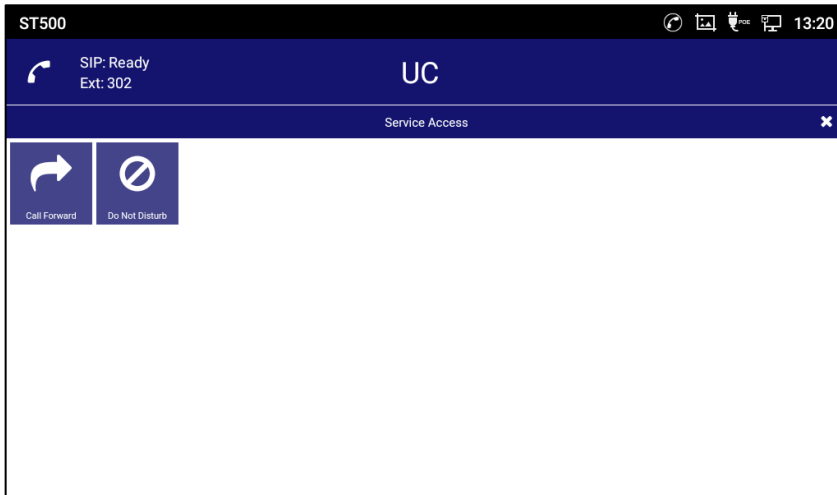
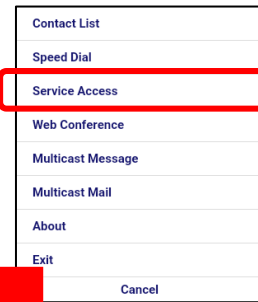


Speed dials can be searched, or simply dialed by pressing the call icon next to each entry.

Service Access

Selecting Service Access from the Main Menu will display two different options which are available.

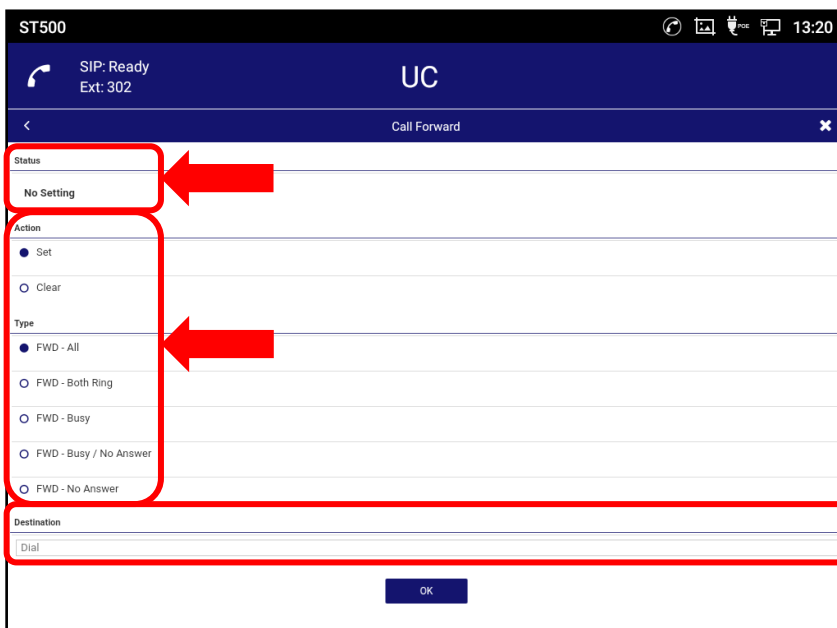
- Call Forward
- Do not disturb



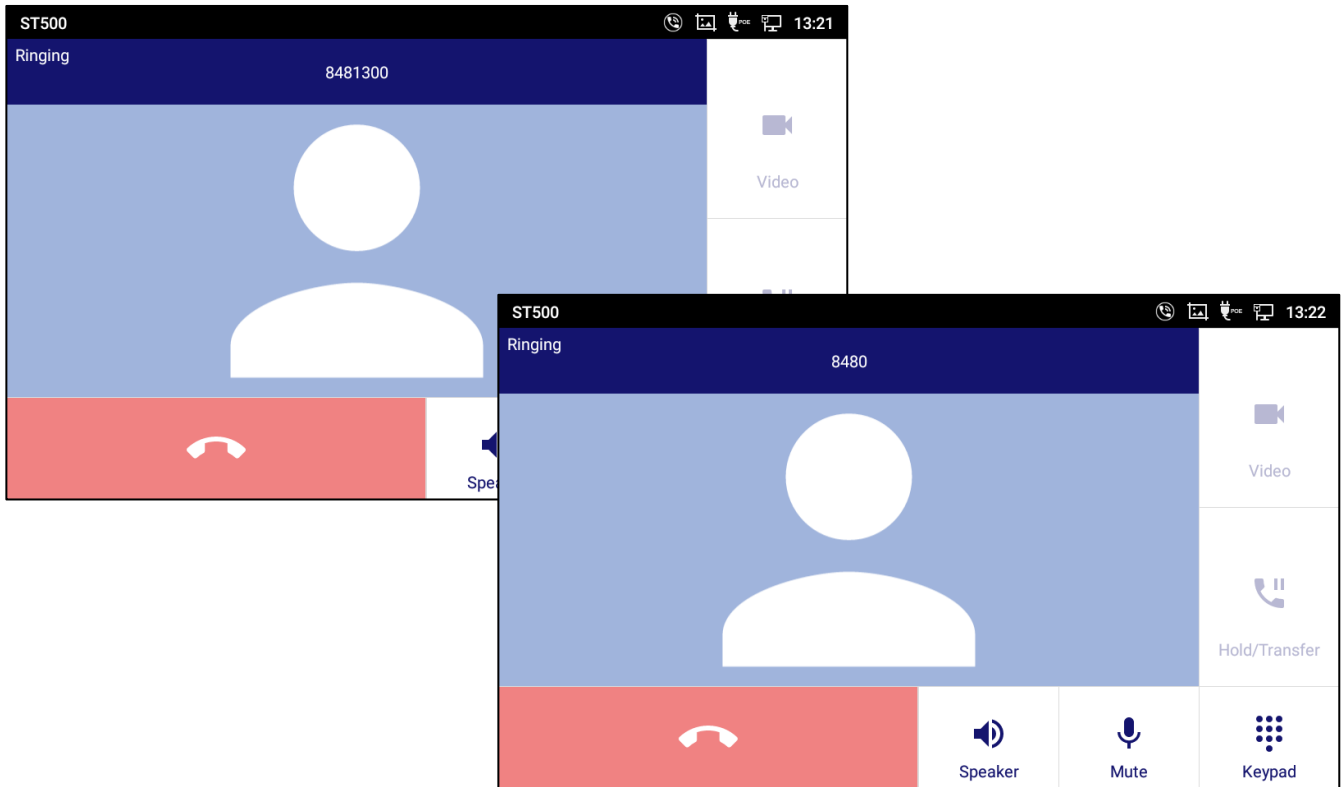
Call Forward

Selecting Call Forward allows for 5 different forwarding types to be enabled, or any active forwards to be disabled. When a forward is set, the type is chosen and the destination for the forward is then set.

The call forward screen will also show the status of any forwards that are set.



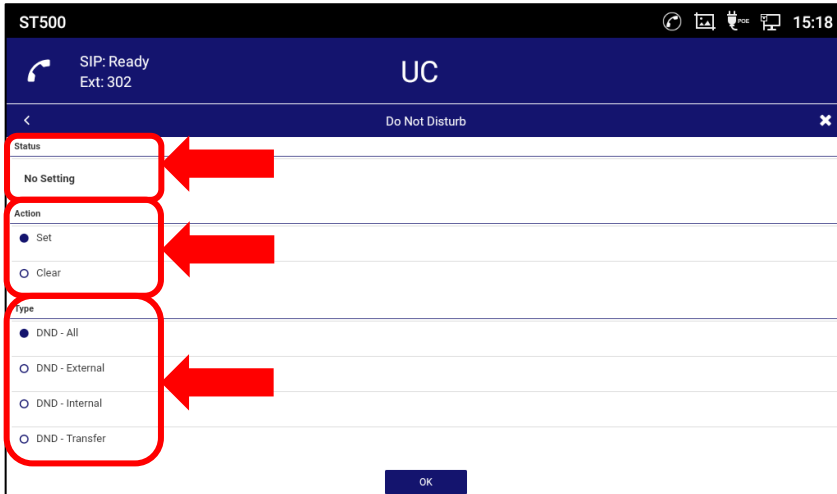
When a Call forward is set, or cleared, it will result in a call being invoked from the ST500 using the Call forward Set code, followed by destination, or the call forward clear code



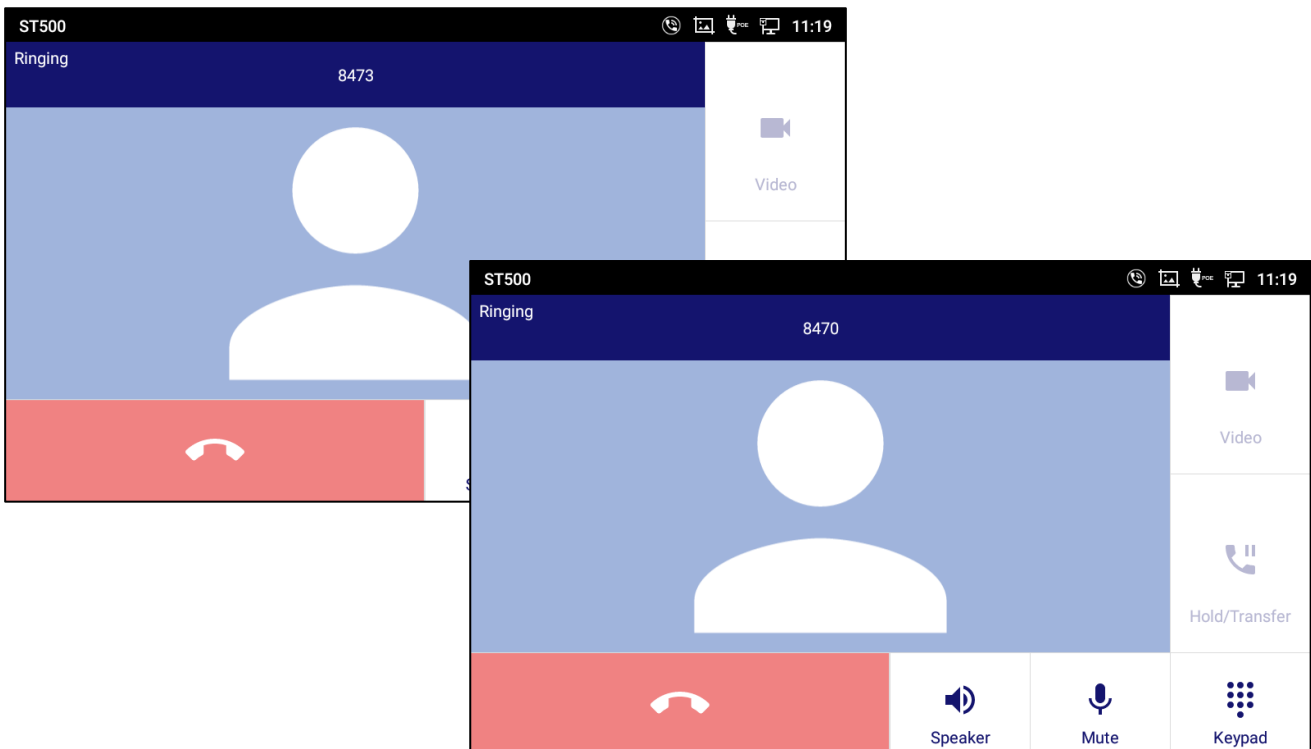
Do not disturb

Selecting Do not disturb will allow for 4 different DND types to be set, as well as clearing any configured DNDs.

The call forward screen will also show the status of any forwards that are set.



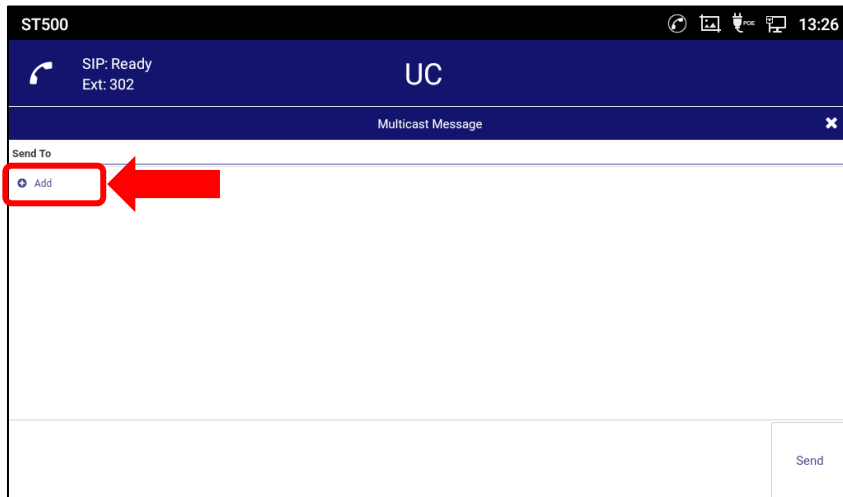
When a DND is set, or cleared, it will result in a call being invoked from the ST500 using the DND Set code, or the DND clear code



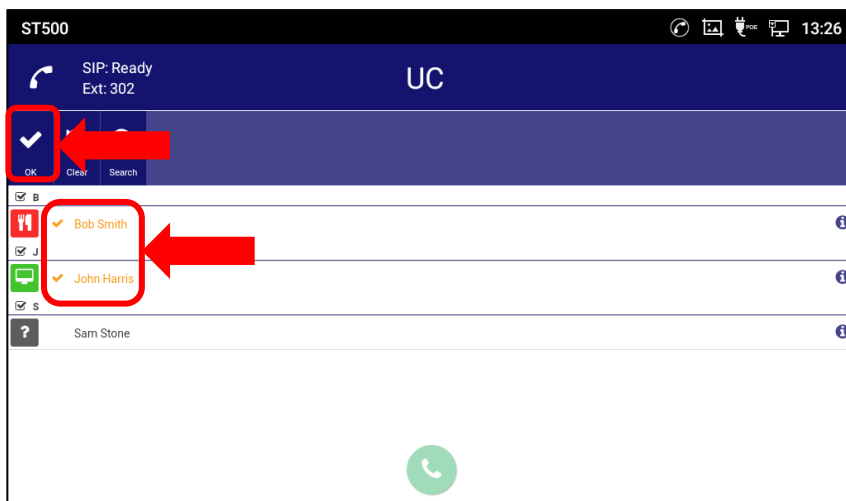
Multicast Message

Multicast message allows you to send a one time Instant Message to a group of InUC users.

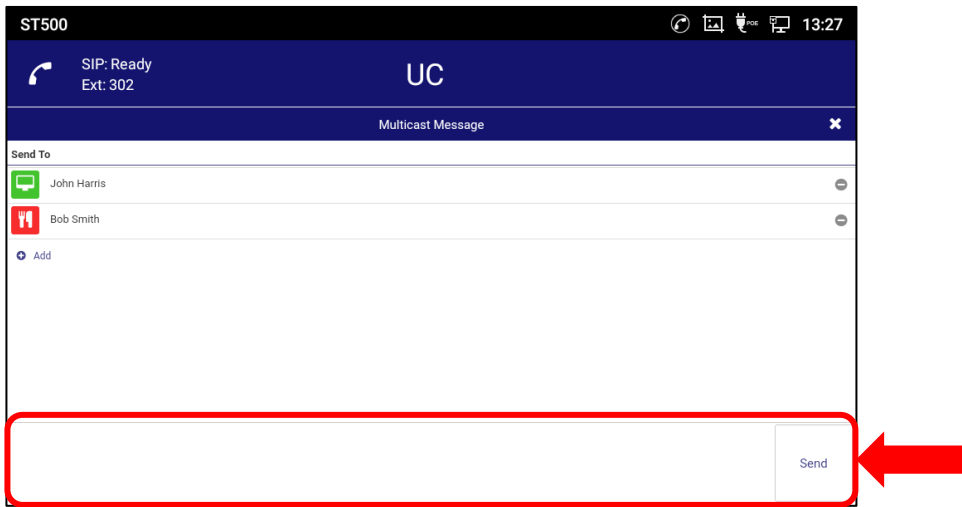
Under the Multicast Message option, selecting Add will allow for participants to be added



From the list of InUC users, select those who will receive the Instant Message. A Tick icon and their name appearing orange will indicate that they are selected. Once all users have been selected Select OK.

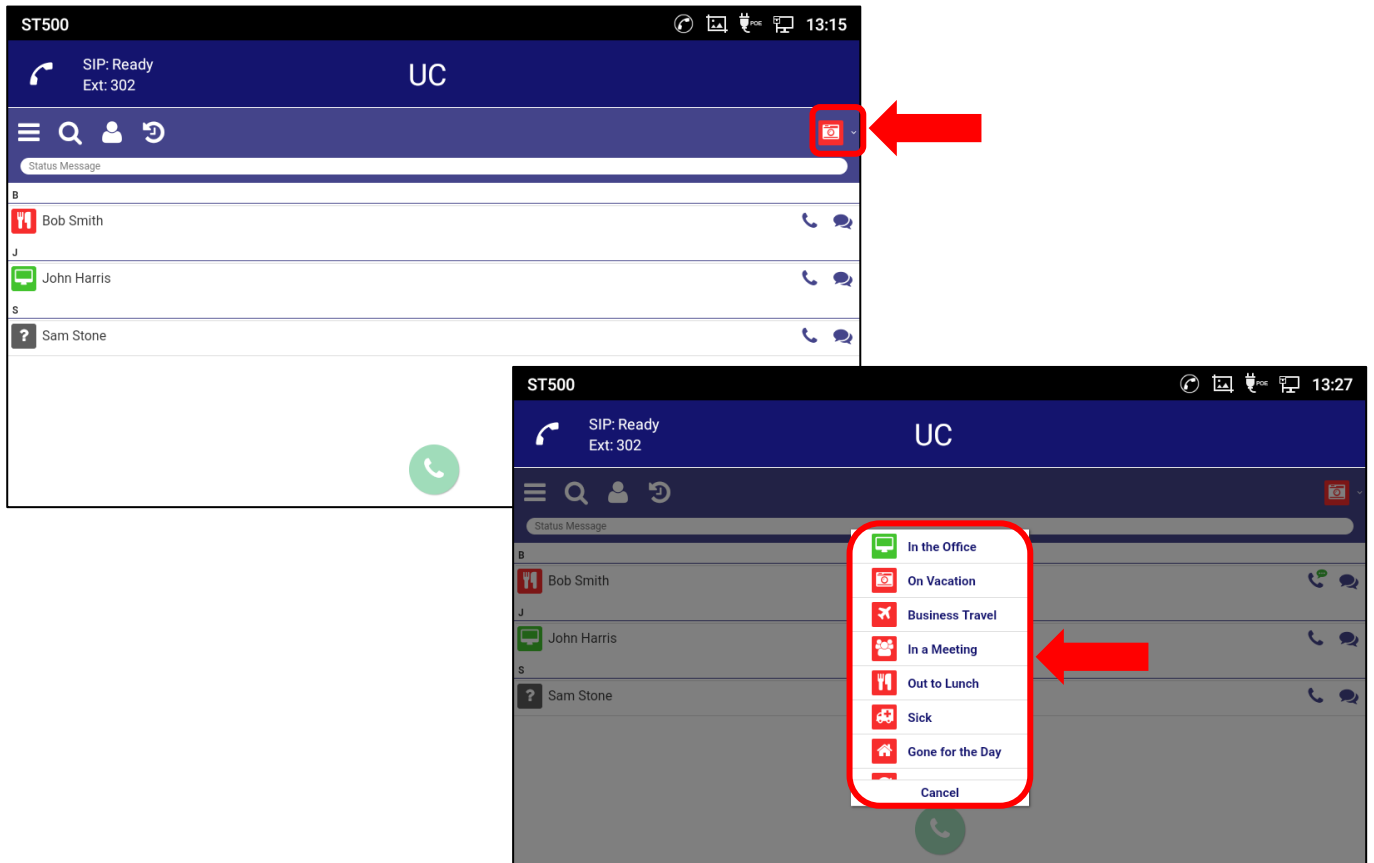


Once all the users have been selected you can type the desired message and press Send when finished.



Presence

Presence is a fundamental part of any UC application. From the Home page of InUC, the presence icon at the top right allows you to change your presence state to a number of pre-set options, or from a total of 5 configurable presence states which can be defined by the system administrator.

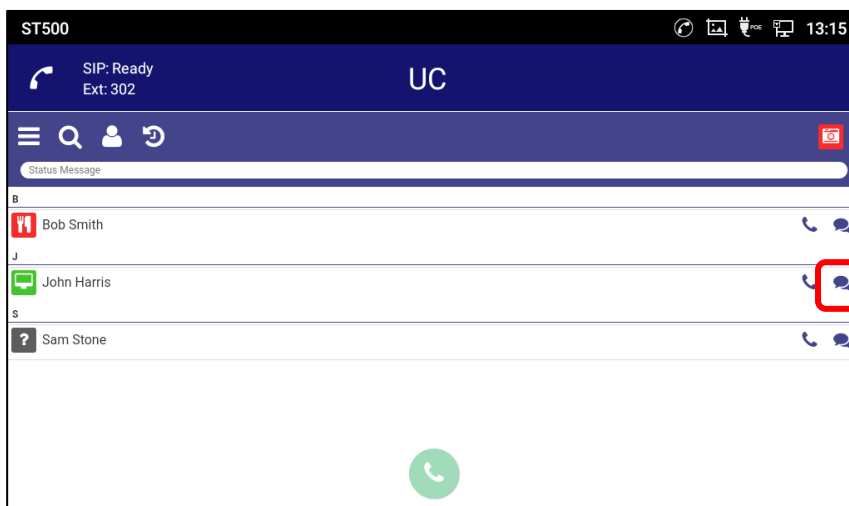


Instant Messaging

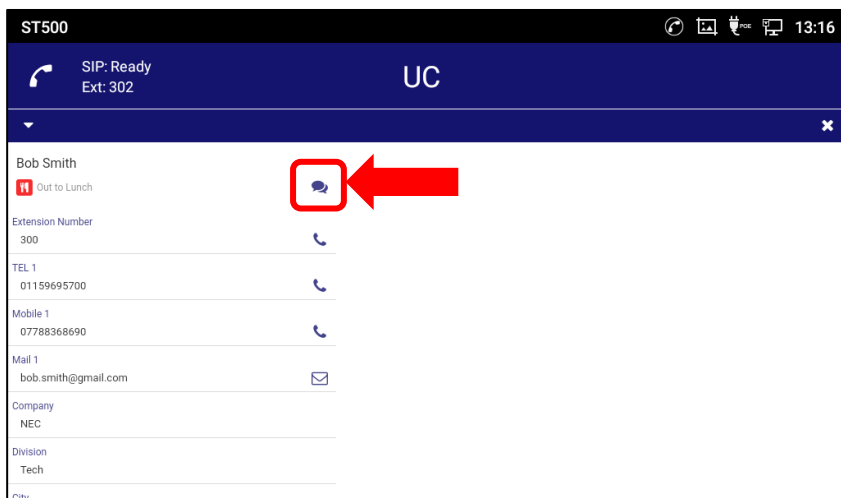
Like presence, Instant Messaging is also a fundamental part of any UC Application and allows for peer to peer chat between InUC users.

Instant messaging can be initiated in two different ways to a user.

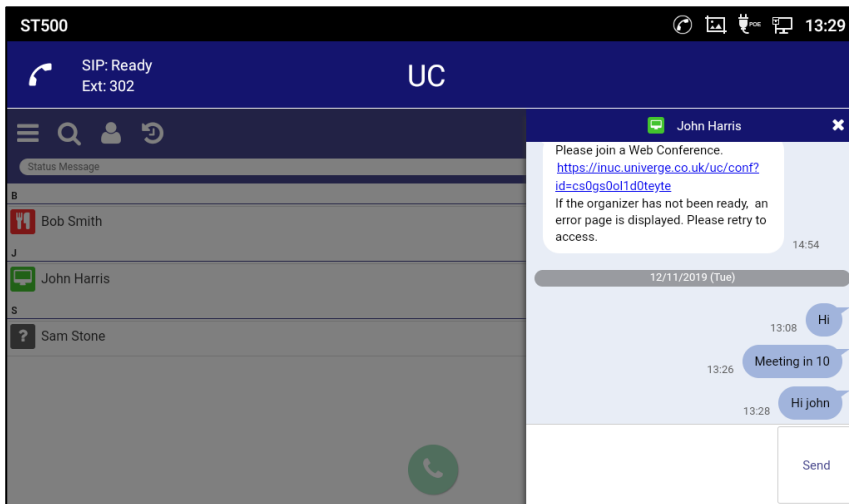
1. From the Home screen of InUC, against the user in your buddy list select the Instant Messaging icon.



2. From the Contacts List screen, select to view more information about a user and choose the Instant Messaging icon.



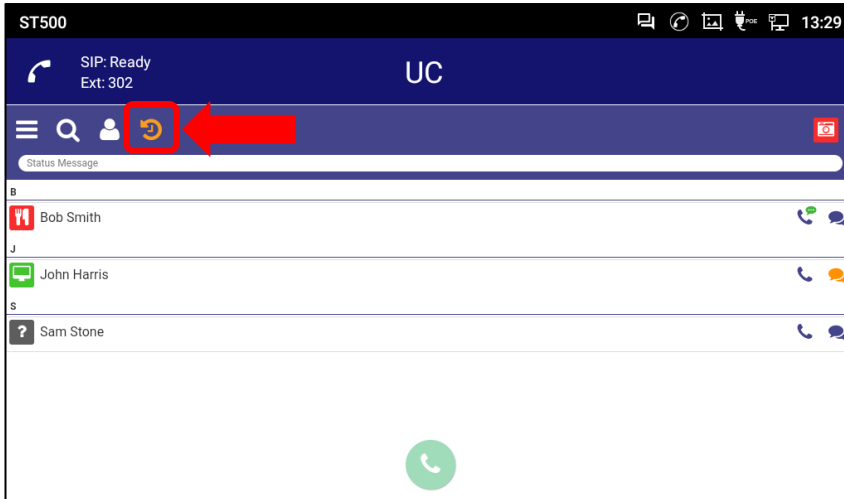
Once the Instant Messaging Window is open, you can type your message to the user and select Send. Any messages received will be displayed.



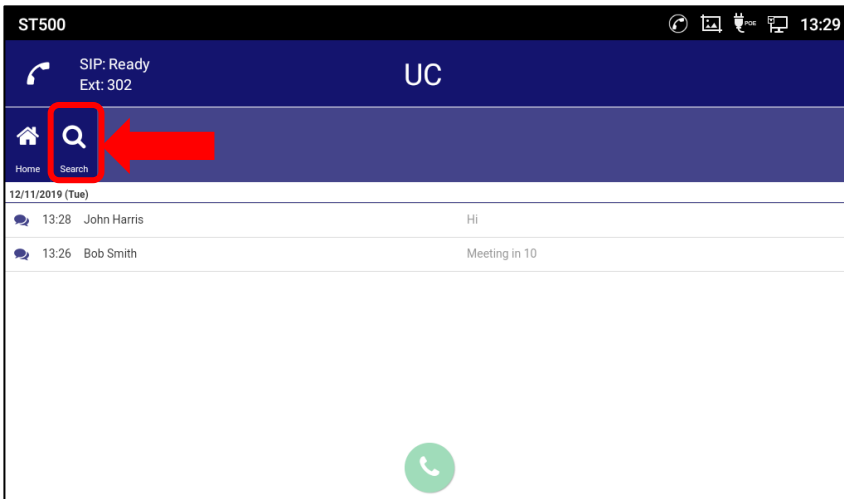
Instant Messaging History

Within InUC the ability to view and search Instant Messaging History is possible.

On the Home page of InUC select the History icon.



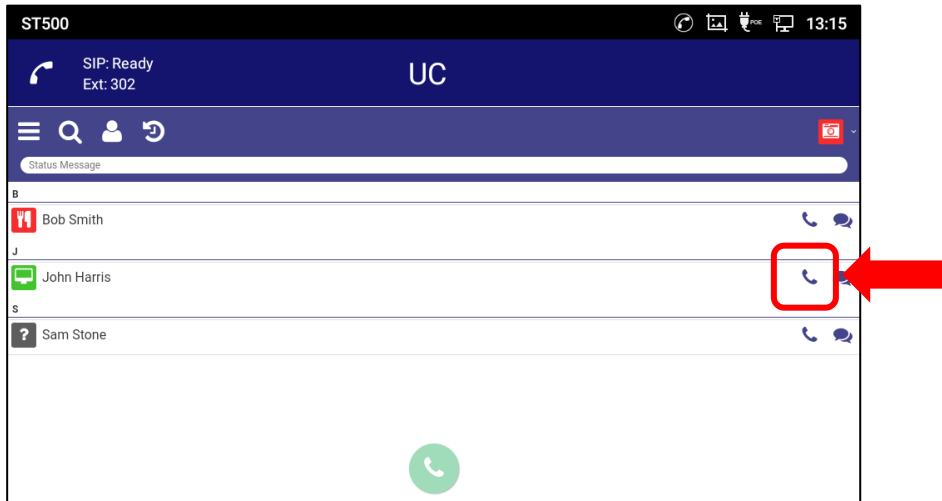
A list of Instant Messaging sessions with users will be shown. Selecting any of those sessions will open the Instant Messaging window. Alternatively, pressing the search option will allow you search for a conversation by name.



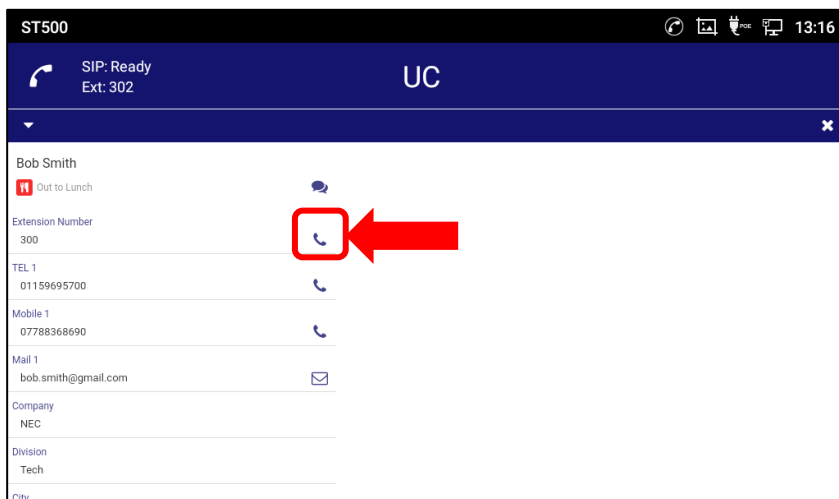
Making a Voice Call from InUC

From InUC there are a number of ways to initiate a voice call.

1. Dial an InUC user by selecting the Call icon from the home page of InUC.



2. Dial a user from the Contact list screen in InUC by selecting the Call icon.

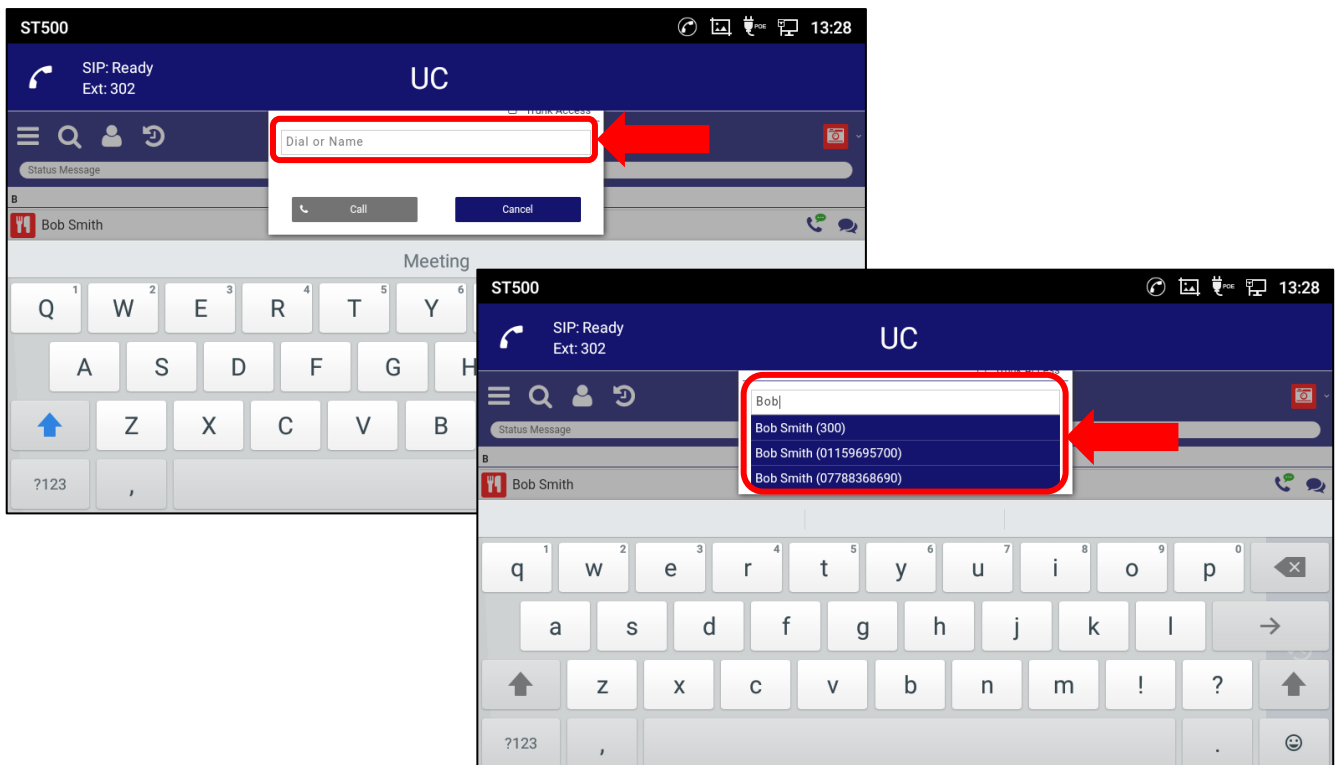


- Pressing the Call Icon on the InUC home page to enter an extension number, PSTN number or dial by name.

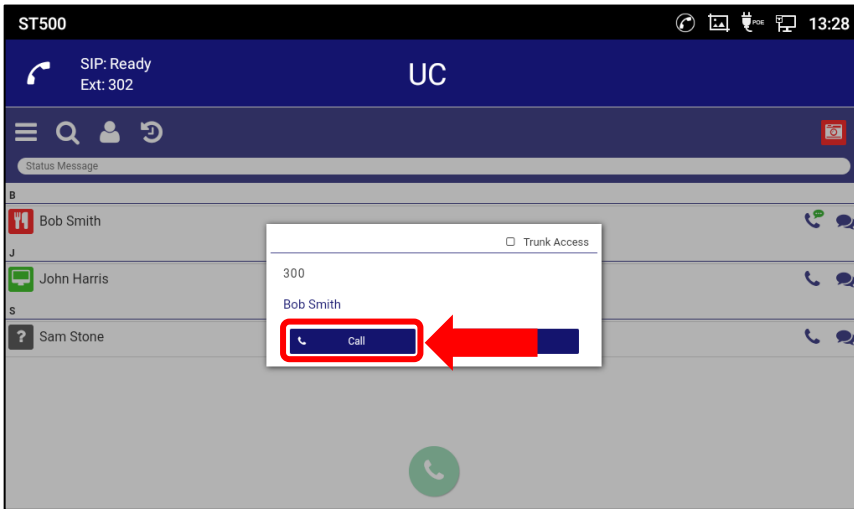


Selecting the Call icon will pop a dial window. Here you can dial an extension number, PSTN number or even a name of an InUC user.

If entering a name of an InUC user, the search results will filter as the characters of the name are entered.



To initiate the call, the Call Button must be pressed. This will take the GT890 off hook and start dialling the chosen destination.



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GT890

ST500 & InUC User Guide