

# Standard SIP Video Terminal

## IP Phone GT890 User Guide



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

- Safety Precautions and Regulatory Notices for GT Series

CAUTION



**Caution:**

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

CAUTION



**Caution:**

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

WARNING



**Warning:**

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

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CAUTION



**FCC Caution:**

## **FCC Statement**

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

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

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

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

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

## **Caution**

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

## CE DECLARATION OF CONFORMITY

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



**Manufacturer:**

NEC Corporation

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

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

## Caution: Exposure to Radio Frequency Radiation

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

## CE Authentication



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

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

Hereby, NEC Corporation declares that the radio equipment ITX-3370 is in compliance with Directive 2014/53/EU.

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

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

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

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

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

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## Document Purpose

This document describes how to configure the ITX-3370 via phone's LCD menu and Web GUI menu to fully manipulate phone's features. To learn advanced functions of ITX-3370, please refer to "IP Phone GT890 Administration Guide".

This guide covers following topics:

- [Product Overview](#)
- [Getting Started](#)
- [Getting to Know ITX-3370](#)
- [Make Phone Calls](#)
- [Contacts](#)
- [Harassment Interception](#)
- [Call History](#)
- [File Manager](#)
- [Camera](#)
- [Browser](#)
- [Connect to Network and Devices](#)

## Product Overview

### Model Line Up of GT890 Series

Table 1: GT890 Model Line Up

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

### Feature Highlights

The following tables contain the major features of the ITX-3370.

Table 2: ITX-3370 Features in a Glance

 <p><b>ITX-3370</b></p>	<ul style="list-style-type: none"> <li>• 16 lines with up to 16 SIP accounts, up to 7-way audio conference and 3-way 720p 30fps HD video conference, phonebook with up to 1000 contacts, call history with up to 1000 records.</li> <li>• Dual switched 10/100/1000Mbps network ports, Dual-band 2.4GHz &amp; 5GHz Wi-Fi (802.11a/b/g/n), PoE/PoE+, Bluetooth 4.0+EDR, USB, SD, HDMI, EHS with Plantronics headsets support.</li> <li>• 7" (1024x600) capacitive (5 points) touch screen TFT LCD, mega pixel CMOS sensor camera with privacy shutter.</li> <li>• HD wideband audio, full-duplex hands-free speakerphone with HD acoustic chamber, advanced acoustic echo cancellation and excellent double-talk performance.</li> <li>• Runs the Android™ Operating System 7.0.</li> </ul>
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### Supporting Communication Servers

The following communication servers support ITX-3370.

Table 3: ITX-3370 Supporting Communication Servers

Communication Server Name	
1	UNIVERGE 3C

## ITX-3370 Technical Specifications

The following table resumes all the technical specifications including the protocols / standards supported, voice codecs, telephony features, languages and upgrade/provisioning settings for the phone ITX-3370.

**Table 4: ITX-3370 Technical Specifications**

<b>Protocols/Standards</b>	SIP RFC3261, TCP/IP/UDP, RTP/RTCP, HTTP/HTTPS, ARP, ICMP, DNS (A record, SRV, NAPTR), DHCP, PPPoE, SSH, TFTP, NTP, STUN, LLDP-MED, 802.1X, TLS, SRTP, OpenVPN®.
<b>Network Interfaces</b>	Dual switched 10/ 100/ 1000 Mbps ports with integrated PoE/PoE+.
<b>Graphic Display</b>	7" 1024x600 capacitive touch screen (5 points) TFT LCD.
<b>Camera</b>	Tilttable mega-pixel CMOS camera with privacy shutter, 720P@30fps.
<b>Bluetooth</b>	Bluetooth 4.0+EDR.
<b>Wi-Fi</b>	Dual-band 2.4 & 5GHz with 802.11 a/b/g/n.
<b>Auxiliary Ports</b>	RJ9 headset jack (allowing EHS with Plantronics headsets), 3.5mm stereo headset with microphone, USB port, SD, HDMI-out (1.4 up to 720p30fps).
<b>Feature Keys</b>	2 function touch keys VOLUME +/-, 3 dedicated Android touch keys HOME, MENU, and BACK.
<b>Voice Codec</b>	G.711μ/a, G.722 (wide-band), G.729A in-band and out-of-band DTMF (In audio, RFC2833, SIP INFO).
<b>Video Codec and Capabilities</b>	H.264 BP/MP/HP, video resolution up to 720p, frame rate up to 30 fps, bit rate up to 2Mbps, 3-way video conference (720p@30fps), anti-flickering, auto focus and auto exposure.
<b>Telephony Features</b>	Hold, transfer, forward (unconditional/no-answer/busy), 7-way audio conference(including the host), virtual MPK, downloadable contacts (XML, up to 1000 items), call record, call log (up to 1000 records), call waiting, auto answer, click-to-dial, flexible dial plan, personalized music ringtones and music on hold, server redundancy & fail-over.
<b>Sample Applications</b>	Local apps: Contacts, Call History, File Manager, MPK, Settings, Browser, Voicemail, Clock, Recorder, etc.
<b>Applications Deployment</b>	Allow Android 7.0 compliant applications to be developed, downloaded and run in the embedded device with provisioning control.
<b>HD Audio</b>	HD handset and speakerphone with support for wideband audio.
<b>Base Stand</b>	Stand with multiple adjustable angles. Wall mountable.
<b>QoS</b>	Layer 2 QoS (802.1Q, 802.1p) and Layer 3 (ToS, DiffServ, MPLS) QoS.

<b>Security</b>		User and administrator level passwords, MD5 and MD5-session based authentication, 256-bit AES encrypted configuration file, TLS, SRTP, HTTPS, 802.1X media access control.
<b>Multi-language</b>	<b>System</b>	English, German, Italian, French, Spanish, Portuguese, Russian, Croatian, simplified and traditional Chinese, Korean, Japanese, Arabic, Dutch, Norwegian, Danish, Swedish, Greek, Turkish, Romanian, Polish, Catalan, Hebrew, Ukrainian.
	<b>Dialer</b>	English, German, Italian, French, Spanish, Portuguese, Russian, simplified and traditional Chinese, Korean, Japanese, Arabic, Dutch, Swedish, Turkish, Polish, Hebrew, Ukrainian.
	<b>Keyboard</b>	English, German, Italian, French, Spanish, Portuguese, Russian, Croatian, simplified Chinese, Arabic, Dutch, Norwegian, Danish, Swedish, Greek, Turkish, Romanian, Polish, Hebrew, Ukrainian.
	<b>Web GUI</b>	English, simplified Chinese.
<b>Upgrade/ Provisioning</b>		Firmware upgrade via TFTP / HTTP / HTTPS server or local HTTP upload, mass provisioning using AES encrypted XML configuration file.
<b>Power and Green Energy Efficiency</b>		Integrated PoE* 802.3af Class 3, POE+ 802.3at Class 4 <i>*When using with USB devices, must use PSU or PoE+ to power up phone. For other uses, PoE is enough.</i> Universal power adapter NOT included: Input 12VDC, 1.5A (18W), Center +
<b>Physical</b>		<b>Dimension:</b> 252mm (W) x 211mm (L) x 84mm (H) <b>Product weight:</b> 1.17kg <b>Package weight:</b> 1.73kg
<b>Temperature and Humidity</b>		Operation: 0°C to 40°C Storage: -10°C to 60°C Humidity: 10% to 90% Non-condensing
<b>Package Content</b>		ITX-3370 phone, handset with cord, screen cleaning cloth, Wall mount, DoC Leaflet, EULA.
<b>Compliance</b>		<b>FCC:</b> Part 15 (CFR 47) Class B; Part68 (HAC) <b>CE:</b> EN55022 Class B, EN55024, EN61000-3-2, EN61000-3-3, EN60950-1, EN62479, RoHS <b>RCM:</b> AS/ACIF S004; AS/NZS CISPR22/24; AS/NZS 60950; AS/NZS 4268

## Getting Started

This chapter provides basic installation instructions including the list of the packaging contents and also information for obtaining the best performance with the ITX-3370.

### Equipment Packaging

Table 5: Equipment Packaging

ITX-3370
<ul style="list-style-type: none"><li>• 1x Main Case.</li><li>• 1x Handset.</li><li>• 1x Phone Cord.</li><li>• 1x Wall Mount.</li><li>• 1x Screen Cleaning Cloth.</li><li>• 1x DoC Leaflet.</li><li>• 1x EULA.</li></ul>

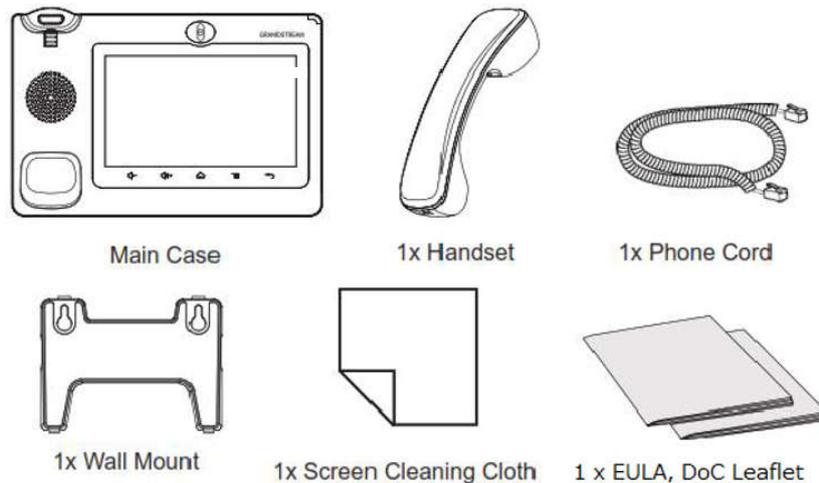


Figure 1: ITX-3370 Package Content

 **Note:**

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

## Description of the ITX-3370

### Front View



Figure 2: ITX-3370 Front View

Table 6: ITX-3370 Front View

Item	Name	Description
1	Front Camera	Mega pixel front camera. The angle can be adjusted, and the camera can be blocked by scrolling up/down the wheel on the back of the camera.
2	MWI LED Indicator	To indicate message status, call status and phone's system status using the LED indicator.
3	LCD	7" (1024x600) capacitive (5 points) touch screen.
4	Back	Tap to go back to the previous menu.
5	Menu	Press MENU key to access phone's display settings, edit widgets and thread manager. Or press and hold on the MENU key for 2 seconds to enter managing application interface directly.
6	Home	Tap to go back to <b>Home</b> screen; or touch and press for about 2 seconds to take a screenshot of phone's screen.
7	Volume Up	Tap to turn up the call volume and media volume.
8	Volume Down	Tap to turn down the call volume and media volume.
9	Handset	Off hook to use handset as the audio channel for calls and media.

## Back View

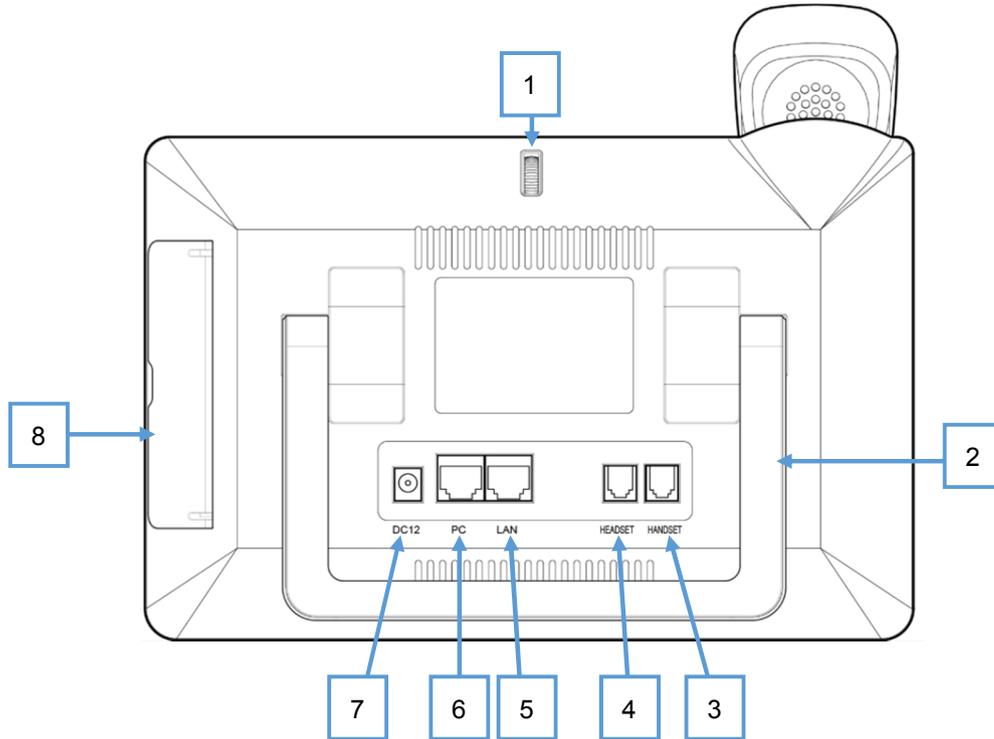


Figure 3: ITX-3370 Back View

Table 7: ITX-3370 Back View

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

## Side View

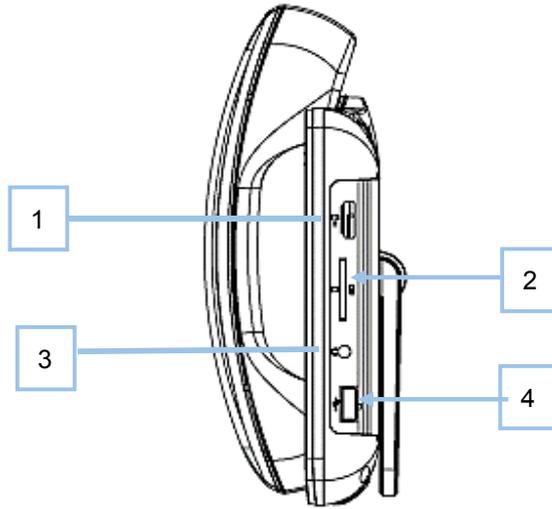


Figure 4: ITX-3370 Side View

Table 8: ITX-3370 Side View

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

## Connecting and Setting Up the ITX-3370

The ITX-3370 can be installed using the built-in stand or attached on the wall using the slots for wall mounting.

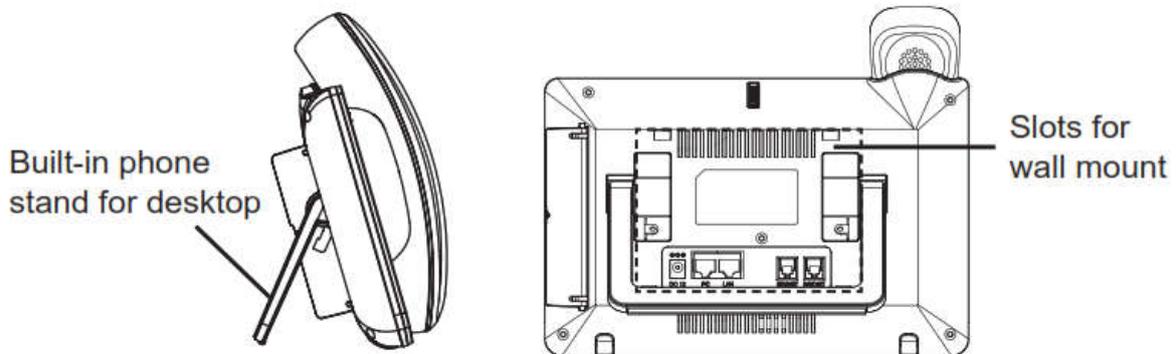


Figure 5: Built in Stand and Mounting Slots on ITX-3370

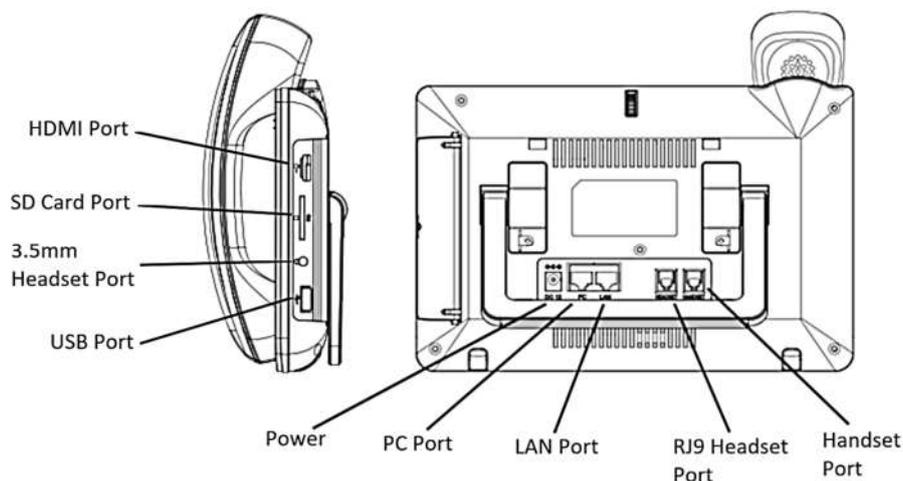


Figure 6: ITX-3370 Back / Side View

### Using the Phone Stand

The ITX-3370 has a built-in phone stand. To set up the ITX-3370 as your desk phone, follow the steps below:

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

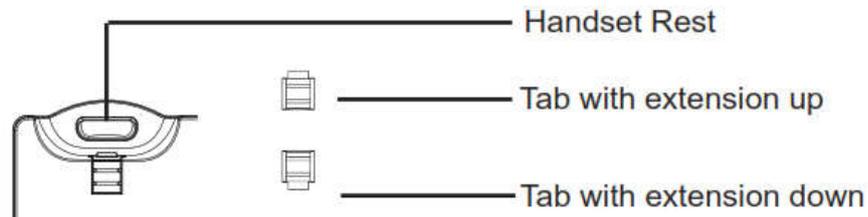
The LCD will display the booting up screen or firmware upgrading information. Before continuing, please wait for the main screen display to show up.

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

### Using the Slots for Wall Mounting

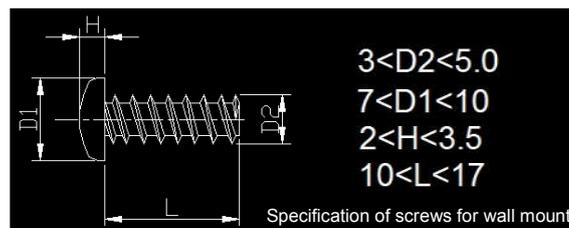
1. Attach the wall mount to the slots on the back of the phone;

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



**Figure 7: Tab on the Handset Cradle**

4. Connect the handset and main phone case with the phone cord;
5. Connect the LAN port of the phone to the RJ-45 socket of a PoE Switch or a router (LAN side (PoE) of the router) using the Ethernet cable.  
The LCD will display the booting up screen or firmware upgrading information. Before continuing, please wait for the main screen display to show up;
6. Attach the phone to the wall via the wall mount hole. Refer the specification of screws;



**Figure 8: Wall mount screw**

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

# Getting to Know ITX-3370

## Use the Touchscreen

When the phone boots up in HOME screen, the LCD will display as below. A registered account is shown in the following figure and users might need register their own account to have the account status displayed.

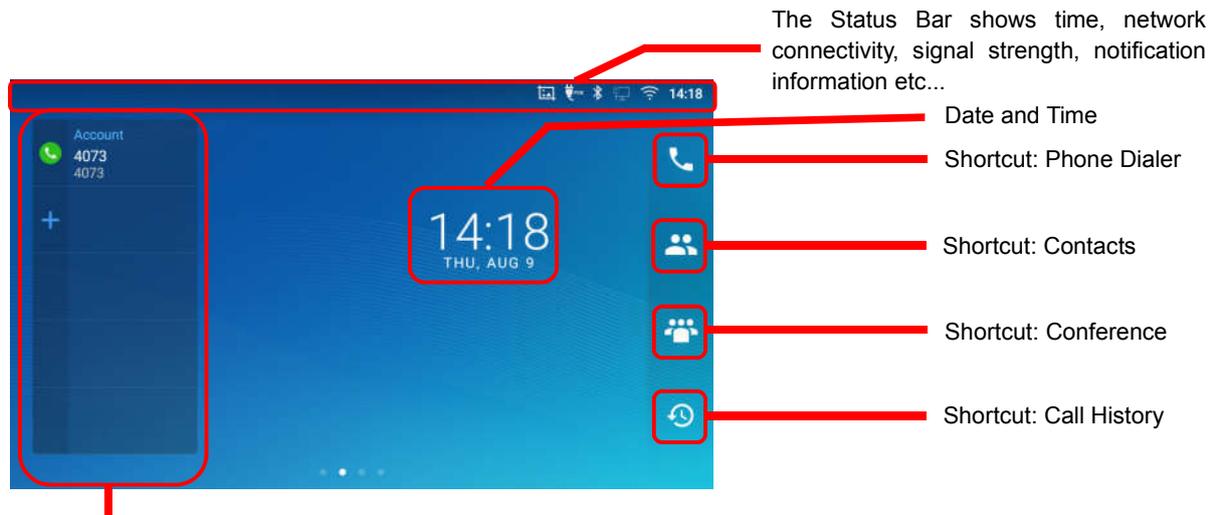


Figure 9: ITX-3370 Default Home Screen

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

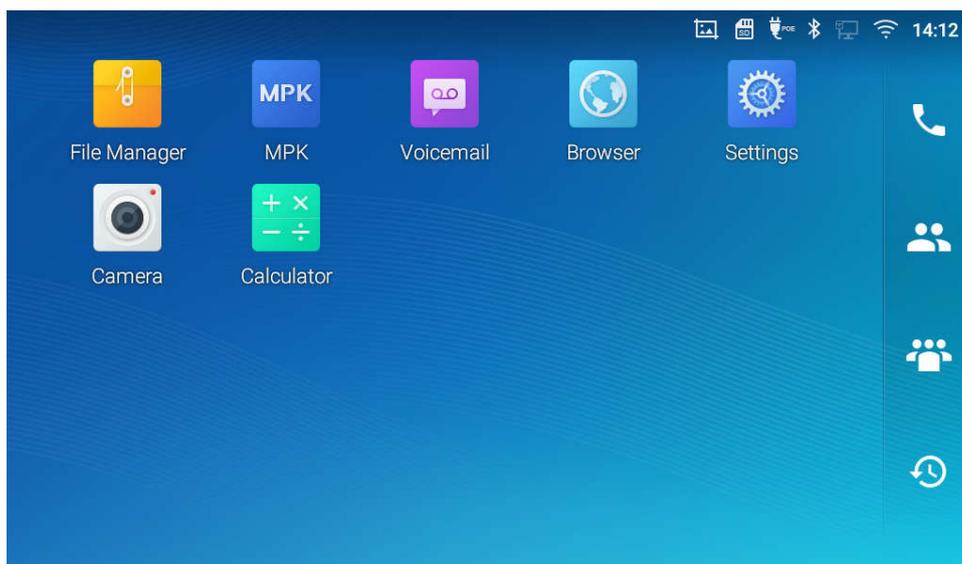


Figure 10: ITX-3370 on screen Menu

To fully manipulate the ITX-3370 capacitive touch screen, use your fingers to operate the following on the ITX-3370 icons, buttons, menu items, onscreen keyboard etc.

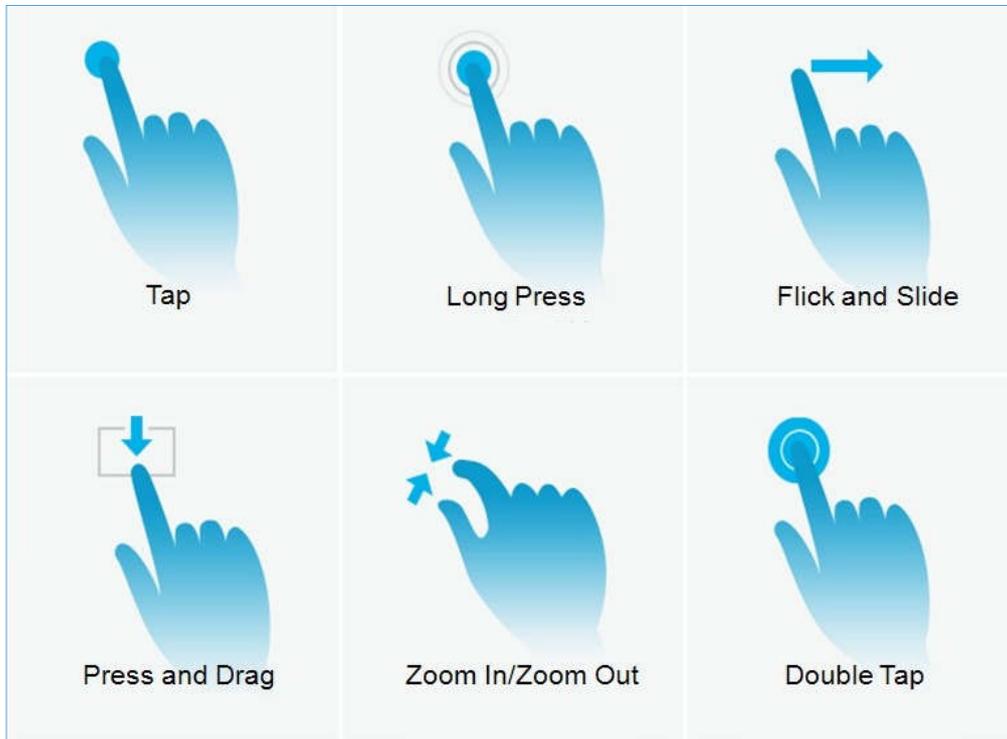


Figure 11: ITX-3370 Finger Gestures on the Touch Screen

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

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

## Use the Desktop

### Desktop Menu

When the ITX-3370 is on idle screen, tap the MENU key  to bring up phone's menu. Users can access the following in the desktop menu:

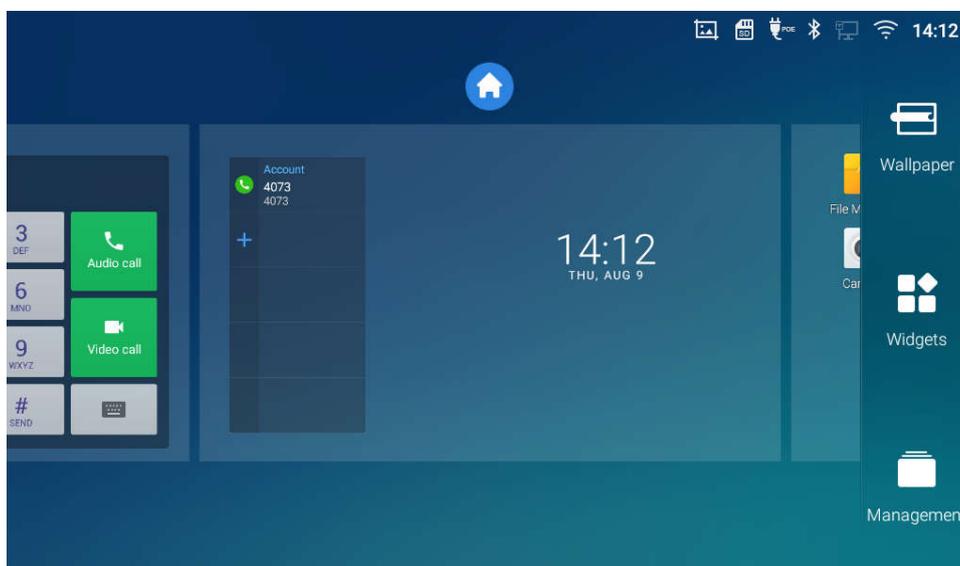


Figure 12: ITX-3370 Desktop Menu

- **Desktop page**  
Add, delete or edit desktop pages, set Home page and change the screen sequence.
- **Wallpaper**  
Select wallpaper from Local gallery or from the available system Wallpapers
- **Widgets**  
Add widgets to the desktop by touching and holding the widget from the widget menu.
- **Management**  
Manage running applications on the ITX-3370. For more details, please refer to section [\[Manage Running Applications\]](#).

### Add Widget to Desktop

The ITX-3370 provides widgets like account bar, clock etc. Users could conveniently add those widgets to the desktop as preferred. To add a widget:

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

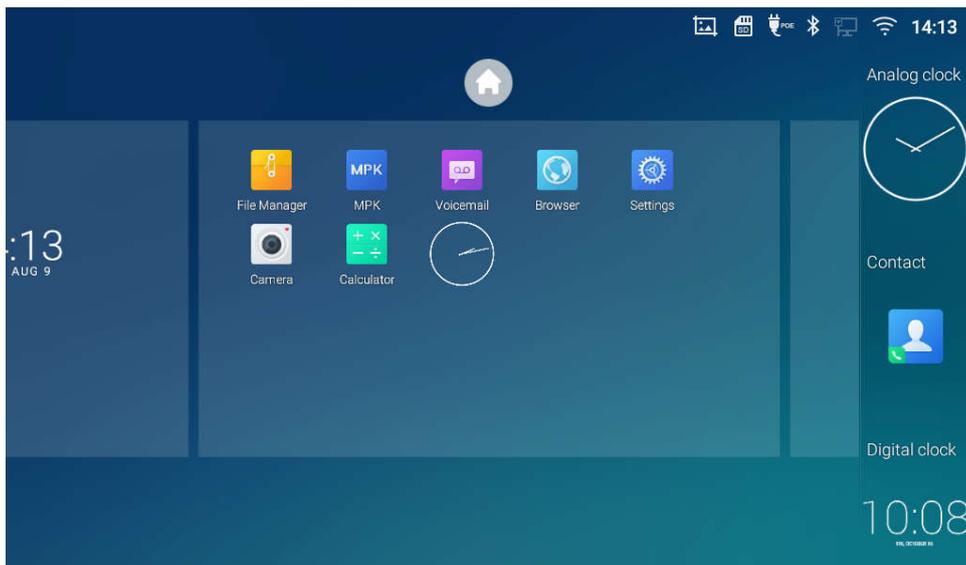


Figure 13: Add Widget to the Desktop

### Manage Desktop Items

On the ITX-3370 desktop, users could tap on the desktop items to manage shortcuts and widgets. The following operations can be done:

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

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

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

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

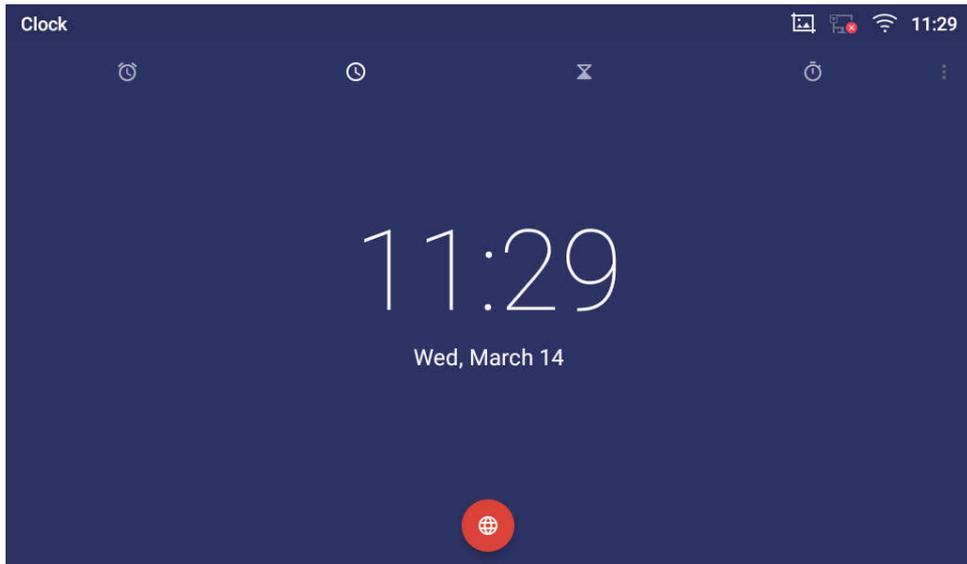


Figure 14: Open Clock Widget

- **Certain widgets such as Clock can be resized on the desktop.**

To resize a widget, touch and press the widget for about 2 seconds. Then lift your finger from the screen. This will bring up the white frame as shown in [\[Figure 15: Resize Digital Clock Widget\]](#). Touch and drag the border of the frame to adjust the size.

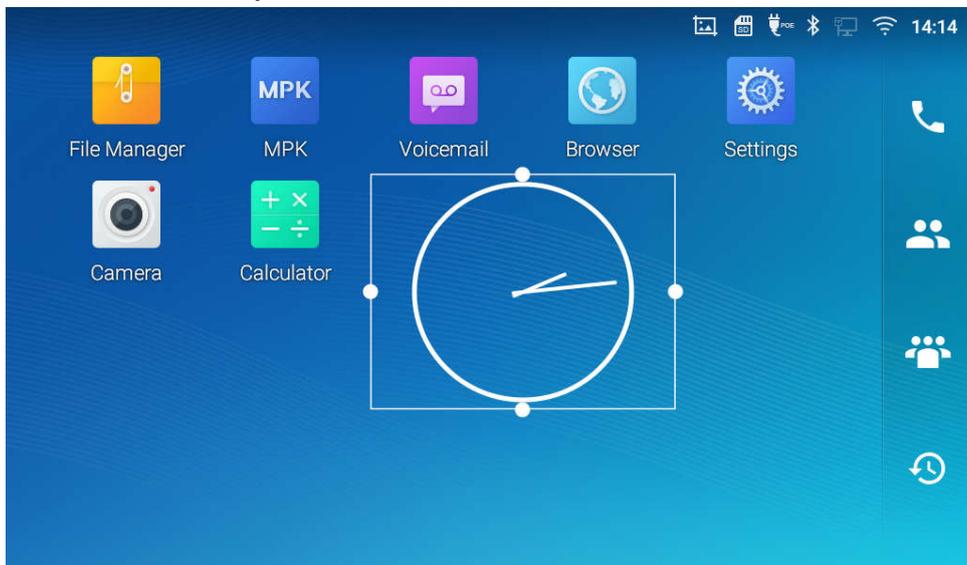


Figure 15: Resize Digital Clock Widget

- **Move/delete Application/Widget**

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



Figure 16: Move Clock Widget

 **Note:**

Deleting an application icon will open a pop up window asking the permission to uninstall the application from the screen. Tap OK to uninstall or tap Cancel.

### Set Wallpapers

On the ITX-3370 screen, tap and hold on an empty spot presto show the menu key  and select "Wallpaper" to set up the wallpaper for the desktop. Users could select wallpaper from different categories:

- **Local**  
Open the Gallery application and tap on the picture to preview. Tap and drag the picture to adjust the frame that will be used as wallpaper. Then tap on "Set Wallpaper" to set the selected area of the picture as wallpaper.
- **Wallpapers**  
On the right side of the Wallpaper menu of the ITX-3370. Select the picture from the default wallpapers available to preview and then tap on "Set wallpaper".

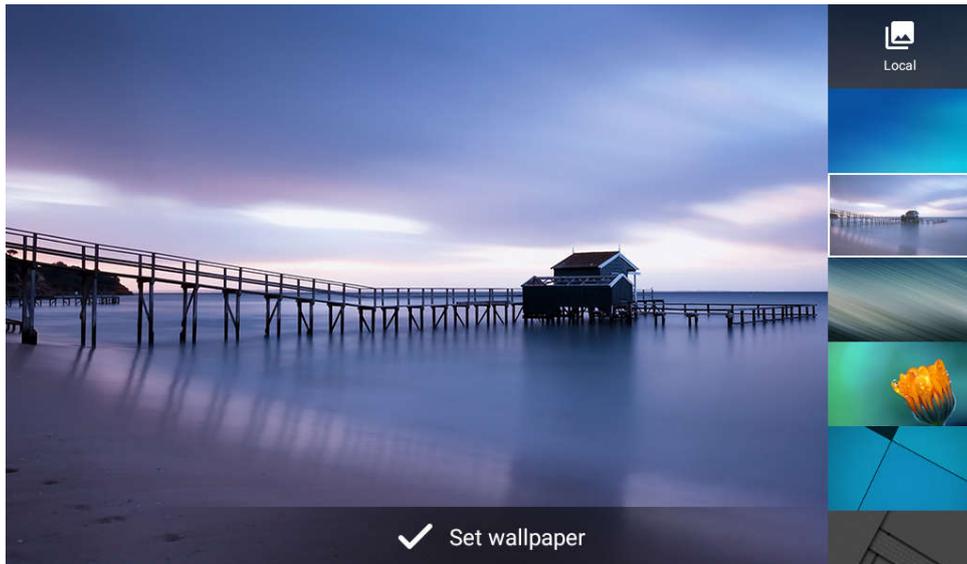


Figure 17: ITX-3370 Choose Wallpaper

### Manage Running Applications

On the ITX-3370 desktop, press an empty spot for about 2 seconds then select "Management" or select "Management" after pressing Menu button .

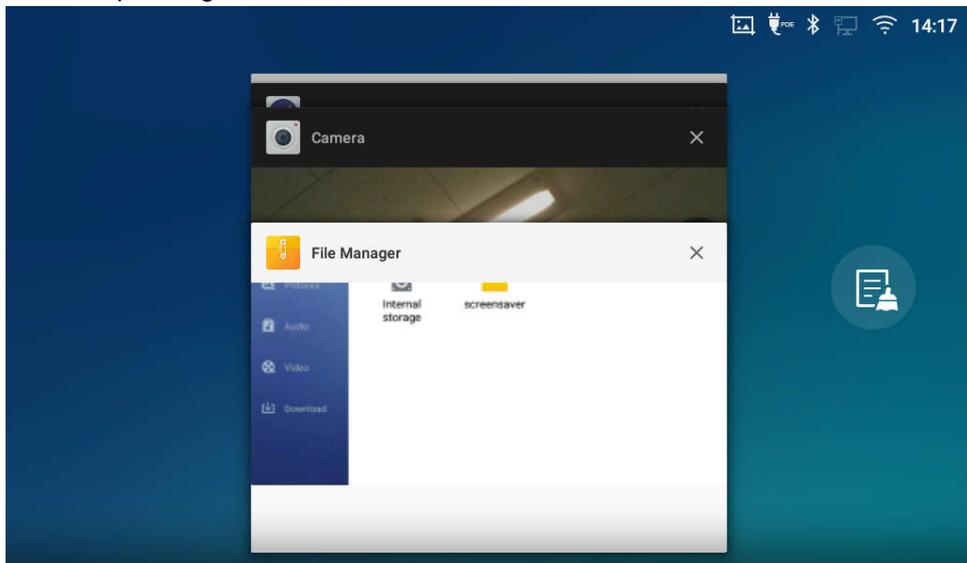


Figure 18: ITX-3370 Recent Applications

Users could use the thread manager to do the following:

- Slide the running thread to the left or right to stop the application.
- Tap on icon  to delete all running threads.
- Tap on the "Application" softkey to access application menu for advanced management options.

## Idle Screen

### Switch Idle Screens

The ITX-3370 supports multiple idle screens by sliding the screen horizontally. On the ITX-3370 screen, swipe left or right using your finger to switch between different idle screens.

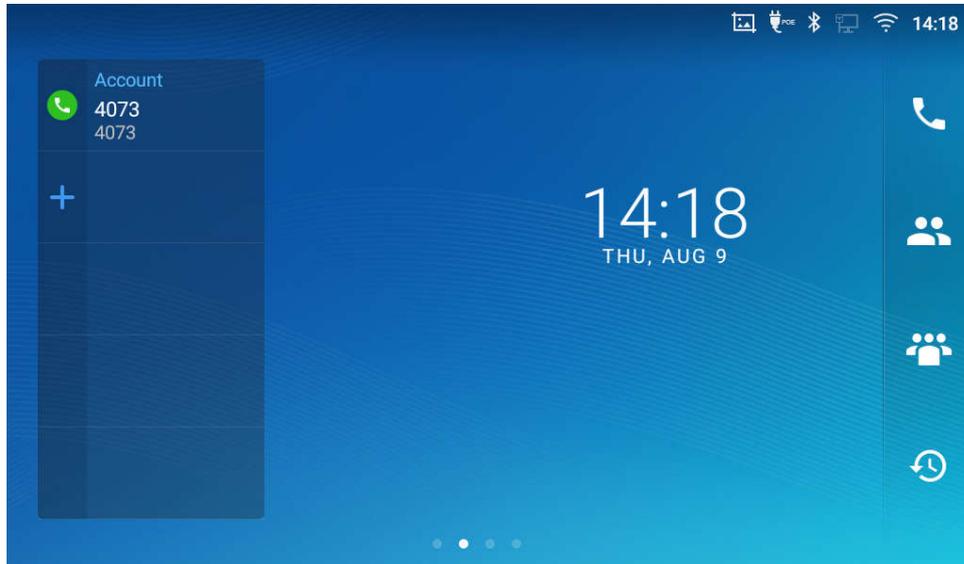


Figure 19: ITX-3370 Switch Idle Screens

### Set Up Idle Screen

- **Set home screen**

Follow the steps below to set up the HOME screen.

1. ITX-3370 is up and running on idle screen.
2. Press the MENU button . This will zoom out all the screens as shown in **[Figure 20: Set up Home Idle Screen]**.
3. The screen with  displayed is the HOME screen. Others are shown with icon . Tap on the icon  to select the corresponding screen as the new HOME screen.

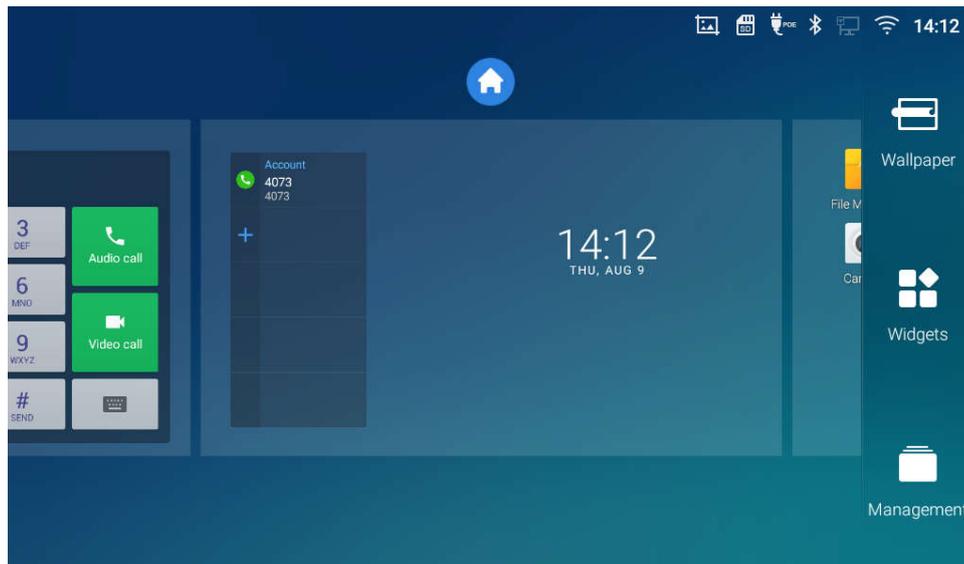


Figure 20: Set up Home Idle Screen

- **Add/Delete idle screen**

As shown in [\[Figure 20: Set up Home Idle Screen\]](#), this section shows the available desktop screens. Users could add or delete idle screen.

- Add idle screen.

Tap on  to add a new idle screen.

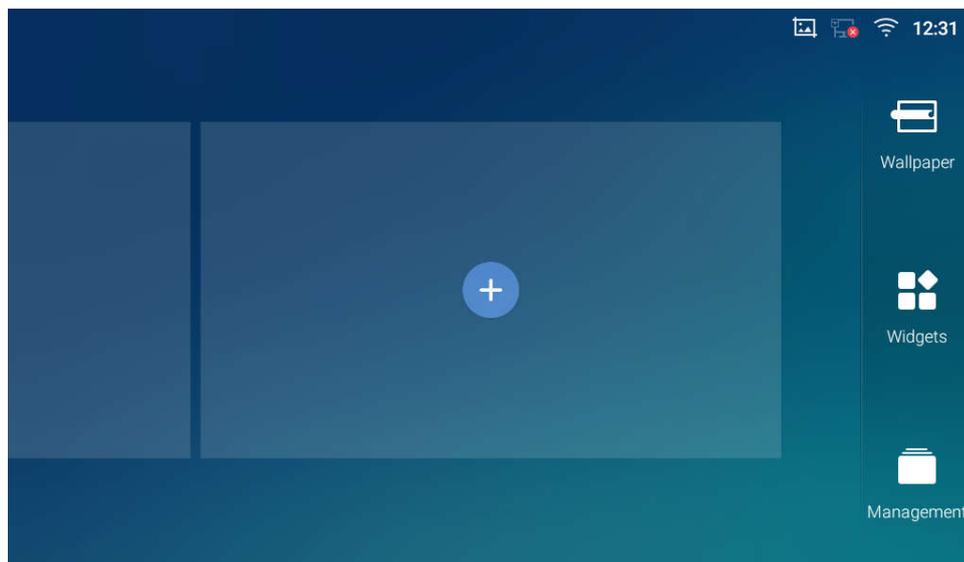


Figure 21: Add an Idle Screen

- Delete idle screen.

Tap on  to delete the Idle screen. Please make sure the apps, shortcuts or widgets on the idle

screen are removed first. Otherwise, the  icon won't show for the idle screen.

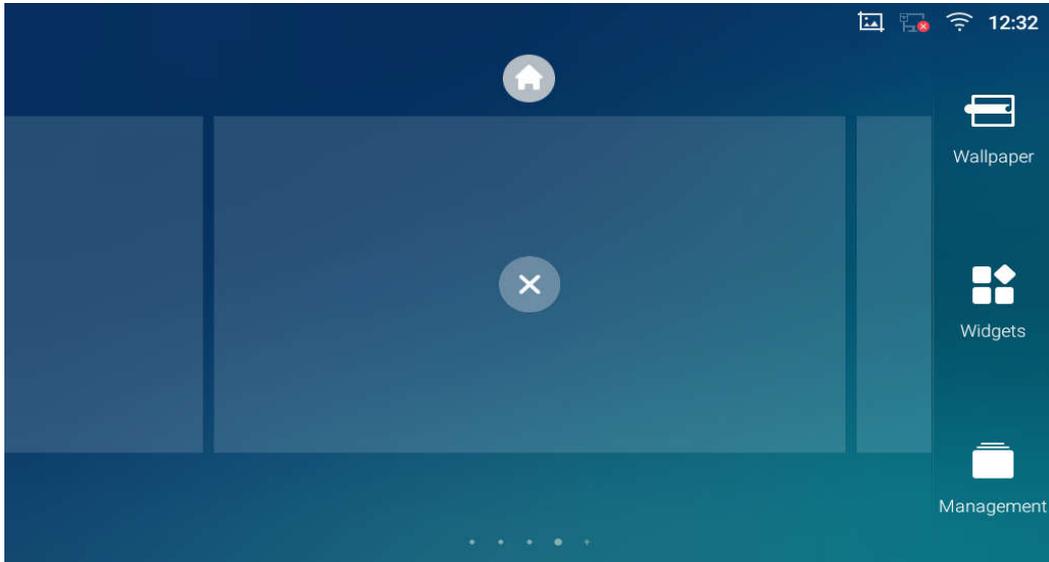


Figure 22: Delete an Idle Screen

## Use the Status Bar

The status bar on the top of the ITX-3370 screen provides visual notifications for the system settings and status, as well as quick access for important system settings. To access it, on the ITX-3370 idle screen, slowly slide down from the top to the bottom of the screen.

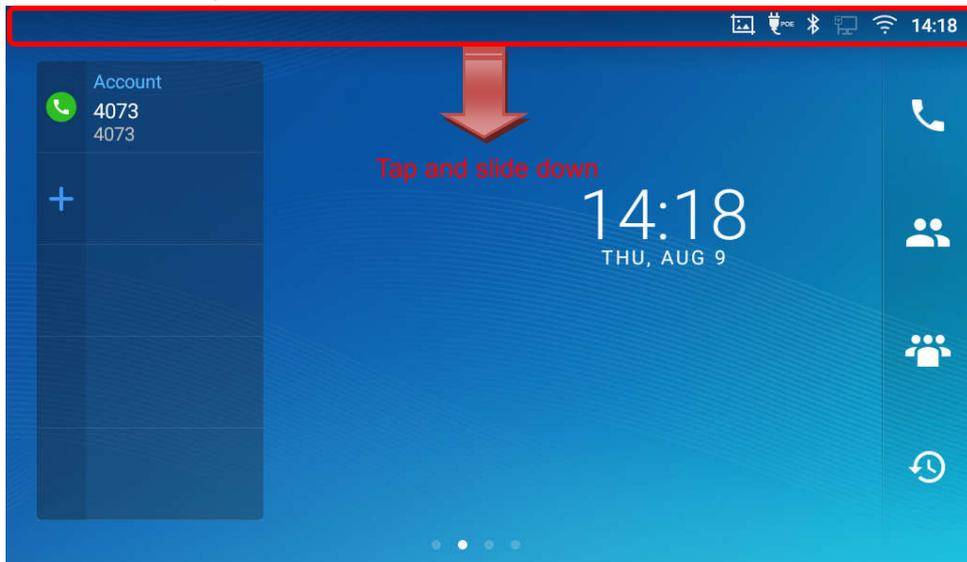
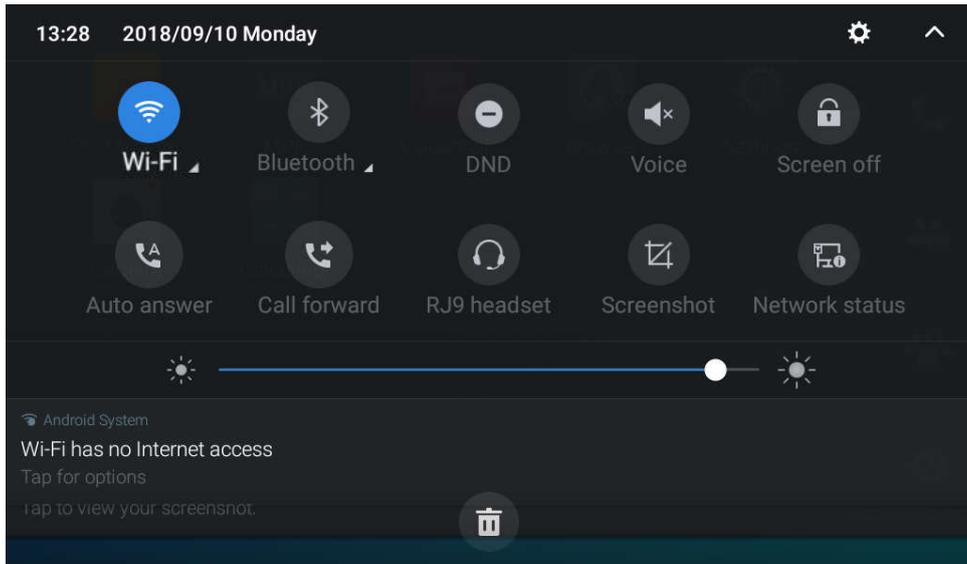


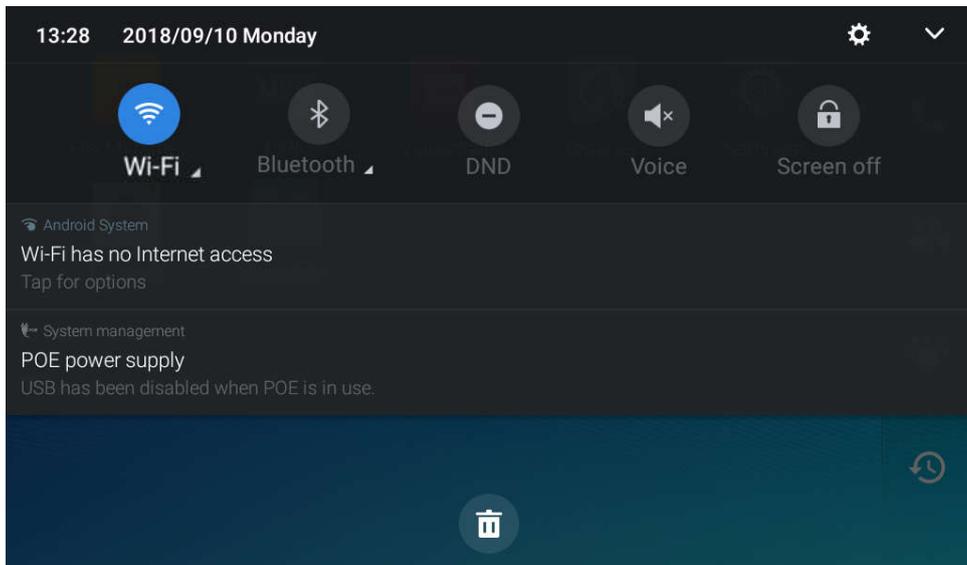
Figure 23: ITX-3370 Top Status Bar

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



**Figure 24: Status Bar - More Options**

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



**Figure 25: ITX-3370 Top Status Bar – Notification**

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

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

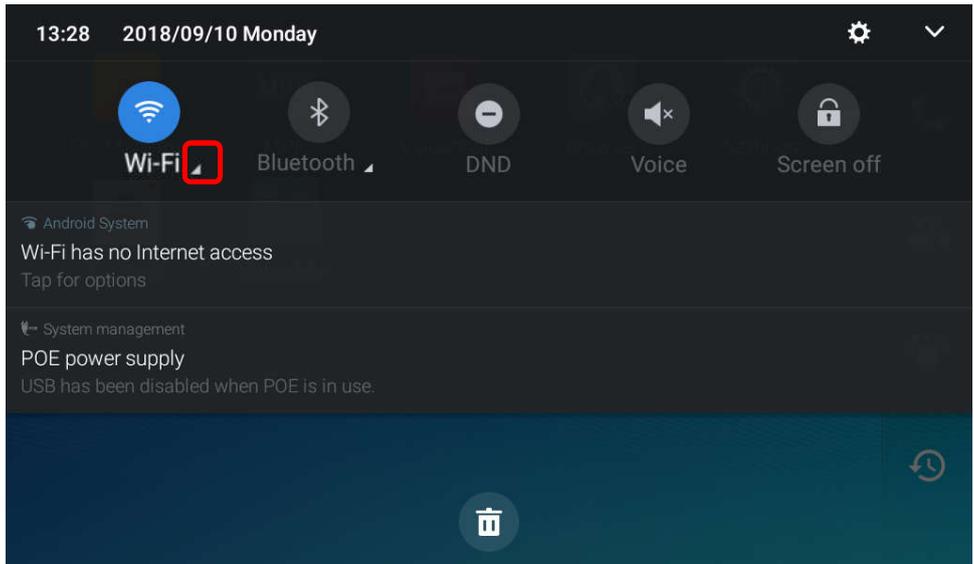


Figure 26: ITX-3370 Top status Bar - Get more information

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

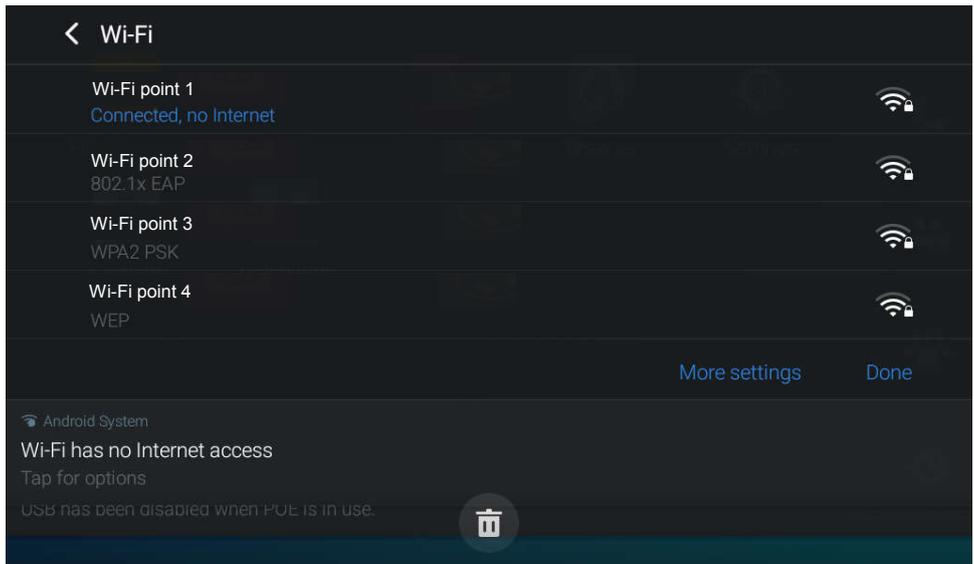


Figure 27: ITX-3370 Top status Bar – Wi-Fi

## Notifications in Status Bar

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

**Table 9: ITX-3307 Status Bar Notification Icons**

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

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

## System Settings in Status Bar

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

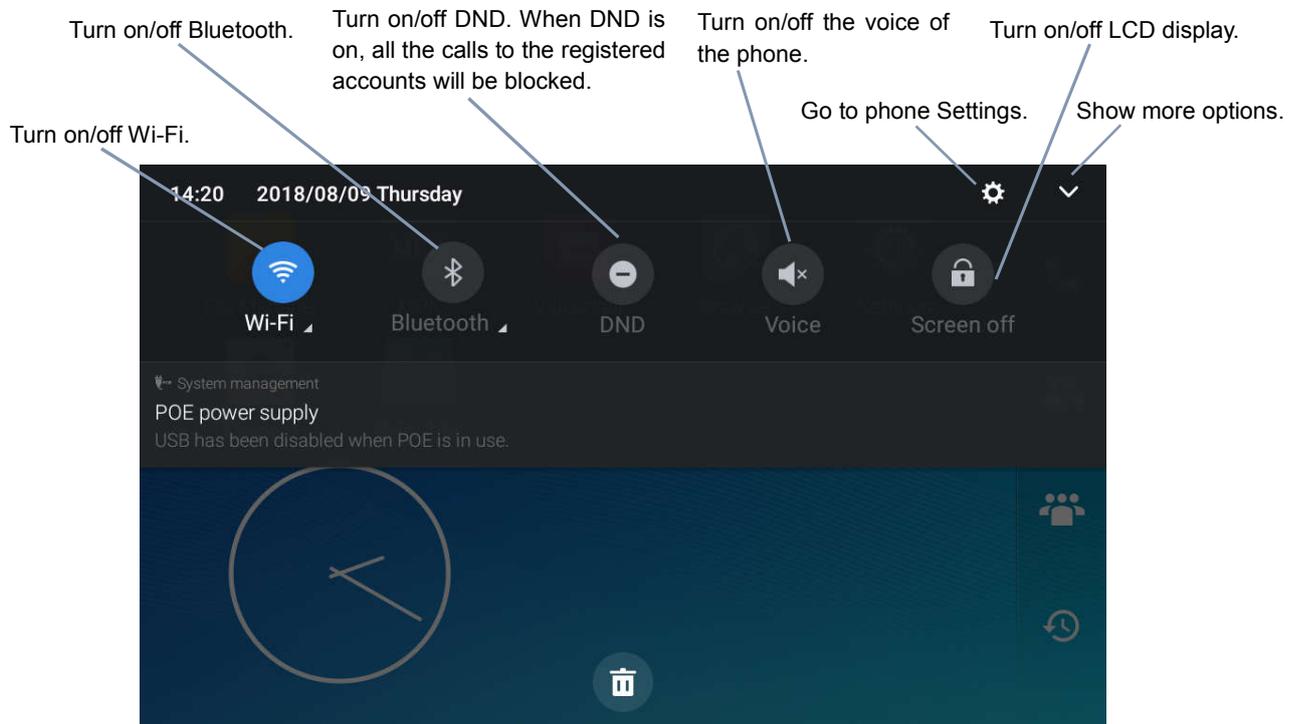


Figure 28: System Settings in Status Bar

## Use the ITX-3370 Keys



Figure 29: ITX-3370 Keys

Table 10: ITX-3370 Keys

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

### Keypad Shortcut Functions

The ITX-33700 supports keys shortcuts for certain special system functions.

- **Screenshot**

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

- **Hard reset**

For users that want to factory reset the device manually, hard reset is an alternative:

1. Power cycle the ITX-3370.
2. The ITX-3370 and the 5 LCD keys on the bottom of the screen will light up and light off 2 times.
3. After second time the light is on, press the both keys  (the second LCD key from the left: Volume Up) and  (the 4th LCD key from the left : Menu) at the same time, it will go into the factory reset process.
4. The LCD screen will display “Factory reset, Please wait...”.
5. The ITX-3370 will reboot with factory default settings.

## Use the On-Screen Keyboard

The ITX-3370 onscreen keyboard can be activated by tapping on an input field.

- **English Keyboard**

This is the default keyboard on ITX-3370.



Figure 30: ITX-3370 Onscreen Keyboard - English Keyboard

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



Figure 31: ITX-3370 Onscreen Keyboard - Lowercase and Uppercase

- **Number and symbols**

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



Figure 32: English Keyboard - Number and Symbols

Tap on  to access more symbols.



Figure 33: English Keyboard - More Symbols

 **Note:**

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

## Use the Message Waiting Indicator

The ITX-3370 message waiting indicator LED is on the upper right corner of the device. It could notify the users with different messages and status of the phone. Please refer to the status description below. **The priority for the LED indicator is from high to low in the following table.**

Table 11: ITX-3370 MWI LED Status

Color	LED Status	Description
	Fast Flashing	Incoming call.
	Solid	Calling, Talking, Conferencing, Screensaver on when the LCD is off.
	Slow Flashing	A call is on hold.
	Flashing	Missed call (s), New voicemail (s), New SIP Message (s).
	Solid	High memory usage, Maximum contact storage, Network disconnect.
	Fast Flashing	Upgrading.
OFF	OFF	Normal.

## Make Phone Calls

### Register SIP Accounts

The ITX-3370 supports up to 16 independent SIP accounts. Each account can have separate SIP servers, usernames and NAT configurations.

#### Account Status

On the idle screen, the account widget shows the account name, and registration status.

- The following figure shows the account is successfully registered (account icon is green).
- If the account icon is grey, it's still trying to register or unable to register.

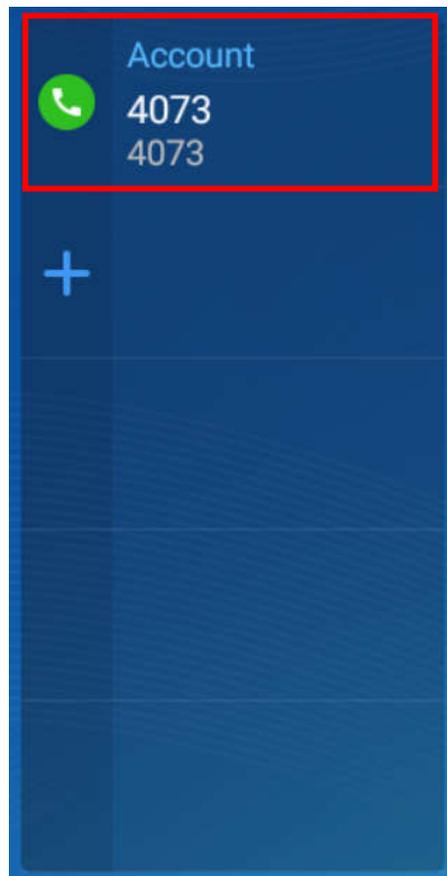


Figure 34: ITX-3370 Account Widget

### Configure SIP Account

To register a SIP account, users can access phone's LCD menu→**Settings**→**Advanced**→**Account settings**

Or users could log in the ITX-3370 **Web GUI**→**Account** page to fill in the necessary registration information, i.e., Account active, Account name, SIP Server, SIP User ID, SIP Authentic ID, SIP Authentic Password, etc. Once the correct information is entered and saved, the account registration status will show on the main screen.



#### Note:

For Web GUI login and configuration information, please refer to “IP phone GT890 Administration Guide”.

If the account is successfully registered, use one of the following ways to bring up the dial screen to start making calls.

- Take the handset off hook.
- Select an account from the account widget in the idle screen.
- On the shortcuts menu of the idle screen, tap on  icon to open dial screen.

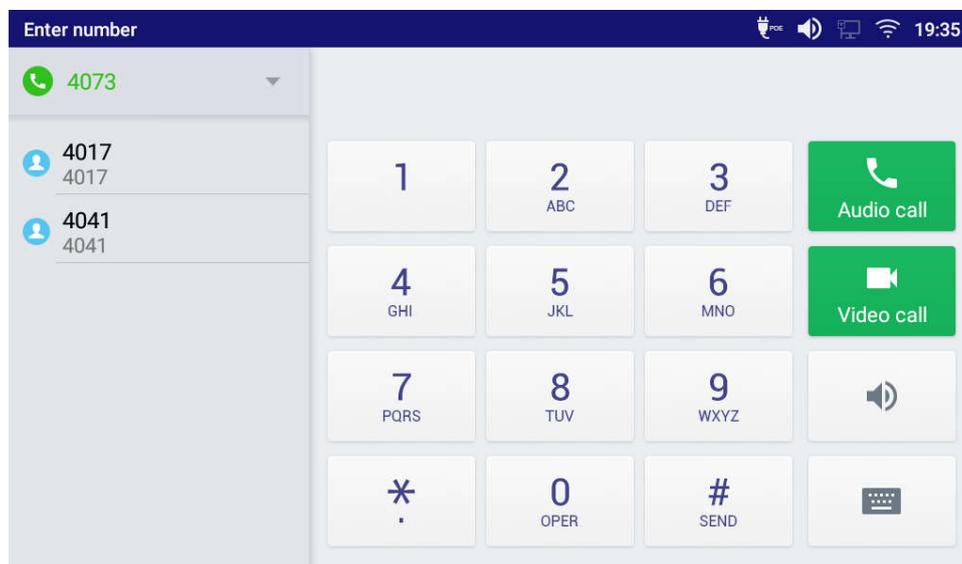


Figure 35: ITX-3370 Dial Screen

If **Disable Video Call Feature** option is enabled, the **Video Call** option on ITX-3370 dial screen won't be available

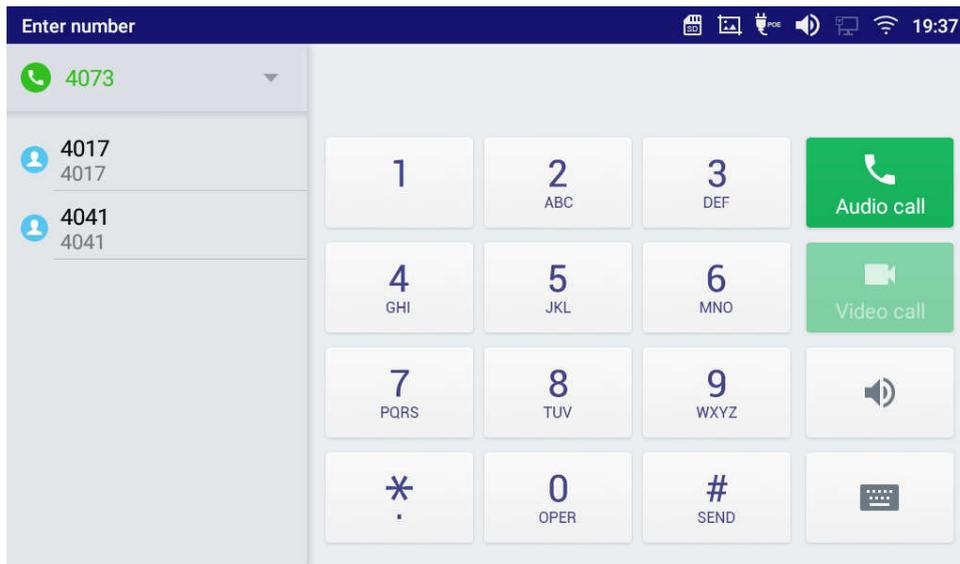


Figure 36: Disable Video Call Feature on Dial Screen

## Dial a Number Directly

1. Use the methods mentioned above to open dial screen **[Figure 35: ITX-3370 Dial Screen]**.
2. Select the account to dial out on the left panel of the dial screen. The selected account will be displayed in green.
3. Enter the digits to be dialed out using the keypad. If the digit matches call history, a list of numbers will be displayed for users to select from.
4. Tap on **Audio call** (audio call only) or **Video call** (video call) to send the number. If no key is pressed, by default the call will be automatically dialed out after 4 seconds timeout.

### Note:

- By default, the "No Key Entry Timeout" is 4 seconds, meaning if no key is pressed after entering a number, the call will be automatically sent out after the timeout. The timeout interval can be configured under **Web GUI→Account→Call Settings**.
- ITX-3370 allows users to press # key as SEND key. This behavior can be disabled via option "Use # as Dial Key" under **Web GUI→Account→Call Settings**.
- When the user enters the digit on the dial screen, if there is digit matching call history, or contacts name/number, the drop-down list will show the numbers. For example, if "John" is saved in the contacts, entering 5 (JKL) 6 (MNO) 4 (GHI) 6 (MNO) will show call log with 5646 as the first four digits, as well as John's number. Users could then directly select one of them from the list, instead of entering all the digits.

## Redial

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

1. Enter the dial screen.
2. A list of dialed calls will be displayed on the left side of the dial pad. Tap on the number you would like to call, the number will be added to the dialing field, press Audio call or Video call to redial.

## Dial a Number via Contact

Follow the steps below to dial a number via Contact.

1. Access Contacts by tapping on  icon on the left side of the idle screen.
2. Navigate in the contacts entries by sliding up/down on the screen.
3. Tap on the dial icon for the contact .

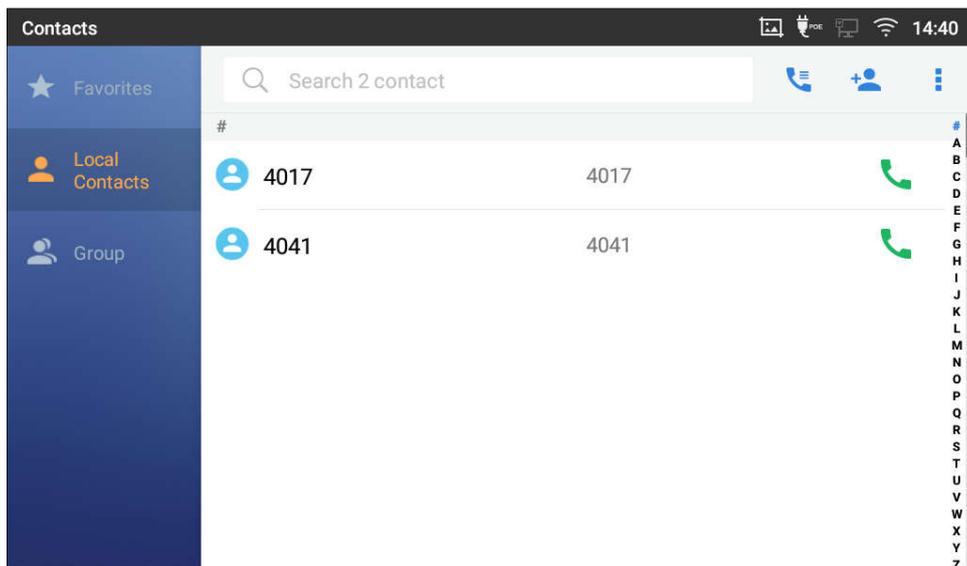


Figure 37: ITX-3370 View Contacts

## Dial a Number via Call History

1. Access Call History by tapping on  icon on the bottom of the idle screen.
2. The LCD will display all call history types: "All", "Missed", "Outgoing", "Incoming" and "Conference".
3. Navigate in the call history list by selecting the call history category and sliding up/down on the screen.
4. Tap on the entry to show more details or tap on  or  to dial out.

Call History				14:41	
All					
Missed	4041	4041	14:40		
Outgoing	4017	4017	14:39		
Incoming					
Conference					

Figure 38: ITX-3370 Call History

## Answer a Call

### Single Incoming Call

- When the phone is in idle and there is an incoming audio call, the phone will show the call screen as below. Tap on "Answer" softkey to answer the call via speaker or pick up the handset the answer the call.

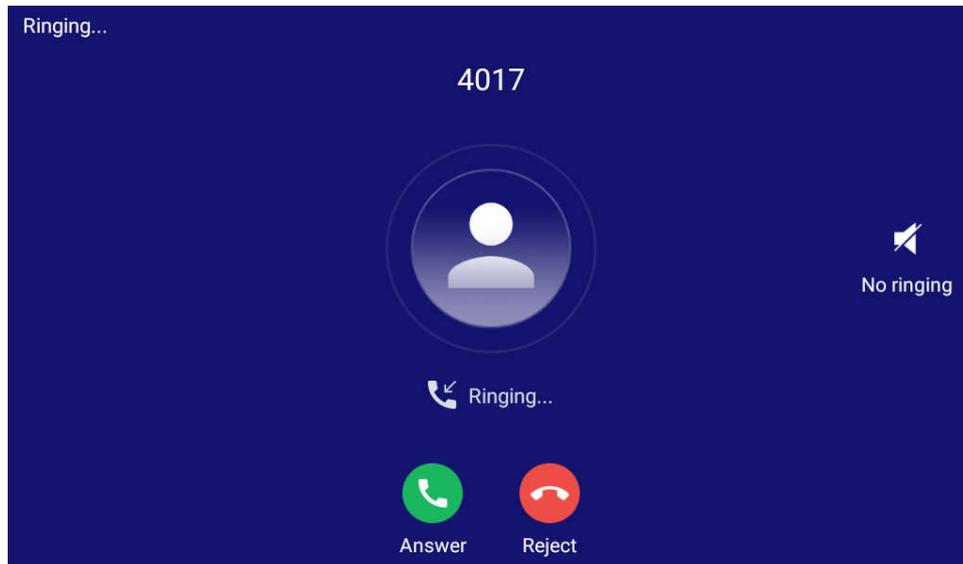


Figure 39: Single Incoming Call – Audio

- When the phone is in idle and there is an incoming video call, the phone will show the call screen as below. To answer the call with audio only, tap on "Audio" to answer the call via speaker. To answer the call with both audio and video, tap on "Video". During video call or pick up the handset. The audio will switch to handset if picking up the handset.

 **Note:**

Users could select the **Video Display Mode**. **Web GUI**→**Phone Settings**→**Video Settings**.



Figure 40: Single Incoming Call – Video

- If the phone set the “Preview” feature for the incoming call from **Web GUI→Phone Settings→Call Settings→Enable Function for Incoming Call**, the phone will display one more key “Preview” when there is an incoming video call. End users will preview the remote end without answering the video call. After previewing, end user can tap on Answer key to answer the video call, or “Reject” key to reject it.

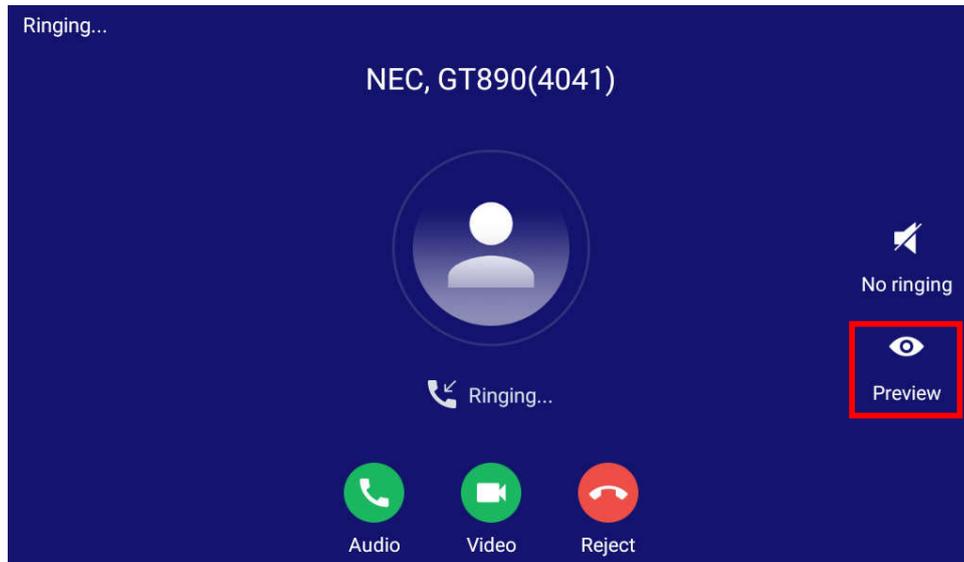


Figure 41: Single Incoming Call – Preview-1

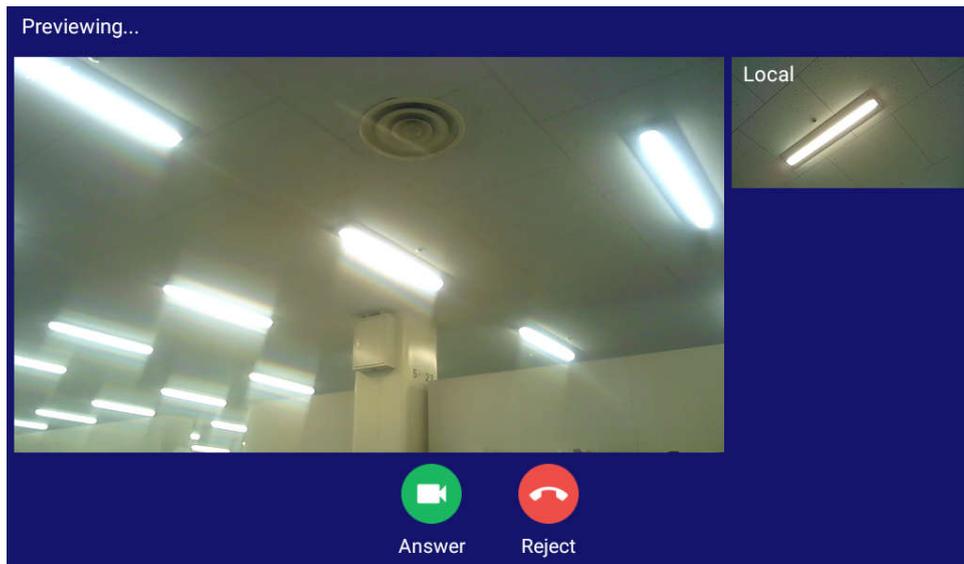


Figure 42: Single Incoming Call – Preview-2

 **Note:**

During the previewing, The Ring Back Tone of caller side is stop.

### Multiple Calls/Call Waiting

1. When there is another incoming call during active call, users will hear a call waiting tone, with the LCD displaying the caller name and ID for the incoming call. In the prompt window, it shows new incoming call from "Jack" with the caller number; the account bar in purple is the current active call with "4017".

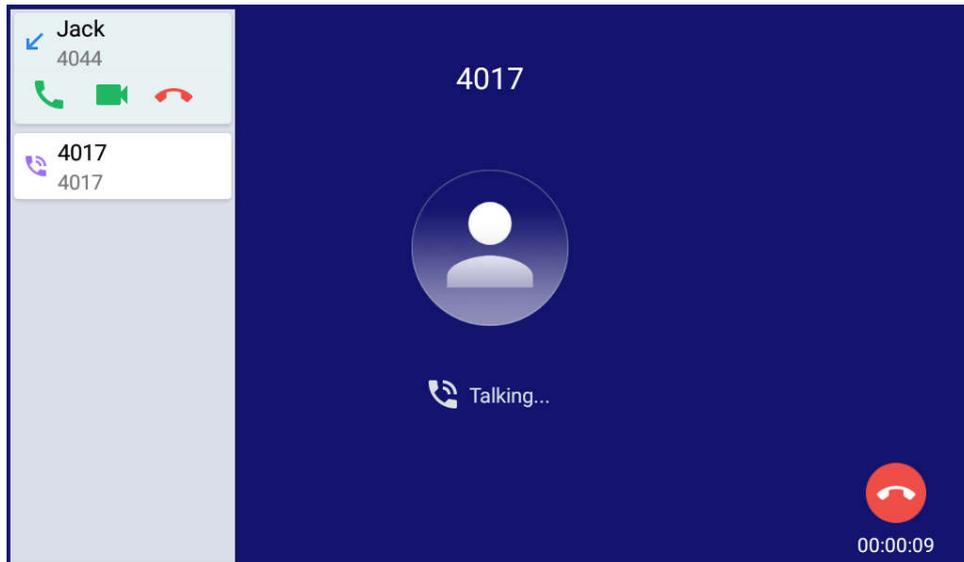


Figure 43: Call Waiting

2. Similar to single incoming call, if the incoming call is video call, users can choose to Audio Answer or to Video Answer
3. Once the new call is answered, the current active call will be placed on hold. If the new call is rejected by tapping on "Reject" softkey, the current active call will not be interrupted.

#### Note:

When there is an incoming call at the same time as dialing out, the prompt window may not be displayed and users may not hear a call waiting tone. When there are double incoming call at the same time, the prompt window may not be displayed.

### Call Progress Status

During an active call if Home Button is pressed, the phone will go back to the home screen and the call-in-progress status will be shown on the ITX-3370 status bar, once clicking the bar it will go back to call screen.

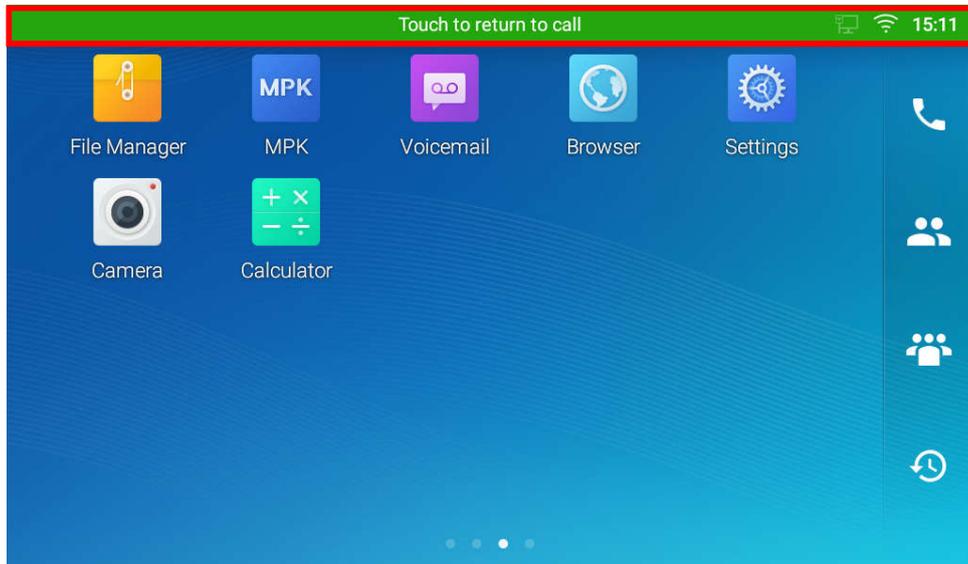


Figure 44: Touch to Return to Call Screen

### Call Hold

During the active call, press "More"→"Hold" on the call screen to put the call on hold. The LCD screen will show as below. To resume the call, press UNHOLD softkey on the bottom of the screen.

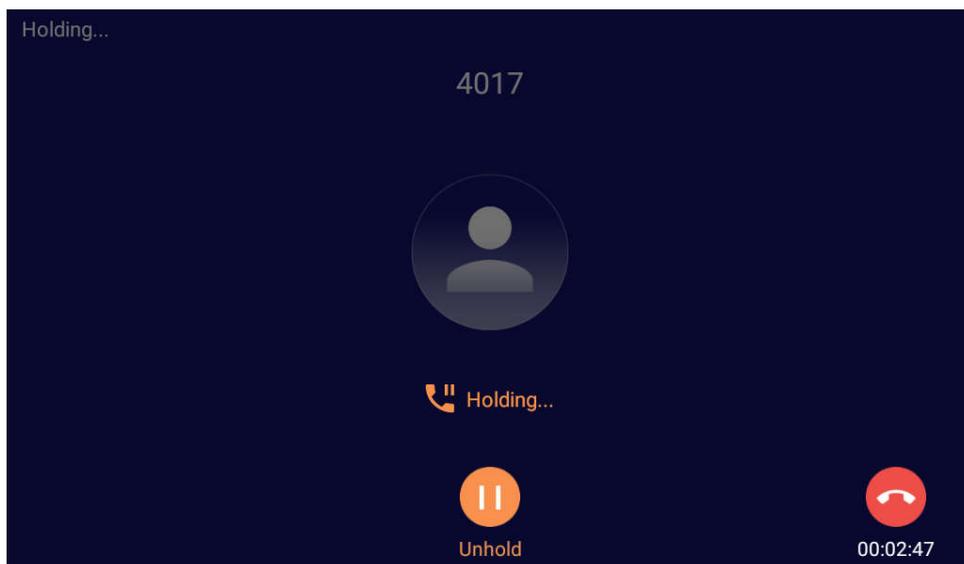


Figure 45: Call on Hold

## Call Recording

1. During the call, users could record the conversation to the phone by tapping on "More"→"Record" on the call screen.
2. If need to stop the recording, tap on "More"→"Stop recording" or hang up the call.
3. The recording files can be retrieved from the ITX-3370 **Web GUI**→**Applications**→**Recording**.

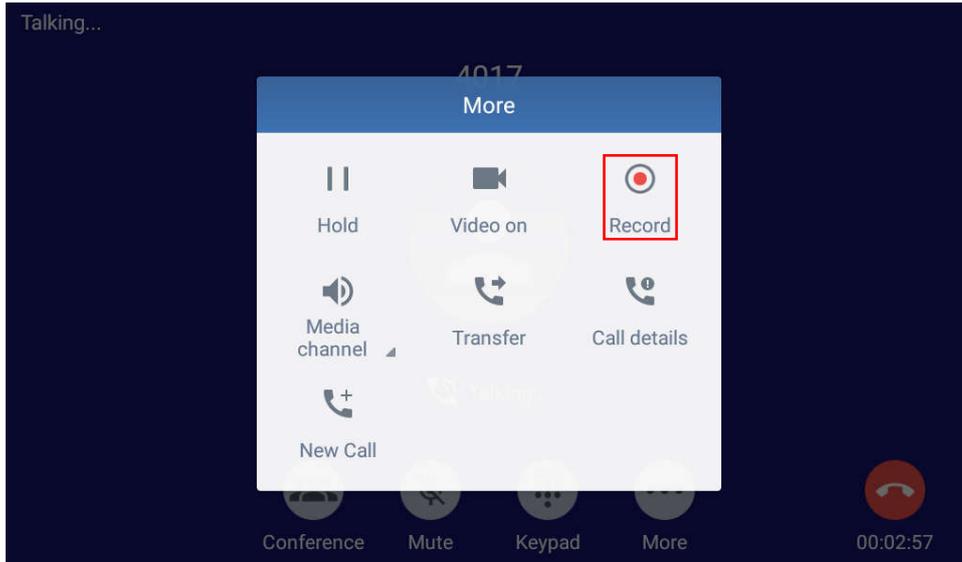


Figure 46: ITX-3370 Call Recording

## Mute

During an active call, press the Mute softkey on the bottom of the screen to mute the call. The mute icon  will be displayed in the status bar on the top of the screen. Press the Unmute softkey on the bottom of the screen to unmute the call.

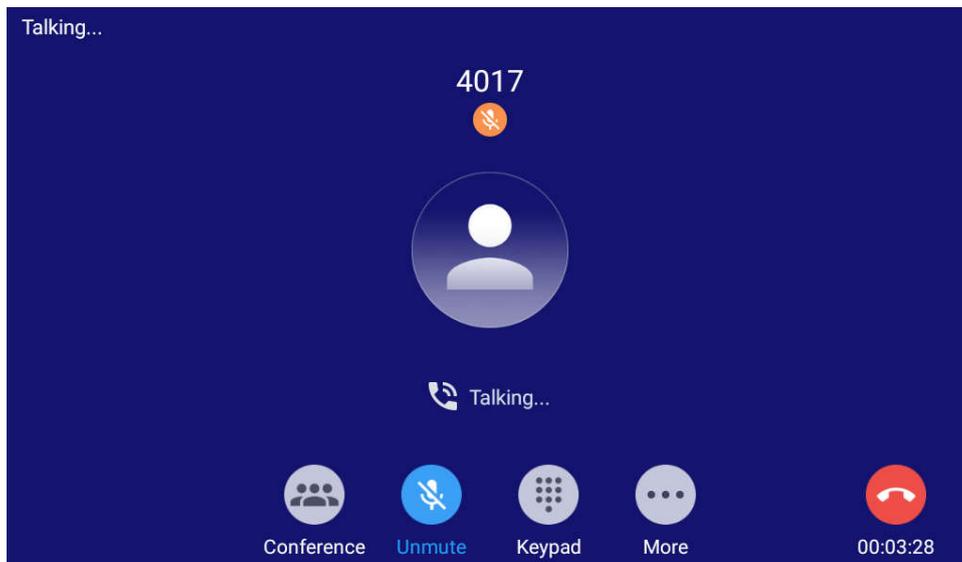


Figure 47: ITX-3370 Call Mute

## Turn on Video during Audio Call

Users could establish audio call first and then turn on video or accept video request during the call if the other party supports video calls.

- **Turn on video during audio call**

During an active audio call, on the call screen, tap on "More" and select "Video On", a video request will be sent to the other party.

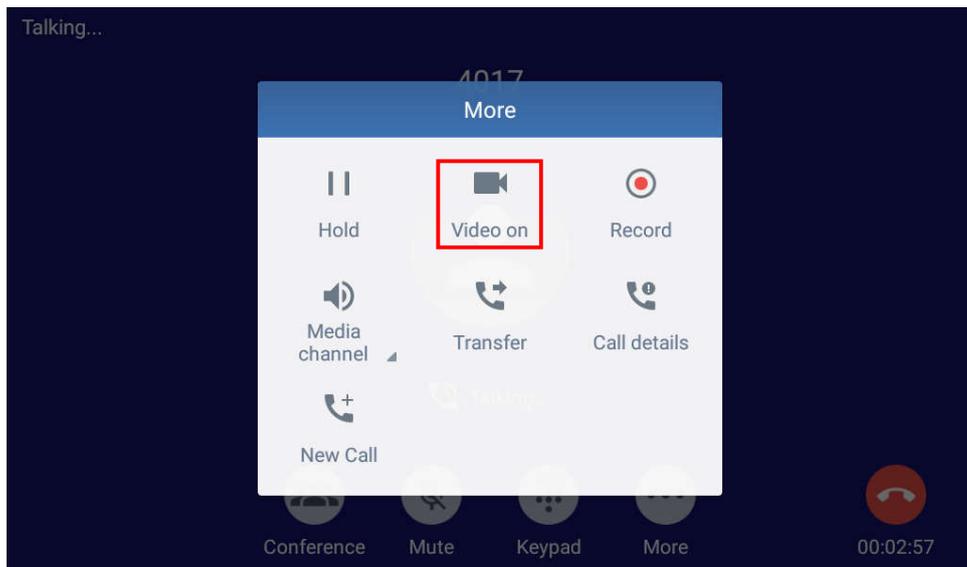


Figure 48: Turn on Video during Audio Call

- **Accept video request**

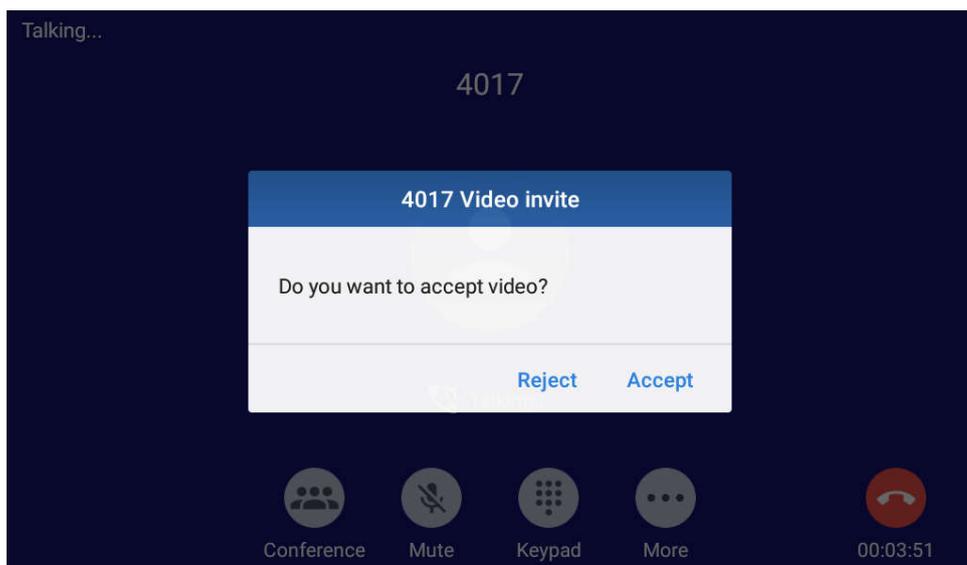


Figure 49: Accept Video during Audio Call

If the ITX-3370 receives video request during the audio call, a message "Do you want to accept video?" will be prompted. Select "Yes" to establish video during the call. If the **Disable Video Call Feature** is enabled on ITX-3370, the "Video On" option on ITX-3370 will be hidden during the audio call.

## Switch Audio Channel during Call

- The ITX-3370 allows users to switch among handset, speaker or headset (RJ9 headset, 3.5mm earphone, EHS headset and Bluetooth headset) when making calls.
- During a call, tap on "More" and select "Media channel" softkey to switch audio channel. Tap on icon  to use handset; tap the icon  to switch to RJ9 headset; tap on icon  to switch to speaker; tap on  to switch to 3.5mm earphone; tap on  to switch to Bluetooth headset.
- If Bluetooth headset is connected, the audio will be automatically switched to Bluetooth headset once the call is established.

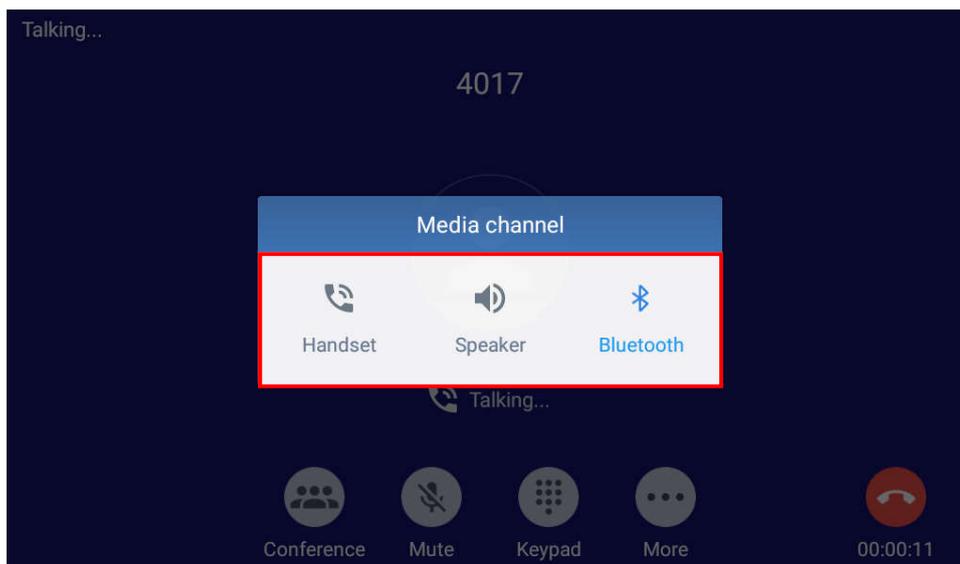


Figure 50: Switch Audio Channel during Call

## Call Transfer

A call can be transferred to another party during the call. The ITX-3370 supports blind transfer and attended transfer.

### Blind Transfer

1. During the active call, tap on "More" softkey.
2. Select "Transfer" to bring up the transfer screen.
3. Select transfer mode as "Blind" by tapping on the highlight area in **[Figure 51: Blind Transfer]**. The default transfer mode is "Blind".
4. Enter the digits.
5. Tap the "Transfer" softkey.
6. The call will be transferred and ITX-3370 will hang up the call.

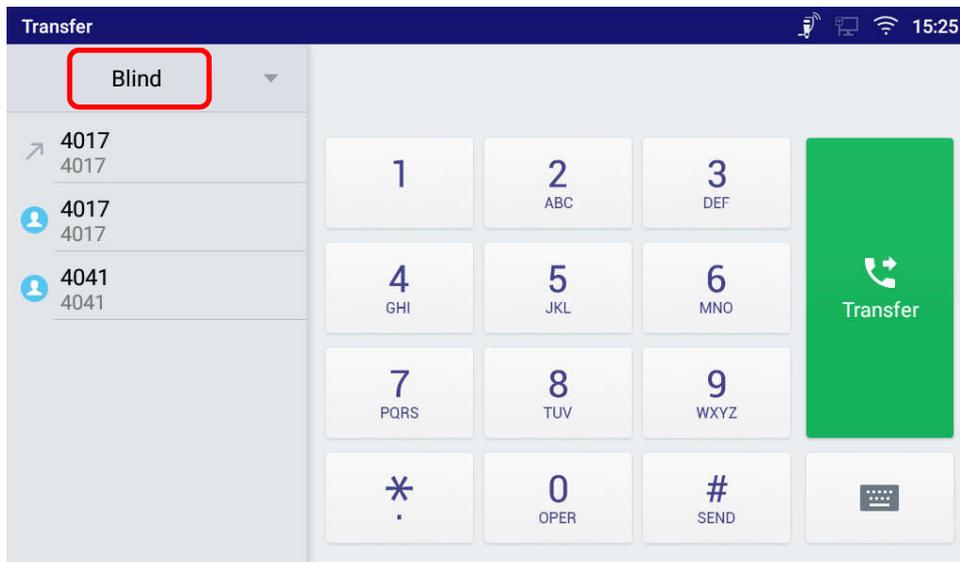


Figure 51: Blind Transfer

### Note:

- If wrong digits are entered, tap on  to delete the digit one by one;
- If users would like to cancel the transfer, tap  to go back to the previous talking screen.

## Attended Transfer

ITX-3370 supports attended transfer:

1. During the active call, tap on "**More**" softkey. Select "**Transfer**" to bring up transfer screen.
2. Select transfer mode as "Attended" by tapping on the mode selection area (see figure below).

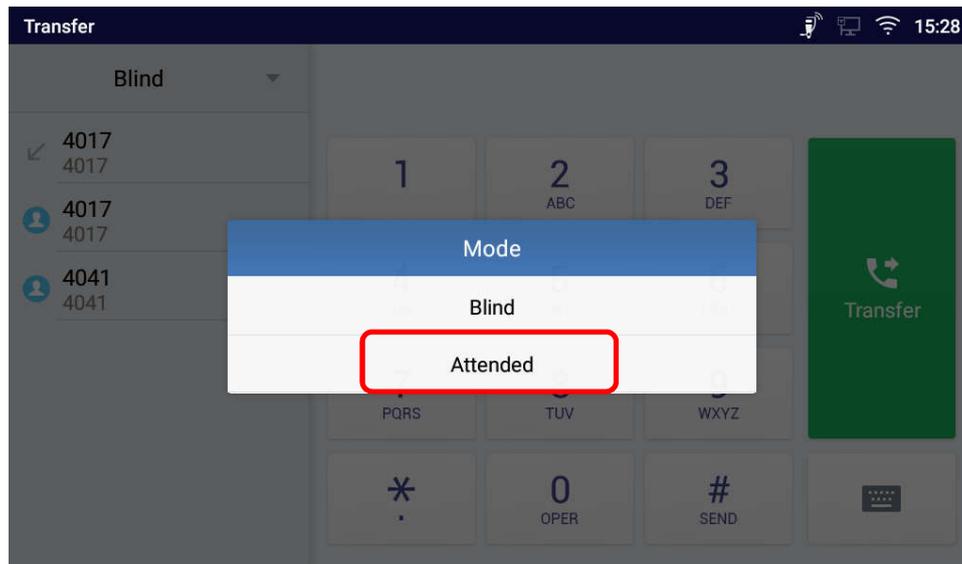
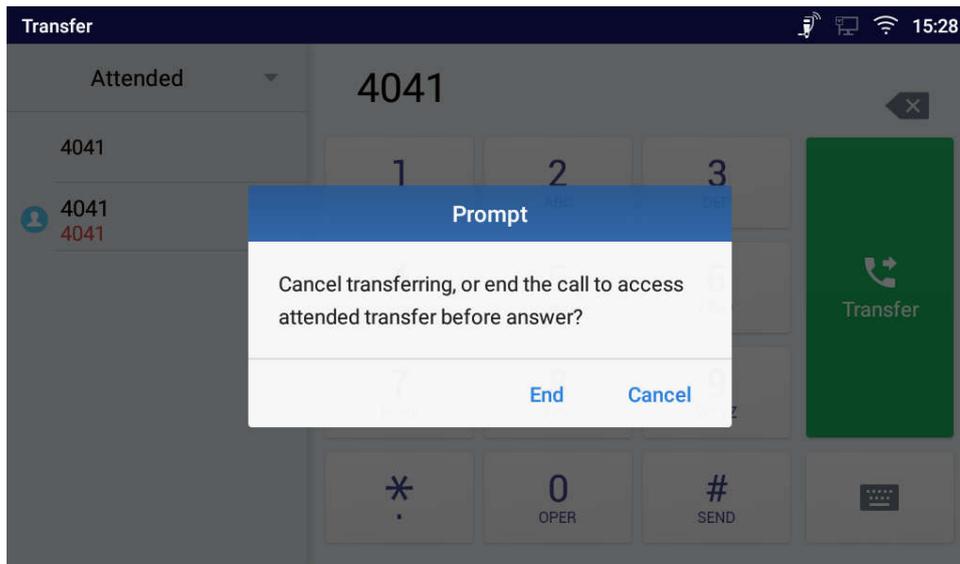


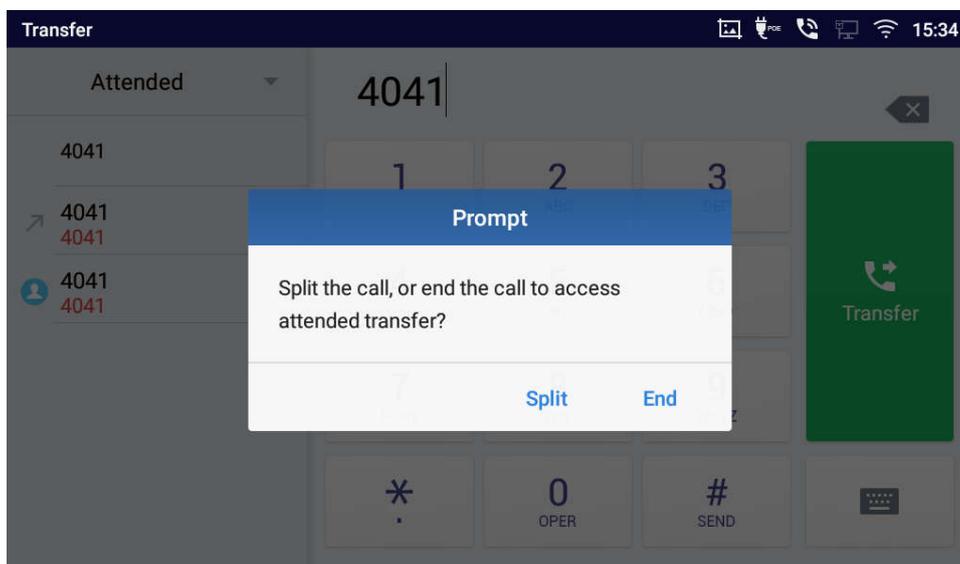
Figure 52: Attended Transfer

3. Enter the transfer target number, and then press the "Transfer" soft key on the right.
4. Before transfer target answers the call, ITX-3370 hears the ringback tone, and the touch screen prompts shown as below. Users could tap on "Cancel" to cancel the transfer, tap on "End" or simply hang up the call to complete call transfer.



**Figure 53: Attended Transfer - Transferring**

5. After transfer target answers the call, the following screen will be shown up. If the user simply hangs up or taps on “End” soft key, the call is transferred, and ITX-3370 will hang up the call. If the user taps on "Split" soft key to separate the calls, the user can talk to the second established call while the first call is on hold.



**Figure 54: Attended Transfer – Split**

6. Besides attended transfers above, users could also consult the third party first before transferring the call.
7. During the active call, tap More then New Call to make the second call. This will place the current call on hold.
8. The second call establishes after the call is answered.

9. During the active call, tap on "**More**" softkey.

10. Select "Transfer" to bring up transfer screen. The other call on hold will be displayed such as .

11. Select transfer mode as "Attended" in the transfer mode bar and tap on the call on hold such as  to transfer the call.

12. The call will be transferred, and ITX-3370 will hang up the call.

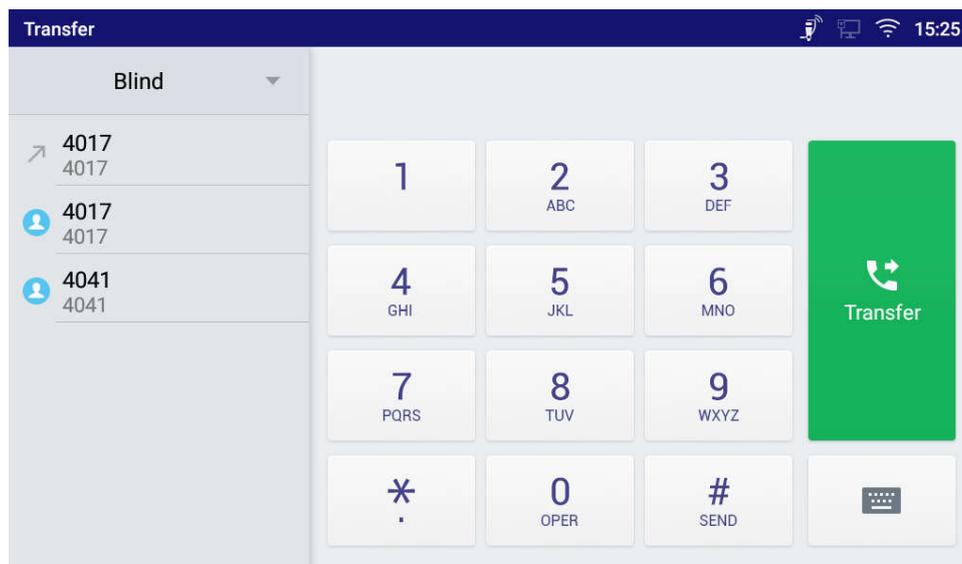


Figure 55: Attended Transfer

 **Note:**

- To transfer calls across SIP domains, SIP service providers must support transfer across SIP domains;
- If users would like to cancel the transfer, press  button to go back to the previous talking screen.

## 7-Way Conference

The ITX-3370 supports up to 7-way audio conferencing.

### Initiate Conference

There are three ways to initiate a conference call.

- **Initiating conference from dial screen**

1. Bring up the dial screen using one of the methods described previously [Figure 35: ITX-3370 Dial Screen].
2. Enter the extension number then press on it on the left panel of the screen

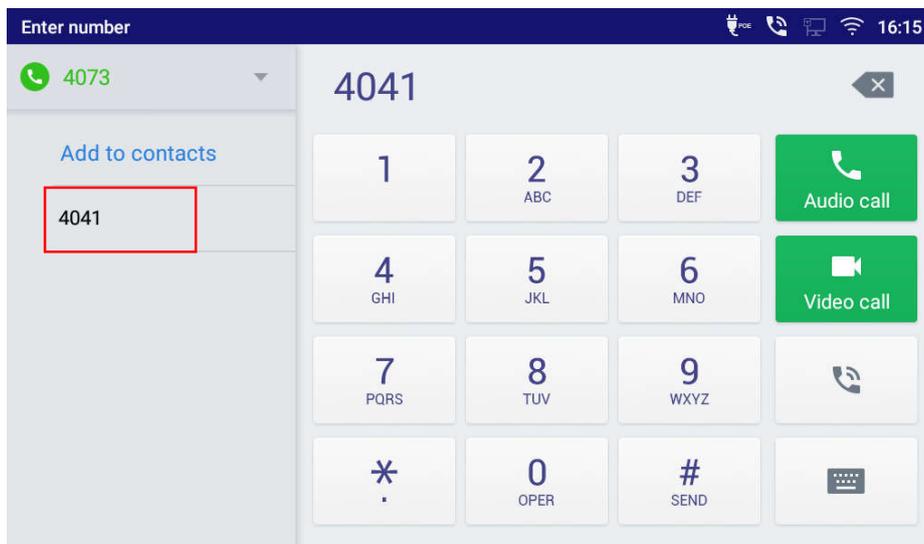


Figure 56: Add Conference Members from Dial Screen

3. The extension number will be added to dialing field and users can dial another number

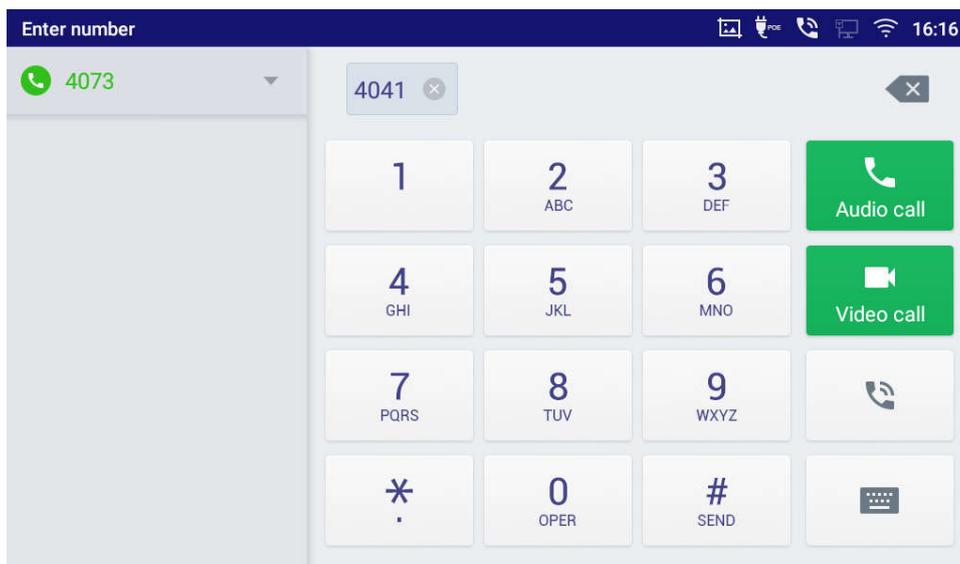


Figure 57: Add Conference Members from Dial Screen 2

- Using the same method add the other members then press "Audio Call" for an Audio conference or "Video Call" for a video Conference.

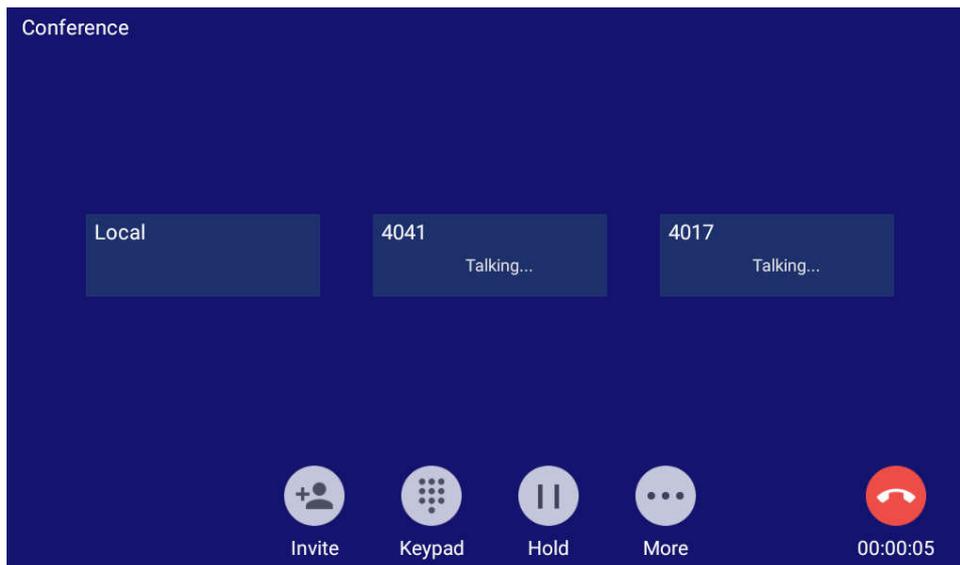
- Initiating conference during a phone call**

- When the phone is on call screen, tap on "Conference" softkey;
- Enter the third-party number or choose an available number on the left menu from call history or contacts to form a conference of 3. After the call is established, the conference screen is brought up;

- Tap on  to add another member to the conference;

- Initiating conference directly using conference soft key**

- On idle screen, press conference soft key .
- Tap on  to add the members of the conference.



**Figure 58: ITX-3370 Conference Screen**

If there are calls on hold, they will show up when adding member to the conference. Users could then tap on the call to add it to the conference directly.

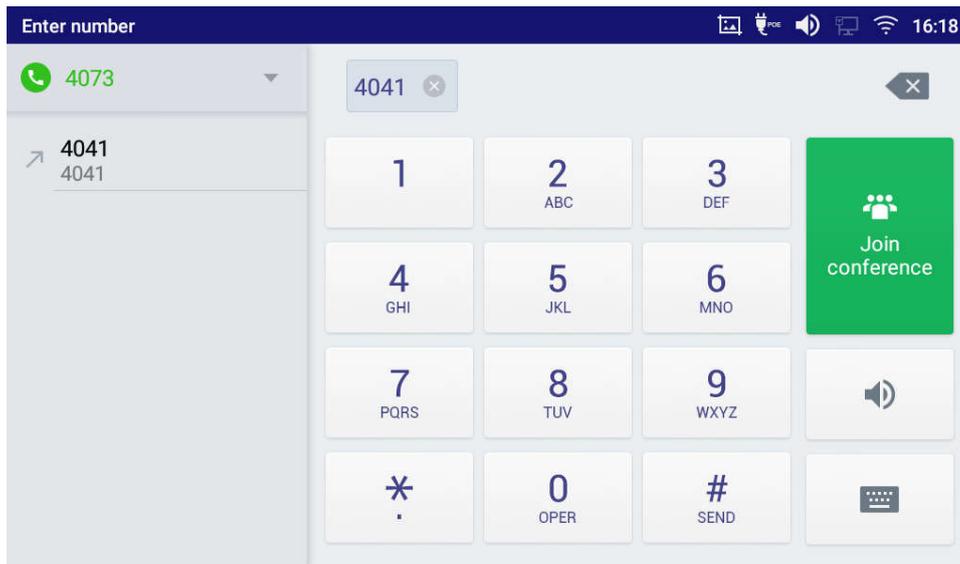


Figure 59: ITX-3370 Conference - Add Existing Call to Conference

- Repeat the above steps to add more parties into the conference. The following figure shows a 3-way conference established.

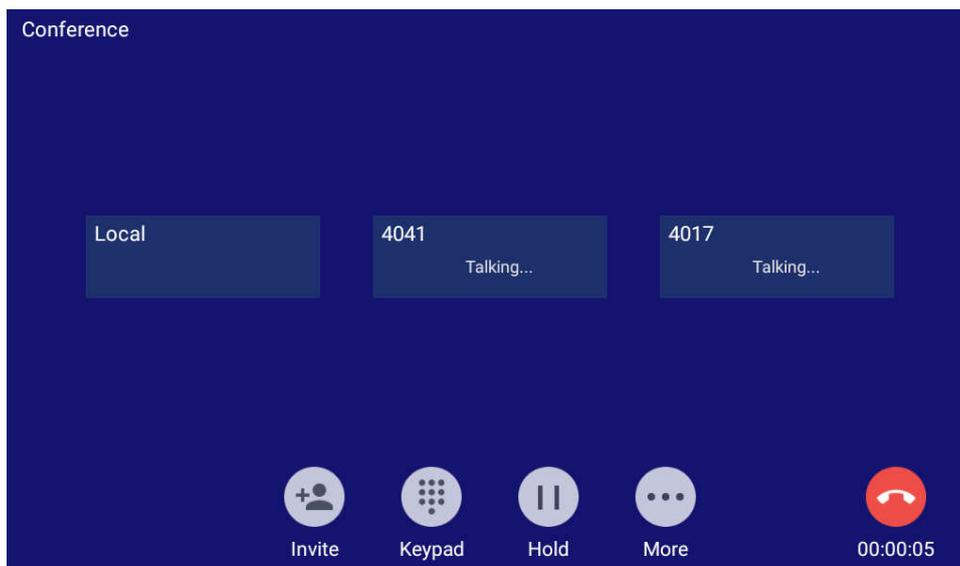


Figure 60: 3-Way Conference Call Established

### Remove Party from Conference

To remove a party from the conference:

- Tap on the participant icon of the user you want to remove. The below window will show up giving the possibility to Mute enable video Enlarge or hang up.
- Tap  to remove the a party from the conference.

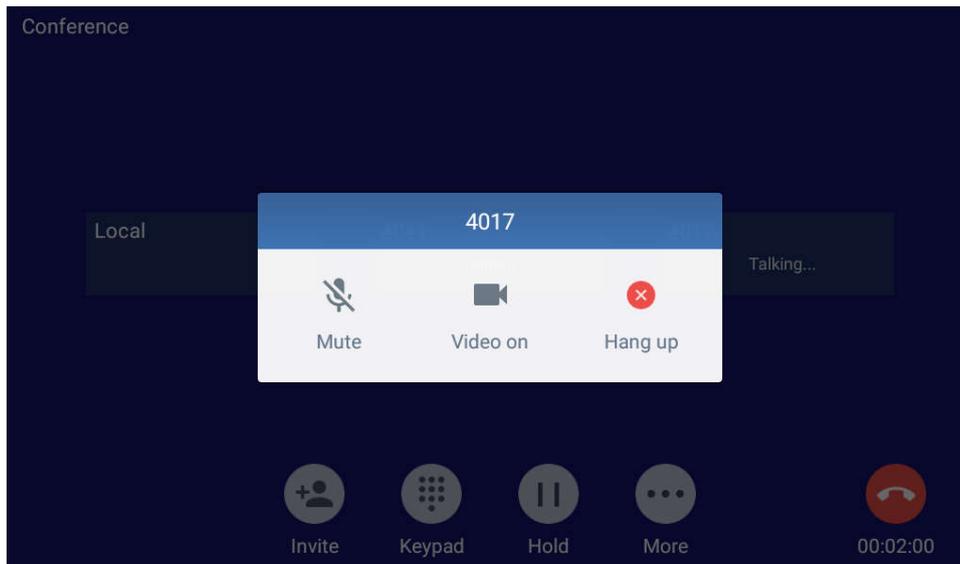


Figure 61: ITX-3370 Conference - Remove Party from Conference

### End Conference

To end the conference, tap  to disconnect all the parties from the conference. ITX-3370 will hang up the call. If the remote party hangs up the call itself, it will be disconnected from the conference but other parties on ITX-3370 will stay in the existed conference.\*

### Hold and Resume Conference

During the conference, users could tap on More softkey then tap Hold to hold the conference at any time. To resume the call tap Unhold.

### Auto Conference Mode

The ITX-3370 also supports "Auto Conference" which allows users to establish conference call in a quick and easy way, instead of adding the other parties one by one. To enable Auto Conference feature, go to the **Web GUI**→**Phone Settings**→**Call Settings** and set **Auto Conference** to Yes.

To establish a call with auto conference when there are 1 or more call, tap the "Conference" softkey. All the calls will be brought into the conference.



#### Note:

- During the conference, if the initiator of the conference hangs up , the conference will end. If users wish to allow the remaining parties to stay in conversation after the initiator hangs up, the conference initiator should set "Transfer on 3-way Conference Hang up" to "Yes" in **Web GUI**→**Account**→**Call Settings**. This would allow the remaining parties to stay in the conference after the initiator exits the conference.

## Missed Call

When there is a missed call, the LCD will show missed call dialog on the idle screen.

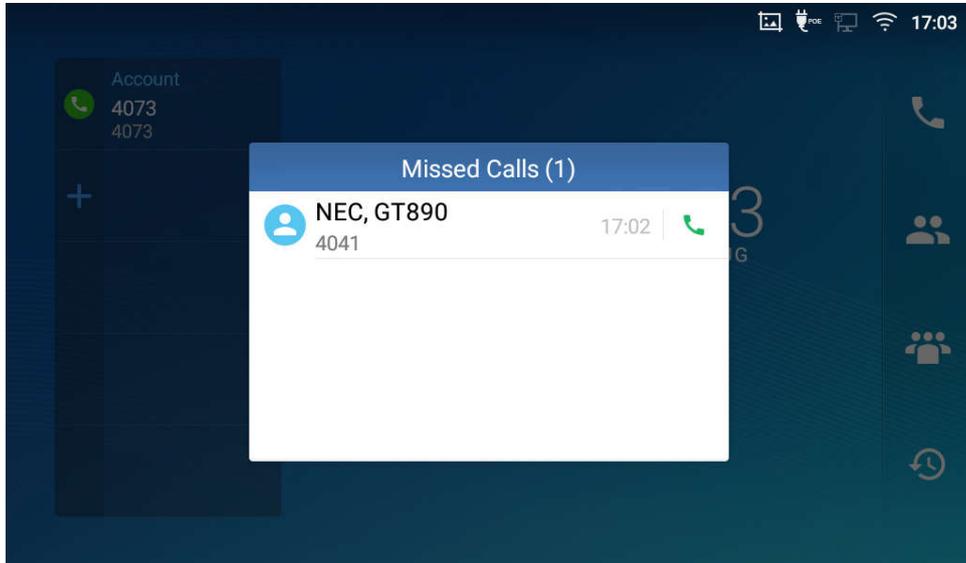


Figure 62: Missed Call Screen

Users can tap on the missed call entry to access the missed call log. To close the missed call screen and return to the idle screen, tap the space except the dialog.

## DND (Do Not Disturb)

When DND is on, the incoming calls are blocked for all registered accounts, and a reminder ring produced. To turn on/off DND:

1. Tap and drag the status bar down on the idle screen.
2. Tap on the DND icon  to turn it on. The status bar shows icon  indicating DND is on.
3. Tap on the DND icon  to turn it off.

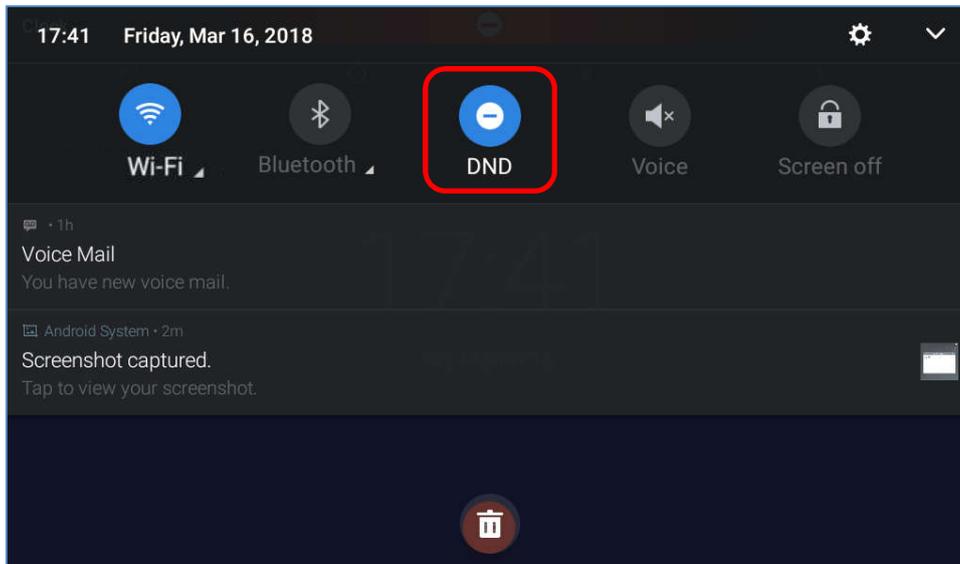


Figure 63: Enable/Disable DND

 **Note:**

- When the phone is in an active call, turning on/off DND won't affect the current active call. It will take effect starting from the next incoming call.

## Voicemail/Message Waiting Indication

When there is a new voicemail, the Message Waiting Indication (MWI) LED icon will blink in red on the upper right corner and  will show up in the status bar.

To retrieve the voicemail:

1. Tap on the Message icon  from the applications section to bring up voicemail screen. All the registered accounts and the number of voicemails are displayed there.
2. Tap on the account to dial into the voicemail box. Then follow the Interactive Voice Response (IVR) for the message retrieval process.

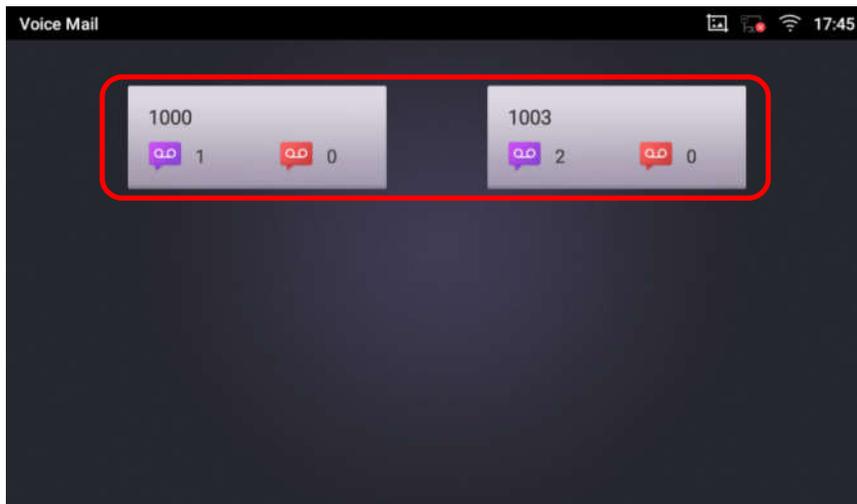


Figure 64: Retrieve Voicemail

For each account, the Voicemail User ID can be set up under **Web GUI**→**Account**→**General Settings**: "Voicemail Access Number". This is the number that will be dialed out to access voicemail message when tapping on the account in Voice Mail screen.

## Call Forward

Call forward feature can be set up the LCD or Web GUI.

- **From LCD**

Go to LCD menu→**Settings**→**Features**→Call forwarding. Select account name and tap on **Call Forwarding** to activate the feature. Then the list of options will be available. Select the option Call Forward Mode to configure the call forward type (Unconditional, Time based, Other) and then enter necessary number in the fields.

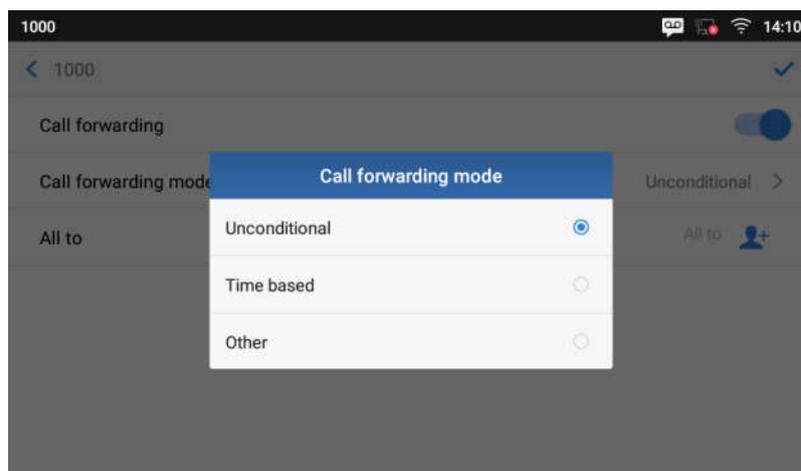
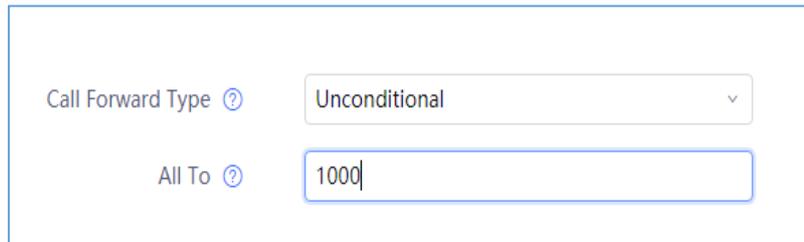


Figure 65: Unconditional Call Forward

- **From Web GUI**

Log in to the Web GUI and go to **Web GUI→Account→Call Settings**. By default, Call Forward Type is set to "None". The Call Forward feature options are:

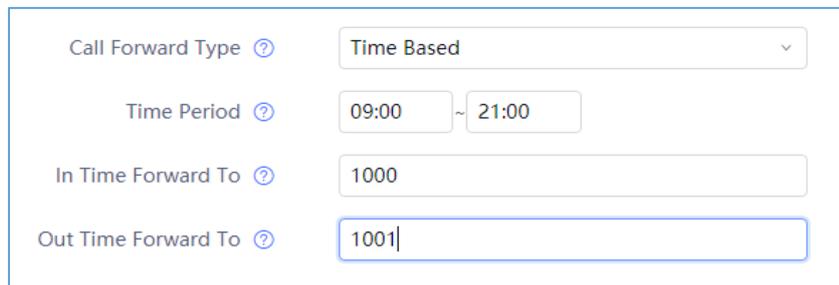
- **Unconditional Forward:** All the incoming calls will be forwarded to the number set up in "All To" field.



The screenshot shows a configuration form for 'Unconditional Forward'. It has two main fields: 'Call Forward Type' is a dropdown menu set to 'Unconditional', and 'All To' is a text input field containing the number '1000'. Both fields have a help icon (a question mark in a circle) to their left.

**Figure 66: Call Forward – Unconditional**

- **Time Based Forward:** All the incoming calls will be forwarded to the number as schedule in the time period. During the setup time, the call will be forwarded to the number in "In Time Forward To:" field. Other period the call will be forwarded to the number in "Out Time Forward To:" field.



The screenshot shows a configuration form for 'Time Based Forward'. It has four main fields: 'Call Forward Type' is a dropdown menu set to 'Time Based'; 'Time Period' is a range selector set to '09:00 ~ 21:00'; 'In Time Forward To' is a text input field containing '1000'; and 'Out Time Forward To' is a text input field containing '1001'. Each field has a help icon (a question mark in a circle) to its left.

**Figure 67: Call Forward - Time Based**

- **Call Forward on Busy / Call Forward No Answer / Call Forward on DND:** The incoming call will be forwarded when the phone is busy or no answer after certain interval "Delayed Call Forward Wait Time (s)", or if the phone is on DND mode then the call will be forwarded to the configured destination number.

Call Forward Type ?	<input type="text" value="Others"/>
Enable Busy Forward ?	<input type="checkbox"/>
Busy To ?	<input type="text"/>
Enable No Answer Forward ?	<input type="checkbox"/>
No Answer To ?	<input type="text"/>
No Answer Timeout (s) ?	<input type="text" value="20"/>
Enable DND Forward ?	<input type="checkbox"/>
DND To ?	<input type="text"/>

Figure 68: Call Forward - Busy/No Answer/DND

## Contact

The phone supports local Contacts.

To access contacts, on the phone's idle screen, tap on icon  on the right panel. The following figure shows Contacts.

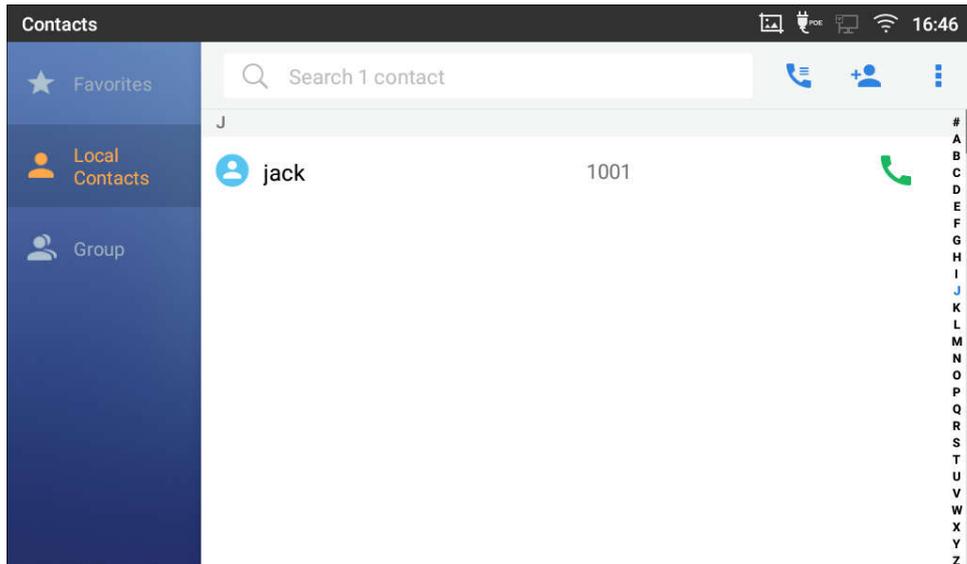


Figure 69: ITX-3370 Contacts

### Local Contacts

The local contacts can save up to 1000 entries. Users can manage contacts by adding, deleting and modifying single contacts, downloading contacts from HTTP/TFTP server, importing contacts from external storage and exporting contacts to external storage.

### Add Single Contacts

1. On the Local Contacts menu Tap on  to bring up "Create Contact" dialog to manually add a new contact. See **[Figure 70: ITX-3370 Contacts - Add New Contact]**.
2. Type First name, Last name, Phone number and other information for the new contacts. Please make sure the account number field is selected so the phone will use this account to dial out the new contact.

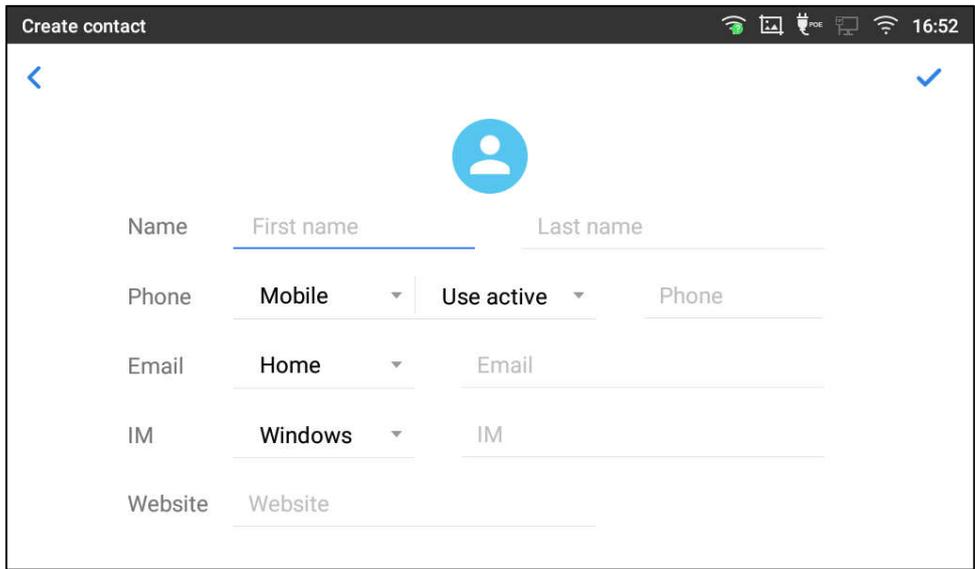


Figure 70: ITX-3370 Contacts - Add New Contact

**Note:**

When typing a number using dial pad, “Add to contacts” button will appear as displayed on following picture, to add a new entry to your contacts list if the input number does not match any entry in your contacts.

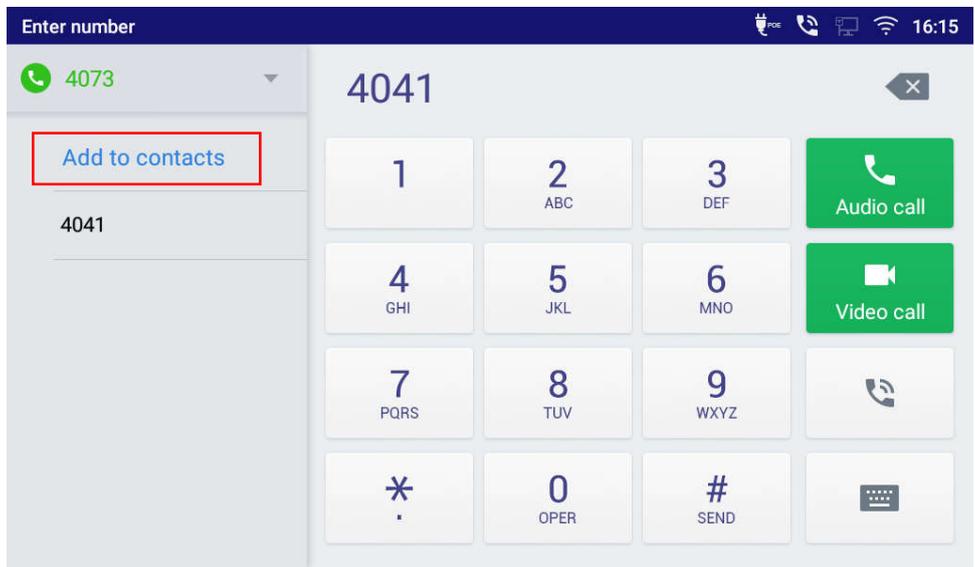


Figure 71: Add to Contacts from Dial Pad

## Import/Export Contacts

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

### To Import Contacts:

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

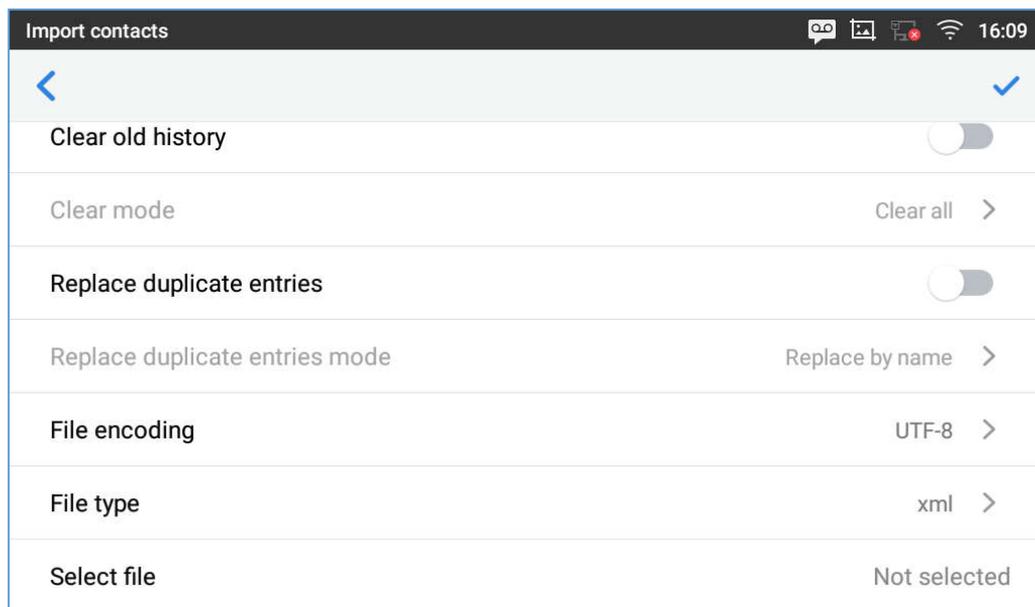


Figure 72: ITX-3370 Contacts - Import Contacts

### To Export Contacts:

1. Open Contacts.
2. Tap the More  on the upper right corner of the Contacts screen.
3. Select "Export Contacts" to bring up dialog below.
4. Select the file encoding and file type for the exported phonebook file. By default, the ITX-3370 is using "UTF-8" as the encoding method.
5. Tap on "Choose directory" and select the directory where the phonebook file will be exported to.



Figure 73: ITX-3370 Contacts - Export Contacts

## Download Contacts

The phone supports downloading XML phonebook from a remote HTTP/TFTP/HTTPS server to local Contacts. When downloading the phonebook, the ITX-3370 sends request to the HTTP/TFTP/HTTPS server looking for file **phonebook.xml**.

### To download phonebook:

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



Figure 74: ITX-3370 Contacts - Download Contacts

## Search Contacts

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

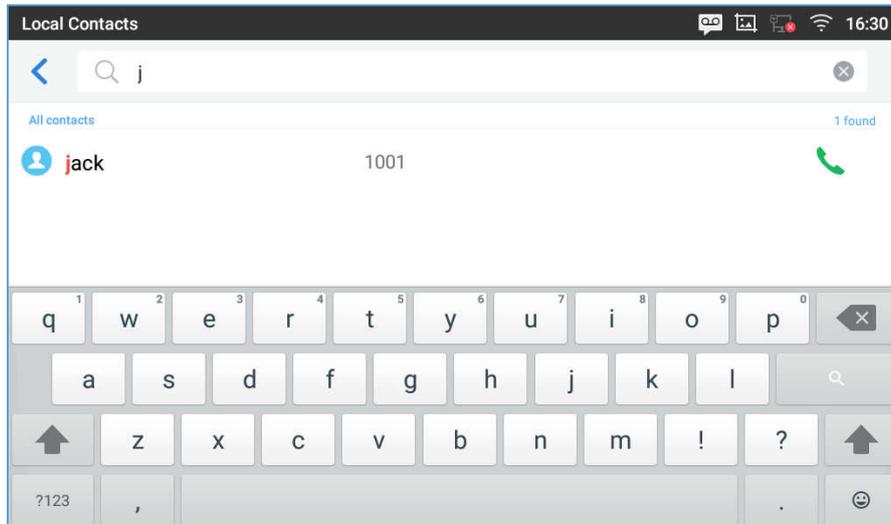


Figure 75: ITX-3370 Contacts - Search Contacts

## Use Contacts

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

### Make a Call to Contacts

Scroll up/down to find the contact in the list and tap on  to call this contact.

### Select Contacts

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

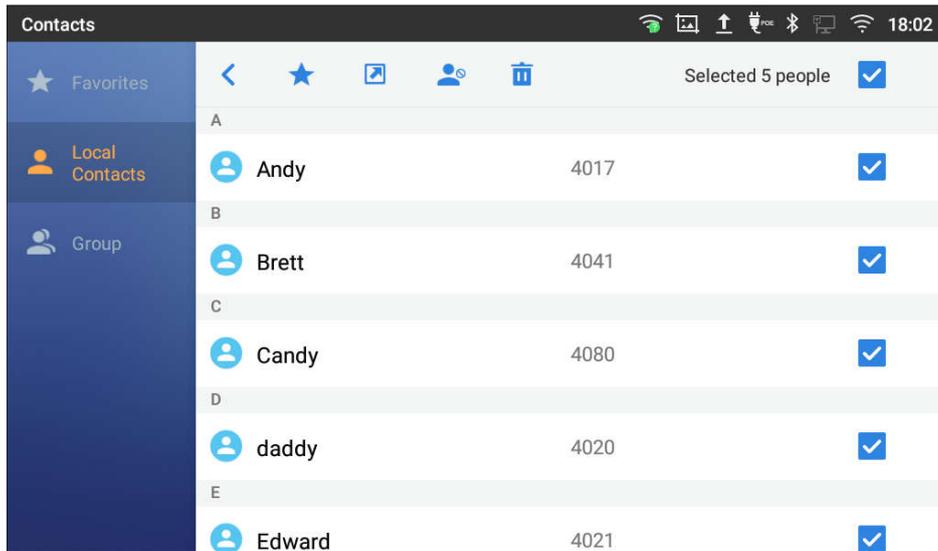


Figure 76: ITX-3370 Contacts - Select Contacts

### Add Contacts to Favorites

1. Select the contact/contacts to be added as described in **[Select Contacts]**.
2. Then tap on ★ to add the contacts selected to Favorites

There are two other methods to add contacts to favorites.

- Tap on the contact and tap on ★ to add the contact to favorite.
- Tapping on “Favorites” on the Contacts screen to navigate to favorites category and tap on ✎ to select the contacts to be added to favorites then tap on ✓ .

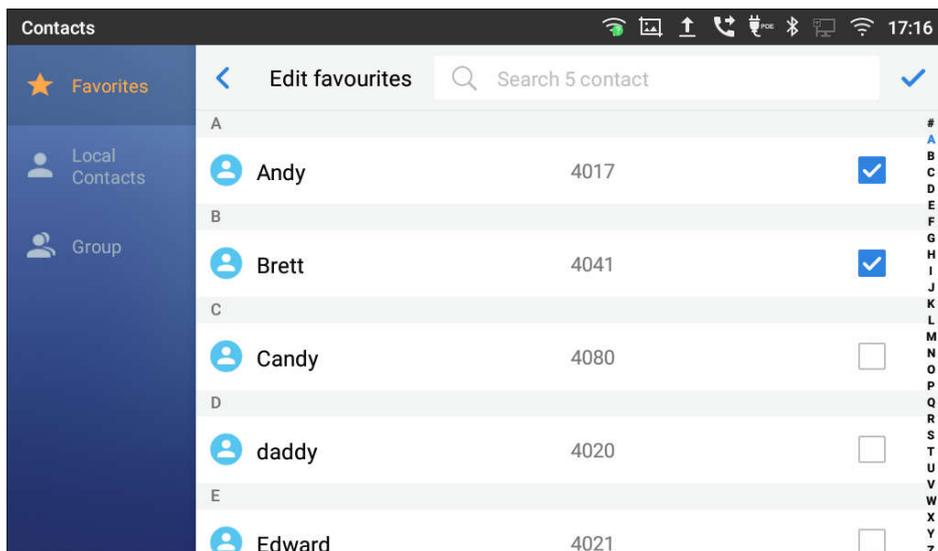


Figure 77: Add Contacts to Favorites

### Edit Contacts

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

### Send Contacts to Desktop Shortcut

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

### Share Contacts via Bluetooth

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

- **Sharing a single contact:**

1. Long press on the contact
2. Select "Send" from the menu then choose the Bluetooth device that you want to share the contact with.

- **Sharing a batch of contacts:**

1. Select the contacts as described in **[Select Contacts]**.
2. Press on  to share the selected contacts via Bluetooth

### Add Contacts to Blacklist

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

- **Add a single contact to black list:**

1. Long press on the contact
2. Select "Add to Blacklist" from the menu.

- **Add a batch of contacts to black list:**

1. Select contacts as described in **[Select Contacts]**.
2. Tap on  to add the selected contacts to the blacklist

### Add Group

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

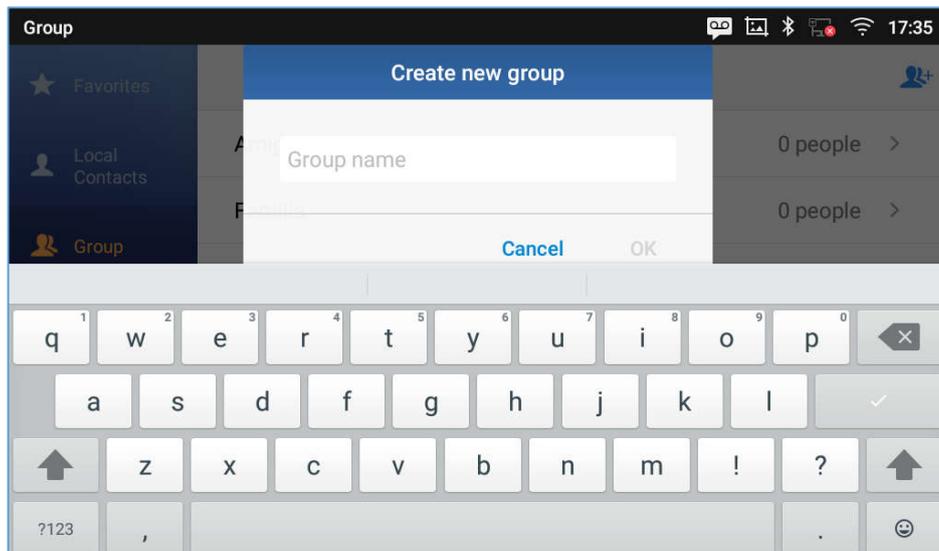


Figure 78: ITX-3370 Contacts - Add New Group

### Add contacts to Group

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

#### **Note:**

- Users could also select a group for the contact when adding or editing the contact.
- Ringtone can be assigned in group as well as single contact. If the group has ringtone set to "Custom Ringtone", this ring tone has the highest priority when there is an incoming call to the contact.

### Contacts Storage Status

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

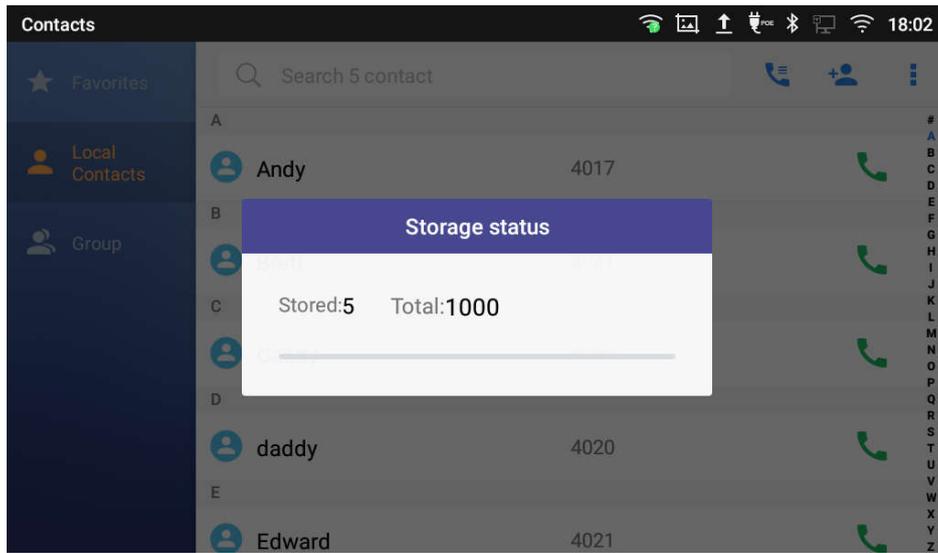


Figure 79: ITX-3370 Contacts - Storage Status

## Harassment Interception

The phone has blacklist support for users to manage incoming calls. To access blacklist, tap the “Settings” icon then under “Features”, access “Harassment interception”.

### Blocked Contacts

The blocked Contacts are the contacts that were added to the blacklist, the phone will block any calls coming from these contacts. To show the blocked contacts tap on Blacklist from the Harassment interception page, **Settings→Features→Harassment interception→Blacklist**.

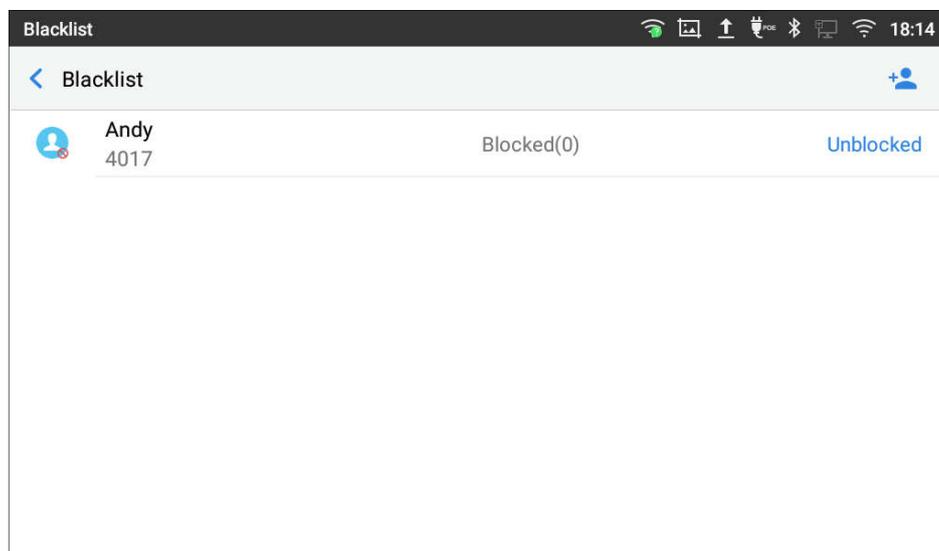


Figure 80: List of blocked contacts

### Block History

To show the history of blocked contacts/numbers, tap on the call history icon from home screen and press “Blocked”.

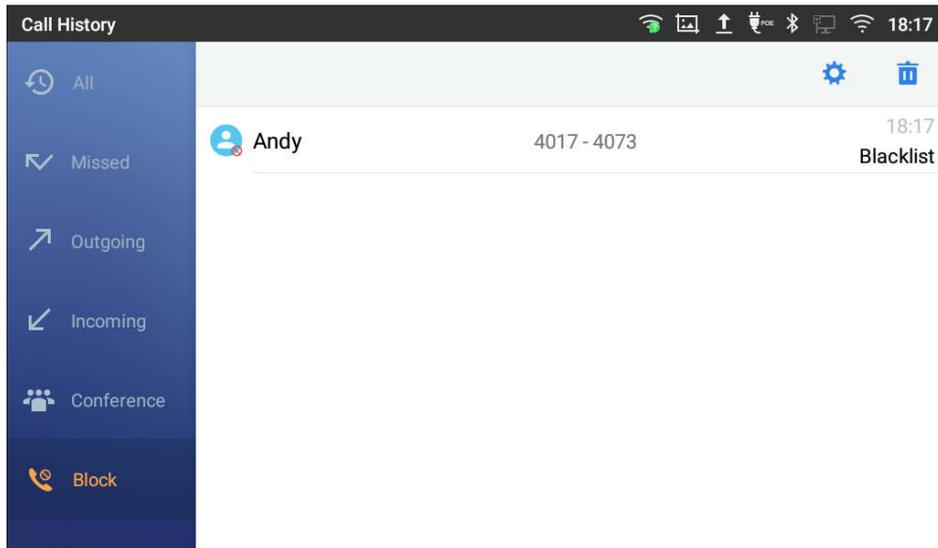


Figure 81: Block History

### Delete Block History

1. In the block history, tap on the recycle bin icon 
2. To confirm, tap “OK”

### Edit Blacklist

Tap on Blacklist under the Harassment interception Menu to show the blacklisted contacts

- **Add number to blacklist**

1. Tap on  to start adding new entry to the blacklist. The blacklist can be added manually, from contacts, or from call history.

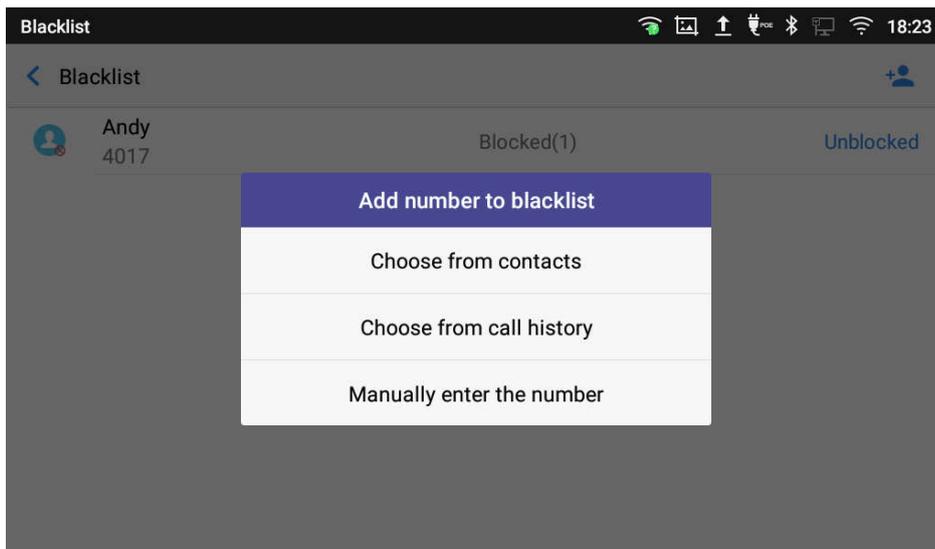


Figure 82: ITX-3370 Blacklist - Add Number to Blacklist

2. The following figure shows manually adding number to blacklist. Once **Manually enter the number** option is selected, a window will be prompted for users to enter the phone number in the first field and name/note in the second field (optional). Tap on **OK** to finish the adding operation.

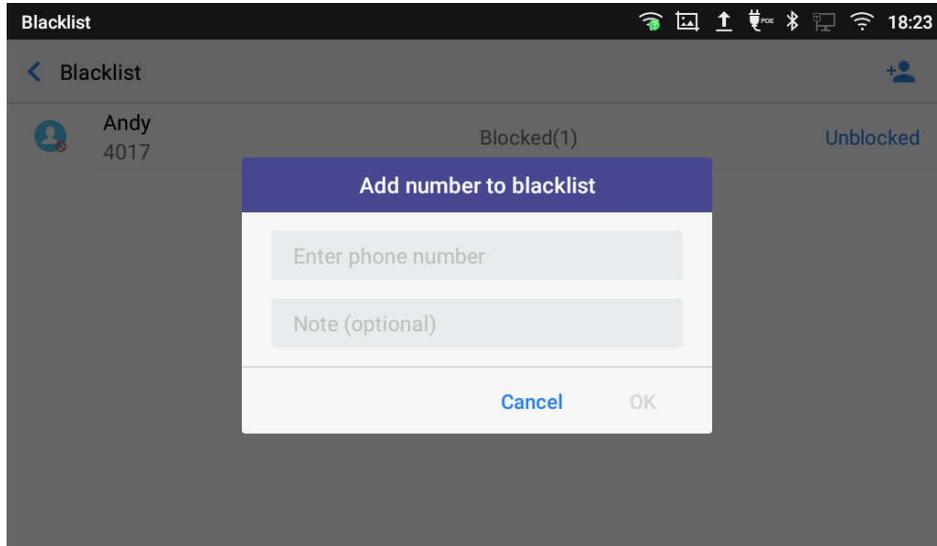


Figure 83: Manually Add Number to Blacklist

- **Edit Blacklist**

1. In the blacklist, touch and press the entry for about 2 seconds a prompt allowing changing the note is displayed
2. Change the note.
3. Tap OK.

- **Delete Blacklist**

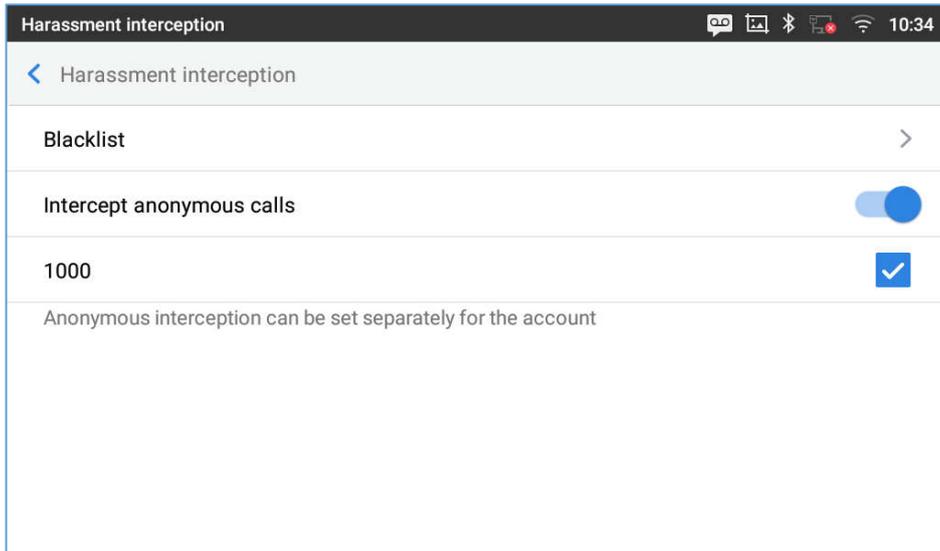
Users can Delete/unblock contacts from the black list using two methods:

1. From the black list menu press on “Unblocked” to no longer block the calls from coming from this contact.
2. From the contacts menu, long press on the contact and press “Remove from Blacklist”.

## Intercept anonymous calls

The phone gives the possibility to intercept anonymous calls for each account registered:

1. Enter the harassment interception Menu.
2. Check **Intercept anonymous calls** as shown on the figure below.
3. Check the account to apply the interception.



**Figure 84: Intercept Anonymous Calls**

## Call History

The phone supports local Call history. Tap  on idle screen to access Call history. The following figure shows the call history on the ITX-3370.

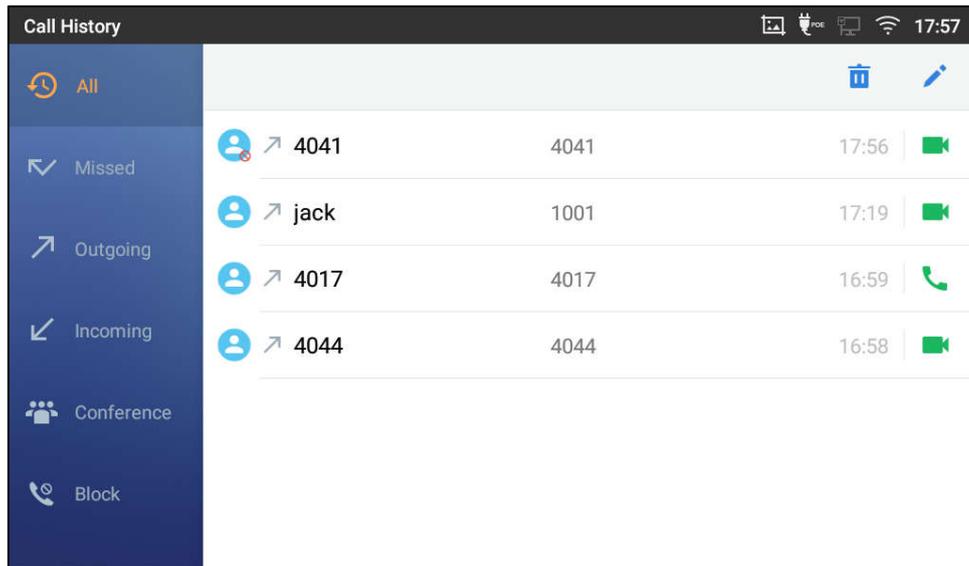


Figure 85: ITX-3370 Call History

## Local Call History

There are four different categories in the local call history. Users could tap on the icon on the top menu to access the corresponding call logs:

-  All
-  Missed
-  Outgoing
-  Incoming
-  Conference
-  Block (if any)

## Dial Out from Call History

Tap on  or  of the call history entry to call this number directly. The phone will use the same account as the call log when dialing out.

## Call History Options

- Touch and press the call history entry for about 2 seconds until more option window pops up
- Users can edit this number before calling, add this number to contacts, add this number to etc...

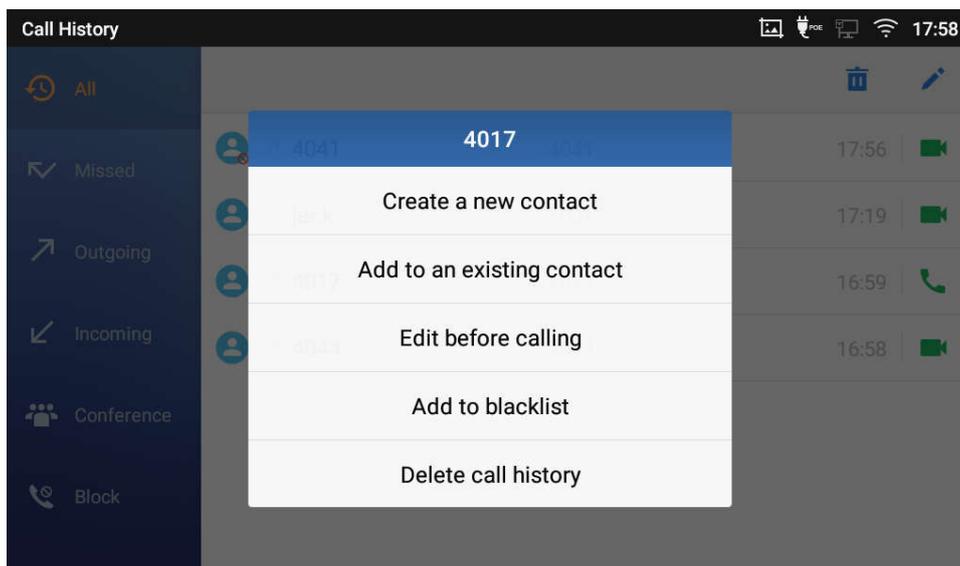


Figure 86: ITX-3370 Call History – Options

## Delete Call History

- **Delete the entire call history**

You can delete the entire call history by pressing the  on the call history page.

- **Delete a single call history entry**

Users can delete a single call history entry by pressing the entry for about 2 seconds to bring up the options then select Delete call history.

- **Delete multiple call history entries**

- Press on  the top right corner of the screen and select the entries to be deleted.
- Tap on  to delete the entries.

## Call History Details

For each call history entry, users can tap on the entry to access the details.

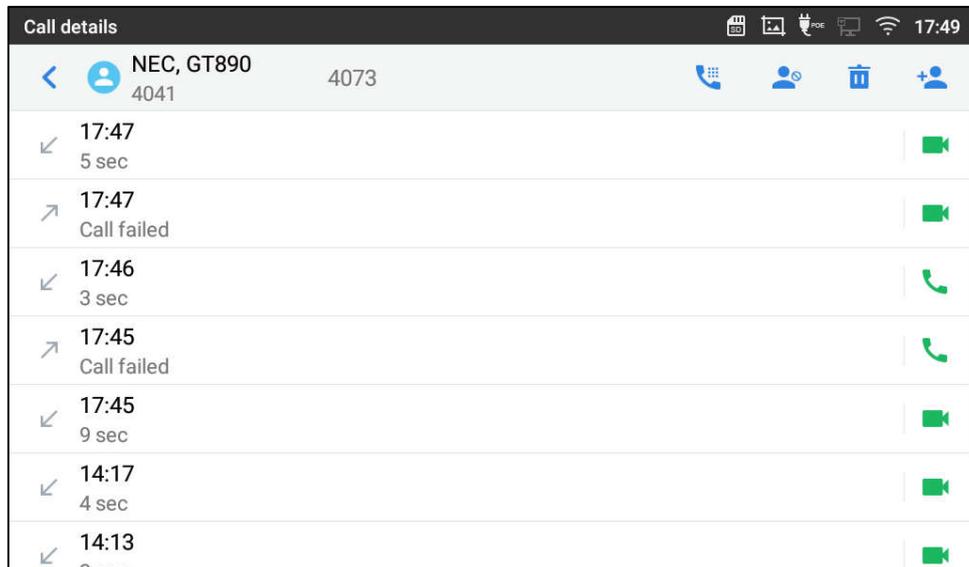


Figure 87: ITX-3370 Call History - Details

The following operations are supported:

-  Dial out this number directly.
-  Bring up dial screen with the call history number. You can edit the number before dialing out.
-  Add to Blacklist
-  Delete the entry.
-  Options , "Create a New Contacts", "Add to an Existing Contact".

## File Manager

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

## Files Operations

### Copy and Paste Files

Follow the steps below to copy and paste a file:

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

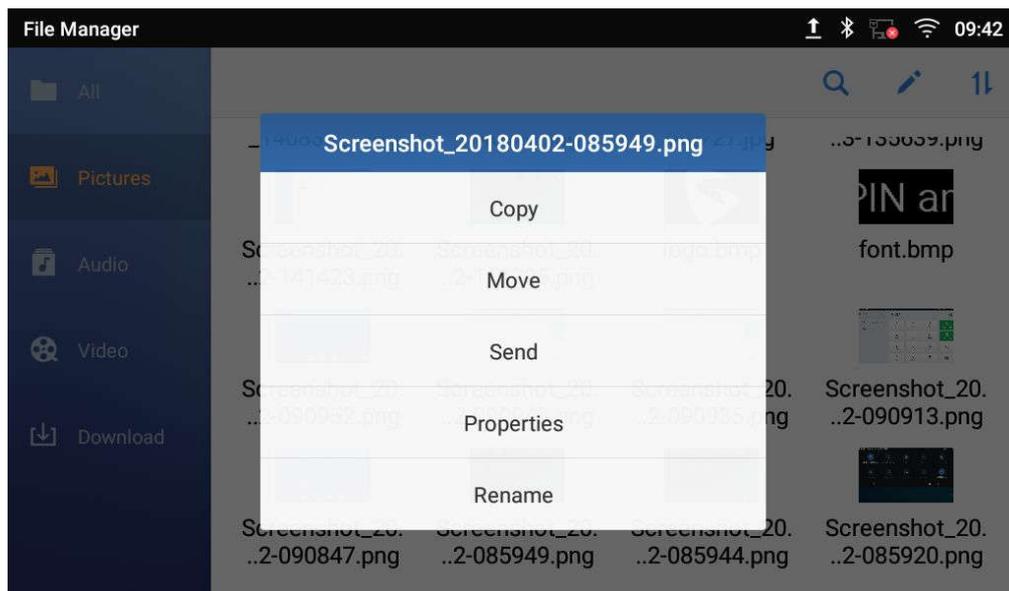


Figure 88: ITX-3370 File Manager – Copy File

Or

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

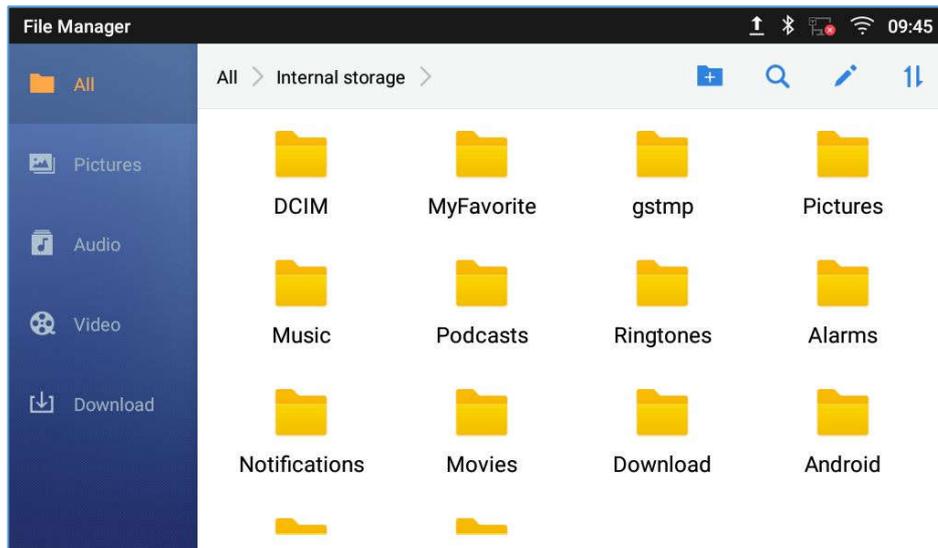


Figure 89: Paste File

### Move Files

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

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

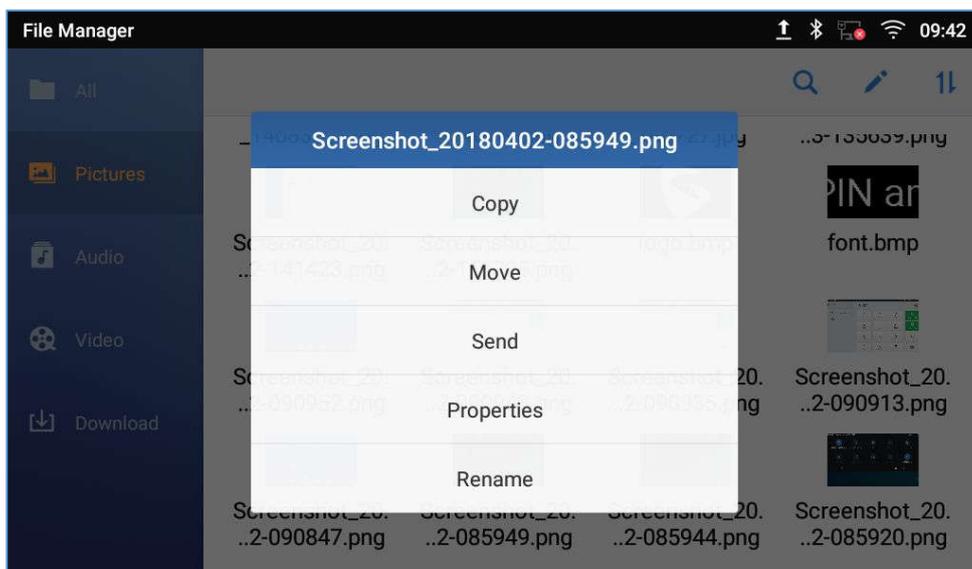


Figure 90: ITX-3370 File Manager - Move

Or

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

### Send Files

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

To send a file:

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

Or

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

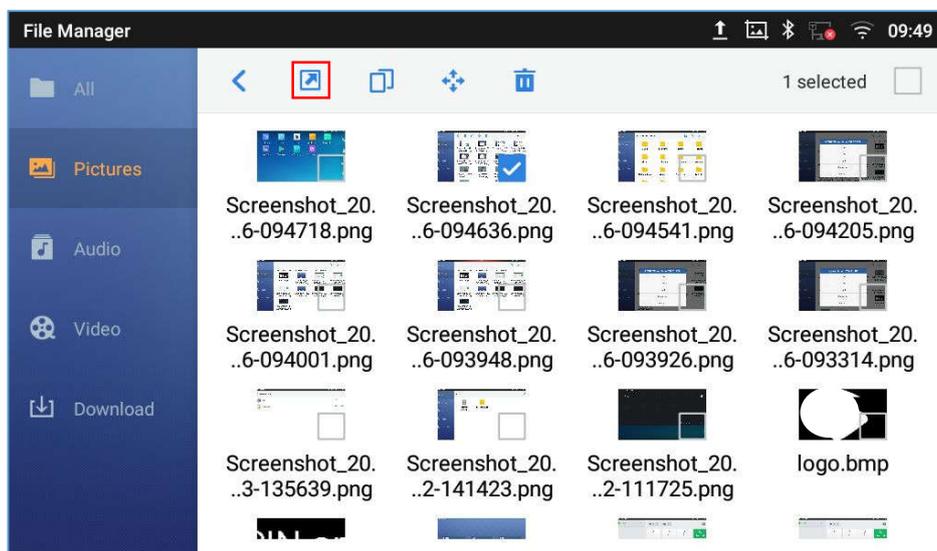


Figure 91: ITX-3370 File Manager - Options

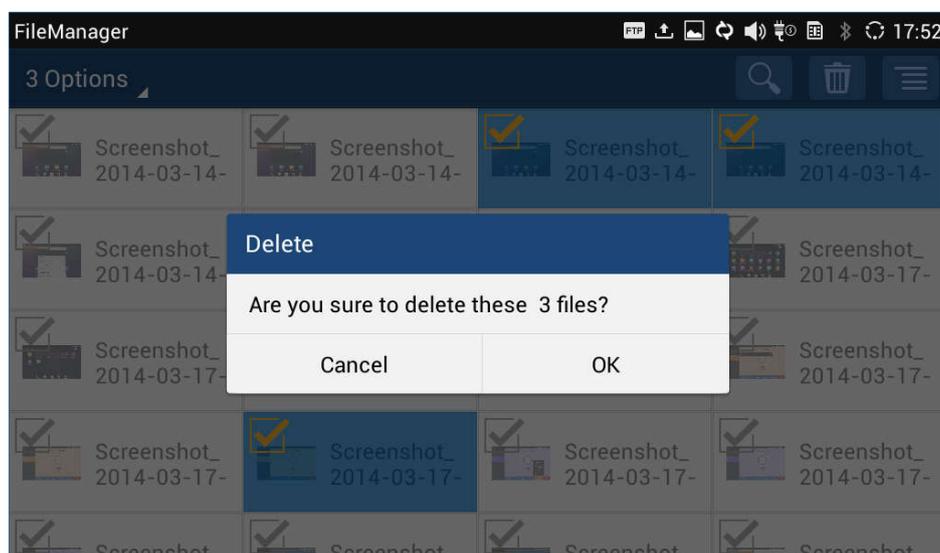
### Delete Files

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

2. Scroll down and select "Delete"

Or

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



**Figure 92: Delete File(s) via File Manager**

### **Rename a File**

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

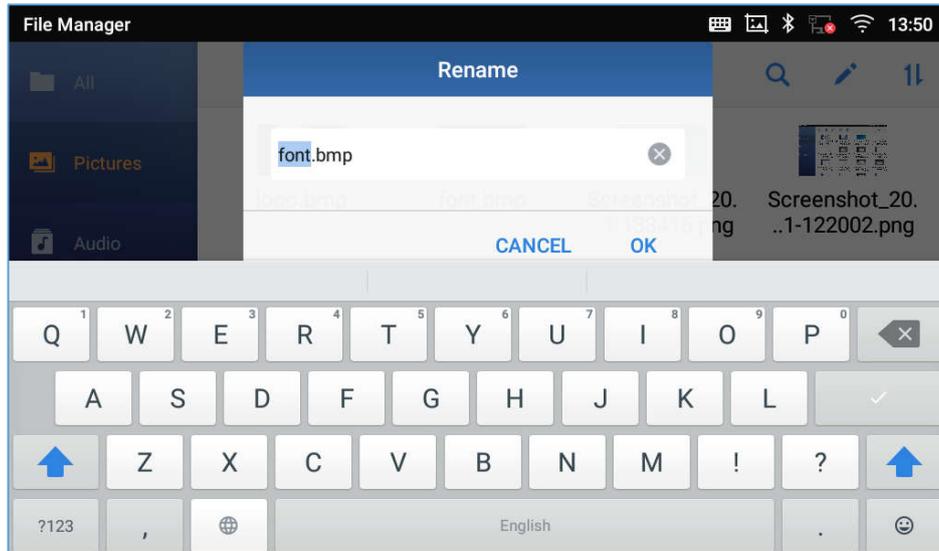


Figure 93: Rename File

## File Categories

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

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

## Camera

The phone has a built-in Camera to support taking pictures and recording videos. You can also use the camera during SIP video calls as well as video calls via 3rd party applications. To access Camera to take pictures and videos, tap on Camera icon  on idle screen.

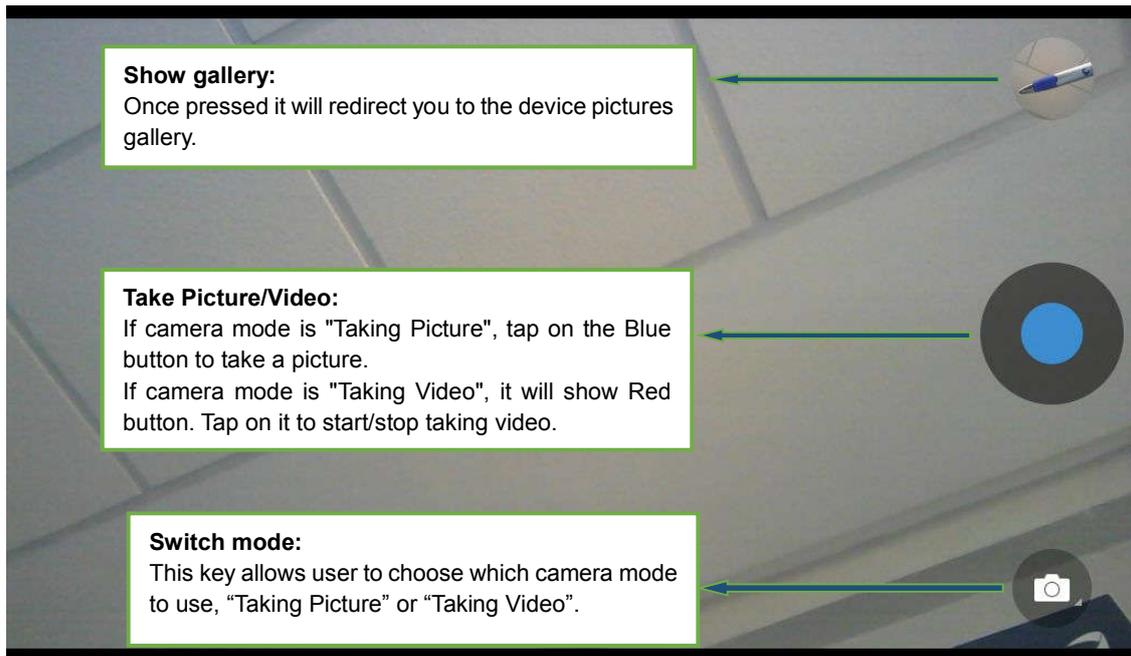


Figure 94: ITX-3370 Camera

### Take Picture

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

### Record Video

1. Swipe from left to right on camera screen or press menu button, then tap on  then type on  to select the video mode.
2. Tap on  to start recording.
3. The recorded video can be accessed under **File Manager**→**Internal storage**→**DCIM**→**Camera**.

## Angle Adjustment

On the back of the camera, you can scroll the wheel up/down to adjust the camera angle. If you scroll the camera all the way up until the icon  shows up on the status bar of the screen.

## Gallery

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

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

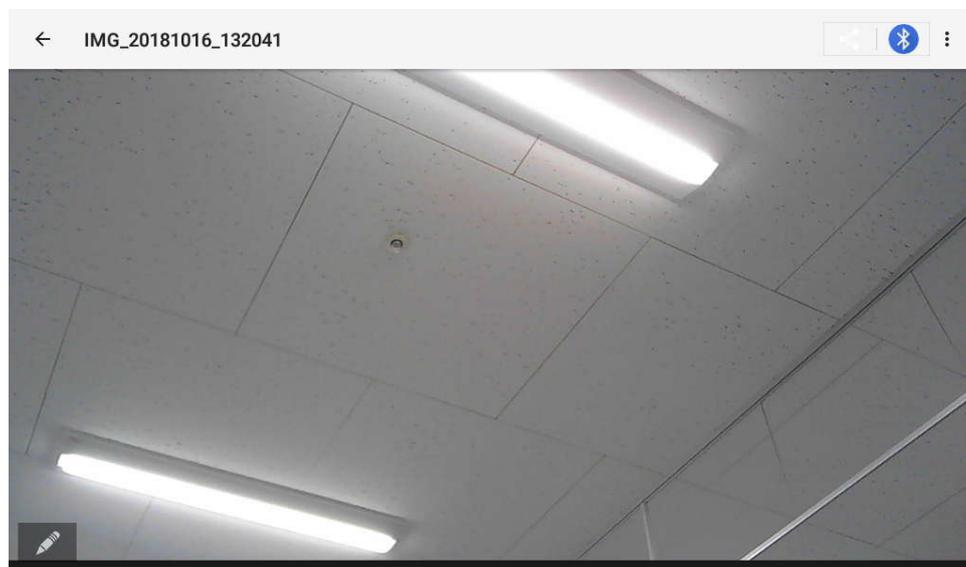


Figure 95: Recent pictures and videos page

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

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

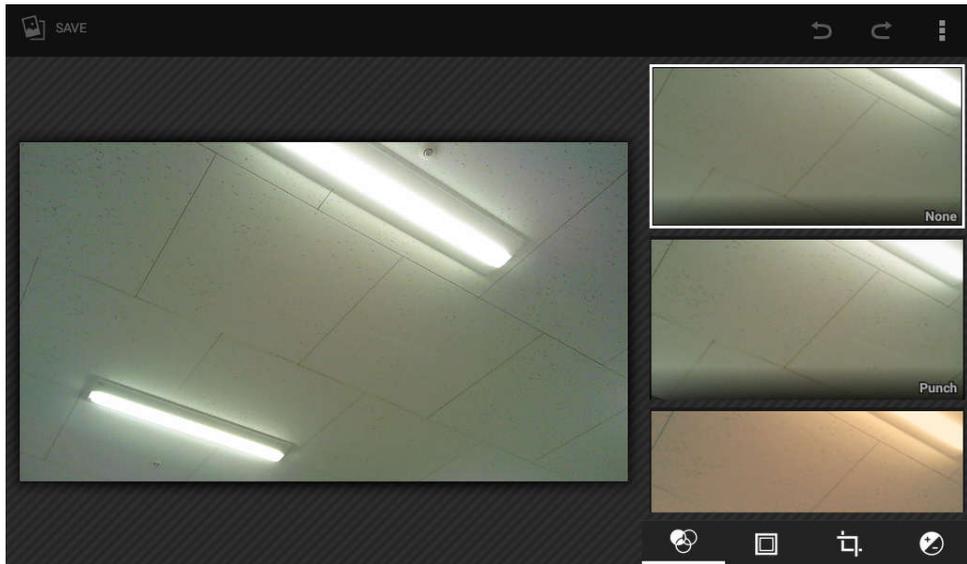


Figure 96: Edit picture

 **Note:**

Videos cannot be edited from the gallery

- **Gallery page**

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

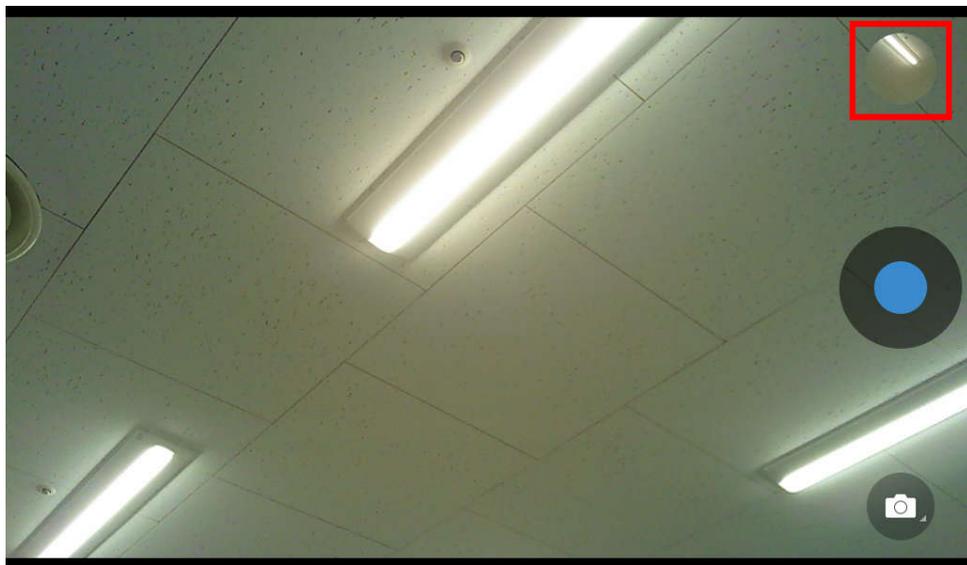


Figure 97: Access to the Gallery -1

Tap on ←.

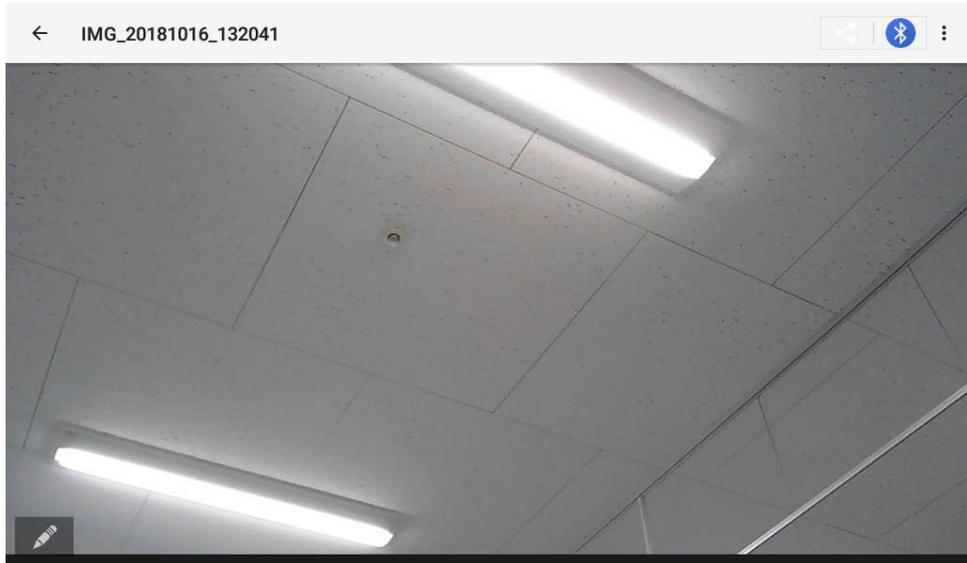


Figure 98: ITX-3370 Gallery -2

Tap on ←.

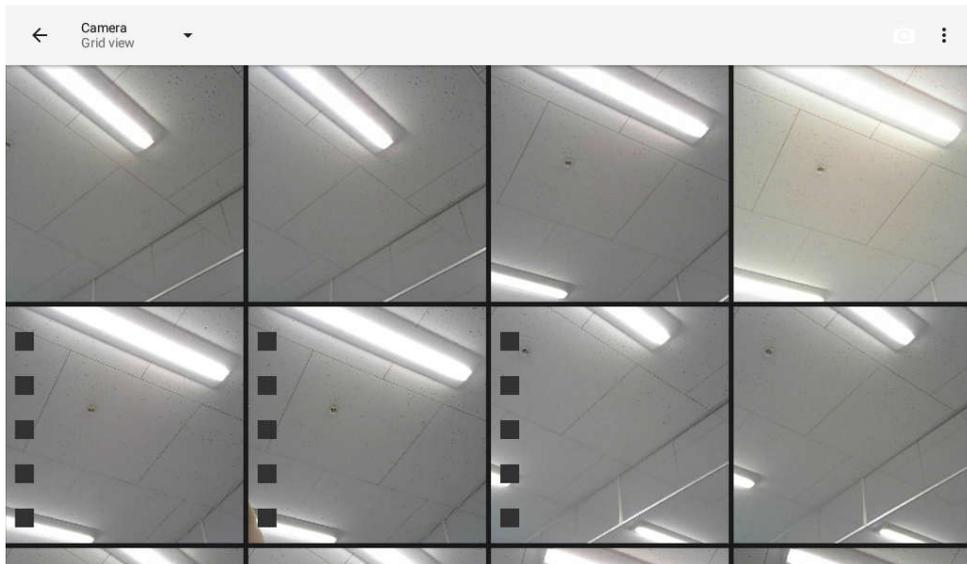


Figure 99: ITX-3370 Gallery -3

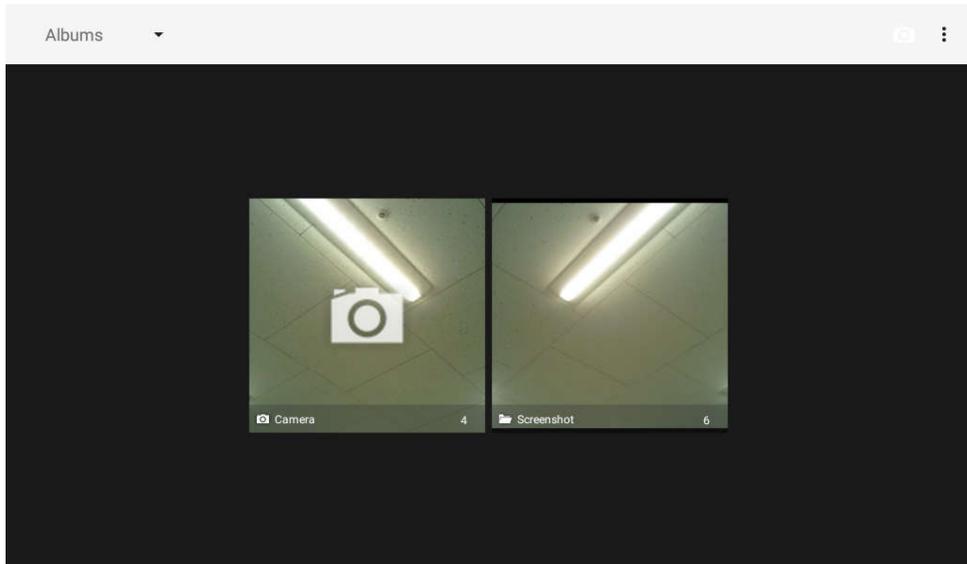


Figure 100: ITX-3370 Gallery -4

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

- **View pictures**

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

- **Pictures Options**

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

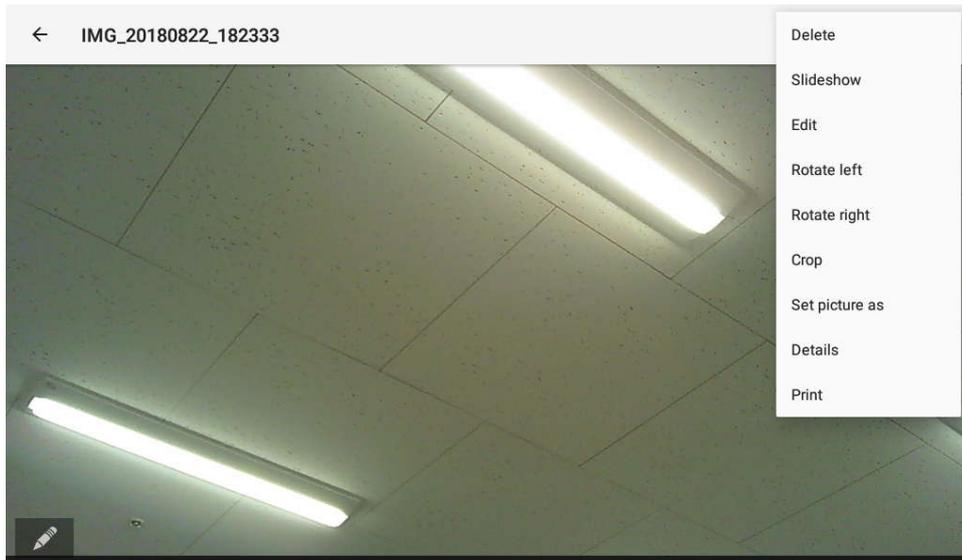


Figure 101: ITX-3370 Gallery - Picture Options

- **Take picture/video**

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

- **Select multiple pictures**

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

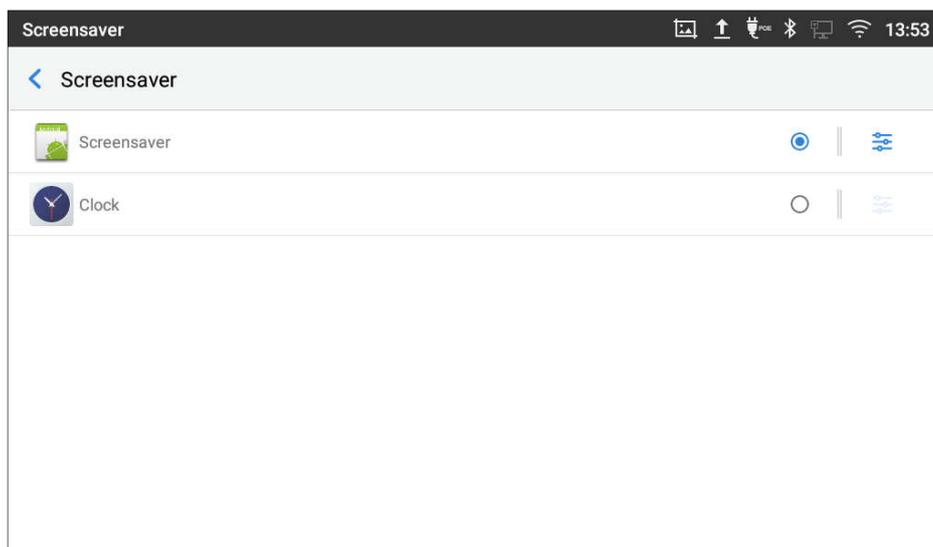
Tap on other pictures to select multiple pictures. On the upper right of the Gallery screen, users can tap

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

or tap  to delete the selected pictures.

## Screensaver

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



**Figure 102: Screensaver settings**

Users can set Screensaver to Clock or Screensaver.

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

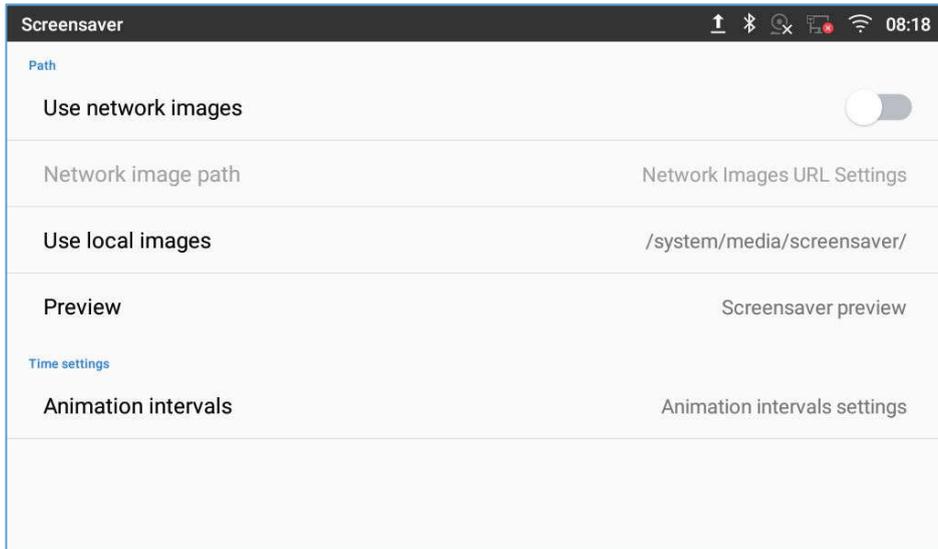


Figure 103: Use Network Images

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

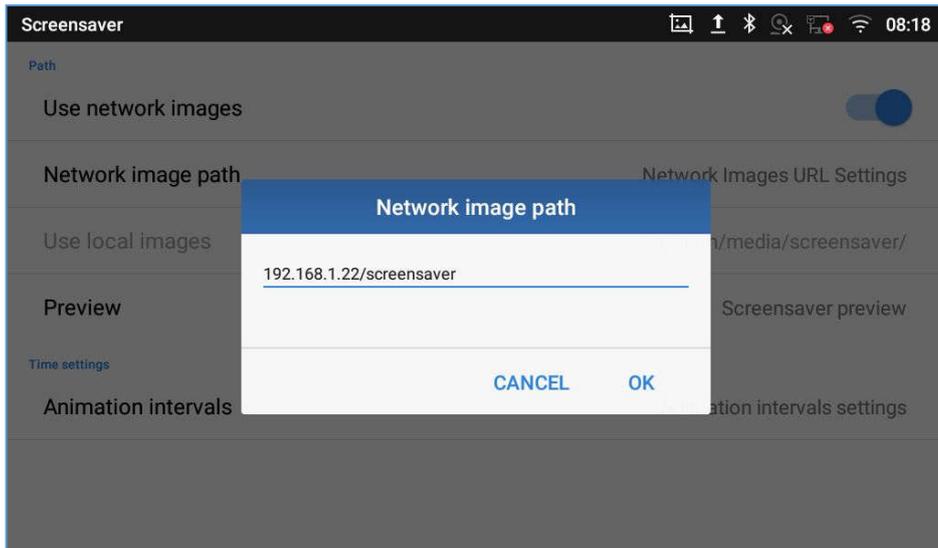


Figure 104: Network Image Path

# Browser

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

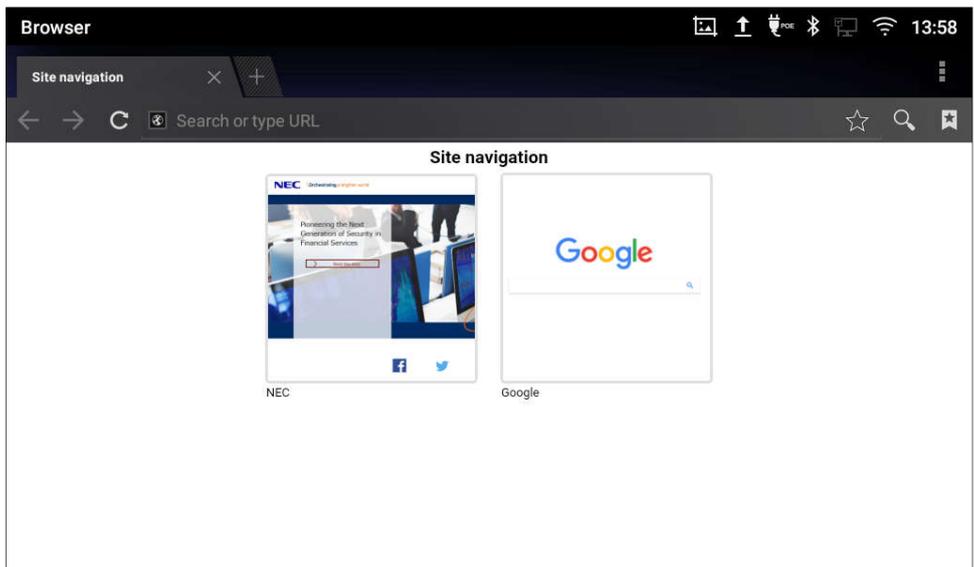


Figure 105: ITX-3370 Web Browser

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

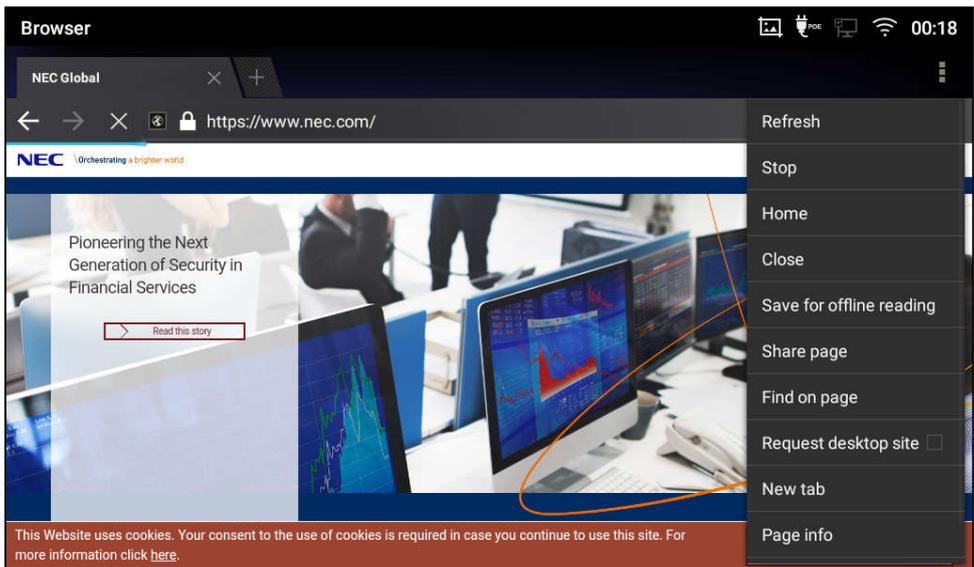


Figure 106: ITX-3370 Browser Menu Options

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

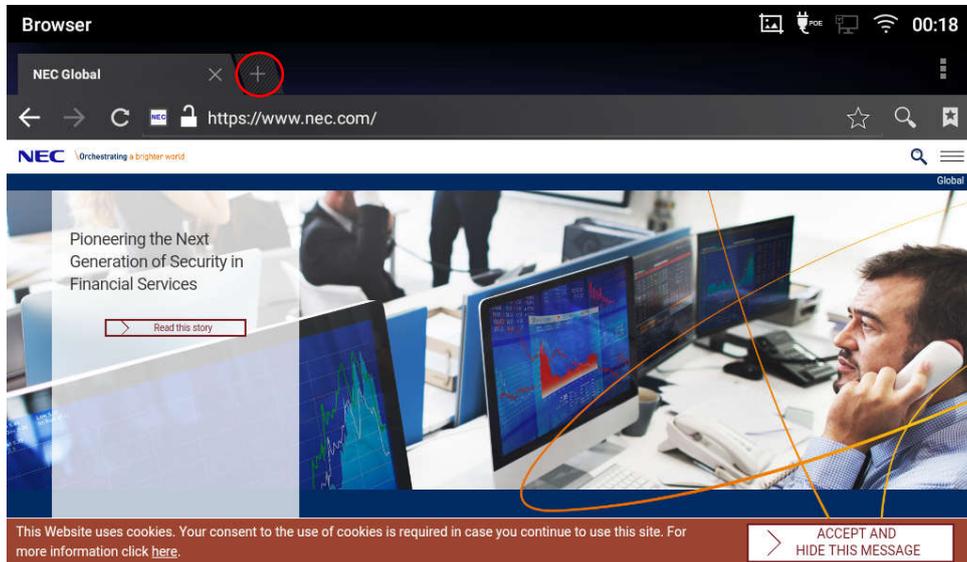


Figure 107: Open New Window in Browser

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

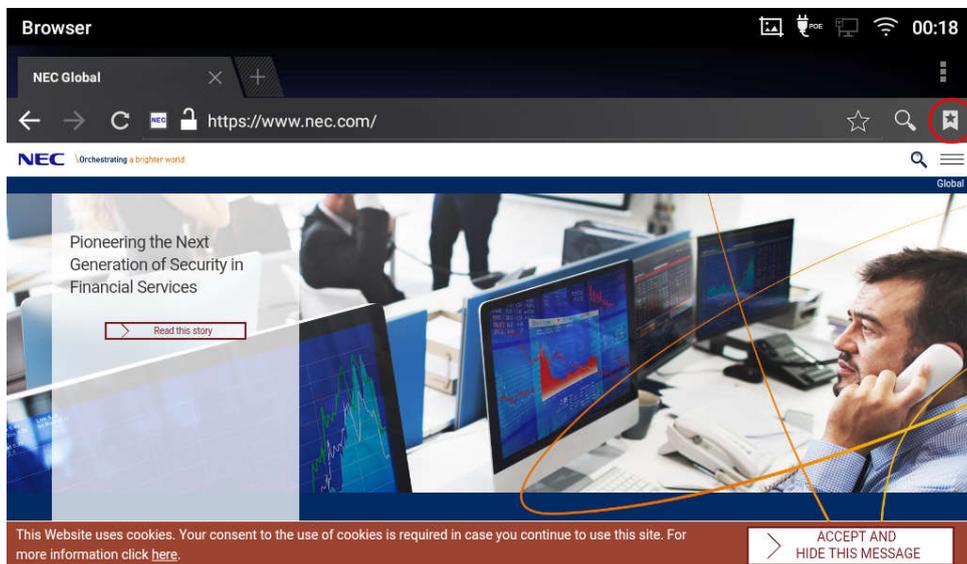


Figure 108: ITX-3370 Web Browser-Bookmarks

## Connect to Network and Devices

The phone supports a variety of network connections (Ethernet, Wi-Fi) and device connections, including EHS headset (Plantronics), USB, SD card and Bluetooth device. You can connect the phone and transfer files from/to the ITX-3370 using a USB connection, SD card or Bluetooth.

### Ethernet

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

To configure Ethernet settings on the LCD:

1. Go to LCD menu→**Settings**→**Network**→**Ethernet settings**.
2. Tap **IPv4 settings**.
3. Tap **IPv4 Address Type** to select DHCP, Static IP or PPPoE as the address type.
  - For DHCP, save the setting and the ITX-3370 should be able to get IP address from the DHCP server in the network.
  - For static IP, enter IP Address, Subnet Mask, Default Gateway, DNS Server and Alternative DNS server for the ITX-3370 to correctly connect to the network.
  - For PPPoE, enter PPPoE account ID and password so phone can get an IP address from the PPPoE server.

### Wi-Fi

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

#### Turn On/Off Wi-Fi

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

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

#### Connect to Wi-Fi Networks

1. Once Wi-Fi is turned on, the phone will automatically start the scanning within the range.
2. Go to LCD menu→**Settings**→**Network**→**Wi-Fi**.
3. A list of Wi-Fi networks will be displayed as scanning result. Tap on the SSID and enter the correct

password information to connect to the selected Wi-Fi network.

4. The phone will start connecting to the Wi-Fi. The status bar will show Wi-Fi signal strength.
5. Once it is added and the password is saved, the phone will automatically connect to it when the SSID is within the range.

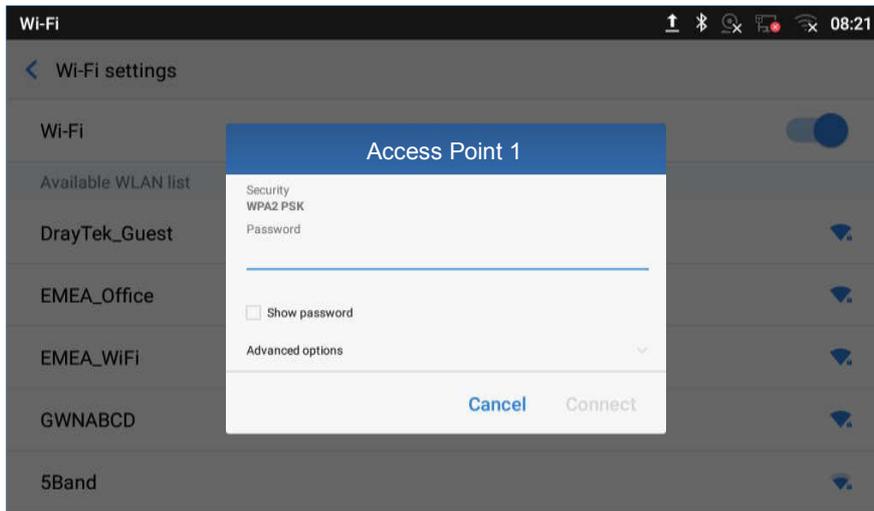


Figure 109: ITX-3370 Connect to Wi-Fi

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

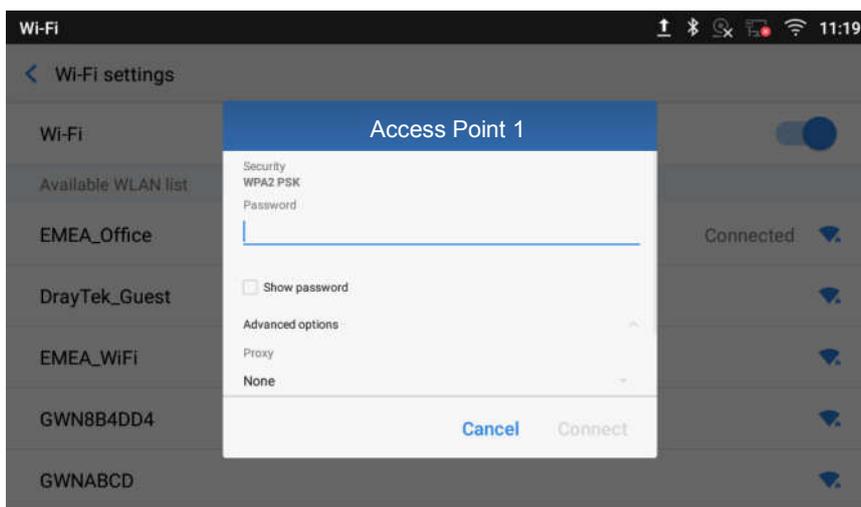


Figure 110: ITX-3370 Connect to Wi-Fi-Show Advanced Options

9. If there is a need to modify the saved Wi-Fi network setting, tap and long press the SSID bar in the Wi-Fi setting page. The system will pop up a prompt and then you need to tap on “**Modify network**”. Then,

the phone system will pop up a new window to allow user to check the Wi-Fi parameters and change the setting by checking the **“Advanced options”** at the bottom.

10. You can also add Wi-Fi Networks manually if the network is hidden or not showing on the list of scanned SSIDs. You need to roll down the Wi-Fi settings page and tap on **“Add network”** and then enter the SSID name, Security type and Password.

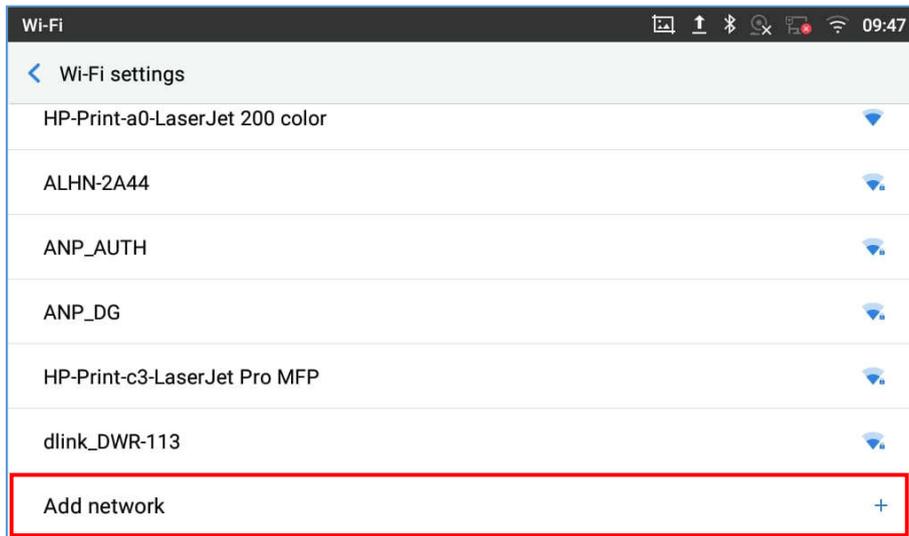


Figure 111: Wi-Fi - Add network

### Wi-Fi Settings Shortcut

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

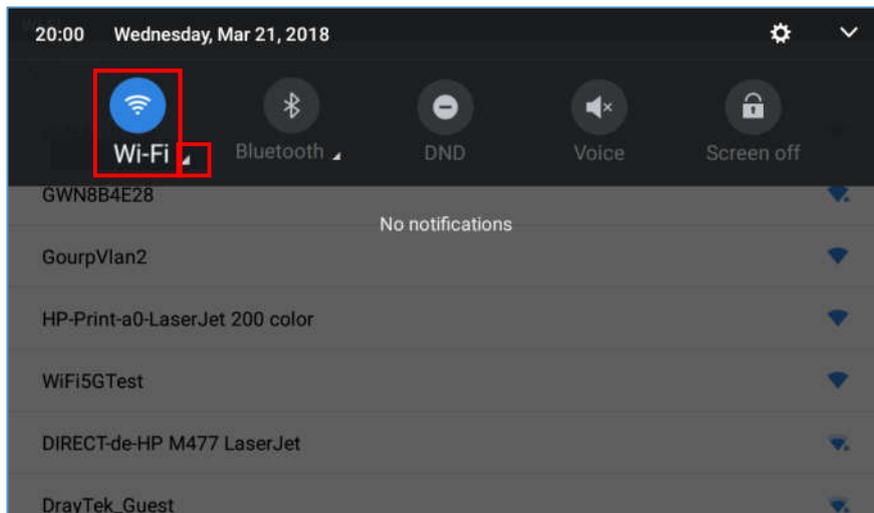


Figure 112: Wi-Fi Settings Shortcut

-Or-

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

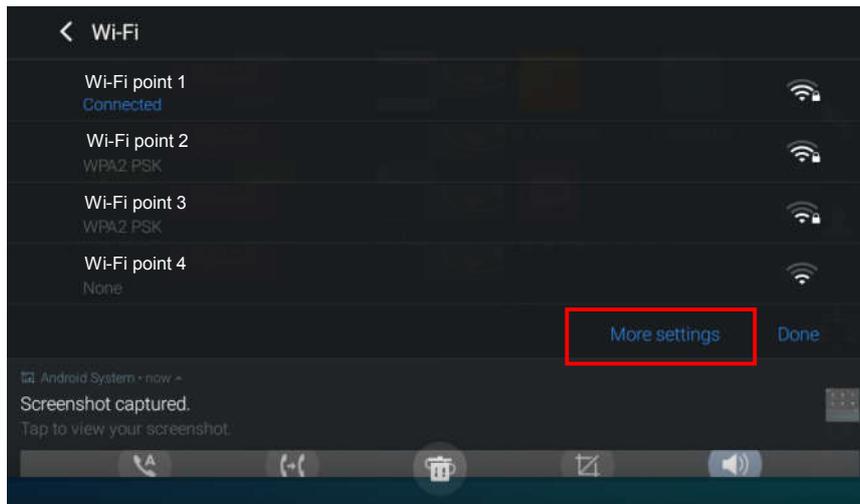


Figure 113: Wi-Fi Shortcut - Wi-Fi List

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

## Bluetooth

Bluetooth is a proprietary, open wireless technology standard for exchanging data over short distances from fixed and mobile devices, creating personal area networks with high levels of security. The ITX-3370 supports Bluetooth, version 4.0 + EDR. Users could use Bluetooth to transfer files, share contact information with other Bluetooth portable devices, use Bluetooth headset for making calls, switch calls to the ITX-3370 from mobile devices using Bluetooth hands-free profile, and listen to media (music or other audio output) from the ITX-3370.

To connect to a Bluetooth device, turn on ITX-3370's Bluetooth radio first. The first time when using a new Bluetooth device with the ITX-3370, "pair" the device with ITX-3370 so that both devices know how to connect securely to each other. After that, users could simply connect to a paired device. Turn off Bluetooth if it's not used.

Bluetooth settings are under LCD menu→**Settings**→**Basic**→**Bluetooth**.

### Turn On/Off Bluetooth

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

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

### Change Bluetooth Device Name

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

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

### Pair with a Bluetooth Device

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

1. Go to LCD menu→**Settings** → **Features** → **Bluetooth**
2. Turn on **Bluetooth**.
3. Tap **Additional settings** and select "Visible to nearby Bluetooth devices" to make the ITX-3370 phone visible to all nearby Bluetooth devices.
4. The phone scans and displays the IDs of all available Bluetooth devices in range. If the device you would like to pair with does not show up in the list (available devices), ensure that the other device is turned on and set to be discoverable.
5. If the ITX-3370 stops scanning before the other device is ready, press  button to scan again.
6. Once the Bluetooth device shows up in the result, tap on it to start pairing. Confirm the passkey in the prompted message (if any). Or if passcode is required, please refer to the device's documentation or other procedures to obtain the passcode.

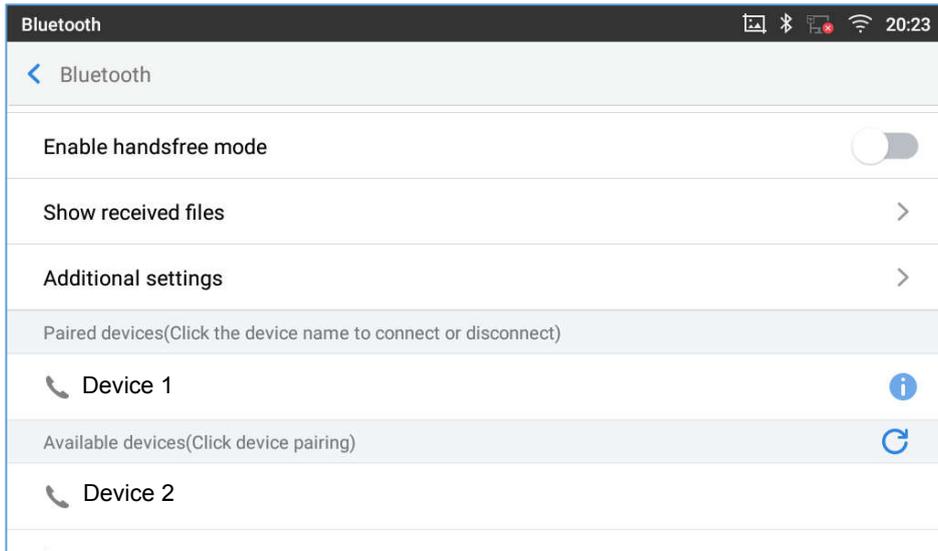


Figure 114: ITX-3370 Bluetooth - Paired Device

### Unpair a Bluetooth Device

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

### Bluetooth Settings Shortcut

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

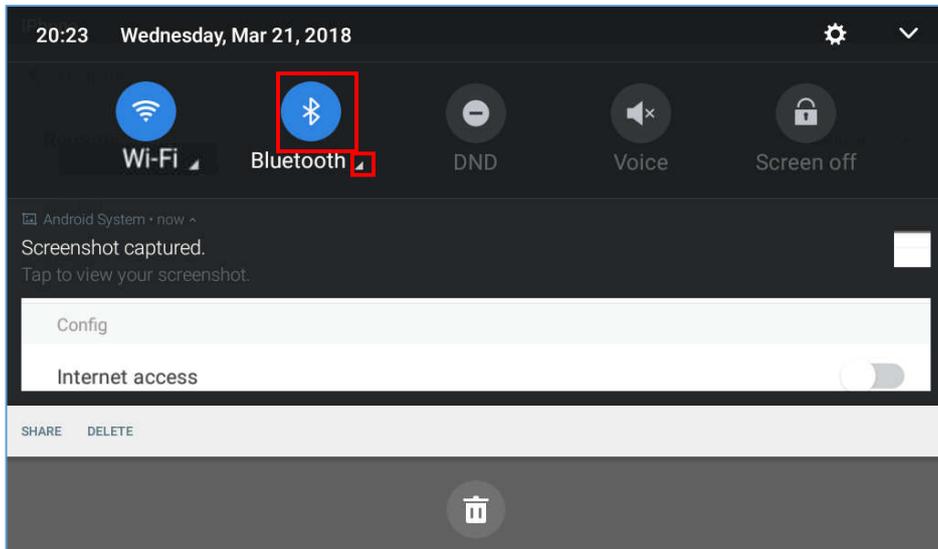


Figure 115: Bluetooth Settings Shortcut

-Or-

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

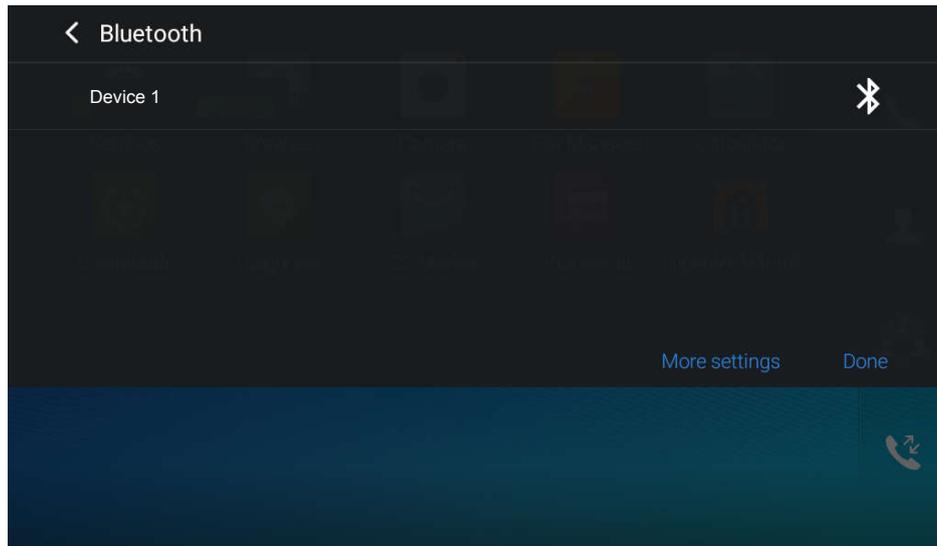


Figure 116: Bluetooth Setting shortcut 2

For more information about Bluetooth feature on the phone, please refer to “IP Phone GT890 Administration Guide”.

## EHS Headset

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

1. Go to LCD menu→**Settings**→**Basic**→**Peripherals**: and enable option “Plug in RJ9/EHS headset”
2. Connect EHS Headset to the ITX-3370. Insert headset connector into the RJ9 headset port on the back of ITX-3370.

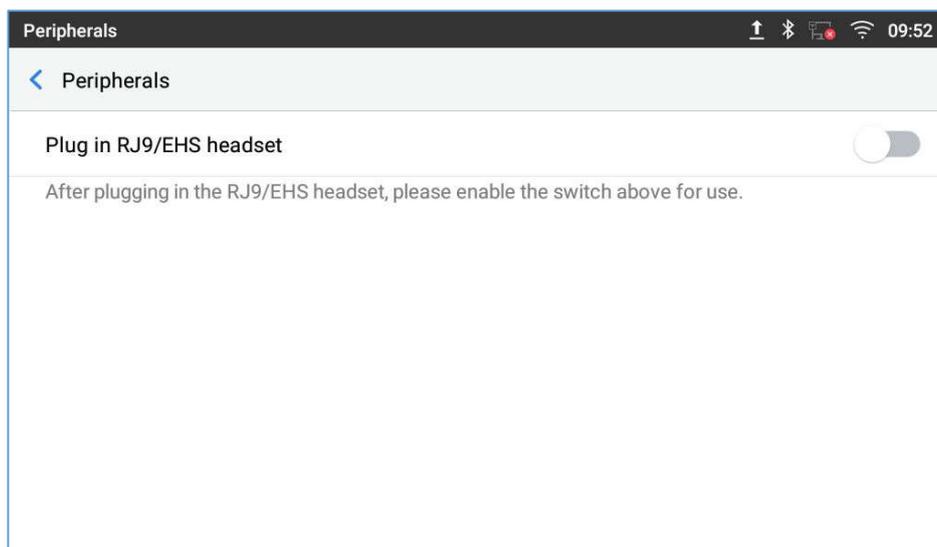


Figure 117: EHS headset

## USB Headset

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



Figure 118: USB Headset Connected

In the calling page, user can press on the USB headset button (shown in figure below) to enable USB headset. The status bar shows the icon modified indicating that the USB headset is being used for speaking.

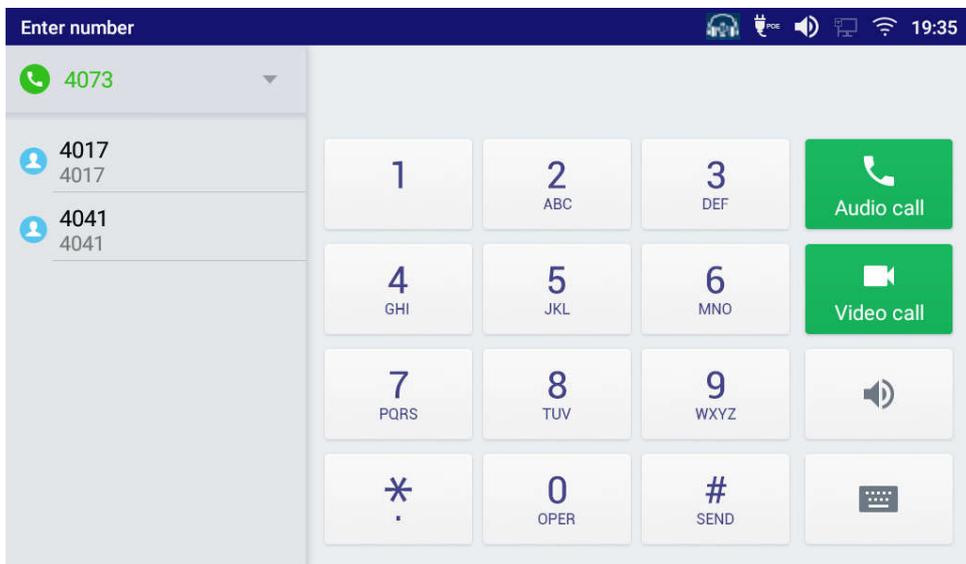


Figure 119: USB Headset Used for Call

During the call, users can tap on "More" then "Media Channel" to toggle between Handset Speaker and USB Headset.

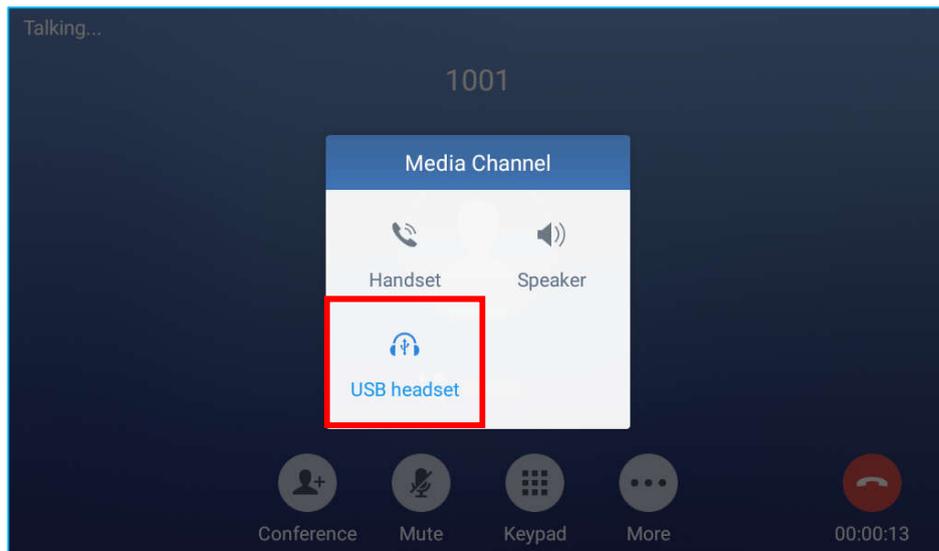


Figure 120: Switch between Speaker and USB mode

 **Note:**

USB port is disable on the default setting.

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

## USB

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

1. Insert an USB storage device into USB port at the back.
2. It will take a few seconds for the ITX-3370 to prepare the connection. Then the USB storage icon  will show on the status bar.
3. To access USB storage, go to ITX-3370 MENU→**File Manager** → **USB**. Tap on it to access and manage your data.

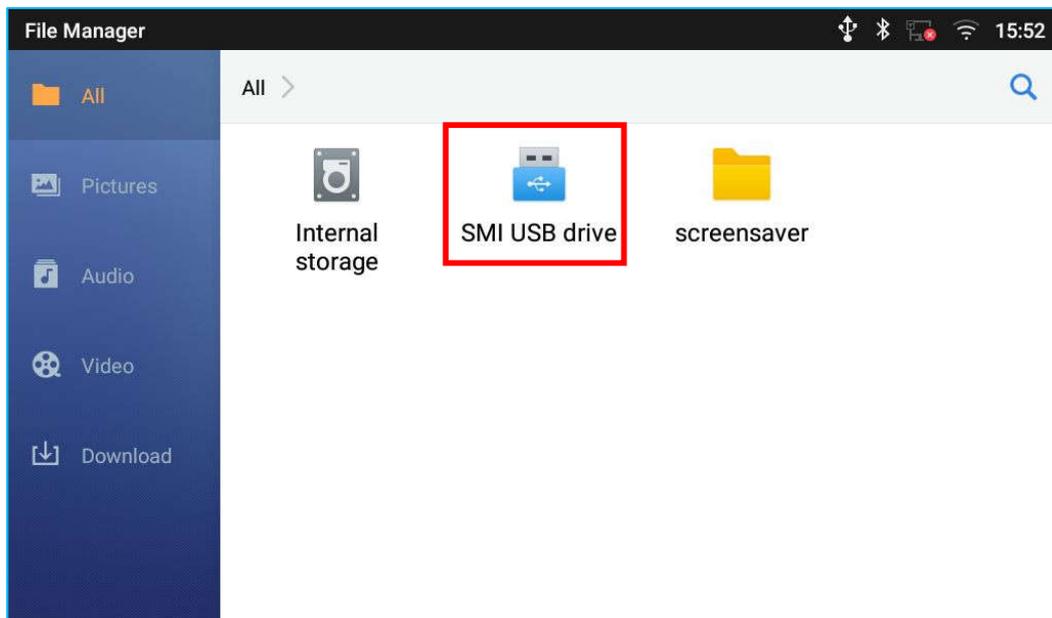


Figure 121: USB Storage Device Connected to ITX-3370

 **Note:**

USB port is disabled on the default setting.

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

 **Note:**

Upgrading via USB storage device is not supported on the ITX-3370.

## SD Card

1. Insert your SD card into SD Card slot at the back of the phone. Please make sure the SD Card is inserted with right direction on the phone as indicated on the SD card slot.
2. It will take a few seconds for the phone to prepare the connection. Then the SD Card icon  will show on the status bar.
3. To access SD Card, go to ITX-3370 MENU→**File Manager**→**SD card**. Tap on it to manage your data.

- **Firmware upgrade via SD card**

For users that could not use remote upgrade or could not access the phone's Web GUI to upload firmware, upgrading via external SD card is an alternative. Follow the steps below to upgrade ITX-3370 via SD card.

1. Download the firmware file to PC and save it in SD card.
2. Check off the Disable SD card feature under **Web GUI**→**System Settings**→**Preferences**→**Peripherals interface Management**→**Disable SD card**.
3. Insert the SD card to ITX-3370.
4. ITX-3370 pops up the “Upgrade prompt” window on the screen.
5. Press “OK”, it will go into the upgrading process.
6. Power cycle the ITX-3370 and the 5 LCD keys on the bottom of the screen will light up.
7. The ITX-3370 will start upgrading and display the upgrading process in the screen.
8. Wait until the upgrading is done.
9. The ITX-3370 will reboot itself.
10. Check the firmware status and remove the SD card.

 **Note:**

SD Card is disable on the default setting.

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

## Compatibility Headset List

### 1. RJ9 Headset

Table 12: RJ9 Headset

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

### 2. EHS Headset

Table 13: EHS Headset

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

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Standard SIP Video Terminal  
IP Phone GT890  
User Guide

GVT-076621-001

February, 2019 Issue 1.1

NEC Corporation