



Standard SIP Terminal

IP Phone ITX-1615 User Guide



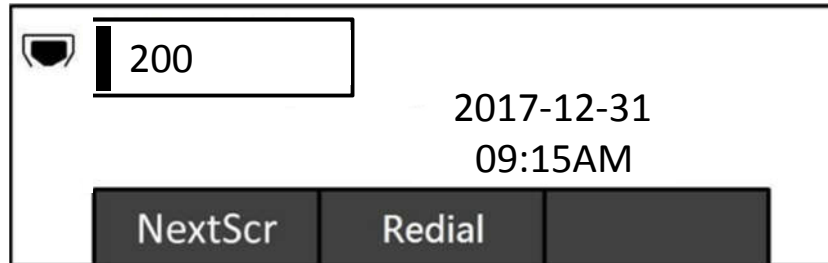
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OPERATION

Idle Screen

ITX-1615 screen displays differently depending on whether the phone is idle or in use (active). User can show/hide softkeys and customize the main screen softkey by assigning a multi-purpose function

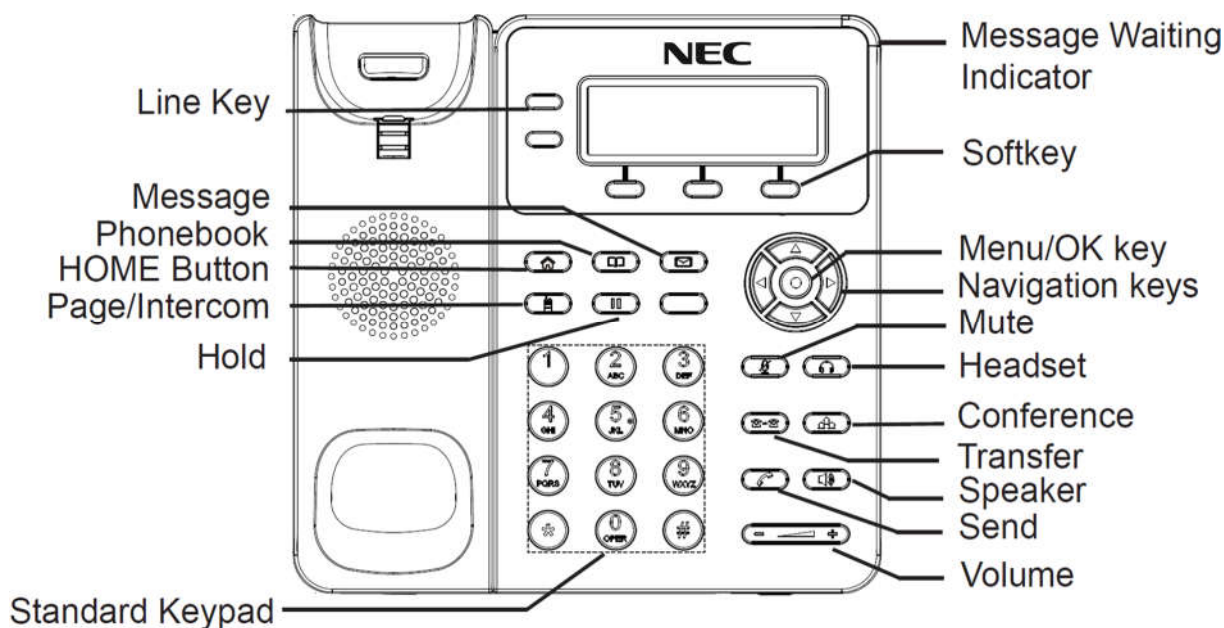


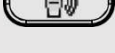
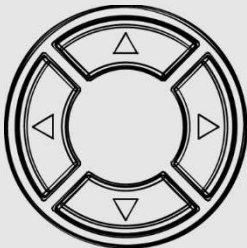
The following table describes the items displayed on the ITX-1615 idle screen.

Date and Time	Displays the current date and time. It can be synchronized with Internet time servers.
Network Icon	Shows the status of network. It will indicate whether the network is down or starting.
Status Icon	Shows the status of the phone for registration status, call features and etc., using icons as shown in the next table.
Softkeys in Idle Screen	The softkeys are context sensitive and will change depending on the status of the phone. Typical functions assigned to softkeys are: • NextScr Toggles between default idle screen and IP address information. • Redial Redials the last dialed number when there is an existing number in the call log. • Missed Shows unanswered calls to this phone.
Softkeys in Call Screen	The softkeys are context sensitive and will change depending on the call status of the phone. Here are the main softkeys in call screen. • Redial Redials the last dialed number after off hook when there is an existing call in the log. • Dial Dials the call out after off hook and entering the number. • Answer Answers the incoming call when the phone is ringing. • Reject Rejects the incoming call when the phone is ringing. • EndCall Ends the active call. • Transfer Transfer softkey will show up after pressing TRANSFER key and entering transfer target number. Press Transfer softkey to do blind transfer. • Split In auto-attended transfer mode, after establishing the second call, press Split to quit transfer and go back to normal talking status. • ConfCall Conferences the active calls. • ReConf Re-establish the conference among the calls on hold.

	Registration Status. • Solid: Registered • Blank: Unregistered
	Handset Status. • OFF - handset on hook • ON - handset off hook
	Speaker Status. • OFF - speaker off • ON - speaker on
	Headset Status. • OFF - headset off • ON - headset on
	Mute Status. • OFF - The active call is not muted • ON - The active call is muted
	Call Forward Status. • OFF - Call Forward feature disabled • ON - Call Forward feature enabled Note) This icon is not displayed even if the Call Forwarding is set by SIP server/PBX.
	DND Status. • OFF - Do Not Disturb disabled • ON - Do Not Disturb enabled
	SRTP Status. • OFF - SRTP is not used • ON - SRTP is being used

Using the Keypad



LINE Key	Switch between line 1 and line 2. Solid Green: Calling, Talking. Flash Green: Call on hold. Flash Red: Incoming call.
Softkeys	The softkeys are context sensitive and will change depending on the status of the phone.
	MESSAGE Press to view messages.
	PHONEBOOK Press to view phonebook.
	HOME Press to go to idle screen, when stay in submenu.
	PAGE/INTERCOM If the intercom number has been set, it will be called directly. If the intercom number has not been set, pressing this key will have no effect.
	HOLD Place an active call on hold or resume a current call on hold.
Standard Keypad	To dial phone numbers. Press numeric keys "0-9" to enter phone numbers. Press "*" to enter the voice menu, input special characters or long press it to lock the keypad. Press "#" to dial out numbers or input special characters.
	Navigation Keys. <u>While in the menu:</u> Press the UP/DOWN keys to scroll through menu options. Press the LEFT key to go back to the previous menu. The RIGHT key has no function. <u>In Idle:</u> Press the UP key to view missed calls. Press the DOWN key to view dialed calls. Press the RIGHT key to view answered calls.

	MENU/OK <u>In Idle:</u> Press to enter the main menu. Confirm a selection or the current information. <u>Off hook:</u> Press Menu to switch between an outgoing call or a paging call.
	MUTE To mute/unmute an active call. <u>When DND is on:</u> Enable/Disable DND when the phone is in idle.
	HEADSET Press to switch between headset and handset mode in an active call.
	TRANSFER Transfer an active call to another number.
	CONFERENCE Establish 3-way conference with other 2 parties.
	SEND <u>Send.</u> Enter the digits and then press send to dial out. <u>Redial.</u> Press redial when there is a previously dialed call.
	SPEAKER Press to switch between speaker and handset mode in an active call.
Message Waiting Indicator	Message Waiting Indicator. The LED Indicator will flash red when there is new voice mail.

Making Phone Calls

Handset, Speaker and Headset Mode

The ITX-1615 allows users to switch among handset, speaker or headset when making calls. Press the Hook Switch to switch to handset; press the **HEADSET** key to switch to headset; or press the **SPEAKER** key to switch to speaker.

Completing Calls

There are several ways to complete a call.

- **On hook dialing.** Enter the number when the phone is on hook and then send out.
 1. When the phone is idle, enter the number to be dialed out.
 2. Take handset off hook; or
Press **SPEAKER** key; or
Press **HEADSET** key with headset plugged in; or
Select an available **LINE** key.
 3. The call will be dialed out.
- **Off hook and dial.** Off hook the phone, enter the number and send out.
 1. Take handset off hook; or
Press **SPEAKER** key; or
Press **HEADSET** key with headset plugged in; or
Press an available **LINE** key to activate speaker.
 2. You will hear dial tone after going off hook.
 3. Enter the number.
 4. Press **SEND** key or # to dial out.
- **Predictive dialing:** While dialing, the phone will predict and list candidates of the target number based on the entered digits. If the target **number** exists in the phonebook/call log, the phone will display a list of matched numbers and the user could select the number using the **Up/Down** key and dial out.
- **Redial.** Redial the last dialed number.
 1. Take handset off hook; or
Press **SPEAKER** key; or
Press **HEADSET** key with headset plugged in; or
Press an available **LINE** key to activate speaker; or
When the phone is in idle.
 2. Press **SEND** key, or the REDIAL soft key.

- **Via Call History.** Dial the number logged in phone's call history.
 1. Press **MENU** key to bring up the main menu.
 2. Enter Call History.
 3. Select the entry you would like to call using the navigation arrow keys.
 4. Press **SEND** key to dial out.

 - **Via Contacts.** Dial the number from the Contacts.
 1. Press **MENU** key to bring up the main menu.
 2. Enter "Contacts" using the navigation arrow keys..
 3. Under Contacts, enter Local Phonebook using the navigation arrow key.
 4. Select the contact you would like to call using the navigation arrow key.
 5. Press **SEND** key to dial the selected contact.
- Note:** Broadsoft Phonebook is not available.

Answering Phone Calls

Receiving Calls

- **Single incoming call.** Phone rings with selected ring tone. The corresponding **LINE** key will flash in red. Answer call by taking handset off hook, or using Speaker/Headset, or pressing the flashing **LINE** key.
- **Multiple incoming calls.** When another call comes in while having an active call, the phone will produce a Call Waiting tone (stutter tone). The other **LINE** key will flash in red. Answer the incoming call by pressing the flashing **LINE** key. The current active call will be put on hold automatically.

Do Not Disturb

Do Not Disturb can be enabled/disabled from phone's Keypad Menu by following the steps below:

1. Press the **MENU** key and select "Preference" using navigation keys.
2. Press **MENU** key again to get into Preference options.
3. Select "Do Not Disturb" and press **MENU** key.
4. Use arrow keys to select and press **MENU** key to enable or disable "Do Not Disturb" feature.

When Do Not Disturb feature is turned on, the DND icon will appear on the right side of the LCD. The incoming call will not be accepted.

Reject

Reject the incoming call by pressing the "Reject" softkey when the phone is ringing.

During A Phone Call

Call Hold

- **Hold.** Place a call on hold by pressing the **HOLD** key. The active **LINE** key will blink in green.
- **Resume.** Resume call by pressing the blinking **LINE** key.

Mute

During an active call, press the **MUTE** key to mute/unmute the microphone. The LCD will show the Mute icon on the screen when the call is muted.

Group Listening with Speaker

If the option `g with Speaker` is enabled on the Web GUI (refer to the administration guide), the phone will display a softkey during the call to enable speaker listening along with handset or headset.

Call Transfer

GT210 supports Blind Transfer, Attended Transfer and Auto-Attended Transfer.

- **Blind Transfer.**
 1. During the first active call, press **TRANSFER** key and dial the number to transfer to.
 2. Press **SEND** key or # to complete transfer of active call.

Conferencing

ITX-1615 can host up to a 3-way conference call.

- **Initiate a conference call.**
 1. Establish calls with 2 parties respectively.
 2. While 1 call is active, the other call/calls will be put on hold with its **LINE** key blinking in green.
 3. Press **CONFERENCE** key.
 4. Press the desired **LINE** key on hold, the conference will be established.
- **Cancel Conference.**
 1. If after pressing the **CONFERENCE** key, the user decides not to conference, press Cancel soft key or the current active **LINE** key (LED in solid green);
 2. This will resume the 2-way conversation with the current line.

- **End Conference.**

Users could press the “**EndCall**” softkey or simply hang up the call to terminate the conference call.

Easy Conference Mode

ITX-1615 supports **Easy Conference Mode**, which can be used combined with the traditional way to establish the conference.

- **Initiate a conference call.**

1. Establish 1 call.
2. Press **CONFERENCE** key and a new line will be brought up using the same account.
3. Dial the number and press **SEND** key to establish the second call.
4. Press **CONFERENCE** key or press the “ConfCall” softkey to establish the conference.

- **Cancel Conference.**

1. If users decide not to conference after establishing the second call, press EndCall softkey instead of the “**ConfCall**” softkey/**CONFERENCE** key.
2. This will end the second call and the screen will show the first call on hold.