



# RTX8930 Userguide





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## 1 About This Document

This document describes the features and functionalities available in the RTX8930 DECT Headset. We describe how to operate the headset without going into details of its mechanical features. The reference for features and operation in this manual is RTX generic mode.

### 1.1 Audience

This guide is intended for everyday users as well as system administrators.

### 1.2 Abbreviations

For the purpose of this document, the following abbreviations hold:

DECT: Digital Enhanced Cordless Telecommunications

IPEI: International Portable Equipment Identity

MAC: Media Access Control

PBX: Private Branch Exchange

### 1.4 Document History

Reversion	Author	Release date	Comments
1.0	HDJ	26-06-2017	New version

## 2 Making Headset Ready

In this chapter, we briefly describe how to prepare the headset for use and install it.

### 2.1 Package - Contents/Damage Inspection

#### 2.1.1 Before Package Is Opened

Examine the shipping package for evidence of physical damage or mishandling prior to opening. If there is proof of mishandling prior to opening, you must report it to the relevant support center of the regional representative or operator.

#### 2.1.2 Contents of Package

Make sure all relevant components are available in the package before proceeding to the next step. In principle, every shipped handset unit package/box contains the following items:

1 x Headset.

1 x Charger.

1 x Power plug.

### 2.1.3 Damage Inspection

The following are the recommended procedure for you to use for damage inspection:

1. Examine all relevant components for damage.
2. Make a "defective on arrival - DOA" report or RMA to the operator. Do not move the shipping carton until it has been examined by the operator. The operator/regional representative will initiate the necessary procedure to process this RMA. They will guide the network administrator on how to return the damaged package if necessary.
3. If no damage is found then unwrap all the components and dispose of empty package/carton(s) in accordance with country specific environmental regulations.

## 2.2 Before Using the Headset

The following are the precautions users should read before using the headset:

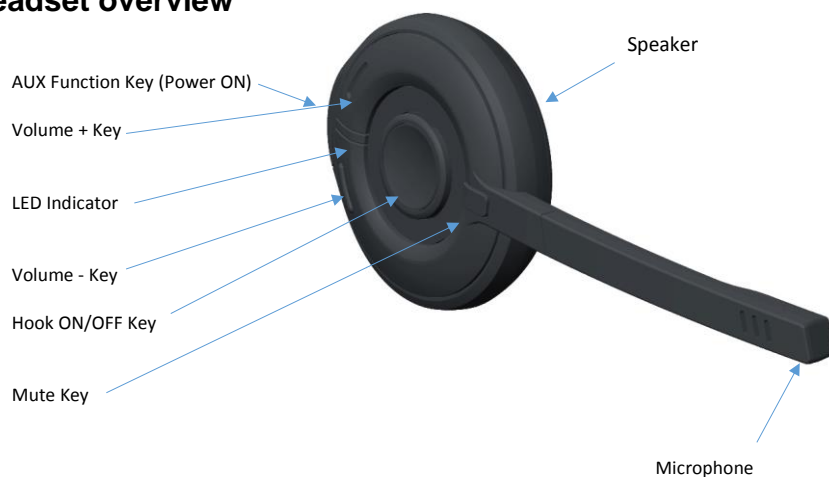
### 2.2.1 Using the Charger

Each headset is charged through the use of a headset charger. The charger is a compact desktop unit designed to charge and automatically maintain the correct battery charge levels and voltage. The headset charger is powered by AC supply from 110-240VAC that supplies 5.5VDC at 600mA. When charging the battery for the first time, it is necessary to leave the headset in the charger for at least 10 hours before the battery is fully charged, and the headset is ready for use.

### 2.2.3 Headset in the Charger

For correct charging, ensure that the room temperature is between 5°C and 25°C / 41°F and 77°F. Do not place the headset in direct sunlight. If the headset is turned off when placed in charger, the handset turns on and announces "Subscribed or Not Subscribed"

## 3 Headset overview



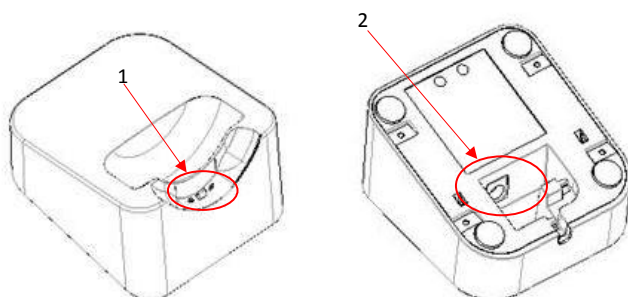
## 4 LED indicators

Color	LED indication	Status
Green	Short blink followed by long blink	Power Up
Green	Long blink followed by short blink	Power Down
Blue	Short blink repeated fast.	Registration, ongoing
Blue	Long blink	Registration completed
Red	Long blink	Registration failed
	None	Deregistered
Blue	Single short blink, repeated slow	Idle, Connected
Red	Single short blink, repeated slow	Idle, Out of range
Green	Fast, short blink, repeated	Incoming call
Green	Fast, short blink, repeated	2 <sup>nd</sup> Incoming call, call active, Silent mode on
Green	Single short blink. Notification of call only via audio in HS	2 <sup>nd</sup> Incoming call, call active, Silent mode Off
Green	Single short blink	In call
Red	Fast, short blink	Low battery*
Red	Steady on	Battery charging, low bat
Green	Long blink	Battery charging
Green	Steady on	Battery charging, full
Purple	Steady on	Menu

## 5 Charger overview

1: Charging pins.

2: Charger connection.





## 6 Register headset with phone system

The RTX8930 headset is registered on the phone system, in the same way as a normal DECT phone.

The default PIN code is "0000"

### 6.1 Register on DECT network

- 1: Enable registration on the base stations as you would a normal phone (See Base station manual).
- 2: Put the headset in registration mode by pressing the Hook ON/OFF + Volume+ and Volume- key, for more than 5 seconds. The headset is in subscription mode when the LED makes short blue flashes and voice prompt announce "registering".
- 3: The headset now connects to the base station. On success voice prompt, announce "Headset subscribed"

You are now able to see the headset on the extension page:

In this case 2 headsets are registered with ext. 6003 and 6004.

	Idx	IPEI	Handset State	Handset Type FW Info	FWU Progress		VoIP Idx	Extension
<input type="checkbox"/>	1	02788888DB	Present@RPN00	8630 620.2054	Off	<input type="checkbox"/>	1	6001
<input type="checkbox"/>	2	0276A584DA	Present@RPN00	8630 620.2054	Off	<input type="checkbox"/>	2	6002
<input type="checkbox"/>	3	02E69004A9	Present@RPN00	8930g 620.1817	Off	<input type="checkbox"/>	3	6003
<input type="checkbox"/>	4	02E690041A	Present@RPN00	8930g 620.1817	Off	<input type="checkbox"/>	4	6004
<a href="#">Check All / Uncheck All</a>						<a href="#">Check All Extensions / Uncheck All Extensions</a>		

At this stage the headset is not paired with a handset. You can call the headset by using the assigned ext. number and answer the call by pressing HOOK ON/OFF Key.

### 6.2 Registration failed

If the registration fails, the voice prompt will announce "Headset not subscribed".

Before trying to register the headset again, please check the following:

- Voice Prompt announce "Registering"
- Headset is within range of base station.
- Extension not in use.



Hardware key	Short press	Double press	Long Press	Long press threshold
AUX function	Enter Menu mode			
Hook ON/OFF				
Volume+				
Volume-				
Mute				
Register			Enter Register state	2 seconds
Power Off			Power off	5 seconds

**NOTE:** Register and Power off key are key combinations that have to be pressed at the same time.

Register = HOOK ON/OFF + Volume+ and Volume-

Power off = AUX function key + Volume+ + Volume-

## 6.3 Automatic registration

It is possible to register the headset with "Zero-touch" function. The only thing you need is the IPEI number of the headset. (IPEI number can be found on the box label)

1: Add Extension

2: Enter extension number and password

Line name:	HEADSET
Handset:	New Handset
Extension:	6004
Authentication User Name:	6004
Authentication Password:	••••••••

3: Press save.

4: On the extension page press the IPEI link (FFFFFFFFF)

<input type="checkbox"/>	4	FFFFFFFFF	Detached			<input type="checkbox"/>	4	6004
--------------------------	---	-----------	----------	--	--	--------------------------	---	------

5: Enter the IPEI number of the headset





**Handset (8630)**

IPEI:

0333122334

Paired Terminal:

No Paired Terminal

AC:

FFFF

Alarm Line:

6001

Alarm Number:

- 6: Press save
- 7: Check the box on the left and press “Register handset”

<input type="checkbox"/>	4	0333122334	Enabled		<input type="checkbox"/>	4	6004
--------------------------	---	------------	---------	--	--------------------------	---	------

- 8: Turn on the headset. It will start in registration mode and register automatically.

6.4 Pairing headset

It is possible for a handset and headset to share a SIP registration in the RTX8660 system, and work as a paired unit.

Register handset and headset as normal (see RTX8660 user guide).

To pair headset and handset, press the IPEI link of the handset that you want paired with a headset.

	Idx	IPEI	Handset State	Handset Type FW Info	FWU Progress		VoIP Idx	Extension
<input type="checkbox"/>	1	02788888DB	Present@RPN00	8630 620.2054	Off	<input type="checkbox"/>	1	6001
<input type="checkbox"/>	2	0276A584DA	Present@RPN00	8630 620.2054	Off	<input type="checkbox"/>	2	6002
<input type="checkbox"/>	3	02E69004A9	Present@RPN00	8930g 620.1817	Off	<input type="checkbox"/>	3	6003
<input type="checkbox"/>	4	02E690041A	Present@RPN00	8930g 620.1817	Off	<input type="checkbox"/>	4	6004



On the handset page, choose “Paired Terminal” and select the Idx. number of the headset that you want to pair to the handset.

**Handset (8630)**

IPEI:

Paired Terminal:

AC:

Alarm Line:

Alarm Number:

Press – Save

Now headset and handset is paired.

	Idx	IPEI	Handset State	Handset Type FW Info	FWU Progress		VoIP Idx	Extension
<input type="checkbox"/>	1	02788888DB	Present@RPN00	8630 620.2054	Off	<input type="checkbox"/>	1	6001
<input type="checkbox"/>	4	02E690041A	Present@RPN00	8930g 620.1817	Off	<input type="checkbox"/>	1	6001

The headset gets the same ext. as the handset.

**NOTE:** When Headset is paired with a handset, it is possible to register a new terminal with the extension that the headset had before pairing.

## 6.5 Decoupling

If you want to decouple a handset and headset, press the IPEI link of the headset that you want to decouple.

On the headset page choose “Paired Terminal” and select No Paired Terminal and press save.

**NOTE:** The headset will DECT de-register and announce “Out of range” followed by “Headset not subscribed”. The headset has to be re-registered.

### 6.5.1 Deregistered

Hardware key	Short press	Double press	Long Press	Long press threshold
AUX function	Enter Menu mode			
Hook ON/OFF	Enter Search mode			
Volume+	Enter Search mode			
Volume–	Enter Search mode			
Mute	Enter Search mode			
Register	Enter Search mode			
Power Off	Enter Search mode		Power off	5 second



## 7 Headset operations

The headset has different operating stages. The 5 physical buttons can have different functions depending on what operation state the headset is in.

**NOTE:** Register and Power off key are key combinations that have to be pressed at the same time.

Register = HOOK ON/OFF + Volume+ and Volume-

Power off = AUX function key + Volume+ + Volume-

### 7.1 Headset Operating States

#### 7.1.1 Idle

The Idle state, is when the headset is ready to handle calls.

Hardware key	Short press	Double press	Long Press	Long press threshold
AUX function	Enter Menu mode			
Hook ON/OFF				
Volume+	Increase ringer volume		Enable Silent mode	2 seconds
Volume-	Decrease ringer volume		Disable Silent mode	2 seconds
Mute				
Register			Enter Register state	2 seconds
Power Off			Power off	5 seconds

#### 7.1.2 Incoming call – One active call

The incoming call stage is when one call is active on the headset.

Hardware key	Short press	Double press	Long press	Long press threshold
AUX function				
Hook ON/OFF	Accept incoming call/ Terminate active call	Reject incoming call	Put active call on hold/retrieve call	2 seconds
Volume+	Increase call volume			
Volume-	Decrease call volume			
Mute	Mute microphone			
Register				
Power Off				

### 7.1.3 In call – second call incoming

The headset is in call and receiving a second call.

Hardware key	Short press	Double press	Long press	Long press threshold
AUX function				
Hook ON/OFF	Terminate active call – accept second call	Reject second call	Put active on hold and accept second call	2 seconds
Volume+	Increase call volume			
Volume–	Decrease call volume			
Mute	Mute microphone			
Register				
Power Off				

### 7.1.4 In call – one active and one on hold

Then you have an active call and one on hold, you can switch between the 2 calls.

Hardware key	Short press	Double press	Long press	Long press threshold
AUX function				
Hook ON/OFF	Terminate active call – retrieve call on hold		Switch calls	2 seconds
Volume+	Increase call volume			
Volume–	Decrease call volume			
Mute	Mute microphone			
Register				
Power Off				

### 7.1.5 Menu

When the headset is in Idle, registration Failed or Deregistered state, the user can enter the menu to change different setting in the headset

Hardware key	Short press	Double press	Long press	Long press threshold
AUX function	Select item		Exit Menu mode	2 seconds
Hook ON/OFF	Accept incoming call	Reject incoming call		2 seconds
Volume+	Next item			
Volume–	Previous item			
Mute				
Register				
Power Off				



### 7.1.6 Menu, Item selected

Hardware key	Short press	Double press	Long press	Long press threshold
AUX function	Select value	Back (deselect item)	Exit Menu mode	2 seconds
Hook ON/OFF	Accept incoming call	Reject incoming call		2 seconds
Volume+	Next value			
Volume-	Previous value			
Mute				
Register				
Power Off				

When you enter the menu, the voice prompt will announce “Silent mode” On or Off. Now you can navigate through the menu and adjust the settings as preferred.

### 7.1.7 Menu structure.

- **Silent mode:** Silences the ringer when enabled. Does not affect the stored value of ringer volume.
  - On
  - Off
- **Language:** Two languages are available on the headset. English and another language, selectable for the user.
  - English
  - Native
- **Registration:** Access code (default “0000”).
  - Register
  - Deregister
- **Audio feedback:** Choose between beeps or voice prompts (where available) as user feedback. Where no voice prompts are available, beeps will be played and this setting is ignored. The menu will always use voice prompts.
  - Voice prompts
  - Beeps
- **Tone Protection:** Automatic protection against loud noises and protection from too high volume settings with prolonged use of the headset.
  - Off
  - Office
  - Quiet
- **Noise reduction:** Enable or disable digital noise reduction.
  - On
  - Off
- **Equalizer:** Choose between three different equalizer settings.
  - Normal
  - Bass
  - Treble
- **Auto mode:** Automatic hook on when headset is removed from charger on incoming call.
  - On
  - Off
- **Silent charging:** The headset makes no call indication (neither ringer nor LEDs) while cradled.
  - On: LED indication only while cradled.
  - Headset Deactivated: Appear disconnected, cannot receive calls while cradled.
  - Off: Normal mode w LED and audio while cradled.

Commented [A1]: “hook on”, ? or perhaps “accept call” instead of hook off



## 8 Handling call

When headset and handset is paired, is it still possible to use the handset as standalone unit. If you answer incoming call on the handset it will not use the headset, unless you claim the call.

A third option is to use the headset as a standalone unit, but then it is not paired with a handset, see section 9 for details.

### 8.1 Claim call

When a call is active on either device it is possible to transfer the call between the two devices. (Claim call)

- If the call is present on the handset, a short press on the headsets Hook ON/OFF key, will claim the call and activate it on the headset.
- If the call is present on the headset, a short press on either the Hook OFF key or the SPEAKER key on the handset will claim the call to the handset.

#### NOTE:

- If you press the speaker key on the handset, the call will be put on speaker.
- If the call is muted when the device makes a claim call, the call is unmuted.
- If the call is on hold when the device makes a claim call, the call is retrieved from hold.
- If one call is active and another is on hold, the call conditions are maintained.
- If two call is active on the handset. it is not possible to claim these calls to the headset and the other way around.

### 8.2 Incoming call

When receiving a call, both devices will ring and it is possible to, answer or reject the call on both terminals if paired.

#### 8.2.1 Answer/End call

*Answer on handset:* press the hook OFF key on the handset and the call will be active on the handset.

*End call on Handset:* Press the hook ON key

*Answer on Headset:* press the hook ON/OFF key on the headset and the call will be active on the headset.

*End call on Headset:* Press the hook ON/OFF key on the headset.

**NOTE:** The handset screen, shows “Connected (Passive)” showing that the handset is passive.

- Reject call on the headset: double press the Hook ON/OFF key.

#### 8.2.2 Hold call

To put an active call on hold, long press hook ON/OFF (5 seconds) the voice prompt will announce “Call on hold”

#### 8.2.3 Retrieve call on hold

To retrieve a call on hold, press the long press hook ON/OFF (5 seconds) the voice prompt will announce “Call retrieved”



#### **8.2.4 Reject incoming call**

An incoming call can be rejected by double pressing the hook ON/OFF Key on the headset or the Hook On key on handset.

#### **8.2.5 Mute/Unmute call**

You can mute or unmute a call by pressing the physical mute button on the headset or handset.

### **8.3 Second call**

When one call is active, it is possible to receive or make a second call

#### **8.3.1 Receive a second call**

If the terminal is in call and a second call is coming, a beep will be heard in the headset every 5 seconds.

#### **8.3.2 Answer second call**

Long press the hook ON/OFF key (2 seconds). The voice prompt, announce "Call accepted, call on hold"  
The second call is then accepted and the first call is put on hold.

If second caller ends the call, the voice prompt, announce "call retrieved" and the first call is again active.

#### **8.3.3 Reject second call**

Double press the hook ON/OFF key, the voice prompt, announce "Call rejected" or Hook ON key on handset.

#### **8.3.4 Answer second call and terminate first call**

Short press the hook ON/OFF key.

**NOTE:** No voice prompt announcement

#### **8.3.5 Swap call**

When there are two active calls, the user can swap between the two calls, by long press the hook ON/OFF key (2 seconds), the voice prompt, announce "Call swapped"

### **8.4 Outgoing call**

An outgoing call, have to be done from the handset. As soon as the call is answered, press the hook ON/OFF key on the headset to claim the call to the headset.

To end the call, press the hook ON/OFF key on the headset or the Hook key on the handset.

#### **8.4.1 Add a second outgoing call**

To add a second outgoing call press "Conf" on the handset and dial the referred number. When the call is accepted, you can swap between calls as described in 8.3.5.

## **9 Stand-Alone headsets**

The headset can be used as stand-alone in an 8660 multicell system. The functionality is limited to:

- Receive call
- Putting call on hold
- Retrieve call
- Reject call



- Mute/Unmute

## 10 Technical data

### DECT:

Multiband mode: (**NOTE:** DECT band is configured in production)

1880 – 1900 MHz (EU)

1900 – 1920 MHz China)

1910 – 1930 MHz (LATAM)

1920 - 1930 MHz (USA, Canada)

1790 – 1800 MHz (Korea)

### Headset:

Dimensions: 126 x 50 x 17 mm

Weight: 49g.

Operating temperature: 10° to 50°

Storage Temperature: -20° to 70°

Range: DECT

Charging time: < 3 hours

Talk time: >7,5 hours

Standby time: > 100 hours

Audio Codec: Narrowband (G.726)

Wideband (G.722)

Battery: Lithium-Polymer battery 3.7 V, 320mAh.



## 10.1 Security:



### Important safety information:

Read the instruction manual carefully before using this product.

If this product is passed on to a third party, this manual must follow the product.

This product may not be used if it has visible damage.

To avoid hearing damage, do not use this product with the volume set too high for extended periods of time.

This product must only be cleaned with a dry and soft cloth.

To avoid damages to the product, do not expose it to high levels of humidity, moist, extreme low or high temperatures.

This product contains a Lithium-Polymer battery.

In case of misuse, the battery can:

- Explode
- Catch Fire
- Generate heat
- Generate smoke or gas