



## Telephone System Feature Comparison Matrix and Description

	X16	45p	XPlus100
Hardware			
Basic KSU	4 x 16	3 x 8 x 2	3 x 8
Intermediate Configuration		6 x 16	6 x 16 or 9 x 24
Maximum Configuration of Server 1	6 x 16	9 x 24 x 4	14 x 24 + 4 SLT
Maximum Configuration of Servers 1 & 2			20 x 48 + 8 SLT
Max SLT (*Requires the option Module)	0	4*	8
Caller ID – CO	Y Built in	Y Built in	Y Built in
Caller ID – SLT		Y All Ports	Y All Ports
VM – Flash (Ports/Hours)	4 ports/2 hours Standard	8 Ports/6 Hours Optional	8 Ports/6 Hours Optional
VM – Email Delivery	N	Y	Y Requires HD VM
VM – Hard drive	N	N	12 Port Optional
Additional Hardware  (*Future)	2 port CO Line Module 2 port VoIP module (future)	3 x 8 cards Option Card VM – Flash	Server 2 8 Port EKT 3 Port CO Line 8 Port CO Line 4 Port SLT VoIP Module* VM – Flash VM – HD*
Designer Series Phones	Y	Y	Y
Built in headset jack	Y	Y	Y
Modem	N	Y-FSK Standard	Y – 2400 Optional
Programmed PC and/or EKT	EKT only	BOTH	BOTH
DB9 Serial Ports	N	1 Option Module	2 Standard
Door Phone	N	2 Option Module	N
Door Relay	N	4 Option Module	N
Door Sensor	N	4 Option Module	N
DSS Console	N	N	Y
External Page Port – 1	N	Y Option Module	Y
Loud Bell Control – 1	N	Y Option Module	Y
Music On Hold	Y Internal 1 External 1	Y External 1	Y Internal 1 External 2

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Software	X16	45p	XPlus100
Account Code	N	Y	Y
Agent (UCD) Logon/Logoff	N	N	Y
Alarm	N	Y	Y
Alarm Key	N	N	Y
All Call Paging	Y	Y	Y
Alternate Attendant	N	Y	Y
Answering Machine Emulation	Y	Y	Y
Attendant Administration	N	Y	Y
Attendant Recall	Y	Y	Y
Automatic Day light Savings (using CID)	Y	Y	Y
Automatic Hold	N	Y	Y
Automatic Line Select(EKT)	N	Y	Y
Automatic Line Select(SLT)	N	N	Y
Automatic mute (Programmable)	Y	N	Y
Automatic Privacy	Y	Y	Y
Automatic Redial	N	Y	Y
Automatic Route Selection (LCR)	N	Y	Y
Background Music (1/2)	1	1	2
Backlit Display	Y	N	N
Battery Backup (Watchdog)	Y	Y	Y
Built in MDF	RJ11	Y	Y
Busy Lamp Field	Y	Y	Y
Busy Ring (Allow/Deny)	N	Y	Y
Call Announce Privacy (see Hands free)	Y Auto Mute	Y	Y
Call Back	N	Y	Y
Call Forward – Busy	N	Y	Y
Call Forward – Direct	N	Y	Y
Call Forward – Follow Me	N	Y	Y
Call Forward – Idle	N	Y	Y
Call Forward – No Answer	Y	Y	Y
Call Forward – Off Net (Extension)	Y	Y	Y
Call Forward – Predefined Forward (Extension)	N	Y	Y
Call Forward – Preset Forward (CO Line)	N	Y	Y
Call Park	N	Y	Y
Call Pickup	Y	Y	Y
Call Waiting	Y	Y	Y
Call Waiting Caller ID	Y	N	N
Caller ID	Y	Y	Y
Caller ID – Dialing Parameters	Y	Y	Y
Caller ID – SLT Pass through	N	Y	Y
Calling Party Identification (Extension to Extension)	Y	Y	Y
Camp on	N	Y	Y
Central Office Line (CO) Flash	Y	Y	Y
Central Office Line Groups	N	Y	Y
Central Office Line Name	N	N	Y
Central Office Line Types	CO	PBX, CO, Hot, Empty, Page,	PBX, CO, Open, Page
Centrex Compatibility	Y	Y	Y
Class of Service (CO Line)	N	Y	Y
Class of Service (Extension)	N	Y	Y

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	X16	45p	XPlus100
Conference (4-Party)	Y (3 party only)	Y	Y
Conference (dial in Conference room)	N	N	Y
Conference (Express)	Y	N	N
Direct CO Line Access	N	Y	Y
Distinctive Ringing – CO	N	Y	Y
Distinctive Ringing – Extension	Y	Y	Y
Do Not Disturb	Y	Y	Y
Door Sensor	N	Option Module	N
Drop Out Time	N	Y	Y
Dual Color LED's	Y	Y	Y
E-Mail Delivery of Voice Mail Messages	N	Y	Y HD required
Extension Record	Y	Y	Y
External Call Forward	Y	Y	Y
External Paging	N	Option Module	Y
Fax Detection	N	Y All Lines	Y
Feature Code Lookup	N	Y	Y
French Language Displays	Y	N	N
Group Call Pickup	N	Y	Y
Hands Free Answerback	Y	Y	Y
Headset Compatibility	Y	Y	Y
Hold			
Hot Dial Keypad	Y	Y	Y
Hot Line	N	N	Y
Hotel/Motel	N	N	Y
Hunt Group	N	Y	Y
Interactive Display	Y	Y	Y
Intercom Key	N	N	Y
Intrusion	N	Y	Y
Intrusion Tone Cancel	N	Y	Y
Last Number Redial	Y	Y	Y
Least Cost Routing	N	Y	Y
Line in Use Circuit (LIU)	Y	N	N
Loud Bell	N	Y	Y
Meet Me Page	Y	Y	Y
Memo Pad	N	N	Y
Memo Recording	Y	N	N
Menu Bypass Codes	N	Y	Y
Message Waiting Indication	N	Y	Y
Message Waiting Indication (SLT)	N	Y	Y
Monitor	N	Y	Y
Music-On-Hold (Internal)	Y	N	Y
Music-On-Hold (External Port for ancillary device )	Y	Y	Y
Mutual Mailboxes (with VM)	N	Y	N
Navigation Keys	Y	Y	Y
Night Service (automatic day/night)	Y	Y	Y
Off-Hook Preference	Y	Y	Y
Off-Hook Voice Announce	N	Y	Y
One Touch Record (Requires Voicemail)	Y Included	Y	Y
Paging – Allow/Deny	N	Y	Y

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Paging (All Extensions)	Y	Y	Y
Paging External	N	Y	Y
PBX Dialing Codes	Y	Y	Y
Personal Phone Book	Y	N	N
Personalized LCD Messages	N	Y	Y
Predefined Call Forward (Extension)	N	Y	Y
Preset Call Forward (CO)	Y	Y	Y
Privacy	Y	Y	Y
Privacy Release	Y	Y	Y
Private Line	N	Y	Y
Programmable Button Assignment	Y	Y	Y
Programmable Ring Assignment	Y	Y	Y
Record – Auto Record All Call (via VM)	Y	Y	Y
Record – One Touch (via VM)	Y	Y	Y
Redial	Y	Y	Y
Relay Contacts	N	Option Module	Y
Release Key	N	N	Y
Remote Administration PC or Digital Key Tel.	N	DKT/PC	Y
Room Status	N	N	Y
Saved Number Redial			
Secure Area Entry Alert	N	Y	N
Soft Keys	Y	Y	Y
Spanish Language Display	Y	N	N
Speed Dial (Extension)	Y	20	50
Speed Dial (System)	N	80	1000
Station Lock/Unlock	N	Y	Y
Station Message Detailed Reporting (SMDR)	N	Y	Y
T1 / PRI Card	N	N	Future
Tenant Groups	N	N	Y 3 groups
Text Messaging	N	Y	Y
Time and Date (Automatic with CID)	Y	Y	Y
Toll Restriction	N	Y	Y
Touch Tone On/Off	N	Y	Y
Transfer and Answer	N	N	Y
Transfer Beep (Enable/Disable)	N	Y	Y
UCD (Distributed w/Overflow)	N	N	Y
UCD Agent Logon/Logoff	N	N	Y
UCD Reroute	N	N	Y
Virtual Extensions	N	N	Y
Voice Mail Integration	Y	Y	Y
VoIP	Y Future	N	Y Future

## **Account Code**

When enabled, the user must dial an account code in order to make an outgoing call on a CO line. The system compares the dialed code with those in the Account Code Table. If a match is found, the call goes out, if no match is found, the call is denied.

## **Agent Logoff / Logon**

Agents (extensions) may dial a code, which temporarily takes them out of the UCD group. Once the agent logs off, they will not receive any additional incoming UCD calls. This can be very helpful when an agent is out of the office or out to lunch.

## **Alarm**

There are two types of alarms in the 45p and Xplus100 systems. There are eight system alarms, which are programmed by the administrator, and one extension alarm, which can be programmed to go off once or always, and plays one minute of background music.

### ***System Alarms***

The system alarms will be activated the same time every day and all idle telephones will hear one minutes of background music.

### ***Extension Alarm***

Each extension has one alarm that can be set to alert only that user of an upcoming event. This alarm can be set to alert only one time, or always. The telephone must be idle to hear the one minute of background music.

## **Alarm Key**

The Alarm Key is used for trouble shooting purposes only.

## **All Call Page**

See Paging – All Call.

## **Alternate Attendant**

A second extension may be programmed as the Alternate Attendant. The alternate answering position serves as a back-up position to the primary attendant. CO ringing will forward to the alternate answering position after the pre-programmed ring alternate position time.

## **Answering Machine Emulation**

Answer Machine Emulation simulates a telephone answering machine. When a call is forwarded to voicemail, the voicemail button will flash indicating that a caller is leaving a message. The user may listen to the message or lift the handset to speak to the caller.

## **Attendant**

One primary attendant is provided in the system for support of necessary services like Line Recall, Forced Incoming Intercom, Call Forward and Manual Night Service Operation. A second or alternate attendant position may be established for common sharing of incoming CO line calls or load sharing during peak traffic periods.

## **Attendant Administration**

The attendant can perform specific administrative functions, such as selecting the operating mode; Day, Night or Timed, program system speed dial bins, etc.

## **Attendant Recall**

Calls placed on hold, will recall the extension that placed it on hold. If the call goes unanswered, the attendant extension will ring.

## **Automatic Daylight Savings**

The telephone system will synchronize the date and time using the telephone line provider's caller ID information.

## **Automatic Hold**

Automatic hold allows extension users to jump from one CO Line directly to another CO Line, placing each line on hold, without pressing the hold button. This allows busy extension users, such as the attendant, to answer multiple calls very quickly.

## **Automatic Line Select (EKT/SLT)**

Users may select how their idle extension functions when lifting the handset or pressing the speaker button. An extension can be set to access a specific outside line, a line group, or intercom (ICM) automatically when going off hook or pressing the speaker button.

## **Automatic Mute**

To ensure the privacy of conversations taking place in an office, extension user may activate the “Automatic Mute” function, which will activate the called extensions’ mute button on intercom calls. This allows the calling extension to make an announcement, but the called extension’s mute button will be activated, so the calling party will not hear anything taking place in the called office.

## **Automatic Privacy**

All extensions conversations are considered private. Therefore, no other extensions can join in on a conversation without special permission. (see Privacy Release)

## **Automatic Redial**

Automatic redial will redial the last telephone number dialed, when the called telephone number is busy. When the Automatic Redial timer expires, the system notifies the extension user and then redials the telephone number.

## **Automatic Route Select**

See Least Cost Routing (LCR).

## **Background Music**

When this feature is enabled at an idle telephone, the user will hear the internal music, or external music, whichever is connected. External music on hold requires an ancillary music on hold source.

## **Backlit Display**

The X16 telephones come with a vibrant blue backlit display, which makes it easy to see, read, and perfect for dimly lit areas, such as a restaurant.

## **Battery Backup (Watchdog)**

The watchdog battery is used to keep power applied to the RAM that stores customer databases. If the power to the KSU is turned off, or the system loses power, the watchdog battery ensures that the database is not lost.

## **Built In Main Distribution Frame (MDF)**

Using the proprietary connectors, the 45p and Xplus100 use a patch panel like set up, allowing the MDF to be incorporated into the telephone system.

## **Busy Lamp Field**

A busy lamp is a preprogrammed button, which is a visual indication showing the status of another extension on the system. The associated LED will be lit solid indicating that the extension is busy.

## **Busy Ring Allow/Deny**

Extension users may select to allow or deny additional calls to ring their extension when they are busy. When busy ring is allowed, extension users will receive a muted ring when the second call is presented to their extension. If denied, the call will follow the extension forwarding parameter.

## **Call Announce Privacy**

Each extension can be set to answer intercom calls in one of three ways. Hands free with answer back, call announce (hands free) with privacy or tone ringing. The hands free with answer back will allow both parties to converse without pressing any buttons. Hands free with privacy will allow the calling party to announce the call, but the called party connects with mute enabled, which keeps the calling parties conversation private.

## **Call Back**

### ***Extension***

When a busy extension is called, the calling party may active the call back feature. When the called extension goes on hook, the party that left the call back will receive a specialized ring tone, and when that extension goes off hook, the previously busy extension will begin ringing.

### ***CO Line***

The callback feature allows callers to queue on a busy CO line for use when it becomes available.



### **Call Forward**

The call forward feature allows extension users to forward calls to another destination. This is especially helpful when you're out of the office, busy or unavailable to take new calls. There are several different types of call forwarding as well as forwarding destinations, such as another extension, voicemail or to an external telephone number such as a cellular phone or home telephone number.

#### ***Busy***

Busy Call Forward, forwards all incoming calls to the forwarded destination only when the extension is busy. Extensions that are busy forwarded will not ring when a second call is presented to them. However, an alert tone is heard indicating that a new call is being routed to the forwarded destination.

#### ***Direct***

Direct Call Forward, forwards all incoming calls to the forwarded destination as soon as it is presented to the extension. An alert tone is heard indicating that a new call is being routed to the forwarded destination.

#### ***Follow Me***

The Follow Me Forward, feature allows internal extension users to re-forward their extensions to a new location. This is especially helpful when waiting for an important telephone call but must go to another destination, such as an impromptu meeting. An alert tone is heard indicating that a new call is being routed to the forwarded destination.

#### ***Idle***

The Idle Forward Feature, will forward all calls presented to an extension, only when it is idle. However, an alert tone is heard indicating that a new call is being routed to the forwarded destination.

#### ***No Answer***

The No Answer Call Forward feature, will forward calls that are presented to an extension, which goes unanswered. No answer forward will allow extension users to receive a second telephone call even though they are currently on the phone. An alert tone is heard indicating that a new call is being routed to the forwarded destination.

### ***Off-Net (External) Forward***

Extension Off-Net Call Forward, allows extension users to forward their incoming calls to a remote destination such as a cellular or home telephone number. Extension off net call forwarding must be enabled in database programming. The extension user can change their forwarded destination from their extension. An alert tone is heard indicating that a new call is being routed to the forwarded destination.

### ***Predefined (Preset) Call Forward (Extension)***

The Predefined Call Forward feature is the administrators' way to ensure that calls are not lost, because extension users have inadvertently canceled their extension forwarding. Any extension forwarding overrides this forwarding and an alert tone is heard indicating that a new call is being routed to the forwarded destination.

### ***Preset Forward (CO Line)***

The CO Line Preset (Predefined) Forward feature, allows CO lines to ring multiple extensions and then be forwarded to a single destination, such as the voice mail system.

## **Call Park**

Park often called orbit, is a way of placing a call on hold where anyone within the system can access that call by dialing a park pickup code. The Park location is usually the same as the extension number.

## **Call Pickup**

Call pickup feature, allows another extension user to pick up an audible ringing telephone call from an extension. There are two types of call pickup directed and group.

### ***Directed Call Pickup***

The Directed Call Pickup feature, allows extension users to dial an extension number that is audibly ringing. When they receive a busy signal, they can dial a code to pick up ringing call.

### ***Group Call Pickup***

The Group Called Pickup feature, allows all extensions within a pickup group, to dial a code and pick up a call that is ringing within their pickup group.

## **Call Waiting (Flash)**

The Call Waiting Flash supports the CO line flash, which allows extension users to pick up a call after receiving a call waiting indication from the telephone line provider.

## **Call Waiting Caller ID**

If this telephone line provider feature is enabled, the X16 will receive Call Waiting Caller ID. This allows the user to see who is calling even when on an active call. Extension user may use the flash command switch between calls.

## **Caller ID**

The telephone systems support “FSK” caller ID, both name and number, when it is provided from the telephone line provider. Once a call is presented to the system, the caller ID information is stored in a “Caller ID Log”, which can be used to call back these telephone numbers.

### ***Dialing Parameters***

Dialing parameters are a group of programming parameters that are used to assist the telephone system when dialing caller I. D. telephone numbers. For example, international prefix, country code, long distance prefix, and local area code. Using these dialing parameters, the telephone system will know, if calls are local or long distance and whether the call must be placed using a long distance prefix, such as a one (1) or an international prefix, such (001).

### ***Single Line Caller I.D. Pass through***

All single line device ports, support caller ID passed through. This allows analog extensions to receive caller ID from the telephone line provider, if provided. Analog Caller ID requires a Caller ID enabled telephone.

## **Calling Party Identification (Extension to Extension)**

Calling party identification is an internal function of the telephone system. Each extension within the system has an extension number. When one extension calls another extension, the calling party’s extension number is presented on the telephone display, which is referred to as calling party identification. Calling party identification passed through to Caller ID equipped Single Line telephones.

## **Camp on**

The Camp On feature alerts a busy extension user that another extension is attempting a call. When a camp on is initiated the user at the busy extension hears a Camp On alert tone.

## Central Office - Flash

See Centrex Compatibility.

## Central Office Line Groups

CO line groups are used to assign specific CO lines into a group for “like dialing” permissions or tenant groups. Line Groups may be programmed on any feature button, or accessed by a dial code such as “9”.

## Central Office Line Name

Central office lines in the Xplus100 can be program to display a name, such as “Line 1, or the name of the business, rather than the line number (700-719).

## Central Office Line Types

Each CO line in the 45p and Xplus100 systems are assigned a line type, which will cause it to act differently. At default, all CO lines are marked as CO type and once connected to a telephone line provider, will automatically become operational. If the system is placed behind a PBX, for example, the lines should be programmed as a PBX type.

## Centrex Compatibility

The systems have the ability to issue a Hook Flash command while connected to a CO Line. This feature is a requirement when a using call waiting, three way calling or when a system is installed “behind” Centrex or a PBX system.

## Class of Service

The 45p and Xplus100 systems provide different classes of service, which are assigned to an individual or a group of extensions or Central Office lines and defines different dialing privileges.

### ***CO Line***

The 45p and Xplus100 has eight day and eight night CO Line Classes of Service which are used to define dialing privileges. The dialing privileges for day can be the same or different depending on the customer’s needs.

### ***Extension***

The 45p and Xplus100 has eight day and eight night Extension Classes of Service which are used to define dialing privileges. The dialing privileges for day can be the same or different depending on the customer’s needs.

## **Conference**

The systems can conference, join together, multiple Central Office Lines or extensions, or a combination of both, to the maximum allowed by the system, so that multiple parties can speak together simultaneously. Basically, there are two types of conferences, which are setup by an internal party – supervised and unsupervised.

### ***Supervised***

A supervised conference is a conference that is attended by the initiating extension.

### ***Unsupervised***

An unsupervised conference is a conference that is not attended by the initiating extension, and is not available in all systems.

## **Conference (Express)**

The X16 system has a unique feature which allows a user to press the CO Line that they are on and allow one additional extension the ability to join in on the current conversation.

## **Conference Release (Forced)**

The initiator of a conference may force a Central Office Line or an extension out of the current conference.

## **Conference Room (Meet Me Conference)**

A conference room or meet me conference is a dialed location found in the xplus100. Up to 4 internal or external Central Office Line parties can dial or be transferred into one of eight conference rooms.

## **Direct Central Office Line Access**

CO lines can be accessed by pressing the preprogrammed flexible button, dialing an access code, or dialing the directory number, depending on the system.

## **Distinctive Ringing**

### ***CO lines***

Each CO line can be programmed to have a distinctive ring tone. This helps users differentiate between ringing lines and can be very helpful in tenant installations. CO line distinctive ringing, overrides extension distinctive ringing.

### ***Extension***

Extension users may select between multiple ring tones to differentiate when their telephone is ringing from others in the area.

## **Do Not Disturb**

When Do Not Disturb is activated all internal and external calls are blocked from ringing that extension. In some systems extension users, such as the attendant, can have the ability to override an extension that is in Do Not Disturb.

## **Door Sensor**

The 45p system has four relays that can be programmed as door sensors. A door sensor is a “normally closed” relay that will activate an alarm when the relay is opened.

## **Drop Out Time (Warning Time)**

Using the drop out time (warning time), extension users can be limited to the amount of time that the extension can be on an outgoing or incoming call. This is especially helpful in public areas such as the lobby.

## **Dual Color LED's**

The XBLUE telephone systems and telephones support Dual Color LED's

## **E-Mail Delivery of Voice Mail Messages**

The 45p and the Xplus100 (hard drive) voice mail systems have the ability to send a voice mail message to a users email address. The systems use Simple Mail Transport Protocol (SMTP) to send the voice mail message as a standard wav file, which can be reviewed by most multimedia Personal Computers.

## **Extension Alarm**

See – Alarm

## **Extension Record**

See Record – Automatic Record and One Touch Record

## **External Call Forward**

See Call Forward – Off-net and External

## **External Paging**

The 45p and Xplus100 systems have an external page port, which is used to make one way paging announcements.

## **FAX Detection**

The 45p and Xplus100 systems have specific CO Lines that have the capability to monitor calls for FAX CNG tone. If the tone is heard, the call is transferred to the preprogrammed FAX extension. Otherwise, the call is sent to the preprogrammed ring assignment.

## **Feature Code Lookup**

Using the telephone's "Cell Phone Like" navigation keys, users can select to scroll through the list of the systems features. Once the feature is displayed, press the center navigation key, and that feature will be activated/deactivated.

## **French Language Display**

Users on the X16 system can select one of three languages; English, French and Spanish.

## **Group Call Pickup**

See Call Pickup

## **Hands Free Answerback**

All extensions can be set for hands free answerback on intercom calls. This allows users to converse without pressing the speaker button or lifting the handset.

## Headset Compatibility

The telephones have been tested and found to be compatible with several different headsets. The telephones have a built in 2.55 mm (same as cellular telephones), or an external wired or wireless headset may be used.

## Hold

### *Exclusive*

Exclusive hold allows extension users to place a call on hold for their exclusive access.

### *System*

Calls placed on system hold, can be accessed by any extension within the system.

## Hot Dial Keypad (Dialing)

XBLUE telephones support hot dial keypad dialing. This allows extension users to dial telephone numbers without having to lift the handset or press the speaker button.

## Hot line

Extension users can be programmed to access specific extensions, CO Lines, speed bin, or feature depending on the system, by going off hook on the handset or speakerphone.

## Hotel/Motel

The Xplus100 can accommodate a small hotel or motel. When enabled the attendant has the ability to activate and deactivate extensions, using their class of service, and the ability to see the room status on preprogrammed DSS buttons. (Requires the DSS console)

## Hunt Groups

A Hunt group is used to ring multiple extensions by dialing a single pilot number. Each hunt group can be programmed to ring all extensions at the same time or ring them individually as they become available. There are eight hunt groups, each of which can have up to twenty four members (extension numbers). The last hunt group is reserved for the voice mail system.



## **Interactive Display**

XBLUE telephones, including the wireless handset, have interactive displays, which interacts with the three soft buttons found below the display. These buttons are used to assist with feature operation and programming.

## **Intercom Key**

An Intercom Key is used by extension users when they wish to invoke specific intercom features. For example, if the user wishes to make an intercom call, after answering an incoming central office call, they must press the intercom key or the system will try to transfer the CO line call.

## **Intrusion**

Intrusion allows other extension users to join-in on an existing conversation. There is a programmable intrusion tone, which is enabled at default. This can be used when someone asks for assistance on a call.

### ***Intrusion Tone Cancel***

The intrusion tone, which is enabled at default can be disabled, can be disabled so that there is no audible tone when another extension joins an existing conversation. This tone is also used with Monitor. (See monitor)

## **Last Number Redial (LNR)**

Last Number Redial is used to press one button or dial a code for quick access to the last number dialed from that extension.

## **Least Cost Routing**

Least cost routing is used to route or reroute dialed telephones. Occasionally, the user dialing the telephone number does not know the most economical way to place a call. Therefore, the system can be programmed to evaluate the dialed numbers and reroute it to the most economical route.

## **Line in Use Circuit (LIU)**

The LIU circuit gives a visual indication to all digital telephones that a CO Line is off hook and being used by a single line telephone which is installed in front of the system.

## **Loud Bell**

The system provides one dry contact closure for interface to an external device such as a Loud Bell or strobe light device. This closure can be associated with an incoming CO Ling ringing triggering the contact closure, activating the loud bell or strobe light when an incoming call is ringing.

## **Meet Me Page**

Meet me page allows an extension user to dial a code from any extension within the system and be connected to the person that just completed a page. Once the call is established the paging port is released, and the two parties will converse privately.

## **Memo Pad**

While on a call extension users can enter a telephone to be dialed later. Dial the memo pad code, and enter the telephone number as it will be dialed at a later time, add 1 for long distance. When needed, dial the same code from the idle extension to dial the stored digits.

## **Memo Recording**

Because personal voice mailboxes are standard with the X16 system, and all digital telephones are speakerphones, it is possible to record a conversation in the users' office area. From an idle telephone press the "record" button and speak normally to record a memo or a conversation.

## **Menu Bypass Codes**

Menu Bypass Codes help the programmer jump from one parameter to another without having to scroll through the whole list of menu choices. This can be a quicker and more efficient way to program a system.

## **Message Waiting Indication**

Message waiting is a visual indication sent by the voice mail or a calling party to an extension, indication that the called extension has a message for them. When the called party becomes idle or returns to the extension, they simply press the "Voice Mail" or "Reply" button to return the call.

## **Message Waiting Indication (Single Line Telephone)**

Message waiting on single line ports is an audible stutter dial tone. When a single line device goes off hook, it will receive 3 seconds of stutter dial tone.

## Monitor

The Monitor feature allows other extensions to join in on an existing conversation. The extension which is “Monitoring” the conversation will be able to hear, but their “Mute” button will be active, so they will not be heard. However, if they press their mute button, they will transition from the Monitor mode to the Intrusion mode and they will be able to speak to both parties. The Intrusion Tone will be heard by both parties if it is not disabled. (See Intrusion and Intrusion tone)

## Music-On-Hold (MOH)

Music-on-Hold will play music to any caller that is placed on hold. Some systems come with an internal simulated music-on-hold, but all of the XBLUE systems can integrate an external music-on-hold system.

### *Internal MOH*

The Internal music on hold consists of simulated music that can be played to callers that are on placed on hold.

### *External MOH*

All XBLUE systems come equipped with an External MOH port, which will accept an ancillary MOH device, such as an MP3 player.

## Mute

Pressing the preprogrammed Mute button will temporarily disable the transmit function of the handset or speakerphone. It may not work with headsets – be sure to test this function.

## Mutual Mailbox buttons (requires VM)

The 45p telephone system has the ability to program one telephone with multiple mailbox appearances for department groups 70 through 89. Once programmed, anyone with a mailbox appearance of these extensions will get a visual indication that there is a new voice mail message.

## Navigation Keys

The XBLUE speakerphones come equipped with a set of “cell phone like” navigation keys, which can be used to scroll through features, lists and programming parameters.

## **Night Service**

The 45p and Xplus100 systems can operate in two modes; day service and night service. Night service can be used to change the extension and CO Line classes of service as well as the system ring scheme. Each extension is assigned a day and a night class of service, which can be used to specify day and night dialing privileges. Thus, controlling the amount of unauthorized calls placed at night. In the night service mode, the X16 system will play the night greeting.

## **Off-Hook Preference**

Extensions can select to go off-hook on Intercom or directly on a CO Line or CO Line group.

## **Off-Hook Voice Announce**

Digital extensions in the 45p and Xplus100 have the ability to call a busy extension and make an announcement over the speaker.

## **One Touch Record**

Extensions can be granted the ability to use the one touch record feature, which allows extension users to record the current conversation. One Touch record is extremely helpful for remembering telephone numbers or addresses when a pen and paper are not readily available. The recording is placed in the user's personal mailbox so that they may listen at a more convenient time. The One Touch Record feature requires the voice mail (standard in the X16 system) card to function.

## **Paging**

There are three types of paging, Internal, External and All call.

### ***All Call Paging***

When doing an all call page, all internal idle telephones as well as the external page port will be accessed. Therefore, everyone within the system will hear the page.

### ***Tenant Paging***

All tenant paging allows an extension user to page all tenants, in the Xplus100 at one time. This can be used in the case of emergencies or to make one unified announcement.

### ***External Paging***

There is one external page port that can be connected to an ancillary paging device that will receive all external paging. (X16 system – must use a CO Line)

## ***Internal Page Groups***

An internal page consists of a group, a tenant group, or all extensions within the system. Only extensions that are idle will receive the page.

## **Paging Allow/Deny**

Users may dial a code to temporarily block one-way pages (internal, group, and all page) to their extension. This feature does not affect the hands free answer back calling.

## **Pause**

When integrating with an older Central Office, a pause may be needed when using extension or system speed bins. To assist in this type of integration the pause length is programmable.

## **PBX Dialing Code**

One PBX code may be assigned in the system. This code will be referenced each time a user access a CO line marked as a PBX type. The first digit dialed on a PBX line will be monitored for a match against this digit. If the first digit dialed and the programmed PBX Code digit match, restriction is applied on all digits following this digit.

## **Personal Phone Book**

Each extension user in the X16 has a personal phone book that they can program at their extension. These numbers can be “imported” through Caller ID or manually entered as needed. This list is accessed by pressing the phone book button, and the list is alphabetical.

## **Personalized LCD Messages**

Personalized LCD messages, often called text messaging, can be done from one digital telephone to another. This allows extension users to exchange text messaging rather than calling. Additionally, an extension user can place an away message on their extension to keep everyone informed such as “Out of Office”.

## **Predefined Call Forward (Extension)**

Predefined call forward allows extensions to be preprogrammed to a forward destination.

### **Preset Call Forward (CO)**

Regardless of where a CO line rings, it can be preset forwarded to a single destination, such as another extension, UCD or voicemail group. Unlike predefined call forward, preset call forward will not function after the CO line has been transferred. This type of forwarding is very helpful when using tenant services within the system (No available in the X16 system).

### **Privacy / Privacy Release (Intrusion)**

All calls within the system are considered private. Therefore, no other extension can simply push a button and join in on an existing conversation unless privacy is disabled. Once privacy has been disabled other extensions can press the CO line button and join in on an existing conversation. Unless otherwise programmed, the system will play a tone whenever a new called joins in on an existing conversation.

### **Private Line**

The private line assignment provides a quick and secure method of programming one or more CO lines for access by only one extension. The private line is used exclusively by the extension that is assigned in the “private to” extension in database programming.

### **Privacy Tone Cancel (Intrusion Tone Cancel)**

The privacy tone can be disabled. If the tone is disabled, no tone will be played when an extension joins an existing conversation.

### **Programmable Button Assignment**

Each XBLUE telephone has several programmable buttons that can be programmed as a feature, extension or speed bin.

### **Programmable Ring Assignment**

Incoming Central Office lines can be programmed to ring one or more extensions or to a UCD or voicemail group.

### **Pulse / Tone Conversion**

By dialing a code CO Lines can be converted from using Pulse dialing to DTMF touch tone dialing. This is especially helpful when integrating with older Central Offices.

### **Record – All Call**

Extensions can be programmed to record all conversations at their extension. These recordings require the voice mail card (standard with the X16) and will be stored in the extension users' mailbox.

### **Record – One Touch**

See One Touch Record

### **Redial**

See Last Number Redial

### **Relay Contacts**

Each system provides one (dry) or more contact closure for interfacing with ancillary devices. This contact closure is rated at 24 volts DC one amp, and cannot use an AC Device without damaging the system.

### **Release key**

The release key (only available in the Xplus100) releases all calls from the extension, and brings it back to an idle condition. Regardless of the placement of the handset, the telephone will be idle. This can be helpful when using a headset.

### **Remote Administration**

The 45p and Xplus100 communications systems can be programmed remotely. The 45p uses a telephone as a remote programming terminal as well as a Windows based remote programming software applications connected to the RS232 on the system. The Xplus100 uses a similar Windows based remote programming software application, which can be accessed on site through the RS232 or through the optional system modem.

### **Room Status**

When the Hotel/Motel feature is enabled, the room status becomes active. The room status keeps the hotel/motel front desk attendant up to date on the status of rooms as they become available for renting. This feature is only available in the Xplus100 and requires the optional DSS console.

### **Saved Dialed Number**

The Saved Dialed Number feature saves the number that an extension user dials for use at a later time. Unlike last number redial, once a number is stored, that number is retained until the Saved Dialed Number code is entered regardless of the extensions activities.

### **Secure Area Alert**

See Door Sensor

### **Soft Key**

There are three interactive soft keys, which are found directly under the display of the XBLUE speakerphones. The function of each soft key changes depending on the state (on hook, off hook, intercom call, CO Line Call etc.) of the telephone. As the state of the telephone changes, the display indicates the new function for the Soft keys.

### **Spanish Language Display**

Users on the X16 system can select one of three languages; English, French and Spanish.

### **Speed Dial**

Speed Dial Bins, also called Abbreviated Dialing bins, can store a long sequence of numbers, and dialed by accessing an easy to remember feature code. There are two types of speed bins; system which allows everyone in the system to have access to the stored number and extension which are only available by the extension that programmed the number.

#### ***Extension***

Once a speed bin is programmed it can be placed under a flexible button allowing the user to dial that telephone number by pressing the programmed button.

#### ***System***

System speed bins can be accessed by anyone in the system and are used to store numbers that are frequently dialed by multiple people. Once a system speed bin is programmed it can be placed under a flexible button on any extension in the system. By pressing this preprogrammed button, an extension user will dial the programmed number.



## Station Lock/Unlock

Using an extension's password, users can lock their telephones. This helps reduce unauthorized users from using an extension that may have an unrestricted toll restriction. It should be noted that the extension locked feature also locks users from dialing 911!

## SMDR

Station Message Detail Recording is used to log inbound and outbound calls for all extensions. This information can be sent to a serial printer or a call accounting software program.

## T1 / PRI Card

Future

## Tenant Groups

The Xplus100 has 3 tenant groups. Each group has its own attendant, open and close schedule, and system alarms. Additionally, Extension users can be granted or denied permission to dial between extensions in different tenant groups.

## Text Messaging

Extension users may dial a code to update their display with a message that informs other users of the current status, such as "Out to Lunch". There are six programmed messages that can be used and one message can be customized before it is sent.

## Time and Date

Extensions display the current time and date, which is synchronized with the telephone line providers' caller ID information when it is received.

## Toll Restriction

The XBLUE systems provide a sophisticated monitoring of digits dialed on CO lines. The assignment of "Class of Service" is used for a broader range of call control, then simple toll restriction implies. If a Digit or range of digits is dialed on a CO line, which is inconsistent with the dialing extension's privileges, as defined in their class of service the call will be denied. The systems also check each CO Line's class of service before allowing a call to be placed.

### **Touch Tone On/Off**

Each extension can enable or disable the simulated DTMF tones heard when dialing digits. When disabled, no sound is heard when dialing internal extension numbers. However, when dialing on a Central Office line the dialed digits will be heard.

### **Transfer and Answer**

This allows busy attendants to complete a transfer and answer (get) the next incoming call with the push of one button.

### **Transfer Beep Indication**

Each extension can enable or disable the beep that is played when they are transferring a call to another destination. When enabled, there is a short tone burst (Beep) that is heard, when disabled, there is no tone heard.

### **UCD**

Uniform Call Distribution – UCD is a flexible function of the Xplus100 system. Simply stated, UCD grouping allows system resources, primarily extensions, to be linked for call handling. There are 24 UCD groups and each group has a lead or pilot number, which is the access point of the UCD group. There are three types of UCD groups, linear, distributed and all ring.

#### ***Linear***

Calls sent to UCD group marked as linear will ring the extension that is programmed in the first position within the UCD group. If there is no answer or that extension is busy, the caller is sent to the next agent.

#### ***Distributed***

Calls and sent to a UCD group marked as distributive are routed to the group members in a uniform distribution fashion. Therefore, the next agent in the group will received the next call.

#### ***All Ring***

Calls that are sent to a UCD group marked as all ring – rings all members within the group simultaneously.

### **UCD Agent Logoff / Logon**

Agents can dial a code to be temporarily taken out of the group. Once out of the group the agent does not receive any incoming calls. This can be very helpful when an agent is out of the office or out to lunch.

## **UCD Reroute (Overflow Destination)**

All UCD groups in the Xplus100 have the ability to play an overflow message one, an overflow message two as well as defining a reroute (overflow) destination. Once a caller is in queue, the caller can be presented with a message at a predetermined time. If the caller remains in queue they will be presented with a second message. If a call in queue goes unanswered, after a period of time the call can be sent to an overflow destination such as an extension, or UCD group. This feature requires the voice mail system.

## **Virtual Extensions**

Virtual extensions are used as alternative ringing (none audible) locations, when using special features.

## **Voice Mail Integration**

Once installed the voice mail systems are automatically integrated. No programming is required.

## **Voice over Internet Protocol (VoIP)**

In the near future a Voice over IP gateway will be available for the X16 and Xplus100 systems.