
X16^{plus} & X16^{plus}-HYBRID

Administration Manual



This product meets the applicable Innovation, Science and Economic Development Canada technical specifications.

Le présent produit est conforme aux spécifications techniques applicables d'Innovation, Sciences et Développement économique Canada.

The Ringer Equivalence Number (REN) indicates the maximum number of devices allowed to be connected to a telephone interface. The termination of an interface may consist of any combination of devices subject only to the requirement that the sum of the RENs of all the devices not exceed five.

L'indice d'équivalence de la sonnerie (IES) sert à indiquer le nombre maximal de dispositifs qui peuvent être raccordés à une interface téléphonique. La terminaison d'une interface peut consister en une combinaison quelconque de dispositifs, à la seule condition que la somme des IES de tous les dispositifs n'excède pas cinq.

Warning:

- 1. Power cord must be connected to a 3-prong electrical outlet with ground.**
- 2. Use only 26 AWG or larger (e.g., 24 AWG) UL listed or CSA Certified Telecommunication Line Cord and Twisted-Pair Cabling for all telephone connections.**
- 3. The external music source signal power must be less than 1 Vrms (0 dBv).**

Revision and Amendment Records

Revision #	Description	Date
1.0.0	1. Release the first revision	Oct. 25, 2021
1.0.1	1. Remove ATA 2. Add Auto Attendant function at 3.1 3. Change to be X16 ^{plus}	Nov. 8, 2021
1.0.2	1. Add XD10/PSTN & IP Phone/Trunk Diagnostic 2. Add Mail Server Configuration 3. Add Voice Mail 4. XD10 copy add source number show in image 5.1.1	Dec. 2, 2021
1.0.3	1. Auto Provision 3.2 2. Add IP Trunk 3.15 3. Voice Mail Personal Greeting 3.17 4. Call Forward 4.2	Jan. 14 2022
1.0.4	1. Add Waring Message for Power Cord usage. 2. FXO number 741~746 and IP trunk number 751 ~758	Mar. 04, 2022
1.0.5	1. Add Waring Message for external music source signal level.	Mar. 17, 2022
1.0.6	1. Add Waring Message for cable.	Mar. 28, 2022
1.0.7	1. Modified 3.1 Auto Attendant note 2. Auto Provision 3.2 add auto number distribution. 3. 4.2 Call forward add forward number. 4. 5.4.5 answer position add destination. 5. 5.4.10 UCD setting change to Ring Group setting	Apr. 8, 2022
1.1.0	1. Add Customer Information Statement and more warning message.	Apr. 15, 2022
1.1.1	1. Add Wall Mount Installation.	Apr. 20, 2022
1.1.2	1. Add 3.12 Dial Out Number Plan 2. Add factory default when updating software	Apr. 22, 2022
1.1.3	1. Content review and major edits	June 17, 2022
1.1.4	1. General updates	Aug 3, 2022

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1. Introduction

The XBLUE X16^{plus} business telephone system is a feature rich hybrid system delivering BOTH standard business telephone system functions AND business VOIP system functions. The XBLUE X16^{plus} is capable of whatever technology best suits your needs. X16^{plus} delivers PBX features such as an auto-attendant, voice mail, multi-line appearances, conference room with up to 16-parties if using one room only, intercom, music on hold (BOTH file-based AND external source), call-forwarding and much more.

The X16^{plus} is easy enough to configure that a fully working system can be set up in minutes. In fact the default (factory) settings satisfy most applications without any changes. X16^{plus} is equipped with Plug and Play that allows XB IP9g and XB IP9g telephones to be automatically detected and registered when they are connected. (They must be on the same network.) The X16^{plus} is easily managed and configured via an integrated web server... You can program your X16^{plus} using a PC and web browser!

1.1 Interfaces

- WAN Interface: one 10/100 Base-T Ethernet port (for connection to your existing network)
- LAN Interface: one 10/100 Base-T Ethernet port (for creation of a closed network)
- Digital Device Interface: 16 XD10/IP Phone (8 XD10/IP Phone + 8XD10/IP Phone)
- CO Interface: 6 FXO (4 FXO + 2 FXO) for PSTN
- Power Fail CO backup: 1 (connects analog Line 1 to standby phone when power fails)
- Page Out: 1
- MOH: 1

1.2 Capacities

- 16 Digital Extensions (8 standard, 8 optional)
 - 16 IP Stations (optional VOIP Board required)
 - 4 ~ 6 Analog Outside Telephone Lines (Trunks, CO Lines etc.)*
 - 6 ~ 8 IP Trunk (optional VOIP Board required)**
- * when the optional analog 2-Outside line expansion board is installed the maximum SIP IP Trunks are 6
- ** when 8 SIP IP Trunks are used the maximum analog Outside Lines are 4.

2. Getting to Know the X16^{plus}



Connector Panel of X16^{plus}

1.1.1. Port Definitions:

Label	Function
W	WAN Port. RJ-45 (Ethernet) connector: Connects to a cable modem LAN port. This facilitates connection to the X16 ^{plus} via a PC and web browser connected to that same LAN segment. Connection to your Internet modem also allows proper time updates and updating the server software when desired/required.
L	LAN Port. RJ-45 (Ethernet) connector: Used to create a separate dedicated LAN for XBLUE IP Phones if desired.
Telephone Lines L1-L4, L5-L6	Analog Outside Lines by service provider. RJ-11 connectors, one-outside line per port. Note: L5-L6 are optional but included in some packaged bundles.
Power Outage	RJ-11 Analog Telephone connector: In the event of power failure the standard phone connected here will be able to answer incoming calls.
XBLUE Digital Phone Ports (1-16)	RJ-11 XBLUE Digital connectors: use to connect XBLUE Digital Phones XD10 ONLY . Note: Ports 1-8 are equipped in the base configuration. Ports 9-16 are optional but included in some packaged bundles.
Power	Connects to the supplied power adapter. Note: replace only with XBLUE approved power adapter.
External Paging Output	3.5mm jack: Use to connect external paging equipment.
Hold Music	3.5mm jack: Use to connect external music player.
Reset	Reset the device (push and quickly release) Resets to default settings (push & hold for 4+ seconds).
CPU	Heartbeat LED with Blue color indicates CPU is running.

3. X16^{plus} System Features

3.1 Auto Attendant

The X16^{plus} Auto Attendant enhances business productivity by providing either a full-time answering automated attendant to handle all incoming system calls or part-time answering automated attendant to handle calls when no one is available.

- **Custom Greeting**

The Auto Attendant provides an incoming caller with a customized* welcome greeting and specific prompts that will describe the options available to the caller. (* Note: system generic prompts are included but customized prompts should be recorded. This is done via User Admin

- Play the welcome greeting messages depending on the system service mode: Day, Night and Time. Set the system service mode in image 5.8.3.
- X16^{plus} provides 6 Auto Attendant members (890~895) to pick up an incoming call at the same time. Press "419" to enter Auto Attendant.

- **Enable Auto Attendant line**

Set the Answer Position for every line in image 5.2.1. Destination set to Auto Attendant (419). The VAA will answer the incoming line call at the time Condition.

Answer Position

Source NO.: 751 -----> Dest Range: (From: 751 To: 751)

Time Condition: Day

	Destination	Number
751	Auto Attendant	419
752	Ring Group	410
753	Ring Group	410
754	Ring Group	410
755	Ring Group	410
756	Ring Group	410
757	Ring Group	410
758	Ring Group	410

image 5.2.1 Answer position




- **Note:**

- PSTN trunk 741 incoming call, VAA will answer the incoming call at daytime.
 - Case 1: Outside user dials an extension number. If the extension does not answer, when timed out (image 5.3.1 Transfer Recall Timer 30s) this call will be transferred to the Voice mail to leave a message.
 - Case 2: Outside user dials a ring group. If the ring group members do not answer, when timed out (image 5.6.1 Group Ring Timeout 30s) this call will be transferred to the ring group failover destination.

• **Record Auto Attendant**




Digital extension press **[fx]** + # + 0 LCD show:

Check	Password

P S W D	:
b k s p	s h o w c h g
	
	

Input "9999", press button under **[show]**.

1.	Service mode
Range:	DAY/NIGHT/TIME

S V C	M O D E	C H A N G E
b a c k	n e x t	s h o w
		

Press the button below **[next]** to show VAA and MOH music.

2.	Record VAA/MOH

V A A	M S G & M U S I C
b a c k	n e x t s h o w
	
	

Press the button below **[show]** to show record auto attendant message or press button under **[next]** to record MOH.

2. 1.	Record VAA

A U T O _ A	M E S S A G E
b a c k	n e x t s h o w
	
	

Press button under **[record]** to show record day greeting.

2. 1. 1	Day Greeting
ID	10001

1. DAY GREETING
r e c o r d p l a y n e x t




Press button under **[record]** to record noon greeting.

2. 1. 2	Noon Greeting
ID	10010

2. NOON GREETING
r e c o r d p l a y n e x t




Press button under **[record]** to record night greeting.

2. 1. 3	Night Greeting
ID	10011

3. NIGHT GREETING
r e c o r d p l a y n e x t




Press button under **[record]** to record bye message.

2. 1. 4	Bye message
ID	10104

4. BYE MSG
r e c o r d p l a y n e x t




Press button under **[record]** to record invalid message.

2. 1. 5	Invalid message
---------	-----------------

5. INVALID MSG

ID	10106

r e c o r d	p l a y	n e x t

Press button under **[record]** to record waiting message.

2.1.6	Waiting message
ID	10201

6. WAITING MSG		
r e c o r d	p l a y	n e x t

Press button under **[record]** to record busy message.

2.1.7	Waiting message
ID	10205

7. BUSY MSG		
r e c o r d	p l a y	n e x t

Press button under **[record]** to record busy message.

2.1.8	No answer message
ID	10206

8. NO_ANS MSG		
r e c o r d	p l a y	n e x t

Press button under **[record]** to record transfer to operator message.

2.1.9	Ring operator
ID	10102

9. TRANSFER TO OP		
r e c o r d	p l a y	n e x t

Press button under **[next]** to record temp message.

2.1.10	Temp message
ID	10013

10. TEMP MSG.		
r e c o r d	p l a y	n e x t

Press button under **[next]** to record temp message.

2.1.11	Morning call
ID	10014

11. M. CALL MSG.		
r e c o r d	p l a y	n e x t

Press "hold" to return to auto attendant message. Press button under **[next]** to record MOH music.

2.2	Recorod MOH
ID	11111

MOH MUSIC		
r e c o r d	p l a y	n e x t

• **Note:**

- Recording MOH music needs to connect to music source with "Hold Music" in the X16^{plus} panel.
- The default temp message is Null, need to record it. If enabled VAA TEMP. MODE to "Y" in image 5.8.3, trunk incoming greeting will play temp message.

- **Auto Attendant default voice**

Name ID	Default Voice
Day Greeting (10001)	Hello, your call has been answered by the Voice Processing System. This system can quickly get your call to the extension that you wish. You may dial that extension now, or press 0 (zero) for the attendant.
Noon Greeting (10010)	Hello, your call has been answered by the Voice Processing System. This system can quickly get your call to the extension that you wish. You may dial that extension now, or you may press 0 (zero) for the attendant.
Night Greeting (10011)	Hello, your call has been answered by the Voice Processing System. At this time our offices are closed. However, if this system can quickly get your call to the extension that you wish. You may dial that extension now, or press 0 (zero) for the attendant.
Bye MSG (10104)	Thank you, goodbye.
Invalid MSG (10106)	Your entry doesn't match any of the choices, please try again.
Waiting MSG (10201)	Please wait while we transfer your call.
BUSY MSG (10205)	That extension is busy. press star (*) to wait a moment for automatic retry.
No Ans MSG (10206)	That extension did not answer, press star (*) to wait a moment for automatic retry.
transfer to operator(10102)	The operation that you have requested cannot be completed, please wait while your call is transferred to the attendant.
TEMP MSG. (10013)	Null.
M.CALL MSG. (10014)	Null.
MOH (11111)	Music.

Other Auto Attendant settings

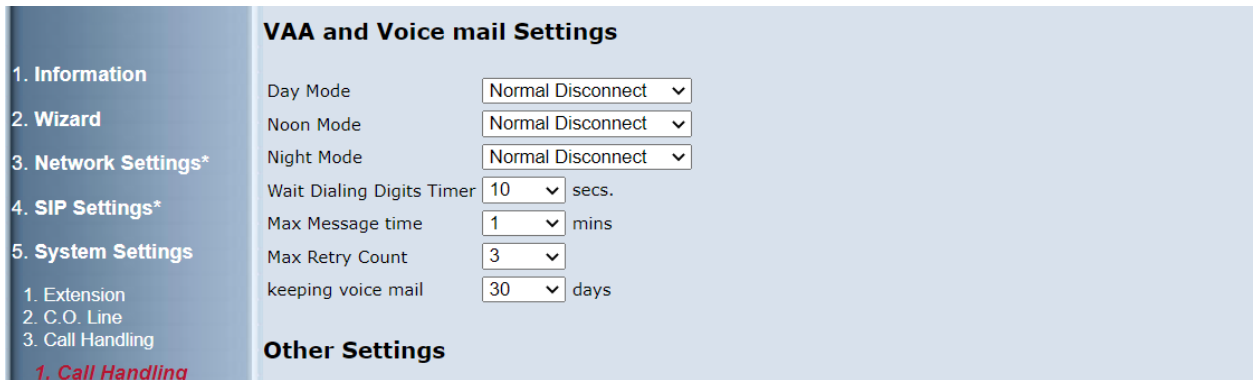


image 5.3.1 Call Handling

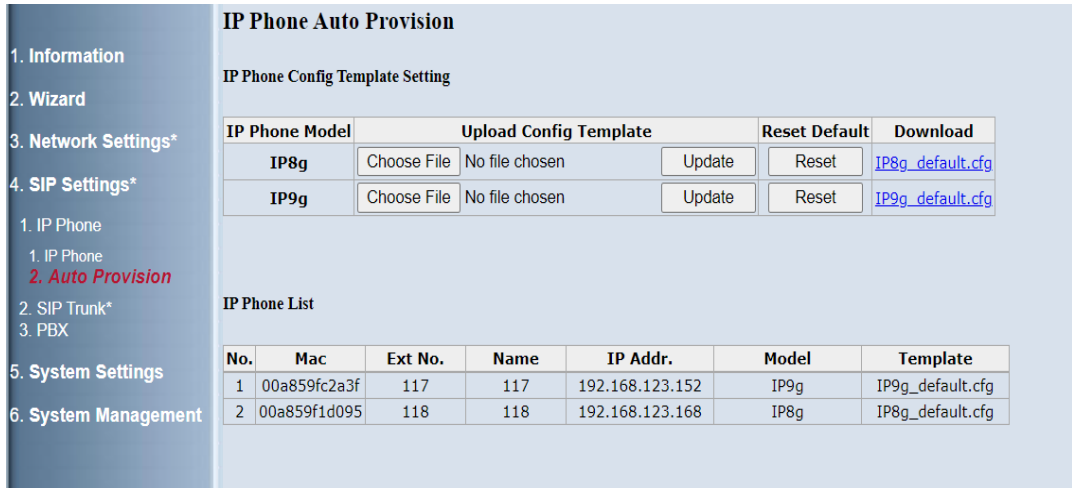
- VAA and Voice mail Settings

Name	Description
Day/ Noon/ Night Mode	<p>Normal operator: If incoming user does not dial any digits or receive error numbers, trunk call will transfer to operator.</p> <p>Normal Disconnect: If incoming user does not dial any digits, trunk call will be released.</p> <p>Only play Greeting: VAA only plays greeting, after that trunk call will be released.</p>
Wait Dialing Digits Timer	When VAA receives dialing digits time out, system will check the digits at the number plan.
Max Message time	Max time for Auto Attendant voice.
Max Retry Count	If received error digits at the max time, this call will be released or transferred to the operator.
Keeping voice mail	Voice mail keep time for every extension.

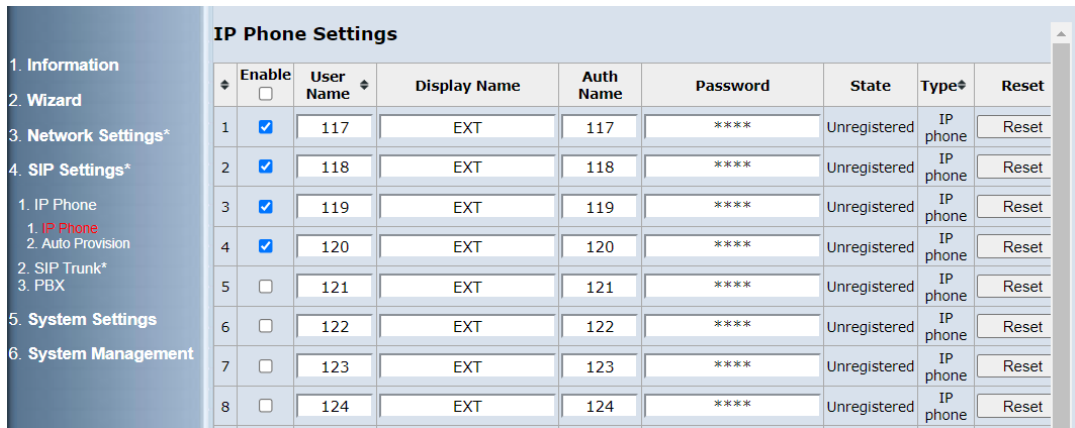
3.2 Auto Provision

- **Auto Provision Service**

- X16^{plus} provides Auto Provision services for IP Phones such as Xblue IP8g and IP9g. Only connects in X16^{plus} LAN side.
- X16^{plus} Auto Provision supports upload config template for IP8g or IP9g. If update is successful, the system will restart all IP8g or IP9g phones that were registered.
- There are default configs for the IP8g and IP9g. If you receive an upload error config, the user can reset it to default.



- **Auto Provision Operation**



4.1.1 IP Phone

- **Distribute IP phone automatically.**
When the X16^{plus} system is running, connect the IP8g / IP9g into the LAN port and restart the IP phone. The IP phone will occupy an idle number which is not enabled in image 4.1.1 and register to the SIP server automatically.
- **Distribute IP phone manually.**
Enable IP phone in admin as shown in image 4.1.1.
Connect IP8g and IP9g in X16^{plus} LAN side.
When received the SIP multicast packet of the X16^{plus} will get the IP Phone

information and show in image 4.1.2 as follows: (X4U means IP9G)

No.	Mac	Ext No.	Name	IP Addr.	Manufacturer	Model	Template
1	00a859fc2a3f			192.168.123.152	Fanvil	X4U	Fanvil-X4U

image 4.1.2-1 Auto Provision

X16^{plus} can configure the IP Phone by clicking on the row of device information, Then the IP Phone configuration settings will be shown as the following.

The screenshot shows the configuration page for an IP9g phone. The left sidebar has a menu with '4. SIP Settings*' selected, and '2. Auto Provision' highlighted in red. The main content area is divided into several sections:

- Device Info:** Mac (00a859fc2a3f), Model (IP9g), Template (IP9g_default.cfg).
- SIP Configure:**
 - CSTA Enable: enable
 - SIP1 CSTA Number: 117
 - SIP1 Phone Number: 117
 - SIP1 Display Name: 117
 - SIP1 Enable Reg: enable
 - SIP1 DTMF Mode: RFC2833
- SIP1 Codec:** A table with columns 'Available Codec', 'Operation', and 'Selected Codec'. Available codecs include G722, G723, G726-32, iLBC, and opus. Selected codecs include PCMU, PCMA, and G729. Operations include ADD>>, <<DEL, UP, and DOWN.
- Feature Key Setting:** Choose Key Type: Function Key, Side Key, Soft Key.
- Function Key:** Page-1 (selected), Page-2. Total Pages: 2. A table below shows:

Key	Type	Name	Value	SubType	Icon Color
DSS Key1	Memory Ke	Hold 1(6901)	6901	Call Park	Default Pur

image 4.1.2-2 Auto Provision

Set SIP1 phone number and DSS key. When configured, click the **Apply** button to save the configuration for this IP Phone.

• **Note:**

- Click **Apply** button at image 4.1.2-2, it will pop up a message that asks to “Reboot the IP Phone now” or not, If YES, the X16^{plus} will send a SIP NOTIFY to the IP Phone to reboot immediately. If No, it will wait for the IP Phone to do the Auto Provision next time.
- If the Xblue IP8g or IP9g LCD screen prompts you to input a username and password in the course of provisioning, the user can press OK directly.
- The WAN IP phone needs to be enabled (shown in image 4.1.1). The user can upload the default.cfg file in WAN IP phone.

3.3 Area Code

The X16^{plus} provides 1 home area code and 5 local area codes which are programmable in image 5.7.2

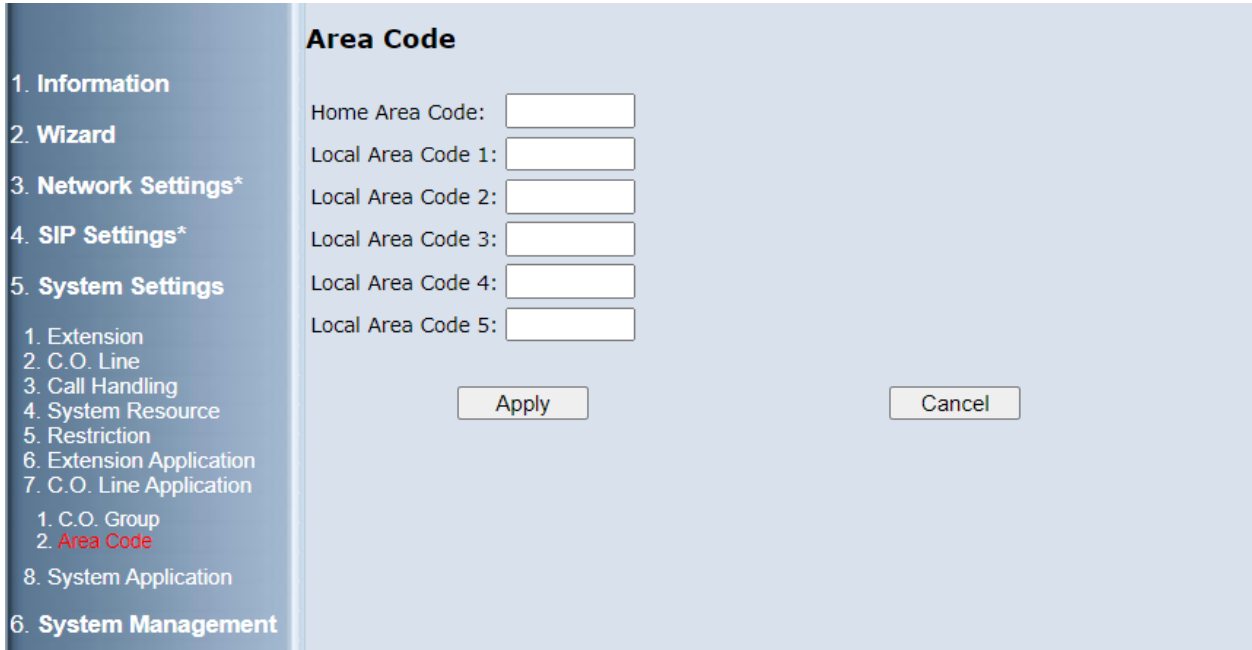


image 5.7.2 Area Code

- **Home and Local Area Codes**

Name	Description
Home Area Code	Program Home Area Code (1~3 digits)
Local Area Code 1	Program Local Area Code 1 (1~3 digits)
Local Area Code 2	Program Local Area Code 2 (1~3 digits)
Local Area Code 3	Program Local Area Code 3 (1~3 digits)
Local Area Code 4	Program Local Area Code 4 (1~3 digits)
Local Area Code 5	Program Local Area Code 5 (1~3 digits)

- **Note:**

- If the phone number came from your home area code (the one you programmed), the LCD only displays the phone number (without the area code).
- If the phone number came from one of your local area codes (the ones you programmed), the LCD displays the phone number with the local area code prefixed.
- About the other cases, please refer to the following table description.

Caller Number Length	User doesn't set Home/Local Area Code	User has set Home/Local Area Code
Length is 1 ~ 6, 8, and 9	No Change	No Change
Number is DDN	No Change	No Change
Length is 7	(1) Ringing mode: Show 7-digit. (2) Caller List Mode: Show 7-digit, and 8-digit for [Call Alternate]	(1) Ringing mode: Show 7-digit. (2) Caller List Mode: Show 7-digit, 8, 10, and 11-digit for [Call Alternate]. Note: Using Home Area Code
Length is equal to 10 and the area code is different.	(1) Ringing mode: Plus extra-[1]. (2) Caller List Mode: Plus extra-[1]. Show 11-digit, 7, 8, and 10-digit for [Call Alternate]	(1) Ringing mode: Plus extra-[1]. (2) Caller List Mode: Plus extra-[1]. Show 11-digit, 7, 8, and 10-digit for [Call Alternate] Note: Using Caller Area Code
Length is equal to 10 and it is the same as home area code.	N.A.	(1) Ringing mode: Show the last 7-digit (2) Caller List Mode: Show 7-digit, 8, 10, and 11-digit for [Call Alternate]. Note: Using Home Area Code
Length is equal to 10 and it is the same as one of the local area codes.	N.A.	(1) Ringing mode: Show the last 10-digit (2) Caller List Mode: Show 10-digit, and 11, 7, and 8-digit for [Call Alternate]. Note: Using Caller Area Code
Length is over 10	No Change	No Change

3.4 Basic Call

To make an intercom call, dial an extension number (XD10 or IP phone).

To make an outside call, dial a PSTN, an IP Trunk or a Trunk Group number first. After hearing dial tone, dial the phone number.

3.5 Call Abandon

For each PSTN call, X16plus provides the ability to monitor the call status. If the remote party hangs up, the ongoing call will be terminated.

The PSTN line monitor is accomplished through monitoring the Talk Abandon Time, polarity reversal or busy tone. The value range of Talk Abandon Time is: "Disable" 100/200/... / 3000 ms.

- image 5.2.2 CO setting set Talk Abandon Time, Polarity reversal and busy tone.

3.6 Call Pickup – Group

Each extension belongs to a Pickup Group (1~8). Direct Call Pickup allows extension users to answer a call that is ringing at other extensions. If dialing "*", allow you to easily access calls ringing in your group.

- image 5.1.1 Ext Setting set extension Pickup Group.

3.7 Toll Restriction

The X16plus provides sophisticated monitoring of digits dialed on PSTN/IP Trunks. If a digit or range of digits dialed on a Trunk line is inconsistent with the dialing extension's COS, the call will be denied. This calling COS criteria can be applied to local calls, long distance calls, and specific numbers that are considered allowed in areas where other numbers may be restricted.

- The X16plus allows for configuration to the Toll Restriction Table. It provides the following programming items in image 5.5.1.

No.		From		To		EKT													
						Class Of Service Of Day							Class Of Service Of Night						
						0	1	2	3	4	5	6	7	0	1	2	3	4	5
1	00	01	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
2	0200	0203	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
3	0204	0204	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
4	0205	0499	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
5	050	079	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
6	080	081	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
7	082	089	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
8	090	099	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
9	100	100	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
10	101	107	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
11	108	108	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		

image 5.5.1 Toll Restriction

Name	Description
From / To	The intervals are made up of a "From" and "To" entries which establish a numeric range.
XD10/IP Phone COS Day / Night	XD10/IP Phone class of service for Day and Night, allows an extension with the COS or higher priority to dial the number(s) specified in that range.
C.O. COS Day / Night	C.O. class of service for Day and Night, allows a line with the COS or higher priority to dial the number(s) specified in that range.

- **Note:**

- An entry of "From 1700", "To 1800" would include the following range of numbers as the leading: 1700, 1701, 1702, ...1799, 1800. Each From/To entry can be 1 to 10 digits and may contain any digit 0 ~ 9. The "From" entry must be less than or equal to the "To" entry. Each From/To entry can be 1 to 10 digits and may contain any digit 0 ~ 9, *, #. The "From" entry must be less than or equal to the "To" entry.

3.8 Caller ID Detection

The X16^{plus} provides the ability to detect the calling party identification provided by CO via PSTN lines or by Uplink Server via IP trunks. This data when received by the telephone carrier will be displayed on all ringing phones.

- Digital extensions will show CID name first. Press soft key below **[CID]** name change to number. Press soft key below **[CID]** number change to name.

3.9 Class Of Service (COS)

The X16^{plus} provides 8 Classes of Service (COS) for assignment of outside line dialing-privileges. Each extension may be assigned one Day-COS and one Night-COS. The Extension COS is primarily used for restriction and control of long-distance dialing. COS 0 is the highest priority while COS 7 is the lowest one.

- image 5.1.1 Ext Setting set extension COS

3.10 16-Way Conference room

The X16^{plus} supports 4 conference rooms and up to 16 parties simultaneously. Each room can support 2 ~ 16 parties to join the conference call. If one of conference rooms already has 16 parties, the remaining 3 conference rooms will not be used.

- **Note:**

- Every participant will dial "300~303" to enter conference room 1~4.
- The first participant in the conference room will hear music on hold.

3.11 Daylight Saving Time

The Daylight Saving Time (DST) feature supports auto adjustment for daylight saving time by Time Zone. It obeys the international standard rule.

- image 6.1 system time set Time Zone.

3.12 Dial Out Number Plan

The X16^{plus} allows users to change dial out digits by setting dial out table.

Dial-Out Number Plan Table

1-50 ▾

No	Enable	Key In Digits	Dial-Out Digits	Length [0=Unlimit,1-25]	C.O. Group
1	<input checked="" type="checkbox"/>	2%	19412%	7	2 ▾
2	<input checked="" type="checkbox"/>	941%	1941%	10	2 ▾
3	<input checked="" type="checkbox"/>	9%	19%	10	2 ▾
4	<input type="checkbox"/>			0	1 ▾
5	<input type="checkbox"/>			0	1 ▾
6	<input type="checkbox"/>			0	1 ▾
7	<input type="checkbox"/>			0	1 ▾
8	<input type="checkbox"/>			0	1 ▾
9	<input type="checkbox"/>			0	1 ▾

image 5.5.2 Dial out number plan table

Name	Description
Enable	Enable or disable this item in dial out table.
Key In Digits	% means remaining digits will be auto filled with the corresponding Dial-Out Digits if you don't dial a full 10 digit number (see notes below)
Dial-out Digits	Means send digits such as 19415551212.
Length	Length of dialing out digits.
C.O. Group	1. PSTN group, 2 IP trunk group.

- **Note:**

- If user dials 9415551212, item 2 will match the key in digits and length. System will send 19415551212 to the IP trunk group.
- If user dials 5551212, item 1 will match the key in digits and length. System will send 19415551212 to the IP trunk group.

- If user dials 9xxxxxxxxx, item 3 will match the key in digits and length. System will send 19xxxxxxxxx to the IP trunk group.

3.13 Default Settings

Clear all settings and return the X16plus config to the factory condition.

When rebooting the X16plus to the default, Wan IP and Lan IP will not change for the user to enter the web.

- image 6.7 shows Reset set factory default.

3.14 Emergency Call

The X16plus allows you to configure ten Emergency Call numbers and lines with which Emergency Calls are sent out. Any user can make an Emergency Call regardless of its Call Routing table, Call Restriction, or when they dial a pre-configured Emergency Call number. The numbers of Emergency Call must not collide with the numbers in Numbering Plan.

- image 5.2.4 shows set Emergency Call.

Emergency Call				
Index	Dial Pattern	Line Priority	Mail Address and Notification Destinations Apply	(Y/N)
1	911	SIP Trunk ▼		Y ▼
2	933	SIP Trunk ▼		Y ▼
3	988	SIP Trunk ▼		N ▼
4	18002738255	SIP Trunk ▼		N ▼
5		SIP Trunk ▼		N ▼
6		SIP Trunk ▼		N ▼
7		SIP Trunk ▼		N ▼
8		SIP Trunk ▼		N ▼
9		SIP Trunk ▼		N ▼
10		SIP Trunk ▼		N ▼

EKT	Position	IP Phone	Position
101		117	
102		118	
103		119	
104		120	
105		121	
106		122	
107		123	
108		124	
109		125	
110		126	
111		127	
112		128	

image 5.2.4 Emergency Call

Name	Description
Dial Pattern	Enter emergency number.
Line Priority	Dial out emergency number with SIP trunk or PSTN first. If the first priority lines are all busy, the X16 ^{plus} will choose the second priority line.
Mail Address	Email address for every emergency number. Sends Email when user dials 911. Note: set mail server shown in image 5.6.2.
Notification Destinations Apply	If Notification is set to "Y", system will send an email to the Email address when an emergency number is dialed. If Notification is set to "N", system will NOT send any message to others.
XD10 / IP Phone Position	Enter XD10 or IP Phone Position for emergency call

- **Note:**

- If PSTN line or IP trunk are all busy, system will release one line to dial out the emergency number.
- If XD10/IP Phone dial out emergency number and Notification are set to "Y", system will show XD10/IP Phone position on the operator XD10/IP Phone and send this position in IP trunk Display name.

3.15 XD10/PSTN & IPPhone/Trunk Diagnostic

Show XD10/PSTN and IP Phone / IP Trunk status. Record the latest call flow.

The screenshot shows the 'XD10/PSTN & IP Phone/Trunk Diagnostic' interface. On the left is a sidebar menu with categories: 1. Information, 2. Wizard, 3. Network Settings*, 4. SIP Settings*, 5. System Settings, 6. System Management (with sub-items: 1. System Time, 2. Password Management, 3. Update/Backup, 4. System Log, 5. System Diagnostic, 1. EKT & CO Diagnostic, 2. Network Packet), 6. Reboot, and 7. Reset. The main area has a top bar with 'EKT/PSTN' (highlighted) and 'IPPhone/IPTrunk' tabs, and 'Reset' and 'Cancel' buttons. Below is a table with columns: Slot/Port, Dir No, Type, Status, Call State, Action record, CID/second dial num, and Reset Call State.

Slot/Port	Dir No	Type	Status	Call State	Action record	CID/second dial num	Reset Call State
1/1	101	EKT	Connect	Idle			<input type="checkbox"/>
1/2	102	EKT	Open	Idle			<input type="checkbox"/>
1/3	103	EKT	Open	Idle			<input type="checkbox"/>
1/4	104	EKT	Connect	Idle			<input type="checkbox"/>
1/5	105	EKT	Open	Idle			<input type="checkbox"/>
1/6	106	EKT	Open	Idle			<input type="checkbox"/>
1/7	107	EKT	Connect	Idle			<input type="checkbox"/>
1/8	108	EKT	Connect	Idle			<input type="checkbox"/>
2/1	109	--	Open	--			<input type="checkbox"/>
2/2	110	--	Open	--			<input type="checkbox"/>
2/3	111	--	Open	--			<input type="checkbox"/>
2/4	112	--	Open	--			<input type="checkbox"/>
2/5	113	--	Open	--			<input type="checkbox"/>
2/6	114	--	Open	--			<input type="checkbox"/>
2/7	115	--	Open	--			<input type="checkbox"/>
2/8	116	--	Open	--			<input type="checkbox"/>
3/1	741	CO	Connect	Idle			<input type="checkbox"/>
3/2	742	CO	Connect	Idle			<input type="checkbox"/>

image 6.5.1 XD10/PSTN & IP Phone/Trunk Diagnostic

• **Note:**

- If Reset Call State is checked and the Reset button is clicked, that call will be released immediately.
- Action record can record the latest call flow even if this call has been released.

3.16 IP Trunk

The X16^{plus} can register 6~8 IP trunk lines and 4 SIP Servers.

Note: If user installs 6 PSTN Lines in the X16^{plus} system, the X16^{plus} will support 6 SIP Trunks only. The SIP Trunk 7 and 8 will be disabled automatically.

- **SIP server setting**

Sip Trunk - Server Settings 1

Status Enable

Binding Mode without Registration ?

SIP Registrar Server IP: us-east-va.sip.flowroute.com ?

SIP Registrar Server Port: 5060

SIP Proxy Server IP: us-east-va.sip.flowroute.com

SIP Proxy Server Port: 5060

Outbound Proxy IP:

Outbound Proxy Port:

Register Interval: 360 seconds ?

NAT Refresh Interval: 0 seconds ?

NAT Refresh Message: OPTIONS ▾

BindMode Server Status Check: Disable ▾ ?

Server does not support sendonly ?

SIP Trunk # Key as Dialing Ending Key

Advance Save Cancel

image 4.2.1 Public SIP Server

Name	Description
SIP Server 1~4	The X16 ^{plus} support up to 4 SIP servers.
Status	Enable or Disable SIP server.
Binding Mode without Registration	In this mode, the SIP Trunk will not register to the SIP Server periodically. ITSP will bind the IP address and always provide SIP service to the assigned device at the IP address
SIP Registrar Server IP	SIP Registrar Server IP or domain.
SIP Registrar Server Port	SIP Registrar Server Port.
SIP Proxy Server IP	SIP Proxy Server IP or domain.
SIP Proxy Server Port	SIP Proxy Server Port.
Outbound Proxy IP	Outbound Proxy IP or domain.

Name	Description
Outbound Proxy Port	Outbound Proxy Port.
Register Interval	The timing value of register cycle.
NAT Refresh Interval	Used for some complicated ITSP network topology.
NAT Refresh Message	Message type: SIP PING/OPTIONS/NOTIFY/UDP.
Bind Mode Server Status Check	The device will send a NAT Refresh message to ITSP Server periodically to sync session status of each other.
Server does not support send-only	This field is for ITSP Server compatibility. Please enable this item when ITSP Server does not support Send-Only SIP specification.
SIP Trunk # Key as Dialing Ending Key	# is a dial out digit or Ending Key.
Reinvite Resend flag	SIP trunk will re-send INVITE message when the call session is established.
IPT NAT Traversal	When ITSP SIP Server does not support NAT Traversal, this field should be enabled and let system modify SIP signal to do NAT Traversal on the device.
Enable External Route IP	This field is used for resolving ITSP SIP Server compatibility issues.
External Route IP	External route IP address.
REFER mode for IPT to IPT XFR	System will use REFER to implement IP trunk to IP trunk transfer when this field is enabled.
Short Number Display	System will use XD10/IP Phone number for outbound trunk calling number if it is enabled.
Trunk To Trunk Media Relay	Controls whether the media of the IP trunk to IP trunk call is relayed by the device.
Trunk CID Through to trunk	The outgoing trunk will send the incoming trunk CID when trunk to trunk status.
CID Delete Digit Lengths	CID Delete Digit Lengths.
CID Insert digit	CID Insert digit.

• SIP Trunk setting

1. Information

2. Wizard

3. Network Settings*

4. SIP Settings*

 1. IP Phone

 2. SIP Trunk*

 1. Public SIP Server 1*

 2. Public SIP Server 2*

 3. Public SIP Server 3*

 4. Public SIP Server 4*

 5. SIP Trunk Account*

 3. PBX

5. System Settings

6. System Management

SIP Trunk - Account Settings

Source NO.: -----> Dest Range: (From: To:)

Line ↕	Enable	TN	Name	UN	PSWD	Public SIP Server
751	<input checked="" type="checkbox"/>	14806744707	Nick	03776501	XXXX	1 ▾
752	<input type="checkbox"/>	1001	1001	1001	1001	1 ▾
753	<input type="checkbox"/>	1002	1002	1002	1002	1 ▾
754	<input type="checkbox"/>	1003	1003	1003	1003	1 ▾
755	<input type="checkbox"/>	1004	1004	1004	1004	1 ▾
756	<input type="checkbox"/>	1005	1005	1005	1005	1 ▾

image 4.2.5 SIP Trunk Account

Name	Description
Source NO.	Copy source trunk.
Dest Range	Copy range (From trunk to trunk)
Copy	Copy Enable, Name , UN and PSWD except TN.
Line	IP trunk line number.
Enable	Enable this IP trunk.
TN	Telephone number.
Name	Display name.
UN	Auth number.
PSWD	Password.

3.17 Mail Server

The X16^{plus} mail server is used to send Email for Emergency call and Voice mail feature. It supports Gmail, iCloud, and Microsoft mail servers.

image 5.6.2 Mail Server

Name	Description
Server Type	Include common E-mail server. Help user to set the SMTP server address and port.
SMTP Server	Mail server address of the ISP
SMTP Server port	SMTP server port of the ISP
Sender email addr.	The address of the email account
Sender username	The login username of the mail account
Sender user password	The login password of the mail account

• **Note:**

- When user chooses a common Mail ISP as the server type, SMTP Server and the SMTP Server Port will be filled automatically.
- User can choose the Server Type as “custom” and fill in the SMTP Server and SMTP Server Port manually.
- Different Mail ISPs have various strategies of the SMTP service. Users may need to consult the Mail ISP for detailed information on how to set the SMTP server, port, username and password.

3.18 Voicemail

- **Enable extension voicemail**

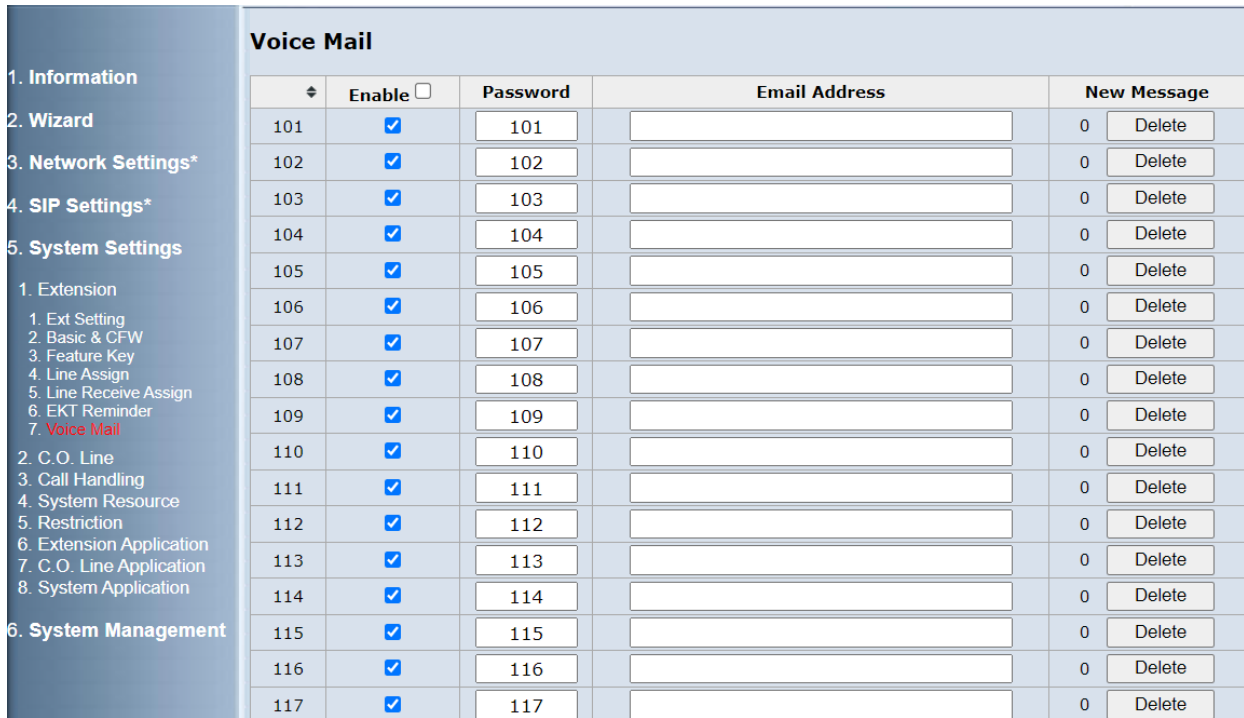


image 5.1.7 Voicemail

Name	Description
Enable	Extension Enable/Disable mailbox. Default is Enable.
Password	Extension mailbox password, default is extension number. Max length is 6.
Email address	Send a notification via email when a new message is left.
New Message	Show and delete new messages.

- **Note:**

- Maximum message time is 1 ~ 3 mins. Default is 3 min. Set this item as show in image [5.3.1](#) call handing - VAA and Voice mail Settings - Max Message time.
- Messages can be saved for 1 - 60 days. Default is 30 days. Set this item as show in image [5.3.1](#) call handing - VAA and Voice mail Settings - keeping voice mail.
- The system can handle six simultaneous calls to leave messages.
- For each extension the maximum number of Voice message is 99.
- Send voice message as an attachment of the email in WAV format.

- **Leave message to an extension**

When the extension is busy or no answer, the call will be sent to voicemail, press "#" to leave a message to that extension.

- If you recorded a personal greeting, it plays first.
- Leave your message after the tone.
- Save message.

Case 1: Press "#" to end the recording. Press "1" to save this message.

Case 2: Simply hang up.

- XD10/IP Phone will show new messages in LCD.

NEW VM MSG : 1
Reply
F 1 F 2 F 3

- **Extension Clipboard Recording**

When the extension is talking with the trunk or the other extension.

Press [**fx**] + "67" to invoke clipboard recording.

- Trunk or the other extension will hear "Begin recording".
- Press [**fx**]+ "67" again or hang up to stop recording.
- Enter the mailbox to listen to Clipboard Recordings.

- **Enter the mailbox**

The VM user can enter its own VM box through the following ways.

- Press reply key "F2" in the LCD extension.
- Press "Message" key in the LCD extension.
- Press VM group code "418". IP phone or LCD extension.

After that press the personal VM password to enter the mailbox.

The default VM password is the same as the XD10/IP Phone number.

- To listen to your messages, press 1.
- To delete all messages, press 2.
- To record your personal greeting, press 3.
- To change the password of this mailbox, press 4.
- To listen to Clipboard Recordings, press *.
- To exit, press #.

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4. X16^{plus} Extension Features

The X16^{plus} Supports Xblue digital extensions, and IP Phones.

4.1 10 Programmable Keys

Xblue digital extensions have 10 programmable keys set in image 5.1.3

1. Information

2. Wizard

3. Network Settings*

4. SIP Settings*

5. System Settings

1. Extension

1. Ext Setting

2. Call Forward

3. **Feature Key**

4. Line Assign

5. Line Receive Assign

6. EKT Reminder

7. Voice Mail

2. C. O. Line

3. Call Handling

4. System Resource

5. Restriction

6. Extension Application

7. C. O. Line Application

8. System Application

6. System Management

Feature Key

Source NO.: -----> Dest Range: (From: To:)

	Line 1	Line 2	Line 3	Line 4	Ext 1	Ext 2	Ext 3	Ext 4	Ext 5	Ext 6
101	741	742	743	744	101	102	103	104	105	106
102	741	742	743	744	101	102	103	104	105	106
103	741	742	743	744	101	102	103	104	105	106
104	741	742	743	744	101	102	103	104	105	106
105	741	742	743	744	101	102	103	104	105	106
106	741	742	743	744	101	102	103	104	105	106
107	741	742	743	744	101	102	103	104	105	106
108	741	742	743	744	101	102	103	104	105	106
109	741	742	743	744	101	102	103	104	105	106
110	741	742	743	744	101	102	103	104	105	106
111	741	742	743	744	101	102	103	104	105	106
112	741	742	743	744	101	102	103	104	105	106
113	741	742	743	744	101	102	103	104	105	106
114	741	742	743	744	101	102	103	104	105	106

image 5.1.3 Feature key

Name	Description
Extension	Copy feature key from source extension.
Source From NO.	Copy feature key from extension.
Dest To NO.	Copy feature key to extension.
Feature key	Each digital extension has 10 programmable keys.

• **Note:**

- Each digital extension keys default set:
 - key 1 ~ 4 : Line 1 ~ 4
 - key 5 ~ 10: Extension 101 ~ 106
- Feature key can be set by pressing [fx] + # + 3 on digital extension.

4.2 Call Forward

- **Description**

There are some Call Forward choices:

- "All" Forwards all your calls,
- "Busy" Forwards your calls when your telephone is busy.
- "No Answer" Forward your calls in no answer conditions.
- "External" Forwards your calls to another location or different telephone number.
- "Simultaneous" Forwards your calls to another extension and your telephone will also ring at the same time.

Forward conditions may be set as follows for each call forward type:

- Intercom calls only.
- Intercom and CO Line (including transferred CO Lines) calls.
- CO Line calls only.

Forward number

- Extensions 101~132.
- Ring Group 410~417
- Voice mail 418
- Auto Attendant 419
- External telephone number

- **Operation – Setup call forward**

Extension press [*fx*], then press 2, The display will show:

C	A	L	L	F	O	R	W	A	R	D		
a	l	l		b	u	s	y		n	e	x	t

- All Call Forward

1. Press soft key F1 [all]. The display will show:

D	I	R	E	C	T	C	F	W		
c	o	i	c	m	/	c	o	i	c	m

Press F1 [co] or F2 [icm/co] or F3 [icm] to select the forward conditions.
 Select the type of calls to forward.

- co = CO Line incoming or transferred calls
- icm/co = both intercom and CO Line calls
- icm = intercom calls only.

2. press F3 [chg] to input the directory extension 102 where calls are to be forwarded. Press [save].

D	I	R	E	C	T	C	F	W	:	1	0	2
b	k	s	p	s	a	v	e			c	h	g

Confirmation tone is heard, the extension returns to idle, the Auxiliary Lamp is lit red, and the display shows FWD in the middle of the bottom row. Hook off the extension dial tone will be changed to a special dial tone.

■ Busy Call Forward

Press soft key F2 [busy]. The LCD will show:

B	U	S	Y		C	F	W
	c	o		i	c	m	/
				c	o		i
				c		m	

Other is the same as all call forward.

■ No Answer Call Forward

1. Press [next]. The display will show:

C	A	L	L		F	O	R	W	A	R	D	
n	_	a	n	s		e	x	t		s	m	t

2. Press [n_ans]. The display will show:

N	O	_	A	N	S		C	F	W	.
	c	o		i	c	m	/			
				c	o		i			
				c		m				

3. After input forward type and number. Press [save]. Display will show:

N	O	_	A	N	S		T	I	M	E		:	1	0
													c	h
													g	

4. press [chg] to modify the no answer time

Then you can off the hook and hang up or press [HOLD] to return to previous level.

■ External Call Forward

1. Press [next]. The display will show:

C	A	L	L		F	O	R	W	A	R	D	
n	_	a	n	s		e	x	t		s	m	t

2. Press [ext]. The display will show:

E	X	T	E	R	N	A	L		C	F	W	.
	c	o		i	c	m	/					
				c	o		i					
				c		m						

3. After input forward type, press [chg] to input the telephone number (cell phone, other office, etc.) where calls are to be forwarded.

1	3	4	7	0	8	1	8	1	6	5	_	
b	k	s	p		s	a	v	e		c	h	g

4. Press [save]. The display will show

R	O	U	T	E		D	I	R	#		:	1	
											c	h	g

Press [chg] to select the co route.
Then you can off the hook and hang up.

■ Simultaneous Call Forward

1. Press [next]. The display will show:

C	A	L	L		F	O	R	W	A	R	D	
n	_	a	n	s		e	x	t		s	m	t

2. Press [smt]. The display will read:

Simultaneous
chg

3. press [chg] to input the extension number that will ring at the same time.

Simultaneous _
bksp save chg

4. Press [save]. The display will show

Simultaneous 102
chg

Then you can off the hook and hang up.

■ IP phone set the Call Forward

IP phone can set call forward in the IP Phone UI or on its web GUI.

• Operation – Delete Forward

On your XD10 phone press [fx], then press 2 + 0. This will delete call forward.

• Operation – Disable or Enable CALL Forward.

On your XD10 phone press [fx], then press 2 + 9. The call forward setting will be disabled temporarily. Pressing [fx] then 2 + 9 again will enable the call forward setting.

4.3 Caller ID List

- **Enter the Caller ID List Mode**

- User can press F2 soft key to enter the caller ID list mode when XD10/IP Phone is idle.

D	E	C	2	6	S	U	N	2	0	:	4	0	
E	X	T			C	I	D				1	0	1

- **Caller ID List Mode**

- XD10/IP Phone LCD display as follows

A	L	L	C	I	D	:	5	0
N	E	W	C	I	D	:	5	0

- All CID item shows the total number of the caller ID which is stored in this XD10/IP Phone
 - New CID item shows the number of new calls.
 - In caller ID list mode, users can use OK key to delete all caller ID items in the caller ID list

D	e	l	e	t	e	A	l	l	?	
						Y	e	s	N	o

- **Browse Caller ID List**

- When users press the UP/DOWN key in the caller ID list mode, XD10/IP Phone will enter the caller ID list browser mode.

5	7	7	5	1	4	1	L	7	4	0
J	O	H	N	S	M	I	T	H		>

- Users press RIGHT key when browsing the caller ID list, XD10/IP Phone will show detailed info of this caller ID item.

1	0	:	4	9	0	6	/	3	0	L	7	4	0
I	n	d	e	x	#	4	7	N	e	w			

- **Caller ID List Function Menu**

- User can press OK key to enter the function menu when browsing caller ID list.

5	7	7	5	1	4	1	L	7	4	0
D	i	a	l	S	a	v	e	D	e	l

- Users can use F1~F3 soft keys to choose the Corresponding item.

- **Dial Alternate**

- Dial alternate function will enable when user has programmed Home Area Code and Local Area Code.

4.4 Call Pickup – Individual

You may pick up call for a specific digital extension. The feature allows you to easily access calls ringing via the feature access code.

- Dial the XD10/IP Phone number who is ringing, you will hear busy tone normally. Press key "6" to pick up the ringing call.

4.5 Do Not Disturb (DND)

Extension users can enable DND to reject all incoming calls. The DND on an extension can be allowed or denied through the feature access code.

- To enable the Do Not Disturb feature, press "Feature 4".
- To disable the Do Not Disturb feature, press "Feature 4" again.

4.6 Hold Reminder

The X16^{plus} provides a programmable timer to remind you that a call is still on Hold. You will hear hold reminder ring back when the hold time expires.

- Hold Reminder time set in image 5.3.1 call handing

4.7 Mute

The Mute feature allows the user to disable the handset transmitter or the speakerphone microphone.

- To enable the mute feature, press [fx] 7 + 6.
- To disable the mute feature, press [fx] 7 + 6 again.

4.8 Paging (All/Group) / Paging Answer

The paging function can be initiated from any extension in the X16^{plus}. Dialing a Paging Group Directory number allows an extension to broadcast a page to all assigned members of the selected paging group.

- Press the "page" key to make an All page.
- Dial 401~408 to make a group page (1~8).
- Dial 409 to make an external page.

4.9 Paging Accept/Deny

You can block one-way pages (internal, group, and all page) over the phone speaker by dialing the Page Deny code.

- To enable Paging Deny, press "Feature # 9".
- To disable Paging Deny, press "Feature # 9" again.

4.10 Transfer / Recall

Transfer is used to deliver calls at your extension to another extension. It means that call can be routed to the X16^{plus}'s system destinations: an extension or an outside phone number.

When transferring a trunk call to another extension, if the call is not picked up within 30 seconds, the call will be recalled back to the transferring extension.

- While connected on a call press the "transfer" key to hold the call and dial another extension number.
- After hearing "ring back tone", Press "transfer" key again to make transfer the call.
- Transfer Recall time set in image 5.3.1 call handing.

5. Quick Installation

This Quick Installation helps you to install the product quickly and easily. For detailed instructions on installation, and further setup options, please refer to the configuration chapter.

5.1 Accessing the X16^{plus} Web-based Admin

Connecting with WAN port:

- Connect an Ethernet network cable to the X16^{plus}'s W (WAN) port. Then connect the other end of the network cable to a router or data switch that is the same router/data switch where your PC's Ethernet port is connected
- Find the IP Address of the X16^{plus} on your network at the XD10 by pressing **[fx]** 6 + 6. It will show the WAN IP address.
- Input the IP address that you found with the port number 8800 (E.g. <http://192.168.123.1:8800>) in your browsers URL field (address bar).
- You will be presented with the login screen.
- Notes:
 - The default WAN port type is DHCP. It will be 0.0.0.0 if there is no DHCP server.
 - On the XD10, press **[fx]** # + 0 + 9999 to enter System Settings, set the WAN IP type and IP address in the third IP address, and save the settings to take effect. You can log in via the web <http://IP:8800/>.

Connecting with LAN port:

- The default LAN IP is 192.168.123.1,
- When your PC is connected to the X16^{plus} LAN network segment you can enter <http://192.168.123.1:8800/> in your browsers URL field (address bar) to access the Web-based Admin.

Log in in the web:

- The default admin account is "admin", password is "XB-X16+". (Previously 1234)
- Please be sure to change the default password to use a combination of digits, letters, and special symbols 8 or above.

Please modify the default login password of web page, to ensure network security!

User Management Password Updating

Password length needs more than 8 and contains both numbers and letters.

Old Password	<input type="text"/>
New Password	<input type="text"/>
New Password again	<input type="text"/>
<input type="button" value="Save"/>	

5.1 Set Password

5.2 WAN Configuration

There are three modes that you can configure the WAN IP address: Static IP mode, DHCP mode, and PPPoE mode.

- **Static IP**
 - The static IP is the address for data transition. Need set the static IP address, subnet mask, Default Gateway, and DNS.

- **DHCP**
 - The Dynamic Host Configuration Protocol (DHCP) is an Internet protocol for automating the configuration of computers that use TCP/IP. DHCP can be used to automatically assign IP addresses and deliver TCP/IP stack configuration parameters such as the subnet mask and default router, and to provide other configuration information.

- **PPPoE**
 - The Point-to-Point Protocol over Ethernet (PPPoE) requires a username and password that your ISP has provided to you to establish your connection.

The screenshot displays the WAN Configuration interface. On the left is a navigation menu with the following items: 1. Information, 2. Wizard, 3. Network Settings* (with sub-items: 1. WAN Configuration*, 2. LAN Configuration, 3. Advance), 4. SIP Settings*, 5. System Settings, and 6. System Management. The main content area is titled 'WAN Type Selection' with a dropdown menu set to 'Static IP'. Below this are three sections: 'Static IP Setting' with input fields for IP Address (172, 16, 30, 197), Subnet Mask (255, 255, 224, 0), and Default Gateway (172, 16, 0, 1); 'DNS Server Setting' with input fields for Primary DNS IP Address (168, 95, 1, 1) and Secondary DNS IP Address (0, 0, 0, 0); and 'PPPoE Configuration' with input fields for Login ID, Password, Service Name, and AC Name. At the bottom of the main area are 'Save' and 'Cancel' buttons.

image 3.1 WAN Configuration

5.3 LAN Configuration

Set LAN IP and Subnet Mask for LAN interface. A DSP IP address will be configured for IP calling. You can also enable or disable DHCP Server and configure the related settings.

image 3.2 LAN Configuration

5.4 Quick Links

Once you login to the system, you can choose from the setting shown in image 2.1 to set the system.

There are ten basic settings:

image 2.1 Wizard Simple Setting

6.4.1. System Time Setting

When the X16^{plus} system is disconnected from the network, you can manually set the system time or synchronize the NTP time with the NTP server over an IP network.

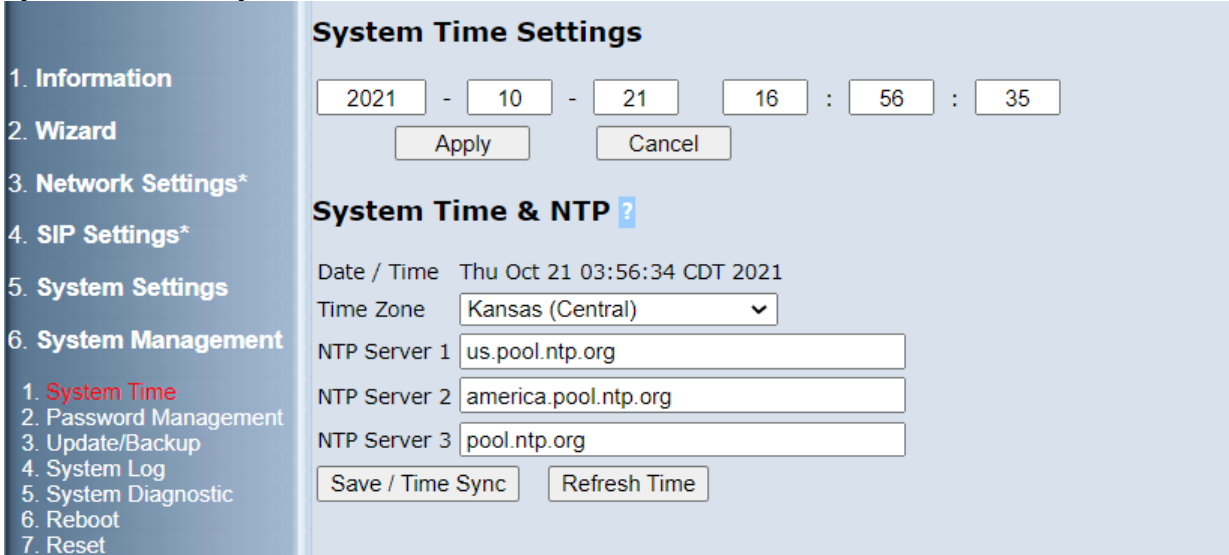


image 6.1 System Time Settings

Name	Description
Setting system time by manually	Enter the system time and press the Apply button to save the Settings: Year-month-day hour: minute: second
System time calibration	Date/time: the system time Time zone: NTP Server1: NTP Server2: NTP Server3:
Save/time sync	Save the NTP server setting and synchronize the current system time.
Refresh time	Synchronize the current system time with the NTP server only.

- **Note:**
 - After the network is normal, read the server standard time from the NTP server and refresh the LCD time of the digital phone.

6.4.2. Time Switching

Set the system service mode, day and nighttime in image 5.8.3.

		Start	End
Monday	Noon	12 : 00	12 : 00
	Night	17 : 00	08 : 00
Tuesday	Noon	12 : 00	12 : 00
	Night	17 : 00	08 : 00
Wednesday	Noon	12 : 00	12 : 00
	Night	17 : 00	08 : 00
Thursday	Noon	12 : 00	12 : 00
	Night	17 : 00	08 : 00
Friday	Noon	12 : 00	12 : 00
	Night	17 : 00	08 : 00
Saturday	Noon	00 : 00	00 : 00
	Night	00 : 00	00 : 00
Sunday	Noon	00 : 00	00 : 00
	Night	00 : 00	00 : 00

image 5.8.3 Time Switching

Name	Description
Service mode Type	Day: The system time service is in day mode Night: The system time service is in night mode Time: The system time service should be determined by the time periods of a week, noon, and night.
VAA Temp. MODE	If selecting Y, VAA will give a temp greeting when there is an incoming call to VAA.
Noon and Night for Monday to Sunday	Take Monday as an example, from 8:00 a.m. to 16:59 p.m. From 17:00 p.m. to 8:00 a.m. 12:00 is noon.

• **Note:**

- In the night service mode, N (night) is displayed on the second line of the LCD of the XD10/IP Phone.
- When the service mode is set to time, the incoming trunk call VAA greeting will automatically be switched according to the time switch setting.

6.4.3. Number Plan Setting

Set number plan settings in image 5.8.2. The Number plan must be set before other web settings. Different numbers are used to distinguish the types of number segments.

image 5.8.2 Number Plan

Name	Description
Extension	The extension length is 3, the leading number is 1. number range is 100~131. There are 32 extensions in the X16 ^{plus} system.
Ring group	The ring group number length is 3, the leading number is 41. number range is 410~417. There are 8 ring groups in the X16 ^{plus} system. 418 is the voicemail number, and 419 is the auto attendant number.
Page group	The length of the page group is 3, the leading number is 40. The number range is 400~408. 400 is all page. 408 is an external page.
Individual SPD	The length of individual SPD is 3, the leading number is 47. The number range is 470~479. There are 10 individual SPD numbers for every phone.
System SPD	The length of system SPD is 3, the leading number is 6. The number range is 600~619. There are 100 system SPD numbers in the X16 ^{plus} system.
Conference room	The length of system SPD is 3. The leading number is 6. The number range is 600~619. There are 100 system SPD numbers in the system.

Name	Description
CO line	The length of CO/IP Trunk number is 3, leading digit is 74x, 75x. The number range 741~746 are PSTN numbers .751~756 (or ~758) are IP trunk numbers.
Auto attendant	The length of VAA number is 3, leading is 89. The number range is 890~895. There are 6 auto-attendants to pick up the trunk call at the same time.
Trunk route	The length of the trunk route number is 2. The leading is 80 and 81. 80 is the PSTN trunk group, and 81 is the IP trunk group.
Operator code	The length of the operator number is 1. The leading is 0. Dial 0 to call the operator.
Account code	The length of the account code number is 2. The leading is 79. Dial 79 to access the account code feature.
LCR	The length of LCR is 1. Default leading is NULL.

- **Note:**

- Numbering plan categories cannot be duplicated.
- Changing the number plan requires a restart of the system.

6.4.4. Attendant Setting

Set attendant setting in image 5.4.1. Attendant is an operator. User can set the operator extension in this page.

image 5.4.1 Attendant

Name	Description
Day/night/noon attendant	Dial 0 to call the attendant.

- **Notes:**
 - When the attendant extension is busy and other extensions or outside lines make a call to the attendant, the attendant rings in the background. You can use the feature key **[fx] (# + 2)** to enable or disable the Busy Ring.

6.4.5. Answer Position

Set the answer position for every line in image 5.2.1.

Answer Position

Source NO.: 741 -----> Dest Range: (From: 741 To: 741)

Time Condition: Day

	Destination	Number
741	Auto Attendant	419
742	Extension	101
743	Ring Group	410
744	VoiceMail	101
745	Hang up	
746	External Number	1234567890

image 5.2.1 Answer position

Name	Description
C.O.Line number	Copy answer position source C.O. Line.
Source From NO.	Copy answer position from C.O. Line.
Dest to NO.	Copy answer position to C.O. Line.
PSTN/SIP trunk	PSTN/SIP trunk switch.
Time Condition	Day/Night switch
Destination	They are Extension, Ring Group, Auto Attendant, Voice Mail, Hang up and External Number. The default set is Ring Group 410.
Number	The detail number of every answer type.

6.4.6. XD10/IP Phone & CO Access Numbers

Set extension and co numbers in image 8.1. This page is used to swap numbers, modify display name and show the physical ports.

Extensions and C.O. Line Access Numbers					
#	User Name	Display Name	Phy.Slot--Port (Type)	Status	
1	101	EXT	1--1 (EKT)	Connect	
2	102	EXT	1--2 (EKT)	Open	
3	103	EXT	1--3 (EKT)	Open	
4	104	EXT	1--4 (EKT)	Connect	
5	105	EXT	1--5 (EKT)	Open	
6	106	EXT	1--6 (EKT)	Open	
7	107	EXT	1--7 (EKT)	Connect	
8	108	EXT	1--8 (EKT)	Connect	
9	109	EXT	2--1 (EKT)	Open	
10	110	EXT	2--2 (EKT)	Open	
11	111	EXT	2--3 (EKT)	Open	
12	112	EXT	2--4 (EKT)	Open	
13	113	EXT	2--5 (EKT)	Open	
14	114	EXT	2--6 (EKT)	Open	
15	115	EXT	2--7 (EKT)	Open	
16	116	EXT	2--8 (EKT)	Open	
17	741	CO LN	3--1 (CO)	Connect	

image 8.1 XD10/IP Phone & CO

Name	Description
Extension and PSTN numbers	Display the extension and PSTN numbers, display name, slot port, and connection status.
Extension/CO number	Show the extension number, and PSTN number. Input another extension number in the extension username, press save, and the number swapping will be done.
Display name	Show the extension display name and PSTN display name. the default extension display name is XD10/IP Phone. The default PSTN display name is CO LN. The display name can be English or numeric.
Physical port(slot-port)	Show the physical position, slot, and port. Show the port type XD10/IP Phone or FXO.
status	show the extension or line status: Connect/Open

6.4.7. IP Phone Setting

The X16^{plus} supports 16 IP phones. The default extension numbers are 116 to 131. Set IP Phone Setting in image 4.1.

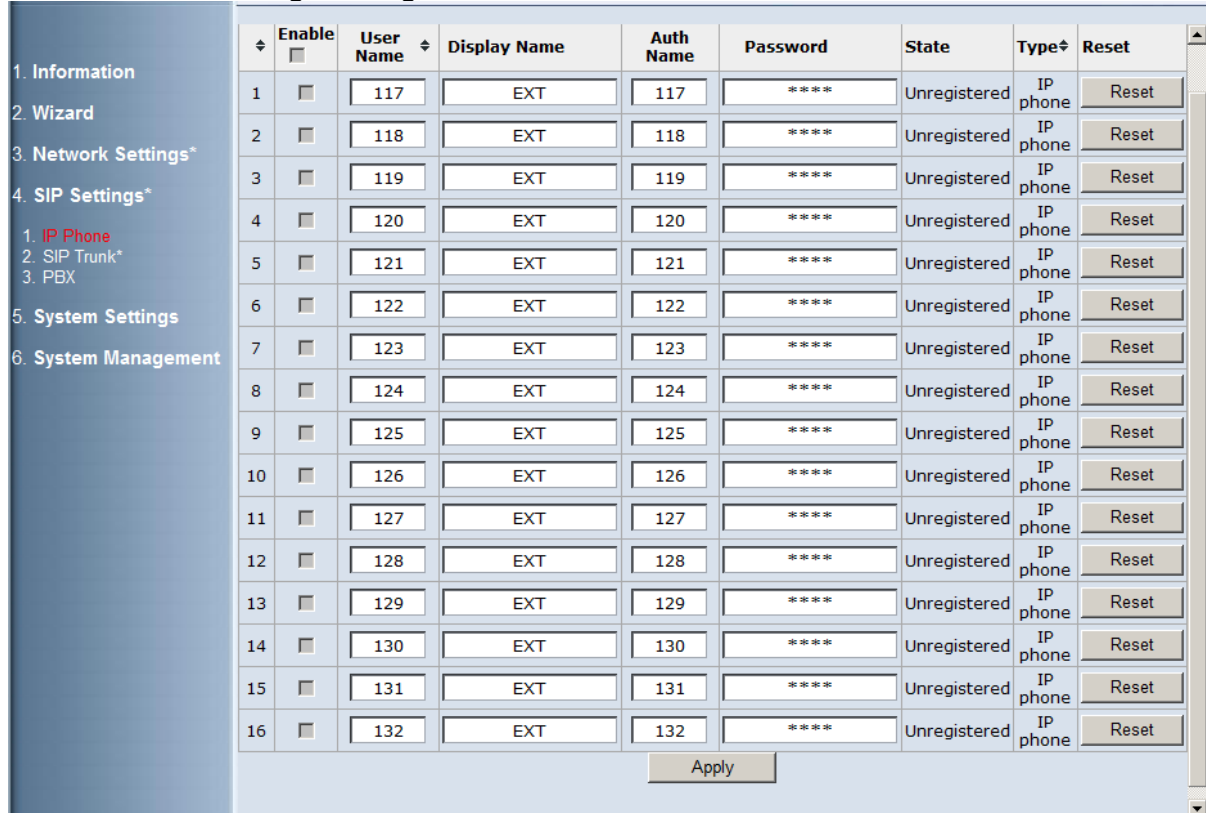


image 4.1 IP phone

Name	Description
Enable	Enable or disable this IP Phone.
Username	The username of IP Phone
Display name	The display name of the IP Phone
Auth name	Authentication name for registering an IP Phone number.
Auth password	Authentication password for registering an IP Phone number. The authentication password is set to a random value
state	Registration status of an IP Phone number. There are registered and unregistered states.
reset	Press Reset to reset the IP Phone number.

- **Notes:**

- When the X16^{plus} system is running, connect the IP8g / IP9g to the LAN port and restart the IP phone. The IP phone will occupy an idle number that is not enabled in image 4.1.1 and register to the SIP server automatically.

6.4.8. XD10/IP Phone Setting

Set main parameters of every extension in image 5.1.1. The main parameters of the extension are listed on the page for setting easily.

	Day COS	Night COS	PickUp GP	Drop In	Drop Out	Page GP	Page Allow	Page Receive	DND Allow
101	0	0	1	<input type="checkbox"/> Yes	<input type="checkbox"/> Yes	ALL	<input checked="" type="checkbox"/> Yes	<input checked="" type="checkbox"/> Yes	<input checked="" type="checkbox"/> Yes
102	0	0	1	<input type="checkbox"/> Yes	<input type="checkbox"/> Yes	ALL	<input checked="" type="checkbox"/> Yes	<input checked="" type="checkbox"/> Yes	<input checked="" type="checkbox"/> Yes
103	0	0	1	<input type="checkbox"/> Yes	<input type="checkbox"/> Yes	ALL	<input checked="" type="checkbox"/> Yes	<input checked="" type="checkbox"/> Yes	<input checked="" type="checkbox"/> Yes
104	0	0	1	<input type="checkbox"/> Yes	<input type="checkbox"/> Yes	ALL	<input checked="" type="checkbox"/> Yes	<input checked="" type="checkbox"/> Yes	<input checked="" type="checkbox"/> Yes
105	0	0	1	<input type="checkbox"/> Yes	<input type="checkbox"/> Yes	ALL	<input checked="" type="checkbox"/> Yes	<input checked="" type="checkbox"/> Yes	<input checked="" type="checkbox"/> Yes
106	0	0	1	<input type="checkbox"/> Yes	<input type="checkbox"/> Yes	ALL	<input checked="" type="checkbox"/> Yes	<input checked="" type="checkbox"/> Yes	<input checked="" type="checkbox"/> Yes
107	0	0	1	<input type="checkbox"/> Yes	<input type="checkbox"/> Yes	ALL	<input checked="" type="checkbox"/> Yes	<input checked="" type="checkbox"/> Yes	<input checked="" type="checkbox"/> Yes
108	0	0	1	<input type="checkbox"/> Yes	<input type="checkbox"/> Yes	ALL	<input checked="" type="checkbox"/> Yes	<input checked="" type="checkbox"/> Yes	<input checked="" type="checkbox"/> Yes
109	0	0	1	<input type="checkbox"/> Yes	<input type="checkbox"/> Yes	ALL	<input checked="" type="checkbox"/> Yes	<input checked="" type="checkbox"/> Yes	<input checked="" type="checkbox"/> Yes
110	0	0	1	<input type="checkbox"/> Yes	<input type="checkbox"/> Yes	ALL	<input checked="" type="checkbox"/> Yes	<input checked="" type="checkbox"/> Yes	<input checked="" type="checkbox"/> Yes
111	0	0	1	<input type="checkbox"/> Yes	<input type="checkbox"/> Yes	ALL	<input checked="" type="checkbox"/> Yes	<input checked="" type="checkbox"/> Yes	<input checked="" type="checkbox"/> Yes
112	0	0	1	<input type="checkbox"/> Yes	<input type="checkbox"/> Yes	ALL	<input checked="" type="checkbox"/> Yes	<input checked="" type="checkbox"/> Yes	<input checked="" type="checkbox"/> Yes
113	0	0	1	<input type="checkbox"/> Yes	<input type="checkbox"/> Yes	ALL	<input checked="" type="checkbox"/> Yes	<input checked="" type="checkbox"/> Yes	<input checked="" type="checkbox"/> Yes
114	0	0	1	<input type="checkbox"/> Yes	<input type="checkbox"/> Yes	ALL	<input checked="" type="checkbox"/> Yes	<input checked="" type="checkbox"/> Yes	<input checked="" type="checkbox"/> Yes
115	0	0	1	<input type="checkbox"/> Yes	<input type="checkbox"/> Yes	ALL	<input checked="" type="checkbox"/> Yes	<input checked="" type="checkbox"/> Yes	<input checked="" type="checkbox"/> Yes
116	0	0	1	<input type="checkbox"/> Yes	<input type="checkbox"/> Yes	ALL	<input checked="" type="checkbox"/> Yes	<input checked="" type="checkbox"/> Yes	<input checked="" type="checkbox"/> Yes

image 5.1.1 Ext Setting

Name	Description
Extension	Copy source extension.
Source From NO.	Copy From extension.
Dest To NO.	Copy To extension.
copy	Only parameters displayed on the page are copied.
XD10 / IP Phone	XD10 or IP phone page Switch.
parameter table	Day COS, Night COS, pick up group, drop-in, drop out, Page GP, page allow, page receive, and DND allow.

6.4.9. CO Setting

Set PSTN and IP trunk main parameters in image 5.2.2.

CO Setting

Source NO.: 741 -----> Dest Range: (From: 741 To: 741) Copy

PSTN SIP trunk

	Day COS	Night COS	C.O. Group	TxGain(dB)	RxGain(dB)
741	0	0	1	0	0
742	0	0	1	0	0
743	0	0	1	0	0
744	0	0	1	0	0
745	0	0	1	0	0
746	0	0	1	0	0

Apply Cancel

image 5.2.2 CO Setting

Name	Description
Trunk number	Copy source trunk.
Source From NO.	Copy From trunk.
Dest To NO.	Copy To trunk.
copy	Only copy parameters that are displayed on this page
IP trunk	Switch to IP trunk
Parameters table	Day COS, Night COS, CO group, Transfer to trunk, Tx Gain, Rx Gain.

6.4.10. Ring Group Setting

Set the Ring Group in image 5.6.1.

Ring Group 410

Ring Strategy: Ring All Seconds to ring each member: 10 secs.

Members

No.	member	No.	member	No.	member	No.	member
1	101	2	102	3	103	4	104
5	105	6	106	7	107	8	108
9		10		11		12	
13		14		15		16	
17		18		19		20	
21		22		23		24	
25		26		27		28	
29		30		31		32	

Group Ring Timeout: 30 (1~600)secs.

FailOver Destination: VoiceMail 101

image 5.6.1 Ring Group

Name	Description
Ring Group	There are 10 Ring groups (410~417) that can set members. 418 is for voice mail. 419 is for VAA.
Ring Strategy:	Sequentially: Rings each member one at a time for the duration of the ring timeout. Ring All: All members ring at the same time.
Seconds to ring each member	If the ring strategy is set to sequentially, after the specified time expires, it rings the next member.
Members	Ring group can set 32 ring members, members can be digital extensions or IP phones.
Group Ring timeout	If Ring Group does not answer by any member, after the specified time this call will go to the failover destination.
Failover Destination	They can be an Extension, Ring Group, Auto Attendant, Voice Mail, Hang up, or an External Number. The default setting is voicemail to XD10/IP Phone 101.

5.5 The Update Software

The newly released software could be upgraded from the Local PC side or remotely as shown in image 6.3.1. Click "Browse" to locate the new software image file in the PC. Then, click "Update" to process the software update.

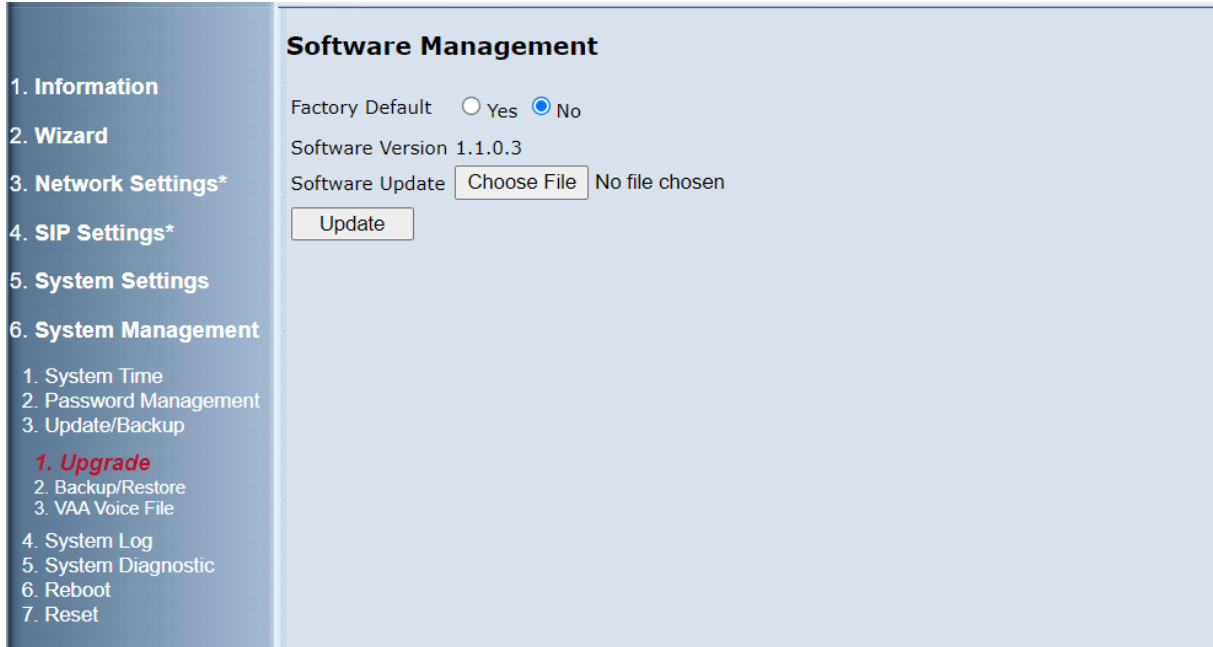


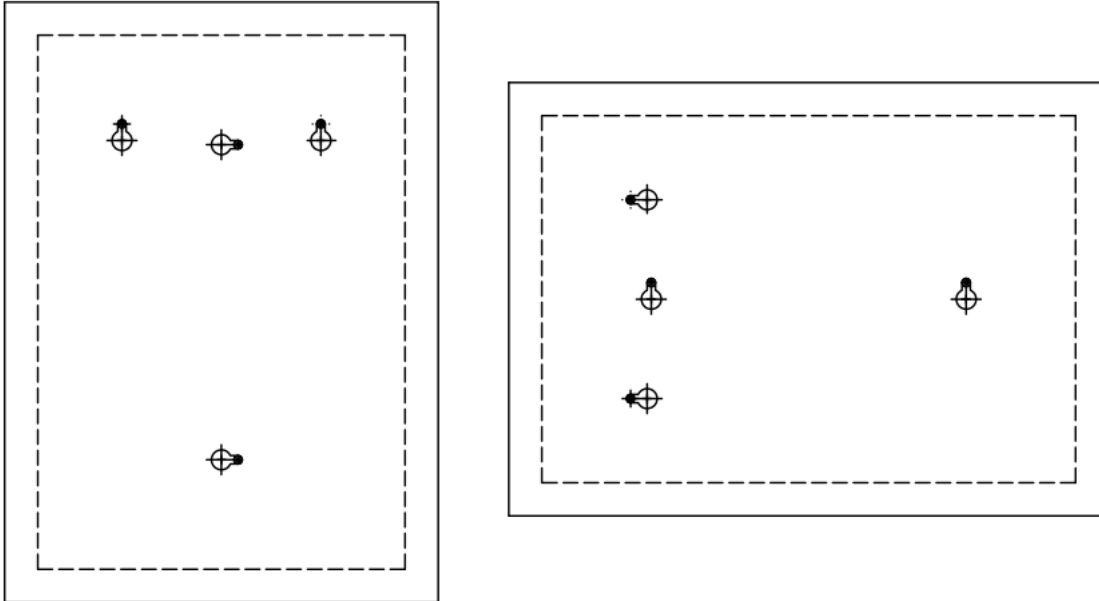
image 6.3.1 Upgrade

- **NOTE:**

- If Factory Default is set to Yes, after the software update complete the system will reset to the default settings except for the IP address.
- The upgrade process takes about 5 minutes to complete, and your X16^{plus} system will reboot.

6. Wall Mount Installation

1. Tools: One piece “Template Page” and two pcs screws



2. Installation method

- a. Put “template page” on the wall and decide to use vertical or horizontal direction for installation.
- b. Lock two screws for vertical or horizontal direction in screws position to ensure the distance of the two screws is correct for installation. Please don't tighten two screws into the wall completely. (Keep about 3~5 mm space)
- c. Put the X16^{plus} server on the screws to finish the installation.

7. Customer Information Statement

The information informing the user of his and the telephone company's rights and obligations is outlined on the following pages. This information will be included in the final version of the manual.

Customer Information

- (1). This equipment complies with Part 68 of the FCC rules and the requirements adopted by the ACTA. On bottom of this equipment is a label that contains, among other information, a product identifier of US:D6XKD01AX16PLUS If requested, this number must be provided to the telephone company.
- (2). If this equipment X16^{plus}-HYBRID / X16^{plus} causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. But if advance notice isn't practical, the telephone company will notify the customer as soon as possible. Also you will be advised of your right to file a complaint with the FCC if you believe it is necessary.
- (3). The telephone company may make changes in its facilities, equipment, operations or procedures that could affect the operation of the equipment. If this happens, the telephone company will provide advance notice in order for you to make necessary modification to maintain uninterrupted service.
- (4). If you experience trouble with this equipment, you disconnect it from the network until the problem has been corrected or until you are sure that the equipment is not malfunctioning.
- (5). Please follow instructions for repairing if any (e.g. battery replacement section); otherwise do not alternate or repair any parts of device except specified.
- (6). Connection to party line service is subject to state tariffs. Contact the state public utility commission, public service commission or corporation commission for information.
- (7). If the telephone company requests information on what equipment is connected to their lines, inform them of:
 - (a) The telephone number that this unit is connected to,
 - (b) The ringer equivalence number [0.1A]
 - (c) The USOC jack required [RJ45]
 - (d) The FCC Registration NumberItem (b) and (d) are indicated on the label. A plug and jack used to connect this equipment to the premises wiring and telephone network must comply with the applicable FCC Part 68 rules and requirements adopted by the ACTA. The ringer equivalence number (REN) is used to determine how many devices can be connected to your telephone line. In most areas, the sum of the RENs of all devices on any one line should not exceed five (5.0). If too many devices are attached, they may not ring properly.
- (8). If your home has specially wired alarm equipment connected to the telephone line, ensure the installation of this equipment does not disable alarm equipment, consult your telephone company or a qualified installer.
- (9). This equipment is hearing aid compatible.

Service Requirements

In the event of equipment malfunction, all repairs should be performed by our Company or an authorized agent. It is the responsibility of users requiring service to report the need for service to our Company or to one of our authorized agents. Service can be facilitated through our office at:

XBLUE NETWORKS.
20801 N 19th AVE, STE 2, PHOENIX, AZ 85027
913-599-2538

===== End of File =====