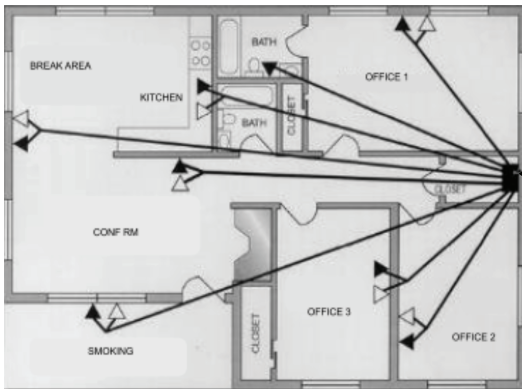## Installation Tips

The XD10 is a digital terminal of the X16^{plus} server. Each XD10 telephone must be wired to ONE digital extension port on the X16^{plus} server.
Ports: 1-8. Ports 9-16 are optional.
The wall jack in each office must be connected to the server port using Twisted-Pair, Category 3 or greater cable. (Unshield or Shielded)
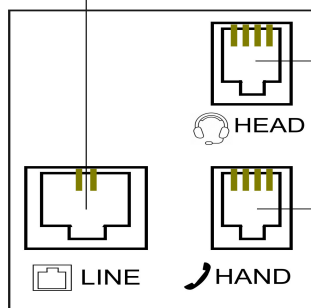

IMPORTANT NOTE: No other devices can be connected to the same cable pair that is used to connect the XD10 to the X16^{plus} server port. E.g. fax mahines and cordless phones must be wired separately.

Connections (on back of XD10)

Line Cord to wall-cable to X16^{plus} Server
(RJ11)

Optional Headset (RJ9)
HEAD
XD10 Handset (RJ9)
LINE
HAND

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Programmable Keys *f#3*

The ten (10) Programmable Keys are factory set for Outside Telephone Lines 1-4 and Extensions 101-106. These keys can be programmed for any user Feature Code or System Directory number. Use the Soft Keys under the display while making changes. To program a key press *f#3* then:
- Press the key you want to change.
- Press [chg].
- Choose [dir] for a Directory number.
-- Input the System Directory number.
-- Press [save].
- Choose [feat] a system feature (e.g. DND).
-- Press the *fx* key + Feature Code.
-- Press [save].

Notes: (a) The label can be reversed for writing the new code/feature. Pinch the plastic protector with your fingers to remove it. (b) While programming use the Hold key to back up one step.

Hold

Line 1
Line 2
Line 3
Line 4
Ext 101
Ext 102
Ext 103
Ext 104
Ext 105
Ext 106

Voicemail

Message

When there are messages waiting in your voicemail box the arched lamp on your phone will flash blue. To retrieve messages press the Message key. Your password is your extension number. You should record your name, your personal greeting and change your password.
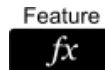
Message

XD10 Phonebook

PhBk

Each XD10 Telephone has a Phonebook to store up to 40 contacts. Press the PhBk key to add and dial numbers stored. When the contact desired is displayed press a Line key to call that contact.

Notes: (a) when viewing the phonebook, press the dial pad key with the letter of the name of the person you want to find. (b) Use the Feature Code *f7* to insert a pause (if needed) when storing numbers. (c) When storing contacts use the dial (number) keys to input the name. Each letter on the key pressed is shown with repeated presses of the key. E.g. press "7" three times to get the letter "R".

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X16^{plus} System Directory

101-299	Extensions
410-417	Ring Groups
400	All Page
401-408	Page Groups
409	External Page
470-479	Extension Quick Dial (10)
500-599	System Speed Numbers (100)
300-303	Conference Rooms
741-744	Analog Outside Lines (745 and 746 require the optional Analog Line Expander)
751-756	VoIP Trunks (757-758 possible if no Analog Expander)
418	Voicemail (when code is required)
419	Automated Attendant
0	Operator code (System Attendant)

X16^{plus} fx Feature Codes

Feature *fx*

f1	Program your Extension Quick Dial (470-9)
f2	Set Call Forward
f20	Delete Call Forward
f29	Enable/Disable Call Forward
*f2**	Enable/Disable Call Forward Status lamp
f3	CO Flash - Analog outside lines only
f4	DND - Enable/Disable Do Not Disturb
f52	Enable/Disable Background Music
f58	Reset Progammable keys to factory ☞
f60	Conference start code
f63	Select Day/Night/Time ring modes ☞
f66	Play the IP Address of the WAN port
f67	Call Record
f69	Reset XD10 to factory settings
f7	Pause command (may be used in Phonebook)
f78	Automatic Redial (on busy)(last number)
f8	Redial the last number
f92	Reminder (Attendant can set any extension)
f95	Auto Select (Outside Line/Intercom/Route)
f9#	Enable/Disable Headset Mode
f#0	System Settings - Service Mode/AA/Music/ IP Address/System Time/Web Pswd Reset
f#1	Key Press Tone (Confirmation Tone)
f#3	Program Programmable Keys
f#7	Set Ring Tone (intercom/outside lines)
f#9	Enable/Disable Paging
*f*4*	Intercom Ring
*f*5*	Intercom Voice Announce

☞ Admin PSWD reqd

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XD^{10}

Extension Name : _____

Extension Number : _____ (your extension #) (lower right in display)

Voicemail Password : _____

Admin *f#0* Password : _____ (9999)

XD10QRG Rev 8

Making A Call

Outside Line Call:
1. Press any available line button. Dial tone is heard. (The number of available lines depends on your subscription and those not in use by other users.)
2. Dial the desired telephone number. Hang up to end the call.

Notes: (a) Lines in use at other phones are lit solid blue. (b) A line in use at your phone is lit mostly solid green with a short quick flash.

Intercom Call:
Dial the extension number OR press the extension key to call that person.

Hold

Line Hold
While connected to an outside line, press the Hold key.

Retrieve a Line from Hold
1 - Press the flashing line button. Or,
2. The Hold key can also be used to retrieve calls that you have placed on hold. Press Hold to place a call on hold and press it again to retrieve that call from hold. If you have multiple calls on hold, pressing Hold repeatedly will retrieve one call then the next to aid you in keeping track of the longest holding line.

Note: lines that you place on hold will flash slowly and green at your phone and blue at the other phones.

Answering A Call

When your phone is ringing:
• Lift the handset to answer, or
• Press the Speaker key to answer in speaker-phone mode, or
• Headset - a headset can be connected to the XD10 and used instead of using the Speaker-phone. When headset mode is active, press the Speaker key to answer/disconnect calls.To activate Headset mode press $f9\#$ while the phone is idle.

Call Transfer

Attended transfer:

While connected to an outside line call:
1. Press Transfer key during the active conversation, the call is placed on hold.
2. Dial the extension number for the transfee user.
3. When the transferee answers you can announce the call (tell the user who's calling).
- If the transferee wants the call, press the Transfer key to complete the transfer.
- If the transferee does NOT want the call, press the outside line that is flashing to retrieve the call.

Blind transfer:

While connected to an outside line call:
1. Press Transfer key during the active conversation, the call is placed on hold.
2. Dial the extension number for the transfee user.
3. Press the Transfer key again to send the call to that user.
Notes: (a) if you have a key for the extension being called press that instead of dialing. (b) Blind Transfer will ring a phone in Ring mode or be connected handsfree when in Voice Announce mode. (c) Transfer a call to a user's voicemail box with ✱ + ext.

Conference (Phone 4-Party)

Your XD10 can create conference calls of up to 4 parties (you+3). Make or answer a call. Then:
• Press Hold
• Make your 2nd call (outside or extension).
• Press Hold if you want a 3rd call,
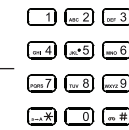• When you've made the last call press Conf key to join all the calls together.

Conference (System 16-Party)   300-303

The X16^{plus} server has 4 Conference Rooms available. There is a 16-Party maximum so you can have (1) 16-party conference or up to 4 conferences that when added together have 16 or fewer connections.
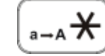To join a Conf Rm dial the room number 300-303.

Note: outside calls can be transfered to a Conference Room. Use the Blind Transfer method (above) to transfer a call to the desired conference room number.

Dial Pad - Pick Up & Ans Page

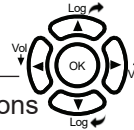Standard 12-key Dial Pad with Call Pick Up and Answer Page features.

Call PkUp This key is also used to Pick Up (answer) calls ringing at other telephones. Your phone must be idle to pickup ringing calls.

Ans Page This key is also used to connect you to someone making a page announcement. Your phone must be idle to answer pages.

Navigation Keys

Navigation Keys: used in many operations to move through selections displayed.
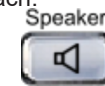
Volume: the Left and Right arrow keys also adjust the volume of the various modes:
• Ringing - adjust when the phone is idle.
• Handset, Headset, or Speakerphone - adjust when the mode is active.

Logs: Use to review the calls; Log ⏎ for Incoming Calls. Log ➔ for Outgoing calls.

Note: The capacity of Call Logs is 50 records each.

Speakerphone

Speakerphone can be used to have a conversation hands-free. Press the Speaker key to active speakerphone mode. Note: background sounds can impact speakerphone performance.

Mute

Press the Mute key before or during a call to block your microphone. You cannot be heard while muted.

Do Not Disturb $f4$

Press $f4$ to activate/deactivate DND. When active, "DND" will be displayed. Calls to your phone will not ring. Calling extensions hear DND Tone.

Notes:
1. A feature key programmed for DND will light blue when DND is active.
2. The feature key for extensions in DND will flash blue.

Call Forward $f2$

Call Forward modes:
 [all] Forward All Calls.
 [busy] Forward calls when busy.
 [n_ans] Forward calls when you don't answer.
 [ext] {see (g)}Forward calls to an external number.
 [smt] Simultaneously ring calls at another phone.

To setup Call Forward press $f2$ and select the type of forward you want to invoke then follow the prompted directions.

Notes:
(a) [co]Telephone Lines only.
(b) [icm/co]Both Telephone Lines and Intercom.
(c) [icm] Intercom only.
(d) Once Call Forward is set on your phone you can use f29 to Enable and Disable the Forward.
(e) When f29 is programmed on a key that key will be lit or off to show Call Forward enabled/disabled.
(f) Ring Group calls do not follow call forward.
(g) Forward using analog lines may be low volume.

X16^{plus} XD10 Admin $f\#0$

X16^{plus} XD10 Administration is possible from any XD10 extension. Press f#0 and input 9999 to set:
• System Service Mode (Day/Night/Time)
• VAA (Auto Attendant) and Music On Hold.
  ☞ Record Auto Attendant Greetings (Day, Night, Noon, and Temporary).
  ☞ Record system processing messages - Good-bye, Invalid, Waiting, Busy, No Ans, Transfer.
  ☞ Record Music On Hold - useful for messages on hold. (Play some music while recording.)
• Temp Mode - play your pre-recorded temporary greeting on the Auto Attendant.
• IP Address - view and change the IP Address of the W (WAN) and L (LAN) ports.
• System Time - set system time.
• System Manage - view and clear system parameters. (Use caution in this area.)

Notes: (a) Use Hold key to back up one step.
(b) X16^{plus} full Administration is accessed via PC - web-browser. Input the IP Address of the W or L port into the web browser with ":8800".
E.g.: 192.168.1.100:8800 then input Username admin and Password: XB-X16+ (this default password must be changed).