

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



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 speakerphone mode, or
- Headset - a headset can be connected to the XD10 and used instead of using the Speakerphone. 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 transferee 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 transferee 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)

Conf



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.

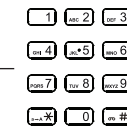
Conference (System 16-Party) 300-303

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.

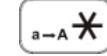
Note: outside calls can be transferred to a Conference Room. Use the Blind Transfer method (above) to transfer a call to the desired conference room number.

Dial Pad - Pick Up & Ans Page



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

Call PkUp



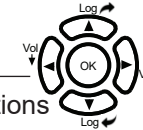
This key is also used to Pick Up (answer) calls ringing at other telephones. Your phone must be idle to pickup ringing calls.

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



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).

