



Enterprise IP Phone

XP0120 / XP0120P



Quick Reference (V61.0)


Basic Call Features

Placing a Call


Using the handset:

1. Pick up the handset.
2. Enter the number, and then press the **Send** soft key.

Using the speakerphone:

1. With the handset on-hook, press .
2. Enter the number, and then press the **Send** soft key.

Using the headset:

1. With the headset connected, press  to activate the headset mode.
2. Enter the number, and then press the **Send** soft key.


Note: During a call, you can alternate between headset, hands-free speakerphone and handset modes by pressing the **Headset** key or the **Speakerphone** key or picking up the handset. Headset mode requires a headset connected.

Answering a Call

Using the handset:

Pick up the handset.

Using the speakerphone:

Press .

Using the headset:

Press .

Note: You can ignore an incoming call by pressing the **Reject** soft key.

Ending a Call

Using the handset:

Hang up the handset or press the **Cancel** soft key.






Using the speakerphone:

Press  or the **Cancel** soft key.



Using the headset:

Press the **Cancel** soft key.

Redial

- Press  to enter the **Dialed Calls** list, press  or  to select the desired call, and then press  or the **Send** soft key.
- Press  twice when the phone is idle to call the last dialed number.

Call Mute and Un-mute

- Press  to mute the microphone during a call.
- Press  again to un-mute the call.




Call Hold and Resume

To place a call on hold:

Press  or the **Hold** soft key during an active call.

To resume the call, do one of the following:



- If there is only a call on hold, press  or the **Resume** soft key.

- If there is more than one call on hold, press  or  to select the desired call, and then press  or the **Resume** soft key.




Call Transfer

You can transfer a call in the following ways:




Blind Transfer

1. Press  or the **Tran** soft key during an active call. The call is placed on hold.
2. Enter the number you want to transfer to.
3. Press  or the **Tran** soft key.

Semi-Attended Transfer

1. Press  or the **Tran** soft key during an active call. The call is placed on hold.
2. Enter the number you want to transfer to, and then press .
3. Press  or the **Tran** soft key when you hear the ring-back tone.

Attended Transfer



1. Press  or the **Tran** soft key during an active call. The call is placed on hold.
2. Enter the number you want to transfer to, and then press .
3. Press  or the **Tran** soft key when the second party answers.

Call Forward

To enable call forward:

1. Press the **Menu** soft key when the phone is idle, and then select **Features->Call Forward**.
2. Select the desired forward type:
 - Always Forward----**Incoming calls are all forwarded unconditionally.
 - Busy Forward----**Incoming calls are forwarded when the phone is busy.
 - No Answer Forward----**Incoming calls are forwarded when the phone is not answered after a preset time period.
3. Enter the number you want to forward to. For **No Answer Forward**, enter the ring time to wait before forwarding.
4. Press the **Save** soft key to accept the change.

Call Conference

1. Press  or the **Conf** soft key during an active call. The call is placed on hold.
2. Enter the number of the second party, and then press the **Send** soft key.
3. Press  or the **Conf** soft key again when the second party answers. All parties are now joined in the conference.
4. Hang up the handset to disconnect all parties.

Note: You can split the conference call into two individual calls by pressing the **Split** soft key.

Speed Dial

To configure a speed dial key:

1. Press the **Menu** soft key when the phone is idle, and then select **Features->DSS Keys**.
2. Select the desired DSS key, and then press the **Enter** soft key.
3. Select **Speed Dial** from the **Type** field, select the desired line from the **Account ID** field, and enter the number in the **Value** field.
4. Press the **Save** soft key to accept the change.


To use the speed dial key:

Press the speed dial key to dial out the preset number.

Voice Message




The Message Waiting Indicator on the idle screen indicates that you have new voice messages waiting. The Message key LED lights up.

To listen to voice mail messages:

1. Press  or the **Connect** soft key.
2. Follow the voice prompts to listen to your voice messages.

Customizing Your Phone

Call History

1. Press  when the phone is idle, press  or  to scroll through the list.
2. Select an entry from the list, you can do the following:
 - Press the **Send** soft key to place a call.
 - Press the **Delete** soft key to delete the entry from the list.

If you press the **Option** soft key, you can also do the following:



- Select **Detail** to view detailed information about the entry.
- Select **Add to Contacts** to add the entry to the local directory.
- Select **Add to Blacklist** to add the entry to the blacklist.
- Select **Delete All** to delete all the entries from the list.

Contact Directory



To add a contact:

1. Press the **Dir** soft key when the phone is idle, and then select **Local Directory->Contacts**.
2. Press the **Add** soft key to add a contact.
3. Enter a unique contact name in the **Name** field, and enter the phone number in the proper field.
4. Press the **Save** soft key to accept the change.

To edit a contact:





1. Press the **Dir** soft key when the phone is idle, and then select **Local Directory->Contacts**.
2. Press  or  to select the desired contact, press the **Option** soft key and then select **Detail** from the prompt list.
3. Update the contact information.
4. Press the **Save** soft key to accept the change.

To delete a contact:



1. Press the **Dir** soft key when the phone is idle, and then select **Local Directory->Contacts**.
2. Press  or  to select the desired contact, press the **Option** soft key and then select **Delete** from the prompt list.
3. Press the **OK** soft key when "Delete Selected Item?" prompts on the LCD screen.

Note: You can add contacts from the call history easily. For more information, refer to **Call History** above.

Volume Adjustment

- Press  or  during a call to adjust the receiver volume of the handset/speakerphone/headset.
- Press  or  when the phone is idle to adjust the ringer volume.

Ring Tone

1. Press the **Menu** soft key when the phone is idle, and then select **Settings->Basic Settings->Ring Tones**.
2. Press  or  to select the desired ring tone.
3. Press the **Save** soft key to accept the change.