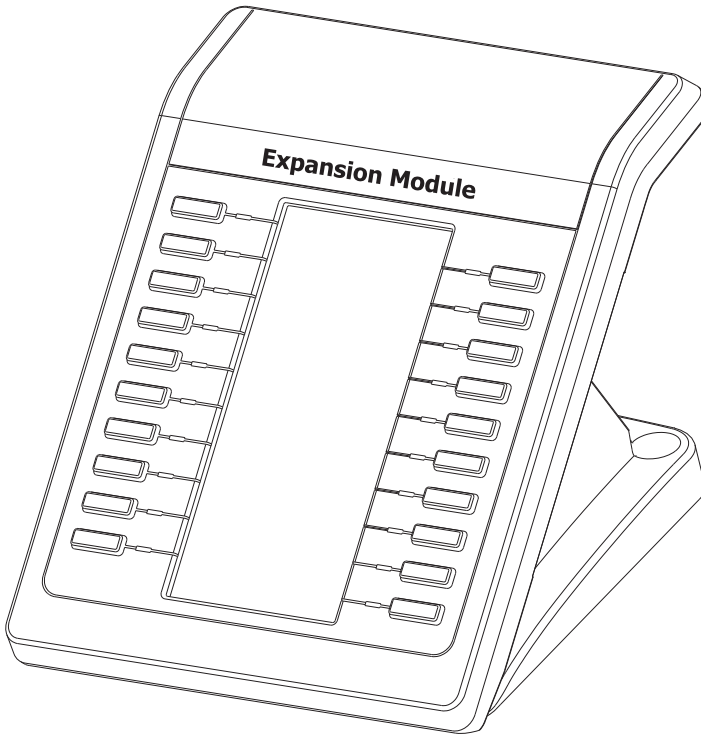




Expansion Module

XP0020



Quick Reference (V1.0)



You can configure all supported key features via phone user interface or web user interface. To configure via phone user interface, long press the desired key on the XP0020 for about 5 seconds to enter the setting interface of the key on the phone. The following sections provide operating instructions on how to configure key features via web user interface.

Line

You can use this key feature to set the keys to activate up to three accounts.

To assign a key as Line via web user interface:

1. Click on **DSSkey->CM Key**, select the desired expansion from the pull-down list of **Console Key**.
2. Select the desired key and then select **Line** from the pull-down list of **Type**.
3. Select the desired line from the pull-down list of **Line**.
4. Click **Confirm** to save the change.

Speed Dial

You can use this key feature to configure speed dial keys for the numbers which are frequently used.

To assign a key as Speed Dial via web user interface:

1. Click on **DSSkey->CM Key**, select the desired expansion from the pull-down list of **Console Key**.
2. Select the desired key and then select **Speed Dial** from the pull-down list of **Type**.
3. Enter the number and label in the **Value** and **Label** fields respectively (The label is optional).
4. Select the desired line from the pull-down list of **Line**.
5. Click **Confirm** to save the change.

BLF

You can use this key feature to monitor the status (idle, ringing or busy) of another SIP account. You can also press the BLF key to place a call to the monitored account. To assign a key as BLF via web user interface, refer to Speed Dial section (Enter the phone number in the **Value** field).

Voice Mail

You can use this key feature to access voice mail service quickly. To assign a key as Voice Mail via web user interface, refer to Speed Dial section (Enter the voicemail access number in the **Value** field).

Pick Up

You can use this key feature to answer someone else's incoming call on your phone. Contact your system administrator for the pickup code in advance when using this feature. To assign a key as Pick Up via web user interface, refer to Speed Dial section (Enter the pickup code plus phone number in the **Value** field).

Group Pickup

You can use this key feature to pick up a call that is ringing at any phone number in a pickup group. The pickup group should be pre-defined, contact your system administrator for more information. To assign a key as Group Pickup via web user interface, refer to Speed Dial section (Enter the group pickup feature code in the **Value** field).

Call Park

You can use this key feature to place a call on hold and retrieve the call from another phone in the system. Press the call park key during an active call to park the call to a call park extension and put the conversation on hold. The phone will display the extension number of the parked call. Enter the extension number on another phone to retrieve the call. Contact your system administrator for the call park feature code in advance when using this feature. To assign a key as Call Park via web user interface, refer to Speed Dial section (Enter the call park feature code in the **Value** field).

Intercom

You can use this key feature as a quick access to connect to the operator or the secretary in an office environment. You can press the intercom key to automatically connect with a remote extension for outgoing calls. To assign a key as Intercom via web user interface, refer to Speed Dial section (Enter the remote extension in the **Value** field).

DTMF

You can use this key feature to send the specification of arbitrary key sequences via DTMF during an active call.

To assign a key as DTMF via web user interface:

1. Click on **DSSkey->CM Key**, select the desired expansion from the pull-down list of **Console Key**.
2. Select the desired key and then select **DTMF** from the pull-down list of **Type**.
3. Enter the DTMF sequence and label in the **Value** and **Label** fields respectively (The label is optional).
4. Click **Confirm** to save the change.

XML PhoneBook

You can use this key feature to download the corresponding phone book from the server automatically and enter the XML phonebook page.

To assign a key as XML PhoneBook via Web interface:

1. Click on **DSSkey->CM Key**, select the desired expansion from the pull-down list of **Console Key**.
2. Select the desired key and then select **XML PhoneBook** from the pull-down list of **Type**.
3. Select a remote phonebook from the pull-down list of **Line** (Set the remote phonebook in advance).
4. (Optional) Enter the label in the **Label** field.
5. Click **Confirm** to save the change.

XML Browser

You can use this key feature to achieve many personalized features, such as weather information, stock trend, address book, RSS feeds, scheduler, etc. Contact your system administrator for more information about this feature before using. To assign a key as XML Browser via web user interface, refer to DTMF section (Enter the URL in the **Value** field).

Conference

You can use this key feature to call a preset number during an active call to conduct a conference call.

To assign a key as Conference via web user interface, refer to DTMF section (Enter the phone number in the **Value** field).

Forward

You can use this key feature to forward the incoming calls to a preset number To assign a key as Forward via web user interface, refer to DTMF section (Enter the phone number in the **Value** field).

Transfer

You can use this key feature to perform the Blind/Semi-Attended/Attended Transfer during a call. To assign a key as Transfer via web user interface, refer to DTMF section (Enter the phone number in the **Value** field).

Hold

You can use this key feature to hold or retrieve a call.

To assign a key as Hold via web user interface:

1. Click on **DSSkey->CM Key**, select the desired expansion from the pull-down list of **Console Key**.
2. Select the desired key and then select **Hold** from the pull-down list of **Type**.
3. (Optional)Enter the label in the **Label** field.
4. Click **Confirm** to save the change.

DND

You can use this key feature to activate or deactivate the DND mode. To assign a key as DND via web user interface, refer to Hold section.

Redial

You can use this key feature to enter the **Dialed Calls** list quickly when the phone is in idle state. To assign a key as Redial via web user interface, refer to Hold section.

Call Return

You can use this key feature to place a call back to the last received call. To assign a key as Call Return via web user interface, refer to Hold section on page 3.

SMS

You can use this key feature to access **Text Message** interface quickly. To assign a key as SMS via web user interface, refer to Hold section on page 3.

Record

You can use this key feature to send SIP INFO message containing a specific header to the server to trigger recording. To assign a key as Record via web user interface, refer to Hold section on page 3.

URL Record

You can use this key feature to sends HTTP URL request to the server to trigger recording. The URL is predefined, contact your system administrator for the URL. To assign a key as URL Record via web user interface, refer to DTMF section on page 3 (Enter the URL in the **Value** field).

Group Listening

You can use this key feature to activate the Speakerphone and Handset/Headset mode at the same time. You are able to speak and listen through handset/headset, meanwhile other people nearby can only listen through speakerphone. Press the key again to get back to the previous mode. To assign a key as Group Listening via web user interface, refer to Hold section on page 3.

Public Hold

You can use this key feature to allow the member belonging to a particular SLA group to hold the call. The held call can be retrieved by any other member. To assign a key as Public Hold via web user interface, refer to Hold section on page 3.

Private Hold

You can use this key feature to allow the member belonging to a particular SLA group to hold the call. The held call can only be retrieved by the hold party. To assign a key as Private Hold via web user interface, refer to Hold section on page 3.

Shared Line

You can use this key feature to share an extension number in a SLA group. When a member belonging to the SLA group uses the line to place a call, other members are notified of this usage and are blocked from using the line until it goes back to idle state or the call is placed on hold. Similarly, all members in the SLA group are notified of an incoming call and the call can be picked up by any member in the group. To assign a key as Shared Line via web user interface, refer to Speed Dial section on page 2.

Hot Desking

You can use this key feature to log out existing accounts on a phone and log in a new account, that is, many users can share the phone resource in different time. To assign a key as Hot Desking via web user interface, refer to DTMF section on page 3 (Leave the **Value** field blank).

URL

You can use this key feature to send HTTP requests to a web server. To assign a key as URL via web user interface, refer to DTMF section on page 3 (Enter the URL in the **Value** field).