



## Hybrid IP Communication System

Sophisticated communication made simple



# Keeping pace is one thing, taking the lead is another

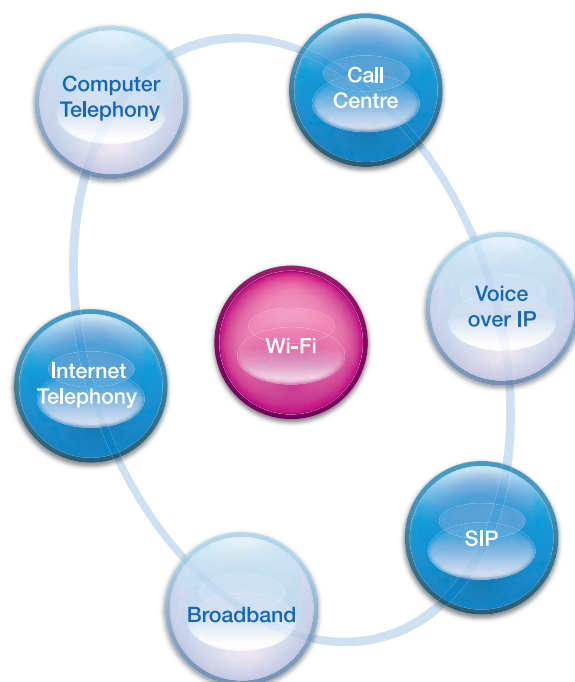
With the speed and intensity of business constantly on the rise, just keeping up with your competitors is hard enough. To grow and become more profitable, you need to find ways to get more done in less time. The key to meeting this challenge is more effective communication between your staff, customers and partners.

## Introducing the XN120 Telephone System from NEC

For too long, the most powerful and innovative telephone systems have only been within the reach of large corporations. With the XN120, this is no longer the case. Designed to satisfy the growing needs of small and medium businesses, this is a professional, flexible and easy-to-use voice communication system at a price that makes perfect sense.

## Brought to you by a global communications leader

NEC Infrontia is part of the global communications leader NEC. For three decades, we have been supplying leading-edge communications solutions to small to medium businesses throughout Europe. XN120 continues that long tradition, giving you access to the features that you require. XN120 also brings investment protection by being the only SME telephone system capable of connecting to the broadband SIP network.



# Connections

## Smoothly connecting your staff, customers and partners

### Fast and professional customer service

No matter how good your products and services, your success is ultimately determined by how well you look after your customers overall.

Smoothly connecting to your customers and partners is what gives your business the competitive edge. It makes good business logic to ensure your new phone system can keep pace with today's rapidly changing communication technologies.

### Investment protection

Are you buying a new phone system that is about to become obsolete? Take a closer look at XN120.

There may be features that you do not need today that will be vital for your business in the future. XN120 has the power to keep pace with those requirements:

- CTI (Computer Telephony Integration) – Linking your phone system to your computer
- VoIP (Voice over Internet Protocol) – Using DSL broadband or your computer/Internet network to carry long-distance voice calls

- IP (Internet Protocol) Telephony – Converged voice and data networks are here today. Connect your phones directly to your computer network
- WLAN (Wireless Local Area Network) – Wi-Fi will present a more flexible alternative to simple DECT phones. Use your PDA or computer as your mobile phone linking both to your emails and your phone system

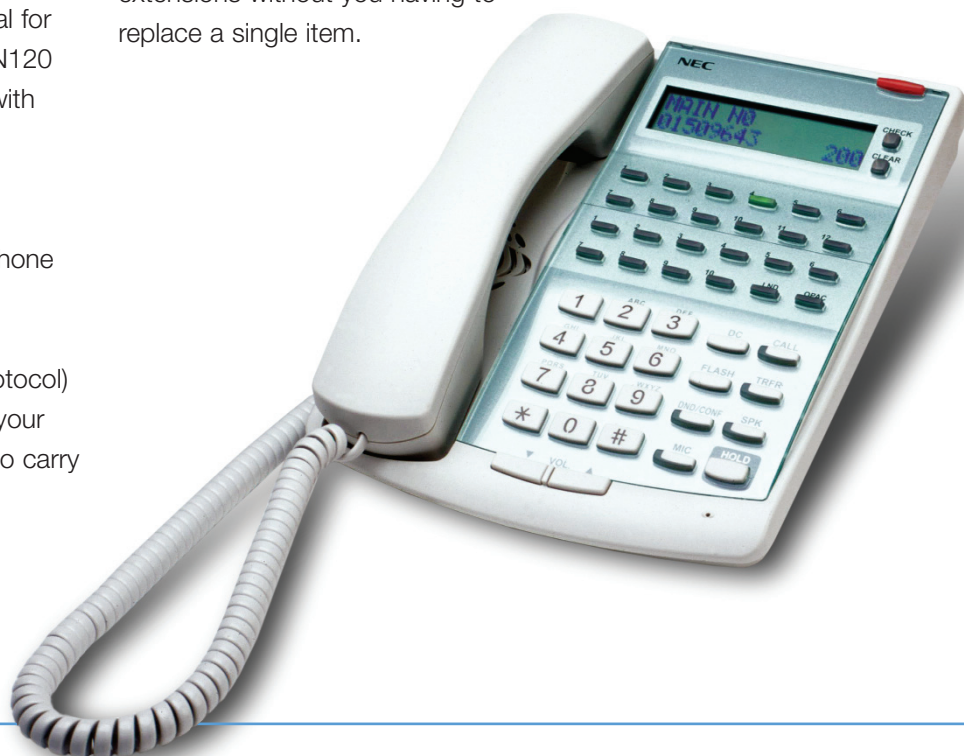
### We grow with your business

XN120 meets the requirements of the SME customer.

XN120 is the only phone system that can start as small as three exchange lines and eight extensions with competitive pricing and grow to 72 extensions without you having to replace a single item.

All growing businesses must make every penny count. With XN120, you buy what you need today, safe in the knowledge that your investment will not be wasted. Which other phone system supplier can match that?

XN120 gives you all the features you need to present an efficient, friendly and polished communications service that will delight your customers and help grow your profits.



# Peace of mind

## Communication systems for today and tomorrow

Communications technology is changing so fast that users may be forgiven for thinking that today's purchase will be tomorrow's mistake. Instead of the satisfaction of evaluating a major purchase, confusion and doubt are concerns for many buyers of new phone systems.

We at NEC recognise these major concerns. It is difficult to avoid using the many acronyms that surround today's technology. Unfortunately,

these short-hand technical terms go a long way to making our technology unintelligible for the layman.

Dispensing with the acronyms, what does XN120 give you?

XN120 is the latest version of NEC communications systems that have evolved since the 1970s. It incorporates the most important features that SME users over the years have taken for granted.

XN120 will connect to the public phone network whether it's traditional such as analogue or ISDN line, or leading edge such as IP. XN120's 'future proofed' design ensures that it will also connect to emerging services such as British Telecom's 21CN SIP network.

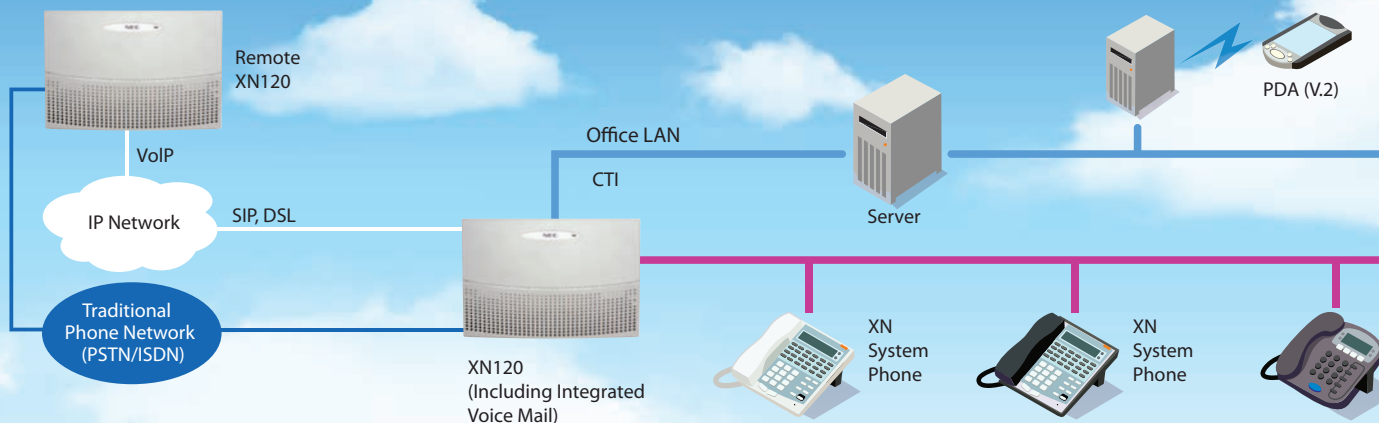
The flexibility of XN120 also means that you can connect any type of phone devices. Existing equipment such as modems, wireless DECT phones and answering machines can easily be plugged into this hybrid telephone system, making the most of your current investment and ensuring a seamless transition for customers and staff.

We cannot make it simpler than that. Let NEC give you peace of mind. You can get back to running your business, not worrying about your phone system.

“You can get back to running your business, not worrying about your phone system.”



The diagram below illustrates how flexible XN120 is:



# Benefits

## Sophisticated communication made simple

### Efficient, flexible and manageable

XN120 has the features that give you real business benefits. For instance, if you need to record that important phone call, just one key depression and the conversation is stored.

Dialling out is made easy too with features like Abbreviated Dialling and Last 10-number Redial, saving you time on the most important calls. Or, using CTI, use your mouse for point-and-click dialling from your PC.

In-house conference systems are no longer luxuries, or just for the 'big' business, and so XN120 allows both internal and external callers to join the conference bridge. Simple password access allows users to easily join or leave the conference.

Call deflection allows your XN120 telephone system to redirect an incoming call to an 'off premise' location without the need to use up any exchange lines for the duration of the call.

Our Call Centre features give you 'large corporate' benefits at an SME price. XN120 can distribute calls evenly to assigned staff or in a priority order. If one group member is busy, the call forwards to the next group member. If staff are busy, you can queue callers and play holding messages.

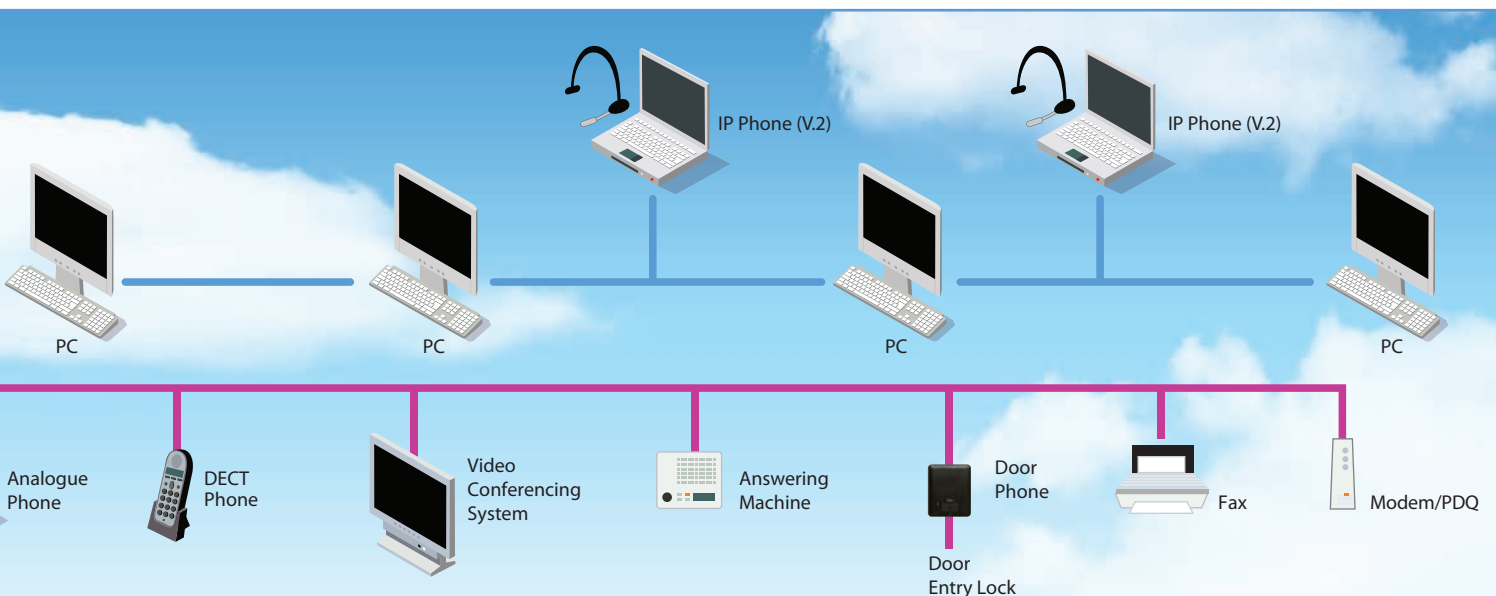
Everyone in business knows that, at some point, you have no choice but to put a customer on hold, but when it is your customer, you do not want them to feel abandoned. Using XN120 Receptionist, you can store your music on-hold greetings without the need for a separate CD player – saving you money and reducing abandoned call levels.

To make sure customers and suppliers receive the attention they deserve, XN120 also uses Calling Number Display, which can identify a caller's name and telephone number. Therefore, you can answer with a personal greeting.

XN120's eight-port Integrated Digital Voicemail called MailLite has up to 15 hours of message time, and a host of flexible options such as pressing one button to use Conversation Record to store conversations in your mailbox.

Message Centre Buttons allow two people sharing the same phone to have their own message-waiting indicator. Each person can see if he/she has any new messages.

XN120 integrates with your other most important productivity aid: your PC. Using Microsoft TAPI, you can easily connect your phone to a host of databases, Outlook, Access, Microsoft CRM, Goldmine and ACT!. If your package is not currently supported, our developer programme can have a driver created for you. The Contact Manager application allows point, click dialling, and the ability to pop up your caller's contact details before you answer the call.



# XN120 applications

“When incoming calls are unanswered or poorly handled your customers go elsewhere and you lose valuable sales. MyCalls puts you back in control of your phone system.”

## XN120 MyCalls



Improved customer service means increased profitability – and every lost call makes that harder to achieve. When incoming calls are unanswered or poorly handled your customers go elsewhere and you lose valuable sales. MyCalls puts you back in control of your phone system.

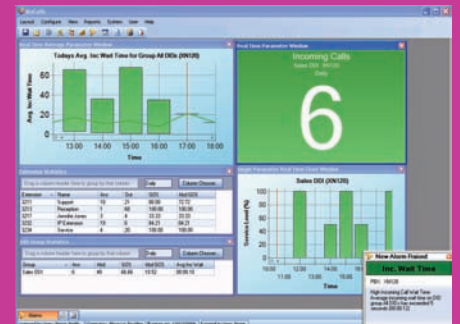
There is nothing new in monitoring phone calls. Call loggers have been around for many years. What makes MyCalls unique is that it monitors the

telephone performance of your staff. MyCalls is about performance management.

Every XN120 includes a bundled MyCalls licence. XN120 cannot guarantee customer service levels will increase, that is a function of both your staff and the phone system. But, using MyCalls, you will see at a glance how efficiently your staff are performing. See Abandoned Call Rates and Average Waiting times in real time on your PC.

If your business does need to monitor costs, then purchase the licence to add the Call Accounting module: MyCalls Call Manager.

## XN120 MyCalls Call Manager



The Call Accounting Module provides fast and quantifiable return on investment. The cost is minimal and payback time is short.

Upgrade the bundled version of XN120 MyCalls software and get access to a vast range of additional features and benefits.

In monitoring systems use, MyCalls Call Manager delivers a greater



number of alerts that are more advanced and produces company hierarchy, individual and comparison reports.

Many reports can be scheduled to run at specified times or be initiated when any defined rules have been broken. Typically, these include an unacceptable number of abandoned calls or alerts in service levels available to customers. Grade of Service reports are enhanced to show the number of time intervals that exceeded the specified grade of service values. Other reports can identify both over-achieving and under-achieving employees, identify the call type, and determine the 'busy hour'.

Quite apart from its ability to accommodate an unlimited number of users and its extended range of

reporting features, MyCalls Call Manager offers a valuable costing resource. This monitors telephone system costs, including handling, time, staff, and fixed costs such as line rental and maintenance.

Features that, in turn, improve your business's ability to manage and measure its telephone traffic effectively.

## Hotel features



Designed to satisfy the growing needs of the small and medium

hotelier, the XN120 Hotel Software offers a professional, flexible and easy-to-use hotel communication system at a price that makes perfect sense.

NEC has identified many ways in which your hotel can run smoothly and improve communication between guests, staff and suppliers alike. Smoothly connecting to your staff, suppliers and your guests is what gives your hotel the competitive edge and the XN120 Hotel Software provides comprehensive hotel services in addition to the many features available to business users. Features such as 'wake up calls', 'room status' and 'room-to-room call restriction' can help you run your facility more efficiently, save you time and money and provides your guests with a more responsive service.

# XN120 telephone

Our range of system phones makes you more productive



## XN Vision

### 22-button display

- LCD display, two line with 16-character display
- 12 Buttons for BLF, phone lines and features
- 360° Call indicator
- Dual-colour LED line button indicating call status at a glance
- 10 personal speed-dial buttons
- Height adjustment and built-in wall mounting
- Hands-free loudspech



## XN Talk

### 22-button standard

- 12 Buttons for BLF, phone lines and features
- 360° Call indicator
- Dual-colour LED line button indicating call status at a glance
- 10 Personal speed-dial buttons
- Height adjustment and built-in wall mounting
- Hands-free loudspech



## DSS Console

- Operator/Receptionist add-on module
- 64 Function/number/busy lamp (BLF) buttons
- External/Internal paging zones buttons
- Alternate answer call button
- Two-door phone buttons
- Day/Night mode button



## Add-on Module

- Add-on module for power users
- 24 Function/number/busy lamp (BLF) buttons
- Dual-colour LED buttons indicating call status







**Message/Ringer lamp**  
360° Vision

**Display**  
Two-line 16-character display

**Display prompts**  
Called/Calling name and number  
DDI name and number  
Directory names  
Missed calls name/number (10)  
Second-call indication  
Text messages

**12 Line/Busy lamp soft buttons**  
User configurable  
Dual-colour indication  
One-touch feature access  
Show status of colleagues

**10 Speed-dial keys**  
One-touch dialling of frequently called numbers

**Directory dialling**  
2000 Number/Name phone book

**Ring tones**  
Differentiate external/internal calls

**Hands-free loudspeech**

**Volume controls**  
Alter speaker/microphone/music volume

**In-built wall mount**

# Features

XN120 has all the features you would expect from a big-budget corporate phone system. These include:

- Account/Client/Project codes (2000)
- Account codes – forced/verified (1000)
- Automatic operator
- Automatic day/night service (8 levels)
- Battery backup
- Busy/No-answer call attendant
- Camp on/callback
- Call cost logging
- Call centre features
- Call deflection
- Call forwarding (busy/answer)
- Call forwarding (to external number)
- Call forwarding (with follow me)
- Call forwarding (from doorphone)
- Call park (64 locations)
- Call progress timer
- Call queuing (extension/operator)
- Conference (16 ccts standard)
- Conference bridge
- Conversation record
- Computer integration (CTI)
- DDI step on
- DDI call routing
- DISA (16-channel voice response unit)
- Doorbell/Doorphone/Door lock
- Dual-colour LED on phones
- Email fault reporting
- Ethernet/LAN port
- Hunt groups
- Hybrid extension ports
- Intercom call (voice-activated answer)
- IP trunks and extensions
- Manager intrude (barge in)
- Missed call indication
- Music on hold (int/ext)
- Online programming
- Paging (internal/external)
- Park and page
- Personal messaging
- Phone lock (access code)
- Queue messaging
- Redial
- Room monitor
- S bus/SO (ISDN)
- Secretary features
- Silent monitor
- Telephone directory (2000 names)
- Trunk-to-trunk transfer
- Virtual/Phantom extensions (50)
- Voicemail (integrated or third party)

“For too long, the most powerful and innovative telephone systems have only been within the reach of large corporations.”



# Capacities

## Scalability – build on your investment



Worried that you may outgrow XN120 – NEC has ensured that as you grow nothing is wasted. XN120 solutions are scalable.

Start small and expand your phone system when you want to. Unlike most competitive systems XN120 does not force you to throw away your existing main cabinets when you grow to 20–30 extensions. Just add another XN120 cabinet and keep growing.

Start as small as three exchange lines and eight extensions. With additional interface cards and cabinets, you can grow to 51 exchange lines and 72 extensions. If you wish to add IP extensions, then XN120 can support up to 96 extensions.

	One Cabinet	Two Cabinets	Three Cabinets
<b>Analogue Exchange Lines</b>	9	18	27
<b>ISDN BRI Channels</b>	16	32	40
<b>Analogue/Digital Extensions</b>	24	48	72
<b>IP Extensions (V.2.0)</b>	24	24	24

System Quantities		
Internal Paging Zones	Standard	8
Conference Circuits	Standard	16
	Optional	32
Abbreviated Dialling – Personal	Standard	20
Operating Modes (Day, Night, etc.)	Standard	8
Power Fail Transfer Ports	Standard	1
DDI Table Entries (ISDN)	Optional	2000

Digital Voice Mail Boxes	Optional	300
Digital Voice Mail Ports	Optional	8
VRS Channels	Optional	16
Door Phones	Optional	2
Control Relays/Door Locks	Optional	2
RS-232C Port	Optional	1
LAN Port	Optional	1
Battery Backup – System	Optional	1

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