

XTS-IP

Top Features and Benefits



Feature	Application	Benefit	How To...
All Call Page	Can be utilized in almost any application but is especially useful for larger buildings where departments may be widely dispersed. The XTS-IP supports 20 internal page zones.	Great notification tool to reach someone within the building without knowing the exact location. Also, it supports "meet me page."	Dial the All Call Paging Code (700) or press the pre-programmed flex button. Replace handset or press the ON/OFF key to terminate page announcement.
Attendant Day/Night/Special	This can be used to specify different greetings based on the time of day. In addition, calls can be automatically routed to a different destination based on the time of day such as at lunch or break periods.	The ability to automatically change greetings based on the time of day promotes flexibility and efficiency as the attendant does not have to manually change the greeting or forwarding location.	The DND button on the attendant's phone (station 100 by default) toggles between modes. Pressing the button one time puts the phone system in night mode and the LED is lit solid. Press again and the special mode is activated. The LED flashes. Press again and this is back to day mode, LED is OFF.
BGM/MOH	The on hold music can be customized with special messages for customers and can be utilized for spiffs, as well as promote products and services.	This provides another way to inform customers about promotions, new products or specials as they are waiting on hold and are essentially a captive audience.	Dial 632 or press the preprogrammed BGM flexible button, then enter 1 on the keypad. To deactivate, press 632, then enter 0.
Call Coverage	Call Coverage allows users to answer calls for other stations. If a co-worker is out of the office, calls for that extension can provide audible or visual indication on another person's station. This is a great option for a back up operator or service department.	Call Coverage allows users to answer calls for other stations. If a co-worker is out of the office, calls for that extension can provide audible or visual indication on another person's station. This is a great option for a back up operator or service department. This is another important feature that helps to improve efficiency in the workplace. Calls are not missed or unanswered simply because a co-worker is out of the office. DSS button for this application serves a dual purpose as it combines as a station and a call coverage button. In addition, the call coverage timer is now on a per station basis for greater flexibility.	Press SPEED + SPEED, dial 646 for ringing, 647 for non-ringing followed by the station number to cover. The call coverage station timer must be programmed by the installer.
Call Forward (Busy/No Answer)	In a busy work environment, this feature is very important as users can define a forwarding destination if their extensions are busy or if there is no answer.	This feature is flexible as calls can be forwarded to various destinations such as voicemail, a UCD group, Hunt group or another station. It is a great tool to help reduce the number of missed calls. Best of all, each station can determine its own forwarding destination.	Lift the handset, or press the ON/OFF button. Press the fixed FWD button or dial 640 then dial 9 for busy/no answer, followed by the forwarding destination such as the DSS button of the desired station or UCD, Voice Mail, Hunt Group pilot numbers and Speed Dial bins. (Note this could be preprogrammed by installer)
Call Forward (Off-Net/External)	This allows you to forward all calls to an external destination such as a cell phone. This is useful feature for a busy sales executive who doesn't want to miss important calls.	Again, this reduces the number of missed calls and allows the user to be accessible even when out of the office. For the teleworker, calls can be forwarded to the home number, for the busy sales exec, calls can be forwarded to a cell phone or another branch office.	Lift the handset, or press the ON/OFF button. Press the fixed FWD button or dial 640 then dial * followed by the speed bin number that contains the external number where calls are to be forwarded. (Note this could be preprogrammed by installer)
Call Park/Pickup	Users can park calls at one of the fourteen call park locations (424 --- 437) or a per station personal park location (438) and retrieve from any extension on the system. The system features 20 pick-up locations. Applications for this feature are universal.	This feature shows the flexibility of the system as calls retrieved from any station within the building.	To park a call, press the TRANS fixed button, followed by the park location (424-437) or 438 for personal park. You can also press the preprogrammed flex button. To retrieve a parked call, lift the handset or press the ON/OFF button, then press [#]. Dial the (424-437) where call was parked, or press the preprogrammed PARKED CALL PICKUP flexible button.
Do Not Disturb (DND)	Blocks Intercom and CO calls from ringing at a station. It also blocks the station from receiving pages. This is ideal for a boardroom environment that may prefer not to be disturbed by page announcements.	DND is an excellent feature as it allows the user to control calls presented to the station and helps to eliminate the distraction of unwanted calls. In addition, users can specify DND forwarding destination on a per station basis such as voicemail or an alternate extension.	Press the preprogrammed DND button once or dial the DND code - 631. The DND button can be pressed while the phone is ringing to stop the ringing. To activate Page Block, press the preprogrammed DND button a second time. (Not applicable to attendant station. 100 by default).
Hot Desking	The XTS-IP supports Hot Desking. This feature allows several employees to use the same extension a different times by simply entering a unique user code or login. That extension inherits the new station's attributes, e.g., CO routing, ring assignments, DID routing, speed dial, voice mail, and hunt group assignments. Ideal for outside sales personnel who are not assigned a permanent desk or real estate agents who share their desks with other agents.	This feature promotes flexibility and efficiency, as extensions are not required for each employee. All user programming is tied to the login code so there is no need to re-program the keyset each time you switch users.	Press the SPEED button twice. Press the desired button to program Dial [636] on the keypad, then dial the station number of an out of service (OOS) station with the same model designation as the telephone from which you are dialing. *(Does not apply to IP keysets)
Off-Hook Preference	This allows the flexibility to go off hook and directly connect to an outside line versus intercom dial tone or a ring down circuit to an extension.	This is ideal in a Centrex application where users can directly access an outside line and great for credit card machines in a retail environment where it directly accesses an outside line.	Must be programmed by installer. If a CO line is programmed for OFF-Hook Preference, for ICM calls DSS station must be pressed prior to going off hook PICKUP flexible button.
OHVO	This allows users to send a private announcement or message to another station currently on a CO or intercom call. This feature can be used in a variety of applications.	OHVO provides a great way to speak privately to another user without the party on the other end hearing the dialogue. Another benefit is the ability for the called party to connect both parties and carry on two independent conversations using the handset.	Press the preprogrammed OHVO button 628 to initiate an OHVO announcement. Receiver must be off hook and the HTP switch must be in the H mode to receive an OHVO call.

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One Touch Record	This allows users to record a current conversation directly to voicemail for later reference. This is very useful in locations such as a lawyer or doctor's office. It is also a great tool for coaching/training purposes.	One Touch record is very beneficial as conversations can be recorded for later use. This is ideal in applications where liability is of great significance.	Dial feature code 649 or assign it to a flexible button followed by the VM group# 440-447. (Voicemail system 440 required).
Tenant Groups	The XTS-IP supports up to 24 tenant groups per system. Each tenant group will allow for up to six attendants per group. This is an ideal solution for Executive suite applications where one system can be partitioned to function as individual companies with custom routing and day/night schedules.	Tenant Groups present a flexible cost effective solution to the dealer as one switch takes the place of several. This feature provides flexibility as each tenant group's programming can be customized to meet the individual needs of each company.	This feature has many parameters and must be programmed by an installer.
Trouble Notification	This feature allows a station user to be notified of another station in the system that remains off-hook in an idle status for a predetermined period of time. Notification includes ringing and station name or number display on the LCD of a station or stations that have preprogrammed a flexible feature button with flexible feature code of 608. Ideal for classrooms or assisted living facilities.	This is a great tool that can be highly effective in classroom or assisted living facilities because an emergency trouble alert can be sent to multiple people in different locations. This trouble alert will notify them of a potential critical situation with someone even if that individual is unable to speak.	Press the SPEED button twice. Press the desired button to program Dial 608 on the keypad to assign it to a flexible button.
Virtual Stations	A virtual station is used for special applications, such as ringing assignments to an extension that does not exist on the telephone switch. A typical example would be to have a virtual extension set up as an overflow destination for a UCD group. This eliminates the need to have a physical phone and extension perform this function.	Currently UDA/UNA applications require the use of a physical hardware port. A virtual station will eliminate the need for this hardware requirement. Call routing applications can be created without having to install a physical telephone device or card. This will result in significant cost savings.	The station must be defined in Flash programming as a virtual station. (Must be programmed by an installer).
Voicemail Button	This provides easy one touch access to voicemail for multiple mailboxes. In addition, it will provide message wait indication for each of these buttons. Users can program a general night time mailbox or another mailbox user on their phones.	This feature provides direct mail box access for multiple mailboxes and allows a user, like an attendant to have one-button transfer directly to voicemail.	Press SPEED + SPEED, followed by the desired flexible button to be programmed then dial 440-447. For multi mailbox appearance, press SPEED + SPEED and dial the feature code 460, followed by the voice-mail box number. (Requires VM system)
PRI Call Pairing	Used to allow a calling party to ring both the station and an external phone, such as a cell phone. This is an ideal application for the busy sales executive who is always on the go. PRI Call Pairing affords you the flexibility to have calls routed to both your office and cell phone so you're always within reach.	Can be used by any persons who may spend time away from the office, but want to be able to be reached whether they are at their desk on the road. The calling party in this case does not have to be forwarded, nor are they re-directed to another phone.	The XTS-IP is set to allow PRI Call Pairing on a system level. The user then sets their off-net forward destination to their cell phone. Calls that are received at the user station, either internal or direct CO, will ring at both numbers. Ringing will stop on the unanswered phone when the called party answers one of the two phones.
Additional Benefits			
VoIP/TDM Architecture	TDM or VoIP – why choose? The XTS-IP platform can accommodate traditional telephony applications, VoIP or both.	It's no longer a matter of "if" but "when" to deploy VoIP technology... The XTS-IP makes it easier for the business owner to take the step up to IP due to the flexibility of its converged platform. Customers can choose to deploy IP when their business needs dictate while still being firmly grounded in the security of TDM technology.	
XTS-IP Admin	The Vodavi XTS-IP Admin program is an excellent tool for station and trunk programming for either on site or remote administration.	The ability to program the XTS-IP using the system admin affords great flexibility to the installer and cuts down on the time needed to program those application intensive sites. Three levels of password protection are available that grants either read, write or full access to the system. The built in automatic database download ensures that you are working with the most current database to eliminate possible conflicts.	
Networking	This is ideal for companies that wish to connect their multiple branch locations together as one unified system. Up to 32 XTS-IP systems can be networked using either PRI or VoIP technology.	There are numerous benefits when several locations are tied together in a network topology. These range from intercom dialing across the network, least cost routing, which affords greater cost savings to the company, centralized voice mail system, external paging to other locations, and the ability to forward calls between offices which equates to better customer service.	
IP EndPoints	With the growth of VoIP, Vodavi has expanded its product portfolio to add its Nomad VoIP line. This encompasses IP hard phones, wireless handsets, and soft phones.	Mobility and flexibility are the most significant benefits when using IP Endpoints in today's fast paced business environment. With Vodavi's Nomad lineup, traveling sales people can still enjoy full featured functionality with the Nomad [®] or the Nomad [®] WiFi [®] handset. Both keep you connected even if you're not in the office. Nomad [®] is a wireless IP (Wi-Fi [®]) handset that operates via wireless access points placed throughout your site. This allows your employees to be more productive by freeing them from their desks. The handset can also be used from any 802.11b wireless hot spot such as an airport or Internet cafe. Stay connected regardless of your location with one of Vodavi's Nomad [®] mobility solution tools.	
Computer Telephony Integration (CTI) Applications	Vodavi has an extensive CTI platform that addresses the following applications: Discovery Desktop – PC Attendant is ideal for a busy front desk attendant to help process calls quickly and efficiently. Discovery NetPhone – This application is useful in many office scenarios and offers exciting features such as contact management integration, log of all incoming or outgoing calls, built in secure internal chat application, personal power dialer for outbound call campaigns, just to name a few. Discovery Manager – Previously viewed as just an ACD package, Discovery Manager has evolved to be a true productivity solution for a wide array of businesses across several different industries. It can be used to track performance, monitor agents/employees handling customer calls, and can provide a multitude of reports to help better manage resources.	CTI uses computer intelligence to help manage call processing functions. The combined capabilities of the PC and the telephone help to improve efficiency and productivity as many of the day to day tasks can be automated with a click of a button. Whether you are planning to deploy Discovery Desktop , Manager or Discovery Net Phone , Vodavi's CTI solutions provide you with the right tools to better manage your business.	