



Empowered by Innovation

**NEC**

# XN120

Sophisticated communication made simple



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## Contents

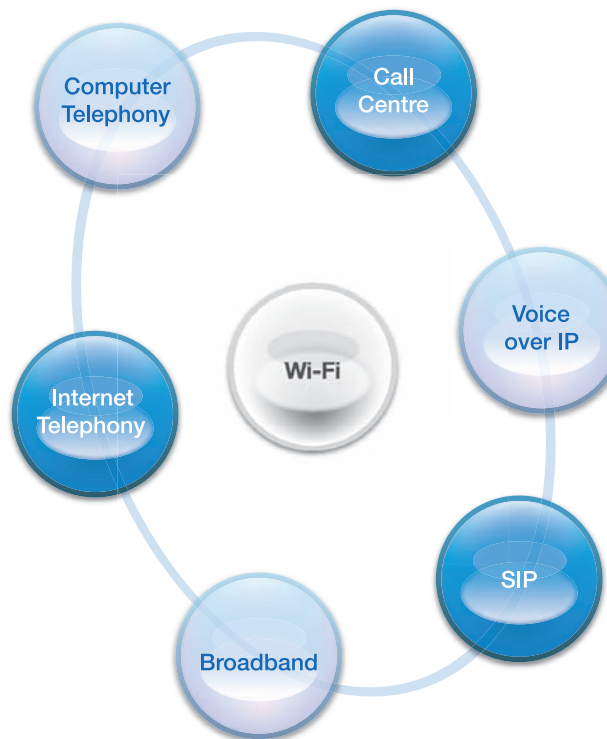
- 6** Features
- 8** Handsets
- 10** Capacities
- 11** Mobility - Mobile Extensions
- 12** Mobility - IP DECT
- 14** Call Management - MyCalls

# Sophisticated communication made simple

**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.



## Why choose NEC?

- A leading global enterprise telephony solution provider
- Empowering our customers through over 100 years of experience in IT and Networking
- Spanning the full spectrum of ICT products and solutions
- Investing over 2,7 billion Euro in research and development every year
- Employing more than 150,000 people worldwide
- The only global company in the world's top 5 in both computers and communications
- Unsurpassed technical support and logistics
- A reliable, stable partner with the mission to realize an information society friendly to humans and the earth

## Good reasons to choose the XN120

- Large corporate features at an affordable price
- User-friendly - easily accessed features
- Easily expanded to meet future growth of business
- Reliable and robust
- Mobile Extensions allow you to stay in touch wherever you are
- Integrated features include: voicemail (300 mailboxes), flexible call routing, auto attendant, conference bridge and one-touch call recording
- Real-time business management with MyCalls application
- SIP compatible



# 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 voice calls.
- IP (Internet Protocol) Telephony – Converged voice and data networks are here today. Connect your phones directly to your computer network.

## 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.

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.

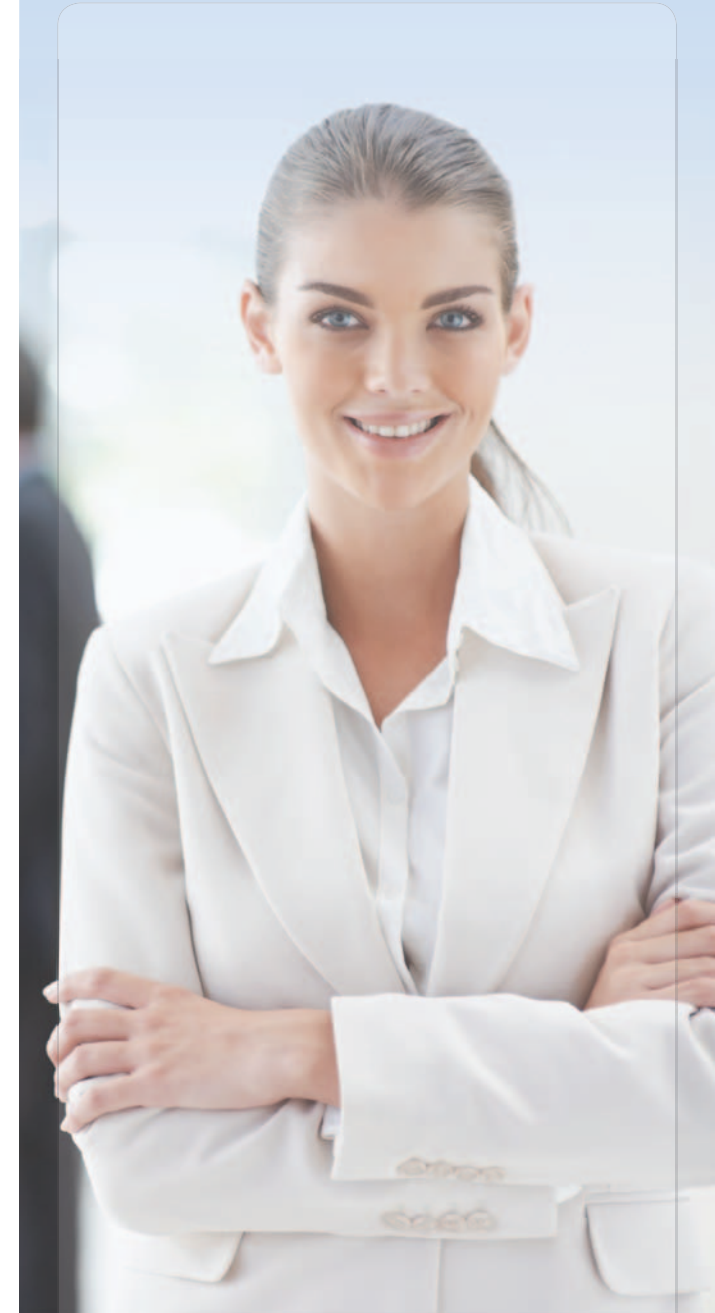
### **Dispensing with the acronyms, what does XN120 give you?**

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.

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.

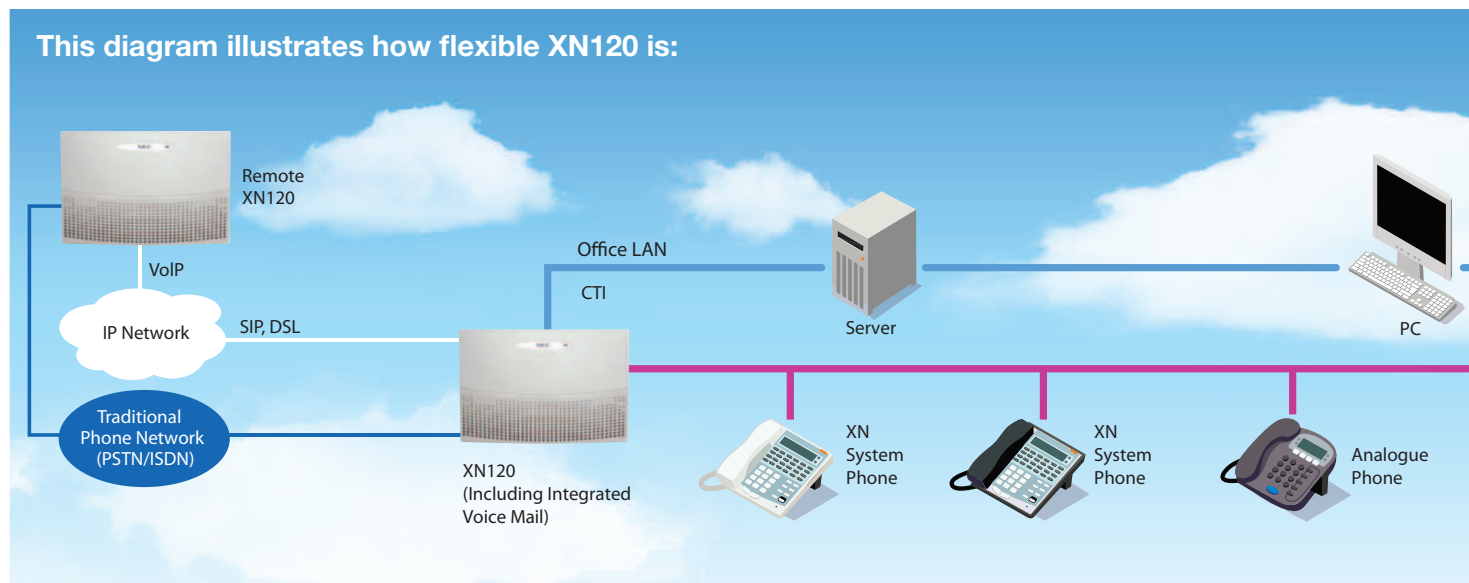
*"You can get back to running your business, not worrying about your phone system."*



# 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 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 (bargue in)
- Missed call indication
- Mobile Extension
- Music on hold (internal/external)
- 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)



## Selected features in detail:

**Conference Bridge** - Make internal and external conference calls without expensive conference bridges or services. Simple password access allows up to 32 users to join, leave and re-join a conference easily.

**Voicemail** - XN120's Integrated Digital Voicemail includes big system features including remote access of voice messages, time /date stamp, group mailboxes and individual, multi-lingual prompts. Up to 15 hours of message recording time is available.

**Auto Attendant** - Allows the caller to be quickly and efficiently directed to the person or department that they require. This feature can also allow a caller the option of returning to reception or another member of staff, rather than being forced into a voice mail.

**Multiple operating modes** - The XN120 has up to 8 different working modes to help you deal with different times of day. Modes can include day, night, holiday, lunch, training, fire drill, etc.

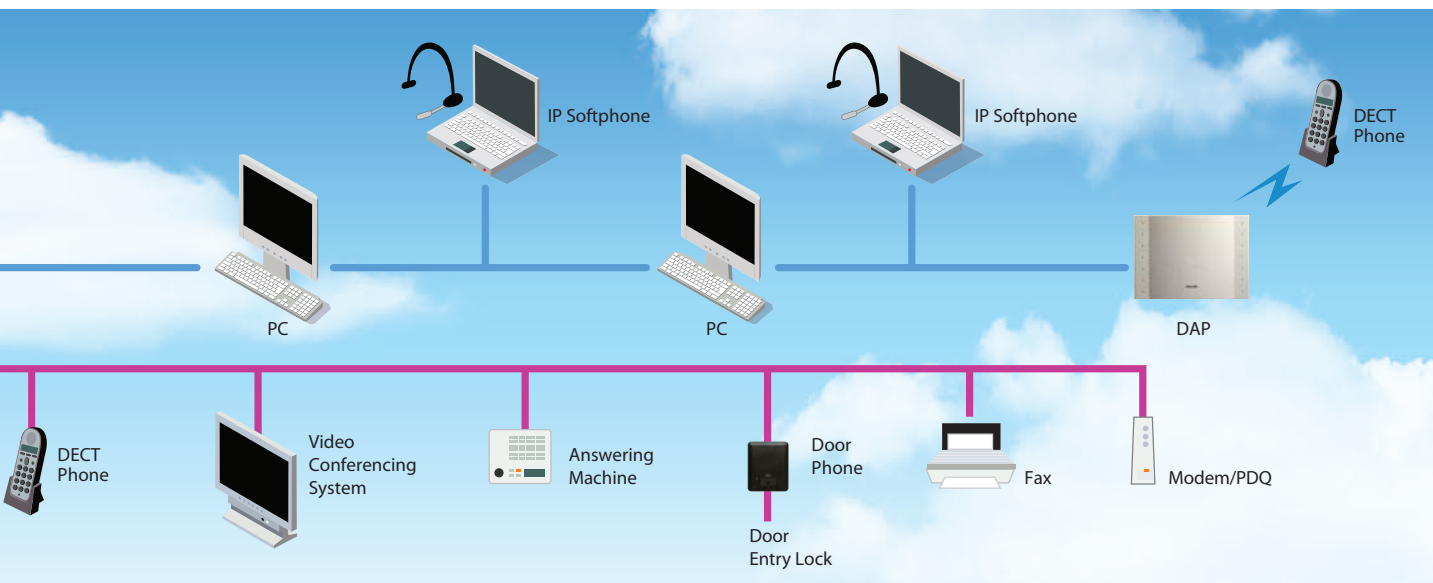
**One-touch Call Recording** - Conversations, verbal orders, directions, etc can be instantly recorded with a single click into your mailbox. Call recording is now a legal requirement in selected industries.

**Mobile Extensions** - Treat your mobile as an extension on the telephone system. Get access to the same features that the desk-phone offers, but with the freedom of a mobile phone. Ideal for remote workers, sales teams and busy executives.

**Paging** - Utilise your XN120 handset to 'page' in up to 8 different groups, areas or departments. This can be integrated into your existing wired paging system to cover larger areas.

**SIP compliant** - Benefit from reduced call costs and future-proof technology. Compatible with all the major SIP vendors, the XN120 has full SIP capabilities, straight out of the box.

**Expandability** - Benefit from maximum ROI along with future growth capacity. Go from 1 user to almost 100, without waste or redundancy.





# XN120 telephone

Our range of system phones include intelligent features to help increase productivity.



## XN120 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 loudspeaker



## XN120 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 loudspeaker



## 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**

*Display prompts include:*

- 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

**Ring tones**

- Differentiate external / internal calls

**In-built wall mount****10 Speed-dial keys**

- One-touch dialling of frequently
- Called numbers

**Directory dialling**

- 2000 Number / Name phone book

**Volume controls**

- Alter speaker / microphone / music volume

**Hands-free loudspeaker**

# 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.



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)	Standard	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

	1 Cabinet	2 Cabinets	3 Cabinets
Analogue Exchange Lines	9	18	27
ISDN BRI Channels	16	32	40
Analogue/Digital Extensions	24	48	72
IP Extensions	24	24	24

# Mobile Extensions

System phone functionality straight to your mobile

**The XN120 Mobile Extension feature is like being in when you're out. Treat your mobile like your desk phone and enjoy system features while you're on the move.**

You can be more reachable and maintain high customer service levels at all times. Save on voicemails, save on call backs and stop playing 'telephone tennis'. What's more, you can be contacted on the same extension number.

## **XN120 Mobile Extension benefits**

- They're a built-in feature at no extra cost
- You can use your mobile like your system phone, wherever you are
- You can be contacted away from your desk with your same extension number
- You can access system features away from the office
- You can maintain high service levels when on the move
- You can be contacted first time, so you don't waste time chasing up missed calls

## **Mobile Extension Features**

- Conference Call
- Caller ID
- Call Waiting & Call Forward
- Paging
- Hold & Transfer
- Speed dialling
- Voicemail access
- Hotel features
- Camp On

*"With the XN120 you can incorporate your mobile as an extension. This embedded feature comes at no extra cost!"*



## Good reasons to choose XN120 IP DECT

- Established DECT technology - reliable & secure
- Scalable from 1 to 256 Access
- Points, and even beyond
- Aggressively priced
- Makes employees more reachable, helping to increase customer service levels
- Drastically reduces mobile phone costs
- Integrated with features from the XN120
- Wide range of handsets for all user types and environments
- Powerful text messaging and alarms enable quicker responses
- Future-proof investment - uses 'open standards' such as the open messaging interface, SIP technology and standard GAP compatibility



# IP DECT

## True business mobility

The XN120 range of IP DECTs offers a more flexible way of working. Access to the main system features such as shared corporate directories mean employees are more reachable, more quickly. This increases responsiveness and in turn levels of customer service.



**C124**

### Cost effective entry level DECT

- Calling Name / Number, Call Logging
- Internal Directory: 40
- Headset compatible



**G355**

### Ideal for the demanding office user

- Calling Name / Number, Call Logging
- Internal Directory: 200
- Central Directory
- SOS Alarm Key
- Headset compatible


**G955**

**Ideal for office users who require advanced voice and messaging features**

- Calling Name / Number, Call Logging
- Internal Directory: 200
- Central Directory
- SOS Alarm Key
- Messaging (LMRS)
- Broadcast Messaging
- Headset compatible including Bluetooth


**I755**

**Ideal for industrial or demanding environments, eg health care, manufacturing, retail & warehousing**

- Calling Name / Number, Call Logging
- Internal Directory: 200
- SOS Alarm Key
- Man-down alarm
- Messaging (LMRS)
- Broadcast Messaging
- Headset compatible including Bluetooth


**M155 Messenger**

**Ideal for health care and hospitality environments**

- Calling Name / Number
- Internal Directory: 5
- SOS Alarm Key
- Messaging (LMRS)
- Hands-free



## Good reasons to choose the XN120 MyCalls

- Improves customer service
- Improves staff efficiency
- Helps manage & measure sales & marketing activity
- Aids staff training
- Call recording helps solve disputes
- Real time information enables supervisors to react quickly to changes in call traffic
- Call handling information can be displayed on a plasma screen for motivational purposes



# XN120 MyCalls

A new standard in 'real-time' call management for small businesses

## What is MyCalls?

A complete call management system in a single solution. Some of your most expensive assets, ie your communications and staff can be managed effortlessly from a supervisor's desktop. The MyCalls range includes call monitoring, call centre management, call recording and call activity analysis. All this happens in REAL TIME allowing you to respond to changing conditions in your business quickly.

## Enhanced Call Handling

Improves call handling efficiency and customer service by presenting valuable caller details from company databases including Microsoft® Outlook, directly to the users desktop before they answer the call. Speed dialing, extension BLF (busy lamp field) and full control of each call is available from the PC.



## How much do missed calls cost a business?

Most businesses don't even know - you can't manage what you can't measure. MyCalls helps follow up missed calls immediately; provides real time information about call handling throughout the day, indicating when additional staff may be required at critical times, which could help prevent losing customers to competitors.

## Which businesses would benefit from MyCalls?

Any business that uses telephony with their customers regardless of their size - it's not just for call centres. Call recording is also ideal for doctors surgeries and financial companies who may need to access previous calls, solve disputes, etc.

## Programmable alerts

A unique feature of MyCalls enables customisable parameters to be set by the supervisor. This provides various alerts such as levels of unanswered calls at one time; phones left off the hook; calls exceeding preset duration or answer time; agents not at their stations etc. This means a supervisor is only alerted when action is required.

## Real time call management

Provides complete overview of calls in REAL TIME allowing you to adapt to changing conditions in your business quickly. It helps you improve call handling, view and adapt to busy periods, monitor and manage advertising campaigns and help you control your staffing and call costs.

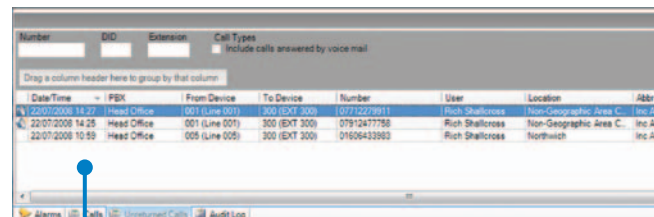
### XN120 Hotel Software

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.

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.

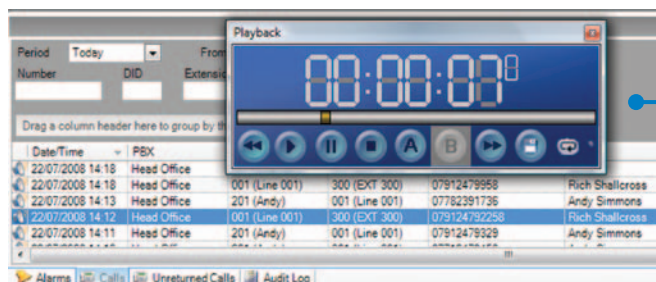


Number	DID	Extension	Call Types
Include calls answered by voice mail			
Drag a column header here to group by that column			
Date/Time	From Device	To Device	Number
22/07/2008 14:27	Head Office	001 (Line 001)	300 (EXT 300)
22/07/2008 14:25	Head Office	001 (Line 001)	300 (EXT 300)
22/07/2008 10:59	Head Office	005 (Line 005)	300 (EXT 300)

#### Missed calls followed up

Calls that go unanswered can be viewed ready for call back. Once these calls have been made they are removed from the list so to avoid contacting the same customer twice.

*"MyCalls displays call traffic as it is happens, so any problems can be dealt with instantly."*



Date/Time	From Device	To Device	Number	User	Location	Abbr
22/07/2008 14:18	Head Office	001 (Line 001)	300 (EXT 300)	Rich Shallcross	Non-Geographic Area C	Inc Abd
22/07/2008 14:18	Head Office	201 (Line 001)	001 (Line 001)	Rich Shallcross	Non-Geographic Area C	Inc Abd
22/07/2008 14:13	Head Office	001 (Line 001)	300 (EXT 300)	Rich Shallcross	Northwich	Inc Abd
22/07/2008 14:12	Head Office	001 (Line 001)	300 (EXT 300)	Rich Shallcross	Northwich	Inc Abd
22/07/2008 14:11	Head Office	201 (Line 001)	001 (Line 001)	Rich Shallcross	Northwich	Inc Abd

#### Easy call recording

Telephone calls can be selectively recorded, played back and exported for email. This simplifies and enhances training for call handlers. It also means that call disputes can be resolved efficiently.



For further information please contact your local NEC representative or:

EMEA (Europe, Middle East, Africa)  
NEC Unified Solutions  
[www.nec-unified.com](http://www.nec-unified.com)

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