

# User Manual

## X4

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## Keypad



**Figure 6 - Vertical Scroll Bar**

## Using the Phone

### Making Phone Calls

#### ■ Default Line

The device provides 4 line services. If both lines are configured, user can make or receive phone calls on either line. If default line is configured by user, there will be a default line to be used for making outgoing call which is indicated on the top left corner. To change the default line, user can press left/right navigation buttons to switch between four lines. Enable or disable default line, user can press

[Menu] - > [Features] -> [Default Line] or configure from Web Interface (Web / Phone settings / Features ).



*Figure 32 - Default Line*

#### ■ Dialing Methods

User can dial a number by,

- Entering the number directly
- Selecting a phone number from phonebook contacts (Refer to **6.2 Using Phonebook**)
- Selecting a phone number from cloud phonebook contacts (Refer to **6.3 Using Cloud Phonebook**)
- Selecting a phone number from call logs (Refer to **6.4 Call Logs**)
- Redialing the last dialed number

#### ■ Dialing Number then Opening Audio

To make a phone call, user can firstly dial a number by one of the above methods. When the dialed number is completed, user can press [Dial] button on the soft-menu, or press hand-free button to turn on the speaker or headset, or lift the handset to call out with the current line, or user can press line key(Configured by DSS Keys) to call out with specified line.



**Figure 33 - Dialing a Number before Audio Channel Opened**

#### ■ Opening Audio then Dialing the Number

Another alternative is the traditional way to firstly open the audio channel by lifting the handset, turning on the hands-free or headset by pressing hands-free button, or line key, and then dial the number with one of the above methods. When number dialed completed, user can press [Dial] button or [OK] button to call out, or the number will be dialed out automatically after timeout.



**Figure 34 - Dial a Number after Audio Channel Opened**

**NOTICE!** For some users who get used to dial a number immediately by pressing **#** key, the user must login to the web to enable 'Press "#" to invoke dialing' option in page [Line] -> [Dial Plan] -> "Basic Settings" and apply it.

### ■ Cancel Call

While calling the number, user can press [End] button or close the audio channel by put back the handset or press the hands-free button to drop the call.



**Figure 35 - Calling Remote Party**

### ■ Answering Incoming Call

When there is an incoming call while the device is idle, user will see the following incoming call alerting screen



**Figure 36 - Incoming Call Screen**

User can answer the call by lifting the handset, open headset or speaker phone by pressing the handsfree button, or the [OK] / [Answer] button. To divert the incoming call, user should press [Divert] button.

To reject the incoming call, user should press [Reject] button.

### Talking

When the call is connected, user will see a talking mode screen as the following figure,



### ■ Call Holding /Resuming

User can hold the remote party by pressing [Hold] button and the button will be changed to [Resume] icon. User can press the [Resume] button to resume the call.



**Figure 38 - Call Holding Screen**

### ■ Call Ended

When user finished the call, user can put the handset back to the device to hang up the call or press the hands-free button to close the audio channel to hang up.

### Make / Receive Second Call

The device supports multiplex calls concurrently (up to 10). When there is already a call established, user can still answer another incoming call on either lines or make a second call on either lines.

### ■ Second Incoming Call

When there is another incoming call during talking a phone call, this call will be waiting for user to answer it. User will see the call message in the middle of current screen. The device will not be ringing but playing call waiting tone in the audio channel of the current call and the LED will be flashing in green. User can accept or reject the call same as normal incoming call. When the waiting call is answered, the first call will be put on hold automatically.



*Figure 39 – Second Incoming Call Screen*

### ■ Second Outgoing Call

To make a second call, user may press [XFER] / [Conf] button to make a new call with the default line or press the line key to make new call with other line. Another alternative for making second call is to pressing DSS Keys dial out from the configured Keys (BLF/Speed Dial). When user is making a second call with the above methods, the first call could be place on hold manually first or will be put on hold automatically at second dial.

### ■ Switching between Two Calls

When there are two calls established, user will see a dual calls screen as the following picture,



**Figure 40 - Dual Calls**

User can press up/down navigation buttons to switch screen page, and switch call focus by pressing [Hold] / [Resume] button.

#### ■ Ending One Call

User may hang up the current talking call by closing the audio channel or press [End] button. The device will return to single call mode in holding state.

## Call Transfer

When the user is talking with a remote party and wish to transfer the call to another remote party, there are two way to transfer the call, attended and unattended.

#### ■ Attended Transfer

The attended call transfer is also known as the 'polite mode' which is to dial through the other remote party, wait for the remote party to answer the call and then transfer the call.

This is the same procedure as making two concurrent calls. In the dual call mode, press the [XFER] button to transfer the first party to the second one.

#### ■ Unattended / Blind Transfer

Unattended transfer is also known as 'Fire and Forget' mode. Instead of connecting to the second party first and confirming the second call is established, user press [XFER] button first then dial the second party number. When the number is dialed, user can press[XFER] button again and the first party will be transfer to the second.



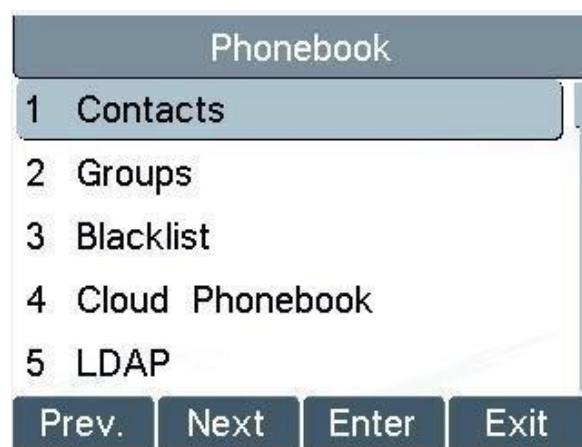
This is like helping the first party to dial to the second one. However, the transfer could be successful if the second party answered it, or could be failed if the second party is busy or rejected it.

**NOTICE! More advanced transfer configuration, please refer to 8.14 LINES / Dial Plan.**

## Using Phonebook

User can save contacts' information in the phonebook and dial the contact's phone number(s) from the phonebook. To open the phonebook, user can press soft-menu button [Dir] in the default standby screen or keypad.

By default the phonebook is empty, user may add contact(s) into the phonebook manually or from call logs .



**Figure 42 - Phonebook screen**

**NOTICE! The device can save up to total 500 contact records.**



**Figure 43 - Phonebook is Empty**

When there are contact records in the phonebook, the contact records will be arranged in the alphabet order. User may browse the contacts with up/down navigation keys. User may fast scroll the contact list by holding the up/down navigation keys. The record indicator tells user which contact is currently focused. User may check the contact's information by pressing [OK] button.



**Figure 44 - Browsing Phonebook**

## Voice Message

If the service of the lines supports voice message feature, when the user is not available to answer the call, the caller can leave a voice message on the server to the user. User will receive voice

message notification from the server and device will prompt a voice message waiting icon on the standby screen,



**Figure 54 - New Voice Message Notification**

To retrieve the voice messages, user must configure the voice message number first. Once the voice message number is configured, user can retrieve the voice message of a line by pressing the [Dial] button in the voice message screen.

When the device is in the default standby mode,

- Click the [MWI] button. (As default, there is a configured MWI DSSKEY, You can also press [Menu] / [Applications] / [Voice Message] to enter MWI interface) )
- Open voice message configuration interface, select the line to be configured with up/down navigation keys.
- Press [Edit] button to enable and edit the voice message number, when done, press [OK] / [Save] button to save the configuration.

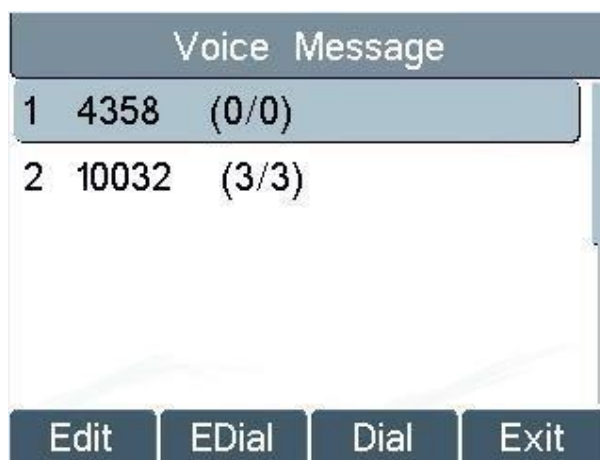


Figure 55 - Voice Message Screen

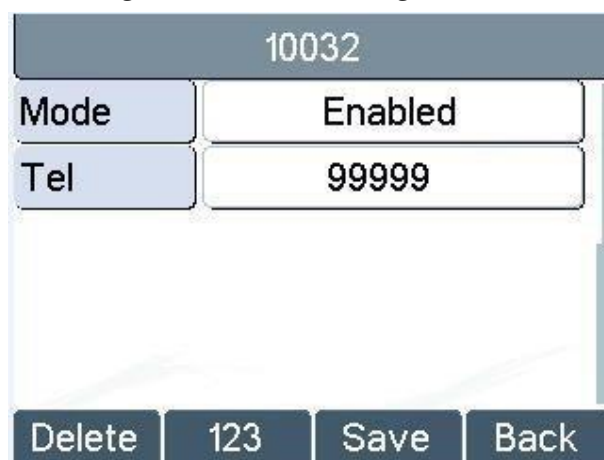


Figure 56 - Configure the Voice Message Number

## Do-Not-Disturb

User may enable Do-Not-Disturb (DND) feature on the device to reject incoming calls (including call waiting). The DND can be enabled on line basis.

To quickly enable or disable the DND on all lines,

When the device is in the default standby mode,

- Press [DND] button to enable DND on all line and icon  will be displayed on the screen.

- Press [DND] button again to disable DND on all line and icon **DND** will be disappeared.



**Figure 57 - DND Enabled on All Lines**

If user wishes to enable or disable DND on a specific line, user could change the DND mode in DND configurations.

- Press soft-button [Menu] till you find the [Features] item.
- Enter [Features] item till you find the [DND] item.
- Enter DND edit page
- Press left/right navigation key to change the DND mode or DND state on specific line. When done, press [Save] button to save the changes.

**DND** 'Do Not Disturb' against the enabled line.



- User will see icon

**Figure 58 - Configure DND on Line**

## Call Forward

Call forward is also known as 'Call Divert' which is to divert the incoming call to a specific number based on the conditions and configurations. User can configure the call forward settings of each line.

There are three types,

- **Unconditional Call Forward** – Forward any incoming call to the configured number.
- **Call Forward on Busy** – When user is busy, the incoming call will be forwarded to the configured number.
- **Call Forward on No Answer** – When user does not answer the incoming call after the configured delay time, the incoming call will be forwarded to the configured number.

To configure call forward, when the device is in the default standby mode, ● Press soft-button [Menu] till you find the [Features] item.

- Enter [Features] item till you find the [Call Forward] item.
- Press [Call Forward] button to open call forward configuration screen, select the line to be configured with up/down navigation keys.
- Press [Enter] button to edit the call forward settings.
- Select the call forward type with up/down navigation keys. Click [Enter] button to configure the call forward number and delay time, if applicable.
- Enable or Disable call forward with left/right navigation buttons against specific lines and types.
- If select 'Enable', browse the setting parameters with up/down navigation keys and enter required information. When done, press [Save] / [OK] button to save the changes.



**Figure 61 - Select Line for Call Forward Configuration**

4358	
1	Unconditional
2	Busy
3	No Answer

Prev.	Next	Enter	Back
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**Figure 62 - Select Call Forward Type**

Unconditional	
Mode	Enabled
Tel	4355_







Delete	123	Save	Back
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**Figure 63 - Activate Call Forward and configure Call Forward Number**




No Answer	
Mode	Enabled
Tel	4359
Time	5_

Delete		Save	Back
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**Table 11 - Keypad Icons**

	Redial
	Handsfree (HF)
	Phone lock=long-pressed key(#)
	Mute microphone (during a Call)
	Volume up
	Volume down

**Table 12 - Status Prompt and Notification Icons**

	Call out
	Call in
	Call hold
	Network disconnected
	Keypad locked
	Missed calls
	SMS
	New voice message waiting
	Do-Not-Disturb activated on phone



	Auto-answering activated
	Call forward activated
	Handsfree (HF) mode
	headset (HP) mode
	Handset (HS) mode
	Microphone muted
2aB	Mixed type input
abc	Lower Case input
ABC	Upper Case input
123	Numeric input