



## XL220 Feature Phone User Guide



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## Feature List

- Line Powered, no batteries or mains power required
- Full Duplex Speaker Phone with 5M Range – Ideal for conferencing
- Unique Desk Top Stand – Phone can be mounted at 30 or 50 degree angle, giving a better view, easier access and reducing desk foot print.
- Wall Mountable
- Specific Caller ID Auto Answer - Only available on PBX system extension to extension connections. When a specific, pre-registered extension number calls, the phone will auto answer in speaker phone mode after one ring cycle. This unique feature has many applications such as Restaurant to Kitchen, CEO to PA, Shop Floor to Warehouse etc. Will automatically disconnect when the caller hangs up ('Busy tone detect' feature must be activated).
- Call Back & Call Back on Busy.
- 10 Last Number re-dials
- Headset Socket (RJ)
- Caller ID compatible
- 10 One-Touch Memories - Discreet programming with flash memories can be used as a Hotel phone
- 10 VIP Memories - 10 Caller ID's programmed into the VIP phone memory will give a different ring melody when calling - Select a different ring tone for VIP memories
- Call indicator light
- 24 Caller ID Memories
- Pre-Dialling
- Message Waiting Indicator (for compatible switch board users only)
- Mute On / Off Button
- LCD screen (65 x 25mm) 14 digit.  
Displays Date & Time  
Callers Number  
Call timer  
5 Contrast Settings
- Recall – Programmable 90/95/100/120/180/300/600/1000 ms
- Tone or Pulse Dialling
- Ringer Volume Control – 4 levels
- 16 Ring melodies
- 4 Handset and speaker phone volume levels
- In Use Volume Control Button
- Headset Volume Control
- Busy Tone Detect
- Inductive Coupler (For Hearing Aid Users)
- PBX & Switch compatible
- Local Area Code programmable
- CE & RoHs Compliant

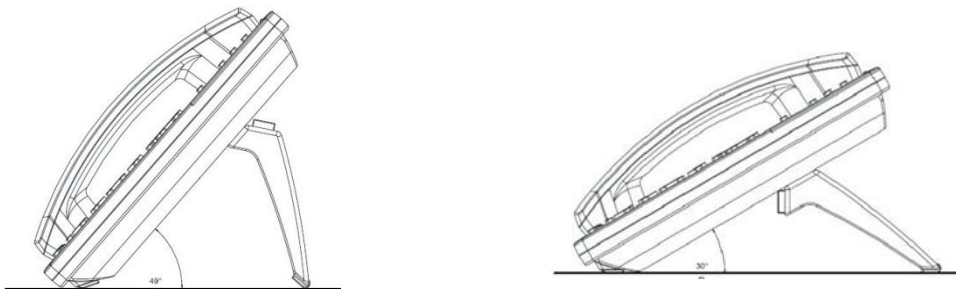
## Installation

### Curly Cord and Line Cord

1. Connect the shorter straight end of the handset curly cord in to the socket on the handset
2. Connect the longer straight end of the handset curly cord into the smaller rear socket of the telephone base.
3. Connect the straight line cord in to the larger socket on the rear of the telephone base and the other end into your telephone wall socket.

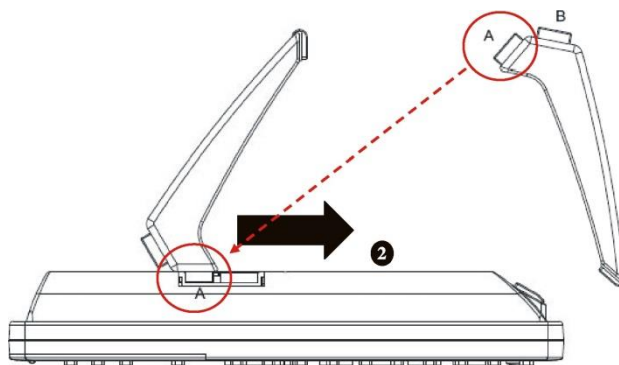
### Telephone Stand

The XL220 can support two different tilt angles – 50 or 30 degrees – see below



To attach the stand to the phone you will see 2 sets of slots on the rear of the telephone base and 2 sets of notches on the top of the stand ( marked A & B in the diagram below) .  
For illustration purposes we are using the 50 degree angle set up.

Place the XL220 telephone base face down on your lap or other soft surface so as not to damage the key pad, insert the notches in to the corresponding slots and push up. To remove push down: the diagram below illustrates removal.



A to A gives a 50 degree tilt  
B to A gives a 30 degree tilt

NB: If you want to use the 50 degree angle we suggest you remove the handset hook on the telephone base by sliding up and lifting out. Turn it upside down and replace by sliding down back in to the grooves – See wall mounting section below. This will ensure the handset remains secure in the cradle when not in use

## Wall Mounting

1. Remove the handset hook switch on the telephone base by sliding up and lifting out. Rotate 180 degrees and re-insert. This will ensure the handset remains securely in the cradle when not in use.

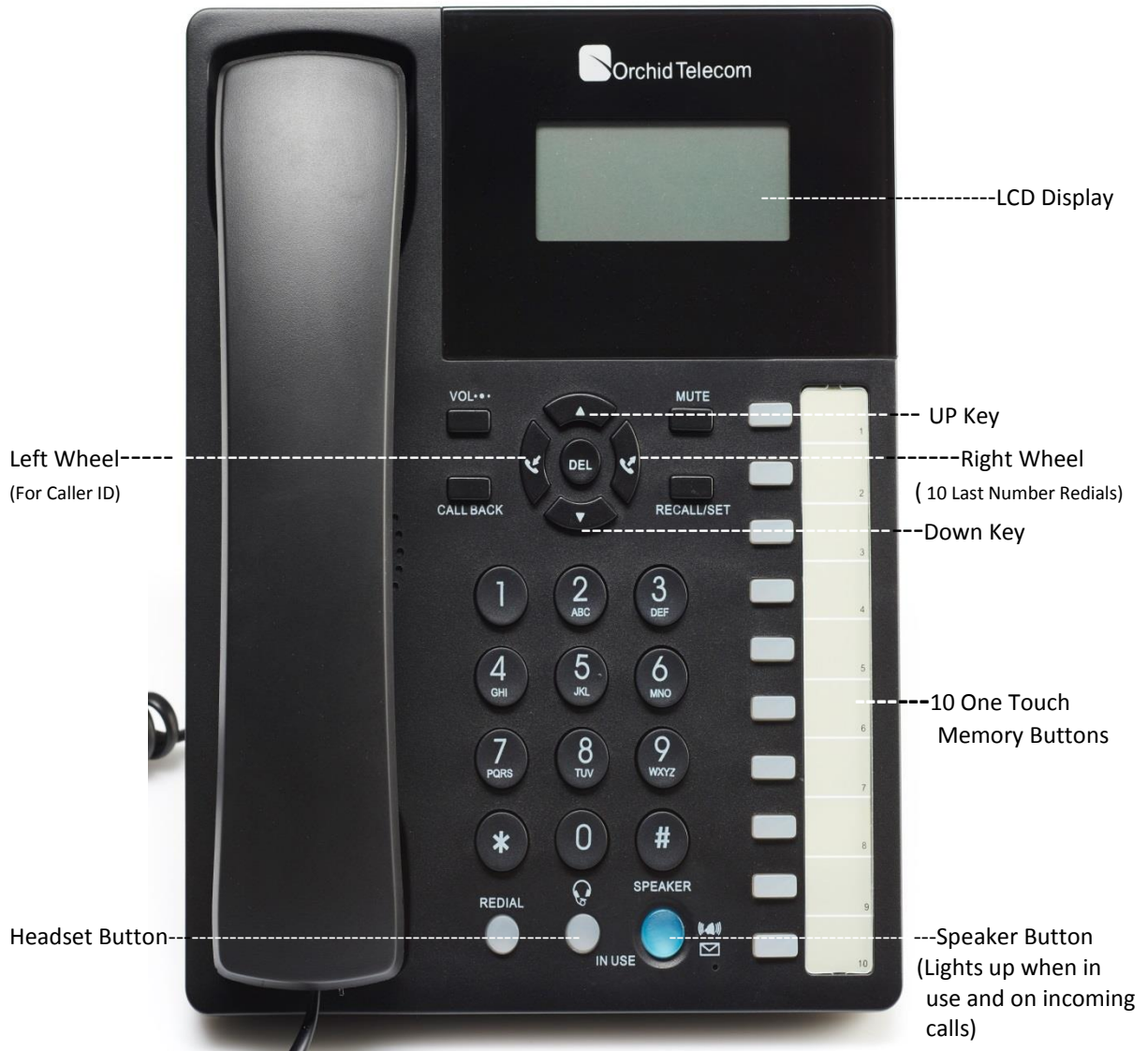
Picture shows hook-switch in wall mounting position-----



2. Fix the base to the wall in your desired location – please make sure there are no electric cables or water supply in the wall cavity – mark 2 points 8.3cm vertically apart on the wall
3. Drill and insert screws at these points, leaving the heads protruding around 2mm from the wall surface.
4. Hook the base unit onto the 2 screw heads, adjusting as necessary.



**Key Pad Layout**



## Programming

### Setting the Date

Press SET key, dial 11, the digits for the date will flash, enter YEAR, MONTH, DAY then press SET and hang up.

### Setting the Time

Press SET key, dial 12, the HOUR: MINUTES will flash, enter HOUR, MINUTES then press SET and then press the Speaker Phone button

Please note – Most Orchid Telecom PBX systems will automatically set the XL220 time upon receiving its first call – refer to PBX user guide.

### To Program Ring Tones and Volume

Press SET key, dial 21, press UP or DOWN key to scroll through the 16 options, press SET to confirm option. Press DEL then 3 to select ring volume, press UP or DOWN key to select volume level 1 to 4, then press SET to confirm and then press the Speaker Phone button

### Note: Ring Volume Quick Change

Press the VOL key in 'On-Hook' mode repeatedly until you get the desired level (1 to 4)

### VIP Numbers and Ring Tones

The VIP feature enables you to program up to 10 numbers into the VIP memory and allocate a different ring tone for them – so enabling instant recognition when the phone rings. VIP numbers can be internal extension numbers or Incoming landline or mobile numbers.

For example you may want to make the CEO and managers extension numbers VIP or your biggest customers can also be VIP numbers.

#### To store VIP numbers

Any number in the Caller ID log can be made a VIP number. To scroll through Caller ID log press the left wheel button and use the Up/Down keys to scroll to the number you want as VIP then press the VOL button. A lock symbol appears above any VIP number . Please note if your phone is unplugged for whatever reason you will lose your Call ID log and VIP numbers.

#### To program the VIP ring tone – this will apply for all VIP numbers.

In On Hook mode press the SET button then dial 22 use the up/down keys to scroll to a ring tone you want and press SET button then Speaker phone

To set the Volume for the VIP calls press the SET button then dial 23 use the UP/down keys to scroll to volume levels 1 to 4 and press SET to select, press Speaker phone button to exit programming.



### To Program Recall Break Time

The Recall Button (also known as Flash or R) is used in PBX functions and network services, different countries have different timings for these functions. If not set correctly some PBX functions and network services will not operate properly.

In the UK the Recall Break Time is 100 ms in Europe it is 300 ms in the US it's 600ms.

To set or check the recall break time: Press SET key, dial 31. Press UP or DOWN key to select Recall Break Time option, then press SET to confirm selection followed by the speakerphone button.

### To Program Tone or Pulse Dialling

Most modern telephone systems now use TONE dialling. To set to PULSE dialling mode press SET key, dial 32, press UP or DOWN key to select PULSE, then press SET to confirm selection followed by the Speakerphone button

### To Program Local Area Code

Press SET key, dial 41, then enter your Local Area Code eg: 0161, and then press the Speaker Phone button. When you receive calls from 0161 only the number will be displayed not the area code.

To change the area code repeat the above steps, entering the new code. This will over-write the old one.

### To Program LCD Contrast

Press SET, dial 5, Press UP or DOWN key to select Contrast, press SET to confirm required level and then press the Speaker Phone button

### To Program 'Busy Tone' Detect On or Off

Press SET key, dial 6, use the UP or DOWN key to select 'Busy On' or 'Busy Off' press SET to confirm selection. Then the Speaker phone button to exit.

### To Program 'Specific Auto Answer' Caller ID

NB – Busy Tone Detect must be switched ON for this feature – see above

In 'On Hook' mode enter the extension number (max 12 digits) then dial \*redial \* # 5 then press and hold # for 3 seconds. This extension number now becomes the Caller ID.

So say the CEO programs their PA's extension number as a Specific Auto Answer Caller ID

When the CEO calls the extension number, the extension phone rings once to alert the receiver and then the speakerphone is activated.

When the CEO hangs up the call is disconnected after 5 seconds. Either party can lift the receiver for privacy at any time.

## **Using your XL220 Telephone**

**Volume Control** – When using the handset, Speaker Phone or a Headset you can increase or decrease the volume by pressing the VOL button until the desired level is reached.

### **Making and Receiving a Call**

You can make a call in 3 ways – either on hook using the speaker button (Pre-dailling), off hook using the handset or through a headset.

In on-hook mode you can Pre-dial the number then, lift the Handset or press the Speaker button to dial out.

If you have a headset connected pre-dial the number then press the headset Button to dial out.

To finish the call replace the handset, Press the Speaker Button or Headset Button

The same applies to receiving calls, lift the handset, Press the Speaker Phone Button or if using a headset, press the headset button.

### **Speaker Phone**

The XL 220 has a full duplex Speaker phone which is ideal for conference calls.

Having dialled or received a call in Speaker phone mode you can lift the handset for a more discreet conversation at any time during the call. To revert back to Speaker phone mode press and hold down the Speaker button until you replace the handset. The call will now be back on Speaker phone/conference.

To increase or decrease the Speaker phone volume press the VOL button until you get the desired level

### **Headset operation**

Connect the Headset to the Headset socket on the rear of the phone .

To make or receive a call or to disconnect a call press the Headset button .

If during a conversation another party wants join your conversation they can pick up the handset.

To increase the volume during a call press the VOL button until the desired level is reached.

If your headset has a separate volume control please check that this is set correctly too.

### **Mute Function**

For a private conversation or to consult a colleague while you are on a call, Press the MUTE button and the word mute will be on the LCD.

In Mute mode, your voice cannot be heard by your caller or called party. But you can hear your caller / called party.

To release the mute, press the MUTE button again. Your caller / called party can hear you after this.

### **Redial function.**

The XL220 holds the last 10 numbers dialled into memory. If you just want to just dial the last number press the Redial button and then either lift the handset or press the Speaker Phone button. The number will be dialled automatically.

To redial one of the previous 10 numbers:

- Press the Right Wheel Button
- Press the Up arrow until the number you want is displayed.
- Press the Speaker Phone button to dial or alternatively press the Call Back button. See below.

#### Call Back – Automatic Redial.

This feature can be used to automatically dial numbers in your, incoming-Caller ID memories, Last Number Redials, or for when you have manually dialled a number that is engaged on first attempt.

If you dial a number and it is “busy” you can hang up and press the Call Back button, which, just like redial, will automatically redial the number. But if it is still “ busy” the Call Back feature will automatically hang up and dial the number again , it will repeat this for up to 20 times. If the number you call starts ringing your phone will ring once to alert you, and ringing tone will be heard over the Speaker phone.

Once connected you can continue the call through the speaker phone or lift the handset.

#### Pause Function

You may need to insert a pause when connected to a PBX or using indirect phone services. To insert a pause during dialling press the Redial button, this will insert a 3 second pause, then continue dialling as normal.

#### Recall function ( also called Flash or R)

The Recall function is used to Transfer calls on a PBX or Network services such as 3 way calling. If you need to change the Recall Break timing see page 9 of programming section

#### One Touch Memories 1 to 10

##### To store Numbers into Memory Buttons

To store numbers into the 10 one touch memories.

In the on-hook mode dial the number to be stored ( max 14 digits ) then press and hold the chosen memory button 1 to 10 for 3 seconds, repeat to store more numbers.

##### To Dial a Number in Memory

To dial a number in memory press the appropriate button – the Speaker phone will automatically turn on and dial the number. To continue the call you can remain in speaker phone mode or lift the Handset

##### To Change a Number in Memory

To change a number in any memory just enter the new number and press the memory button.

NB : If the phone is unplugged from the line for any reason programmed memories will not be lost.

### **Incoming Caller ID**

This is subject to network activation by your line provider.

24 incoming numbers can be stored in to the Caller ID memory. Any numbers not yet reviewed by you will be listed as NEW on the display.

To review incoming Caller ID numbers press the Left Wheel Button. The last number called will be displayed as well as the time and date of the call. Use the UP arrow to scroll and view other numbers in the memory. When the total list has been reviewed END will be displayed.

To call a number in Caller ID memory, when the one you want is displayed just press the Speaker Phone button and the number will be dialled automatically.

If busy you can use the Call back Function – see page 11

### **Message Waiting**

The message waiting function only applies to Larger PBX systems in Hotels , Hospitals etc . The PBX Operator will apply a 100v signal to the extension to indicate they have a message waiting – the LED will come on . When they pick up the handset the message waiting led will go off. Check with your PBX supplier for compatibility.