Call Center

IP Phone

X2C/X2CP

X2P

X2C/X2CP/X2P is professional call center IP phones with intuitive, clean design and rich features at a cost-effective price.

Highlight

- Professional IP phone customized for call center
- 2 SIP Lines, 3-way conference
- 2.8" (320x240) color-screen (Only X2P)
- 128x48 black-and-white backlit display (X2C/X2CP)
- Support call center headset (RJ9 port, 3.5mm port)
- Electronic Hook Switch (EHS) support for wireless headset
- LED function Keys for Mute/Hold/Call Forwarding/Headset
- Support off-hook/on-hook by pedal switch
- Support LDAP, XML Phonebook
- 10/100Mbps Ethernet, PoE integrated (X2CP/X2P)
- Compatible with major platforms: Asterisk, Broadsoft, 3CX, Metaswitch, Elastix, Avaya etc.

Specification

Generic
2 SIP lines
HD Voice
PoE Enabled (X2CP/X2P)
Headset mode
Optional External Power Supply (X2CP and X2P Optional)

Network
Physical: 10/100Mbps Ethernet,dual bridged port for PC bypass
IP Configuration: Static / DHCP / PPPoE
Network Access Control: 802.1x
VPN: L2TP / OpenVPN
VLAN
LLDP
QoS
RTCP-XR (RFC3611), VQ-RTCPXR (RFC6035)

Phone Features
Local Phonebook (500 entries)
Remote Phonebook (XML/LDAP, 500 entries)
Call logs (In/Out/Missed, 600 entries)
Black/White List Call Filter
Screen saver(Only X2P)
Voice Message Waiting Indication (VMWI)
Programmable Soft keys
Support Plantronics wireless headset (Through Plantronics APD-80 EHS Cable)
Support Jabra wireless headset (Through Fanvil EHS20 EHS Cable)
Support Recording (Through Server Recording)
Network Time Synchronization
Action URL / Active URI
uaCSTA

Call Features

- Call out / Answer / Reject
- Mute / Unmute (Microphone)
- Call Hold / Resume
- Call Waiting
- Intercom
- Caller ID Display
- Anonymous Call (Hide Caller ID)
- Call Forward (Always/Busy/NoAnswer)
- Call Transfer (Attended/Unattended)
- Call Parking/Pick-up (Depending on server)
- Redial
- Do-Not-Disturb
- Auto-Answering
- 3-way Conference
- Voice Message (With server)
- Hot Line
- Hot desking

Deployment & Management

- Auto-Provisioning via FTP/TFTP/HTTP/HTTPS/DHCP OPT66/SP PNP/TR-069
- Web Management Portal
- Web-based Packet Dump
- Configuration Export / Import
- Phonebook Import/Export
- Firmware Upgrade
- Syslog

Protocols

- SIP 2.0 over UDP/TCP/TLS
- RTP/RTCP/SRTP
- STUN
- DHCP
- LLDP
- PPPoE
- 802.1x
- L2TP
- OpenVPN
- SNTP
- FTP/TFTP
- HTTP/HTTPS
- TR-069

Audio

- Wideband ADC/DAC 16KHz Sampling
- Narrowband Codec: G.711a/u, G.726-32K, G.729A, iLBC
- Wideband Codec: G.722, Opus
- Full-duplex Acoustic Echo Canceller (AEC)
- Voice Activity Detection (VAD) / Comfort Noise Generation(CNG) / Background Noise Estimation (BNE) / Noise Reduction(NR)
- Packet Loss Concealment (PLC)
- Dynamic Adaptive Jitter Buffer up to 300ms
- DTMF: In-band, Out-of-Band- DTMF-Relay(RFC2833) /SIP INFO

Physical Specifications

LCD x1:
- X2C/X2CP: 128x48 dot-matrix backlit display
- X2P: 2.8 inch (320x240) color-screen

Keypad: 23 keys, including
- 4 Soft-keys
- 4 LED Function keys (Mute, Hold, Auto Answer, Headset)
- 12 Standard Phone Digits keys
- 2 Volume Control keys, Lower/Increase(Left/Right)
- 1 Volume Select key, (Page Down)

1.5M CAT5 Ethernet Cable x1

Earphone bracket x1

Back Rack x1

3.5mm Port x2: Headset x1, Foot pedal x1

RJ9 Port x2: Headset x1, Monitor earphone x1

RJ45 Port x2: Network x1, PC x1 (Bridged to Network)

DC Power Input: 5V/0.6A

Power Consumption: Idle 0.9~1.6W, Peak 1.6~2.5W

Working Temperature: 0~45°C

Working Humidity: 10~95%

Installation: Desktop Stand

Color: Black

Device Dimensions:
- Do not contain Earphone bracket: 100.8 x147 x 107.4 mm
- Contain Earphone bracket: 100.8x 155.4 x 246 mm

Gift Box Dimensions:
- X2C/X2CP: 200 x 175 x 52 mm
- X2P: 196.98 x 10998 x 65 mm

Outer CTN Dimensions:
- X2C/X2CP: 555 x 370 x 220 mm (20 PCS)
- X2P: 455 x 340 x 220 mm (20 PCS)