

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/No Answer)

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/SIP 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 Cancellation (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 x 147 x 107.4 mm
- Contain Earphone bracket: 100.8 x 155.4 x 246 mm

Gift Box Dimensions:

- X2C/X2CP: 200 x 175 x 52 mm
- X2P: 196.98 x 109.98 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)