

**NEC**  
Empowered by Innovation

**EDUCATIONAL  
COMMUNICATIONS**

Sophisticated communication made simple





## **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 new XN120 this is no longer the case. Designed to satisfy the growing needs of small and medium requirements, this is a professional, flexible and easy to use voice communication system at a price that makes perfect sense.

### **Fast and Professional Customer Service**

No matter how good your products and services, your success is ultimately determined by how well you look after people overall.

Smoothly connecting to your staff, suppliers, parents and local governments is what gives your school the competitive edge. It makes good logic to ensure your new phone system can keep pace with today's rapidly changing communication technologies.

NEC have identified many areas that Schools and Colleges can improve the way they communicate between staff members, parents and their suppliers as well as increasing security.

### **CALL HANDLING**

With NEC's experience working the educational sector it is believed that 75% of calls between 8.30am and 9.15am are from parents calling the school to inform them that their child will be off school today due to illness.

#### **Example of how we can improve call handling:-**

Parents ring the school and the XN120 greets them with - "Thank you for calling." "If your child is not attending school today, then please PRESS 1 otherwise please hold for Reception."

If a Parent presses 1, the caller goes to a voicemail box that says "Please leave your child's name and class number along with expected date of return to school."

If the caller does not press 1 then the call will be presented to any designated extension.

This message can be delivered to an extension that can access messages at their own convenience. This will enable the high percentage of calls to be dealt with without human intervention at the busiest times.

### **VOICE MAIL**

Any member of staff can leave verbal messages for other colleagues in their personal voice mail box. Also any incoming callers can be transferred to an extension that has voice mail.

### **IN QUEUE ANNOUNCEMENTS / EVENT ANNOUNCEMENTS FOR INCOMING CALLERS**

It may be that there is a generic message that you want ALL callers to hear before you answer the phone such as 'The school will be closed on Monday due to Teacher Training', 'School Sports Day will start on Friday at 14.00hrs', 'Please note that school fees are due at the end of the month', 'The swimming pool is open to the general public from 18.00 till 20.00hrs'. The messages can be different depending on the telephone number dialled, time of the day or day of the week.



## SECURITY

Telephones in classrooms - This will inevitably increase better communication between staff. All phones can be barred from making outside calls with the exception of emergency services. Having phones in classrooms can speed up the process if a teacher needs help for any reason.

Account Codes - Codes can be used by members of staff that need to make an outside call but also prohibits pupils from making outside calls.

Door Phone Entry - The XN120 can have a door phone which allows you to screen people wishing to enter the school premises at any time. This system can also be connected to an electronic door lock allowing entry into the school.

## MESSAGING

Visual Messaging - If you do not want to have a voice mail but it is necessary for you to contact a person that may be on the phone or away from their desk you can send a message indication that alerts them that you have been trying to contact them and they need to call you back.

Voice Mail Messaging - Voice Mail can be activated when you are On a call / No Answer / Busy / All Calls. It is also possible to record an incoming call whether it's general information or an abusive call.

Voice mail can be accessed at a central point such as a Staff Room, you don't even have to have your own telephone extension. Voice mails are also password protected - this is a way to get a message to a person quickly without the need to write notes or emails.

## PAGING

All extensions can page other idle extensions or even over external speakers. This is extremely useful if you are looking for someone within your building or again a way to deliver a message for example: "There will be a fire alarm test in two mins, there is no need to leave the building."

## FLEXIBILITY

The XN120 can adapt to your way of working dependent on the time of day making sure that callers are getting a good level of service. This makes staff more efficient and able to deal with the increase of calls at any time of day or even day of the week.





### **XN Talk** **22-button standard**

- 12 buttons for BLF, phone lines and features
- 360 degree 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
- Handsfree Loudspeech



### **XN Vision** **22-button standard**

- 12 buttons for BLF, phone lines and features
- 360 degree call indicator
- Dual-colour LED line button indicating call status at a glance
- 10 Speed Dial Buttons
- Height adjustment and built in wall mounting
- Full hands free operation



### **DSS Console**

- Operator/Receptionist add on module
- 64 function/number/busy lamp (BLF) buttons
- External/internal paging zone buttons
- Alternate Answer Call button
- 2 door phone buttons
- Day/night mode button

### **DLS Add On Module**

- Add on Module for Power Users
- 24 function/number/busy lamp (BLF) buttons
- Dual Colour LED button indicating call status

## **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 Route Selection (ARS)  
 Automatic Day/Night Service (8 Levels)  
 Battery Backup  
 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 Queueing - Extension/Operator  
 Conference (16 ccts standard)

Conversation Record  
 Computer Integration (CTI)  
 JDDI 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 & Extensions  
 Manager Intrude (Barge In)  
 Missed Call Indication  
 Music on Hold (Int/Ext)

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  
 Voice Mail - Integrated or third party

# **NEC**

**NEC Infrontia Limited**

75 Swingbridge Road, Loughborough,  
 Leics LE11 5JB, United Kingdom.

Tel: 01509 643100 Fax: 01509 610206  
 Web: [www.neci.co.uk](http://www.neci.co.uk)