



SOFTPHONE USERMANUAL XELION 6

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1. ABOUT XELION 6

Xelion 6 is the powerful updated version of the Xelion telephony and communications solution for SMEs. Xelion 6 facilitates the shift to working independently from your location, device, and time. This allows organisations to get more grip on their business call traffic. With surprising functionality and easy operation, Xelion 6 provides its users a solution with which they always have their business communication tool at hand, no matter where and with which device they work.

1.1 Functions of Xelion 6

The Xelion softphone can be used for the following matters:

- Placing and receiving calls via your computer, desk device, or smartphone
- Sending chat and text messages
- Receiving calls simultaneously on your mobile and fixed phone
- Always using the same number no matter where you are working
- Working on whichever phone within the company via hotdesking
- Easily re-routing calls to colleagues or a different number whenever you are temporarily unavailable
- Seeing who is calling you before you answer
- Retrieving client information as soon as a call comes in, seamless integration with Outlook, and various CRM packages
- Easily forwarding calls by pushing a single button
- Seeing at a glance who is available for a call
- Taking over conversations from colleagues through call pick-up
- Reviewing your entire call history and replay conversations
- Easily listening to your voicemail with all your connected devices

1.2 System requirements

1.2.1 Software

In order to use Xelion 6, the application should be downloaded to your PC or smartphone.

Xelion 6 can be downloaded to your PC with the help of the links provided by your system administrator. As soon as you have installed Xelion 6, you will find a shortcut on your desktop through which you can log in with the information given to you by the system administrator.

If you are planning to use Xelion 6 on your mobile phone, you can download the mobile app for Android or iOS, respectively, via the Google Play Store or Apple App Store (iTunes).

More information about the app and the links can be found on <http://www.xelion.com/xelion-app>



The latest version of Java will have to be installed on the PC in order to use Xelion 6. If this is not yet installed, a notification will appear and you will be able to download Java for free.

1.2.2 Hardware

The minimum system requirements for using the Xelion 6 softphone are:

PC – At least Windows 7 with an Intel dual core CPU and 2GB memory

Mac – At least OS X Lion with an Intel dual core CPU and 2GB memory

1.3 The first time

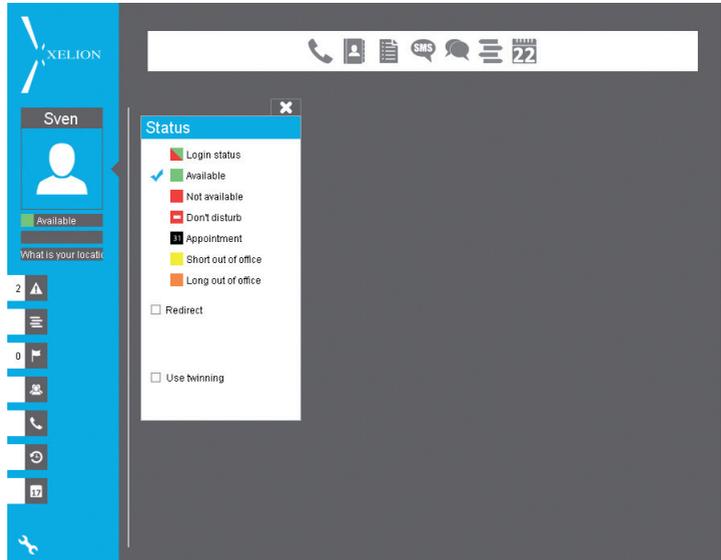
How do you log in for the first time on your Xelion 6 softphone?

1.3.1 Logging in

To start Xelion 6, you go to your browser, enter the URL (web address) as indicated by your system administrator and click on the 6 to start up the softphone. This is an example of the page that will appear.



If the softphone is downloaded, you will see a login screen in which you enter your username and password. The softphone will be logged in and the screen below will appear.



1.3.2 Getting to know your Xelion 6 softphone

The Xelion 6 softphone consists of a number of principal components that we will describe below.

1 User information and status

Your own name will be displayed here. You can set a profile picture, change your personal status, indicate your availability, forward your personal telephone connection, and possibly activate twinning with a desk phone.

2 Xelion tabs

Here you will find missed calls, voicemails, presence lists, call overview and wallboards, the communication of today, lists, synchronising, and scheduled matters.

3 The patented start bar

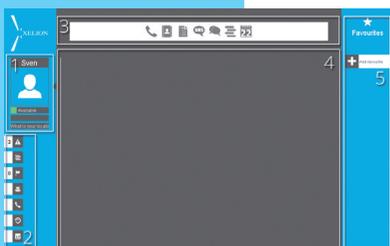
This is the heart of the Xelion 6 softphone. From here, you can start most actions. Calling, Address Book, lists, chats, text messages, Agenda, Queries, and Reports (provided that the appropriate licenses have been activated).

4 Worksheet

This is the worksheet of the Xelion 6 softphone. Contacts are opened here and you can consult your agenda, change your settings, check your communications, and more.

5 Favourites

Here you can define colleagues or groups that you use most, so these are shortcuts for communication. PLEASE NOTE that you can only see your Favourites if the window in which you run Xelion is sufficiently large.



1.3.3 Changing your password

When you start your Xelion softphone for the first time (and you cannot log in using your Windows password, but have received a password from the administrator), you may want to change your password. You can do this by going to Settings (wrench icon in the bottom left of your softphone), select Application, and then Change Password.



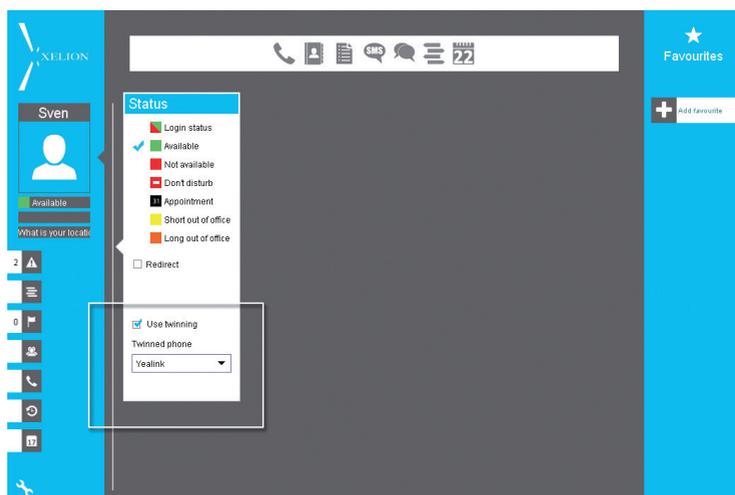
1.3.4 Logging out

If you want to log off your softphone, click the small Xelion icon in the bottom right corner of your taskbar and choose Close Xelion Phone System.

1.3.5 Twinning your softphone with a hard phone

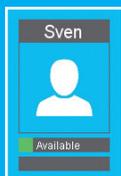
If you are also in possession of a desk phone, and you would rather have the actual conversations with a desk phone, Xelion 6 offers you the option of Twinning.

This can be set by selecting Twinning as the status area in your softphone and then selecting one of your phones. When you place or receive a call on your softphone, you can then choose to have the conversation on the selected phone.



2. YOUR STATUS AND PROFILE

In your Xelion 6 softphone, you can easily keep your colleagues informed of your current status and availability. You can do this via the personal status area in the upper left corner of your softphone.



2.1 Adding a profile picture

To add a personal profile picture, click with the right mouse button on the person icon at the top left and then you can browse to a photo on your computer. You can zoom in until the desired image has been reached.



2.2 Modifying your status and availability

In Xelion 6 you can modify your status automatically, manually, or through your agenda.

2.2.1 The different statuses

- **Log In status**
This status modifies your availability on the basis of whether or not you are logged into your softphone
- **Available**
This indicates that you are available for calls, even when you shut down your softphone
- **Unavailable**
You are not available for calls, but your softphone will still ring
- **Do Not Disturb**
You are not available for calls, and calls will not come in on your softphone
- **Appointment**
You are currently in an appointment, but your phone will still ring
- **Briefly Absent**
Not near your phone for a short period of time
- **Absent longer-term**
Not near your phone for a long period of time

Status

- Login status
- Available
- Not available
- Don't disturb
- Appointment
- Short out of office
- Long out of office
- Redirect
- Use twinning

Twinning phone

YeaLink ▼

2.2.2 Modifying your status via appointments

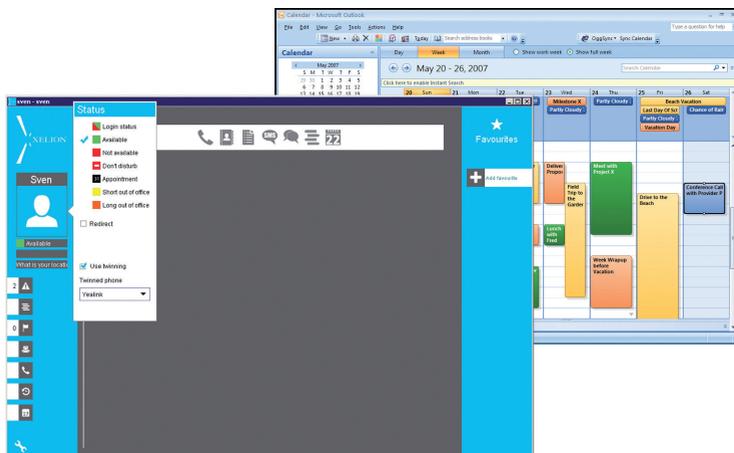
Do you have an important meeting this week during which you cannot be disturbed? Simply specify this under your appointment and your softphone will automatically switch to Do Not Disturb.

You can add an appointment to Xelion 6 by clicking on the calendar icon in the start bar, then choose your own agenda, and you will get to see your schedule. It depends on your license whether or not you have a Xelion 6 agenda. The introduction of an appointment is done by selecting the period in which your appointment takes place with your mouse. After it is created, you can enter further details of the appointment, and choose which availability you will have during that appointment.

2.2.3 Syncing your agenda and status with Outlook

You can also sync your Outlook calendar with Xelion 6. The first time you start up the programme, you will be asked if you want to synchronise Outlook with Xelion 6. Your contacts and calendars from Outlook will then also become available in Xelion 6. If you want all of your calendar appointments to be imported into Xelion 6, you can execute an automatic synchronisation via your Xelion settings.

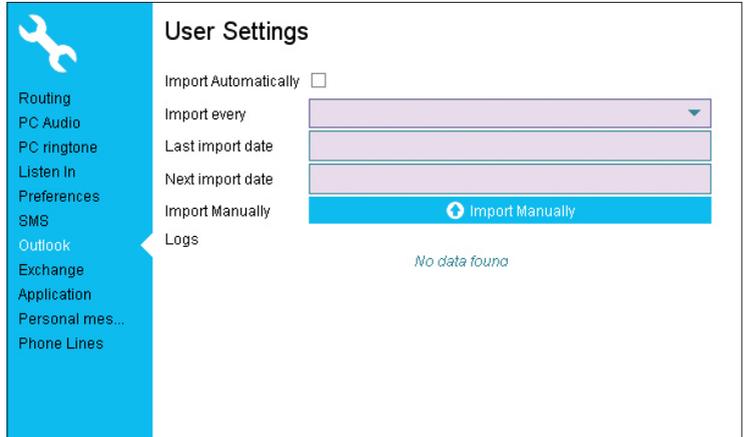
Click the wrench icon at the bottom left, click Outlook, and check Automatic Import. You can decide at what time the synchronisation should occur, your new appointments will then also appear in your Xelion 6 agenda. As standard, these will receive the status “appointment”.



As soon as the Outlook import is successful, you will receive a pop-up with the possibility to view the logs of the import, so you can see exactly which items have been imported.

You can also execute a manual import from Outlook at all times via the **Manual Import** button.

When the import is completed, you will receive a confirmation on your screen. Close this notification, and return to the Outlook heading via the user settings to review the logs of your import.



2.3 Updating your profile information

Your profile is where your colleagues can find all your important information. This is linked to your personal client card in the Address Book.

2.3.1 Your client card

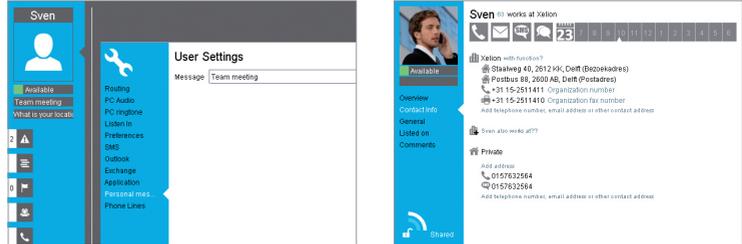
Your client card is just like the client cards of all people in the Xelion 6 address book, the only difference is that it is linked to your profile. This is thus where your colleagues can find all the information you want to share with them. Your internal business information, but also your private phone number, for example.

The quickest way to open your own client card is by clicking on the name above your profile picture. You can then click on the left side to modify and complete the relevant items.

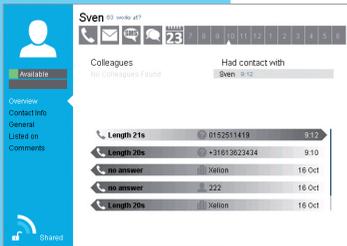
On the card you will find 5 different tabs on the left side:

- Overview
Here you can find all your information listed in a convenient overview
- Contact Info
Here, you can enter all your contact information, both business and private
- General
Here you can modify your name, language, and gender
- 'Listed' On
Here you can see to which lists you are currently assigned (more about this later in this User Guide)
- Notes
Here you can mention other information that may be of importance or interest to your colleagues

At the top of the client card, under your name and company name, you can find a number of action icons, and a quick view on your availability today in the agenda.



To modify certain information at a later time, you can hover over it with your mouse. A pencil appears, on which you can click to edit the data.



If you have something nice to report or you want to let your colleagues know what you are doing, you can enter a personal status below your profile picture and your active availability.

This status can also be updated via the settings under the heading **Personal message**.

2.4 Checking the availability of colleagues in the presence list

In Xelion 6 you can easily see at a glance which colleagues are available, and who is offline, in a meeting, on the phone, or absent. This is done via the presence list.

On the left under your profile information, you can click on the tab of **Attendance**, after which the presence list opens.

This overview shows all your colleagues with their current status and whether they are engaged. Additionally, you can read everyone's personal status here. If so configured by the administrator of the system, also smaller attendance groups, specific departments or groups, for example, will be visible.

In this presence list, you can directly contact people, or forward an active call to one of your colleagues.

If you have too large a list of colleagues you can make the list more concise by clicking the double arrows at the top right. If you have activated blow-ups, you can also hover over colleagues to see quick links to contact them.



Sven

Available

Team meeting

What is your location

2 



0 

Presence 









Presence

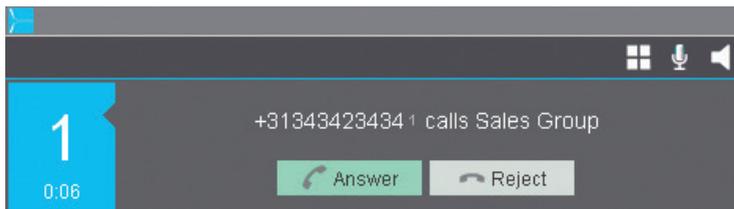
 Eric	 Piet
 Main line 500	 Sven +31157633184 Team meeting

3. TELEPHONE CONVERSATIONS

In the heart of Xelion 6, a telephone exchange of the highest quality is located. This chapter will explain how you can easily start calling immediately.

3.1 Receiving calls

When you receive an incoming call, the screen shown below will appear.



To answer the call, you only need to click the Accept button. If you have a Twinned device (a telephone devices besides your PC, which is different from a device connected to your PC via a USB cable. That USB device is part of your PC and used to make phone calls.), it will ring, and you can answer the call on the twinned device.

3.2 Placing a call

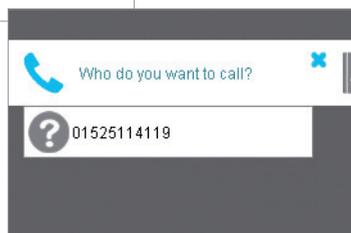
There is two ways to start a conversation, depending on whether or not you use Xelion 6 in combination with a telephone device (Twinning).

1. Calling via the Xelion 6 softphone
2. Calling via your twinned telephone device

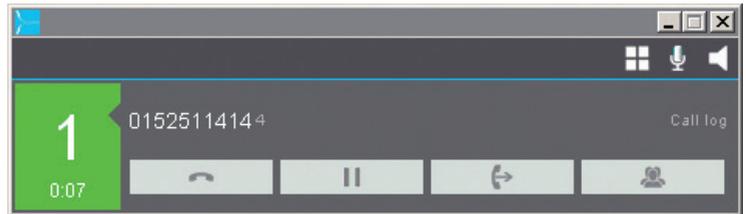
3.2.1 Calling via your Xelion 6 softphone

To start a conversation via your Xelion 6 softphone, click on the phone icon in the start bar at the top.

After this, you will be able to select one of your last dialled numbers / contacts from a drop-down menu, or you can choose to enter the name or number of a person in the corresponding open



field. Xelion 6 will then try to link the name or number to contacts in the address book. Once you have found the right number or person, you click on it in the drop-down, and your softphone starts calling.

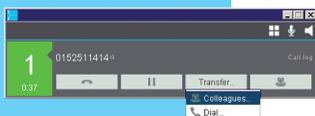


As soon as you are in an active call, the active call dialog box appears, as shown above. This window has a number of buttons, allowing you, among other things, to put your call on hold, forward it, adjust the volume, or mute your microphone.

3.2.2 Calling via a twinned telephone device

For calling with a separate desk phone (thus not a device that is connected to your PC via a USB cable), please refer to the manual of the specific desk device.

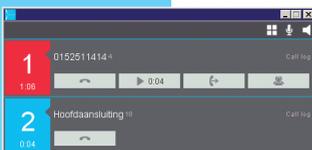
However, you can also start a conversation on your twinned phone via the PC. You can do this by performing the same operations as for the PC phone. Once you have dialled the chosen number, the twinned phone will ring. If you then answer the twinned device, the number that you chose via the PC will automatically be called from that twinned phone.



1

3.3 Forwarding calls

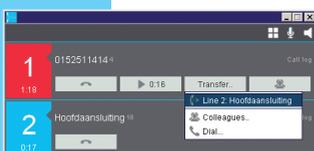
To forward an active call to a colleague, click on the Forward button in the conversation window, after which your active call will be put on hold (left side becomes red).



2

3.4 A missed call

If you have missed a call, a notification will appear in the notification tab. By clicking on the Missed Calls icon, you will see all your missed calls.



3

Missed 2



3.5 Transferring your calls

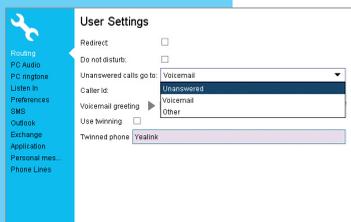
For all your calls to be transferred to another number, you can transfer your Xelion phone connection via your user settings.

Click the wrench icon in the bottom left of your Xelion 6 softphone and then click on routing in the menu on the left. Now check **Transfer Calls** and enter the number to which you wish to transfer.

3.5.1 Re-routing unanswered calls

If you cannot answer a call, because you are not at your desk for a moment or you are simply having a day off, but you do not want any calls to be missed, you can route your calls to your voicemail or another number, such as the reception, your colleague, or a different department.

This is done in the same place as transferring your calls, but now you choose the option **Route unanswered calls to**.



You can choose the following options:

- Do not answer
Calls will be disconnected if you do not answer
- Voicemail
Calls will be disconnected if you do not answer
- Other
Here you can select the name of a colleague, or a different group (connection). Make sure to use the name as entered in the presence list (2.4 Check the availability of colleagues in the presence list).

3.6 Putting a call on hold

Putting a call on hold is easy, click on the Hold button (2 lines i.e. pause icon). The colour of the call status changes to red to indicate that the call is on hold. To retrieve the call from Hold, click on the same button.

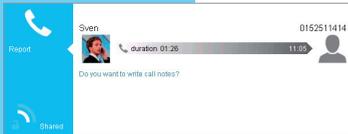


3.7 Call Recording

If Xelion 6 is configured such that calls are being recorded, this will happen automatically. However, if you want a particular call not to be recorded, you can stop the recording by clicking Stop Recording in the conversation action window.

3.8 Adding Call Reports

Sometimes you want to add a note to a specific report for later. You can do this by clicking Report in the conversation action window, or by searching for a specific call via your communication overview (via the start bar).



A card is then opened with all the details of the call, including a space to add a note with additional information about the conversation.

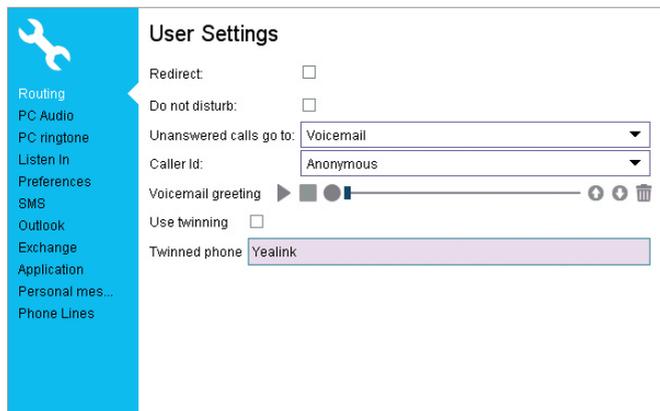
3.9 Setting up your voicemail

To set up your voicemail, go to the phone settings via the wrench icon at the bottom left of your Xelion 6 softphone. Click Routing and make sure **Unanswered Calls** are set to **Voicemail**.

You can now set your voicemail message below by clicking on the round button, and record your personal message by speaking through your headset or handset.

Replaying your message is done by clicking the “play” icon (triangle). If you are not satisfied with your recorded message, you can delete it with the trash icon and record a new message.

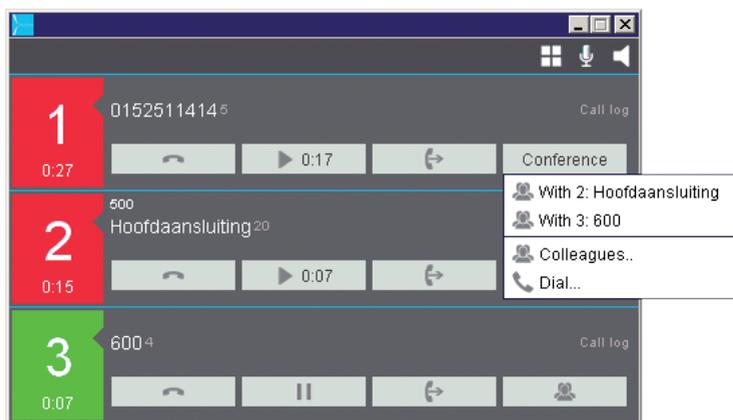
It is also possible to import or export an audio file. You can do this with the two arrow icons on the right side.



4. STARTING A GROUP CONVERSATION

You can easily start a group conversation with your Xelion 6 softphone. During an active call, click on the 4th button in your conversation window. You can then choose to add colleagues, or other numbers of external callers.

As soon as you call someone else via the group call, this person will enter your active call.

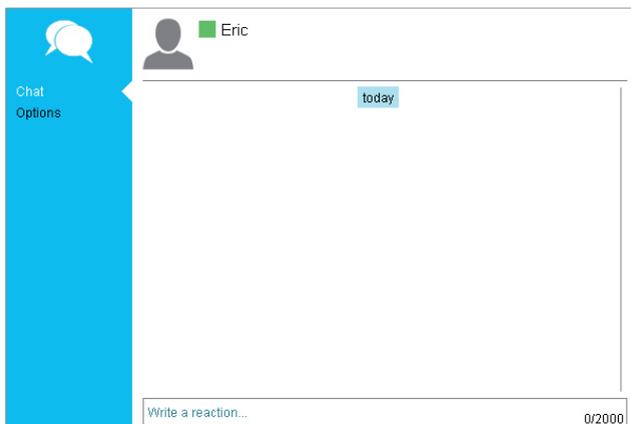


You can add every next participant in the same manner.

5. XELION CHAT

You Xelion 6 softphone features its own chat function that you can use to chat with your colleagues. Additionally, you can send chat messages to a group (for example, sales or support), or create your own group. To start a chat, click the chat icon in the start bar of your Xelion 6 softphone. You will be shown a drop-down of the colleagues or groups most recently chatted with, and you can, of course, enter a name to search for the particular colleague you wish to chat with. If your start bar does not feature a chat icon, this means that chat is not activated in your Xelion.

After starting a chat, the following screen will appear:



In the text box you can start typing your message. Furthermore, you can share additional information with the 5 icons below:

- **Contact**
If you want to share a contact with a colleague, you can look the person up with the Address Book icon and add him or her to your chat screen.
- **Communication**
If you want to share a specific piece of communication (a conversation, chat, or text message, for example), you can do this by means of the Communication icon.
- **Attachment**
You can add a file as an attachment by clicking on this icon.
- **URL**
Want to share a clickable URL? It is possible with the Globe icon.
- **Emoticon**
Want to add life or humour to your expressions, use one of the smiles that you can find via the Emoticon icon.

6. MANAGING THE ADDRESS BOOK

The Xelion 6 softphone features a super convenient address book that you and all your colleagues can access. This shared address book ensures that all information can be edited for and by anyone.

If you want to search or add to the address book, you can do so via the address book icon in the start bar. When you click it, you will see your most recently used contacts.

Is the contact you need not in that list or you want to add a new contact? Just start typing next to the icon in the start bar. You will automatically receive the question whether you want to add this contact.



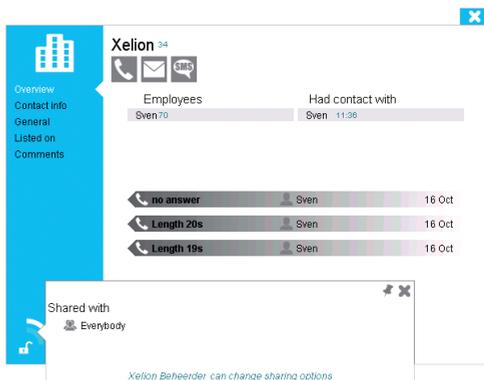
To further modify an existing or new contact, you can edit the client card after clicking or adding the contact, just as we did in chapter 2.3.1.

6.1 Private or shared

When you add a new contact to Xelion 6, you can determine if they are visible to your colleagues or not. You can thus choose whether or not to share, or maybe just to share with one or a few others.

You can do this via the lock icon at the bottom left of the client card. Click to see a pop-up on which you can change the sharing settings as desired.

TIP! You will see this lock more often in your softphone, but it always has the same meaning: the sharing or not sharing of information!



6.2 Your favourite contacts

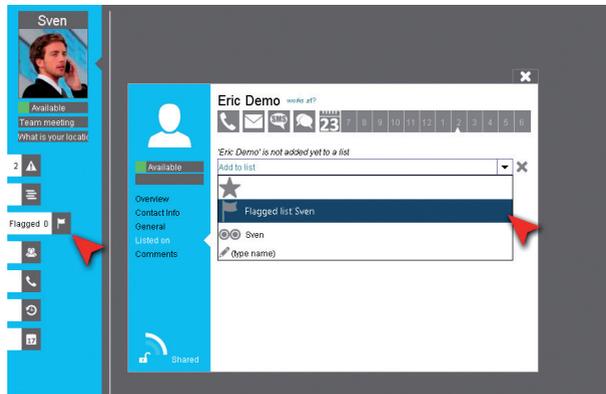
An important part of your Xelion 6 softphone is your favourites bar on the right side. Here you can add colleagues, groups, and/or contacts with whom you often have contact.



This is done by clicking on the plus icon and then entering the name of the person or contact you want to add as a favourite. The person now appears in your favourites list, so that you can quickly and easily contact this person.

6.3 Flagging items for later

Should you have to call or otherwise contact someone later in the day, you can easily flag reports or contacts for a follow-up. You can do this by going to 'Listed On' on a client card and select the **Flagged list**, or click on the **Flagged** tab on the left bar to see all your flagged items and / or add new items to this list.



6.4 Importing Outlook contacts

The first time you start up your Xelion 6 softphone, it will automatically check whether Outlook is available on your PC or laptop. If that is the case, the option of syncing with Outlook will be offered.

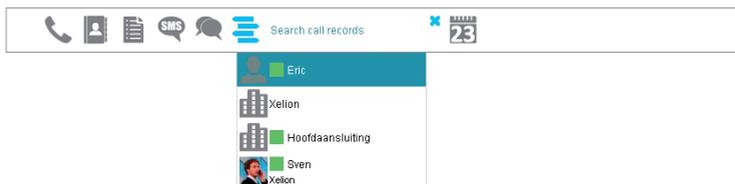
If you sync Outlook with Xelion, your Outlook contacts and calendar appointments will be imported into Xelion and put on a sync list in Xelion, which you can then share with the public address book or privately for your own softphone. See also chapter 2.2.3.

7. YOUR COMMUNICATION LOG

In Xelion 6 you can easily see and search all your communications and even - if you have the rights thereto - those of your colleagues.

7.1 Viewing and searching your own communication log

To view and search your own communications, you can click on the Communication icon in the start bar. Type in your own name, or, for example, that of a contact whose communications you wish to see.



Communication

You can also quickly see the communication of today and yesterday by clicking on the Communication tab on the left.

7.2 Viewing missed communication

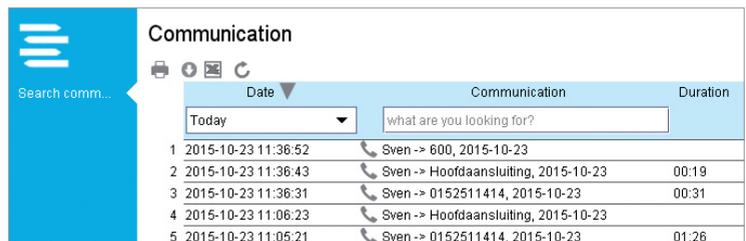
If you have missed a call or a chat, or you have received a voicemail, you can review these under your missed communication. This can be found on the left in the menu under the triangle icon with an exclamation point.



7.3 Viewing your communication history

To view and search all your communications, you click the communication icon in the start bar again and then click **All Messages** at the bottom of the drop down menu.

An overview in which you can see all communications will be shown. You can filter by date or time, and you can review all communication you are entitled to with all the important details. Additionally, you can filter by contact name so you can quickly find the right communication.

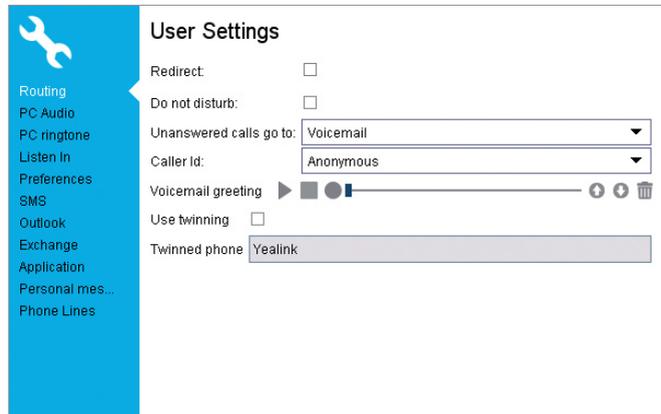


The screenshot shows a user interface for viewing communication history. On the left is a blue sidebar with a search bar labeled 'Search comm...'. The main area is titled 'Communication' and contains a table with three columns: 'Date', 'Communication', and 'Duration'. The 'Date' column has a dropdown menu currently set to 'Today'. The 'Communication' column has a search input field with the placeholder text 'what are you looking for?'. The table lists five communication records, each with a number, a date and time, a phone icon, a contact name, and a duration.

	Date ▼	Communication	Duration
	Today ▼	<input type="text" value="what are you looking for?"/>	
1	2015-10-23 11:36:52	Sven -> 600, 2015-10-23	
2	2015-10-23 11:36:43	Sven -> Hoofdaansluiting, 2015-10-23	00:19
3	2015-10-23 11:36:31	Sven -> 0152511414, 2015-10-23	00:31
4	2015-10-23 11:06:23	Sven -> Hoofdaansluiting, 2015-10-23	
5	2015-10-23 11:05:21	Sven -> 0152511414, 2015-10-23	01:26

8. USER SETTINGS

In addition to the settings that we have discussed earlier in this guide, there are more important settings that you can modify. These can also be found by clicking on the wrench at the bottom left of your screen.



8.1 Routing

Here you can adjust the routing of your calls, transfer calls, set your Xelion 6 softphone to Do Not Disturb, determine exceptions, and turn on twinning. Furthermore, you can record a voicemail message and modify your caller ID (if available).

8.2 PC Audio

This is the place where you decide through which device you want to send the audio. All your audio devices (such as PC, smartphone, or desk device) can be selected here. Under Microphone you select the device you want to use as a microphone, and under Speaker the device on which you want to hear the audio. In most cases, you will work with a USB handset or headset, which you will find in both drop-downs, and **Automatic** will be checked.

8.3 PC Ringtone

Here you can determine the ringtone and which device will ring. You can also completely mute your ringtone. Moreover, you can specify which device should play your ringtone, import your own audio files for internal and external calls, and even customise the chat sound.

8.4 Listening in on calls

If you have authorisation to listen in on specific colleagues, you will find this information here. The actual listening in is organised through your call overview. When you see that the colleague in question is engaged, you can select Listen In via the blow up.

8.5 Other Telephone Settings

A number of other telephone settings can be modified here:

- **Muting the Notification Tone**
The notification tone is the sound you hear on a headset or handset when you receive a second or subsequent call. This option allows you to mute it.
- **Confirmation dialogue when forwarding a call**
If you do not want an extra dialogue when forwarding a call (“Are you sure you want to forward this call?”), you can uncheck this here.
- **Confirmation dialogue at Call-to**
Call-to is a way to let your softphone dial out through web links. An additional dialogue appears here too. If you do not wish to see it, uncheck it here.
- **Conversation window remains 30 seconds after hanging up**
As standard, your conversation window remains visible for 30 seconds after finishing a call. If you do not want this, you can turn it off with this option.
- **Forwarding calls without consultation option**
If you forward many calls (for example as a reception employee), it is easier if you can quickly forward calls blindly. You can do this, provided that this option is enabled, through your presence list. Hover over a number of a colleague in the list and you will be shown an option to directly forward your current call. Should you not want this possibility, you can turn it off here.
- **Checking at start-up that Xelion 6 is the standard telephone**
If you do not want this control, turn it off here.

8.6 Outlook

Here you can manage your Outlook synchronisation: turn automatic import on or off, import manually, and view your import logs.

8.7 Application

Here you can disable blow-up windows, turn ***Number Catch** on or off, and change your password.



**Number Catch is a piece of software that makes it possible to detect phone numbers from most applications, to subsequently “catch” those, and call them through your Xelion 6 softphone. However, this software is pretty processor / memory intensive and may conflict with other software.*

8.8 Personal Message

You can update your personal message here. This is the same message as described in chapter 2.3.1.

8.9 Connections

It may be that the administrator of the Xelion 6 system has given you permission to manage other connections. If so, you will find this information here.

Via this menu, an administrator of a connection can transfer the connection, turn on night mode sooner or later, create an exception (during holidays or vacations), activate or deactivate an option menu, and turn the voicemail on or off.

For other instructions, you can contact your system administrator!



9. MANAGING YOUR OWN XELION 6 AGENDA

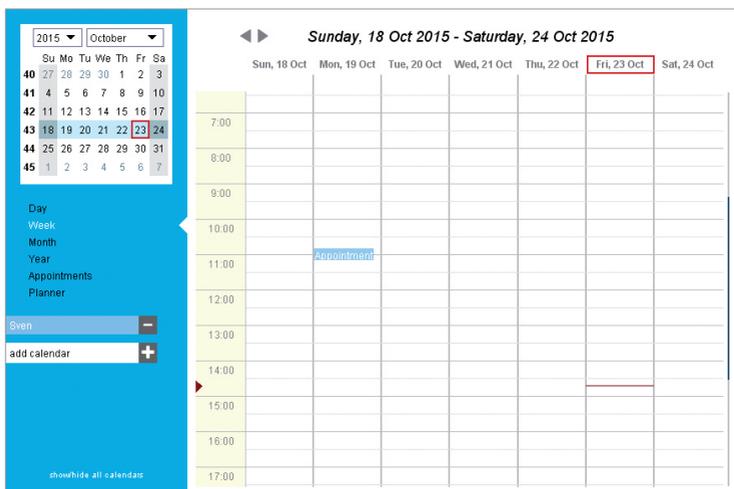
Your Xelion 6 softphone features a complete calendar in which you can view and manage your agenda, but also review those of your colleagues and even plan appointments for them.

This calendar can be synced with your Outlook calendar, so you only have to enter your appointments in one place. Moreover, you can adjust your telephone availability according to your appointments (also see chapter 2.2.2).

9.1 Viewing your agenda

To view your agenda, click on the calendar icon on the start bar. If that icon is not visible to you, the calendar function is not activated.

You can then switch between daily, weekly, monthly, and annual view in the left menu. There are two special views, one in which you can view all your appointments at once, and a special planner view with which you can easily see who is available when!



The screenshot displays the Xelion 6 calendar interface. On the left, there is a navigation menu with options: Day, Week, Month, Year, Appointments, and Planner. Below the menu are fields for 'Given' and 'add calendar'. The main area shows a monthly calendar for October 2015, with dates 23 and 24 highlighted. To the right, a weekly view is shown for the period Sunday, 18 Oct 2015 to Saturday, 24 Oct 2015. The weekly view has a time axis from 7:00 to 17:00. An appointment is visible on Monday, 19 Oct at 11:00. The date Friday, 23 Oct is highlighted in the weekly view header.

You can also add other calendars to your own overview, for example, from one of your colleagues or specific departments.

10. THE XELION APPS

Of course, there are also apps available for Xelion 6, which you can find for both iOS and Android in the App store / Play store. Logging into this app is possible with the same information with which you log into the softphone.

10.1 iOS app

Conditions for the Xelion iOS app:

- Xelion 6 must at least be update 10
- iOS version at least iOS7
- User must have a Xelion 6 softphone user account

In case all these requirements are met, the app can be launched after installation, and the settings of the iPhone or iPad will be configured with the following settings:



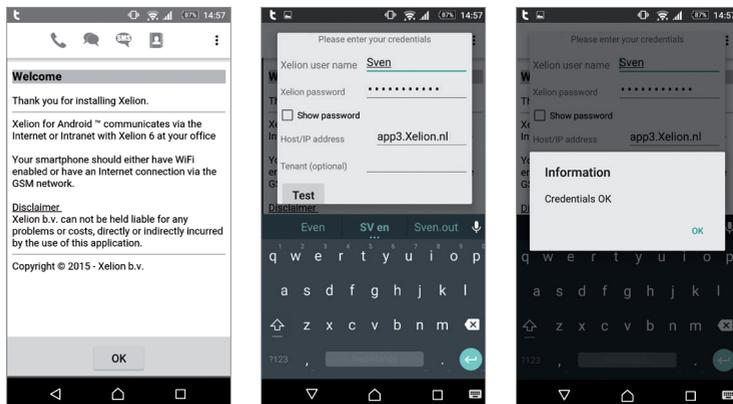
- User: Enter your Xelion user name
 Password: Enter your Xelion password
 Host: Enter the address from which you downloaded your softphone
 Database: If different, enter here (ask your reseller)
 Tenant: Enter the tenant name here
 (sip.telefooncentrale.nl/tenant/[companyx](#))
 Port: If different, enter here (ask your reseller)

10.2 Android App

When the app is launched for the first time, you will be shown a welcome screen with a disclaimer. Please accept the disclaimer by clicking on OK:

You will now see a screen on which to fill out your Xelion credentials.

Enter your Xelion 6 username and password, and the host name or IP address of your Xelion 6 system. If the Xelion 6 system runs in a Xelion cloud environment (MultiTenant), you must also specify the name of the tenant used. Your system administrator can possibly help with the correct information.



Click Test to check the login information entered (credentials). Once you are connected to Xelion, you will receive the notification that your login details are correct and you can start using the Xelion app.

Click OK twice to reach the Xelion home screen.

10.3 Important

CAUTION! To make calls via the PBX, your mobile number on your client card in the Xelion address directory has to be known by type of telephone + text messages.





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