

**xln** | cloud voice

# Cloud Voice Quick Set Up Guide



## Number porting

When you order a new line alongside your Cloud Voice service, you will be given an installation date and a new number. You can ignore this new number as it is only used for your broadband.

If you have requested a number to be brought over to your Cloud Voice service, you will receive an SMS with the date and time for this to complete.

On the date of port completion, please look out for two SMS:

1. Asking you to restart your Cloud Voice handset.
2. Confirming your Cloud Voice service is live.

## Online portal (optional)

You will have received two emails about your online access; these can be used to adjust features and settings on the phones and should be used instead of the information provided in the quick start guide that came in the box with your handset.

For more information about your Cloud Voice service, and tips to help you make the most of your product, please use the online portal as well as our handy help guides:

[www.xln.co.uk/cloud-voice-help](http://www.xln.co.uk/cloud-voice-help)



## Key Features of Cloud Voice

With better quality calls, a huge range of smart features and market-leading handsets provided for free, XLN Cloud Voice offers affordable and comprehensive IP Voice packages for small business owners.

Here are some of the most popular features of XLN Cloud Voice:

### Auto Attendant

Connect callers to an automated personalised greeting and menu of options to ensure the call gets directed to the right person.

### Call Hold

Place an existing call on hold, and then retrieve the call to resume the conversation.

### Call Forwarding

Redirect incoming calls to another phone. Customise to forward at specified times, only when you're busy, or even in reaction to certain numbers.

### Call Recording

Record calls for training and quality purposes, and store them in the cloud.

### Hunt Groups

Allow multiple users to take calls at the same time. This ensures that no matter how busy you are or how much your business grows, you never miss a call or a sale again.

### Time Schedules

Define time schedules for your phones. e.g., set to answer machine when out of the office.



BACK TO START



PREVIOUS

NEXT



## T46U Desktop handset Set Up

You will find a set up guide in the box your handset came in.

Follow the steps or for more information visit [www.xln.co.uk/cloud-voice-help](http://www.xln.co.uk/cloud-voice-help)

To set up your handset, please follow these 5 steps:

- Step 1 - Plug the Ethernet cable into the internet port on the back of the handset
- Step 2 - Plug the other end of the Ethernet into one of the yellow ports on your router
- Step 3 - Power up the handset
- Step 4 - Allow the update to complete
- Step 5 - Good to go! Your new handset is now online and ready for you to use



## W53H handset Set Up

You will find a set up guide in the box your handset came in.

- Step 1 - Plug the Ethernet cable into the internet port on the back of the base
- Step 2 - Plug the other end of the ethernet into one of the yellow ports on your router
- Step 3 - Power up the handset
- Step 4 - Allow the update to complete
- Step 5 - Good to go! Your new handset is now online and ready for you to use

Follow the steps or for more information visit [www.xln.co.uk/cloud-voice-help](http://www.xln.co.uk/cloud-voice-help)



## Mobile and Desktop app Set Up

Click **Applications** on the navigation bar on the left. Once on the new screen, at the top of the page, you will see your username for the App.

Please note this down as this is needed for the App once you have downloaded it.

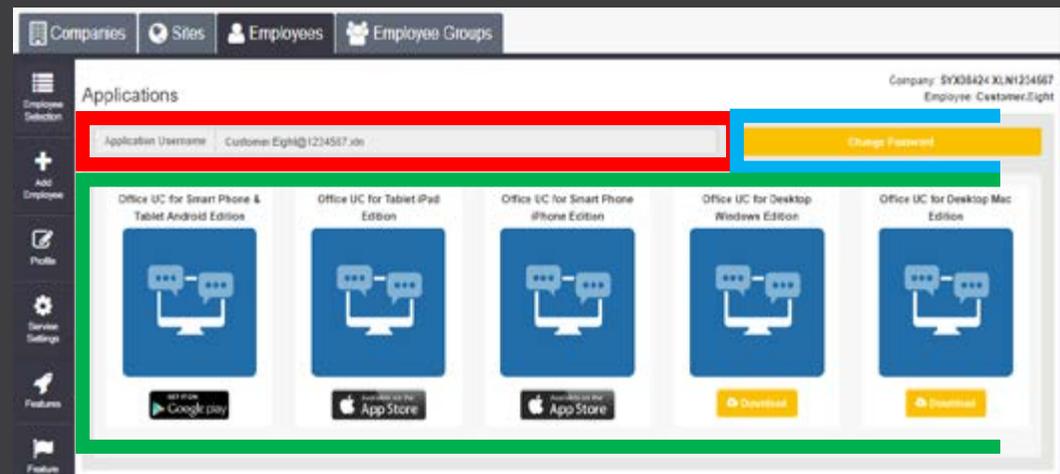
Step 1 - Login to the online portal using the information sent via email

Step 2 - Click on **Employees** along the top of the screen. Click the magnifying glass on the right and select an active user.

Step 3 - Click on **Applications** on the left side of the screen

Step 4 - Note down the username in full and click on **Change Password**

Step 5 - Download the Office UC app on your mobile phone and login using the information you noted earlier.



More information can be found by clicking here:

[www.xln.co.uk/cloud-voice-help](http://www.xln.co.uk/cloud-voice-help)

or logging in to the My Account section of the XLN website here:

[www.xln.co.uk/myaccount](http://www.xln.co.uk/myaccount)