

xln | cloud voice

Additional Features Set Up Guide



This guide will outline the following processes:

- [How to transfer a call](#)
- [Updating your outbound calling number](#)
- [Adding hold music](#)
- [Adding a time schedule](#)
- [Setting up a Busy Lamp Field \(Desktop phone only\)](#)



Transferring a Call:

- To transfer a call from your handset, press the **Transfer** button
- Then dial the number you want the call to be transferred to
- Once you have connected to the number dialled, press **Transfer** again on your handset. This will then successfully transfer the call.

The transfer can go to any UK based number included in your package (01, 02, 03 and UK mobiles)
Transferred calls made to numbers outside of the package will be charged at the normal rates.



You will have received username and password and a link to the Cloud Voice portal via email from a member of the XLN team.

Log-in to the portal using the link, username and password provided.

Please Login

Username

Domain

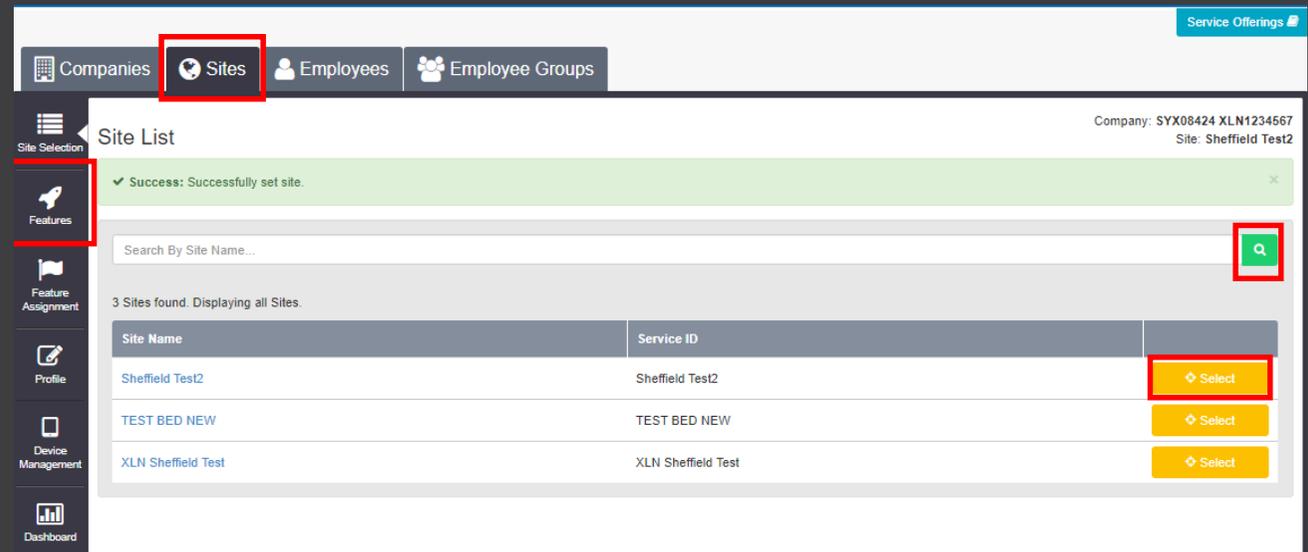
Password

 Login

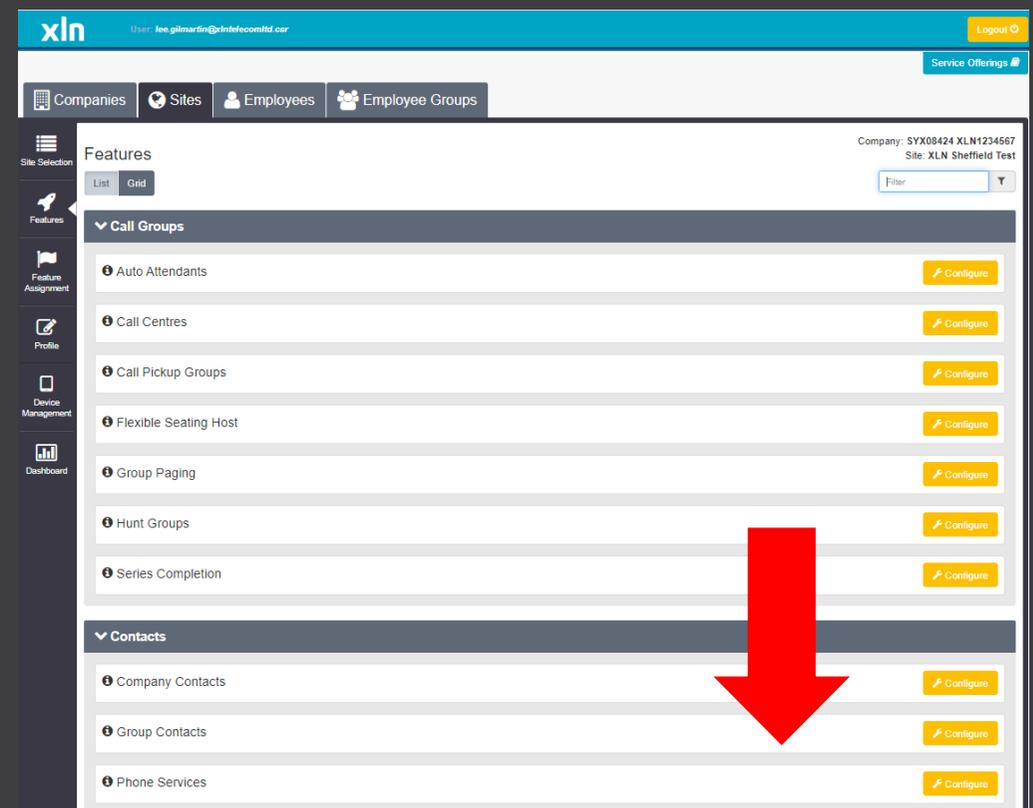
Once you have logged in, click **Sites** on the top navigation bar followed by the **green search button**.

You should then see the name of the site that has been created for you.

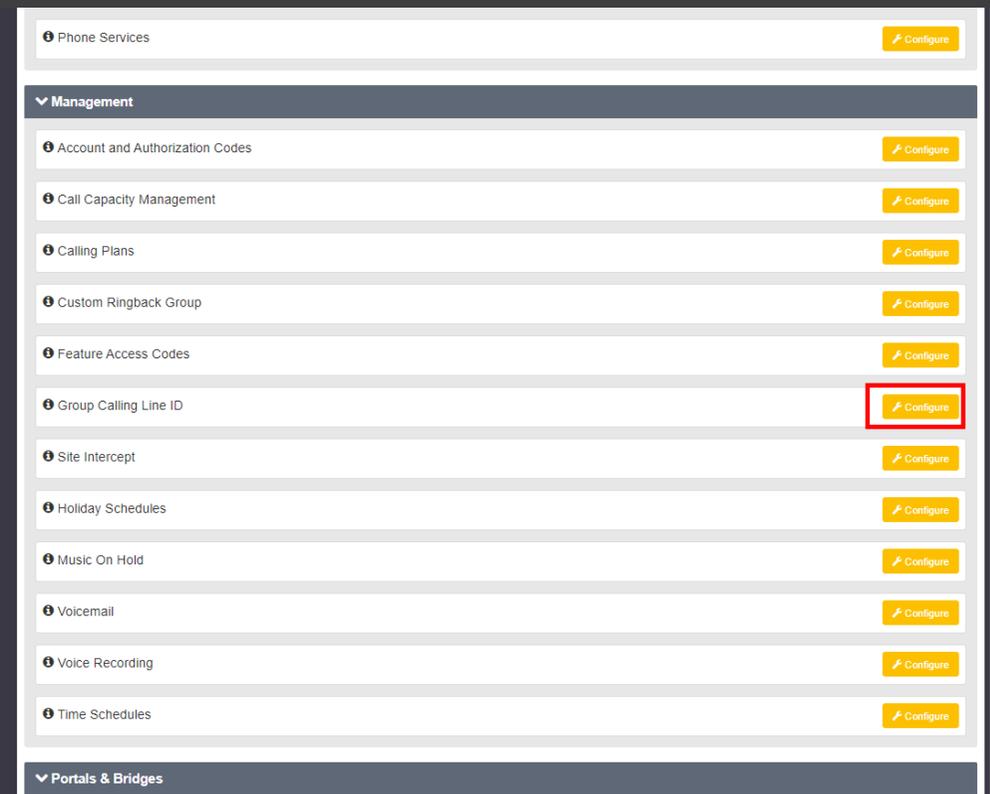
Choose the site name by pressing the **Select** button and then click the **Features** button on the navigation bar on the left.



On the features list, scroll down to **Group Calling Line ID**.



Click **Configure** next to Group calling line ID.



On the drop down for **Site Display Number**, select the correct number you would like your customers to see when you phone.

Tick the option for **Site Display Number** underneath the drop down followed by **Save**.

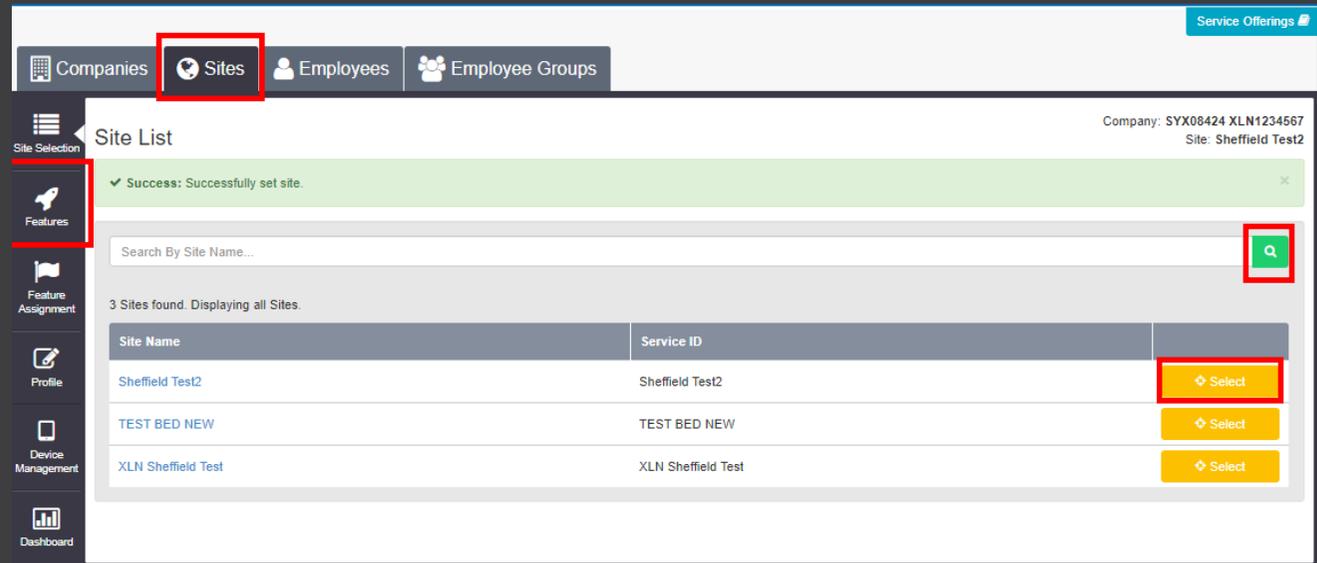
The screenshot displays the 'Group Calling Line ID' configuration page. At the top, there are navigation tabs for 'Companies', 'Sites', 'Employees', and 'Employee Groups'. A success message states 'Success: Feature updated'. The main content area is titled 'Group Calling Line ID' and includes a 'Site Feature Settings' section. The 'Group Calling Line ID' section has a checkbox for 'Use Display Name as Outbound Caller ID Name for Employees' and a 'Display Name' field. Below this, the 'Site Display Number' is set to '+44 114 3220464' and is highlighted with a red box. Underneath, the 'Group Calling Line ID' section has three radio buttons: 'Employee Phone Number', 'Site Display Number' (which is selected and highlighted with a red box), and 'Configurable Number'. A note states 'The Site Display Number configured above will be used for all Employees in this Site'. At the bottom, there are 'Cancel' and 'Save' buttons, with the 'Save' button highlighted with a red box.

Adding Hold Music

Once you have logged in, click **Sites** on the top navigation bar followed by the **green search button**.

You should then see the name of the site that has been created for you.

Choose the site name by pressing the **Select** button and then click the **Features** button on the navigation bar on the left.



The screenshot displays the 'Site List' page in the xln cloud voice interface. The top navigation bar includes 'Companies', 'Sites', 'Employees', and 'Employee Groups'. The 'Sites' tab is selected. A search bar is present with a green search button. The left sidebar shows 'Site Selection', 'Features', 'Feature Assignment', 'Profile', 'Device Management', and 'Dashboard'. The 'Features' button is highlighted. The main content area shows a success message: 'Success: Successfully set site.' Below it is a search bar with the text 'Search By Site Name...'. A table lists 3 sites found:

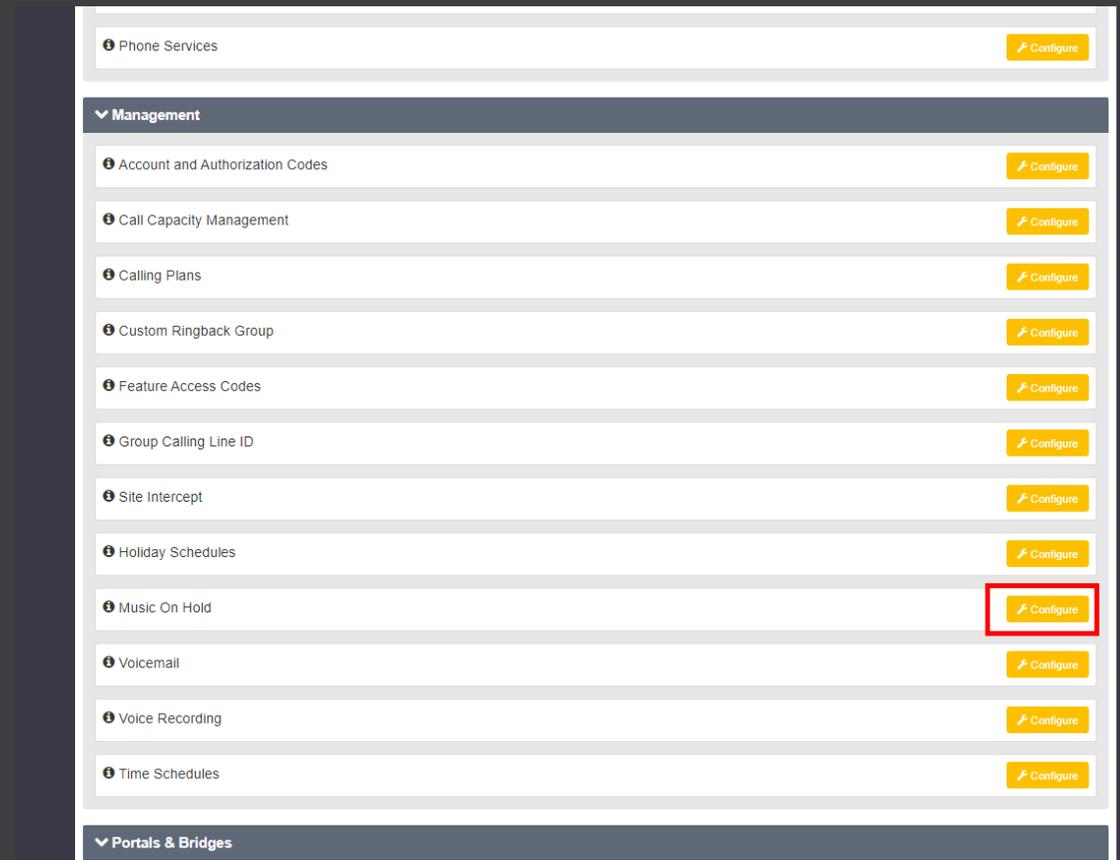
Site Name	Service ID	
Sheffield Test2	Sheffield Test2	Select
TEST BED NEW	TEST BED NEW	Select
XLN Sheffield Test	XLN Sheffield Test	Select

On the features list, scroll down to see **Music On Hold**.

The screenshot displays the 'Features' management interface in the xln cloud voice system. The top navigation bar includes 'Companies', 'Sites', 'Employees', and 'Employee Groups'. The main content area is titled 'Features' and shows a list of features under two categories: 'Call Groups' and 'Contacts'. Each feature has a 'Configure' button. A large red arrow points downwards from the 'Series Completion' feature towards the 'Contacts' section, indicating the direction to scroll to find 'Music On Hold'.

Category	Feature	Action
Call Groups	Auto Attendants	Configure
	Call Centres	Configure
	Call Pickup Groups	Configure
	Flexible Seating Host	Configure
	Group Paging	Configure
	Hunt Groups	Configure
	Series Completion	Configure
Contacts	Company Contacts	Configure
	Group Contacts	Configure
	Phone Services	Configure

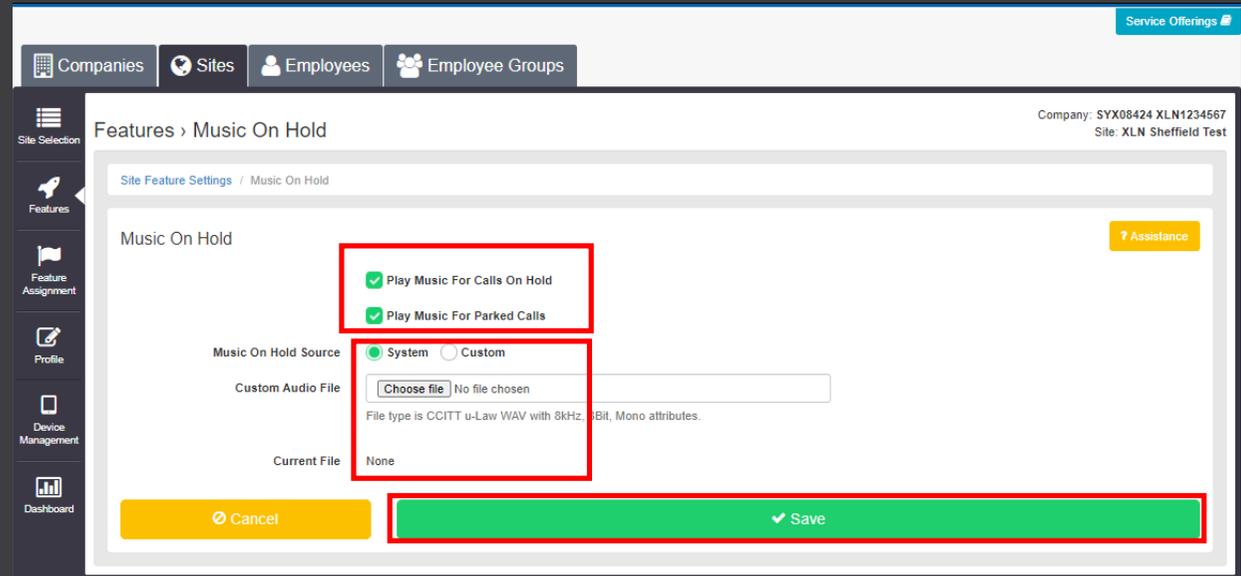
Click **Configure** next to **Music on Hold**.



Tick the boxes for **Play music for calls on hold** and **Play music for parked calls**.

If you want to upload your own music file, click on **Custom**, press **Choose File** and then select the file you want to upload from your device. Once you have finished, click **Save**.

Please note, if you choose to upload your own music, this will need to be something you own the Copyright for or something in the Free Domain. If you have any queries about the music you can use, contact XLN Cloud Voice.

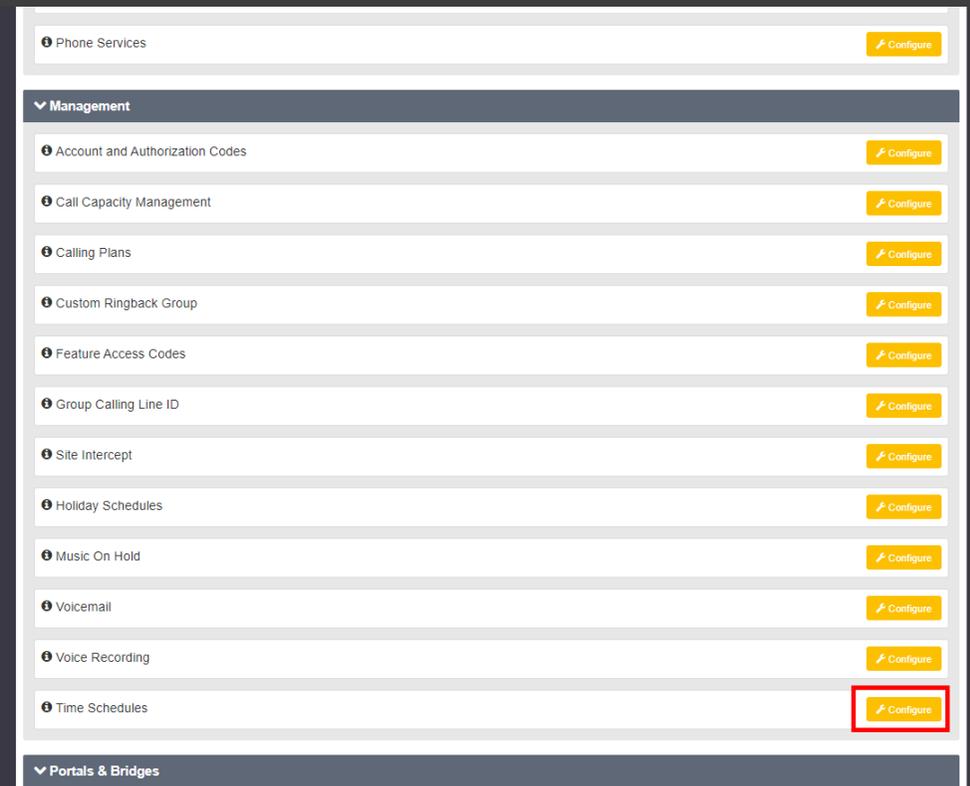


Adding a Time Schedule.

On the features list, scroll down to **Time Schedules**.

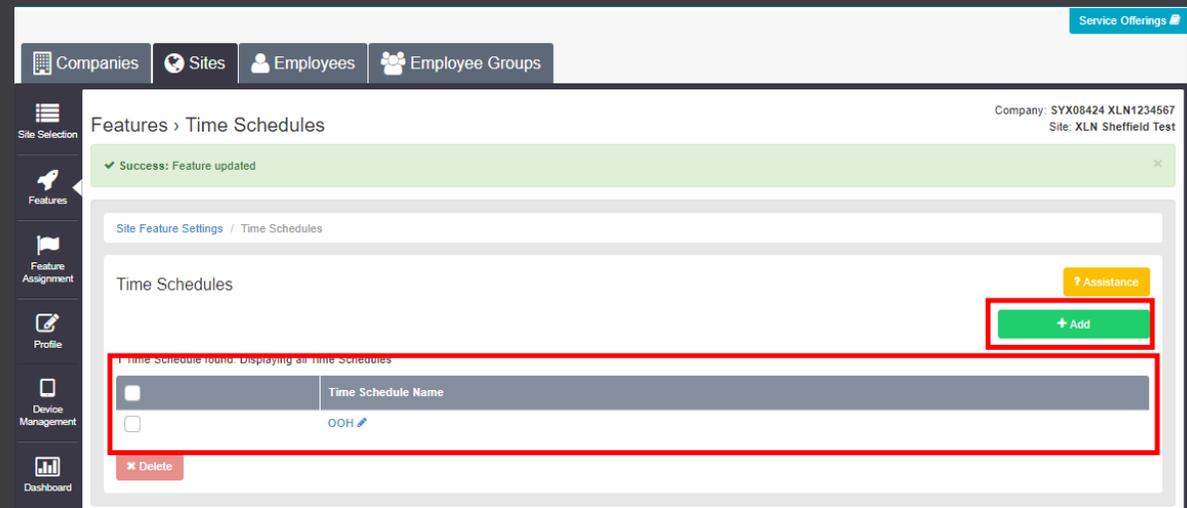
The screenshot shows the xln cloud voice management interface. At the top, there's a navigation bar with 'xln' logo, user 'lee.gilmartin@xln telecom ltd. co.uk', and a 'Logout' button. Below this is a secondary navigation bar with tabs for 'Companies', 'Sites', 'Employees', and 'Employee Groups'. The main content area is titled 'Features' and includes a 'List' button, a 'Grid' button, and a 'Filter' input field. The features are organized into two main sections: 'Call Groups' and 'Contacts'. Under 'Call Groups', there are seven items: 'Auto Attendants', 'Call Centres', 'Call Pickup Groups', 'Flexible Seating Host', 'Group Paging', 'Hunt Groups', and 'Series Completion'. Under 'Contacts', there are three items: 'Company Contacts', 'Group Contacts', and 'Phone Services'. Each item has a 'Configure' button. A large red arrow points downwards from the 'Series Completion' item towards the 'Company Contacts' item, indicating the scroll direction to reach the 'Time Schedules' section.

Click **Configure** next to **Time Schedules**.



If you have an existing schedule, you can edit it by clicking on the item that you can see under **Time Schedule Name**.

To add a new time schedule, click on the green **Add** button.



When editing an existing schedule, you can change the name of the feature at the top, as well as edit the times and dates for the schedule.

To add a new schedule, press the green **Add another** button. Then enter the name that you would like it to be called (e.g., Out of Hours) followed by the days and times that you do and don't want the phone to ring.

Once you have completed the changes for the schedule, click **Save**.

The screenshot shows the 'New Time Schedule' form in the xln cloud voice interface. The form is titled 'New Time Schedule' and includes a 'Time Schedule Name' field with the value 'In Hours'. Below this is a table with columns for 'Start Day', 'Start Time (HH:mm)', 'End Day', and 'End Time (HH:mm)'. The table contains five rows, one for each day of the week (Monday through Friday), with start times set to 8:00 and end times set to 22:00. At the bottom of the form, there are three buttons: '+ Add Another' (green), 'Cancel' (yellow), and 'Save' (green). The 'Save' button is highlighted with a red box.

Start Day	Start Time (HH:mm)	End Day	End Time (HH:mm)
Monday	8:00	Monday	22:00
Tuesday	8:00	Tuesday	22:00
Wednesday	8:00	Wednesday	22:00
Thursday	8:00	Thursday	22:00
Friday	8:00	Friday	22:00

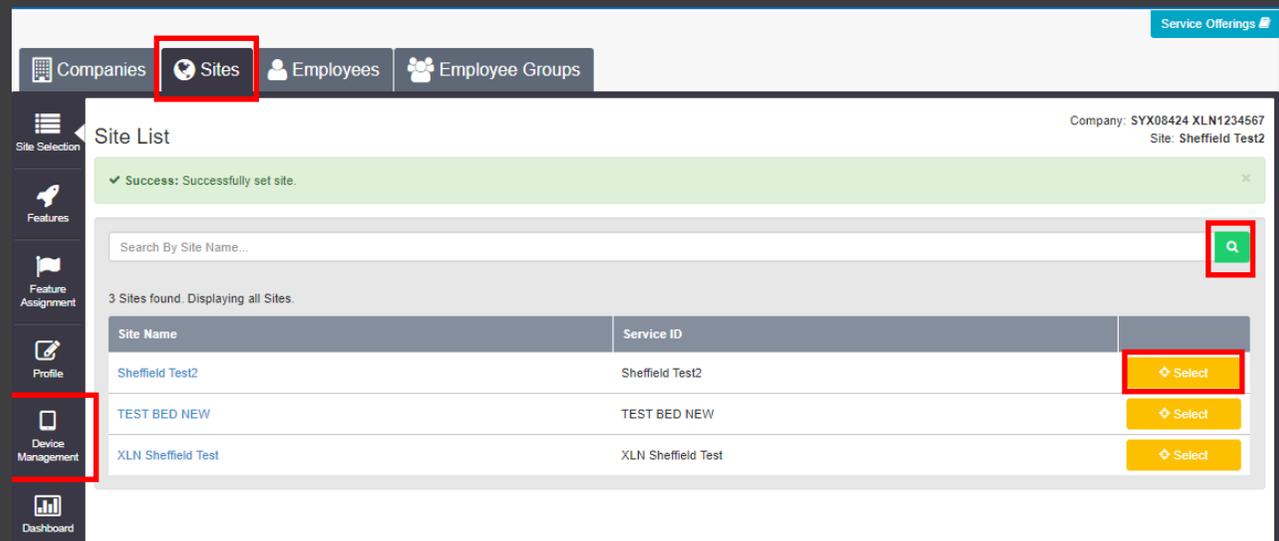
Busy Lamp Field (Desktop Phone Only)

The Busy Lamp Field feature allows you to see when people are busy on another call.

Once you have logged in, click **Sites** on the top navigation bar followed by the **green search button**.

You should then see the name of the site that has been created for you.

Choose the site name by pressing the **Select** button and then click the **Device Management** button on the navigation bar on the left.



On the **Device Management** screen, click on the **Devices** tab.

The screenshot shows the 'Device Management' interface. At the top, there are navigation tabs for 'Companies', 'Sites', 'Employees', and 'Employee Groups'. Below these is a sidebar with icons for 'Site Selection', 'Features', 'Feature Assignment', 'Profile', 'Device Management', and 'Dashboard'. The main content area is titled 'Device Management' and includes a sub-header 'Device Types' and a 'Devices' tab, which is highlighted with a red box. A 'Mask' button is visible in the top right of the main area. The main content displays a table of device types with columns for ACD, BLF, Codec (G711, G729, HD), DC, and MCN (On, Off). The table lists five device types: Business Communicator - Tablet, UC Office Desktop, UC Office Smart Phone, Yealink T46S VDM, and Yealink W60. Each row has a 'Save' button and a 'Refresh' button. A green 'Save' button is at the bottom of the table.

Device Type	ACD	BLF	Codec			DC	MCN		
	On	On	G711	G729	HD	On	Off		
Business Communicator - Tablet	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="button" value="Save"/>	<input type="button" value="Refresh"/>
UC Office Desktop	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="button" value="Save"/>	<input type="button" value="Refresh"/>
UC Office Smart Phone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="button" value="Save"/>	<input type="button" value="Refresh"/>
Yealink T46S VDM								<input type="button" value="Save"/>	<input type="button" value="Refresh"/>
Yealink W60	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="button" value="Save"/>	<input type="button" value="Refresh"/>

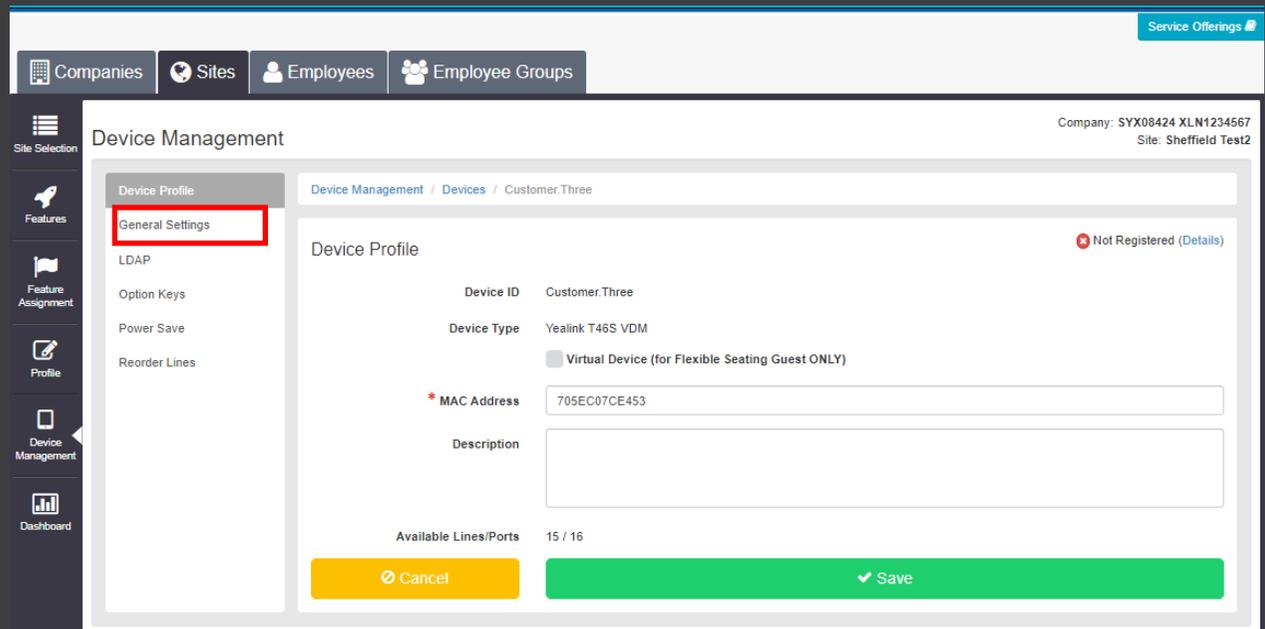
On the **Device Management** screen, you will see the devices that you currently have in place and if you click on **View**, you can check the number(s) that are linked to them.

To turn on the Busy Lamp Field, click on the name of the user underneath Device Name.

The screenshot shows the 'Device Management' interface. At the top, there are navigation tabs for 'Companies', 'Sites', 'Employees', and 'Employee Groups'. The main content area is titled 'Device Management' and includes a search bar with fields for 'Device Name', 'Device Type', 'Available Lines/Ports', and 'MAC Address'. Below the search bar is a table of devices. The table has columns for 'Device Name', 'Device Type', 'Available Lines/Ports', 'MAC Address', 'Users', 'ACD', 'BLF', 'Codec', 'DC', and 'MCN'. Two rows are visible: 'Customer.One' and 'Customer.Three'. The 'view' links in the 'Users' column for both rows are highlighted with red boxes. A 'Save' button is at the bottom of the interface.

Device Name	Device Type	Available Lines/Ports	MAC Address	Users	ACD	BLF	Codec			DC	MCN	
					On	On	G711	G729	HD	On	Off	
Customer.One	Yealink W60	7	805EC0799E00	view	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Customer.Three	Yealink T46S VDM	15	705EC07CE453	view	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>	<input type="checkbox"/>	

On the new screen,
click **General Settings**.



Next to the **BLF - Busy Lamp Field** option, click the **On** button followed by **Save**.

The screenshot shows the 'Device Management' interface for a device profile. The 'General Settings' section is active, displaying various configuration options. The 'BLF - Busy Lamp Field' option is set to 'On', which is highlighted with a red box. The 'Save' button at the bottom right is also highlighted with a red box.

Company: SYX08424 XLN1234567
Site: Sheffield Test2

Device Management / Devices / Customer.Three

General Settings

Sidecars: None

BLF Start Position: First Available Line Key

	Default	Custom Selection
Transfer Type	<input checked="" type="radio"/> Consultative	<input type="radio"/> Consultative <input type="radio"/> Blind
BLF - Busy Lamp Field	<input checked="" type="radio"/> Off	<input checked="" type="radio"/> On <input type="radio"/> Off
ACD - Automatic Call Distribution	<input checked="" type="radio"/> Off	<input type="radio"/> On <input type="radio"/> Off
MCN - Missed Call Notification	<input checked="" type="radio"/> On	<input type="radio"/> On <input type="radio"/> Off
Headset Memory Mode	<input checked="" type="radio"/> Off	<input type="radio"/> On <input type="radio"/> Off

Audio Codec Preferences: Default (G722,G711A,G729) Custom Selection

Buttons: Cancel, Save

Click on **Employees** on the top navigation bar followed by the **green search button**.

Click **Select** next to the active user you need to register followed by the **Service Settings** button on the navigation bar on the left.

Employee Selection

Company: SYX08424 XLN1234567
Employee: Customer.Eight

Search By Users Name, Site Or Telephone Number...

19 Employees found. Displaying all Employees.

	Username	Status	First Name	Surname	Phone Number	Extension	Site Name	
<input type="checkbox"/>	Admin	Inactive						Select
<input type="checkbox"/>	Customer.Eight	Active	Customer	Eight	+44 114 3222834	2834	Sheffield Test2	Select
<input type="checkbox"/>	Customer.Eleven11	Active	Customer	Eleven	+44 114 6980050	0050	TEST BED NEW	Select
<input type="checkbox"/>	Customer.Five	Active	Customer	Five	+44 114 3220475	0475	XLN Sheffield Test	Select
<input type="checkbox"/>	Customer.Four	Active	Customer	Four	+44 114 3220474	0474	XLN Sheffield Test	Select
<input type="checkbox"/>	Customer.Nine	Active	Customer	Nine	+44 114 3220479	0479	XLN Sheffield Test	Select
<input type="checkbox"/>	Customer.Nine09	Active	Customer	Nine	+44 114 6980051	0051	TEST BED NEW	Select
<input type="checkbox"/>	Customer.One	Active	Customer	One	+44 330 1248215	8215	XLN Sheffield Test	Select
<input type="checkbox"/>	Customer.Seven	Active	Customer	Seven	+44 114 3220477	0477	XLN Sheffield Test	Select
<input type="checkbox"/>	Customer.Six	Active	Customer	Six	+44 114 3220476	0476	XLN Sheffield Test	Select
<input type="checkbox"/>	Customer.Ten	Active	Customer	Ten	+44 114 3220480	0480	XLN Sheffield Test	Select
<input type="checkbox"/>	Customer.Ten10	Active	Customer	Ten	+44 114 6980052	0052	TEST BED NEW	Select
<input type="checkbox"/>	Customer.Three	Inactive	Customer	Three				Select
<input type="checkbox"/>	Customer.Three03	Active	Customer	Three	+44 114 3222832	2832	Sheffield Test2	Select
<input type="checkbox"/>	Customer.Twelve12	Active	Customer	Twelve	+44 114 6980053	0053	TEST BED NEW	Select

To add Busy Lamp Field to the registered phone, scroll to the bottom of the screen.

The screenshot displays the 'Service Settings' page for an employee. The top navigation bar includes 'Companies', 'Sites', 'Employees', and 'Employee Groups'. The page title is 'Service Settings' with sub-tabs for 'Activation Settings' and 'Service Passwords'. The 'Employee Settings' section includes fields for Status (Active), Site Name (Sheffield Test2), Username (Customer.Eight), User Type (IP Centrex User), Contract Term (One Day), Language (English), First Name (Customer), Surname (Eight), Caller ID First Name (Customer), and Caller ID Surname (Eight). The 'Primary Number' section has a checked 'Use Public Number' checkbox, a Directory Number (+44 1143 222834) with a 'Change' button, and an Extension (2834). The 'Feature Package' section at the bottom shows three options: 'Hosted Fixed User', 'Hosted Functional User', and 'Hosted Mobile User'. A red arrow points to the bottom of the page, indicating the location of the Busy Lamp Field option.

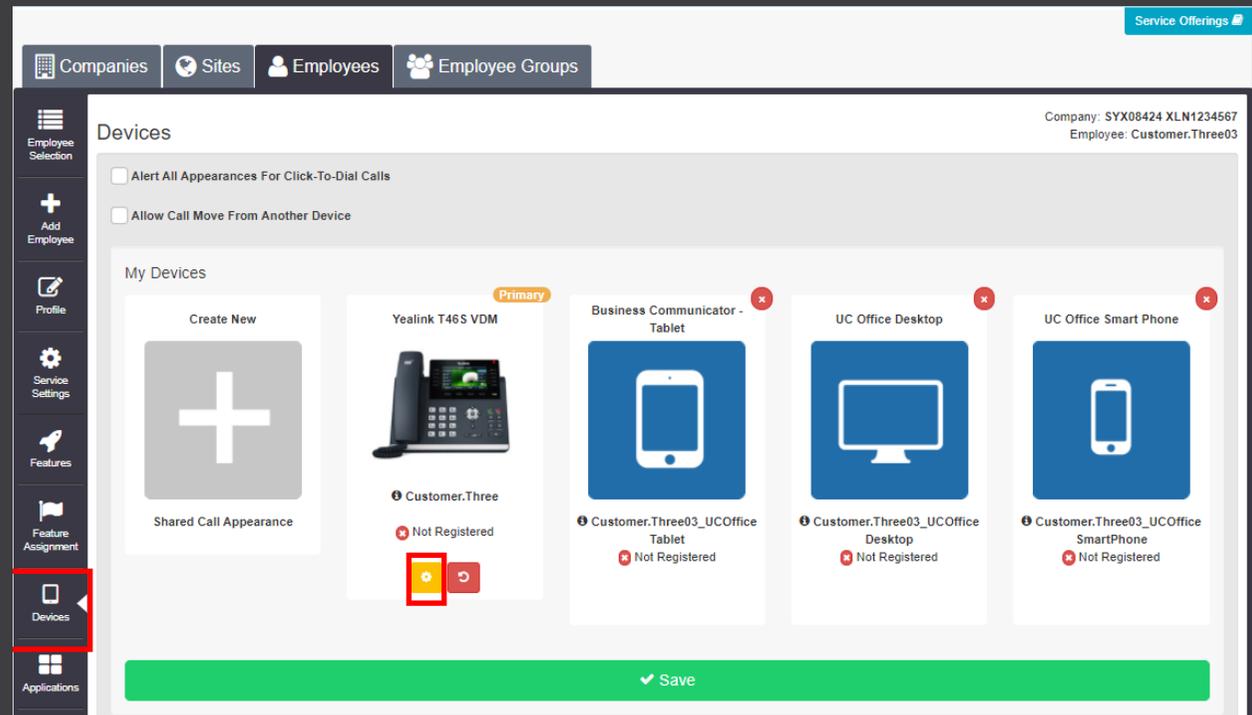
Click the slider to turn on the **Busy Lamp Field** and click **Save**.

The screenshot displays the management interface for xln cloud voice. On the left is a dark sidebar with 'Dashboard' and 'Import Employees' options. The main content area is divided into several sections:

- Hosted User Types:** Three toggle switches for 'Hosted Fixed User' (Off), 'Hosted Functional User' (Off), and 'Hosted Mobile User' (On).
- Optional Add-On Feature Packages:** A grid of feature packages, each with a toggle switch. The 'Busy Lamp Field' package is highlighted with a red box and is currently set to 'Off'. Other packages include 'Call Centre Agent', 'Call Centre Supervisor', 'Fax Messaging', 'Go TAPI', 'UC Office Desktop' (On), 'Voice Recording', 'CRM add-ons', 'Receptionist', and 'UC Office'.
- Device Selection:** A section with three input fields: 'Device ID' (No Device), 'Device Type' (No Device), and 'MAC Address' (MAC Address). A 'More Options' button is located below these fields.
- Bottom Action Bar:** Two buttons are visible: a red 'Deactivate' button and a green 'Save' button, which is highlighted with a red box.

Once the changes have been saved, click on the **Devices** button on the navigation bar on the left.

Then click on the yellow cog under the phone.



To change the phone's ringtone, select one of the options in the drop down list and then click **Save**.

You can also send a command to restart the phone on this page.

When you scroll down you will see the options for adding calling lines to the buttons on the side of the screen.

Service Offerings

Companies Sites Employees Employee Groups

Device Management

Company: SYX08424 XLN1234567
Employee: Customer.Three03

Option Keys

Reorder Lines

Option Keys

Yealink T46S

Yealink

Main Line 10 | 24:15 | Line 6
Line 2 11 | 20 | 25:16 | Line 7
Line 3 12 | 21 | 26:17 | Line 8
Line 4 13 | 22 | 27:18 | Line 9
Line 5 14 | 23 | 11:21:3 | Line 10

ACD - Off Call Log / History Directory / Rolodex Line Miss / Meet

T46S

This image is for illustrative guide purposes only and will not update. Please use the tables below for Line key and Soft key updates.

Previous Next

Ringtone Reboot

Line Keys Soft Keys

Show 10 Line Keys 1 2 3 >

Once you have scrolled down, click on one of the options for **Not Configured**.

This image is for illustrative guide purposes only and will not update. Please use the tables below for Line key and Soft key updates.

Previous Next

Ringer Reboot

Line Keys Soft Keys

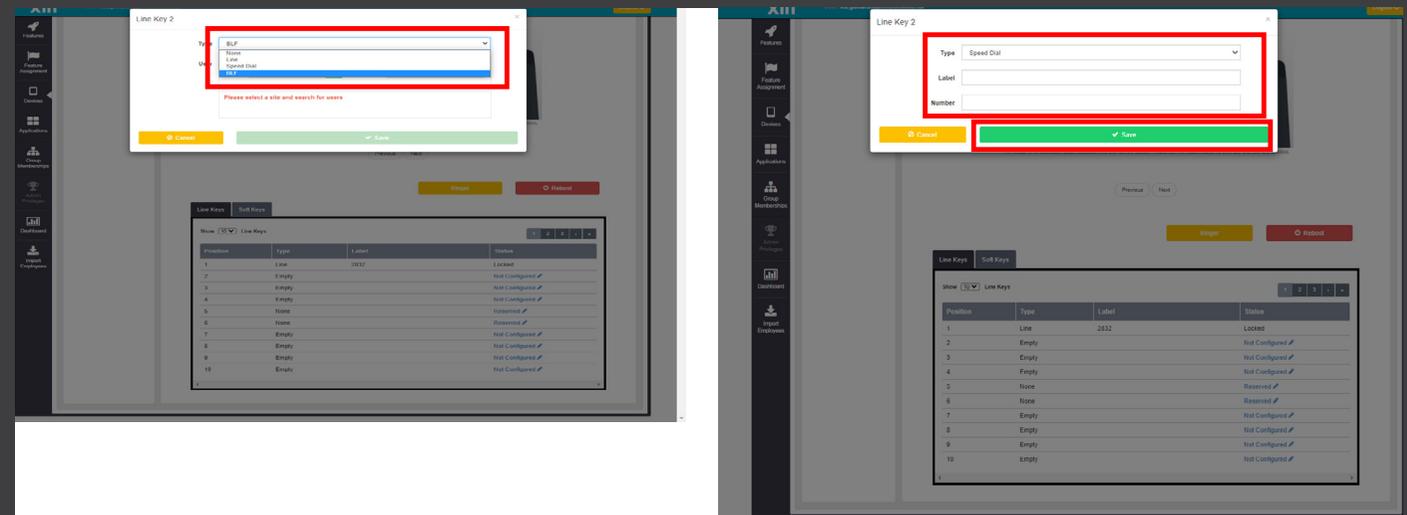
Show 10 Line Keys 1 2 3 > >>

Position	Type	Label	Status
1	Line	2832	Locked
2	Empty		Not Configured
3	Empty		Not Configured
4	Empty		Not Configured
5	None		Reserved
6	None		Reserved
7	Empty		Not Configured
8	Empty		Not Configured
9	Empty		Not Configured
10	Empty		Not Configured

On the drop down, select the **BLF option** and click **Save**.

If you want to set up a speed dial, click the speed dial option from the drop down and click **Save**.

You will then need to enter the name and number for the speed dial and press **Save** again.



Click on the **green search button**, then select the first user in the list and press **Save**.

This will need to be repeated for every line you want to add and for every desktop phone you have in use.

The screenshot shows the 'Line Key 2' configuration modal in the xln web interface. The modal is open over a 'Line Keys' table. The modal has a 'Type' dropdown set to 'BLF', a 'User' section with a 'Site' dropdown set to 'All' and a green search button, and a list of users. The first user, 'Eight, Customer (Customer.Eight@1234567.xln)', is selected. At the bottom of the modal are 'Cancel' and 'Save' buttons. The background table shows 10 line keys with various statuses.

Position	Type	Label	Status
1	Line	2832	Locked
2	Empty		Not Configured
3	Empty		Not Configured
4	Empty		Not Configured
5	None		Reserved
6	None		Reserved
7	Empty		Not Configured
8	Empty		Not Configured
9	Empty		Not Configured
10	Empty		Not Configured