

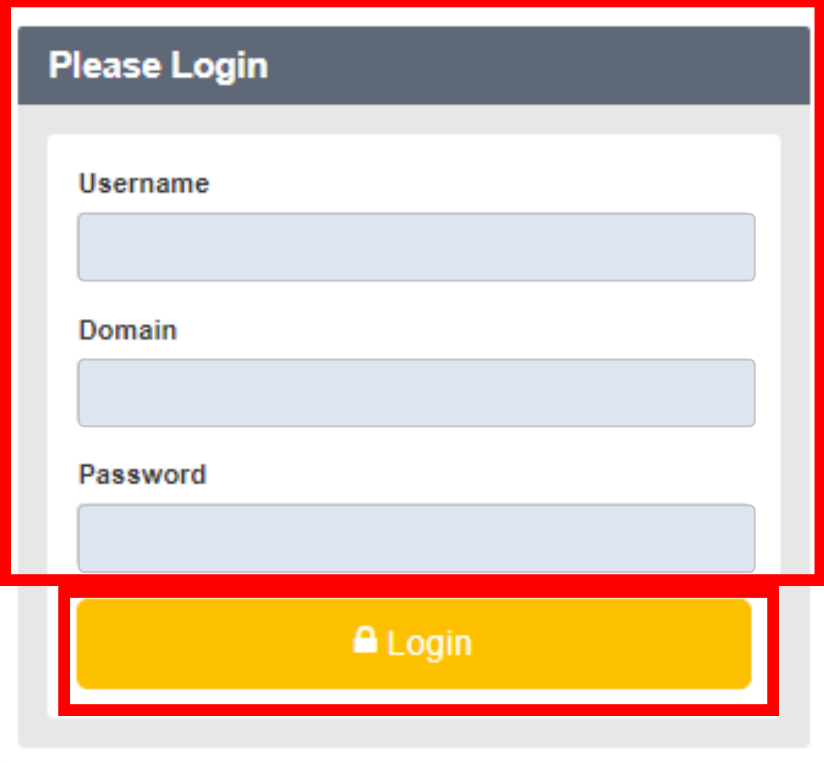
xln | cloud voice

Registering Your Handset Set Up Guide



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

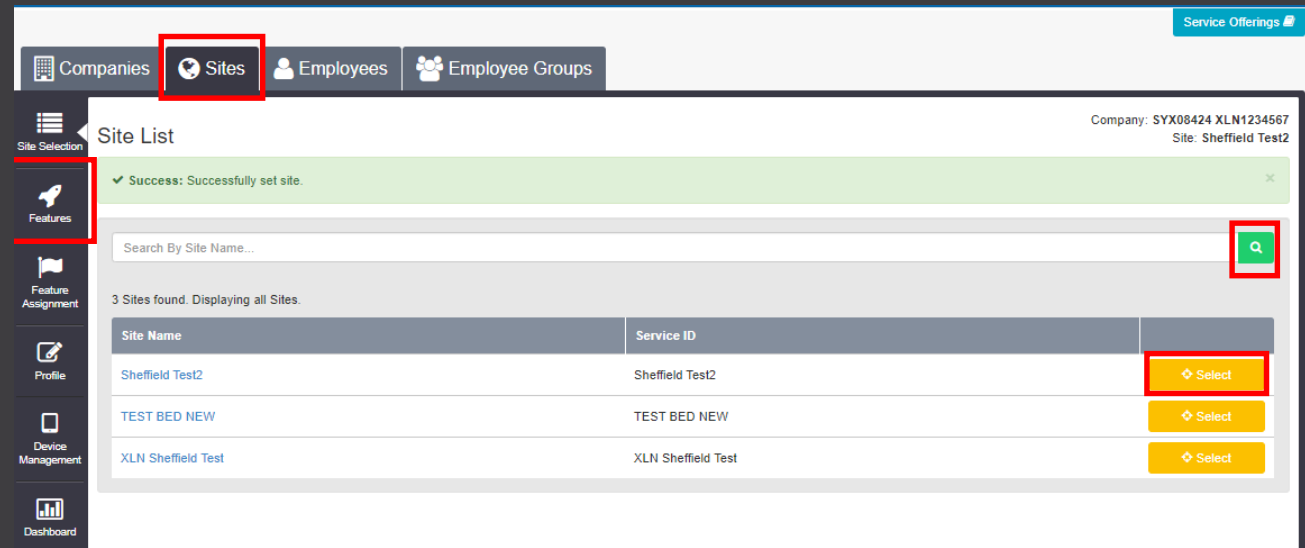
Password

 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.



Once you have clicked **Features**, click on **Employees** at the top. Click on the **green search button**. Choose the active user you want to register by pressing **Select** and then click the **Service Settings** button on the left navigation bar.

Employee Selection

Company: SYX08424 XLN1234567
Employee: Customer.Eight

Active Pending Error Inactive

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

On this page, you can update the caller ID for phones. Please ensure you change both First Name, Surname and both Caller ID Names.

You can change the directory number for the phone. To do this, click **Change**.

On the dropdown for **Directory Number**, select the number.

Scroll to the bottom of the page and click **Save**.

Please allow 45 seconds for the change to occur, and the phone(s) will need to be restarted.

If you are unable to see the number, please contact XLN Cloud Voice for support.

The screenshot displays the 'Service Settings' interface for an employee. The top navigation bar includes 'Companies', 'Sites', 'Employees', and 'Employee Groups'. The main content area is titled 'Service Settings' and includes tabs for 'Activation Settings' and 'Service Passwords'. Below this is the 'Employee Settings' section, which contains fields for Status (Active), Site Name (Sheffield Test2), Username (Customer.Eight), User Type (IP Centrex User), Contract Term (One Day), and Language (English). A red box highlights the Caller ID fields: First Name (Customer), Surname (Eight), Caller ID First Name (Customer), and Caller ID Surname (Eight). Below this is the 'Primary Number' section, which includes a checkbox for 'Use Public Number' (checked), a Directory Number field (+44 1143 222834) with a yellow 'Change' button, and an Extension field (2834). The bottom section is titled 'Feature Package' and includes options for 'Hosted Fixed User', 'Hosted Functional User', and 'Hosted Mobile User'.

To register a new phone, scroll to the bottom of the screen.

The screenshot displays the 'Service Settings' page for an employee. The page is divided into several sections:

- Service Settings:** Includes tabs for 'Activation Settings' and 'Service Passwords'.
- Employee Settings:** Contains 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
 - Caller ID Surname: Eight
- Primary Number:** Includes a checkbox for 'Use Public Number' (checked), a 'Directory Number' field with '+44 1143 222834' and a 'Change' button, and an 'Extension' field with '2834'.
- Feature Package:** Shows three options: 'Hosted Fixed User', 'Hosted Functional User', and 'Hosted Mobile User'.

A red arrow points to the bottom of the page, indicating where to scroll to register a new phone.

On the dropdown for **Device ID**, select the correct phone you wish to use and click on **Save**.

Please note, this option is only needed if you have a new cordless phone sent out as an additional line.

If you have been sent a cordless phone base and an additional handset, select one from the dropdown that shows a number of open ports e.g. (Customer.One (7 ports open)).

To apply the change, restart the device.

The screenshot displays the registration interface for a handset. At the top, there are three user type toggle switches: 'Hosted Fixed User' (Off), 'Hosted Functional User' (Off), and 'Hosted Mobile User' (On). Below this is the 'Optional Add-On Feature Packages' section, which includes several feature toggles: 'Busy Lamp Field' (Off), 'Call Centre Agent' (Off), 'Call Centre Supervisor' (Off), 'Fax Messaging' (Off), 'Go TAPI' (Off), 'UC Office Desktop' (On), 'Voice Recording' (Off), 'CRM add-ons' (Off), 'Receptionist' (Off), and 'UC Office' (Off). The 'Device Selection' section contains three input fields: 'Device ID' (a dropdown menu currently showing 'No Device'), 'Device Type' (a text input field showing 'No Device'), and 'MAC Address' (a text input field showing 'MAC Address'). A yellow 'More Options' button is located below these fields. At the bottom of the interface, there are two buttons: a red 'Deactivate' button and a green 'Save' button. Red boxes highlight the 'Device ID' dropdown and the 'Save' button.