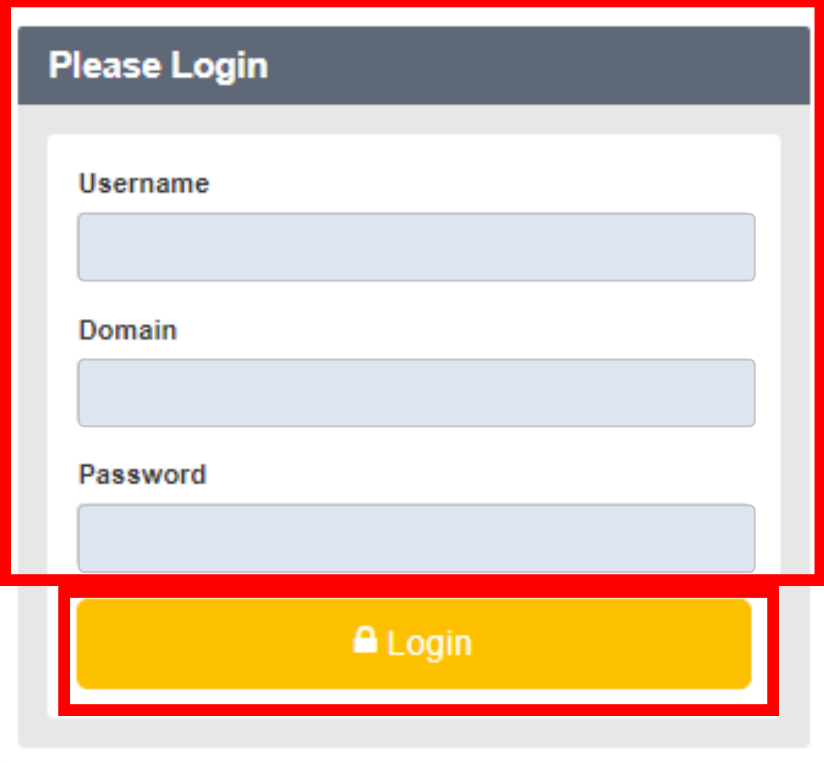xln | for small business

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
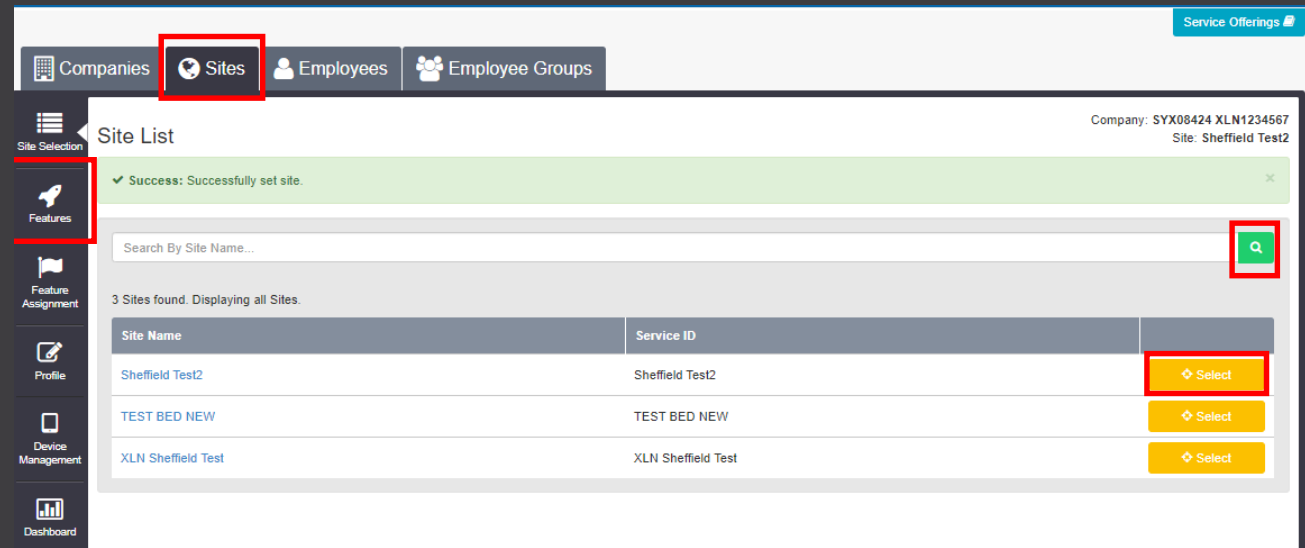
Username

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.

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.

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

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.