xln | cloud voice

Cloud Voice quick setup guide

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For more info click here: **www.xln.co.uk/help-and-support/business-phone**

Number porting

As part of your move to Cloud Voice you may receive a new number, this new number will only be visible internally and will not be shown when your service goes live.

If you have a single user, your porting number will be the one active and in use.

If you have multiple users, the new numbers are assigned to allow multiple calls at the same time.

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 receive an email a few days before your activation date with a link to set up your online account.

If you are using the mobile app only, this email is vital as you may lose calls if this is not set up.

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/help-and-support/business-phone**

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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.

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.

* Please note, additional set up is required.

For more info click here: **www.xln.co.uk/help-and-support/business-phone** 〉

Cordless handset setup

You will find a setup 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 your base and turn on your 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/help-and-support/business-phone

For more info click here: **www.xln.co.uk/help-and-support/business-phone** >

Desktop handset setup

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

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

Step 1 - Plug the Ethernet cable into the internet port on the back of the handset.
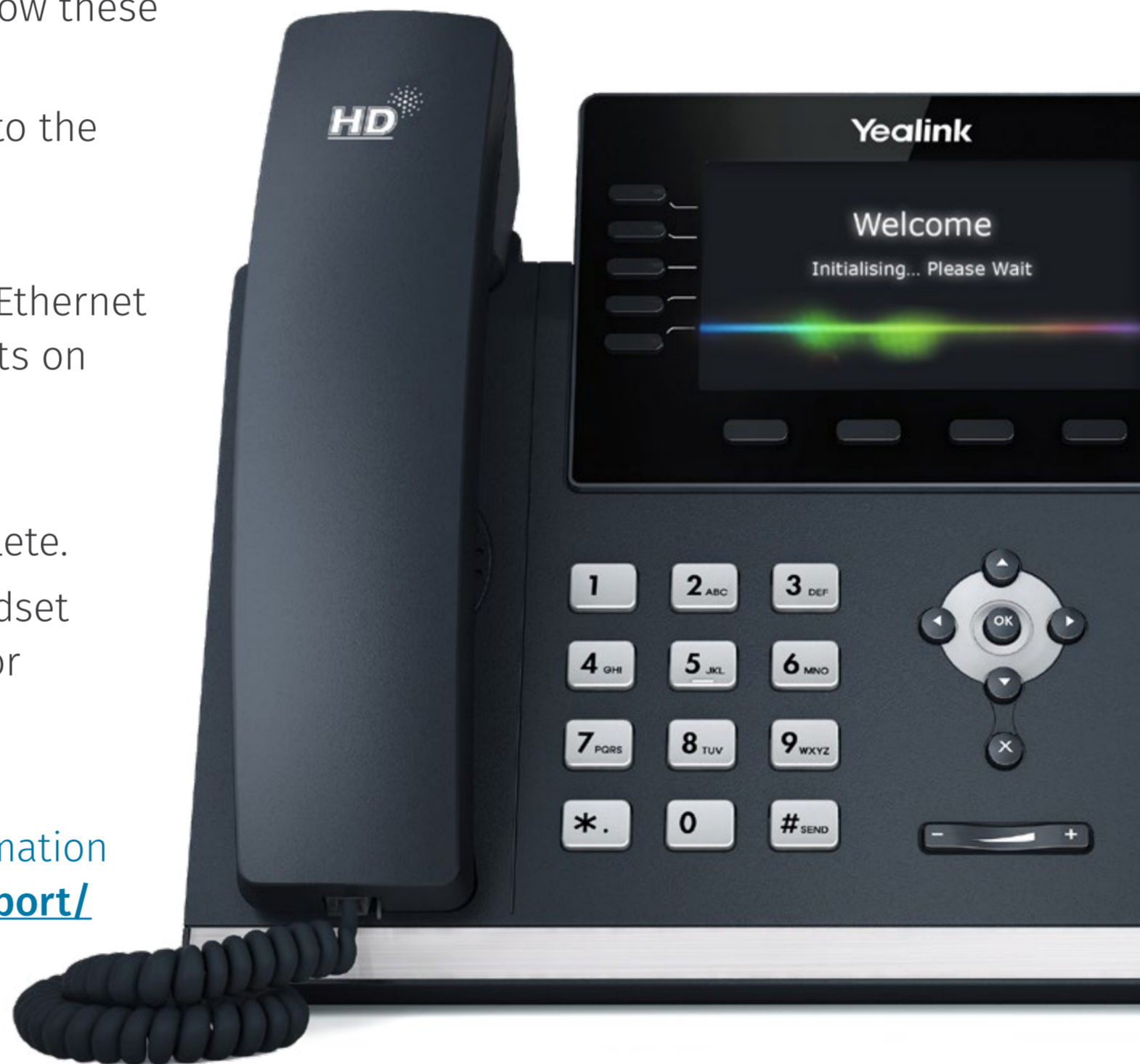
Step 2 - Plug the other end of the Ethernet into one of the yellow ports on your router.

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.

Follow the steps or for more information visit **www.xln.co.uk/help-and-support/ business-phone**
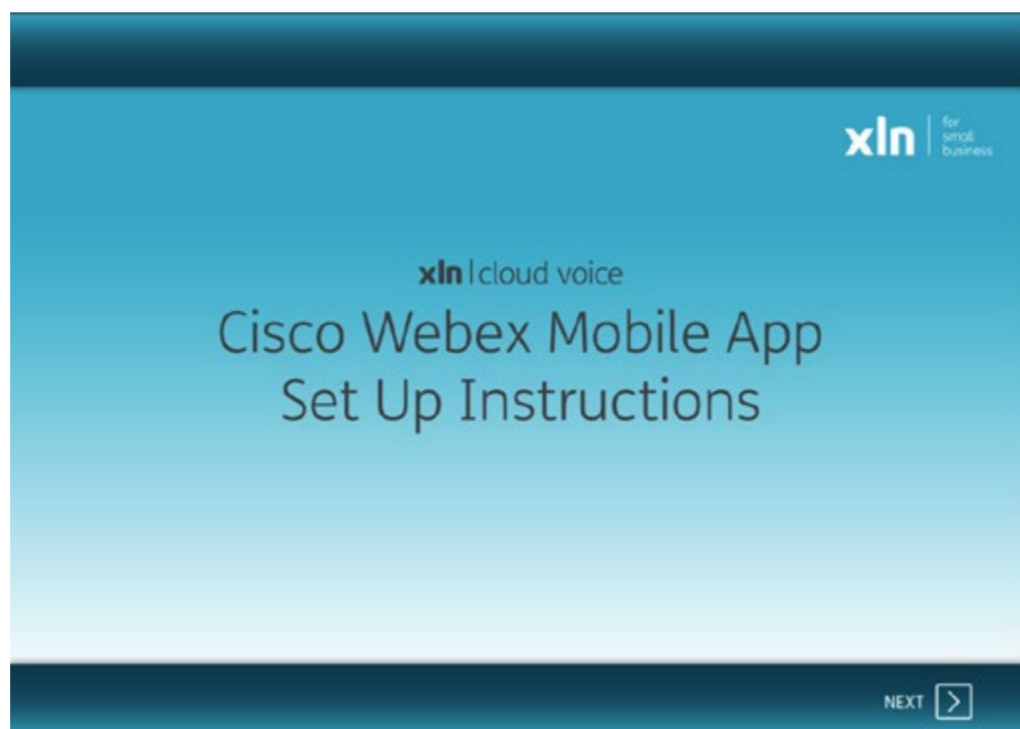
For more info click here: **www.xln.co.uk/help-and-support/business-phone** 〉

Mobile and Desktop app setup

Step 1 - Login into the online portal using the information provided on email.

Step 2 - Follow the step by step guide found **here**:

Download your Webex app from here:

For more info click here: **www.xln.co.uk/help-and-support/business-phone** >

More information can be found by clicking here:
www.xln.co.uk/help-and-support/business-phone

Already a customer? Log in to the MyAccount section
of the XLN website here: **www.xln.co.uk/myaccount**

Download and create your XLN MyAccount portal here: