



# XELION 7 - ANDROID APP

Intro guide – Xelion 7 ANDROID app



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## 1. Opening the Xelion 7 Android app for the first time

When you open the Xelion 7 app for the first time, you must grant the permissions:



Make and manage calls is required in order to be able to make incoming and outgoing calls. Access contacts is required because outgoing calls can use your local phone book. Additionally, the Xelion 7 app creates and links incoming calls to a contact in your local directory named "Business call via Xelion". This is required to process the notification of caller information on your phone. Record audio is needed for SIP calling, and take pictures and

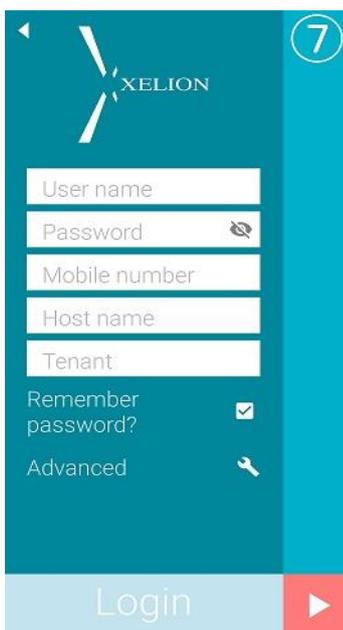
record video is needed to be able to send video via chat. Access photos, media and files is needed to be able to send and receive attachments within the app.

## 2. Logging into the Xelion app (SMS)

Before you can use the Xelion 7 APP you need to log in. It is most convenient to give your mobile number to your Xelion administrator. This administrator can be added to the Xelion Community. When this is done, enter your mobile phone number, and click on the pink arrow. You will then receive an SMS with authorization code. Fill it in and press the white arrow in the pink box again to log in. To fill these in manually, tap "Manual login".



### 2.1. Manually logging into the app



**Username & password:** These are identical to the data you use to log in to the softphone. You should have received these from your Xelion administrator.

**Mobile number:** Enter the mobile number of the smartphone you are trying to login to. This will deliver the calls sent to the app via Xelion 7.

**Hostname:** Enter the hostname of the server. If you do not have this, please contact your Xelion administrator.

**Tenant:** Enter the tenant name. If you do not have this, please contact your Xelion administrator.

### 3. Using the app

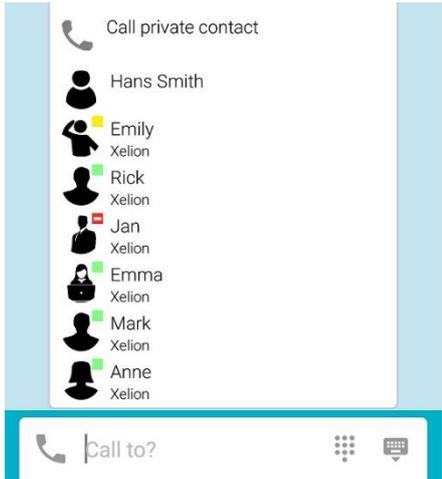
1. Indicates the user status on the Xelion server
2. Snapshot of availability throughout the day based on calendar entries
3. Displays the communication log (Inbox)
4. Call, Chat, SMS, Calendar & Directory
5. Shortcuts to features within the app



N.B. the communication log (3) is grouped by contact, therefore you will see the most recent communication (e.g. chat call, etc) with that contact within this view. Clicking into that contact will display all other communication with that contact.

#### 3.1. Making and receiving calls

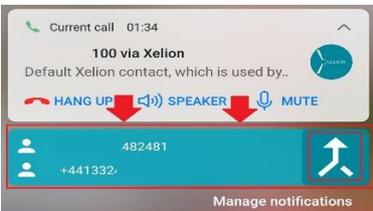
To dial click on phone icon. Most recent contacts are automatically displayed. Click on a contact or type the name or number. If you type a number on Xelion the app will match this with the address book.



If you want to call one of your local smartphone contacts, click on "Call private contact" instead, and use your phone's native address book.

#### 3.2. Connect

##### 3.2.1 From the standard dialler



When you receive an incoming call, you can transfer this call to internal numbers. During the call, open the Xelion 7 app on your phone, find your desired destination and start the next call. Ensure the connection established, then click in your notification bar and click on the transfer indicator.

### 3.2.2. From the Xelion dialler

When you receive an incoming call, you can transfer this call to internal numbers. During the call, you can use the Xelion app to call a second person and then click on the call transfer indicator (button 3). Optionally, you can also click on button 3 first, after which the Xelion app will open the contact screen



by default. Select the contact, click on the desired number and if the connection is successful, click on button 3 again and confirm the connection.

### 3.3. Chat & SMS



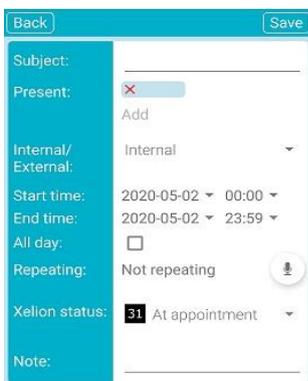
To chat with colleagues, click on the chat icon. You can then select one of your recent contacts or type the name of the person, or connection you want to chat to. You can also send file attachments via chat.

If you have SMS enabled on your Xelion server, then you can send these via the Xelion 7 app. To do this click on the SMS icon, select the contact or type the number you want to send an SMS to.



### 3.4. Calendar

Clicking on the Calendar icon allows you to view other people's calendars within your organisation, as well as your own calendar. To view your own calendar, simply click the My calendar option. N.B. clicking the top bar (2) will also open your own calendar.



To create an appointment, simply click on the day in question on the left, fill in the appointment details and click save.



### 3.5. Address Book

When you press on the directory icon, the app asks who you want to look up. Select a recent or type the letters of the person you want to look up.



## 4. Shortcuts within the app

The Xelion app has shortcuts in the lower bar. Tapping on the available options will open the corresponding screens.

### 4.1. Inbox

The inbox shows the communication log, just like in the softphone. In this screen you see all recent incoming communication, it is important to know that each time the last moment of contact with the same contact will be shown.

So when you receive a call at 11:13am from a person who sends you a chat message at 14:17, only the chat message will be visible. If you then click on the picture of the contact, you will see all communications.



### 4.2. Favourites

This screen displays your favourites. This is the same favourites list that is used within the softphone. You can add both colleagues, associates and personal items. To add additional favourites, click "Add" and simply add the person. Choose from a recent contact or type the name of the desired contact.

To remove someone from the favourites list, simply press and hold the favourite in question and when it asks whether you want to remove from your favourites list, click OK.

### 4.3. Stats (Add or view wallboard)

If you have the permissions to see a wallboard, you can access it by clicking the “stats” button. The first time you access this screen you must click “add” and choose the wallboard you want to see.

If you have already added wallboards you will see them listed and can view them by simply clicking them. In the Xelion7 smartphone app wallboards are not updated in real time. Click on the refresh icon to update it.



### 4.4. To-do

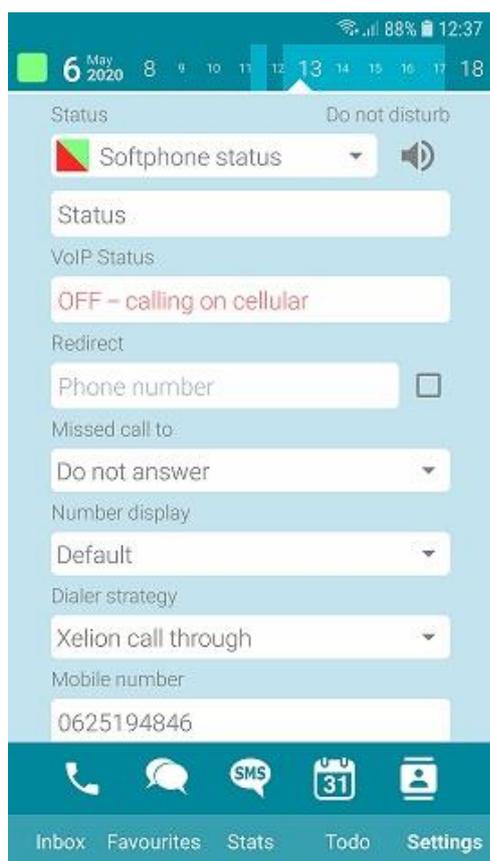


The to-do screen allows you to add contacts to the list and an appicate description, e.g. “call to discuss opportunities”.

Up close this looks like this:



## 4.5. Settings



**Status** shows your current status. You can change your status by selecting a new status from the drop-down list. The upper left icon (1) will change also after you've updated your status. **Do not disturb** can be used to stop receiving any incoming calls or chats on your smartphone. You will not receive call or chat message notifications until you disable do not disturb. **Personal message** allows you to enter a message that can be viewed by other colleagues within the organisation. You can determine where missed calls should be forwarded to, e.g. voicemail, another phone line, etc. **Number display** allows you to change your caller ID. The dialer strategy allows you to determine how you want calls to be routed: Direct (via smartphone, not via Xelion), Xelion call back (routed through Xelion but initiated by a call from the Xelion server to the smartphone), Xelion call through (routed through Xelion but initiated by a call from the smartphone to the Xelion server). **Mobile number** shows which phone number is registered with the Xelion server.

## 4.6. Wait for call confirmation

This feature prevents calls being routed to an otherwise inaccessible smartphone, e.g. powered down or no GSM reception. With this enabled, Xelion will first send a data message to the smartphone; if the smartphone responds in time, the incoming call will be presented to the smartphone. If the smartphone does not respond, the call will be offered to any other devices within the phoneline and act according to any Timeout or Unanswered rules that have been defined within the phoneline.

## 4.7. Other settings

These options are for advanced users. We recommend that you do not modify these features without consulting your Xelion administrator. However, you may be able to ask your Xelion administrator to forward log files of the app in case of a problem. In other settings click on the "Push logs" button which you can send via your locally set mail client to any address you like.

## 5. Call strategy

With a call strategy of your choice, the Xelion app behaves the way you want it to! Xelion has 4 different call strategies to choose from.

### 5.1. Xelion call trough (Call forwarding)

When you use "Xelion call trough" you make use of automatic forwarding after call selection. This means that when you instruct the app to dial a number, the smartphone will call the forwarding number of the Xelion server and it will call the number directly. This way, you call the receiving party with your business phone number displayed.

### 5.2. Let Xelion Call

When you use this strategy and then make a call via the Xelion app, the Xelion server will first call the mobile number of the end user (the app user). Afterwards, it will call the desired number, after the call to the end user has been successfully answered.

### 5.3. Call directly

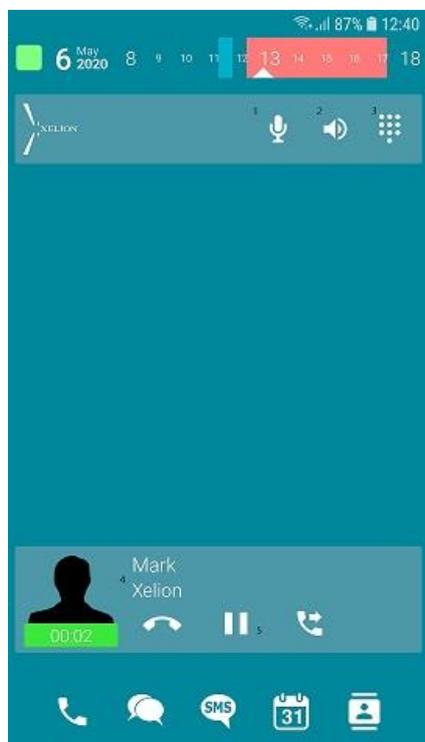
With direct dialling you call directly from the SIM card to the desired number. The Xelion server is not involved in this call.

### 5.4. Via data and Xelion (VoIP, Internet)

If you select this option you will notice that a new option will be shown. You will be calling about your data connection. We advise you to do this only in a VoIP ready Wi-Fi network and only use indoor rooms. When the call strategy "Via data and Xelion" is activated, a VoIP notification will be shown in the middle of this page ("ON – calling on Internet").

## 6. Xelion Dialler

Our app has got a new call screen! This makes it a lot easier to respond to notifications (from SIM card) or to display missed calls in combination with call forwarding numbers. When using the Xelion dialler, "wait for call confirmation" is no longer necessary.



On the left is the Xelion dialler. A dialler is a display of incoming or outgoing calls. In this specific picture you can see the display of an incoming call. This display shows:

- 1: Mute microphone
- 2: Activate speaker
- 3: Numeric field
- 4: Incoming (company) name or number
- 5: Record and/or Terminate

### 6.1. Xelion Dialler set up

Do you want to use the Xelion dialler? Go to settings and check "Use as standard dialler", which you will have to confirm.

### 6.2. Accepting or rejecting a call



When receiving a call, the intended recipient is shown (marked with 1 on these screenshots).

Accepting or rejecting a call is done via the green or red button (marked with 2).

