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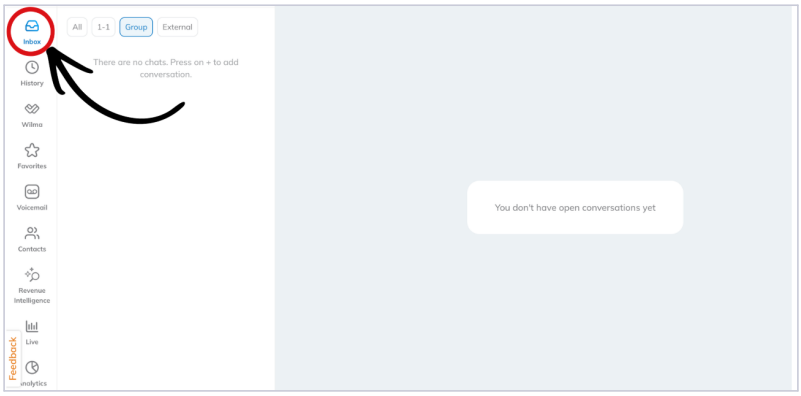
X-BEES START GUIDE

Your step-by-step guide to getting started

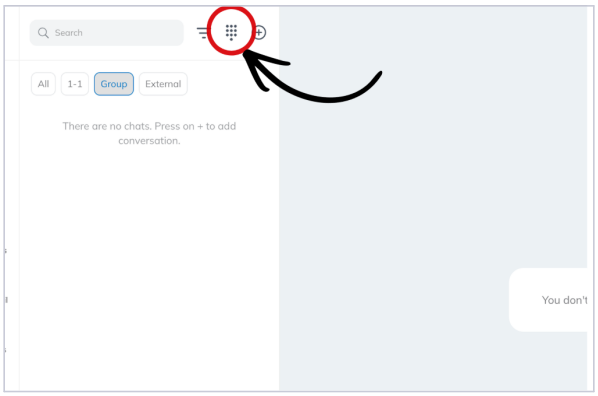
Names, photos and contact details in screenshots have been blurred for privacy.

1. MAKING A CALL

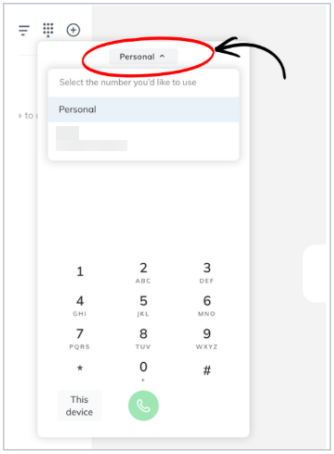
1 Go to **Inbox** in the left-hand menu.



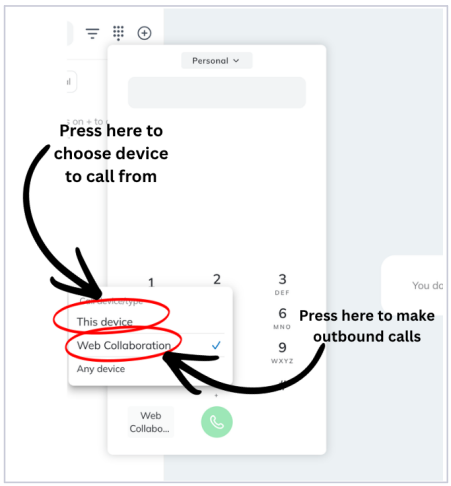
2 Next to the search bar, press the **Dialpad** icon (the grid of dots).



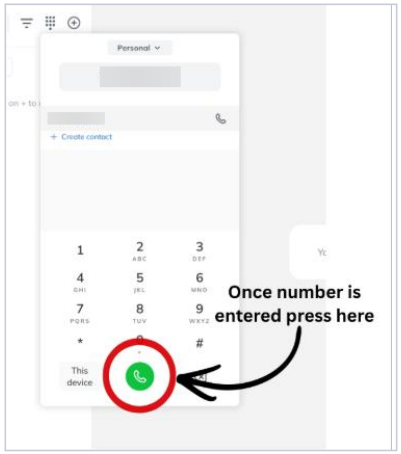
3 Choose which number to call from by pressing **Personal**. You can pick your own number or another one, for example a number from another country.



4 Choose the device you want to call from. Select **Web Collaboration** to make an outbound call from your business number.

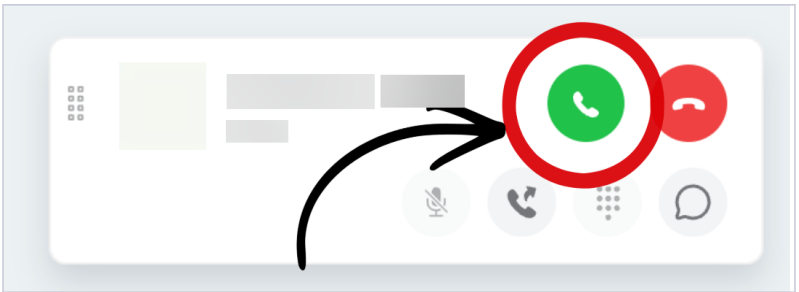


5 Enter the number you want to call using the dialpad, then press the green phone icon.

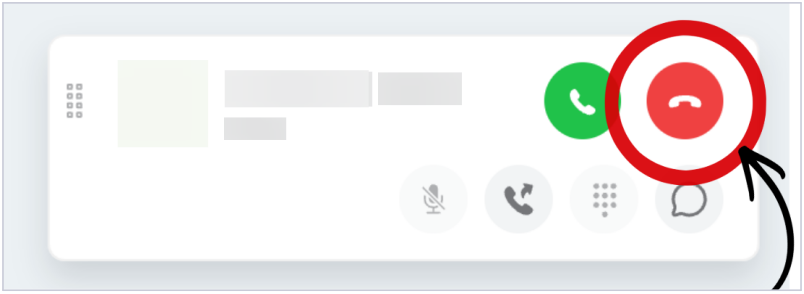


2. ANSWERING A CALL

1 To accept a call, press the green phone icon.



2 To decline a call, press the red phone icon.

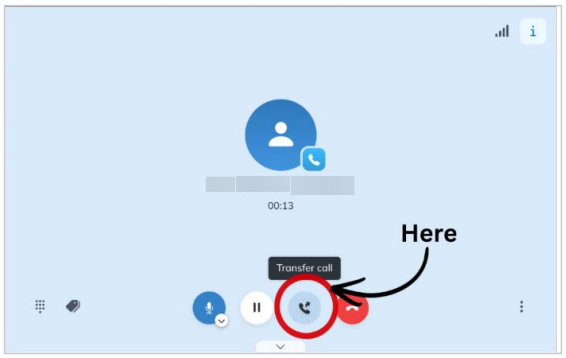


TIP The small buttons under an incoming call let you mute, transfer, open the keypad or send a chat message.

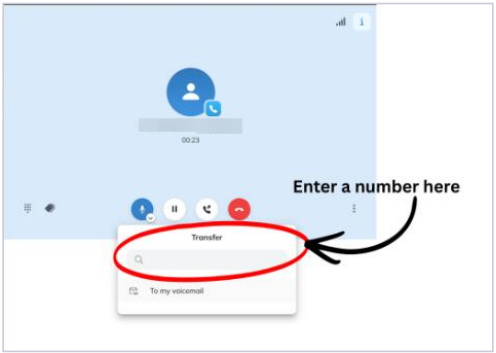
3. BLIND TRANSFER

A blind transfer passes the call straight to someone else without you speaking to them first.

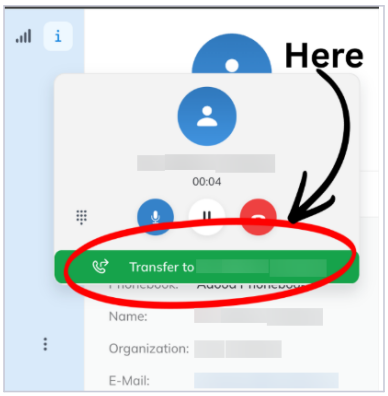
1 During the call, press the **Transfer call** icon.



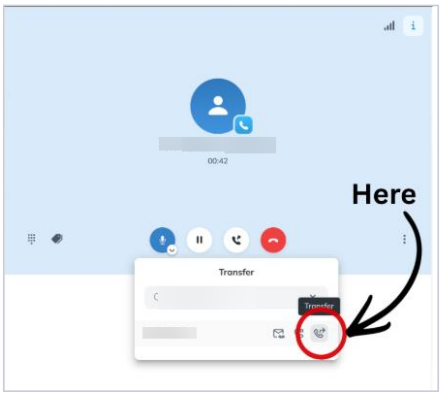
2 In the search bar, enter the number or name of the person you want to transfer the call to. To send the caller to your voicemail instead, choose **To my voicemail**.



3 Press Enter, then press the green **Transfer to** bar.



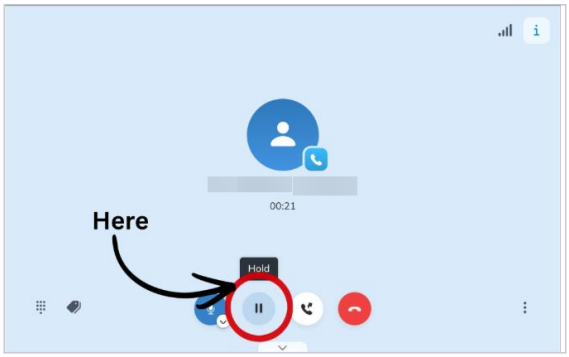
4 Or press the icon labelled **Transfer** next to the number.



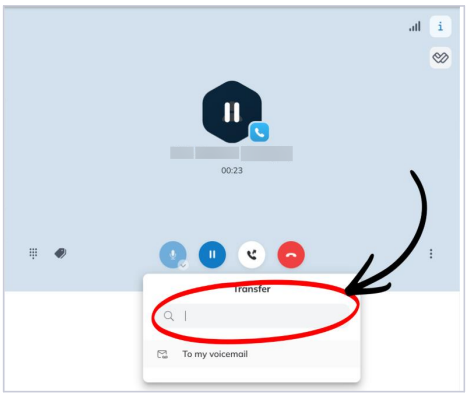
4. ATTENDED TRANSFER

An attended transfer lets you put the caller on hold, speak to the person you are transferring to, and then hand the call over.

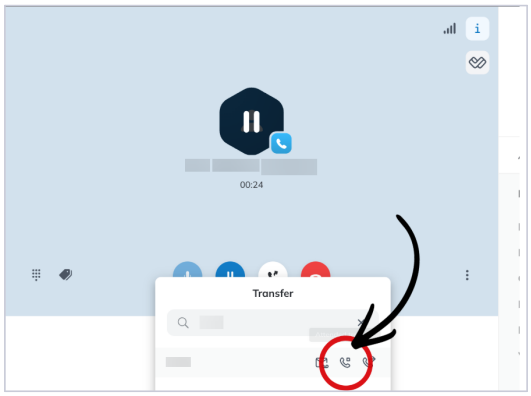
1 Press the pause icon labelled **Hold** to put the caller on hold.



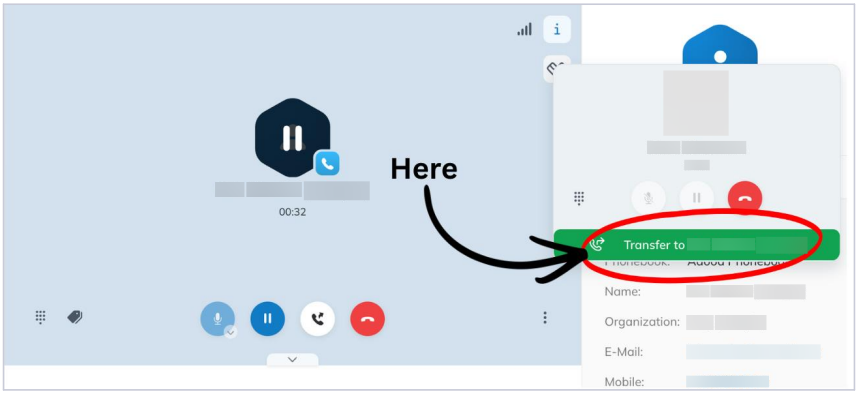
2 Press the transfer icon and, in the search bar, enter the number or name of the person you want to transfer the call to.



3 Press the icon labelled **Attended Transfer**. This calls the person first.

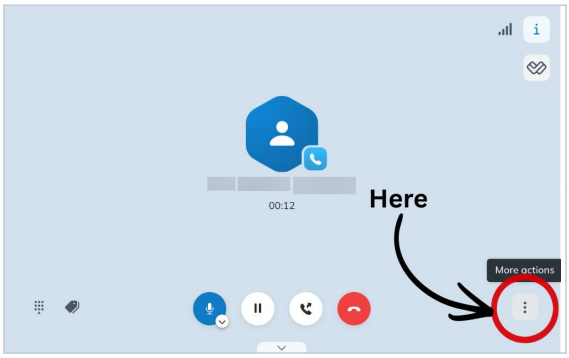


4 Once you have spoken to them, press the green **Transfer to** bar to connect the caller.

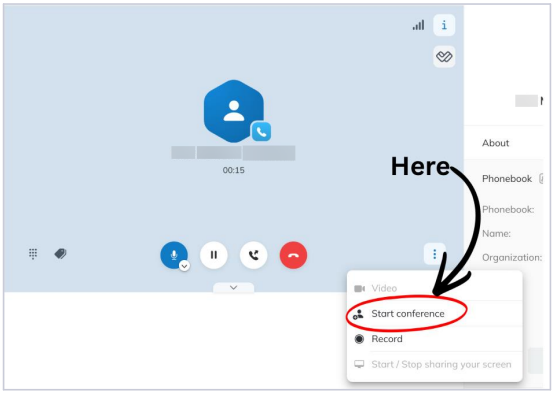


5. MAKING A CONFERENCE CALL

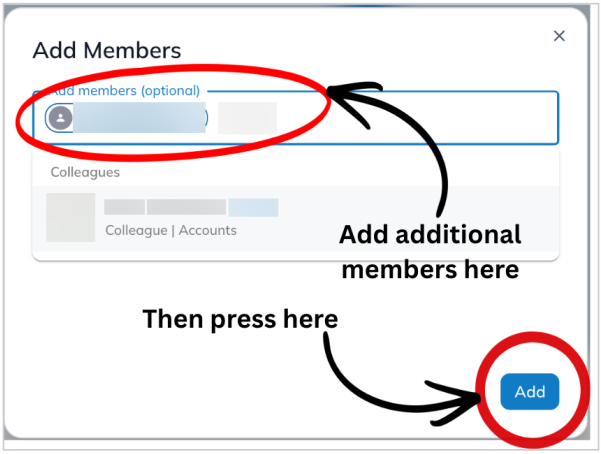
1 While on a call, press the three-dot icon labelled **More actions**.



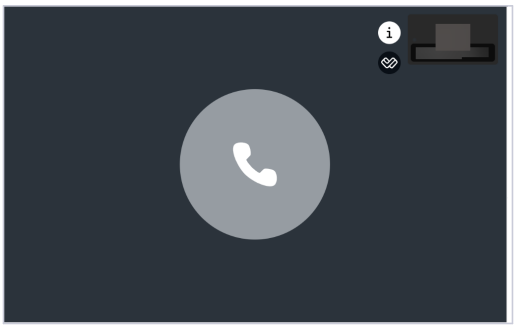
2 Press **Start conference**.



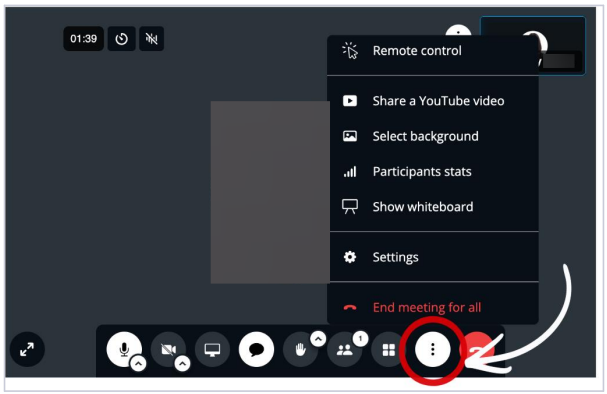
3 Add more people by searching for their names or numbers in the search bar, then press **Add**.



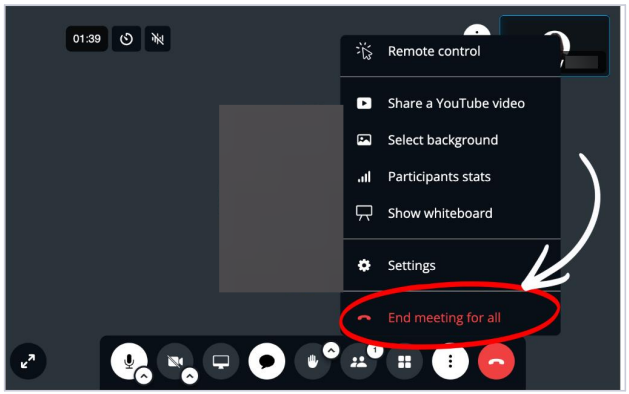
4 You are now in a conference call.



5 To end the conference, press the three-dot icon in the conference toolbar.

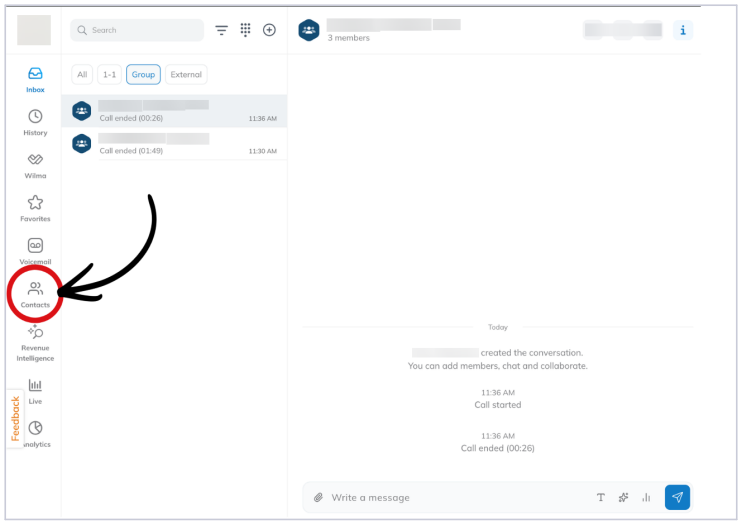


6 Then press **End meeting for all**.

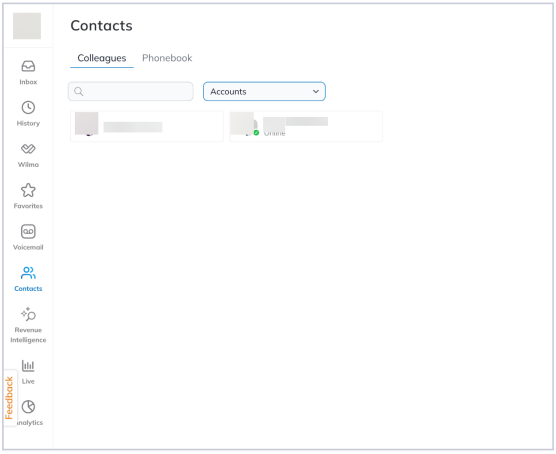


6. FINDING AND CREATING CONTACTS

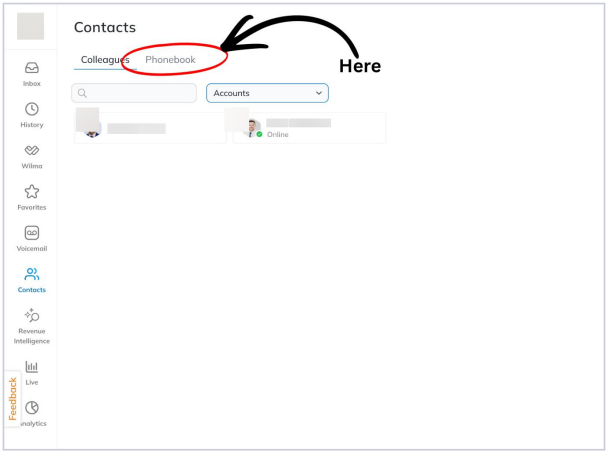
1 To find your contacts, go to **Contacts** in the left-hand menu.



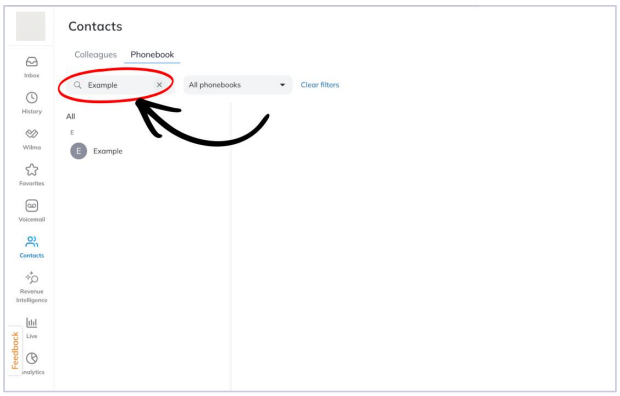
2 You will see your colleagues first.



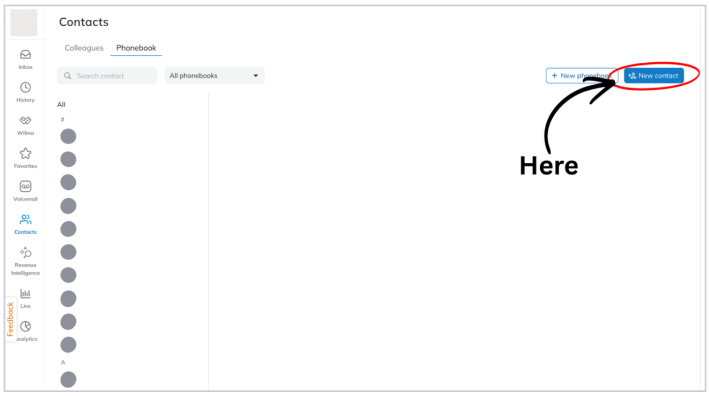
3 To see the contacts in your phonebook, press **Phonebook**.



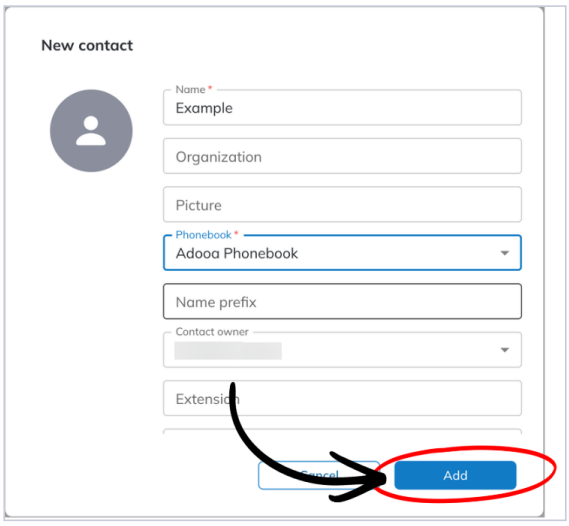
4 You can also find a contact by typing in the search bar.



5 To create a new contact, press **New contact**.

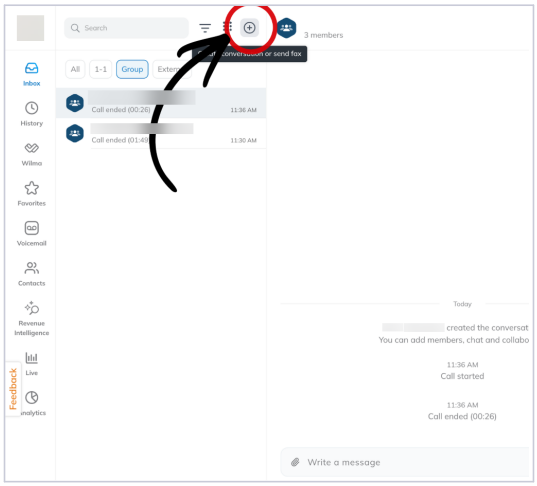


6 Fill in the details and press **Add**.

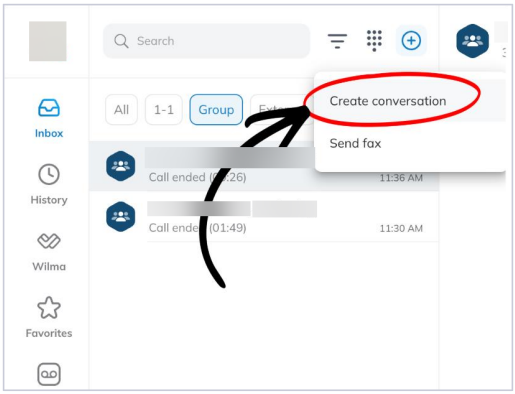


7. CREATING AND USING A GROUP CHAT

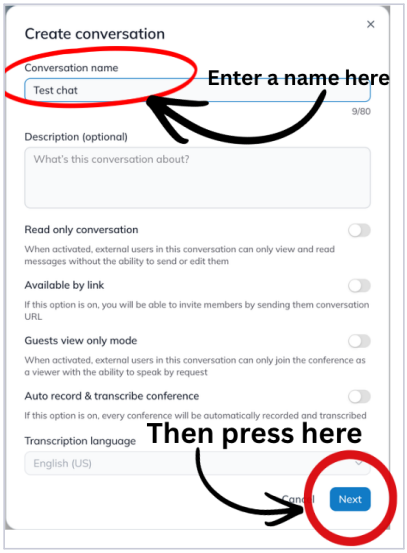
1 Go to **Inbox** and press the icon with the **+** symbol.



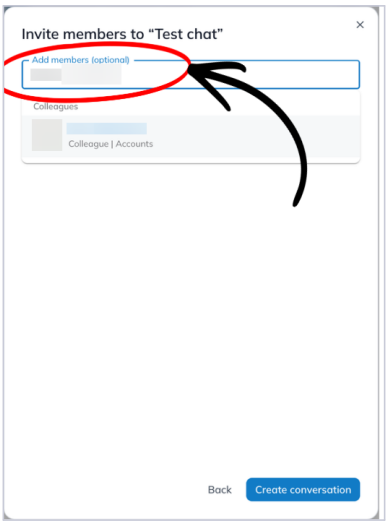
2 Press **Create conversation**.



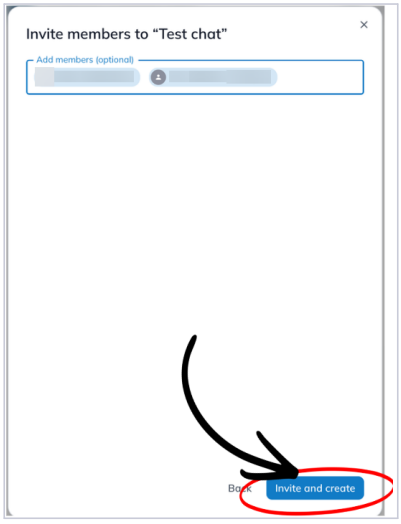
3 Give the conversation a name and press **Next**.



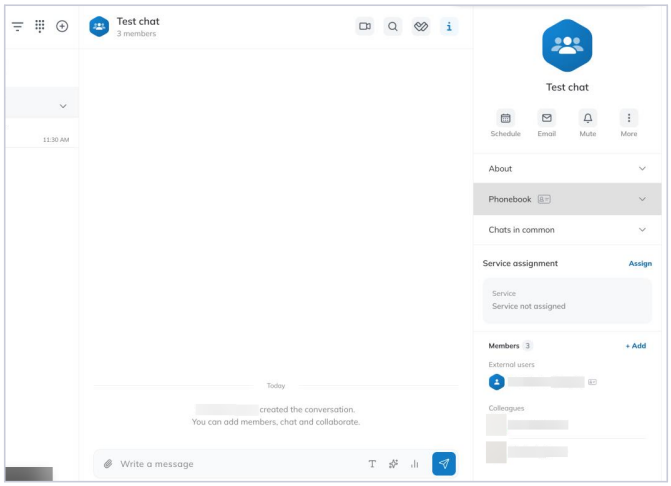
4 Enter the names or numbers of the people you want to add to the chat.



5 Press **Invite and create**.



6 You have now created a group chat.



If you have questions about this guide, please don’t hesitate to contact us at: info@adooa.com

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