adooa

XELION

Windows app

# XELION QUICK START GUIDE

Install the Xelion app, set your status and lines, personalise your layout, and start making and transferring calls.

## Download and set up

### Download and install

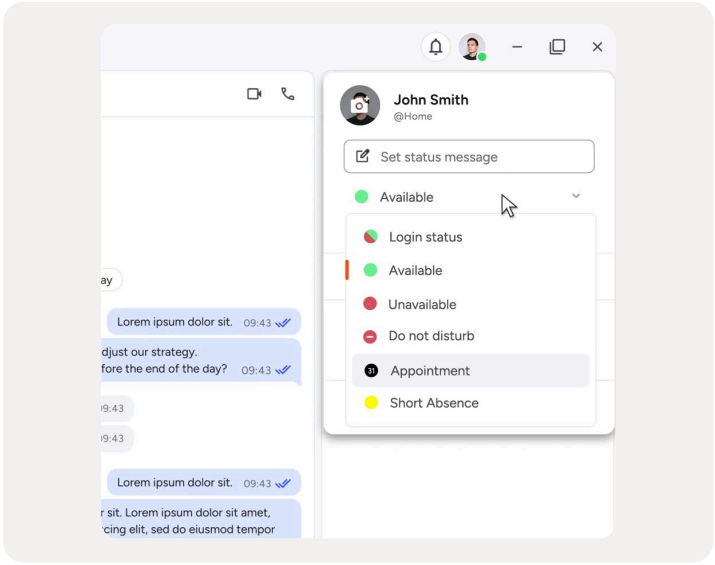
1. Go to the Microsoft Store and search for 'Xelion', or open the Xelion app page directly.
2. Download and open the app.
3. Allow the permissions the app asks for.
4. Log in the way adooa has set up for you.

   The app uses the language set on your device. You can also download Xelion for Windows, macOS, iOS and Android from Xelion's downloads page: apps.xelion.com

## Set your status

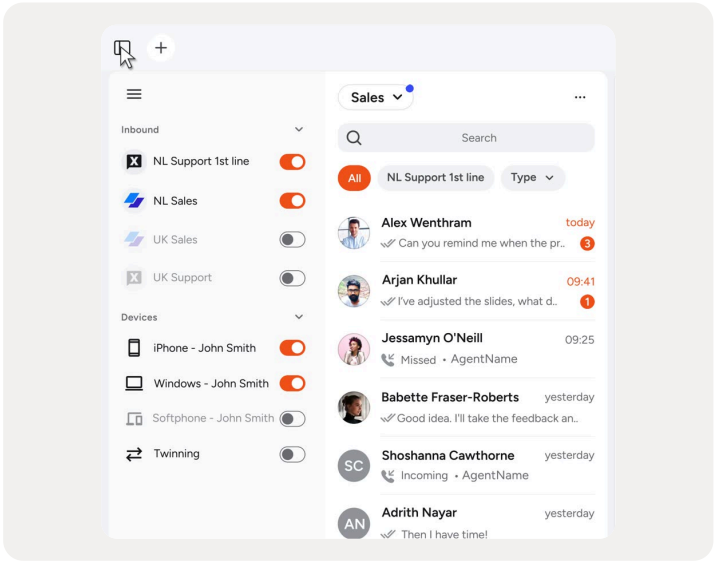
1. Press your avatar to open your user profile.
2. Press your current status to open the status menu.
3. Select your status from the drop-down menu. It stays set until the next planned change, for example from your line schedule.
4. Or set a temporary status if you want it to stay fixed until you end it.

Your administrator can add custom statuses. If you're not sure what a status means, ask your administrator.




## Choose your lines

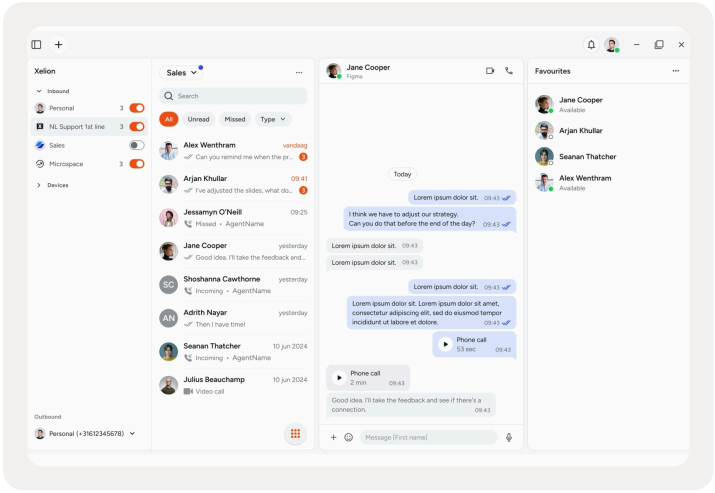
1. Expand the sidebar on the left to open your line settings. Each incoming line you're allowed to join or leave has a switch.
2. Use the switch to join or leave an incoming line.
3. Select your outgoing line from the drop-down menu. This sets the details your outgoing calls are made with.
4. In the same sidebar, choose which devices you want to receive calls on.



# Personalise your layout

1. Press your avatar at the top right to open your user settings.
2. Press **Personalisation**.
3. Choose how many widget spaces you want on your desktop.
4. On the desktop, place each widget where you want it, and choose whether to pin it in place or reset it when the app restarts.

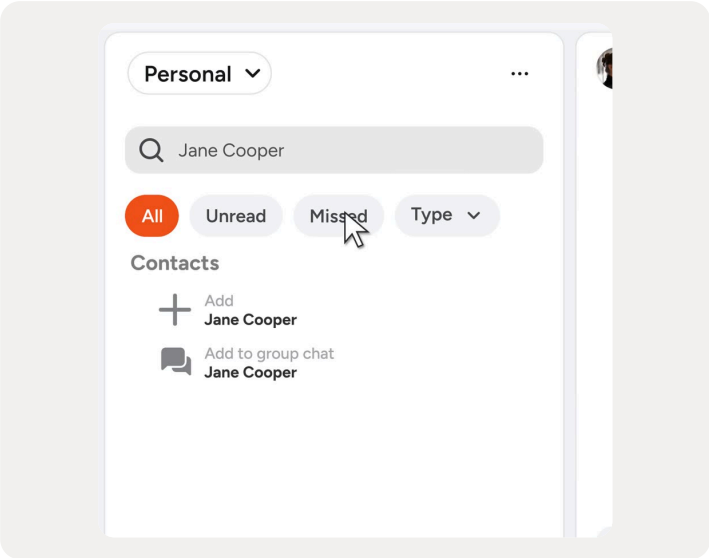
If you've joined more than one line, the line picker at the top of your communications overview sets which line you see. The bell next to your avatar shows missed calls and unread messages. To open the keypad, click the keys icon at the bottom of the communications overview.



# Add a contact

## Add a new contact

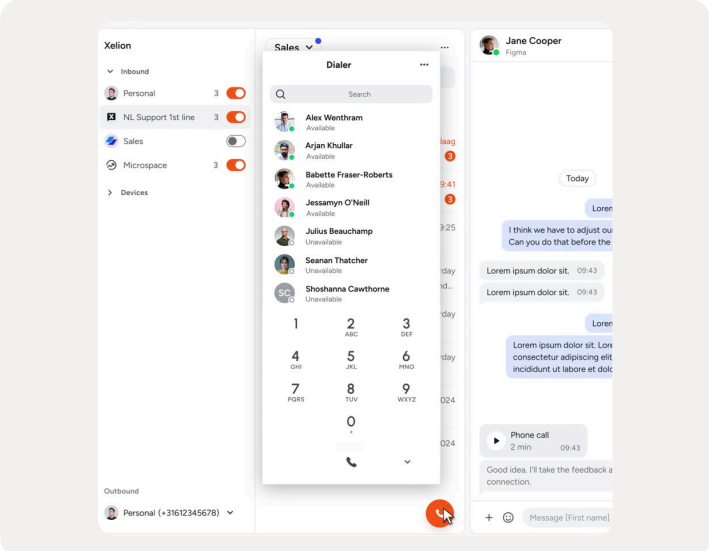
1. Enter the new contact's name in the search bar at the top of the communications overview.
2. Press 'Add [contact name]'.
3. Select the right category for the contact.
4. Enter the contact's details.




# Make and transfer calls

## Make a call

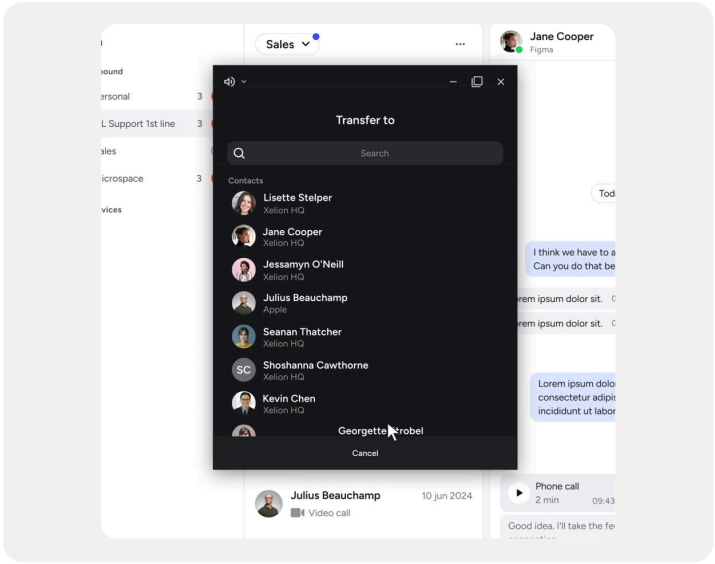
1. Click the orange button with the receiver at the bottom left of the communications overview. A pop-up opens with the keypad and your recent contacts.
2. Select a recent conversation, or dial a number on the keypad.
3. Press the receiver. If the contact has more than one number, select the right one. Xelion starts the call.



# Transfer a call

You need to be on an active call.

1. In the call window, press **Transfer**. Your caller is put on hold and a pop-up opens.
2. Select the contact or number you want to transfer to.
3. When they answer, tell them about the call you're passing over.
4. Press **Transfer** on the original call again to complete the transfer.

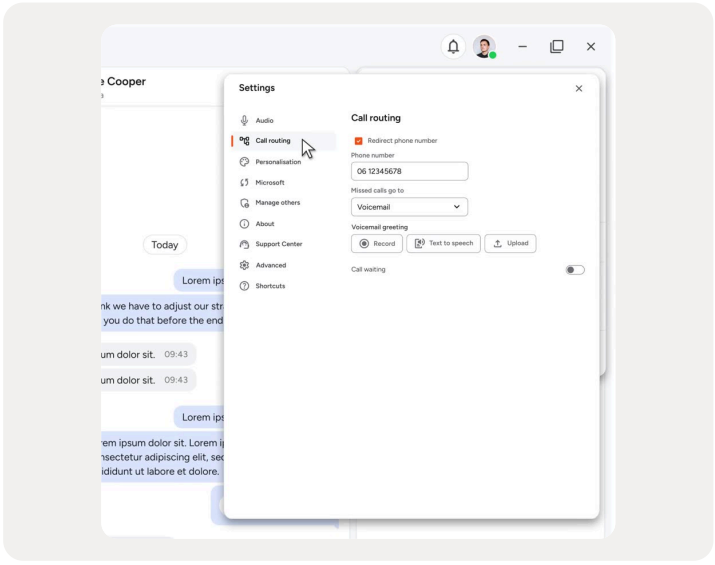



# Set up voicemail

## Change your voicemail settings

Your voicemail box should already be active.

1. Press your avatar to open your user profile.
2. Press **Settings**.
3. Press **Call Routing**.
4. Adjust your voicemail settings.



# Help and support

**Information and videos on Xelion for Windows, Android and iOS**

Xelion Windows app user documentation

All Xelion user documentation

**Support with your phone system**

Email support@adooa.com