XELION

Your Xelion service is being upgraded!

This document includes key information so you can prepare for Xelion 8.

Xelion 8
Upgrade process

The Xelion update will start at 8pm on your designated date and the service will be intermittent for approximately 90 minutes during this period.
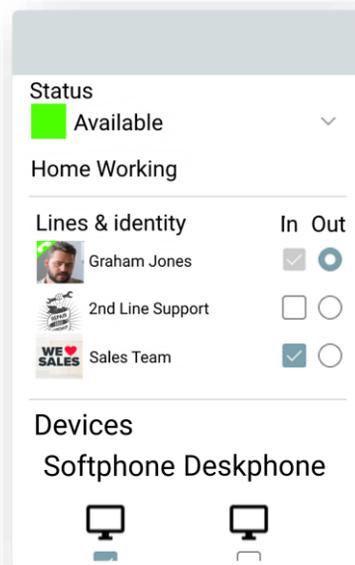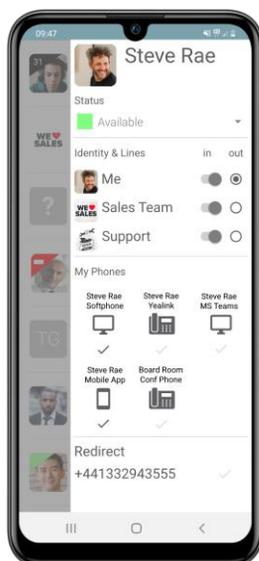
If you require us to apply any diverts during the update period, please contact your Xelion provider. This will need to be requested a minimum of 2 working days prior to the maintenance date to ensure these are activated prior to the update.

Hardware devices including desk phones will continue to work as they do now after the update. If any devices fail to reconnect this can be solved by disconnecting and powering down the device for 2 minutes and then connecting them back up.

Xelion 8 brings a host of new features and updates. Below are a few of the most important. Contact your Xelion provider representative for more information or to change your system setup.
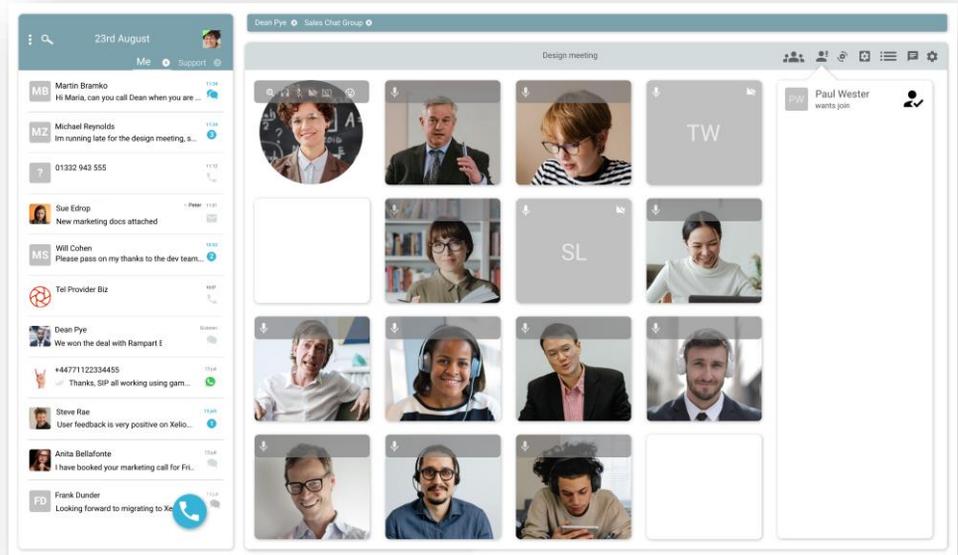
User Based Routing

Xelion 7 calls route to nominated devices which can only be changed by an administrator. Xelion 8 offers user-based routing where calls are instead sent to the users account and then passed to the enabled devices of the user. Users can activate devices and join or leave hunt groups at any time via the desktop and mobile apps.

Video Conferencing

Video conferencing has been added with Xelion 8, note you will need to opt in to switch on the free service. Up to 16 participants can join a conference with guests joining via the browser with no logins or downloads required.

Microsoft 365 & Teams Integration

Sync your calendars, contacts and Teams activity with Xelion for complete presence for your organization. You can also connect Xelion to Azure AD for single sign on and automated user creation.
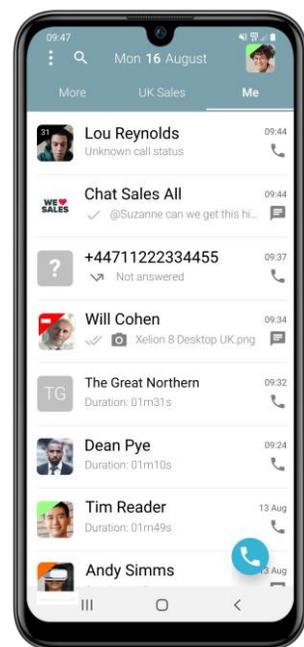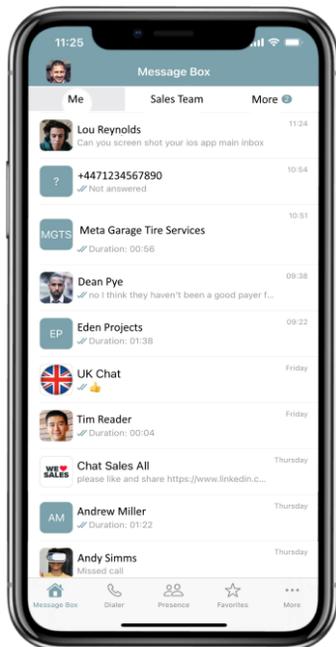
Xelion 8
New Apps

Xelion 8 is backwards compatible and all the legacy Xelion 7 apps will continue to work. We do however recommend that once updated you uninstall the Xelion 7 apps and install the relevant Xelion 8 version.

Mobile Apps

You can download the Xelion 8 mobile apps from your app store free of charge.

In the app settings you can choose to route calls using VOIP or the regular GSM mobile network.
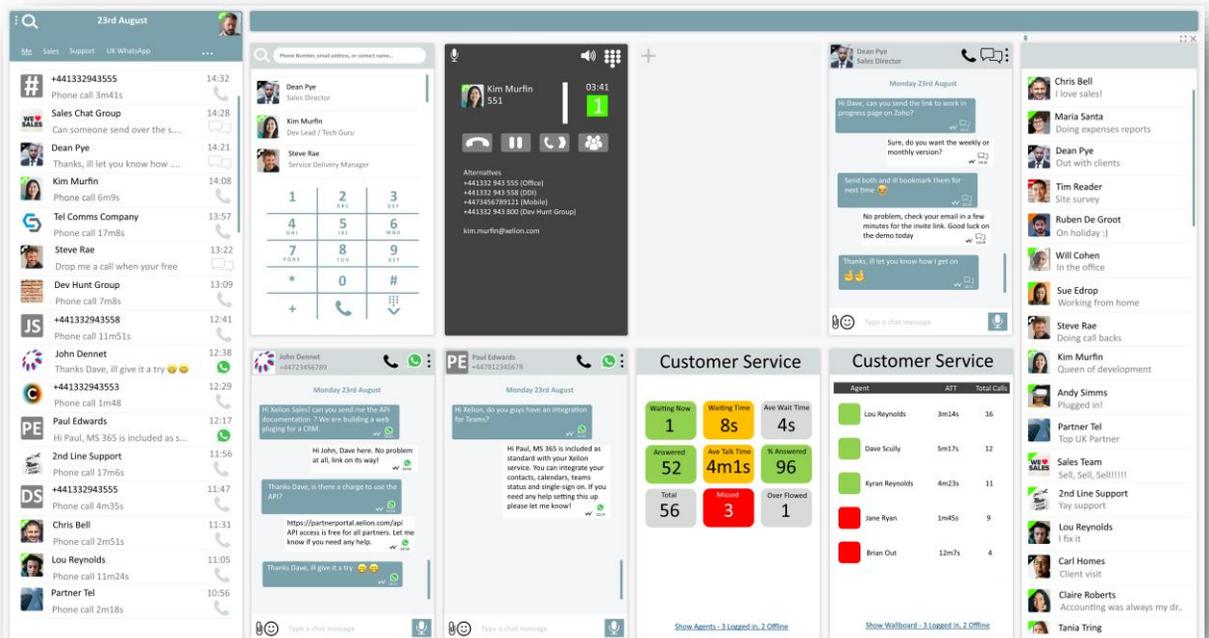
Desktop Apps

Xelion 8 has two desktop app options depending on the user's requirements. All apps can be downloaded from https://xelion.com/apps

New Windows App

The new Windows app should be the go-to option for most users. The new intuitive tile-based design makes communications simple.
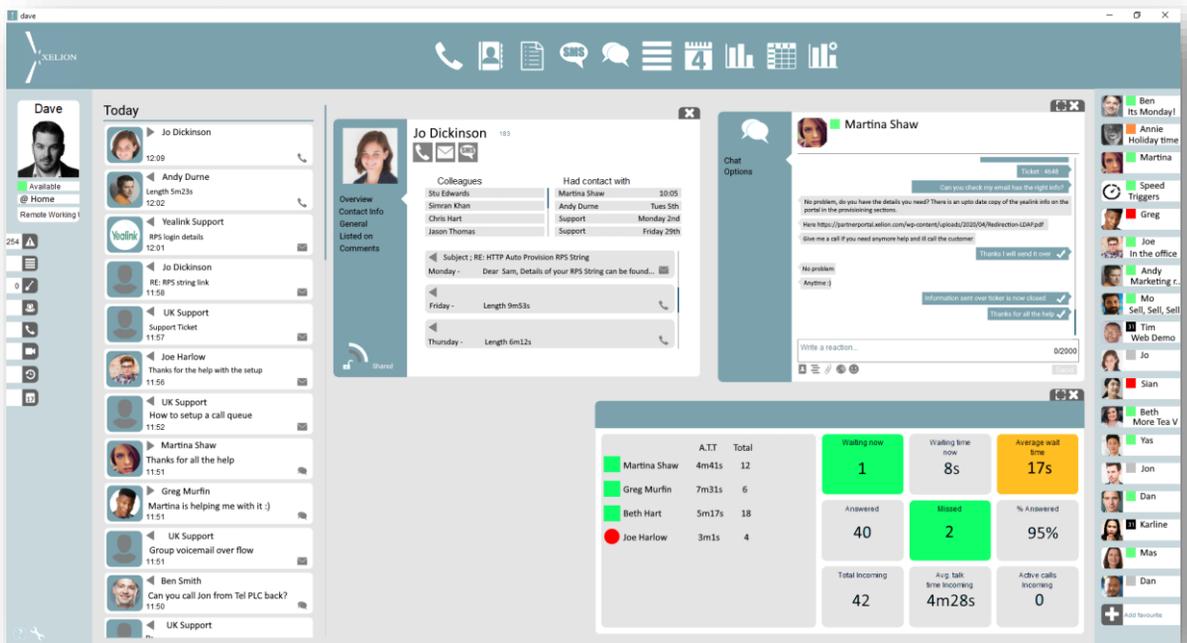

Please note stop/start call recording will not be available in the Windows app until Xelion 8.1

Classic App

Xelion 8 classic app is an upgraded version of the Xelion 7 java app that no longer requires a separate install of Java.

All the new features have been added whilst retaining the classic look and feel.

Mac users should use the upgraded Classic app for Mac.

Please visit https://xelion.com/apps to download the apps and supporting guides.