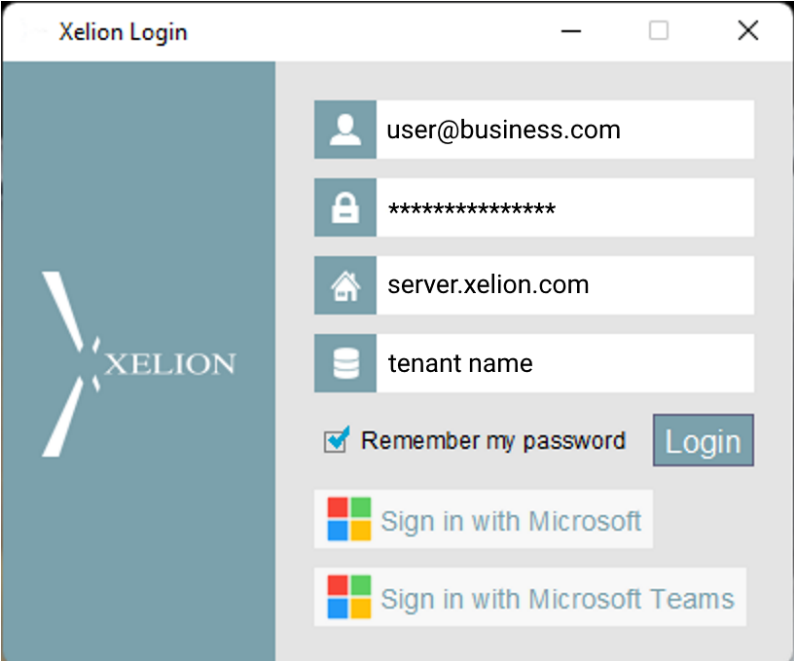# XELION

Xelion
Classic App
User Guide

You can download the app from the www.xelion.com

Once installed, login with your user credentials.

If your administrator has connected your Xelion service with Microsoft 365 you can login with your company email address using the Microsoft option.

Choose the Teams option if you want to sync your Teams status to Xelion

App Overview

The inbox shows recent calls and messages

Open a contact to see info including call history

Open the dialler to start a call

Search the address book

Start a chat session

View the call log

Add favourites for a real time view of their availability

Your user profile, status & location

Missed Calls & Voicemails

View the inbox

Open presence

View calls & wallboards

Video Conference

Open app settings

dave

XELION

Dave

Available
@ Home
Remote Working

254

0

Today

Jo Dickinson
12:09

Andy Durne
Length 5m23s
12:02

Yealink Support
RPS login details
12:01

Jo Dickinson
RE: RPS string link
11:58

UK Support
Support Ticket
11:57

Joe Harlow
Thanks for the help with the setup
11:56

UK Support
How to setup a call queue
11:52

Martina Shaw
Thanks for all the help
11:51

Greg Murfin
Martina is helping me with it :)
11:51

UK Support
Group voicemail over flow
11:51

Ben Smith
Can you call Jon from Tel PLC back?
11:50

UK Support

Jo Dickinson 183

Overview
Contact Info
General
Listed on
Comments

Shared

Colleagues	Had contact with	
Stu Edwards	Martina Shaw	10:05
Simran Khan	Andy Durne	Tues 5th
Chris Hart	Support	Monday 2nd
Jason Thomas	Support	Friday 29th

Subject ; RE: HTTP Auto Provision RPS String
Monday - Dear Sam, Details of your RPS String can be found...

Friday - Length 9m53s

Thursday - Length 6m12s

Chat Options

Martina Shaw

Ticket : 4648

Can you check my email has the right info?

No problem, do you have the details you need? There is an upto date copy of the yealink info on the portal in the provisioining sections.

Here https://partnerportal.xelion.com/wp-content/uploads/2020/04/Redirection-LDAP.pdf

Give me a call if you need anymore help and ill call the customer

Thanks I will send it over

No problem

Anytime :)

Information sent over ticker is now closed

Thanks for all the help

Write a reaction...
0/2000

Send

	A.T.T	Total			
Martina Shaw	4m41s	12	Waiting now	Waiting time now	Average wait time
			1	**8s**	**17s**
Greg Murfin	7m31s	6			
Beth Hart	5m17s	18	Answered	Missed	% Answered
Joe Harlow	3m1s	4	**40**	**2**	**95%**
			Total Incoming	Avg. talk time Incoming	Active calls Incoming
			42	**4m28s**	**0**

Ben
Its Monday!

Annie
Holiday time

Martina

Speed Triggers

Greg

Joe
In the office

Andy
Marketing r..

Mo
Sell, Sell, Sell

Tim
Web Demo

Jo

Sian

Beth
More Tea V

Yas

Jon

Dan

Karline

Mas

Dan

Add favourite

User Profile

Your user profile controls many aspects of Xelion, you can join and leave hunt groups, change your outbound number presentation, and decide what devices and apps ring when you receive calls.

Status

✔ 🟥🟩 Login Status
🟩 Available
🟥 Not Available
➖ Don't disturb
31 Appointment
🟨 Short out of office
🟧 Long out of office

Phone lines
Dave Reynolds 🟩 ✔
2nd Line Support 🟥
Sales Team 🟥

Telephones
🟩 Dave Reynolds Softphone
🟥 Dave Reynolds Smartphone
🟩 Daves Yealink T54w

☐ Redirect

Your status tells your colleagues if you are available. If you connect to Microsoft 365 this will automatically change based on your diary

Within this menu you may have options to take calls from other lines such as Hunt Groups and call queues. Green means you are in a group. Put a tick next to a group to present this number when dialling out.

Telephones allows you to set which of your available apps and handsets ring

Check the redirect box to send calls to another number

Active Calls

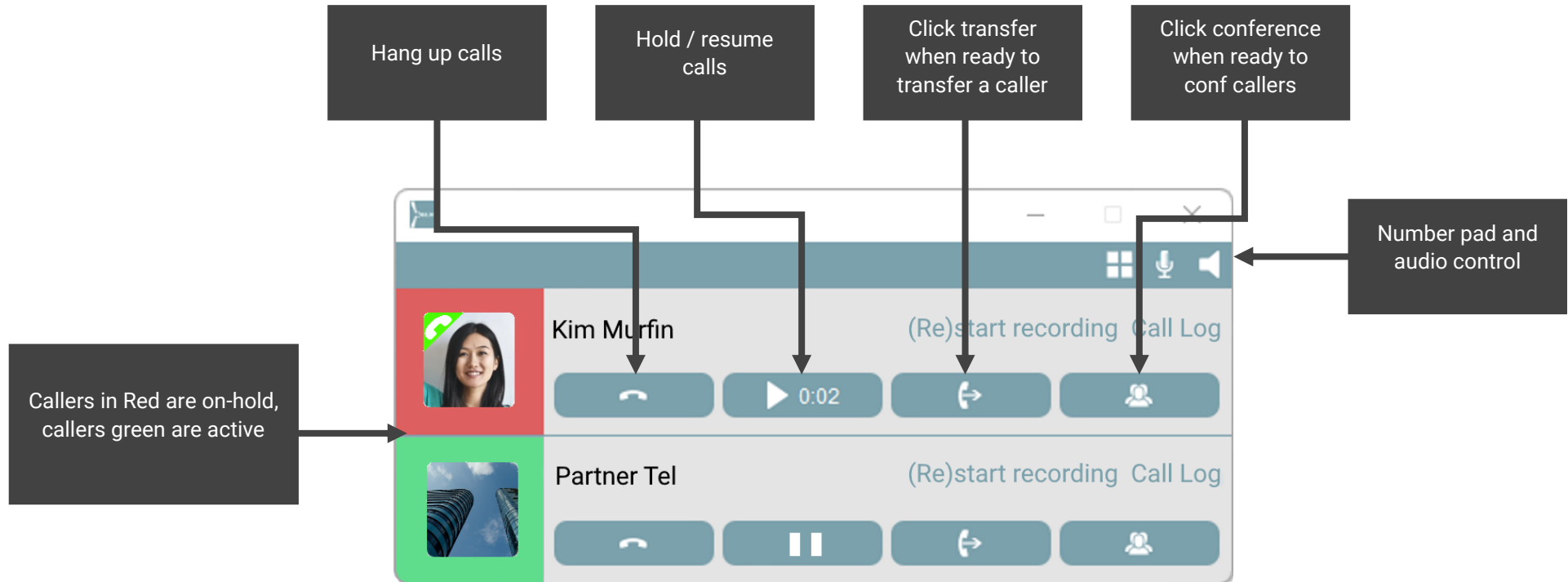You can manage active calls via the calls window, this includes holding, transfer and more

Hang up calls

Hold / resume calls

Click transfer when ready to transfer a caller

Click conference when ready to conf callers

Number pad and audio control

Callers in Red are on-hold, callers green are active

Kim Murfin

(Re)start recording Call Log

0:02

Partner Tel

(Re)start recording Call Log

Transfer a call

There are many ways to transfer a call on Xelion classic, below is the most common method.

Start a call to the person you want to transfer to. This will put the active call on hold automatically.

When ready to transfer, click the transfer the Icon and click the other caller and the call will be passed on.