



XCL Phone User Manual

TABLE OF CONTENTS

1. GENERAL INFORMATION.....	1
1.1 Overview.....	1
1.2 Acronyms and Abbreviations.....	1
2. SYSTEM SUMMARY.....	2
2.1 XCL Phone Requirements.....	2
Supported Operating System.....	2
System Requirements.....	2
Download Installer.....	2
2.2 Installation.....	2
Installing on Windows.....	2
Installing on macOS.....	4
Installing on Linux.....	5
2.3 User Access Levels.....	5
3. GETTING STARTED.....	6
3.1 Launching XCL Phone.....	6
3.2 CallBlast.....	6
3.3 XCL Phone View.....	7
XCL Phone Connection Indicator.....	8
Agent Login Status.....	8
3.4 Using XCL Phone.....	8
Placing Calls.....	8
Answering Calls.....	9
Hanging up Calls.....	9
Holding Calls.....	9
3.5 Additional Phone Functionality.....	9
Attended Call Transfer.....	9
Blind Transfer.....	9
Call History.....	9
4. NOTES AND RESTRICTIONS.....	10
4.1 Operating System Support.....	10
4.2 Agent Login Status Feature.....	10

1. GENERAL INFORMATION

1.1 Overview

This manual describes how to enable and use the XCL Phone. XCL Phone allows you to make and receive calls directly from your PC or laptop using this desktop application anywhere worldwide with internet access.

Not all features listed are available by default and some may depend on your phone system or service provider. Contact your system administrator if you have any questions on what features and services are available to you on your system.

Difference between XCL Phone and Web Phone

The main difference between VCP's Web Phone and XCL Phone is that Web Phone is always launched from the PBX's VoIP Control Panel (VCP), whereas XCL Phone is a standalone application that resides on your computer, and does not require you to go to VCP first.

1.2 Acronyms and Abbreviations

IP	Internet Protocol. A numeric address that is unique for every computer on a network.
LAN	Local Area Network. This is a network of computers that are located in close vicinity.
PBX	Private branch exchange
PSTN	Public switched telephone network
VCP	VoIP Control Panel
VoIP	Voice over internet protocol
Web RTC	Web Real-Time Communication is a collection of communications protocols for peer-to-peer connection
Web Sockets	Secure communications protocol, providing full-duplex communication channels over a single TCP connection

2. SYSTEM SUMMARY

2.1 XCL Phone Requirements

Supported Operating System

3. Windows Operating System
4. Linux based Operating System
5. Mac Operating System

System Requirements

- An internet connection
- Speakers and microphone – built-in, USB plug-in, or wireless Bluetooth

Download Installer

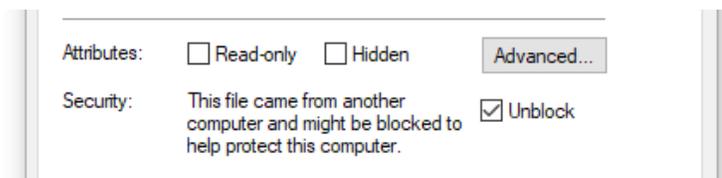
1. Login to VCP using your PBX account.
2. Navigate to User Account and click the Support menu.
3. In the Downloads section, click and download the proper XCL Phone installer for your system.
 - Windows: XCL Phone Setup 1.0.(x).exe
 - Mac: XCL Phone-1.0.(x).dmg
 - Linux: xclphone-1.0.(x)-x86_64.AppImage

2.2 Installation

Installing on Windows

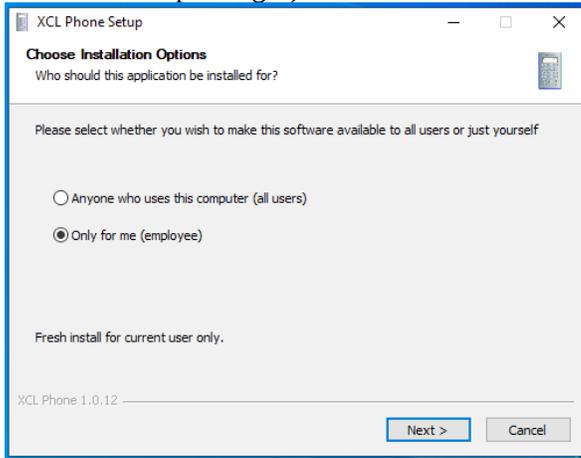
Note: Windows sometimes blocks programs from running if it is downloaded from the internet and need to unblock it first before it can be open. The installation process below includes instructions on how to unblock it.

1. Download the XCL Phone Setup 1.0.(x).exe.
2. Right click the installer and select Properties.
3. In the Properties dialog box, look for Security and check the Unblock by clicking it.

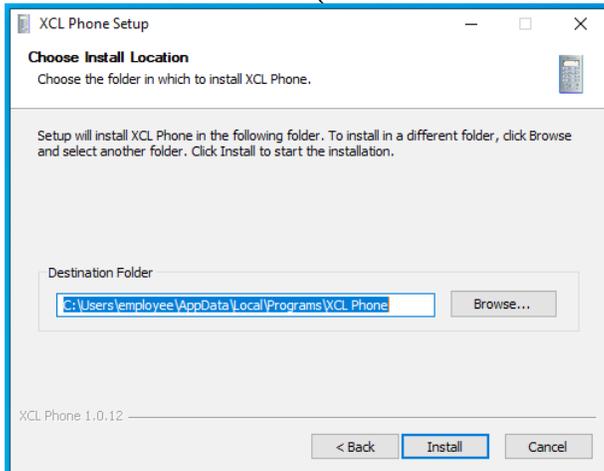


4. Click OK and close the Properties dialog box.
5. Double click the installer to launch.
-

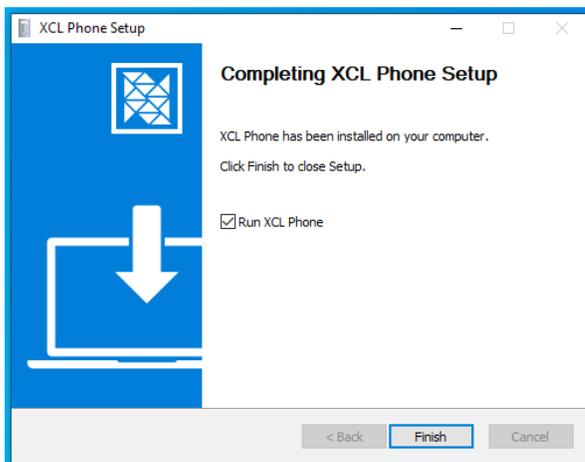
6. Select an install for “Only for me” unless you’re installing for all users (which require Windows Administrator privileges) and click Next.



7. Select a destination folder (or default destination folder) to install XCL Phone and click Install.



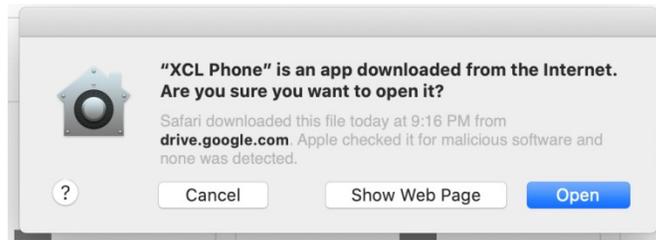
8. After successful installation, you will see “Completing XCL Phone Setup” dialog box.



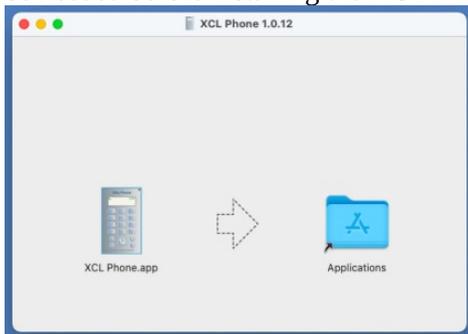
9. If you wish to automatically run XCL Phone after setup, keep the check box of “Run XCL Phone”. Otherwise, uncheck it and click Finish.

Installing on macOS

Note: If the Mac is set to allow apps from the App Store and identified developers, the first time user open or launch XCL Phone-1.0.(x).dmg, Mac will ask if you’re sure you want to open it. A dialog box will be displayed showing that the XCL Phone is downloaded from the internet and Apple checked it for malicious software and none was detected. So simply, click Open.



1. Download the XCL Phone-1.0.(x).dmg.
2. Double click the XCL Phone-1.0.(x).dmg to mount it. A new Finder window showing its contents should appear.
3. In the Finder window, drag the XCL Phone icon to the Application folder (admin password might be needed before installing the XCL Phone).



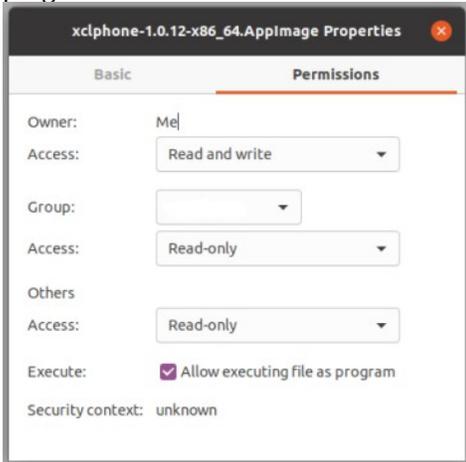
4. After successful install, close the XCL Phone Finder window.
5. In the Dock, click the Finder icon to launch new Finder window.
6. In the sidebar, look for XCL Phone under Locations and click Eject icon.



Installing on Linux

By default, the downloaded AppImage file won't have the execution permission. You'll have to change the permission on the file to make it executable. Root privilege is not required.

1. Download `xclphone-1.0.(x)-x86_64.AppImage`.
2. Right click the `xclphone-1.0.(x)-x86_64.AppImage` and select Properties.
3. In the Properties dialog box, go to Permissions tab and check that says "Allow executing file as program".



4. Alternatively, if you prefer using terminal, you simply use `chmod u+x AppImage` to make it executable.

2.3 User Access Levels

You must have a valid PBX user account in order to run the XCL Phone.

3. GETTING STARTED

3.1 Launching XCL Phone

1. Open XCL Phone
 - Windows
 - a. On the left end of the taskbar, click the Start button or press the Windows key.
 - b. Type *XCL Phone* and click the XCL Phone icon (or click Open) to open it.
 - Mac
 - a. Click the Launchpad icon in the Dock.
 - b. Search for *XCL Phone* and click the XCL Phone icon to open it.
 - Linux
 - a. Double click the `xclphone-1.0.(x)-x86_64.AppImage` to open it.
2. Enter your domain (e.g. `mydomain.voippbxsite.net` – yours will differ).
3. Enter your PBX phone number, extension, or user ID from VCP.
4. Enter your password from VCP.
5. (Optional) If two factor authentication is enabled, enter the two factor code and click Verify.
6. Click Login or press Enter.

3.2 CallBlast

On the first invocation of XCL Phone, it will be added as an active destination to your CallBlast in VCP. The Rings Delay will be set to 0 and Number of Rings will be set to 8 as default values. If XCL Phone is running, it will receive inbound calls as any other destination in CallBlast. You can change these settings or even remove them from the active list the same way as it can be done with any other entry in their CallBlast.

3.3 XCL Phone View



1. **Web Phone Connection Indicator** – displays the status of Web Phone connection. See *Web Phone Connection Indicator* table for more details.
2. **ACD Agent Login Status Indicator** – displays the agent login status. See *Agent Login Status* table for more details.
3. **Call History icon** – displays the call history.
4. **Voicemail Indicator**
 -  **1/1** Red open envelope indicates that you have 1 new and 1 old voicemail.
 -  **0/0** Green closed envelope indicates that you do not have any new or old voicemails.
5. **Mute / Unmute button** - During an ongoing call you may mute or unmute your own microphone.
6. **Undo / Hang up button**
 -  While typing a number via keypad or keyboard, you can delete an unwanted digit by pressing Undo button (Backspace key).
 -  During an incoming call, you can use this button to ignore the incoming call.
7. **Hold / Un-hold button** - During an ongoing call you can put a call on hold and can resume the call from hold.
- 8.

8. **Call Transfer / Voicemail button**



During an ongoing call you can transfer the current call to another phone.



It indicates that you have new voice mail and can be use this button to dial to your mailbox.

9. **Call button** – use to initiate a call after dialing phone number or extension.

10. **Phone Settings button** – use to change the Phone’s configuration.

11. **Close button** – use to close XCL Phone.

XCL Phone Connection Indicator

	Green bar indicates that Web Phone is connected and ready to make or receive calls.
	Red spinner indicates that Web Phone is trying to connect.
	Red bar indicates that Web Phone lost connection or was disconnected by another Web Phone instance started with the same user account.
	Yellow bar indicates that the Web Phone has inconsistent connection.

Agent Login Status

	Agent is available and waiting for call.
	Agent is on break.
	Agent is busy with call.
	Agent is on call outside of queue.
	Agent is in wrap up time.
	Agent is not logged in.

3.4 Using XCL Phone

The XCL Phone has various ways to interact and initiate calls.

Placing Calls

When XCL Phone is ready to make calls, you can enter the desired phone number by using the on-screen keypad or by typing the digits on your keyboard, followed by any of the following actions:

- Clicking the Call button
- Clicking the Pound button
- Pressing the Enter key or Pound key on the keyboard

If a number is entered incorrectly, before the call is initiated, you can delete the number using the Undo button or by press the backspace key on your keyboard. During the call process, XCL phone display will show current status and phone number.

- 1.

Answering Calls

When XCL Phone receives an incoming call, the display will show the incoming call's number and the caller's name (if the name is not private). A ringing sound should be heard in your speakers or headphones. You can answer the call by clicking the Call button or by pressing the Enter key on your keyboard.

If a call needs to be ignored, you can use the Undo button for this purpose.

Hanging up Calls

When the call is finished, simply click the Call button or press the Enter key on the keyboard.

Holding Calls

You can put an ongoing call on hold by pressing the Hold button. The XCL Phone display will show this number in the display on the top row to indicate it is on hold. To release the call from hold, press the Hold button again.

3.5 Additional Phone Functionality

Attended Call Transfer

XCL Phone allows you to transfer a call to another phone. While a call is active, you first must put the current call on hold by pressing the Hold button. Then dial the new number using the keypad or keyboard. When the second call is established, you can speak with the person to whom the call will be transferred, before transferring the held call to this new number by pressing the Transfer button. When the transfer is complete both calls will disappear from the XCL Phone display.

Blind Transfer

XCL Phone allows you to transfer a call without speaking to the other party (blind transfer). While a call is active, press the Transfer button. You will see "Referred" on the display. Dial the number you want to transfer the call to and then press the Phone button. When the blind transfer is complete the call will disappear from XCL Phone display.

Call History

XCL Phone allows you to view your call history by clicking Call History icon. The call history lists all calls, for the past week, related to the phone number in chronological order. The call events are represented with different icons. See table below.

No visible star	Less than 3 calls
	Less than 10 calls
	Less than 30 calls
	More than 30 calls
	Missed call
	Outgoing call
	Incoming call
	Transfer call

You may also initiate a call by clicking the phone number from call history list.

1.

Change Phone Settings

XCL Phone allows you to change your settings by clicking the Phone Settings button. See Image below.



1. **Microphone** – All detected microphones
2. **Login Method**
 - Manual – requires user to enter the credentials each login session.
 - Auto – automatically used the most recent credentials.
3. **Call History**
 - Show – shows the Call History Icon in XCL Phone.
 - Hide – hides the Call History Icon in XCL Phone.
4. **Save button** – saves the Phone Settings.
5. **Hide button** – hides the Phone Settings.

4. NOTES AND RESTRICTIONS

4.1 Operating System Support

- Windows
- Linux based Operating System.
- Mac Operating System

4.2 Agent Login Status Feature

Agent Login Status is only visible if the user is ACD Agent.