

End User Quick Start Guide For Computers

Welcome to XO WorkTime

for Hosted PBX

Go mobile with your office telephone numbers and reduce your telecommunications costs! XO WorkTime communication app empowers you with the mobility you need to conduct business anywhere.

With XO WorkTime, make and receive calls from your work computer regardless of your location.

App Interoperability for Your Work Computer

The XO WorkTime app works with the following computer operating systems:

- Windows OS: Vista, Windows 7
- MAC OS: 10.6, 10.7, 10.8

Overview

You should have received a welcome email from XO with information about how to access and download your computer app from the MyPhone portal.

You can also consult XO customer support page: www.xo.com/hostedpbxsupport

If you have not received the email, contact your organization's telecom administrator.

Getting Started for Voice Calling

Downloading the App: Follow the instructions in the welcome email to download the app to your computer from the [MyPhone portal](#).

From the MyPhone portal:

- Go to the My Features>WorkTime PC Client tab.
- Find the correct operating system you use for your desktop or laptop office computer.
- Click on the link to begin downloading the app.

Configure Your Settings

In [MyPhone>Features](#) please configure the following settings for optimum use of the app:

- Forward All Calls – Should not be enabled.
- Do Not Disturb – Should not be enabled.
- Remote Office – Should not be enabled.
- Sim Ring/Anywhere – This can be enabled but we do not recommend using your cell phone number as the destination number if using the app.
- Business Continuity – This can be enabled but please be advised that all entered numbers will ring. **Note:** That if Business Continuity is enabled you can make outbound calls from the app but you can receive inbound calls from every end point (including the app).

Installing and Logging In

After downloading the app, start the installation process:

1. Agree to the End User License Agreement.
2. Choose your install mode. We recommend that you use the [Normal](#) mode.
3. Decide whether you wish to automatically run the app at start up, and whether or not you wish to create a desktop icon.

4. Choose your destination folder. For best results, we recommend that you use the Default setting.
5. Choose your Start menu folder. For best results, we recommend that you use the Default setting.
6. Your app will now begin to install.
7. Upon completion, you should see a confirmation screen.

Once started, your app should appear.

To complete your log in, do the following:

1. Enter your username and password. The username for the computer app is your [10-digitTN@bizcommsservices.com](#).
2. Your password is the same password you use to log in to MyPhone.
3. Confirm your Password Settings.

“Remember password”: Use this if you don't want to have to enter your password each time to log in. You will still have to select [Sign In](#), but your password will be automatically filled in for you.

Sign in automatically: Use this setting to log in automatically using stored username and password.

Once completed, select [Sign In](#).

Set Up Your Location

For your safety, you must identify your address so that emergency services can reach you in the event of an emergency. XO uses nomadic services to ensure that you have access to 911 at all times.

You should have previously received an email with a username and password for nomadic services. If you have not received an email with your nomadic email and password, contact your telecom administrator.

Your address must be updated each time you change locations. It is your responsibility to do so.

1. Select the banner at the bottom of the computer app that reads [“Update My Location Here”](#).
2. This should take you to the XO nomadic homepage.
3. Enter in your nomadic username and password (not the password you use to access the XO WorkTime app).
4. Follow the on-screen instructions to update your address.

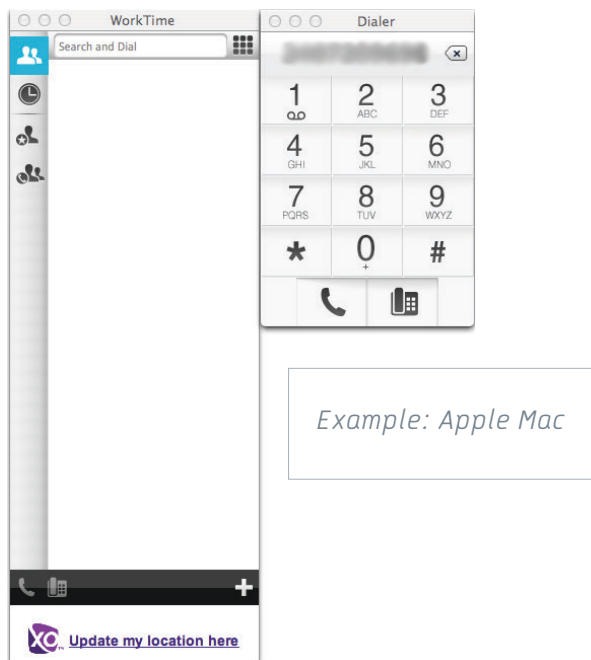
Figure 1:



Placing and Receiving Voice Calls

To communicate with someone, just find them in your contact list, and simply click the desired method of communication using the icons at the bottom of the display.

Figure 2:



Building Your Contact List

Note: When you sign in for the first time, there will be no contacts on your PC app contact list. To add contacts:

- Select the **Add Contact** icon, which is the large + at the lower right of the app.
- In the **Add Contact** box, enter the Contact's information
- Click the large ✓. The newly added contact appears on your contact list.

Using Your Corporate Contact List

WorkTime can access your company directory. If you wish to do this:

- Select **Preferences>General** and choose "Enable Outlook Contacts Searching."
- Some users will experience an annoying pop up box from Microsoft® Outlook® after choosing this option. If you wish to disable the pop up box, you must access your Outlook Trust Center Automatic Downloads (File>Options>Trust Center>Trust Center Settings>Automatic Downloads).

From Automatic Downloads, deselect "Warn me before downloading content before editing, forwarding or replying to email?" Additionally, you must access Programmatic Access (File>Options>Trust Center>Trust Center Settings>Programmable Access). Select "Never warn me about suspicious activity (not recommended)."

If you don't want WorkTime to access your Outlook directory, go to **Preferences>General** and deselect "Allow third-party applications to access WorkTime."

Other Voice Calls

To make a voice call to someone not in your contact list, select the dial pad (upper right). Dial the number you wish to call and select the handset button (bottom left).

To make the call from your desk phone, select the desk phone icon. Your desk phone will then ring. Pick up your phone handset or activate your headset, and you will hear the call completing.

Receiving a Call

When someone calls, you'll see a pop-up notification giving you the option to answer or reject the call. If you reject the call, it causes the line to sound busy at the caller's end. If the caller leaves a message, it will go to voicemail. Other common in-call actions:

- USE THE DIAL PAD any time during the call (for example, to insert a conference number).
- MOVE THE DIAL PAD by dragging it to your desired location.
- HOLD the call by pressing the "hold" button.

Note: The HOLD action suspends the call or video for all other parties, too. If you hold the call, the other parties cannot un-hold. This freezes a video call to the last frame of the video feed. In both voice and video calls, this is communicated to all parties by a notification appearing in the middle of the screen.

- END THE CALL by pressing the red phone icon. This also closes the active call window.
- MUTE your microphone by pressing the mute icon. The second party is notified.
- ADJUST THE VOLUME by sliding the volume bar. Dragging it all the way to the left mutes your speakers, shown by a small red cross in front of the volume bar.

Preferences

If you wish to update your Preferences:

1. Open the WorkTime app
2. Click the **XO WorkTime** icon in the top left corner.
3. Click “Preferences”.
4. Set your Preferences.

Credentials

“Protocols”:

- SIP – displays the phone number for the user
- BroadSoft (Xsi) – displays the full user login id (also available in My Phone dashboard)

“Device Management”:

- If the device management configuration URL is available to be viewed, it displays here.

“General”:

- Language - Select your language and then press OK or Apply and the change will take effect immediately.
- Log In - Enable or disable automatic sign-in when starting the application.
- Enable or disable starting this application when logging in.

- Confirmations – The default gives you a confirmation pop-up notification each time you remove a contact or a call history record. Selecting one or all of the check boxes to disable the confirmations when deleting information. You can also control popups for publishing location information, typically shown at login.
- Outlook - Enable Outlook contacts searching
- Enable Outlook Calendar – Note: this function is not enabled despite the checkbox setting.
- Logging - Logging is used for troubleshooting.

“Audio”:

- Playback Device (Speakers) - Choose a headset, PC-integrated speakers, or external speakers for audio output. Your external speakers are selected by default (if you have one connected).
- Recording Device (Microphone) - Choose a headset microphone, PC-integrated microphone, or external microphone for voice during calls. Your external recording device is selected by default (if you have one connected). You can also choose automatic gain control and test your recording device.
- Ring Signal - Select the ring signal that is played when you receive an incoming call. You can also select a custom ring signal.
- Sounds - Select which events cause a notification sound. To disable the sound, uncheck the check box. Select a sound event and then click “Play” to hear the sound.

“Proxy”:

- Select how to handle HTTP proxies. By default the system settings are used but you can also choose not to use a HTTP proxy.

Congratulations! You are done setting up your device.