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End User Quick Start
Guide For Smartphones

Welcome to

XO WorkTime

for Hosted PBX

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

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

App Interoperability for Smartphones

The XO WorkTime application works with the following smartphone operating systems:

- Apple IOS: 4.3 and up
- Android: 2.2, 2.3, 4.0

Overview

You will be given access to one app, which must be downloaded to your smartphone. You will receive information on accessing the app via an email from XO.

If you do not receive your username or password email please contact your telecom administrator. Additionally, please contact your telecom administrator if you have lost your password or you need your password reset.

Getting Started for Voice Calling

Step 1: Downloading the App.
Follow the instructions in the welcome email.

From your computer, log in to the Hosted PBX User Dashboard. Please configure the following settings:

- XO WorkTime Mobile App>Mobility – Select "Activate Mobility with your Mobile Phone number" and choose "Desk"
- Forward All Calls – Disabled.
- Do Not Disturb – Disabled.
- Remote Office – Disabled.
- Sim Ring/Anywhere – This can be enabled, but we do not recommend using your cell phone number as the destination number if you are using the app.
- Business Continuity – This can be enabled, but please be advised that all entered numbers will ring.

  Note: 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).

Navigate to the My Features>XO WorkTime Mobile App tab. Find the correct OS (operating system) and begin downloading the app.

You can also find the app in the respective official markets (Apple iTunes or Google Play) by searching for "XO WorkTime". Once downloaded, your app will appear (See Figure 1).

Note: If you encounter errors when downloading, installing or using the app, please contact XO Care. You may wish to take a screen capture of the error. To do so:

iPhones
Take a picture of your screen by simultaneously pressing the "home button" and the "power/sleep/wake button" very briefly. This action will take a picture and place the photo in your camera roll. You can then use it for reference or email it to XO Care, if needed.

For Android 4.0 and later
Press and hold the Volume Down and Power buttons simultaneously. You'll see an animation on the screen that tells you that your phone saved the screen photo. Android will save the image to your Gallery. Launch the Gallery application, and select Screenshots to view. You can then use it for reference or email it to XO Care, if needed.

Figure 1:
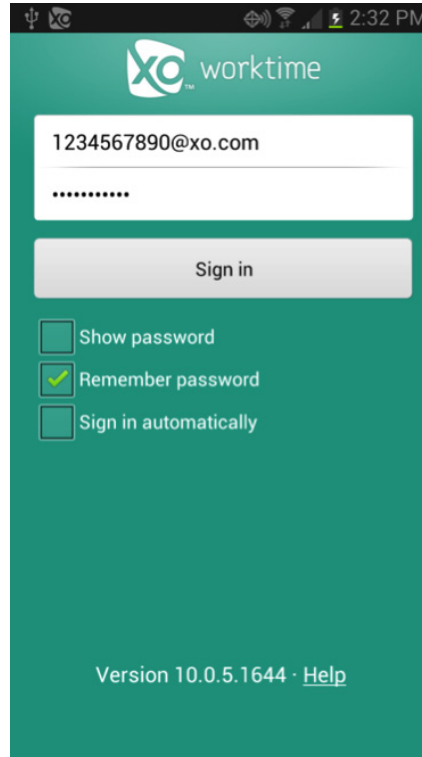
For older Androids
Please see the instructions provided by the manufacturer.

Step 2: Complete Your Log In

1. Enter your username and password.
2. Confirm your Password Settings:
   - Show password – this will show your password in clear text
   - Remember password – use this if you don't want to enter your password each time to log in. You will still have to select Sign In, but your password will be automatically entered.
   - Sign in automatically – this setting allows you to skip signing in each time you use the app by storing your log in credentials
3. Once completed, select Sign In.
4. You must accept the End User License Agreement before you can begin using the app.

Note: Too many failed password attempts can cause your account to lock. If this happens, please see your telecom administrator to have your password reset.

Step 3: Configuring Your Settings in the App

iPhone users must enter their telephone number in two places:

1. Go to Settings>Call Settings> "Telephone #". Enter your cell phone number as ten digits and with no characters (periods, dashes etc).
2. Go to Settings>BroadWorks Mobility>Mobile Phone. Enter your cell phone number as ten digits and with no characters (periods, dashes etc).

Figure 2:
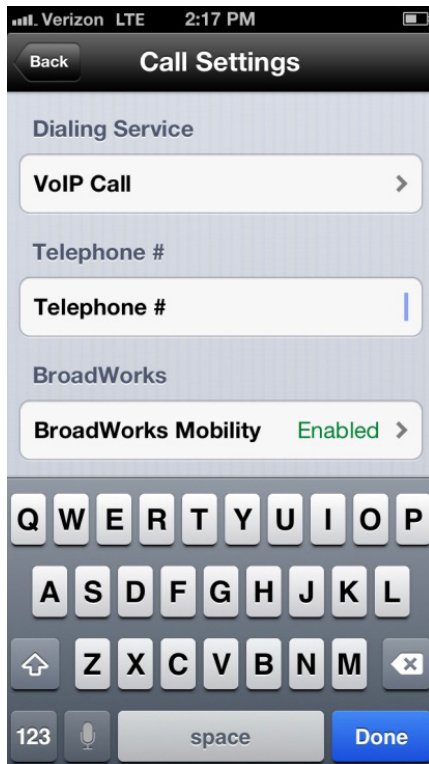
Android users do NOT need to complete this step.

Step 4: Understanding Dialing Services

Many Settings are pre-configured. For best use of the app, we recommend that you do not change pre-configured settings

These Settings options are found under Settings>Call Settings>Dialing Service.

Dialing Services are settings that tell the app what type of call you wish to make. The app can make two types of calls:

VoIP Calls
Use your own Wi-Fi or data plan connection for all parts of the call. However, because you are operating this call from XO WorkTime, the call costs will not be applied to your personal cell minutes.

The same applies for your business video calls from the XO WorkTime app, which the operating system will treat the same as VoIP calls.

Call Through Calls
Only use Call Through Dialing Service when you know that you will leave your Wi-Fi area or when you need to transfer a call to another device, and you do not want your call to drop. Call Through uses your personal smartphone plan minutes, but it does not reveal your personal smartphone number.

Figure 3:
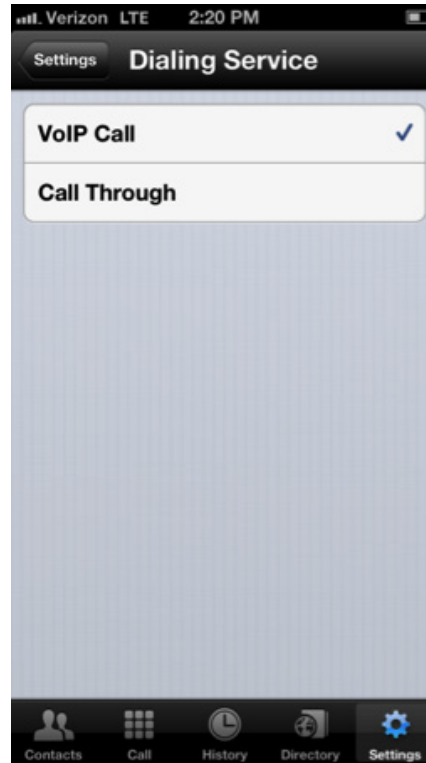
Note: Settings>Call Settings>XO Mobility should remain Active "On" in order for Call Through to work.

Can't see all Calling Choices?

When the Dialing service setting appears in a shaded grey, this means that you are not in a Wi-Fi coverage area and have no data connectivity. Check your phone's data network or Wi-Fi setting.

Step 5: Placing and Receiving Voice Calls

To place a call, select the "Call" option from the bottom bar of the app. Selecting "Call" enables you to make a voice call. Your smartphone will "ring" when a voice or video call is incoming.

Missed calls are noted in Call History.

Great feature! Do you need to switch from your PC or desk phone to your smartphone during a call (or vice versa)?

While still in the call, access the device you wish to transfer to and enter *11. If transferring to the app, choose Call Through as your calling type. The call is now present on the second device.

Note: If on your smartphone, the call will now be using your cellular minutes.

Note: Some PBXs will not permit the following sequence of numbers to be dialed: 9*11. If your PBX does not permit this sequence of numbers, the call transfer will not work.

Step 6: Searching in the Directory

Directory searches search your local contacts (contacts you have created on your phone). Select the "person" icon on the top right of the Directory screen to see all your local contacts as a list. If you select one of your local contacts the call will then be made using the app.

Corporate Directory searches are not available on the smartphone app.

Step 7: Troubleshooting

In the event of a significant issue, you may be asked to send XO log files. Sending in log files helps XO determine the root cause of issues, thus improving the service.
(See Figure 4 and 5)

To send in log files go to Settings>Troubleshooting

You will be asked to turn on logging and re-create an issue, and then email the logs to XO. Your XO Care representative will tell you the email address you should use.

Congratulations! You are done setting up your device.

Figure 4:
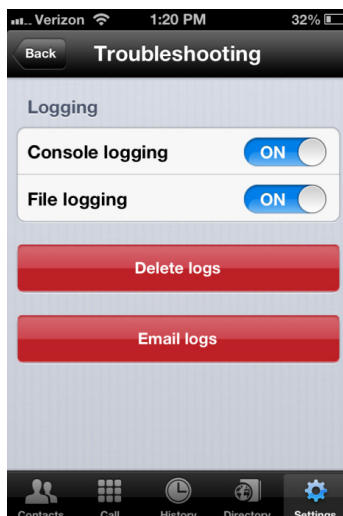

Figure 5:

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