

Configuring X-Pro for SuperPBX

A) Installing X-Pro

1. Double click on the installer icon on your desktop to start the installation.
2. Click the Yes button to confirm that you want to start the installation.
3. Click the Next button to continue.
4. Read the license agreement and click the Next button to continue.
5. And again, click the Next button to continue.
6. Click the Next button to accept the default location for X-Pro.
7. Click the Next button to accept the default start menu folder.
8. Click the Next button to create a desktop icon for X-Pro.
9. Click the Next button to install.
10. Click the Finish button to finish the installation.

B) Configuring the X-Pro Softphone for use with SuperPBX

1. Double click on the X-Pro icon on your desktop to launch X-Pro.



2. Click on Setting Menu button (enclosed in RED CIRCLE), wait for the menu window to finish loading.



3. Double click on "System Settings" to display system settings dialouge box.



4. Double click on "Sip Proxy" to display sip proxy settings dialouge box.



5. Double click on "Default" to display default settings dialouge box.



6. Double click "Enable: No". It will display following dialouge box.



7. Check mark "Yes" and select "Back" button to go back to "Default Setting box".



8 . Now fill in the required fields as follows,

Display Name : Your name

Username : Your username i.e your extension number

Authorization User : Same as username

Password : Your password assigned to you

Domain/Realm : Your SuperPBX domain name or IP address

Sip Proxy : Your SuperPBX domain name or IP address

9. Now click "Back" button until you see "System Setting box" then close it by click X mark on upper

right corner.

10. Now your X-Pro is configured. You will see "Logged in" displayed on X-Pro screen.



Application Hot Keys

X-PRO includes a number of keyboard shortcuts available for many of its functions. A list of these is shown in Table below:

Table - Application Hot Keys

Function	Keyboard Shortcut
Select Line 1	F1 or Ctrl + 1
Select Line 2	F2 or Ctrl + 2
Select Line 3	F3 or Ctrl + 3
Select Line 4	F4 or Ctrl + 4
Select Line 5	F5 or Ctrl + 5
Select Line 6	F6 or Ctrl + 6
Mute	F11 or Ctrl + u
Default SIP Proxy Settings	F8 or Ctrl + 8
Audio Tuning Wizard	F7 or Ctrl + 7
Transfer	Ctrl + t
Conference	Ctrl + f
Phone book	Ctrl + b
Menu	Ctrl + m
Dial	Enter

Hang up	Ctrl + h
Help	Ctrl + F1
Clear	Backspace
Auto complete (number to dial)	Tab
Do Not Disturb (DND)	Ctrl + d
Auto-Answer (AA)	Ctrl + a
Auto-Conference (AC)	Ctrl + f (with no lines active)
Call Ignore	Ctrl + i
Default-Letters-to-Digits	Space bar
Inc/Dec Speaker Volume	Up/Down Arrows
Inc/Dec Microphone Volume	Right/Left Arrows
Check for Upgrades	Ctrl + g

Extended Calling Features

Along with basic calling functionality, X-PRO also includes many advanced calling features normally found in business phones. Among these include call transfer and call conferencing which will be covered in the sections to follow.

1. Call Conferencing

X-PRO allows you to establish a conference call which will let you talk with more than one other party at once. Each party in the conference will be able to hear and speak to every other party.

1.1 Starting a Conference Call

You may host a conference by calling the other parties involved, or you may allow them to call you. For example, you can create a simple three-way call by following the steps below:

1. With an active call on one of the lines, place the call on hold by either
 - a) selecting another line and dialing a third party, or
 - b) accepting an incoming call from a third party by clicking on the line that they arrive on. *Either operation places the original party on hold.*
2. After informing the third party of the three-way call, click the **Conference** (see Figure 3) button to include all parties in the conversation.
3. To end the three-way call, simply click the **Conference** button again to place both parties on hold. *At this point you can speaker to neither party and neither party can speak to one another.*
4. You can then talk to each party individually by selecting its respective line.

1.2 Adding another Party to the Conference

To add another party to an existing conference perform the following:

1. Place conference on hold by clicking the **Conference** button.
2. Invite another party to the conference by

- a) selecting the line of an incoming call, or
 - b) selecting an available line to initiate a call to an outside party.
- You will now be speaking to the outside party while the conference is on hold.*

3. After advising the outside party that they will soon be part of the conference, click the **Conference** button once more to re-establish the conference.

1.3 Removing a Party from the Conference

To remove a party from an existing conference, perform the following:

1. Place conference on hold by clicking the **Conference** button.
2. Select the line of the party who wishes to leave the conference.
3. Say goodbye to the party and click the **Hang up** button.
4. Click the **Conference** button once more to re-establish the conference.

Note that a party may leave the conference on their own by simply hanging-up. Their line will then be indicated as inactive and the rest of the conference will be unaffected.

1.4 Multiple Conference Hosts

A conference may include up to 7 individuals the conference host plus a participant on each of the 6 lines. If you would like to increase the number of parties in a conference you may do so by having more than one conference host.

For example, one person may host 6 other parties (to occupy all of its available lines) with one of those parties being a conference of their own containing 6 other parties. This would bring the total number in the conference to 12.

In theory this would allow for any number of parties in the conference, however, in a real situation, the number of participants would be limited by bandwidth constraints at each of the conference host's machines causing audio quality to degrade. For this reason, conference participants would be advised to select a lower bandwidth codec such as G.729 to preserve audio quality in such situations.

2. Call Transfer

The X-PRO softphone allows you to transfer an active call to a third party. The softphone allows for two different types of call transfer, attended and unattended.

2.1 Unattended Call Transfer

Also called *blind* call transfer, this occurs when you initiate a transfer without informing the third party that you are sending a call their way. Follow the steps below to perform an unattended call transfer:

1. With an active call in progress, inform the other party that you are going to transfer them to a third party and click the **Transfer** (see Figure 3) button.
2. Dial the number you wish to transfer the call to.
3. Click the TRANSFER button again to send the original party to the third party.

When the transfer is complete, the other two parties will be speaking to each other and both of them

will have automatically ended their call with you. Both lines corresponding to the other two parties will now be free.

2.2 Attended Call Transfer

Also known as *supervised* call transfer, this occurs when you call and inform the third party that you are sending a call their way before actually making the transfer. Follow the steps below to perform an attended call transfer:

1. With an active call in progress, select an available line and call the third party.
2. Inform the third party that you are about to send a call their way and press the **Transfer** button.
3. Select the line associated with the original party.

3. Do Not Disturb

X-PRO allows you to set your softphone to a *Do Not Disturb* mode. When the softphone is set to this all incoming calls will be sent to voicemail or given a "busy" indication. *How this feature reacts is dependent upon your provider network.*

Do Not Disturb is enabled by clicking on the small DND indicator at the bottom left of the call display.

The indicator will flash to show that the feature is enabled.

Figure 10 - Do Not Disturb

To disable the feature simply click on the indicator once more.

4. Auto-Answer

X-PRO also allows you to set your softphone to *Auto-Answer* mode. When the softphone is set to this mode X-PRO waits 6 seconds after a call arrives and then automatically answers the call. This wait time can be changed from the User Settings item found in the X-PRO menu.

This feature is set by clicking on the small **AA** indicator at the bottom left of the call display. As with the Do Not Disturb feature, the indicator will flash when Auto-Answer is enabled. Auto-Answer is turned off by clicking on the indicator once more.

This feature can be combined with the *Auto-Conference* feature as discussed below.

5. Auto-Conference

X-PRO includes an Auto-Conference feature which can be enabled or disabled by clicking on the small **AC** at the bottom left of the call display. Combined with the Auto-Answer feature discussed above, these two features can control the way participants are added to a conference.

Level of Control	Conference Process
AA off / AC off Manual conference	Conference Host manually accepts calls and adds each to conference
AA on / AC off Auto-answer, manual add to conference	X-PRO automatically answers calls and the conference host manually adds each to conference
AA off / AC on Individual answer, auto add to conference	Conference host answers each call and each is automatically added to conference

AA on / **AC** on
Conference Server Mode

X-PRO acts as a fully automated conference server automatically answering each incoming call and adding them to the conference

NOTE: Please contact customer support at xten.com if you need further assistance with your **X-Pro**.