Quick Start Guide

SmartvPBX XL Softphone

BSNL
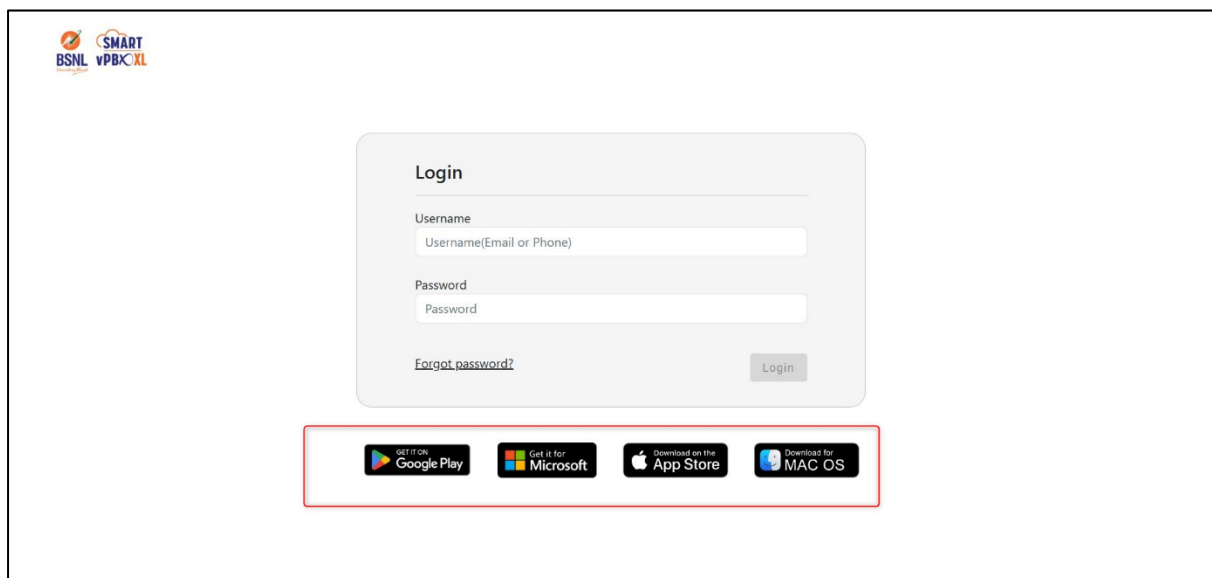Connecting Bharat

SMART vPBX XL

Contents

Introduction

This User Guide is intended to demonstrate typical uses and features of the SmartVPBX XL Softphone application

The application allows users to make and receive voice and video calls over the internet. Users can also use it to send and receive instant messages. The application has a built-in address book so you can easily find and call your contacts. It also has a call history so you can see who you have called and received calls from.
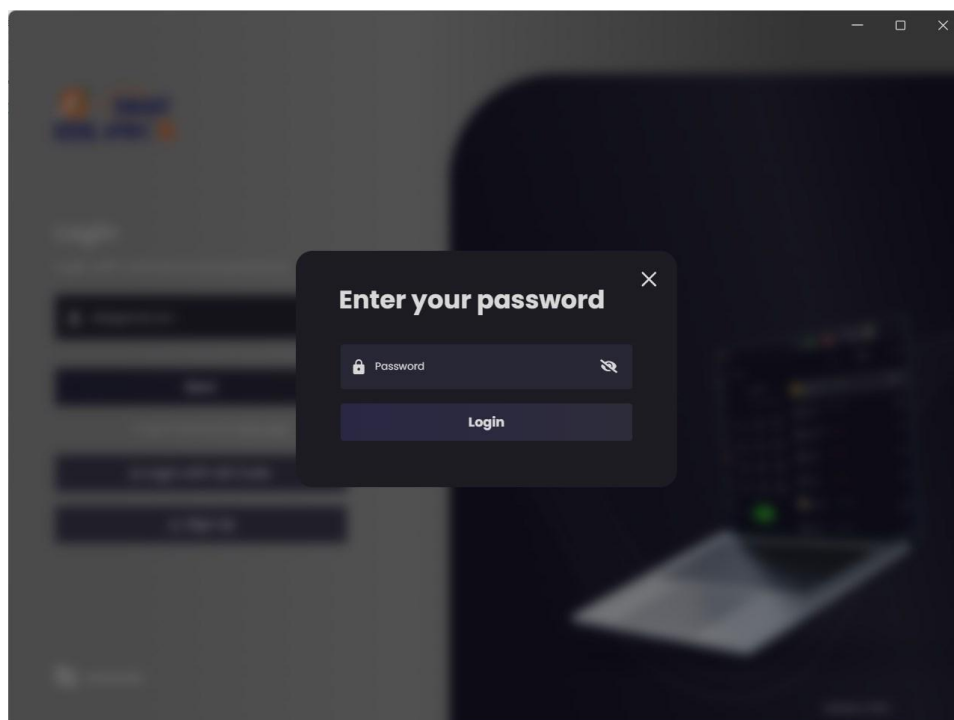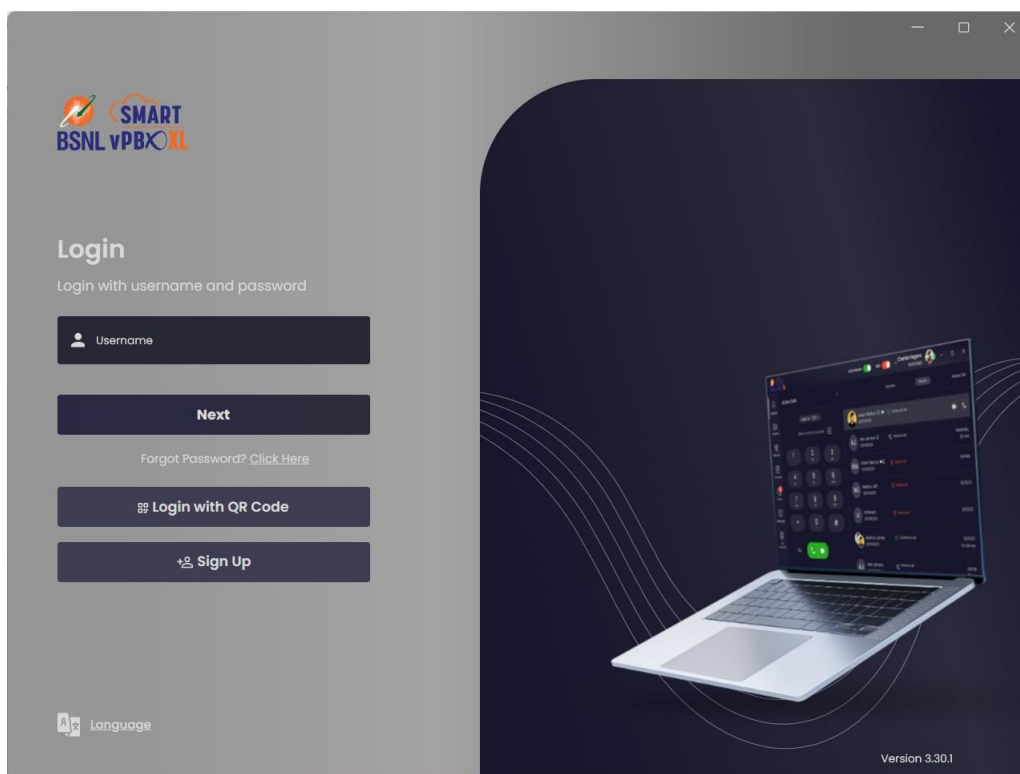
Download & Install

To download the softphone application for Windows, Mac, Android, or iOS, visit https://bsnl.xlogix.ca/ and click the appropriate download link for your platform. Make sure to grant the necessary permissions during installation.
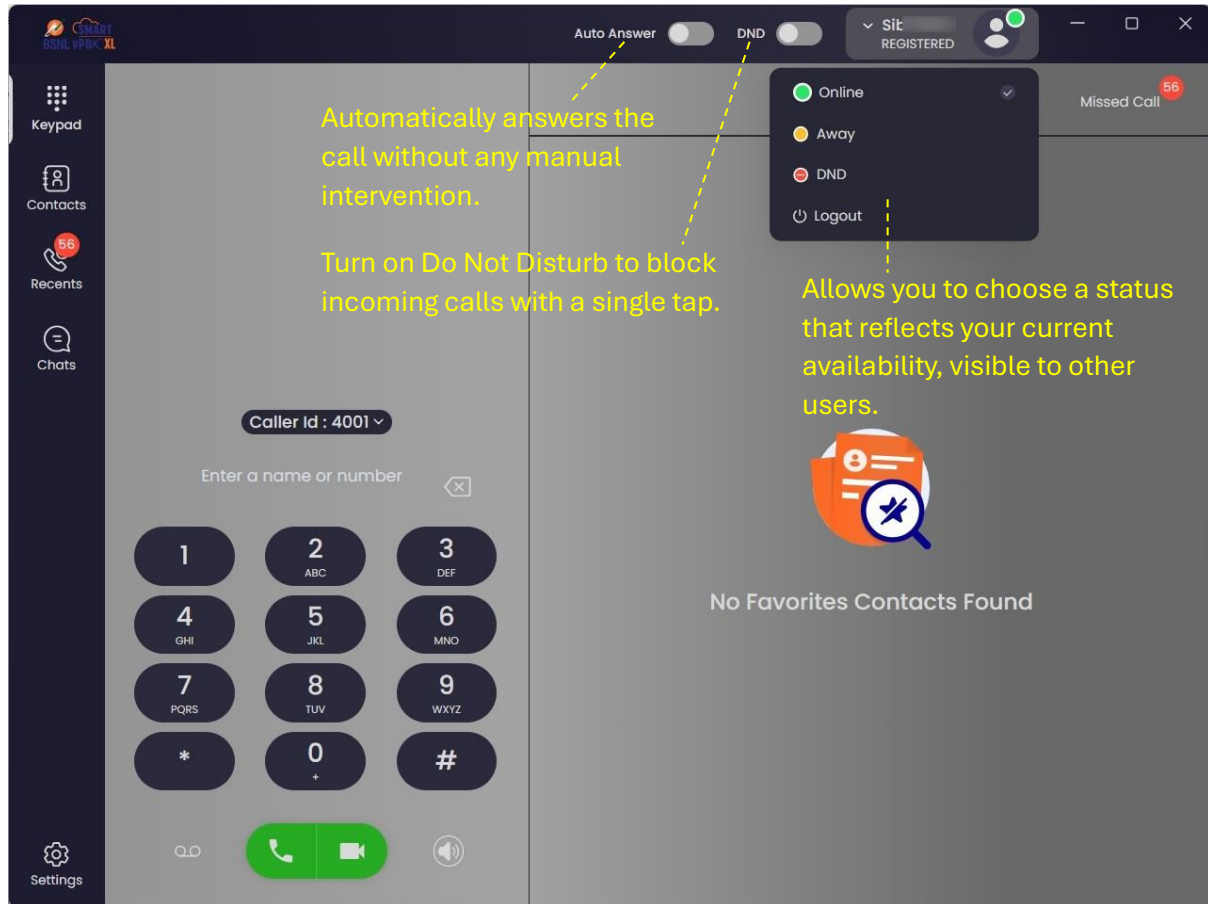
Login to the SmartVPBX XL Softphone

Enter the username in the given space and click on the Next button. A popup will appear where users can enter their password and access the application.

Note: For successful authentication, please verify the exact case used in your username.

Home Page

Once user successfully logged in, home page will appear as shown below.
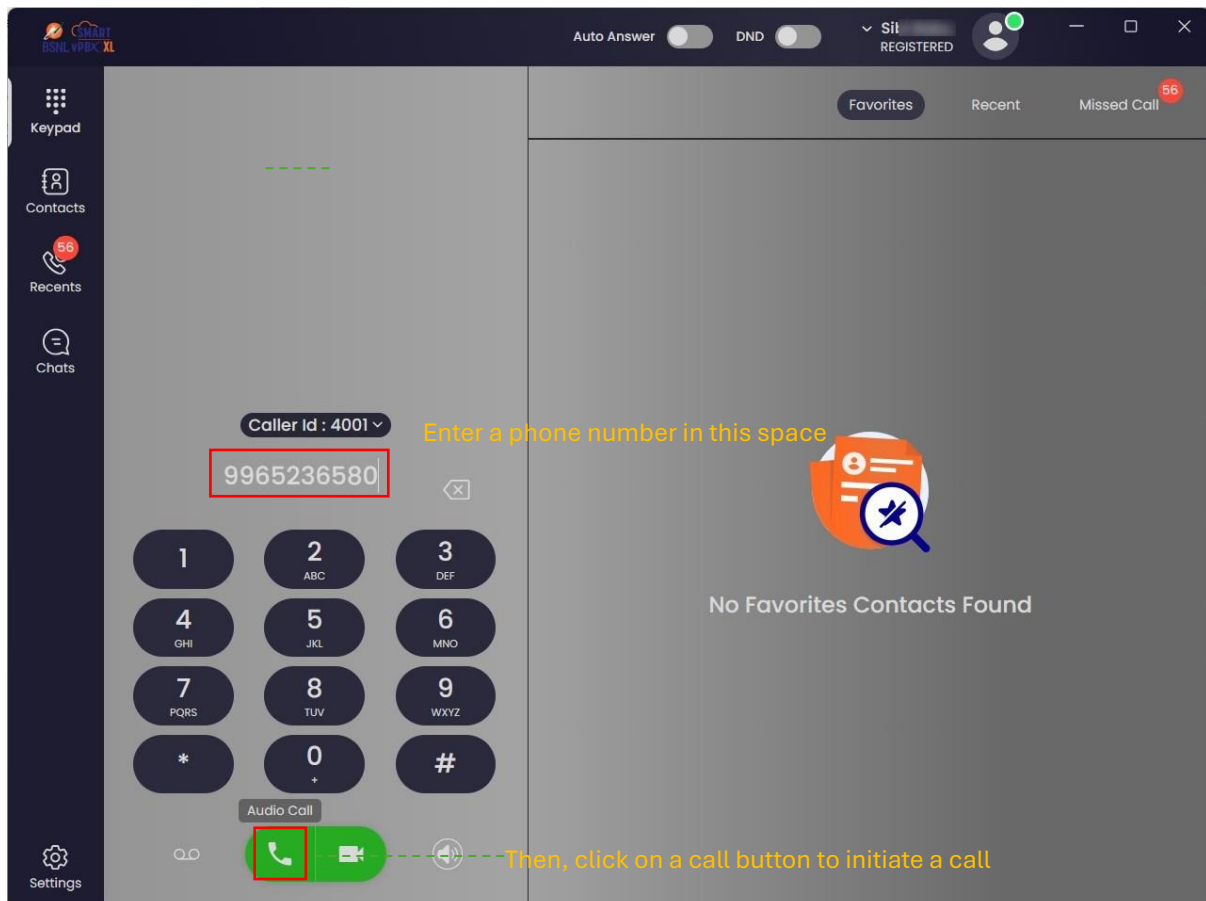

- **Keypad**: Allows making calls by entering the phone number on the keypad.
- **Contact**: Allows searching, browsing, and calling your contacts effortlessly.
- **Recent**: Keeps track of past calls, both incoming and outgoing
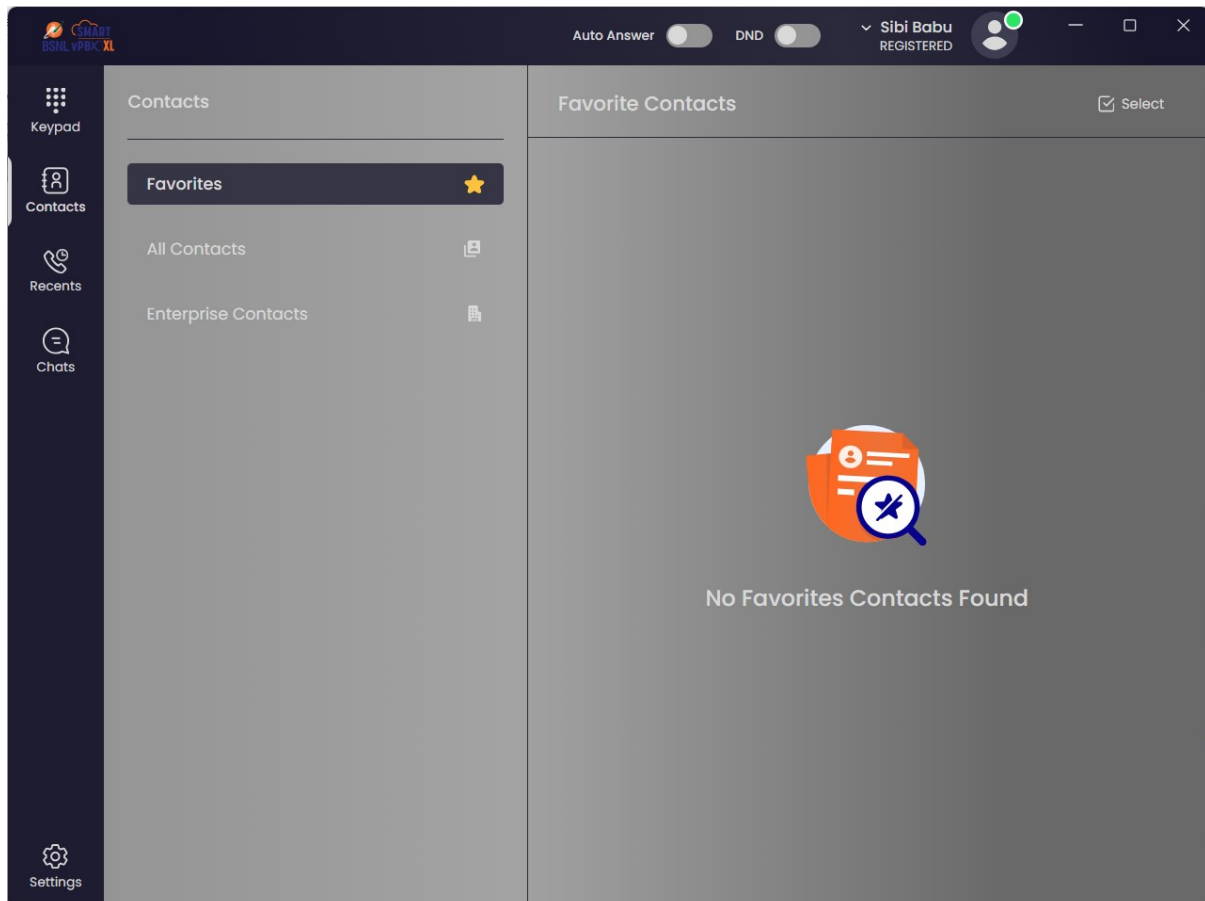- **Chat**: Allows sending and receiving instant messages.

Making Calls

Users can initiate calls by dialling numbers directly within the "**Keypad**" interface. Alternatively, they can access the "**Contacts**" section to choose from a pre-existing list of saved contacts.

Note: Users must prefix the number with **0** when dialing any phone number.
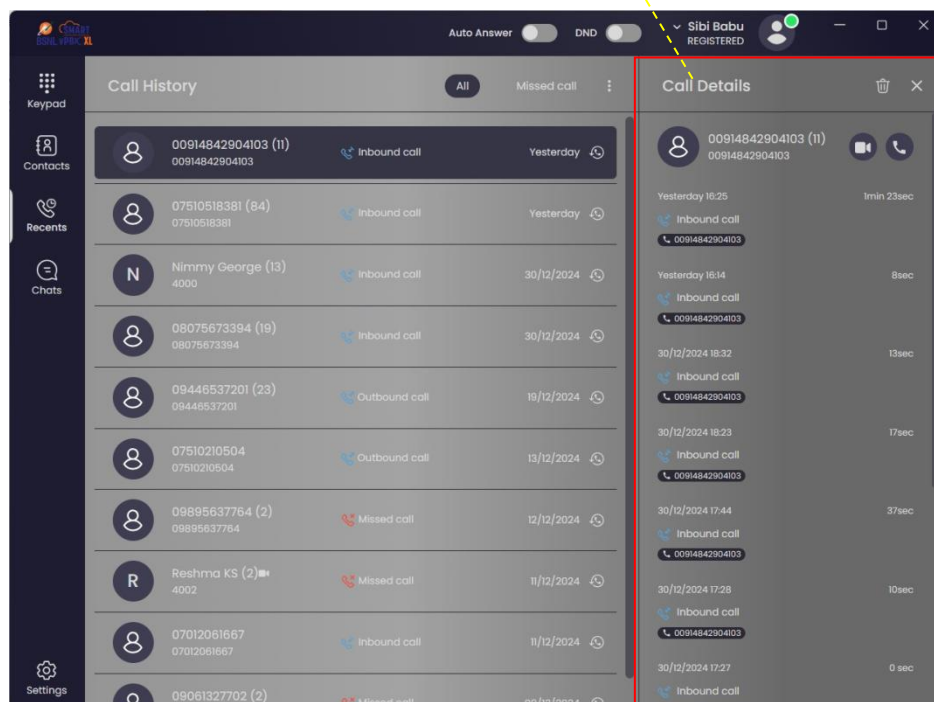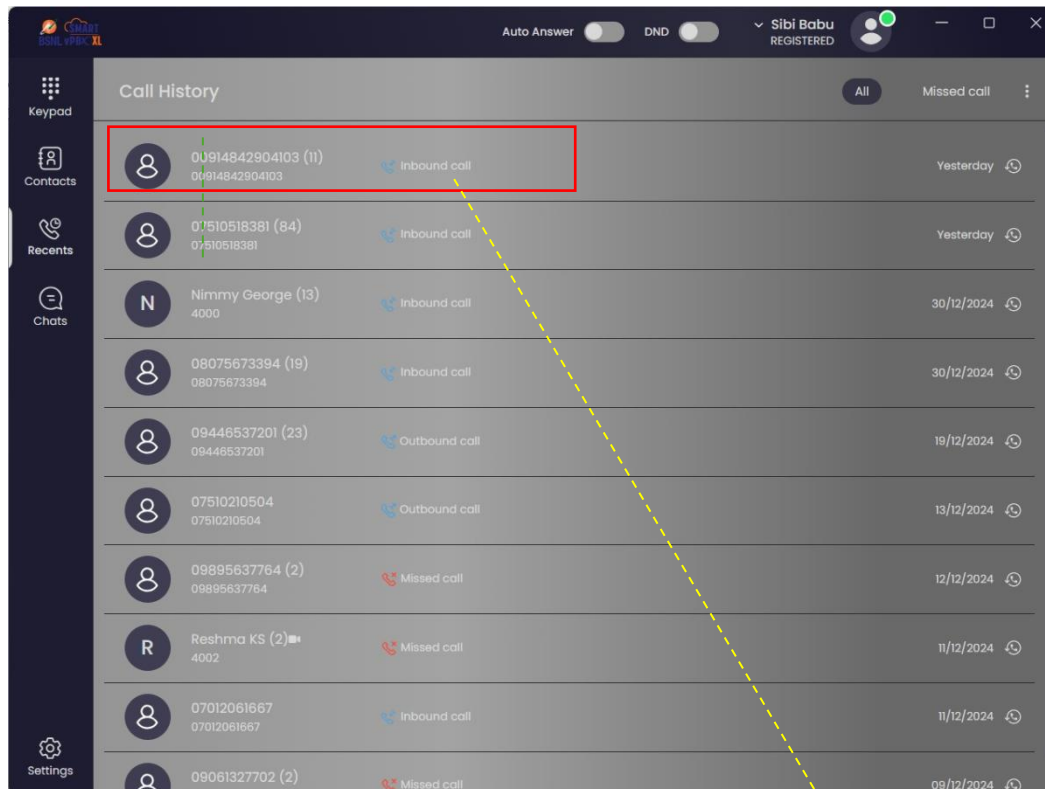

.

View Contacts

This option provides users with a centralised interface for their stored contacts. Users can conveniently browse, search, and initiate calls directly from the list. Additionally, a customizable **"Favourites"** list can be created to provide faster access to frequently contacted individuals.
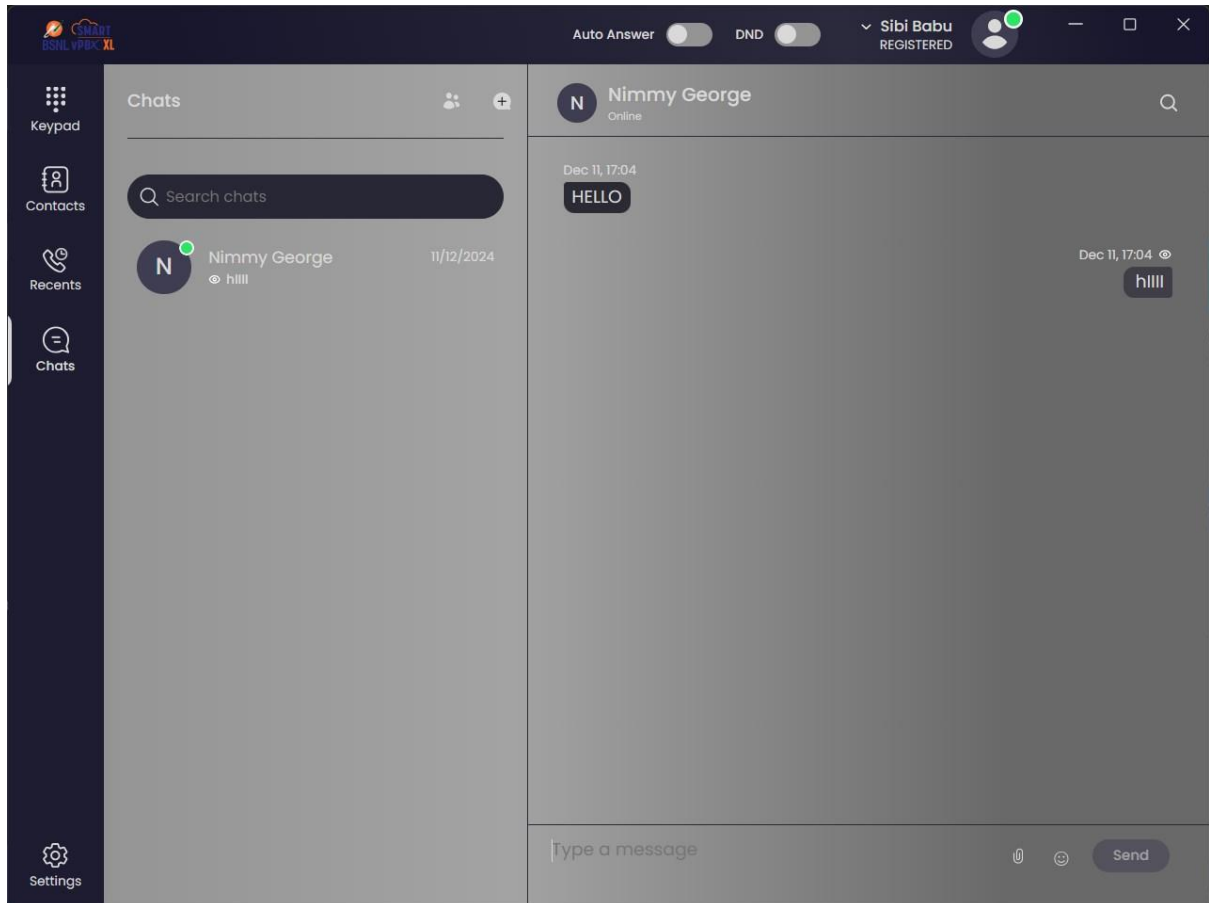
View Call History

The section offers a readily accessible call history, presenting both dialled and received. Users can further identify missed calls through the dedicated "*Missed Call*" button.

Selecting individual entries within the list displays detailed information on the right side of the interface, as shown below.

Chat

This section enables users to communicate with customers through chat. To begin, click the Chat icon to display a list of customers who have initiated a chat. Select a contact from the list, type your message in the provided text box, and send it to start the conversation.

Conclusion

This user guide presents an introduction to the ZainCalls Pro Softphone application, specifically targeting its key features and functionalities. This information is designed to empower users with a quick understanding of the application's capabilities.

For more information, please do not hesitate to contact us.