



# Telenor One X växel

Guide Telenor One X växel mobile app

# Telenor One X växel

get started with the mobile app



## Quickguide for Telenor One X växel mobile app

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# Step 1 – Download the app



Start by downloading Telenor One X vaxel to your mobile.



[App Store](#)



[Google Play](#)



# Step 2 – Create login credentials

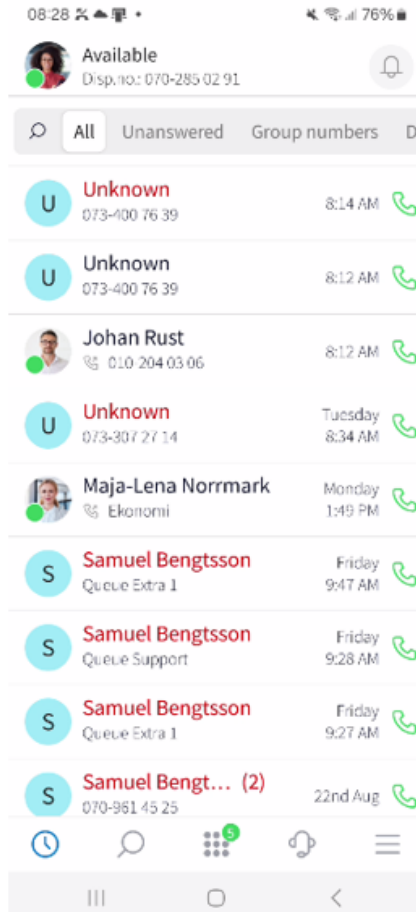
To log in to the mobile app, you use Telenor ID. If you already have your own Telenor ID account, use the same login details as before. If not, you need to create a new account

- **create a Telenor ID and connect your mobile number:**

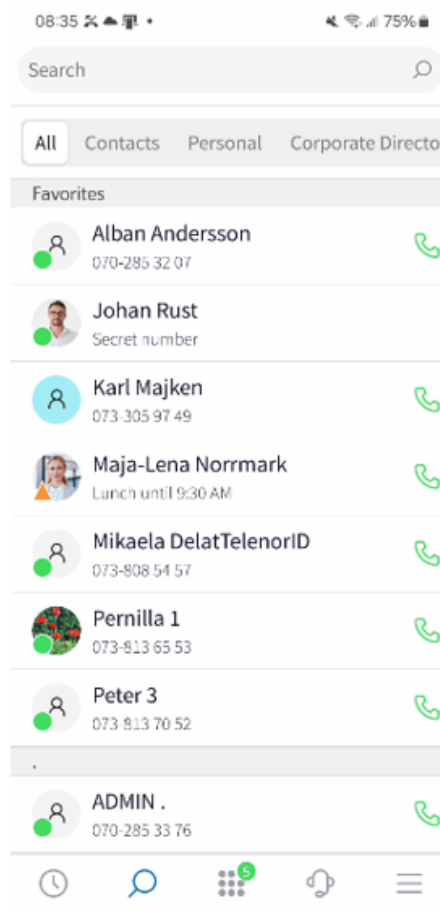
1. [Mitt Företag](https://mittforetag.telenor.se/login) ( <https://mittforetag.telenor.se/login> ) and click on Create account.
2. Click on Create account with Telenor ID.
3. Click on Create a Telenor ID account.
4. Enter your email address.
5. Choose a password and repeat.
6. Accept the terms and select Continue.
7. An email has been sent to the specified email address, click Back.
8. Confirm your account by clicking Confirm in the email sent to your email address – remember to check your spam folder if you haven't received it.
9. Your new Telenor ID account has now been created and confirmed. The next step is to link your mobile number.
10. Click Continue to your page and log in by entering your username (email address) and password.
11. Enter the one-time code sent to your email address.
12. When you are logged in, you end up on the "Get started with My Business" page. Enter your mobile number for your subscription in the box with the text **Add your subscription** and then follow the instructions.
13. Ready!



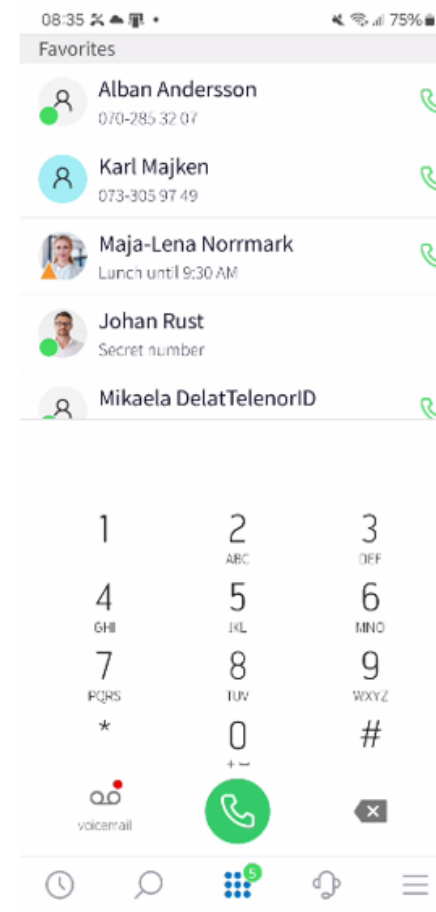
See and set  
your status



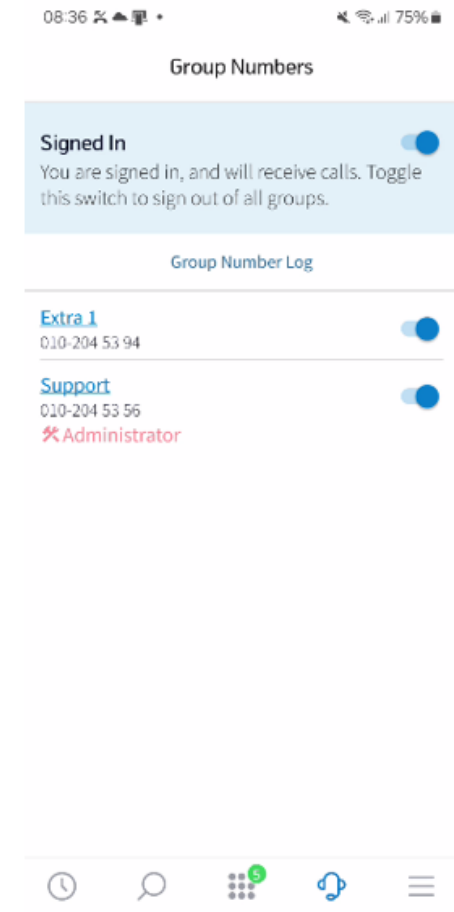
Call log: See all your calls. Callers are  
matched with your contacts



Search: Search for contacts.



Dialpad: Dial a number. Your  
favorites is listed at the top. See  
number of voicemail and speed dial  
voicemail.



Group number: Log in and out of  
group numbers. Click on the  
selected group number to see  
more information.



# Your status

At the top left, you see your own status. Click to change your status.

Green- available



To add a profile picture See [Meny](#)

Orange - absence




Set or edit your status. Your icon changes to orange when you have an active absence and is shown in corporate directory and call log for your colleagues.

Click on the pen to change Display number. The number you select is displayed on outgoing calls.

Red - in a call






Available

"Home office"

Disp.no.: 070-285 02 91

<

My status



Lunch until 10:00 AM

"Home office"


Disp.no.: 070-285 02 91

What's up today

Until end of the day ☒

Home office

Set status

[Scheduled absences](#) 

Available

✓ Lunch - until 10:00 AM 


>


Forwarding: No forwarding


Training


[Show more](#)


Display number


070-285 02 91 


















# Call log


Call log presents all calls. Choose whether you want to see All, Unanswered, Group numbers or direct calls.


In Group numbers you see all calls made to group numbers you are an agent in and were logged into at the time of the call.

-  To see more info about the caller, click on the name (android) or "i" at the right side of the name (iPhone).  
U stands for an Unknown caller. Add the caller to your contacts to make it a known caller
-  Blue circle is a local contact. The letter shown is the first letter in first name
-  Blue circle with a silhouette is shown for on a personal contact or external contact in corporate directory
-  Circle with a silhouette or circle with a profile picture is shown for a contact in Corporate directory.



Lunch until 10:00 AM  
"Home office"  
Disp.no.: 070-285 02 91






























All

Unanswered

Group numbers

D

	<b>Unknown</b> 073-400 76 39	8:14 AM	
	<b>Unknown</b> 073-400 76 39	8:12 AM	
	<b>Johan Rust</b>  010-204 03 06	8:12 AM	
	<b>Unknown</b> 073-307 27 14	Tuesday 8:34 AM	
	<b>Maja-Lena Norrmark</b>  Lunch until 9:30 AM	Monday 1:49 PM	
	<b>Samuel Bengtsson</b> Queue Extra 1	Friday 9:47 AM	
	<b>Samuel Bengtsson</b> Queue Support	Friday 9:28 AM	
	<b>Samuel Bengtsson</b> Queue Extra 1	Friday 9:27 AM	
	<b>Samuel Bengt... (2)</b> 070 051 45 25	22nd Aug	





# Contacts

Select the magnifying glass to see All your contacts. Favourites will be displayed at the top. Contacts are sorted by surname and then by first name. Search all your contacts at the top.

Search results are based on matching according to priority:

1. Firstname
2. Surname
3. All other fields



Blue circle with the first letter of the first name, or if there is a picture, is shown for a local contact. Local Contacts, i.e. contacts in your phone book are displayed under Contacts.

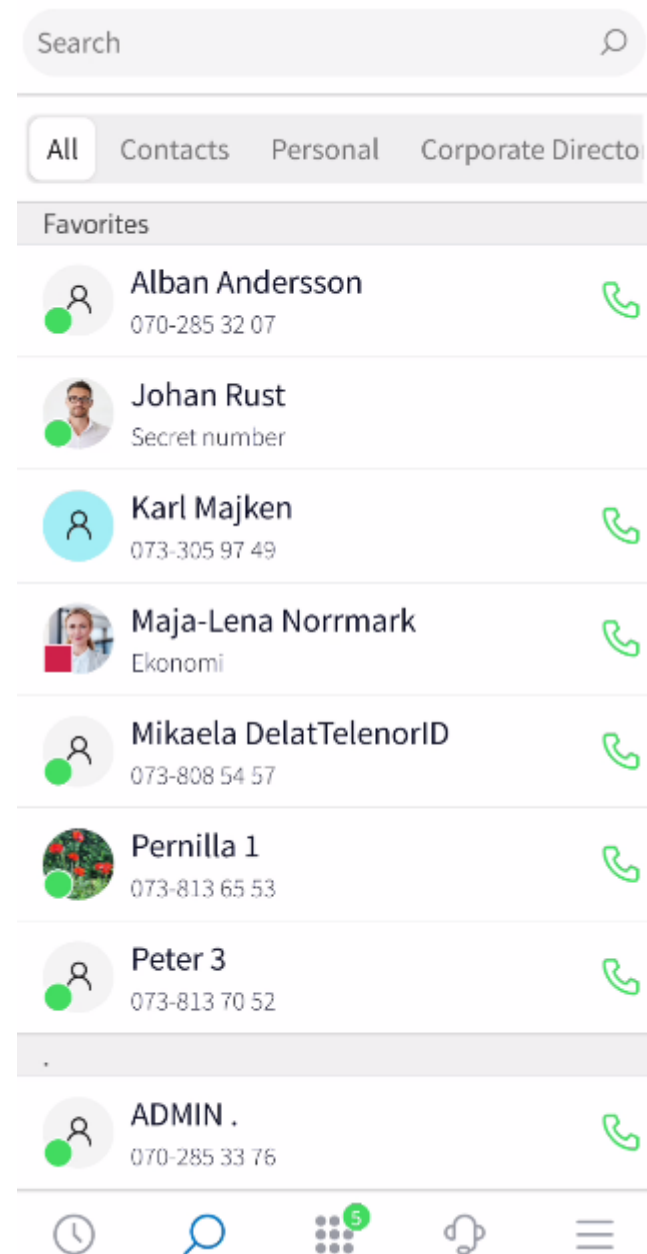


Blue circle with a silhouette is shown for a personal contact or external contacts i corporate directory.



Circle with a silhouette or profile picture is displayed for a corporate directory contact. Current status is shown green, orange or red.

To see more info about the contact, click on the name (android) or "i" at the right side of the name (iPhone).



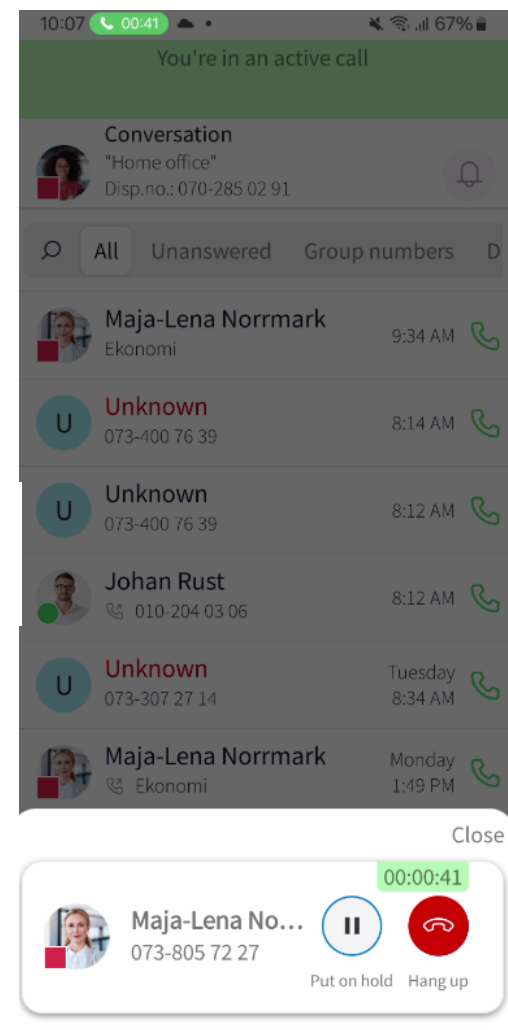


# Call handling

You can start a call in several ways:

- **From Call History** – click the green handset next to the call to make a call (Android) or click on the name (iPhone).
- **From the Contact list (all, contacts, personal contacts, business directory)** – click the green handset next to the contact you want to call to start a call (Android) or click on the name (iPhone).
- **From the Contact card** – open the contact card and click on the green telephone handset to call.
- **From the dial pad**: enter a number you wish to call.
- **As a Group Number administrator** – you can start a call from the Group Number Log by clicking on the contact (applies to iPhone) or clicking on the green handset.

If a contact has both a mobile and landline number, the mobile number is always called. To call the landline number, open the contact card and click on the landline number.



To transfer or consult the call



open the contact card to the contact you wish to transfer the call to.

At the top of the screen is a wider green field when you are in an active call. Tap it to see who you're talking to, pause or end the call.



# Group number

If you are an admin or/and an agent in a group number, you will see these under the headset icon. You can log in and out of all at the same time or one at a time. Click on the selected group number to see more details about the group number

As an admin you can log in/out other agents. Group number Log contains all calls to the group numbers. Only an admin can view this log.

### Group Numbers

**Signed In**

You are signed in, and will receive calls. Toggle this switch to sign out of all groups.

### Group Number Log

[Extra 1](#)

010-204 53 94

[Support](#)

010-204 53 56

✖ Administrator

5



# Meny



About me *Write about yourself*

See who's calling >

About >

Language >

Help >

Terms and conditions >

Mitt Företag >

Feedback >

Logout

\*Upload profile picture

With see who's calling info from your contacts is collected for incoming calls

Select Swedish or English





Have a nice day!