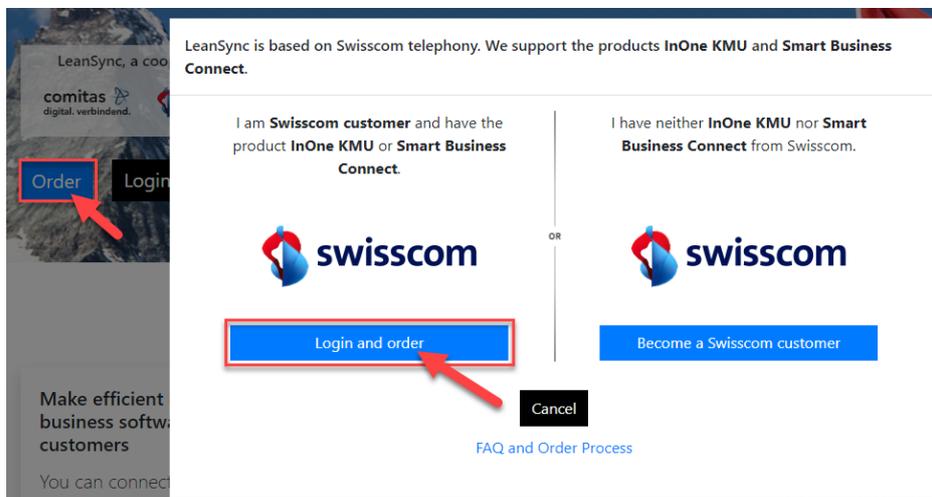


LeanSync Voice instruction manual

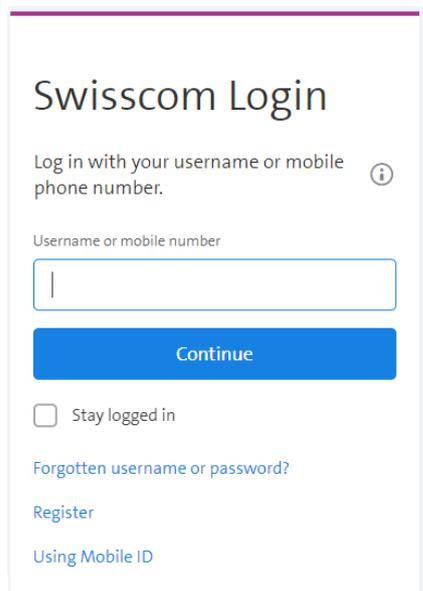
1	Swisscom login & password	1
2	Ordering from the Swisscom Online Shop (Marketplace)	2
3	Activation in the LeanSync Business Portal.....	6
4	Addition or removal of licences (up- and downgrading)	9
5	Cancellation.....	13

Click on 'Order' at <https://www.leansync.ch/>



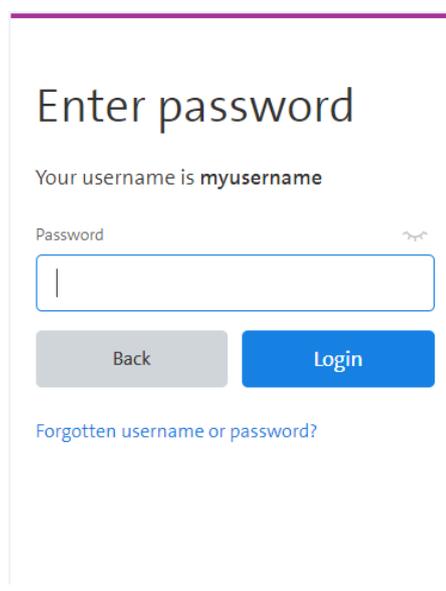
1 Swisscom login & password

Enter your Swisscom login.



The 'Swisscom Login' form includes the following elements:

- Title: **Swisscom Login**
- Instruction: Log in with your username or mobile phone number. (with an information icon)
- Input field: Username or mobile number
- Button: **Continue**
- Checkbox: Stay logged in
- Links: [Forgotten username or password?](#), [Register](#), [Using Mobile ID](#)

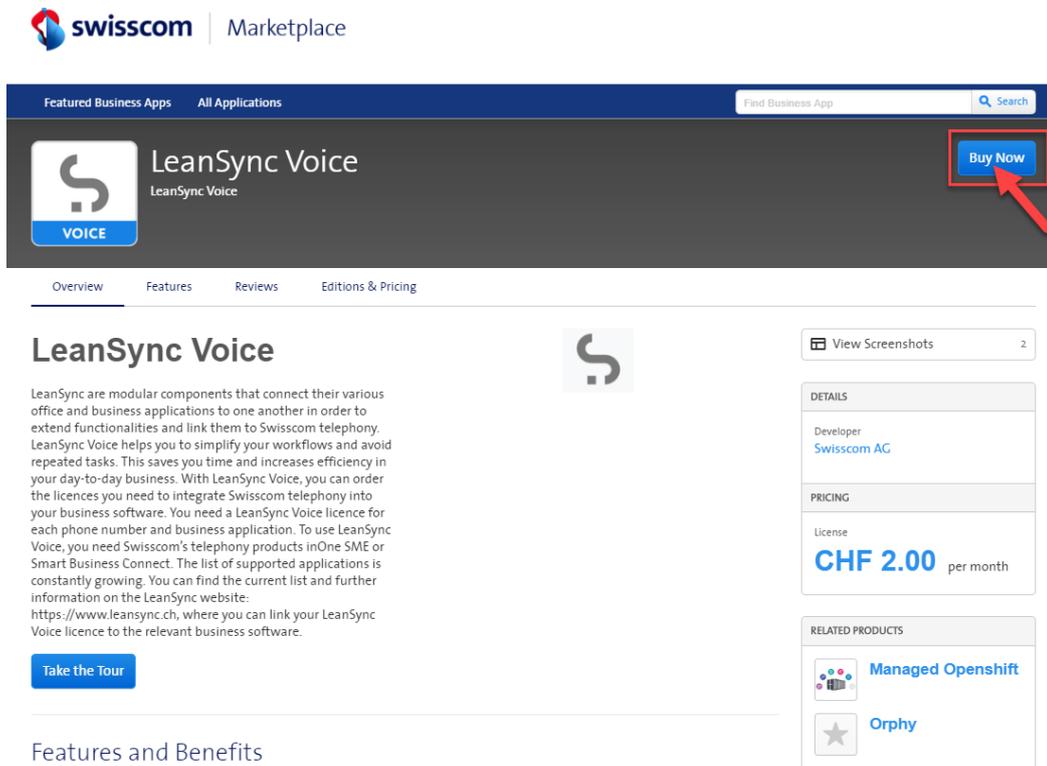


The 'Enter password' form includes the following elements:

- Title: **Enter password**
- Text: Your username is **myusername**
- Input field: Password (with a visibility toggle icon)
- Buttons: **Back** and **Login**
- Link: [Forgotten username or password?](#)

2 Ordering from the Swisscom Online Shop (Marketplace)

Go to Swisscom's Online Shop (Marketplace) for IT and cloud products. Select 'Buy now' and follow the ordering process.



The screenshot shows the 'LeanSync Voice' product page on the Swisscom Marketplace. At the top right, a 'Buy Now' button is highlighted with a red box and a red arrow. Below the product name, there is a 'Take the Tour' button. The pricing section shows 'License CHF 2.00 per month'. On the right side, there are sections for 'View Screenshots', 'DETAILS' (Developer: Swisscom AG), 'PRICING', and 'RELATED PRODUCTS' (Managed Openshift, Orphy).

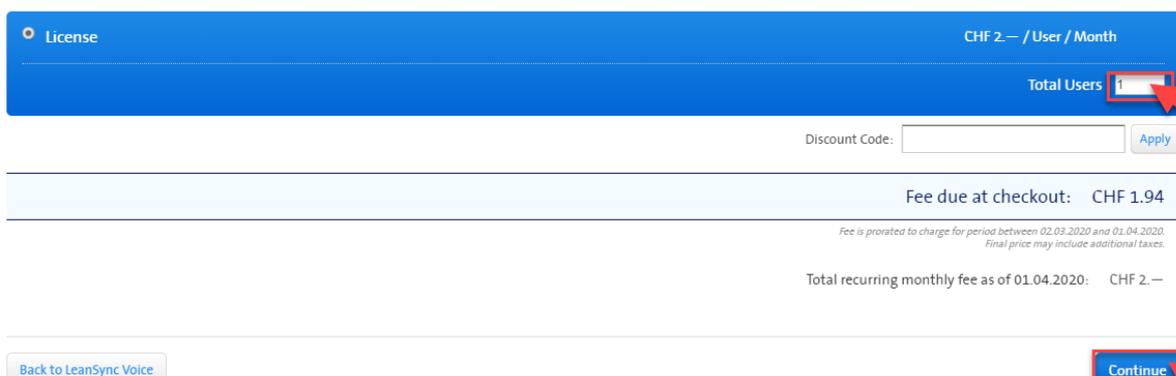
Enter the number of licences you need.

Remember: you need a separate licence for each phone number and each business application (software).



You're 60 seconds away from getting LeanSync Voice.

[Purchase FAQs](#)



The checkout screen shows a blue bar for the 'License' with 'CHF 2.- / User / Month' and 'Total Users' set to 1. Below this is a 'Discount Code' field with an 'Apply' button. A light blue bar shows 'Fee due at checkout: CHF 1.94'. Below that, it states 'Total recurring monthly fee as of 01.04.2020: CHF 2.-'. At the bottom right, a 'Continue' button is highlighted with a red box and a red arrow.

Select a payment method.
For convenience, you can have the cost charged to your Swisscom bill.



Complete Billing Details

Billing Contact

Billing Address*

Postal / Zip Code*

City*

Country*

Select Payment Method

Payment options

Use a credit or Postfinance card

Bill me on my Swisscom bill



Next, check your billing account.
If there are several to choose from, select one.

Billing account

Please confirm that the following billing account should be billed.

Billing Account	<input type="text"/>
Product	inOne KMU
Address	<input type="text"/>

Finally, confirm your order.



Confirm Order

Bill To:



Name	Edition	Price	Quantity	Total
LeanSync Voice	License	CHF 2.— / User / Month	1	CHF 2.—
Subtotal:				CHF 2.—
Fee due at checkout:				CHF 1.94
<small>Fee is prorated to charge for period between 02.03.2020 and 01.04.2020.</small>				
Total recurring monthly fee as of 01.04.2020:				CHF 2.—

[Back](#)

[Place Order](#)

You will see an order summary, which will also be e-mailed to you.
The order is now complete.



Order Receipt

You successfully subscribed to LeanSync Voice and can start using the application from MyApps. You will receive email confirmations of your purchase.

Order ID: **1292246**

Name	Edition	Price	Quantity	Total
LeanSync Voice	Lizenz	CHF 2.— / User / Month	1	CHF 2.—
Testing		-100%		-CHF 2.—
Subtotal:				CHF 0.—
Fee paid at checkout:				CHF 0.—
<small>Fee is prorated to charge for period between 02.03.2020 and 01.04.2020.</small>				

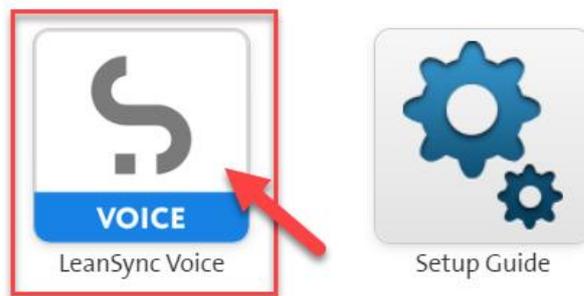
[Go to Business Applications](#)

Under 'My Business Apps', the product 'LeanSync Voice' will now appear.

Click on the symbol to go straight to the LeanSync portal.
There, you can begin the activation and configuration process.



Applications ?



Confirm your contact details for the LeanSync portal.

<http://www.leansync.ch> is asking for some information from your AppDirect Account:

your E-Mail adress

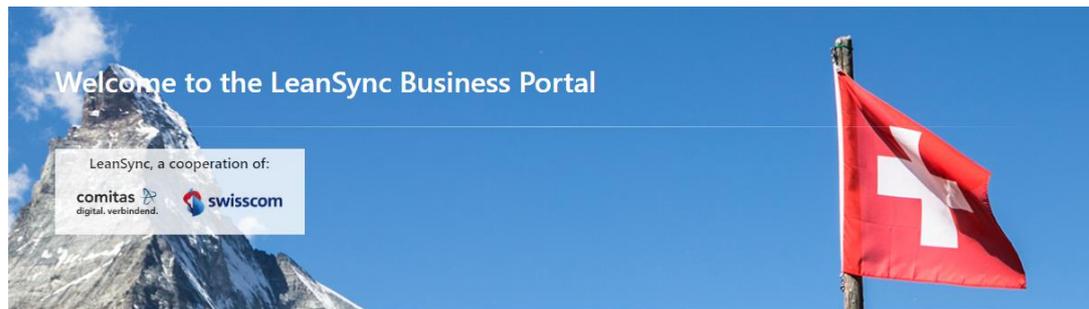
such as your name and email address.



3 Activation in the LeanSync Business Portal

Before your Swisscom phone numbers and the associated LeanSync keys appear in the portal, you need to give your consent (consent check) for your phone numbers to be used.

To do this, you can click either on the link in the portal or on the link you received from LeanSync via e-mail (which may be in your spam folder).



Almost there, the LeanSync Consent check missing

After this step, you will see your phone numbers and LeanSync keys, which can be integrated in your business applications. You can complete the step by clicking [here](#) and following the instructions which follows.

E-mail:



LeanSync

Good Day

Welcome to LeanSync. We are very pleased that you want to use our efficient LeanSync Voice solution.

All that is missing is the "Consent Check", in which you confirm that LeanSync can call up the list of your telephone numbers from Swisscom. We add a LeanSync key to the telephone numbers, which you then insert into your business applications in order to use LeanSync.

Step 1:

The following link takes you to the Swisscom Consent Check:

[Consent Check](#)

Step 2:

After completing the consent check, click the following link to access the LeanSync portal. There you can set your desired password. Your username for login is your email address: [REDACTED]

[Your LeanSync Admin Portal Password Setup](#)

You can also skip step 2 and login to your LeanSync portal with your Swisscom Login.

[Swisscom Login](#)

As soon as you are logged into the LeanSync portal, you will find the list of your phone numbers and the LeanSync keys that you can insert into your business applications.

You will find important information on the ordering process and configuration here:

[Download the document](#)

Kind Regards,
Your LeanSync Team

You need to authorise the use of your phone numbers in the LeanSync portal.
If you agree to the terms and conditions, confirm this and click on 'Authorise'.

Authorisation

Logged in as [redacted] [Click here](#) to log in as a different user.

The application "Leansync" has requested the following rights:

- Read your basic profile.
- Read your postal address.
- Read the segment associated with your account.
- Read your Swisscom username.
- Read your birthdate.
- Read your phone number and current subscription.
- Read out your Swisscom customer number.
- Read out your telephone numbers.
- Read out your e-mail addresses.
- Read out specifications on your gender.
- Read out your nationality.
- Read out your identification cards.
- Read your phonebook information.
- Read information of your Voip Numbers.
- Read information on your Call Forwarding configuration.
- Edit your Call Forwarding configuration
- Read information on your call history.
- Make an initial Voip call.
- Read phone numbers for simultaneous ring.
- Write phone numbers for simultaneous ring.
- Read out your VoIP events subscriptions.
- Edit your VoIP events subscriptions.
- Read out your voicemail messages.
- Edit your voicemail messages.
- Read call filter settings.
- Edit call filter settings.
- Read out your WLAN connections data.
- Edit your WLAN access data.
- Read out your Swisscom Account number.

The authorisation has been granted for a limited time only (max. 366 days) and can be revoked at any time in the Swisscom Customer Centre under "Passwords and logins".

I acknowledge that Swisscom has no influence on the use of my details by the recipient. This is in line with applicable T&Cs for application "Leansync".

Deny

Authorise

Your Swisscom phone numbers and the associated LeanSync keys now appear in the portal. The keys are clearly assigned to the phone numbers and are designed to ensure your numbers are not misused.

At the bottom, you can see how many licences you have bought.

The following telephone numbers are registered in their account:

Phone No.	LeanSync Key	Application	Refresh
+41 [redacted]	b8c24 [redacted]	No application is activated for this LeanSync key. Activate now	🔄
+41 [redacted]	ba6b7 [redacted]	No application is activated for this LeanSync key. Activate now	🔄
+41 [redacted]	2e311 [redacted]	No application is activated for this LeanSync key. Activate now	🔄
+41 [redacted]	b0dd0 [redacted]	No application is activated for this LeanSync key. Activate now	🔄
+41 [redacted]	e3598 [redacted]	No application is activated for this LeanSync key. Activate now	🔄
Count: 5	Bought LeanSync integrations	1	
	Used LeanSync integrations	0	

[Update phone numbers](#) | [Reconnect to Swisscom](#)

By clicking on 'Activate now', you can define, for each phone number, in which applications LeanSync Voice should be activated.

Each use (application and phone number) requires a separate licence.

Activate the required business applications by ticking the boxes and clicking 'Save'.

The following telephone numbers are registered in their account:

Phone No.	LeanSync Key	Application	Refresh
+41 [redacted]	[redacted]	[redacted] this LeanSync key.	🔄
+41 [redacted]	[redacted]	[redacted] this LeanSync key.	🔄
+41 [redacted]	[redacted]	[redacted] this LeanSync key.	🔄
+41 [redacted]	[redacted]	[redacted] this LeanSync key.	🔄
+41 [redacted]	[redacted]	[redacted] this LeanSync key.	🔄
+41 [redacted]	[redacted]	No application is activated for this LeanSync key. Activate now	🔄

Set Business Applications

Set Business Application for the Number: +41313002540

- AbaNinja
- Bexio
- Brolio
- Orphy
- Outlook data
- Outlook voice

Save **Cancel**

[Change the order quantity in the Swisscom Marketplace](#)

4 Addition or removal of licences (up- and downgrading)

If you need more (e.g. for other business applications) or fewer licences, you can make changes yourself at any time. There is no minimum term and no cancellation or amendment charges. You only pay for the number of licences you buy.

To make changes, click on the link to the Swisscom Marketplace in the LeanSync portal.

The following telephone numbers are registered in their account:

LeanSync Key	Application	Refresh
b8c24e99-7298-211	his LeanSync key.	↻
ba6b7627-1857-f92	his LeanSync key.	↻
2e311cd1-862a-fee	his LeanSync key.	↻
b0dd0c21-054b-d2	his LeanSync key.	↻
e3598960-df88-304	his LeanSync key.	↻
Bought LeanSync integrations		1
Used LeanSync integrations		0

Set Business Applications

Set Business Application for the Number: +41 [REDACTED]

- AbaNinja
- Bexio
- Brolio
- Orphy
- Outlook data
- Outlook voice

You have already assigned all bought Integrations. Buy more Integrations or disable any Integration and try again [Go to Swisscom Marketplace](#)

Save Cancel

Change the order quantity in the Swisscom Marketplace

In the Swisscom Marketplace, you can manage the LeanSync Voice application under 'My Business Apps' by clicking on the cogwheel icon and then on 'Manage App'.



Applications ?



If you searched for the application, you can also click on 'Manage App' here.



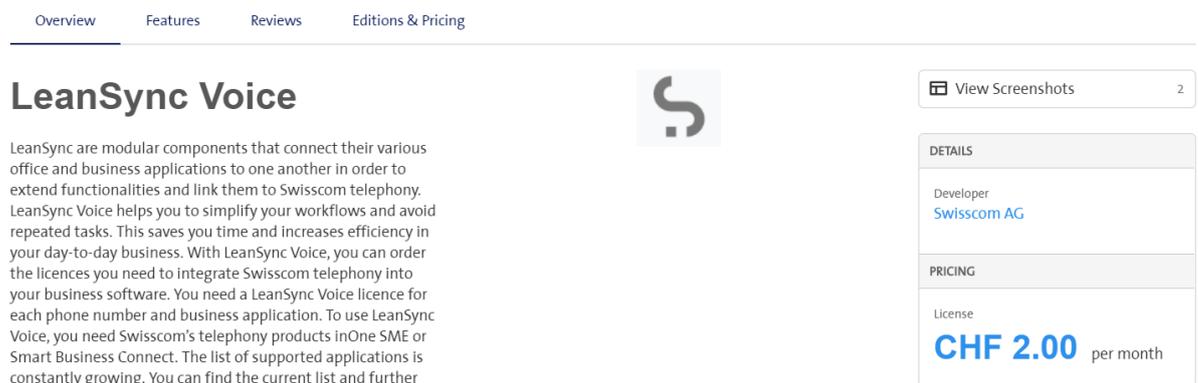
My Business Apps | My Business Marketplace | Manage

Featured Business Apps | All Applications | Find Business App | Search

LeanSync Voice
LeanSync Voice

Manage App

Your company already has this application.



Overview | Features | Reviews | Editions & Pricing

LeanSync Voice

LeanSync are modular components that connect their various office and business applications to one another in order to extend functionalities and link them to Swisscom telephony. LeanSync Voice helps you to simplify your workflows and avoid repeated tasks. This saves you time and increases efficiency in your day-to-day business. With LeanSync Voice, you can order the licences you need to integrate Swisscom telephony into your business software. You need a LeanSync Voice licence for each phone number and business application. To use LeanSync Voice, you need Swisscom's telephony products inOne SME or Smart Business Connect. The list of supported applications is constantly growing. You can find the current list and further

View Screenshots 2

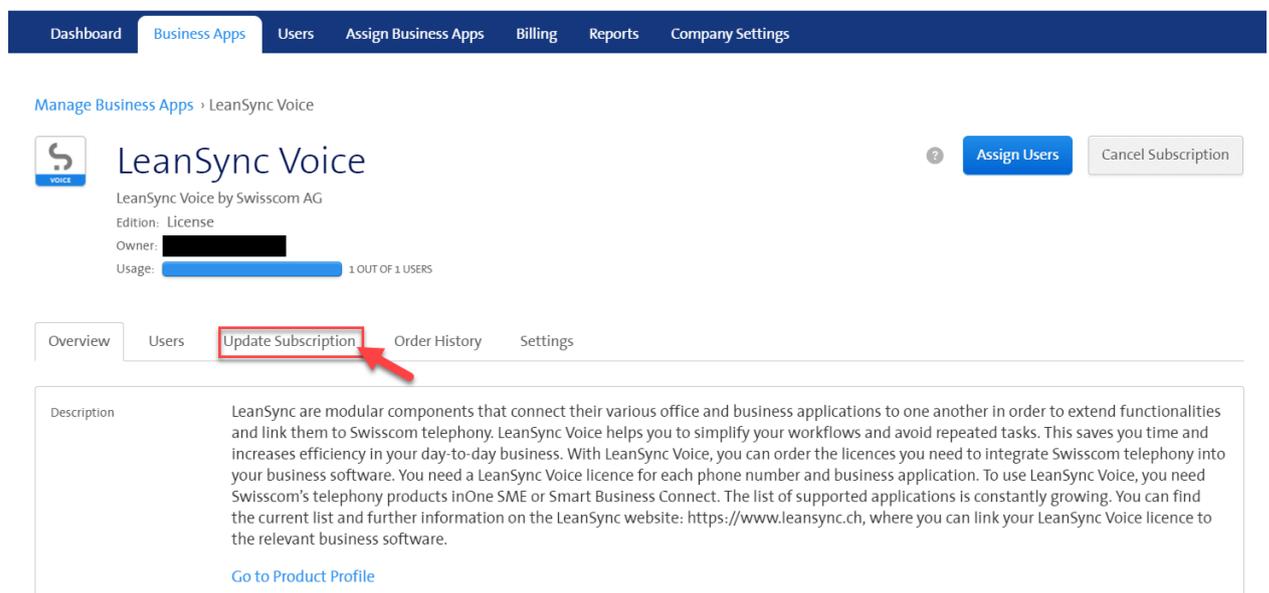
DETAILS

Developer
Swisscom AG

PRICING

License
CHF 2.00 per month

Select 'Update Subscription'.



Dashboard | Business Apps | Users | Assign Business Apps | Billing | Reports | Company Settings

Manage Business Apps > LeanSync Voice

LeanSync Voice
LeanSync Voice by Swisscom AG
Edition: License
Owner: [REDACTED]
Usage: [Progress Bar] 1 OUT OF 1 USERS

Assign Users | Cancel Subscription

Overview | Users | **Update Subscription** | Order History | Settings

Description

LeanSync are modular components that connect their various office and business applications to one another in order to extend functionalities and link them to Swisscom telephony. LeanSync Voice helps you to simplify your workflows and avoid repeated tasks. This saves you time and increases efficiency in your day-to-day business. With LeanSync Voice, you can order the licences you need to integrate Swisscom telephony into your business software. You need a LeanSync Voice licence for each phone number and business application. To use LeanSync Voice, you need Swisscom's telephony products inOne SME or Smart Business Connect. The list of supported applications is constantly growing. You can find the current list and further information on the LeanSync website: <https://www.leansync.ch>, where you can link your LeanSync Voice licence to the relevant business software.

[Go to Product Profile](#)

Enter the total number of licences you now need.
Previous orders will be completely overwritten.

Dashboard Business Apps Users Assign Business Apps Billing Reports Company Settings

Manage Business Apps › LeanSync Voice



LeanSync Voice

LeanSync Voice by Swisscom AG
Edition: License
Owner: ██████████
Usage: 1 OUT OF 1 USERS

? [Assign Users](#) [Cancel Subscription](#)

Overview Users **Update Subscription** Order History Settings

License
CHF 2.— / User / Month

Total Users

Discount Code: [Apply](#)

Fee due at checkout: CHF 10.32

Fee is prorated to charge for period between 16.03.2020 and 01.04.2020.
Final price may include additional taxes.

Total recurring monthly fee as of 01.04.2020: CHF 20.—

[Continue](#)

You will receive an e-mail showing the new monthly cost after completing your order.



Order Receipt

You successfully subscribed to LeanSync Voice and can start using the application from MyApps. You will receive email confirmations of your purchase.

Order ID: **4109635**

Name	Edition	Price	Quantity	Total
LeanSync Voice	License	CHF 2.— / User / Month	10	CHF 20.—
Discount for Leansync		-100%		-CHF 20.—
Subtotal:				CHF 0.—
Fee paid at checkout:				CHF 0.—

Fee is prorated to charge for period between 16.03.2020 and 01.04.2020.

[Go to Business Applications](#)

Either more or fewer LeanSync licences will now appear in the portal for you to use.

You can assign them as you wish.

Note: if the number of assigned licences is reduced, the newest ones will be removed.

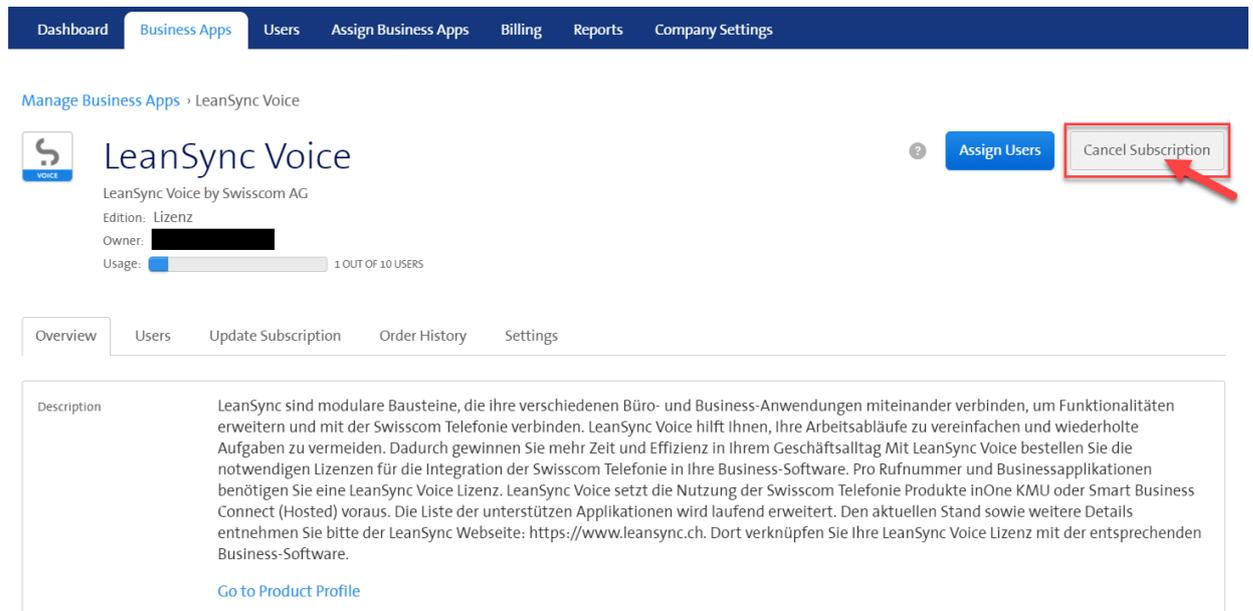
The following telephone numbers are registered in their account:

Phone No.	LeanSync Key	Application	Refresh
+41 [REDACTED]	b8c24 [REDACTED] 	No application is activated for this LeanSync key. Activate now	
+41 [REDACTED]	ba6b7 [REDACTED] 	No application is activated for this LeanSync key. Activate now	
+41 [REDACTED]	2e311 [REDACTED] 	No application is activated for this LeanSync key. Activate now	
+41 [REDACTED]	b0dd0c [REDACTED] 	No application is activated for this LeanSync key. Activate now	
+41 [REDACTED]	e3598 [REDACTED] 	No application is activated for this LeanSync key. Activate now	
Count: 5	Bought LeanSync integrations	10	
	Used LeanSync integrations	0	

[Update phone numbers](#) | [Reconnect to Swisscom](#)

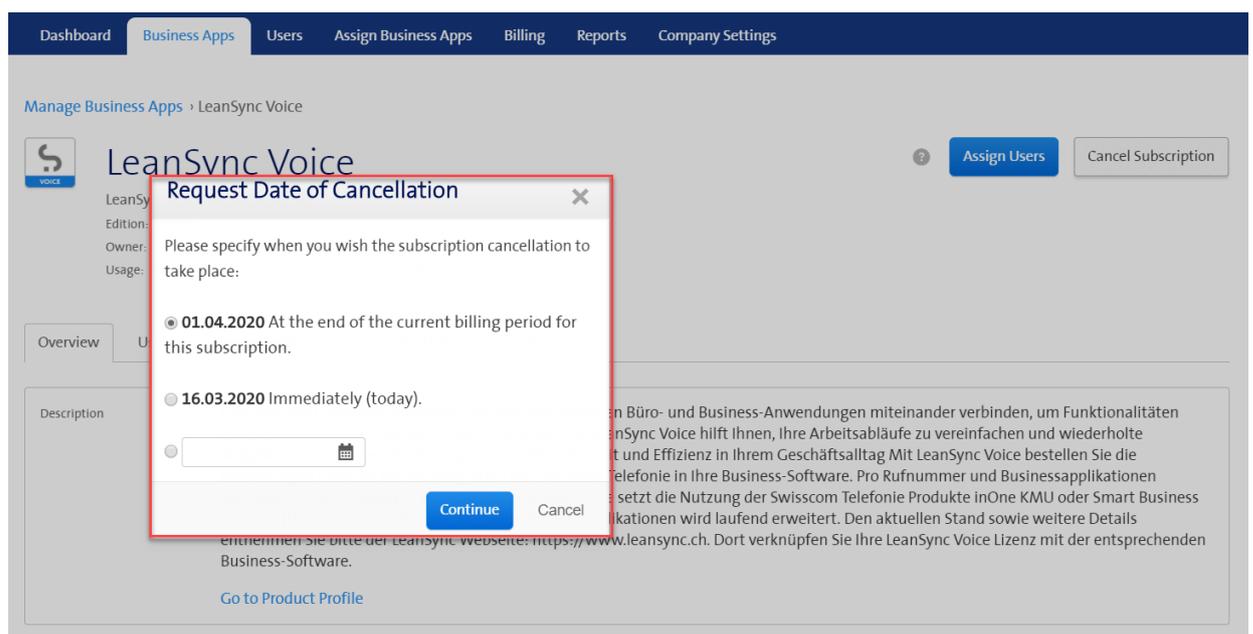
5 Cancellation

You can cancel your licences directly in the Swisscom Marketplace. Click on 'Manage App', as described in chapter 4, and click on 'Cancel Subscription'.



The screenshot shows the 'LeanSync Voice' app page in the Swisscom Marketplace. The navigation bar includes 'Dashboard', 'Business Apps', 'Users', 'Assign Business Apps', 'Billing', 'Reports', and 'Company Settings'. The page title is 'LeanSync Voice' with a sub-header 'LeanSync Voice by Swisscom AG'. Below this, there are fields for 'Edition: Lizenz', 'Owner: [redacted]', and 'Usage: 1 OUT OF 10 USERS'. A red box highlights the 'Cancel Subscription' button, with a red arrow pointing to it. Other buttons include 'Assign Users' and a help icon. Below the main content, there are tabs for 'Overview', 'Users', 'Update Subscription', 'Order History', and 'Settings'. The 'Description' section contains text about the app's functionality and a link to the product profile.

You can cancel licences immediately, at the end of the month or on a specific date. There are no cancellation charges, even if you cancel immediately. Licences are charged pro rata.

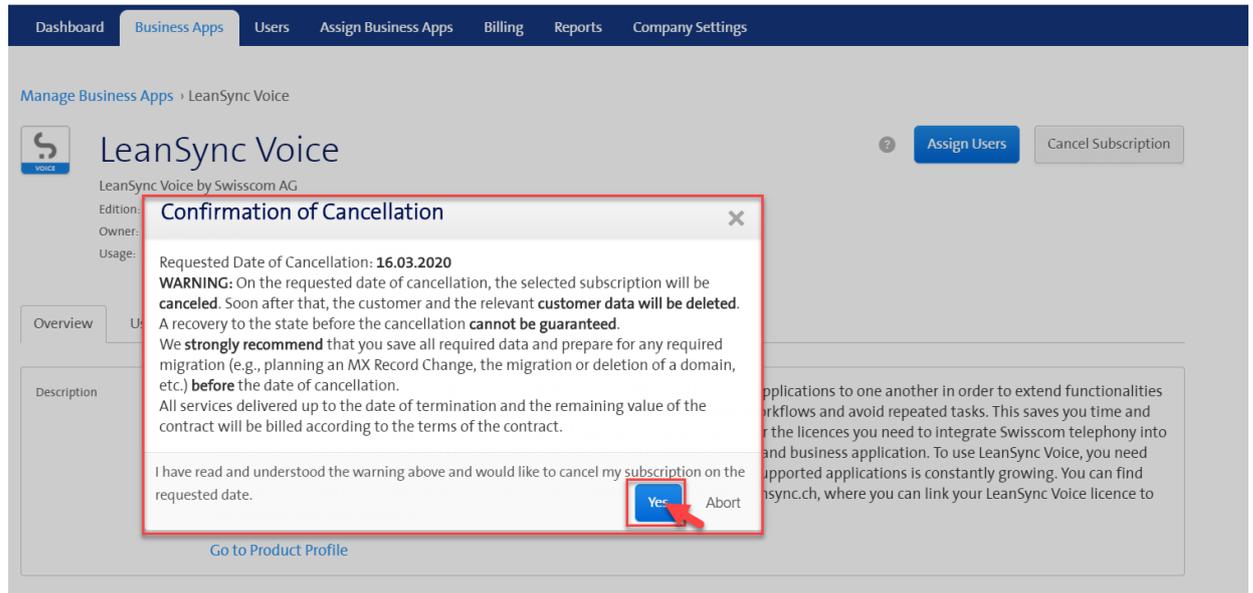


The screenshot shows the 'LeanSync Voice' app page with a 'Request Date of Cancellation' dialog box open. The dialog box has a title bar with a close button (X) and contains the text: 'Please specify when you wish the subscription cancellation to take place:'. There are three radio button options:

- 01.04.2020 At the end of the current billing period for this subscription.
- 16.03.2020 Immediately (today).
- [Date Picker]

 At the bottom of the dialog box, there are 'Continue' and 'Cancel' buttons. The background of the app page is dimmed.

Confirm your cancellation.



Dashboard Business Apps Users Assign Business Apps Billing Reports Company Settings

Manage Business Apps > LeanSync Voice

LeanSync Voice by Swisscom AG

Requested Date of Cancellation: **16.03.2020**

WARNING: On the requested date of cancellation, the selected subscription will be **canceled**. Soon after that, the customer and the relevant **customer data will be deleted**. A recovery to the state before the cancellation **cannot be guaranteed**. We **strongly recommend** that you save all required data and prepare for any required migration (e.g., planning an MX Record Change, the migration or deletion of a domain, etc.) **before** the date of cancellation. All services delivered up to the date of termination and the remaining value of the contract will be billed according to the terms of the contract.

I have read and understood the warning above and would like to cancel my subscription on the requested date.

Go to Product Profile

You will receive a message confirming the cancellation in the Marketplace (green) and by e-mail. There will now be no more licences in the LeanSync portal.

The following telephone numbers are registered in their account:

Phone No.	LeanSync Key	Application	Refresh
+41 [REDACTED]	b8c24e99-[REDACTED]	No application is activated for this LeanSync key. Activate now	
+41 [REDACTED]	ba6b7627-[REDACTED]	No application is activated for this LeanSync key. Activate now	
+41 [REDACTED]	2e311cd1-[REDACTED]	No application is activated for this LeanSync key. Activate now	
+41 [REDACTED]	b0dd0c21-[REDACTED]	No application is activated for this LeanSync key. Activate now	
+41 [REDACTED]	e3598960-[REDACTED]	No application is activated for this LeanSync key. Activate now	
Count: 5	Bought LeanSync integrations	0	
	Used LeanSync integrations	0	