

A Dozen Things You Should Know About MXIE

A Dozen Things You Should Know	MXIE – the power of your laptop to communications. Visit www.zultys.com for videos and other training material.
1. Binding to a Device	'Binding' refers to associating either a physical hard phone or a softphone to the MXIE call client. Go to the bottom left of your MXIE screen and click on "Bind to" or the MAC address line. You can bind many different ways. You'll soon learn that even your cell phone can be your work phone. Untethered at last!
2. Voicemail Greeting and Name Record	Go to MXIE / View / Messages and press the  icon on the bottom left of your screen. Follow instructions. [Name record is important so the auto attendant can announce who a call is being forwarded to when a caller dials by name]. You may record up to four greetings.
3. Presence	Allows others to know whether you are available, unavailable, working, at lunch, in a meeting or will be right back. You can add a personal note to add specifics. Anyone in the company address book will see your presence and its especially important for those in your buddy list. Your buddy list is created by dragging members from the address book over to the buddy section of your MXIE window.
4. Find Me/Follow Me & Call Handling Rules	Find Me/Follow Me is a Call Handling Rule (CHR) that will look for you at up to 16 locations and then as a last resort, send it to another number or to voicemail. Go to MXIE / preferences / call handling and start building your rules on how you want calls to be handled depending on almost any possible option you can think of including your presence.
5. Drag & Drop	You can transfer a received call, even before its answered, by clicking on your call pop-up window and dragging it to one of your buddies. You can also drag a buddy over to your left panel and the system will call that buddy. You can also transfer calls, forward voice mails and perform many other functions.
6. The Power of the 'Right Click'	When a call appears on your MXIE window right click and see your options. All you have to do is choose an option and you'll be prompted the rest of the way. From forwarding, to sending directly to someone's voicemail to directing it to a specific greeting on your own voicemail. That's not all .. to make a call, right click on a name from your buddy list or address book, choose 'make a call' -- and start talking.
7. ScreenDial™	Making a call is as simple as highlighting a number on your screen from a web page or any other office application and pressing a user definable hot key. Go to MXIE / File / Presence / Application / Hot Keys ... follow the directions to choose your hot key (some keys may already be used by the system or applications so you may need to be flexible). Default is <ctrl> + F12.
8. Call Recording	With this feature activated any user can choose to record any call by clicking on the icon on the active call screen that looks like a cassette tape. It even goes back and records the entire call even if not pressed until midway. Note that you must complete and hang-up the call without clicking on the Call Record icon to record the call [Some States require callers to be alerted before the call is being recorded].
9. Instant Messaging	Now you get to IM with anyone on your buddy list or in your address book by either double-clicking or right clicking. It's safe and secure. If you want to add another IM participant right click and select 'append' followed by your desired 'buddy' – an IM Conference. All chats are captured and stored for later use.
10. Sending a Fax	If activated by your administrator you'll never have to walk to a conventional fax machine again. Just select the Zultys Fax 'printer' from your 'print menu, follow the instructions and you're sending your fax. Fax page setup is part of the options offered. When you receive a fax it'll appear as a message on your MXIE screen. You may also send TIF, BMP, JPG and PNG files.
11. Visual Voice Mail	Click on your Voice Mail notice line in your main display, or click the Message icon to see a list of all of your voice mails. These are listed in the order they were received and are stored as a *.wav file. You may archive, forward, or email these messages. This makes it a snap to find important messages.
12. Transferring a Call	You have the power at your fingertips - transfer a call directly to someone's voicemail [by right clicking on the call window and selecting 'send to user voicemail'] or perform a supervised transfer [place the current call on hold, call the other party, speak, if acceptable press the 'T' icon and your job is done!].

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