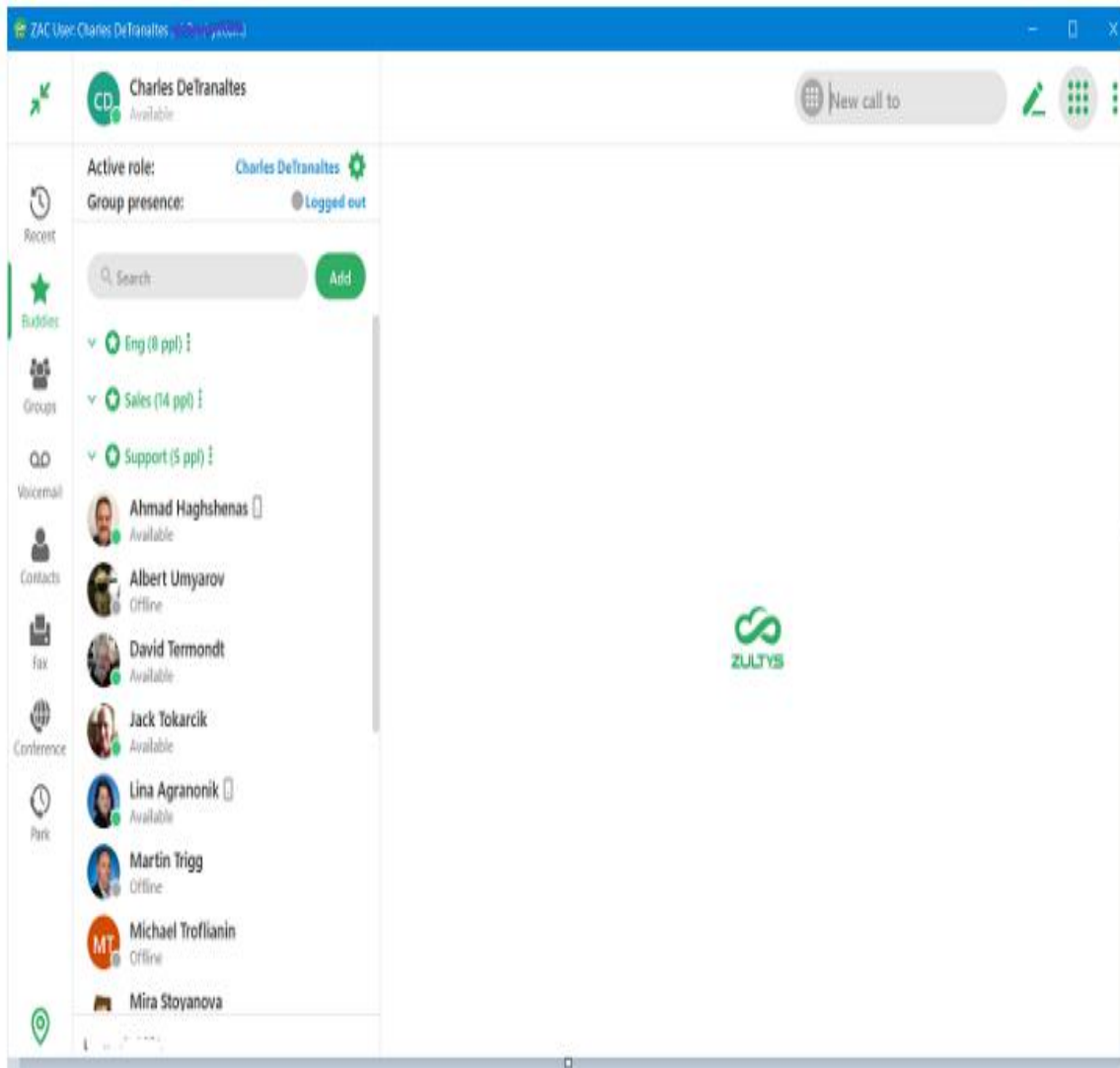


ZAC-Zultys Advanced Communicator User Guide



PRESENCE

- In top left under your name, click the **“Presence status”** to change your presence
- If you want to make a note (i.e.: On vacation until 3/7/23) type it in at the bottom where it shows presence note. The note can be typed first followed by your new presence selection.

RECENT

- **All:** Shows all recent calls and messages
- **Calls:** Shows all recent calls
- **Messages:** Shows all the recent chat/SMS messages

*You can return a call or respond to the chat message from the Recent screen by clicking on the appropriate Icon

BUDDIES

Two ways to populate your buddies:

The first:

- Click on the **“Contacts” icon**
- Scroll (or search) and right click on contact name
- Click **“Add to Buddies.”**

The second:

- Click on the Buddies icon
- Click on the green **“Add” icon**
- **Add the details for your new Group and/or Buddy**

Groups (Collaboration Groups)

To create a new group:

- Click on the **“Groups” icon.**
- Click on the **“create Groups” icon.**
- Give your new group a name.
- Select members.
- Choose to make it a public or private group.

*To chat with all members, click on group and start typing on the bottom of the tab.

*To spell check while chatting, right click on misspelled word and select your replacement.

Starting a Group Call:

- Click on the desired **“Group” Icon.**
- Click on the group you want to conference with and click on the icon with person/handset

For others to join the group call:

- Answer the call or click box in top right corner
- If requested, Press **“1”** to connect (you can do this from the Compact Screen (dial pad)).
- You will hear **“Introduce yourself”** and you are in the conference call.

*If you want to invite others who are not members of a group click on More, invite by call, select your invites, then click call on the bottom of that drop down box.

VOICE MAIL

To manage greetings:

- Click on the Voicemail Icon
- Click on Green button “Greetings”.

➤ To Record Name:

- Click on the **blue microphone** symbol under “Recorded Name”.
- When finished recording, click the **green square** button to stop
- Click **green play** button to listen to recorded name

➤ To Record Greeting(s):

- Click on first “not recorded” circle
- Click on the **blue microphone** symbol under “Greetings”.
- When finished recording, click the **green square** button to stop
- Click **green play** button to listen to recorded greeting
- If you want multiple greetings, repeat the previous steps
- Name the greeting by clicking on the **pencil** next to the greeting
- ***Be sure to activate a greeting by placing a check in the circle to the left of the greeting**
- **Auto Attendant Greeting:** Do not record this option

TO ACCESS VOICEMAILS

- If you have a voicemail, you will see a red number by the “Voicemail” icon
- Click on the “Voicemail” icon
- Select “Inbox”, if not already displayed
- Click on message in red and press the **green play** button
- Click on the “Dots” to see the options to return the call; send a voice mail reply to that message; forward the message; play message on your desk phone; mark it as read; delete the message; or save the message to your computer.
- If set up for e-mail notification, you will receive messages as an email with an attached Wav File.
- Access to Voicemail system is also available by dialing *86 in (new call to) box on top right of screen.

CONTACTS

- Initially all users on your Zultys system will be stored here.
- Outside parties can be added here by dialing the outside number and pressing the green “Add Contact” at any time during or after the call. You will then be prompted to fill in contact information and press done.

FAX

- Click “Send.”
- Enter name or phone number to send fax to
- Enter document name and click on paper clip to select document you wish to send.
- Select your fax cover.
- Click “Fit to paper.”
- Click “Send” to send
- Click “Schedule” if you want to send later
- Right click on sent or received fax and select “Fax receipt” to show sender information, date, type, number of pages, and the fax result.

Note: You must delete the faxes in delete bin because it will block your faxes from going out due to limits you have for the faxes to go out.

CONFERENCE

- This feature is used for Ad-hoc or pre-scheduled conferences
- Click and then fill in all the required info.

VIDEO CONFERENCE CALL

- Click **“Settings.”**
- Click on **“Application.”**
- Go to **“Audio & Video Devices”** select camera, pick your camera.
- Go back to Contacts Icon select employee.
- Click on video camera, video conference will start.

*Have the other employee hit answer when rings and then start video in darkened tool bar

PARK

*Park 1 and Park 2

TO PLACE CALL ON PARK

- Click on the **“Park”** symbol on the **“Dial”** Icon or from Full Screen Mode once answered click on the **“Park”** symbol in the tool bar. ➤ Click on the **“Park”** Icon and select the park you are requested to pick up.
- In Full Screen Mode, you can enter *77 + the Park location # in the **“New call to”** box on top right and press enter

TO RETRIEVE A CALL ON PARK

- Click on the **“Park”** Icon and select the park you are requested to pick up.
- In Full Screen Mode, you can enter *77 + the Park location # in the **“New call to”** box on top right and press enter.

SPEED DIAL

- Must be put in by the MX Administrator

TO ADJUST SPEAKER VOLUME AND TO ADJUST RING TONE/VOLUME

- Use your speaker volume key on your computer to control volumes.

PAGE

- To **“Page All”** locations, dial *4041

OR Enter Paging code in **“New call to”** box and press enter.

TO PLACE A CALL

- Click on the **“Dial”** Icon and use mouse to click number or use your keyboard to type number in box, press enter or green phone icon to dial
- OR Enter number in **“New call to”** on top right and press enter or green phone icon to dial

- OR use Contact or Recent or Buddy lists to dial

TO ANSWER A CALL

- Click “**Answer**” or “**Decline**” or “**Send to Voice Mail**” on Pop up in right corner.

TO PLACE CALL ON HOLD

- Click the” **Hold**” circle in the tool bar on Full Screen Mode or Hold button on the “**Dial**” Icon in the Compact Screen view.
- OR place a call on hold by clicking answer for a new incoming call and that will place the current call on hold.

TO TRANSFER A CALL

- Call Transfer-While on a call, drag the call to the user you wish to transfer the call to and release the mouse button.
- Attended Transfer- In an attended transfer, you speak to the party to whom you are transferring the call prior to the transfer. Call the second party. To transfer the call: right click and choose transfer or drag and drop the session control block to the recipient’s address book or buddy list contact.

DIRECT TRANSFER TO VOICE MAIL

- While on a call, press the transfer icon • Locate the desired individual in the Transfer Call area. • Click the transfer to voicemail icon next to the name. The call is transferred directly to that user mailbox.

TO TURN MUTE ON/OFF

- From Full View click “**Mute**” symbol.
- From Compact View click “**Mute**” symbol in the tool bar

CALL FORWARDING ALL - SET

- Click on Settings (3 dots in the right corner)
- Click on Call Handling
- Make sure “**Any incoming call**” is check.
- Make sure under “**Action, forward to**” is Active (Green Dot).
- Name your rule.
- In right box area click “**Please, Specify.**”
- Put in the phone number or extension number.
- Click “**OK.**”
- Click on “**Apply**” and then “**OK.**”
- ***If you put in your cell phone number, they will get your personal cell phone voicemail.**
 -

CALL FORWARDING ALL - CANCEL

- Click on Settings (3 dots in the right corner)
- Click on Call Handling
- In the center area you see “Rules” then your Fwd. that you set up.
- Uncheck the box.
- Click “**Apply**” and then “**OK.**”

SCREEN SHARE

- Presenters cannot be changed.
- Screen sharing may not be setup in advance or scheduled.
- When on a group chat, one on one chat, or a video conference, select the square with the triangle in it. That will allow you to screen share and when done click back on the stop button.

INVITE A NON-ZAC USER TO GROUP CALL OR ONE ON ONE

** (They can see a similar ZAC interface) You can share files, screen share, etc...

- Go to your profile (Click on Picture)
- Click invite to chat by link.
- Click link time you want to allow and the type in the password.
- Copy the link and password into an email.
- Contact should click on the link, provide her name and password and the contact will get the options to use her speaker and mic. The contact gets to use the Softphone from ZAC.
- Select option to call and get started. If contact can use their device and speaker for the call, they can type in their phone number and use it as the assigned device.
- When ready, you can click on the video call button, and you can start.