Technical Publications

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ZULTYS

Zultys Advanced Communicator (ZAC) 8.2 User Manual

Author: Zultys Technical Support Department

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Revision History

Date/Revision	Comments
June 2021/Revision P1	Initial release internal pre-EA review
July 2021/Revision P2	Early Access Release
October 2021/Revision 1	GA Release version Softphone signaling/media updated File/link storage display added. Guest user section added. Conference section updated. Various call screenshots updated, command line update to include location.
November 2021/Revision 2	Updated 16.0.4 patch requirements
March 2022/Revision 3	Updated softphone protocol, added new features section associated with 8.0.28 maintenance release
May 2022/Revision 4	Added new features section associated with 8.2 release – Section 16

Getting Started

1.1 Description

Zultys Advanced Communicator (ZAC) is a Unified Communications client that provides an easy to use interface to access all capabilities of the MX system.

1.2 PC Requirements

- **Version** –Windows 8 (32-bit or 64-bit), Windows 10 (32-bit or 64-bit), Windows 11 (32-bit or 64-bit)
- **RAM** – 256 MB standard
- **Processor** – 1 GHz minimum
- **Hard Drive Space** – 200 MB

1.3 Macintosh Requirements

- **Version** – OS X v10.13 or higher (64-bit only)
- **RAM** – 1GB
- **Processor** – 1GHz Intel Core 2 Duo (64-bit)
- **Hard Drive Space** – 400 MB

1.4 Other Requirements

- MX software version 17.0.10 is recommended for full functionality/compatibility
- Security certificate installed on the MX
- ZAC license for each user
- Ports 443, 7778, 7779 open or mapped if behind firewall (screen sharing/external chat link)

NOTE: If the MX system is running version 16.0.4 Patch 16065 must be installed to utilize ZAC softphone.

1.5 What's new in ZAC 8.2

- Speed dial
  ***requires MX 17.0.10 (or greater)**
- Change the Presence of other users
  *** requires MX 17.0.10 (or greater)**
- MXIE Contact Import
  ***requires MX 17.0.10 (or greater)**
- Supervisor Queue Monitor commands
  *** requires MX 17.0.10 (or greater)**
- Search functions
  ***requires MX 17.0.10 (or greater)**
- Recent Screen Improvements
  *** requires MX 17.0.10 (or greater)**
- User Profile Settings
  ***requires MX 17.0.10 (or greater)**
- Read Status improvements
  *** requires MX 17.0.10 (or greater)**
- Conference Accept/Reject
  *** requires MX 17.0.10 (or greater)**

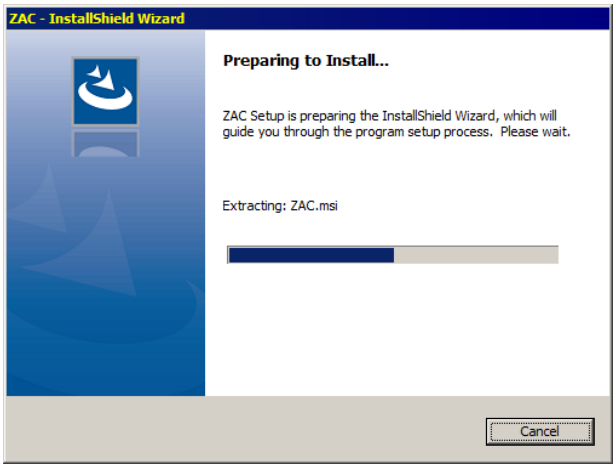
You may jump directly to the new features section here:

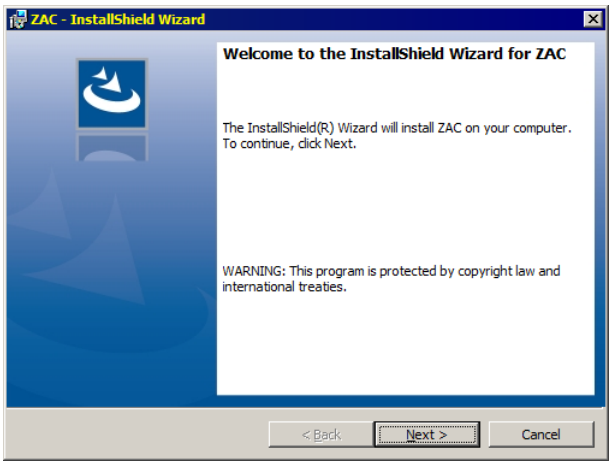
ZAC 8.2 Features/Functionality

1.6 Installation

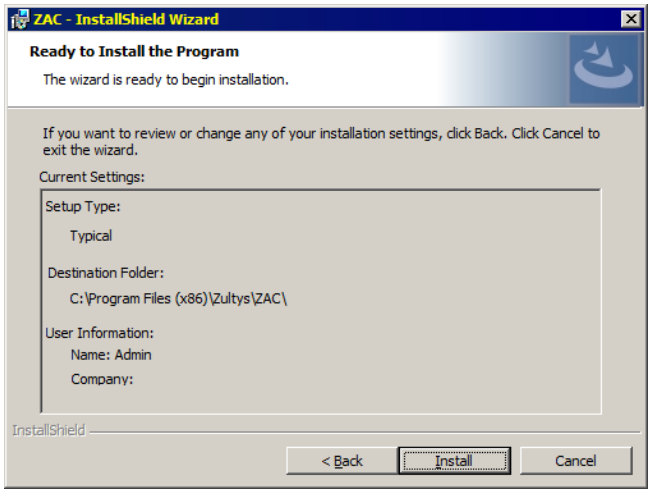
1.6.1 PC

Double click the download ZAC installation file. The installation process will begin.



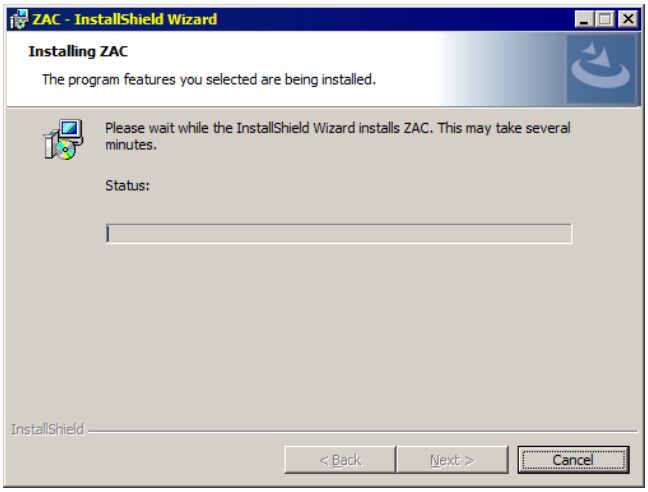


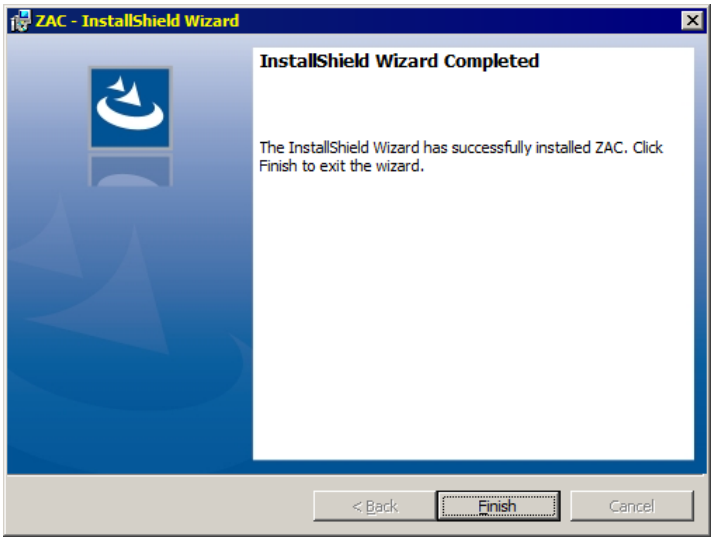
Click the Next button to continue



It is recommended to leave the default installation settings.

Click the Install button.





Click the Finish button to completer the installation.

1.6.2 MSI Installation

The ZAC installer contains .MSI logic that will facilitate group policy scripts for installation. This allows the ZAC installer to work silently from the command line parameter. An example of parameters:

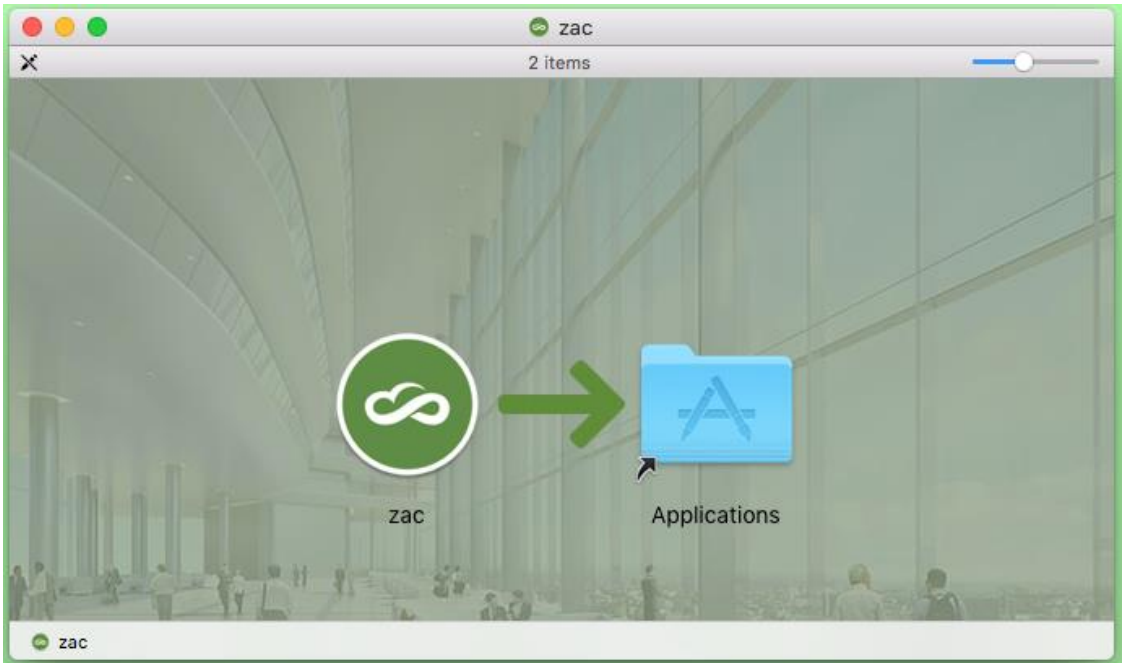
"**C:\Users\xxxxxxxxx\Desktop\ZAC_x64-7.2.0.16.exe /S /v/qn** "- Install

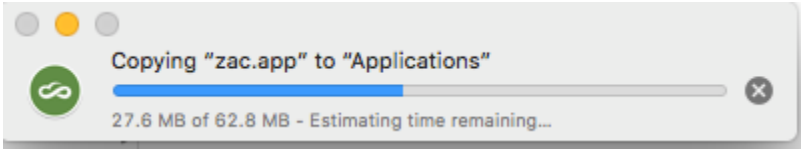
"**C:\Users\xxxxxxxxxx\Desktop\ZAC_x64-7.2.0.16.exe /S /x /v/qn**" – Uninstall

1.6.3 Macintosh

Open the DMG file after downloading it.

Drag the program icon into the Applications folder





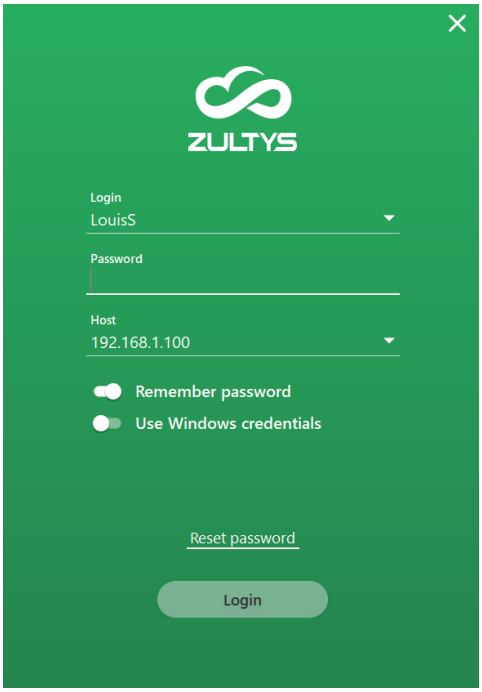
You may then open ZAC from the Applications folder.

Note: This process does NOT create an Alias in the Macintosh Dock at the bottom of the screen. The user will need to do that themselves.

2 Operation

2.1 Login Screen

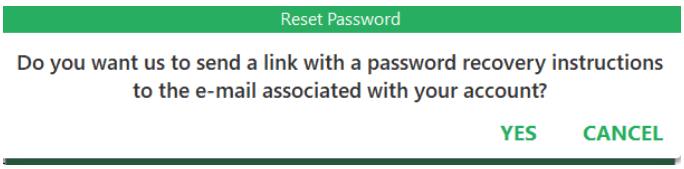
When you first start the program, the login screen will appear. You will need to enter your login information in order to login to the program.



- Enter your user name, password and the MX system address/domain name.

  You may also select Remember password to avoid re-typing each time.

- If you wish to utilize LDAP, enable the Use Windows Credentials and enter your Windows login/password information.
  Macintosh users can also utilize LDAP credentials for logging in.
- If you cannot remember or want to change your password, click the Reset password link to start the process.
  Click Yes to have an e-mail sent to you with password reset instructions.

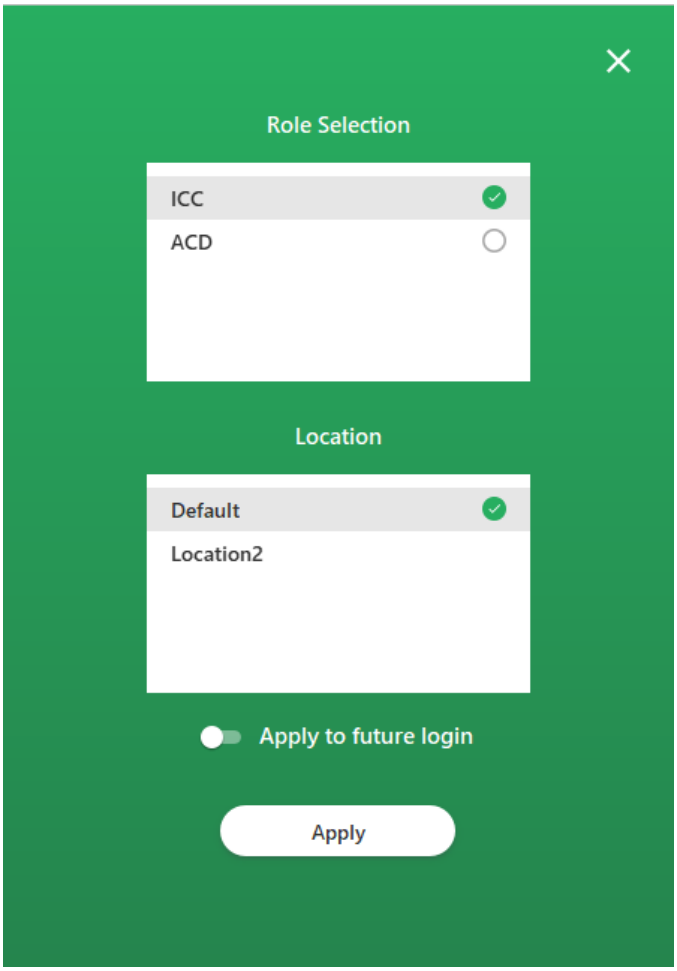


Click Login to proceed

2.1.1 Logging in Call Groups

If you are a member of a call group, you will be prompted to select any group role for which you are a member of.

You may also select the desired location to log into as well.



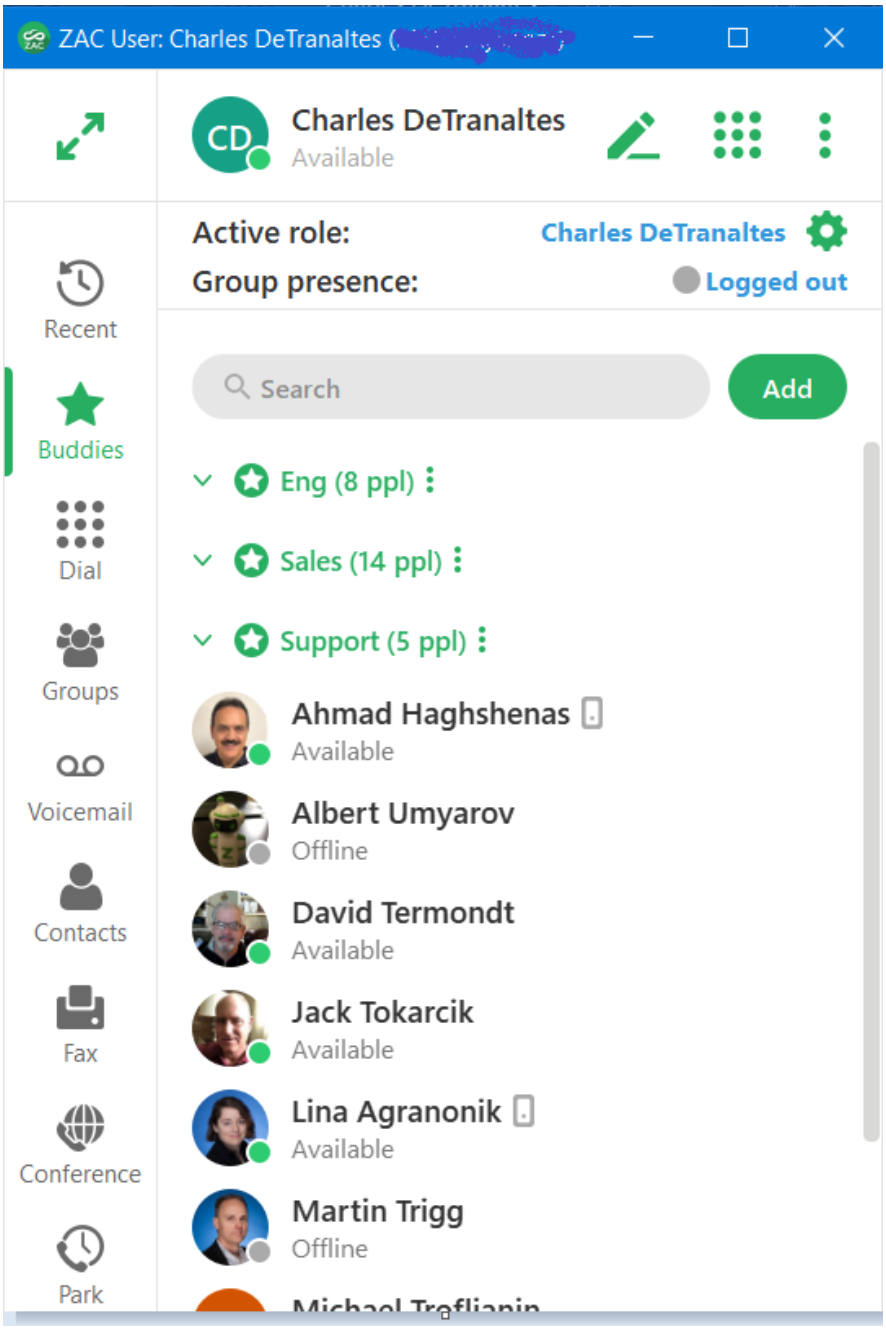
You may select any or all roles you want to login to.

If you want to always login to specific roles and a specific location, click the Apply to future login checkbox.

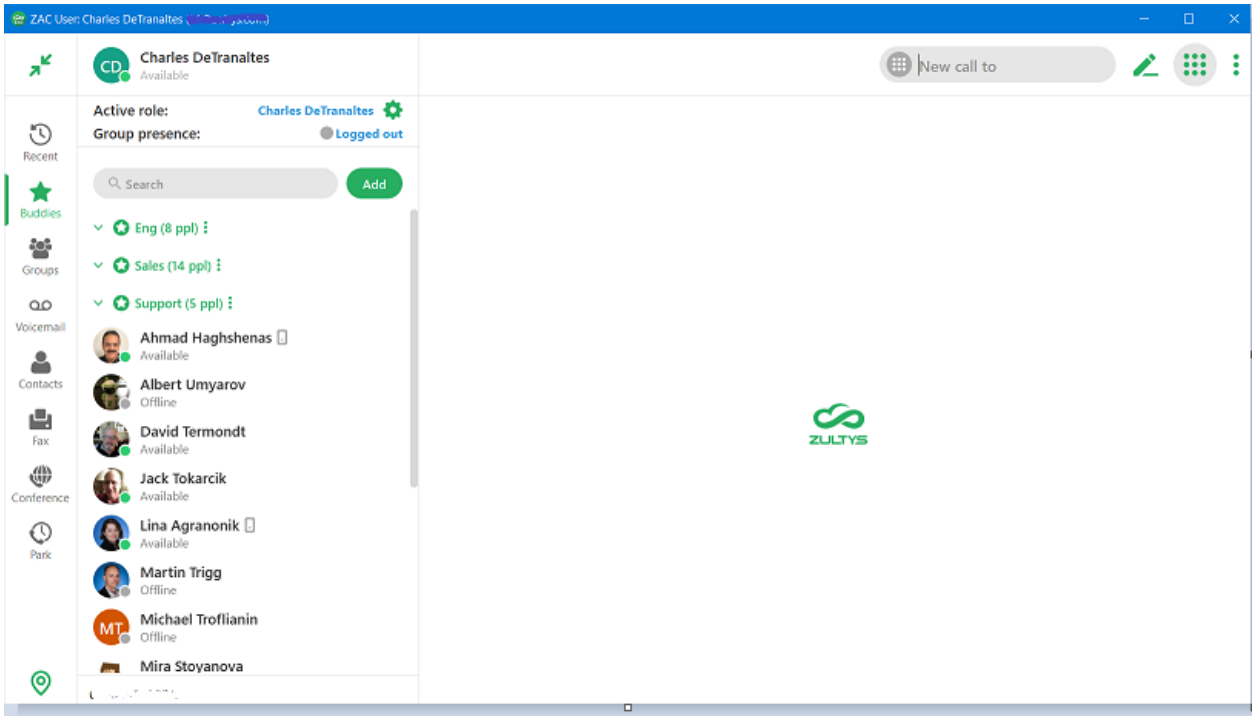
Click Apply to login to ZAC.

2.2 Main Screen

Once you have logged in, the main screen will appear. ZAC has two basic screen layout options, compact mode or full screen mode.

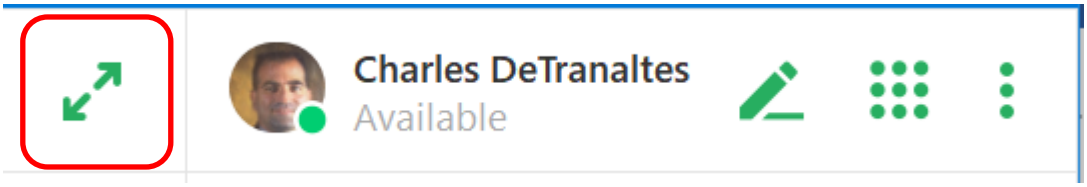


Compact mode

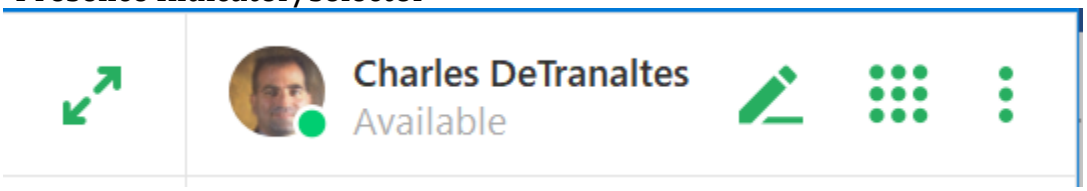


Full screen mode

To toggle between the two modes click the resize icon in the top-left corner



2.2.1 Presence Indicator/selector

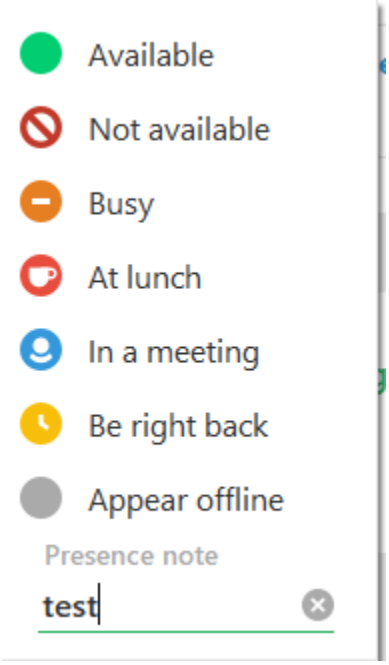


You may click on your current presence state to drop down the presence menu. Below the presence selection is an area to include a note that will be seen by users in addition to your presence state.

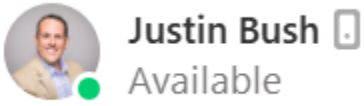
Select the desired presence from the list.

Type a note and press ENTER to save the note. You may click X to clear the note entry and retype.

To delete a note remove the note and press ENTER.



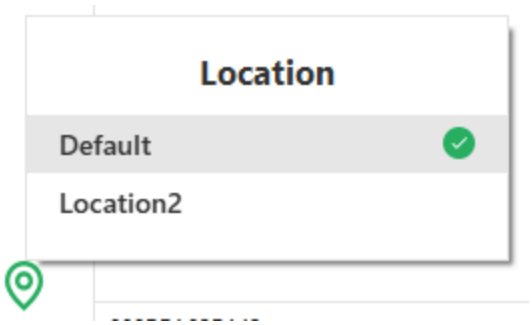
Users who are also logged into Zultys MX Mobile will have their presence as well as a mobile phone indicator displayed.



2.2.2 Locations

You may select which location you want to be logged into using the locations icon. Locations are configured on the MX system and determine how your emergency calls will be processed. Please consult with your administrator on which location you should select.

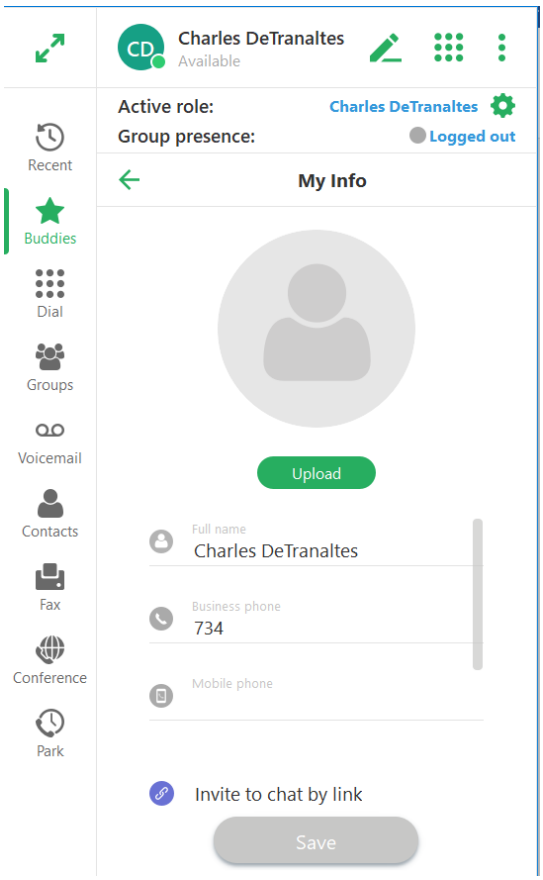
Click the location icon and select the desired location.



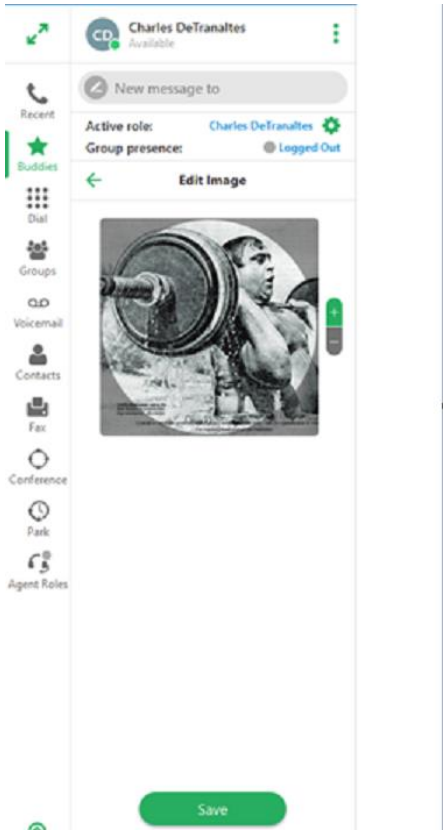
2.2.3 User Information/Image

You may add an image that can be associated to you. You may also add/edit your contact information in this area as well.

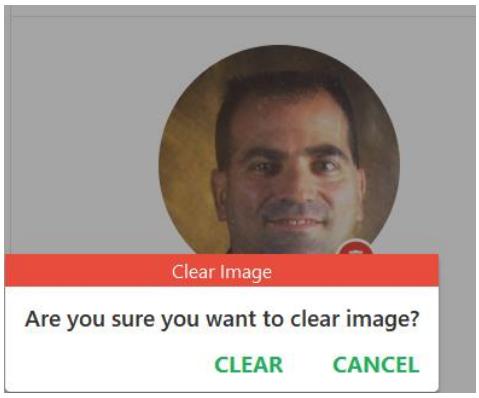
Click your name in the presence indicator bar. The My Info screen will appear.



Click the Upload button. The File Explorer window will open. Navigate to the location where your desired image is stored and double click on the image.



You may size the image using the controls to the right of the image.
When you are finished, click Save.
To clear an existing image, click the trash can icon and select clear.



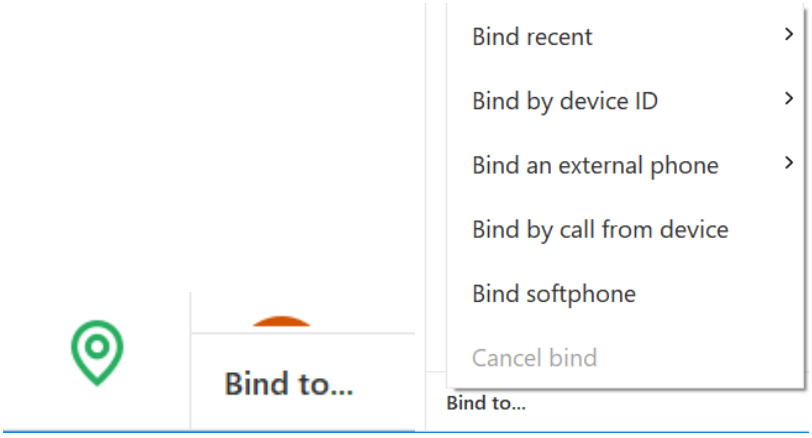
You may edit your contact information:

- Full name
- Mobile phone
- Home phone
- e-mail

2.2.4 Bind Area

ZAC can initiate voice calls and handle multiple voice calls through Zultys ZIP phones, generic SIP devices, external numbers or the internal softphone to which it is bound. ZAC instances can be bound to only one device at a time. The Bind window is used to select which device should be bound to ZAC.

To access the Bind window click the Bind to or current device in the lower left corner of ZAC. A drop down menu will appear.

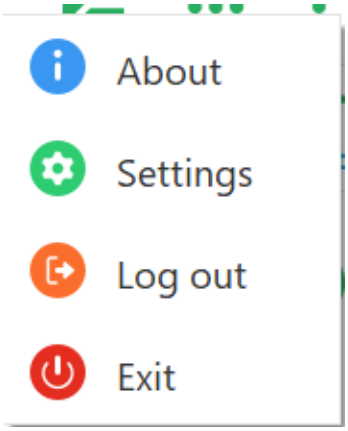


- **Bind Recent**: This option allows you to select from a menu of devices and registered contacts to which your ZAC was recently bound.
- **Bind Device by ID**: This option binds your ZAC instance to an MX managed device. When entering the MAC address, make sure you utilize **upper case** for any letters in the MAC address.
- **Bind to External Phone**: This option allows you to bind to a Cell Phone, Home Phone Line.
- **Bind by call from device**: This option binds your ZAC instance to an MX managed device that you designate by making a voice call.
- **Bind softphone**: This option binds your ZAC instance to the ZAC internal Softphone. You can bind only one instance to the Softphone.
- **Cancel bind**: This option cancels the current binding leaving ZAC with no bound device.

2.3 Option Menu

This menu contains the About screen, Setup screen, Log off function, and the Exit function.

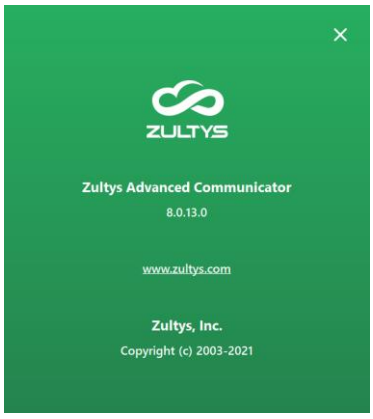
It is accessed by clicking on the icon in the upper right corner.



- **About** – Displays the version number of the program
- **Settings** – Provides access to programmable areas that users can customize. See Settings Menu section of this document for more details.
- **Log off** – This will log you out of the program but keep the program open. You must login again to utilize the program.
- **Exit** – This will close the program and log you off of the system.

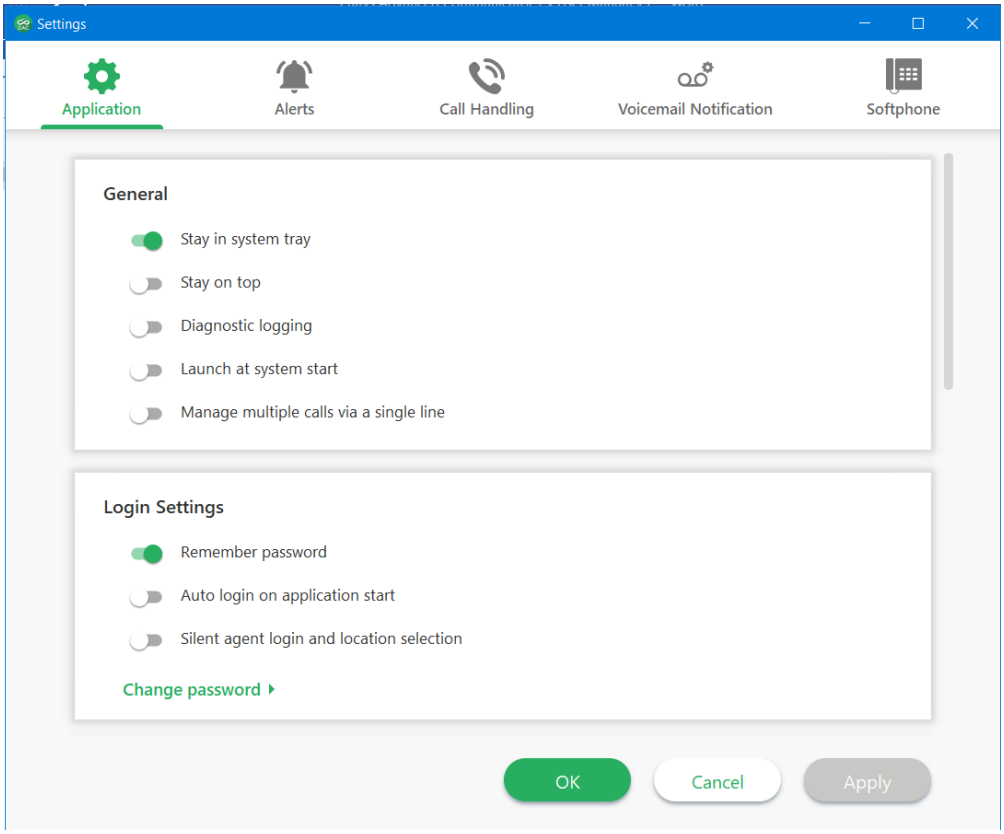
2.3.1 About

This screen will display the version of the program.



2.3.2 Settings Menu - Application

- General



Stay in system tray – This option determines if the program logs the user off and closes if the X in the menu bar is pressed. If the option is enabled, the user/program remains and the program minimizes to the system tray. If the option is disabled, the pressing the X will exit the program.

Stay on Top – This setting allows the program to remain on the screen and in focus.

Diagnostic Logging – This enables the diagnostic log which is used by Zultys Technical support.

Launch at System Start – This setting will start the program anytime the computer starts.

Manage multiple calls via single line – This setting determines how multiple calls are handled. The default setting is to have ZAC manage multiple calls

through the ZAC interface. Disabling this setting creates a *Manage via device* and you will not be using ZAC call control features, but will use all the call control features of the device itself.

- **Login Settings**

Remember password –When the "Remember password" is unchecked, "Auto login" option should is unchecked and disabled as auto login is not possible without a stored password.

Auto Login on application start – This will perform an automatic login when the program is started.

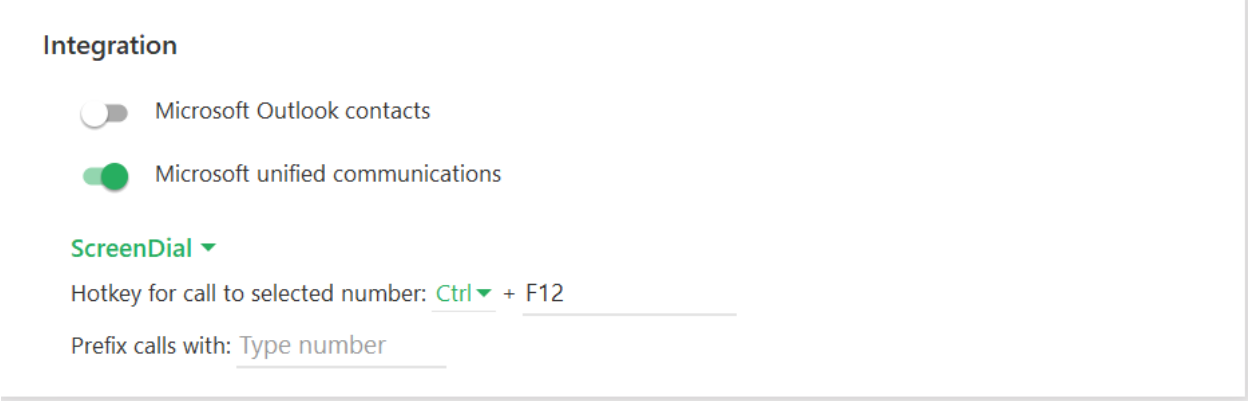
Silent Agent login – This setting will log the user in and have their call group roles activated when the program starts. This bypasses the user having to select the role each time at startup.

Change password – This allows you to change your user password. Click the icon. You then need to enter your old, new and then confirm the new password.

- **Integration**

This area allows you to select Outlook Contacts (32/64 bit), Microsoft Unified Communications (see section 12), as well as the settings for the screen dial feature.
If you enable Outlook Contacts, Outlook contacts will display in the Contacts/Imported area.

Note: Outlook contact and Unified Communications are supported on Windows version only



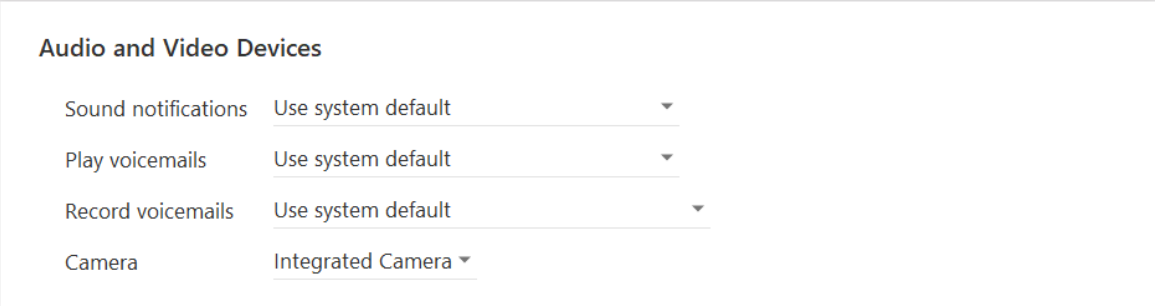
NOTE: ZAC synchronizes the default account Contacts folder (what is shown under My Contacts | Contacts folder in the People tab in Outlook), its' subfolders and from any Public Folders(if present).
If contacts are located in any other local folders different from the default Contacts, those contacts are not integrated into ZAC.

ZAC 8.0: allows synchronization of contacts from non-Exchange profiles (IMAP/POP) as well as synchronization of contacts from any Outlook (Exchange) folder containing contacts.

Screen Dial – You may define the hotkey combination that will be used to activate the ScreenDial feature. In addition, you may add a prefix to use with the screen dial feature. This is the number that will be inserted prior to the highlighted screen dial number to be dialed before making the call. By default, (CTRL+F12 on Windows, Command+F12 on Macintosh) invokes the ScreenDial feature.

- **Audio and Video devices**

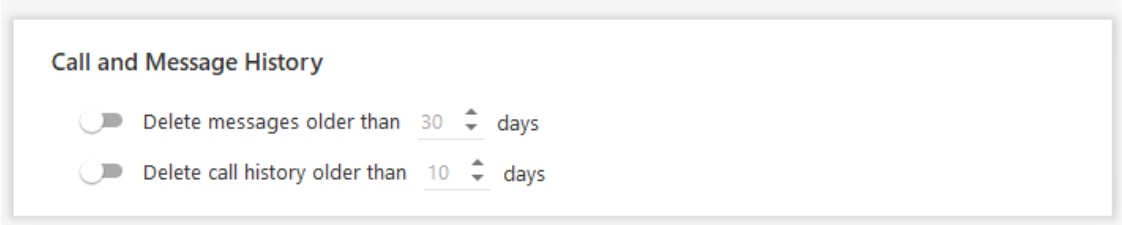
This area allows the selection of the audio/video devices on the PC that can be used for program audible notifications of various events. This area is also used to select headset audio devices connected to the PC. The camera selection allows you to specify which video device to utilize for video calling.



- **Call and Message History**

Delete messages older than – You may define the amount of time to store instant messages. Messages older than the specified number of days will be deleted automatically.

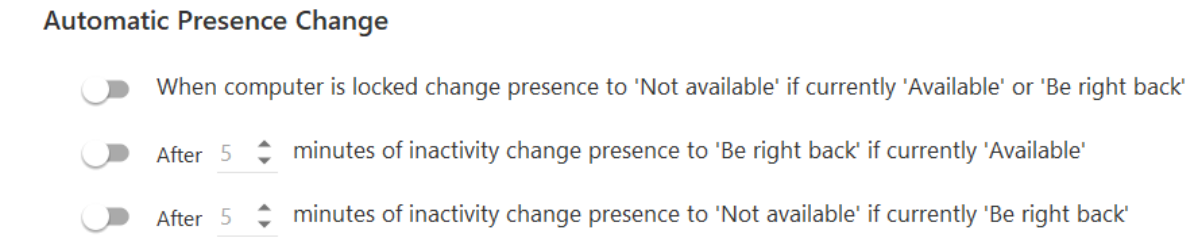
Delete call history older than – You may define the amount of time to store your call history data. Data older than the specified number of days will be deleted automatically.



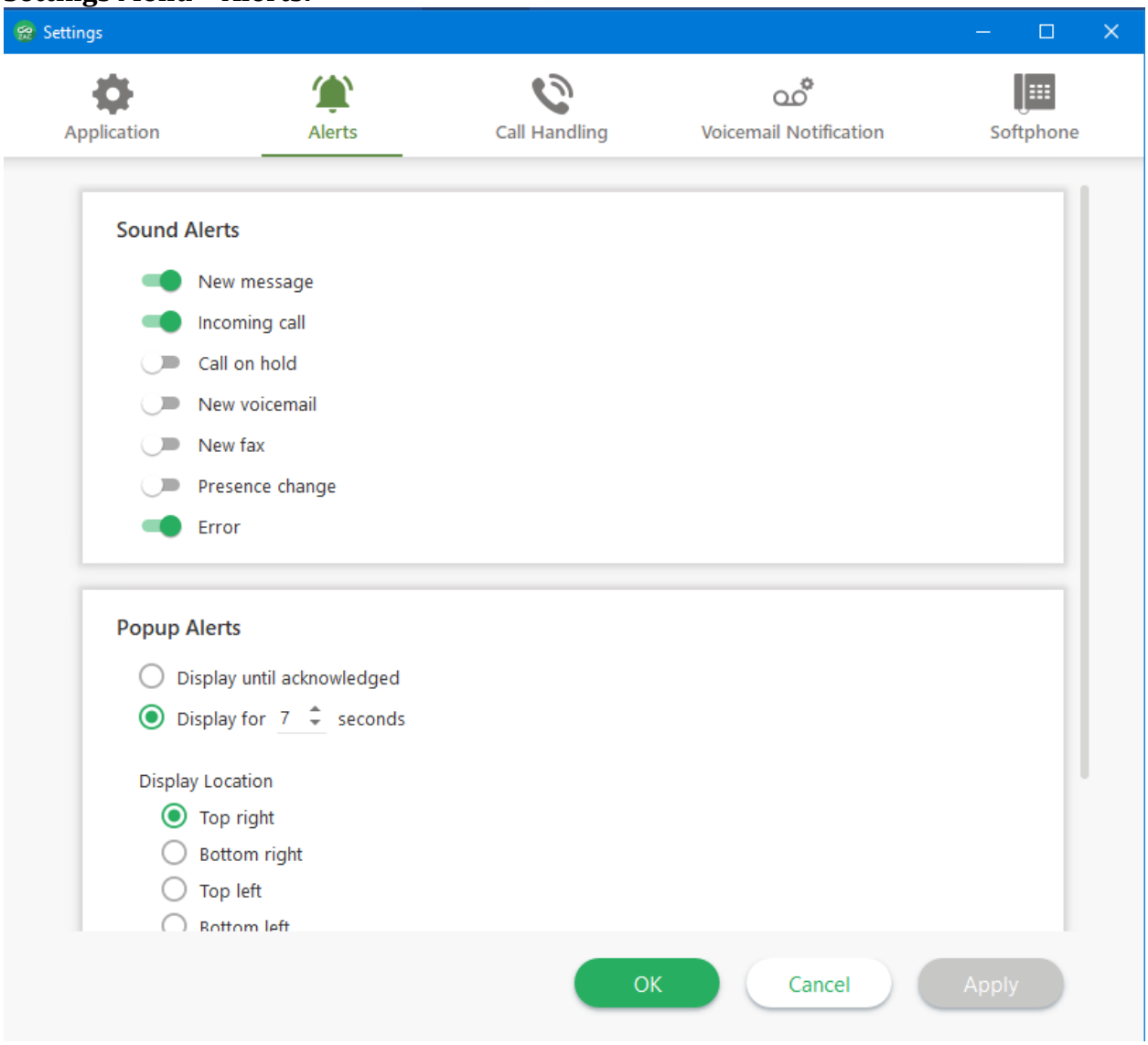
- **Automatic Presence Change**

You may define how the application should automatically change presence based on several conditions:

- Change presence if computer is locked
- Change presence from Available to Be right back after a programmable time period of inactivity.
- Change presence from Be right back to Not Available to Be right back after a programmable time period of inactivity.



2.3.3 Settings Menu - Alerts:



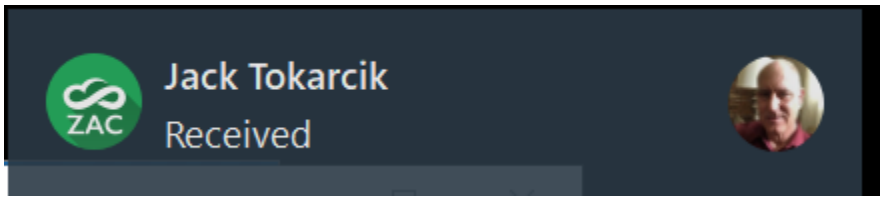
- **Sound Alerts**

Allows you to select which actions have an audible alert associated with them.

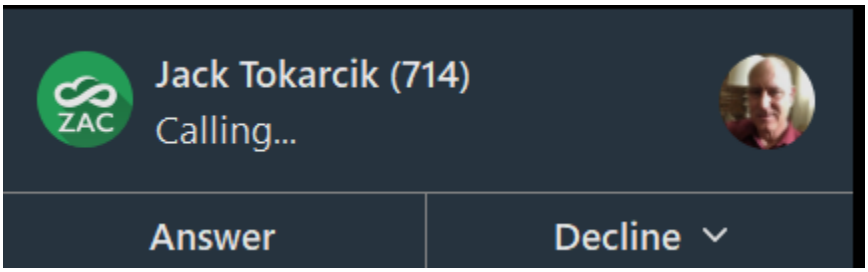
- **Popup Alerts**

This allows the selection of actions associated with popup events. The duration and display location of popup alerts can be programmed here.

Please note that incoming call popups will remain until the call is answered, rejected, or the caller hangs up. The duration parameter does not apply to incoming calls.

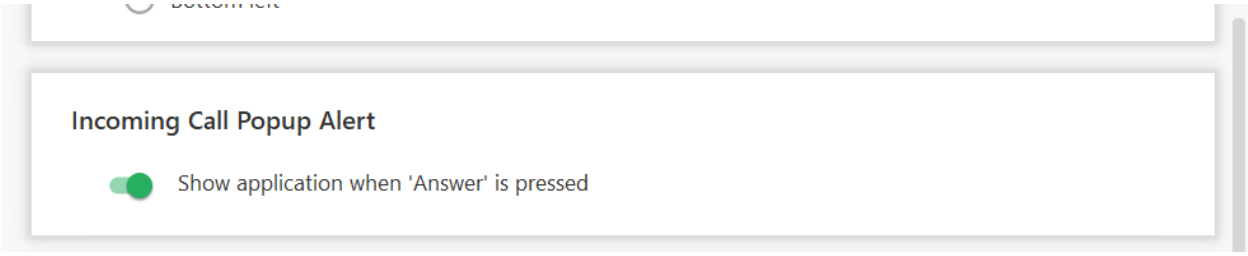


Popup alert for a message



Popup alert for incoming call

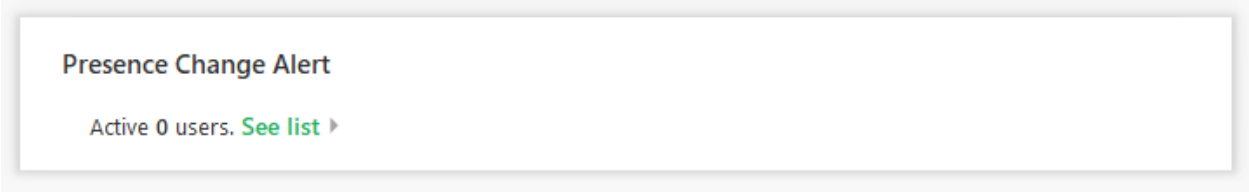
Incoming Call Popup Alert – This setting allows you to present the application while the call is ringing or only after the call was answered.



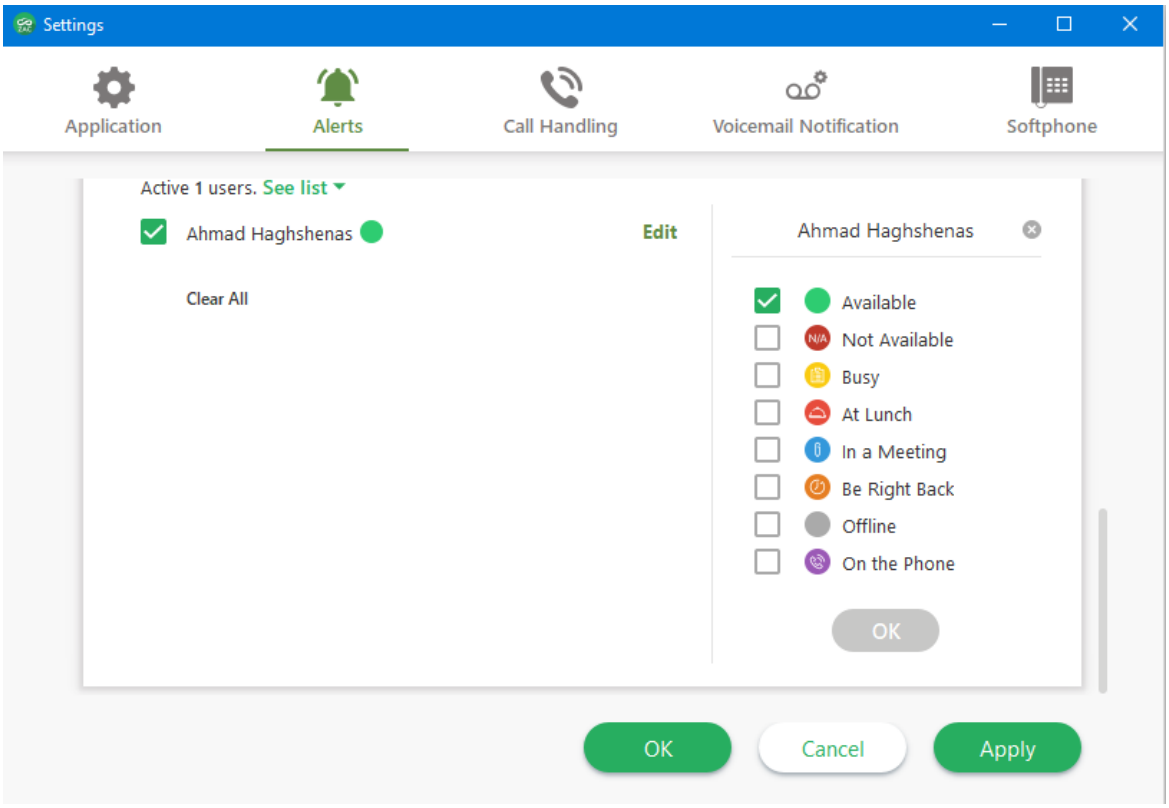
- **Presence Change Alert:**

This area is where all active Presence Change Alerts can be viewed, cleared, and edited.

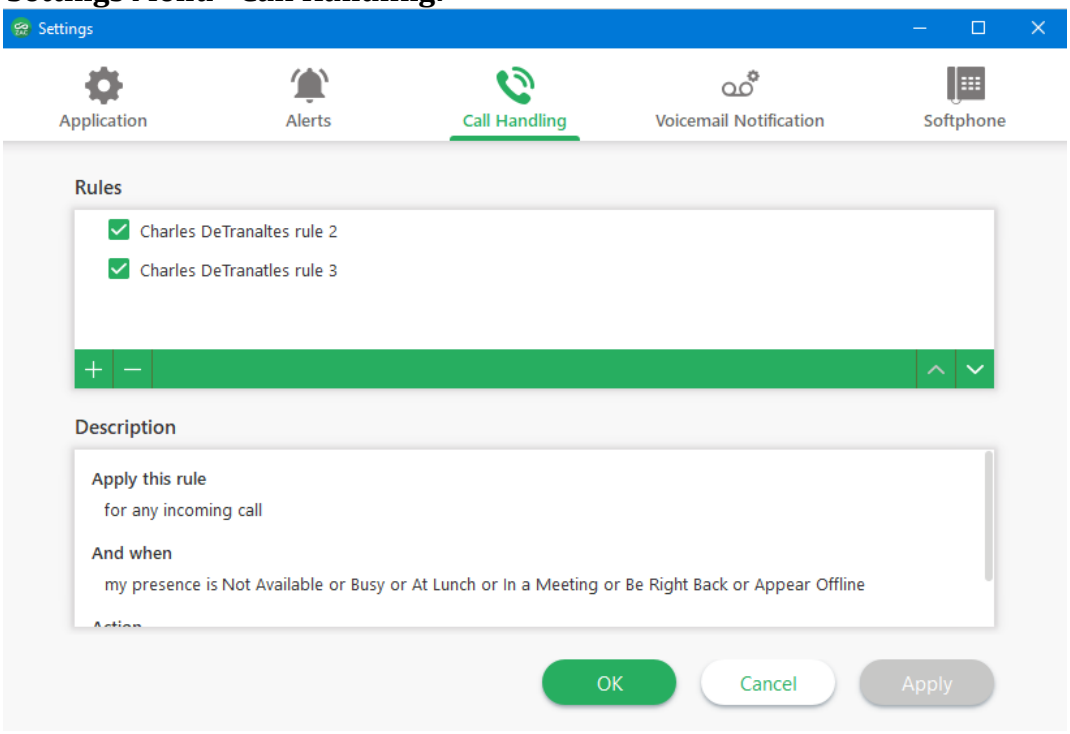
Click See List to view all active change alerts.



You may edit any or clear all active alerts by clicking the See list text:



2.3.4 Settings Menu - Call Handling:



This area allows you to setup individual call handling rules to control how calls are handled under different conditions. Rules can be created, edited, or deleted in this area. Call handling rules manage incoming calls that you do not answer.

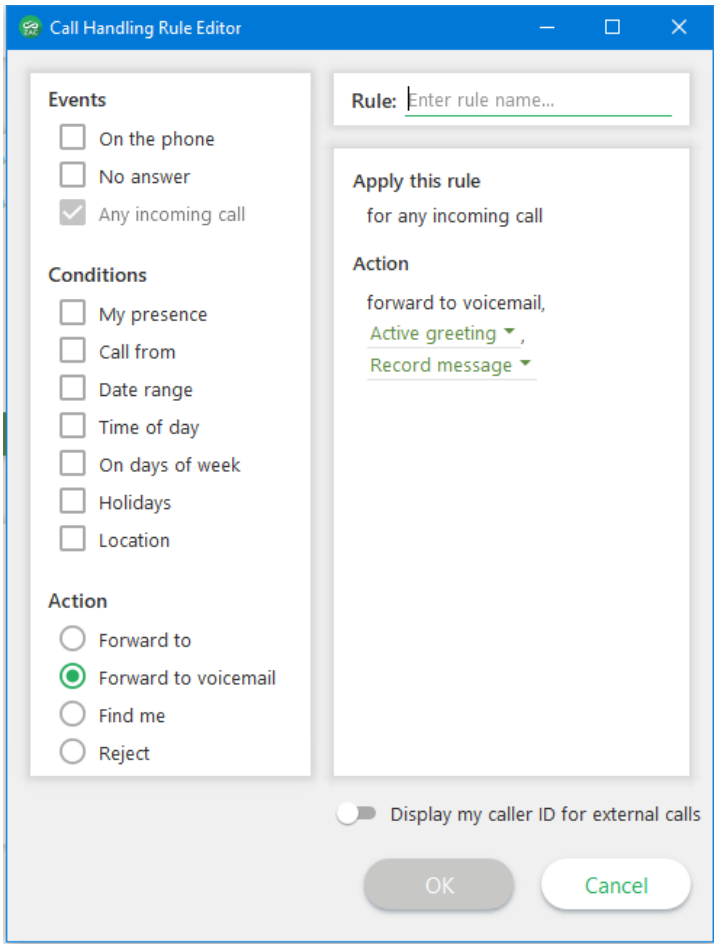
To add a new rule, click the icon at the bottom of the Rules area.

To delete an existing rule, highlight the rule and click the icon at the bottom of the Rules area.

After creating a new rule or to edit a rule (double click the rule), the call rule editor window will appear.

You may also enable/disable an existing rule by clicking the checkbox next to the rule .

Adding or editing a call handling rule:



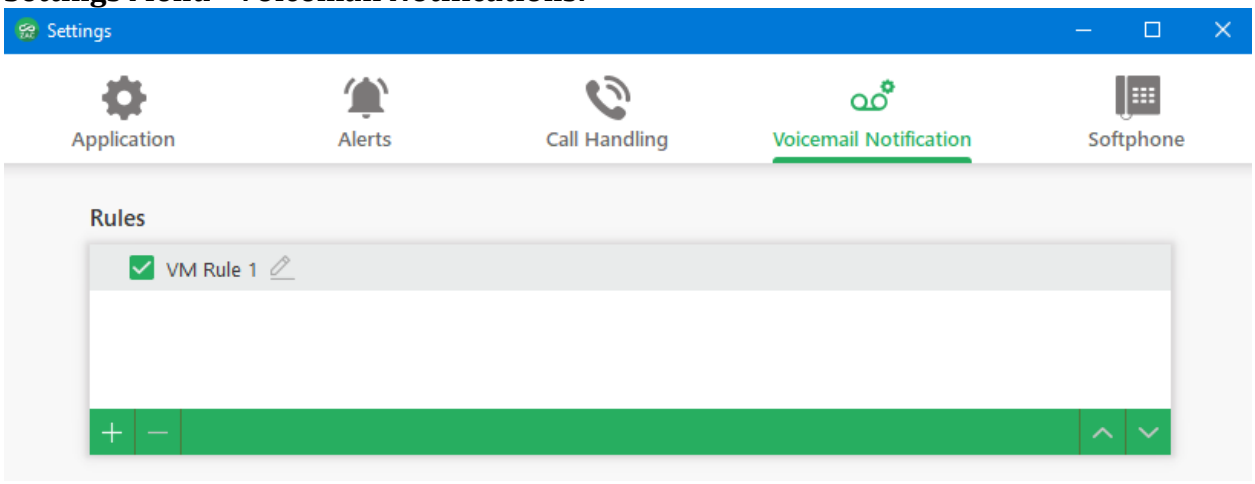
Rule – If you are adding a new rule, enter the rule name that you want associated with the rule.

Events – Allows you to select which events can trigger the rule. On the Phone, No answer, or any incoming call.

Conditions – Allows you to select specific conditions that can be associated with the event. Options include, My presence, Call from, Date range, Time of day, Days of week, Holidays, or Location(MX system) are available.

Action – Allows you to select what action will be performed by the rule based on the selected events and conditions programmed. Forward to, forward to VM, find me, or reject the call area available actions.

2.3.5 Settings Menu - Voicemail Notifications:



This area allows you to setup individual voice mail notification rules to control how voice mail notifications are handled under different conditions. Rules can be created, edited, or deleted in this area.

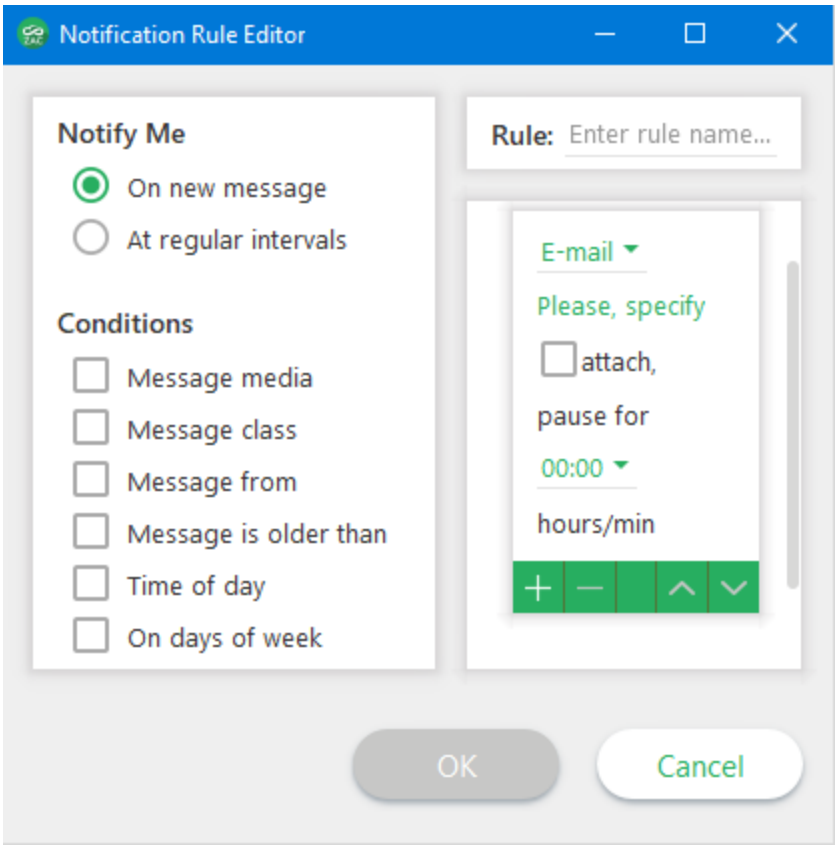
To add a new rule, click the icon at the bottom of the Rules area.

To delete an existing rule, highlight the rule and click the icon at the bottom of the Rules area.

You may also enable/disable an existing rule by clicking the checkbox next to the rule .

After creating a new rule or to edit a rule (double click the rule), the notification rule editor window will appear.

Adding/editing a voicemail notification rule:



Rule – If adding a new rule, enter the desired name to be associated with the rule.

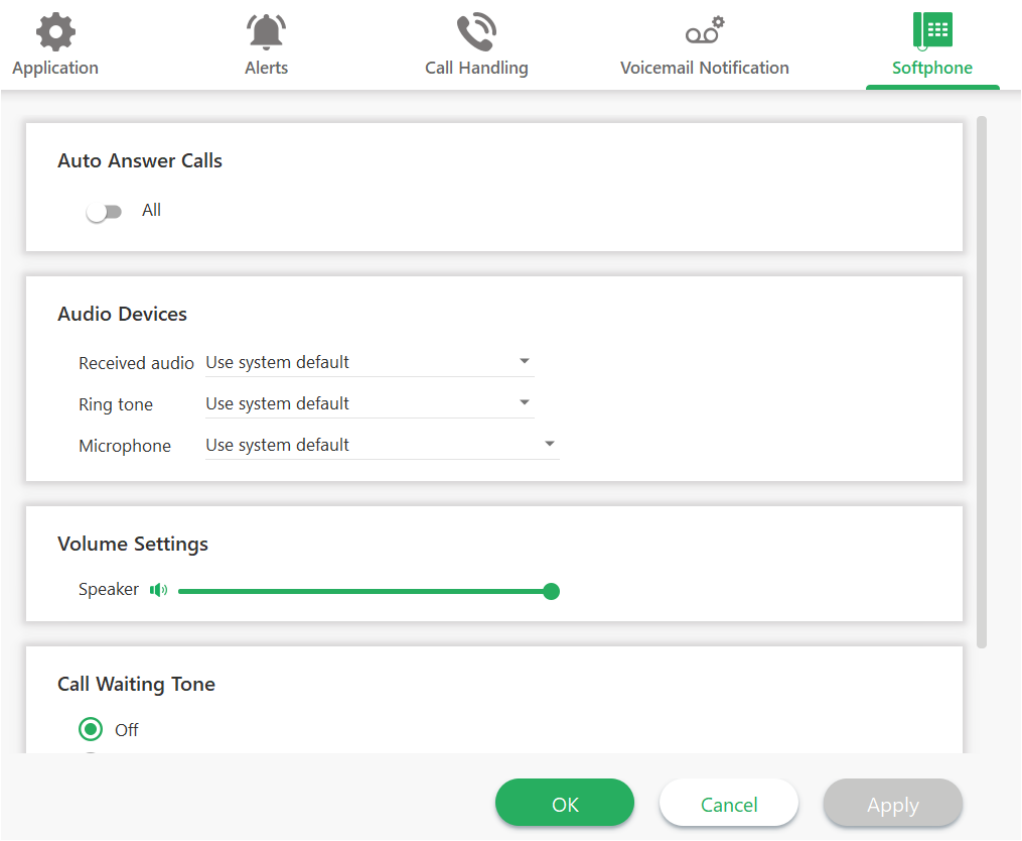
Notify me – Allows you to select when notification occurs, with each new message or at a specified/regular interval.

Conditions – Allows you to select specific conditions with the notification that will trigger the rule. Media type, class, from, older than, time of day, and days of week are available.

2.3.6 Settings Menu - Softphone:

This area allows you to setup the parameters associated with the internal softphone provided by the program. The softphone allows you to utilize your PC audio to handle calls without requiring a desk phone.

Note: Softphone signaling is through a TLS Secured WebSocket connection. Media signaling is sent over DTLS, an encrypted UDP-based protocol and the media is sent via SRTP. There is no need to configure UDP/TLS as on previous versions.

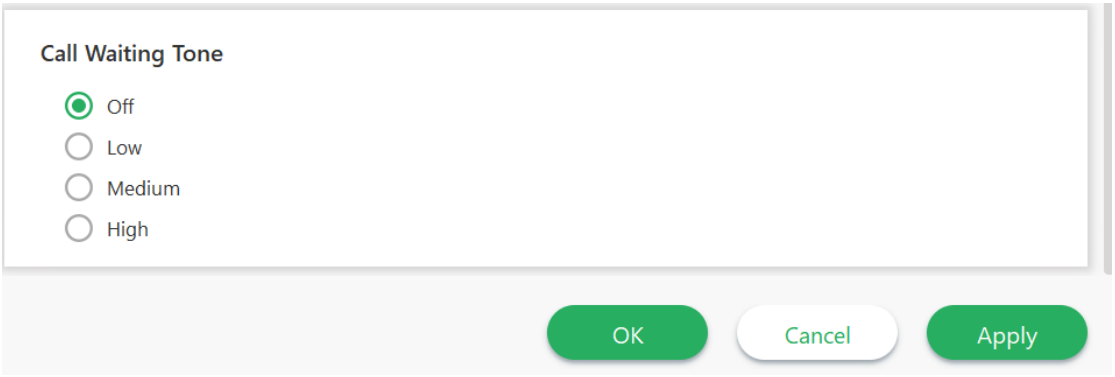


Auto answer calls – Allows you to select if calls are automatically answered when they ring your phone. Call types that can be selected are internal/external or both.

Audio devices – This area allows the selection of the audio devices the softphone uses for receive audio, ringtone, and transmit audio.

Volume Settings – This allows you to set the speaker volume of the audio device the softphone utilizes.

Call Waiting Tone –This setting adjusts the audio level of the call waiting tone when using ZAC softphone. Default setting is Medium.



2.3.7 Plantronics Headset Support

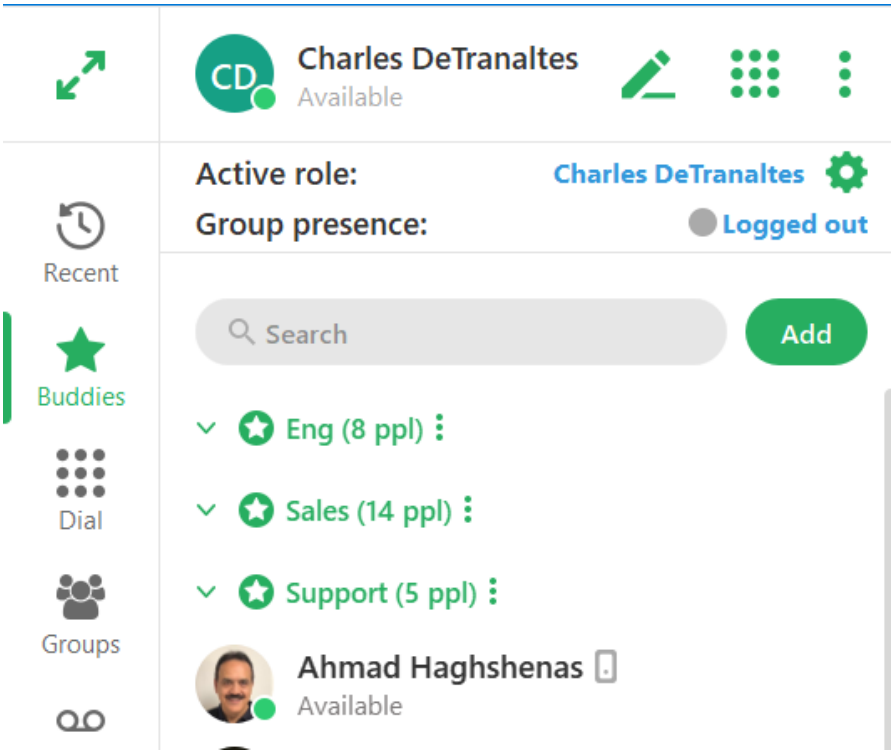
ZAC 3.2+ includes built in support for the most recent Plantronics SDK – HUB. There is no Plantronics driver software required. This allows ZAC to integrate with the most recent Plantronics headsets including the Bluetooth versions. All versions of Windows that support Plantronics HUB software are compatible with ZAC. On Macintosh OS, versions 10.13+ are supported with ZAC.

This support extends to call control of the Plantronics headset as well. Answering and disconnecting calls can be performed by using the headset answer/disconnect button.

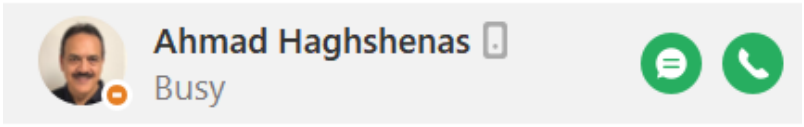
Plantronics Savi 710/740 and Voyager Legend Pro have been tested with ZAC. These headsets provide call control via the headset buttons.

2.4 Buddies Screen

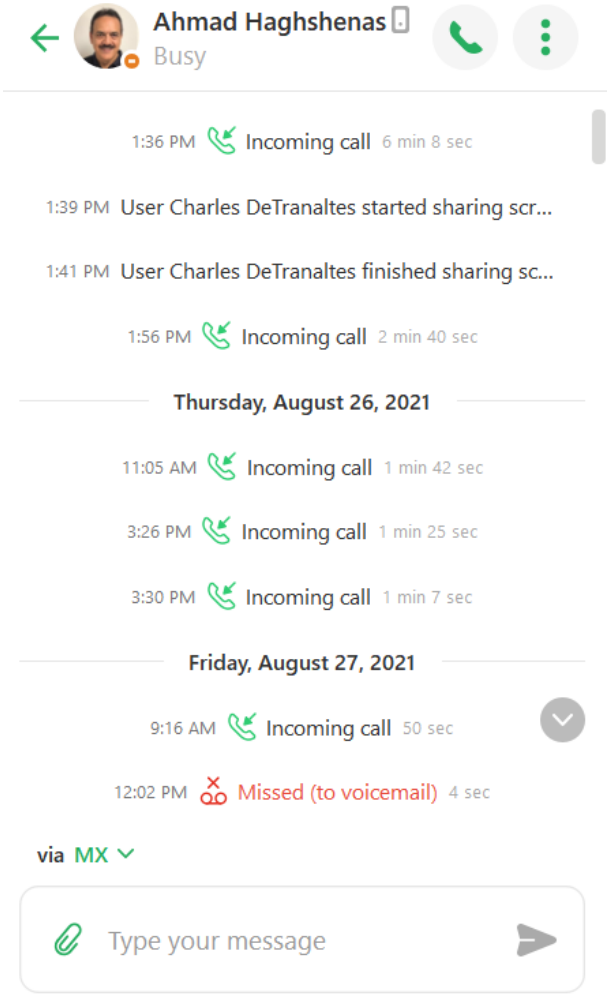
This is the screen where the contacts you designate as buddies and buddy groups are located. This provide easy access to users/groups of users you may frequently communicate with.



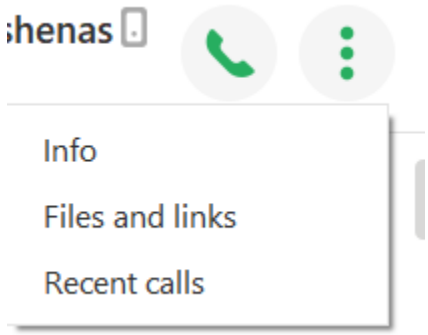
As you mouse over a buddy, the chat and call icons will appear. This allows you to start a chat session or call the user by clicking on the icon:



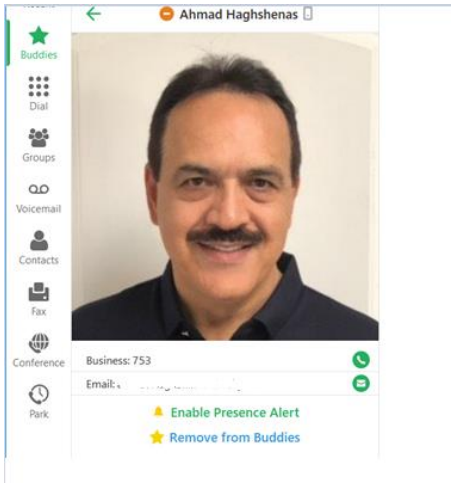
Clicking on a buddy will display the call and message history for the user.



Clicking the Options icon will present a sub menu as:

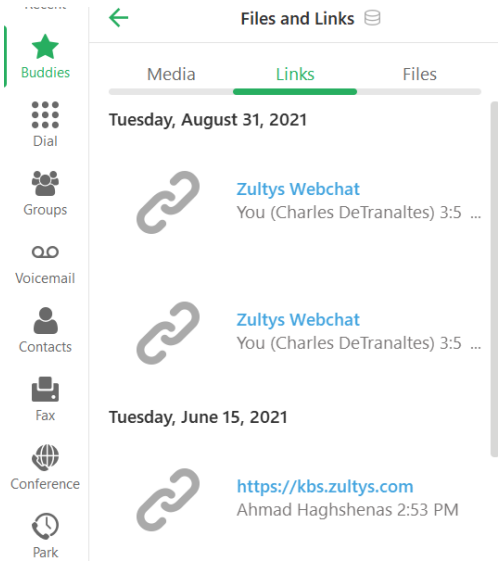


- **Info**



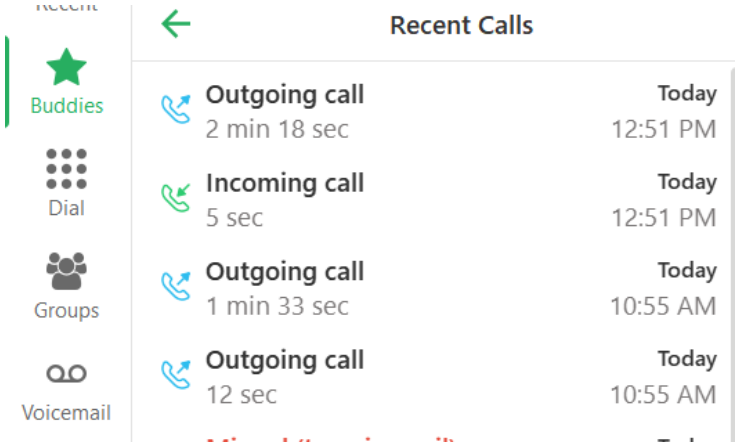
This will display the presence state, extension number, e-mail, enable presence alert action and remove from buddy list action.

- **Files and Links**



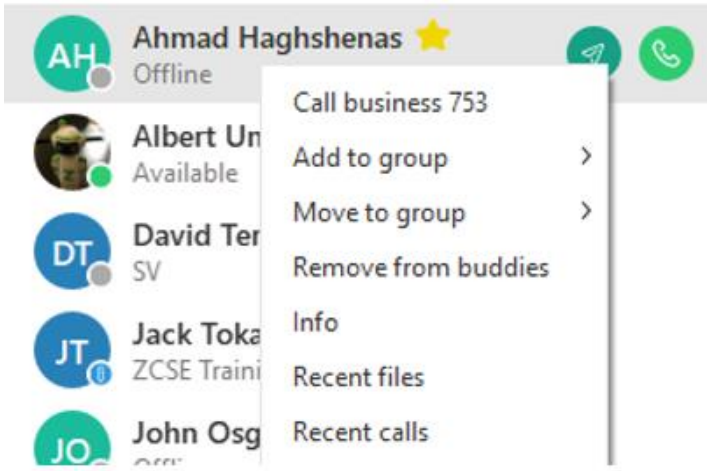
This area will display media, links and files that were shared with the user. You may sort by media type by clicking media, links or files. This will display all the media types exchanged with the user for the history period.

- **Recent Calls**



This area will display a history of all recent calls with the user.

Right click on a buddy in the list to display the following options



Call – Will place a call the user

Add to group – This action will allow you to add the user to an existing buddy group.

Move to group – This action will allow you to move the user to an existing buddy group.

Remove from buddies – This action will remove the user from you buddy list or buddy group.

Info – This will display the information screen about the user.

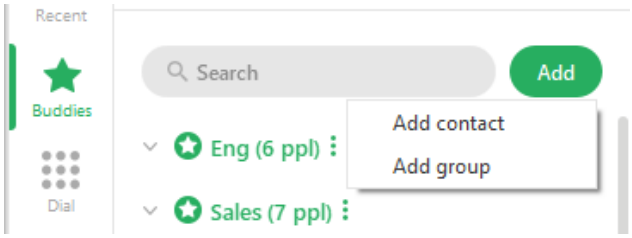
Files and links – This will display the file and link activity associated with the user.

Recent calls – Will display a list of recent call activity associated with the user.

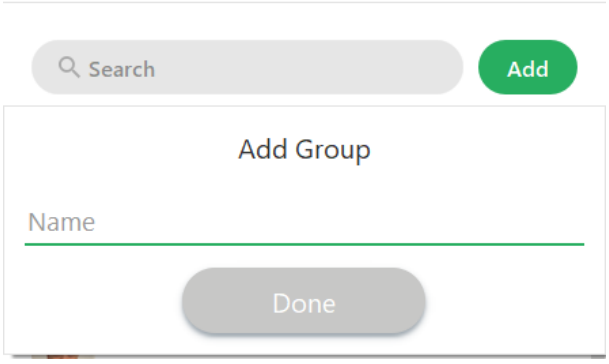
2.4.1 Buddy Groups

ZAC allows you to configure your buddies into groups for easy identification. For example, you may group your buddies by department Sales, Engineering, Operations etc.

- **Create a new group:**
  Click the Add button in the Buddies screen.



Click the Add group option.

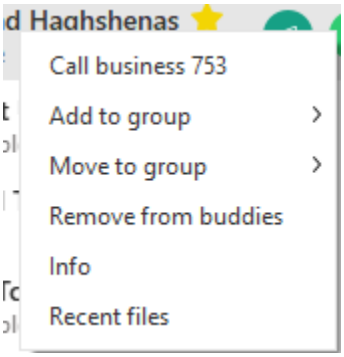


Enter the desired name and click Done. You will see the newly created group appear in your list.

- To add buddies/contacts to a group:

  You may add existing buddies to a group simply by dragging the buddy into the group.

  You may right click on a buddy and use the Add or Move a buddy to a group. Adding to group allows the same buddy to be in multiple groups.



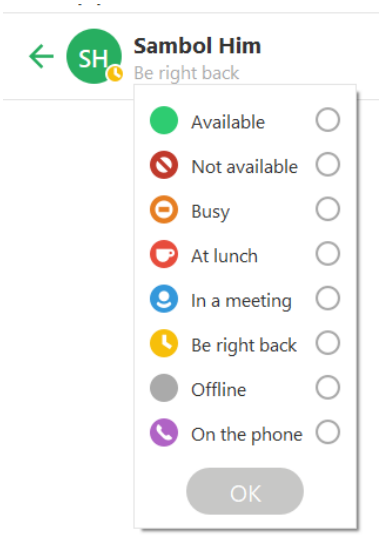
2.4.2 Presence Change Alert:

This allows you to set an alert based on a users' presence change. For example, you may want to know when a user goes from Not available to Available. Two methods are available for the user:

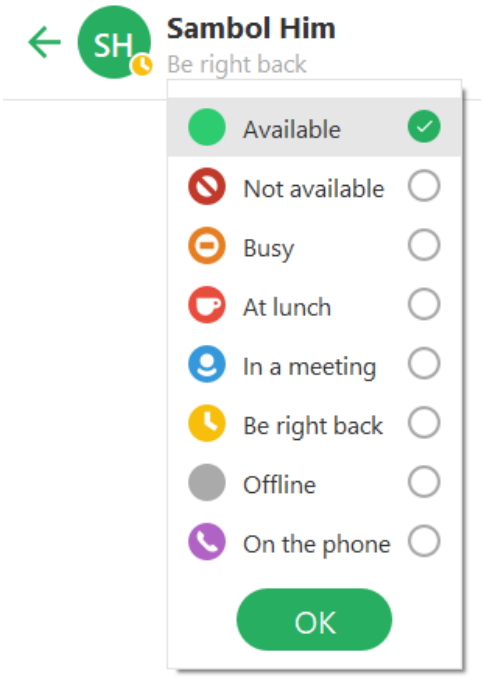
- Option 1:

  Click on the desired buddy/contact.

  Click on their presence status. A dropdown will appear.

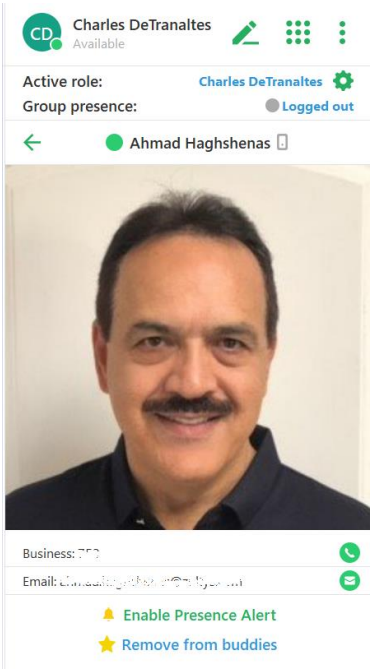


Select the desired presence state and click OK

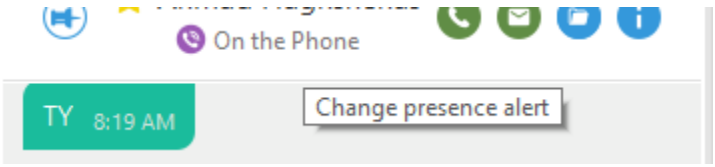


- **Option 2:**

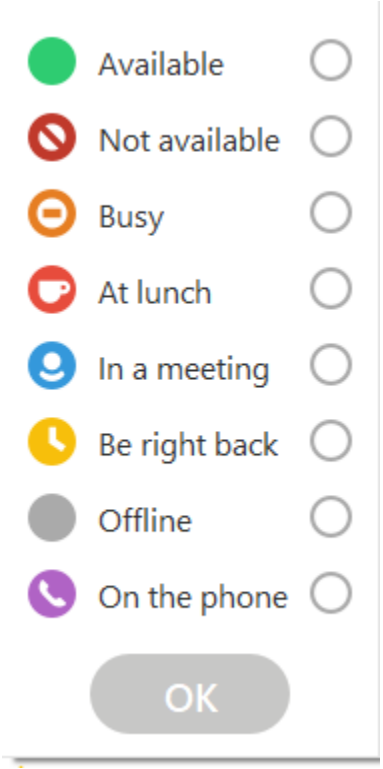
  Right click on the desired buddy/contact and click Info. Click the Enable Presence Alert, select the presence state and click OK.



If you are in expanded mode with the contact selected, you may select the info icon:

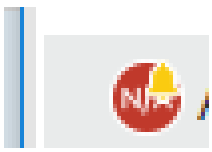


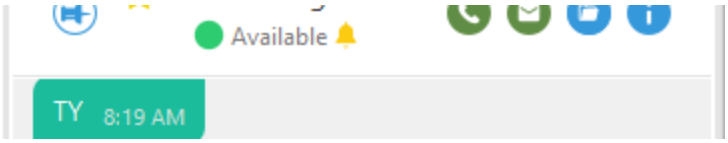
Click Enable Presence Alert or select Change presence alert



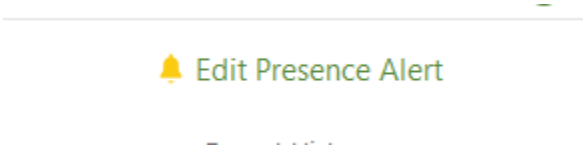
Select the presence and click OK

Once the alert is set using any option, an alert icon will appear on the current presence state of the user (compact/expanded mode shown):



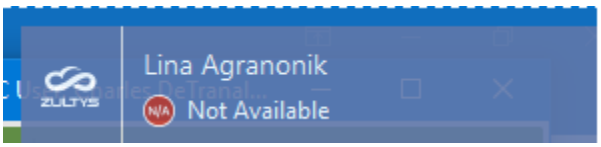


You can edit/delete the alerts by clicking Edit Presence Alert



You may select another presence state or uncheck the current one and click OK to cancel the alert request.
Note: You may also navigate to Settings>Alerts to manage all your active presence change alerts.

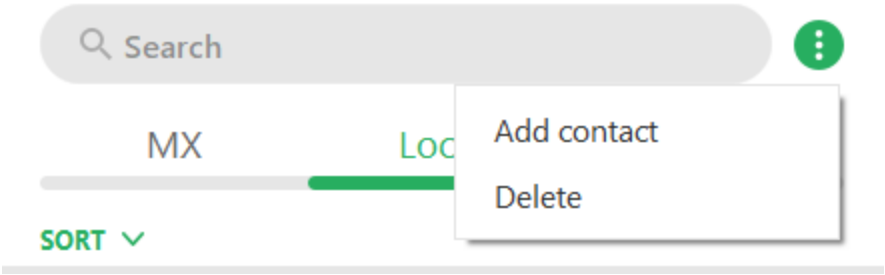
When the selected users' presence changes, an alert notification will appear and a sound will play.



2.4.3 My Contacts

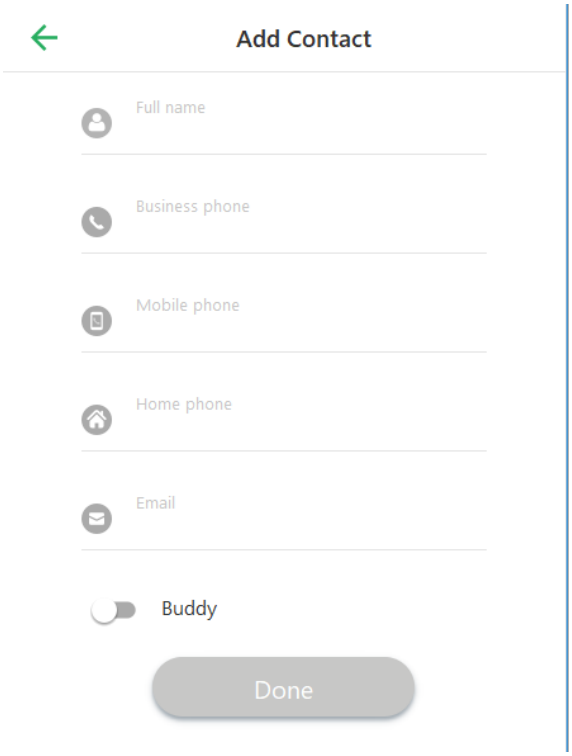
In addition to Buddies, you may view all MX users, create your own local contacts and import contacts from Outlook, Vcard or .csv file types can be imported.

- **Adding contacts**
  Click the options button in Contacts>Local screen:



Click Add contact.

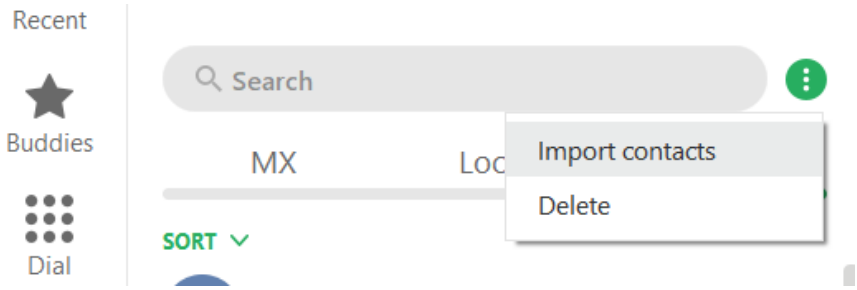
Enter the desired contact information:



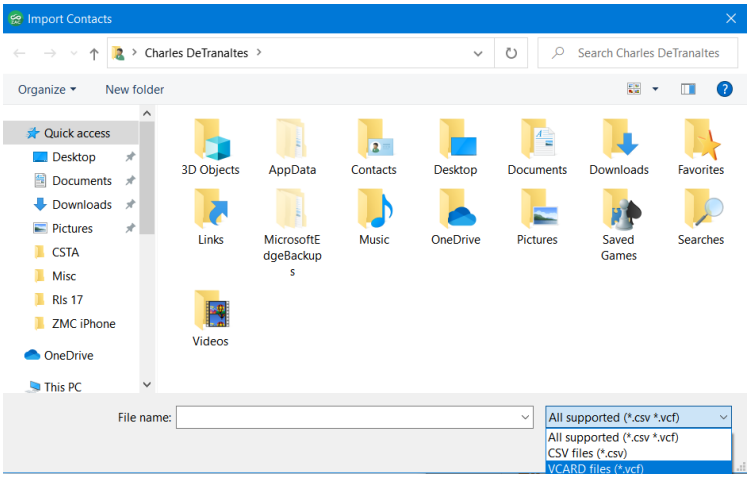
Click Done

- **Importing contacts**

Click the options button in Contacts>Imported screen:

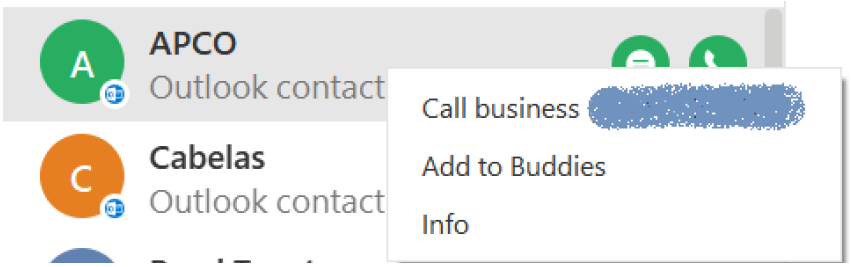


Navigate to the folder/file to import. Select the filename and click Open.



Contacts will display in the Imported area.

Right click to present option.



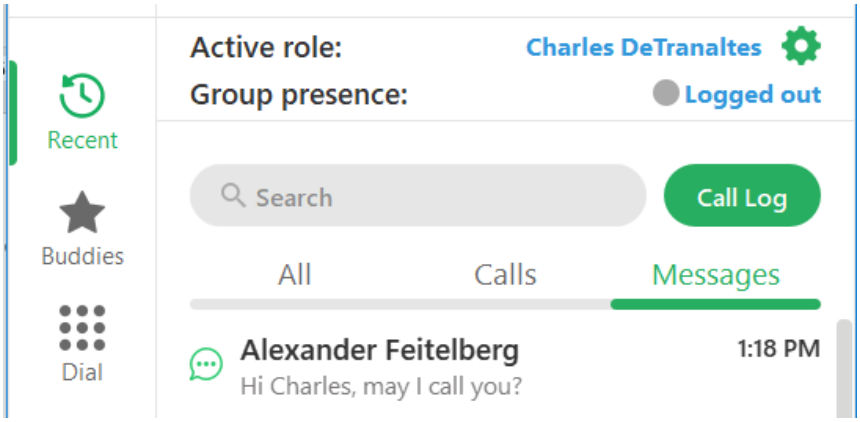
Call business – This will place a call to the callerID the MX received.

Add to Buddies – This will add the contact to your buddy list.

Info = This will present the information screen for the contact.

2.5 Recent Activities Screen

The recent activities screen displays a list of the most recent activity you have had. In addition, the Call Log can be accessed from the Recent screen.



You may filter Recent activity by All, only Calls, or only Messages. Simply select the All/Calls/Messages header items to select that particular filter.

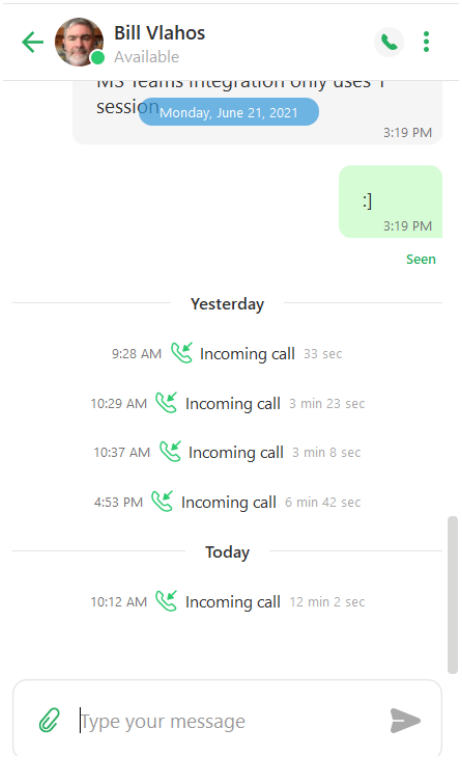
Recent activities>ALL – displays all calls (inc/out/missed) and all messages the ZAC user handled grouped by contact. If there are multiple entries for the same contact, only the most recent entry is displayed.

Recent activities>CALLS – displays all calls (inc/out/missed) the ZAC user handled

Recent activities>MESSAGES – displays only the messages the ZAC user handled

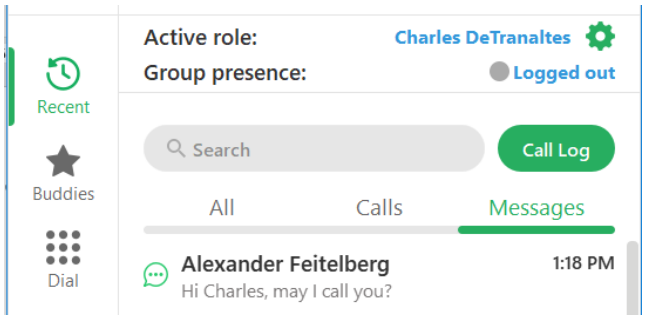
Moving your mouse over the contact will display the call and message options.

The history for that contact is also available by clicking the contact.

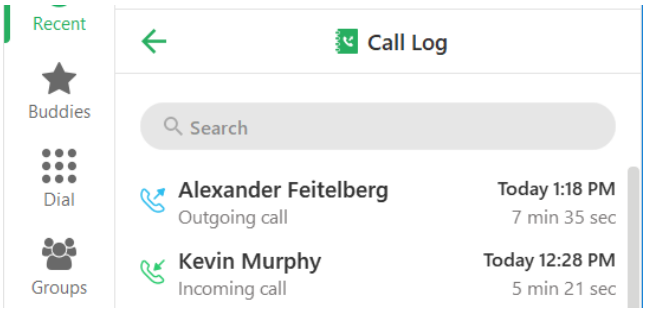


2.5.1 Call Log

You may access the Call Log from the Recent activity area by clicking on the Call Log icon.

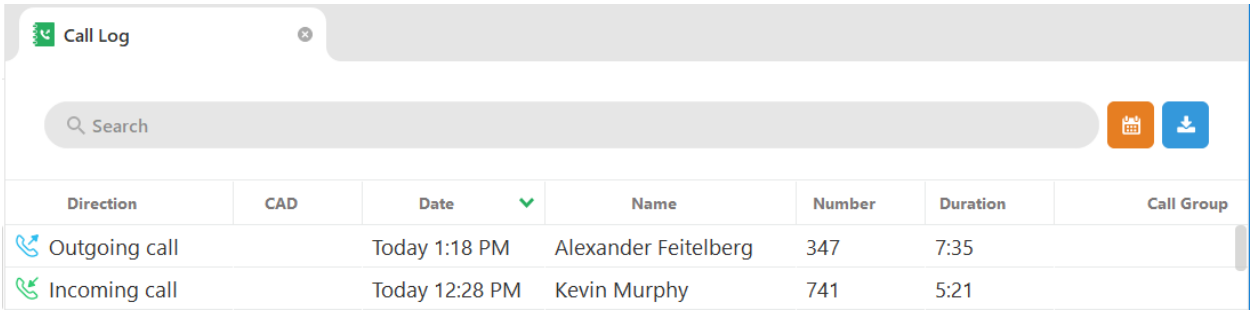


A list of calls will be displayed.



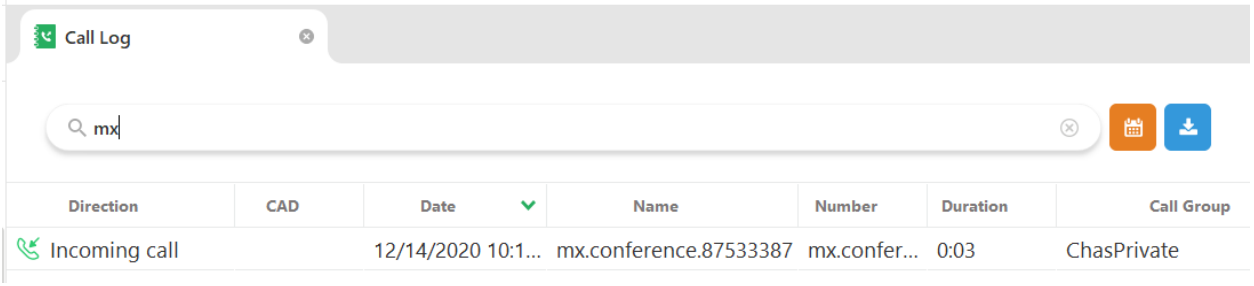
You may select a specific call log entry and click Call Back to call the party.

In expanded mode, the Call Log will display additional log information.



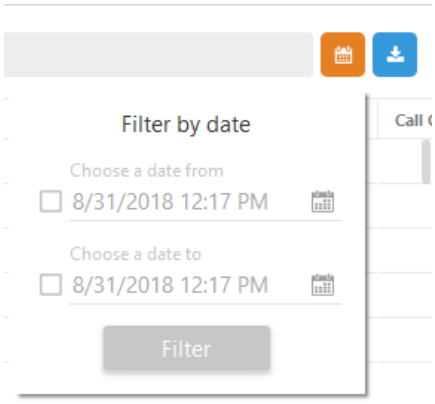
You may sort the entry order of columns by clicking on the column heading.

You can utilize the search function to locate a number, name, etc. The example below shows a search for “mx” returns all MXconference items to the top.



You may also filter the Call Log by date and time:

- Click the filter by date icon

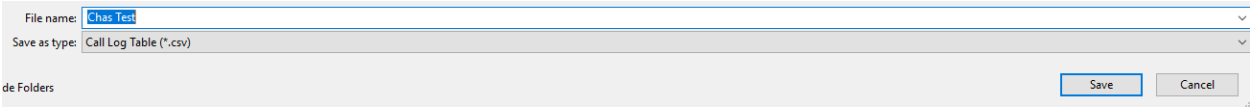


- Check the box and enter the desired From date/time

- Check the box and enter the desired To date/time
- Click Filter

The Call Log entries may be exported in a .csv file format.

- Click the Save to .csv icon
- Navigate to the desired drive/folder
- Enter the desired filename



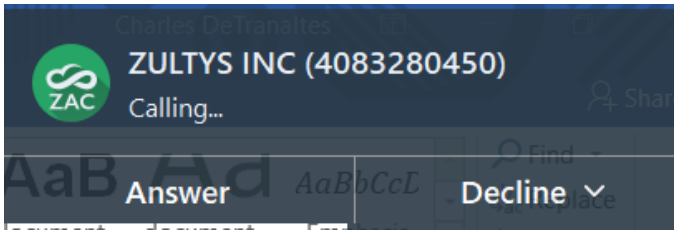
- Click Save

2.6 Dial Screen

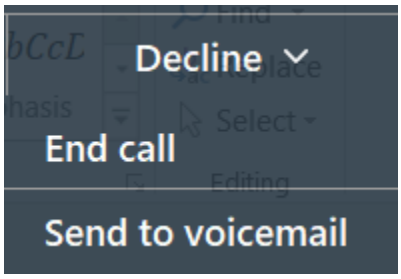
This is the screen in which you make and receive calls as well as manage active calls.

- **Incoming calls**:

If you have popups enabled, a popup with call information and the ability to answer/decline will be presented on your screen.

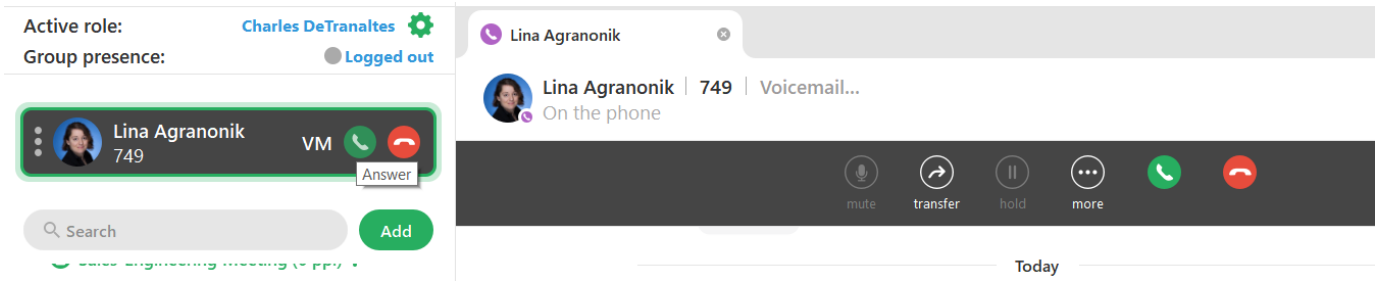


Clicking decline will allow you to end the call or send the call to voicemail.

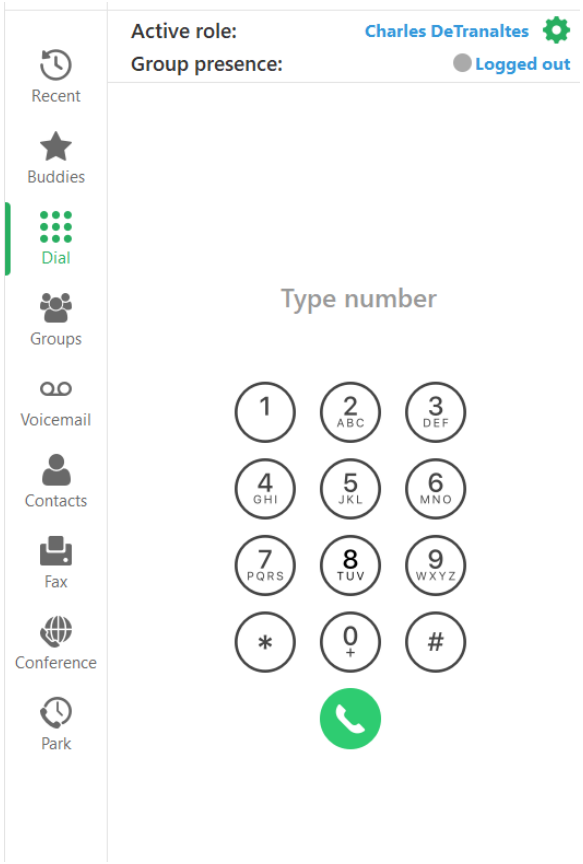


- **Retrieving a call that went to voicemail**

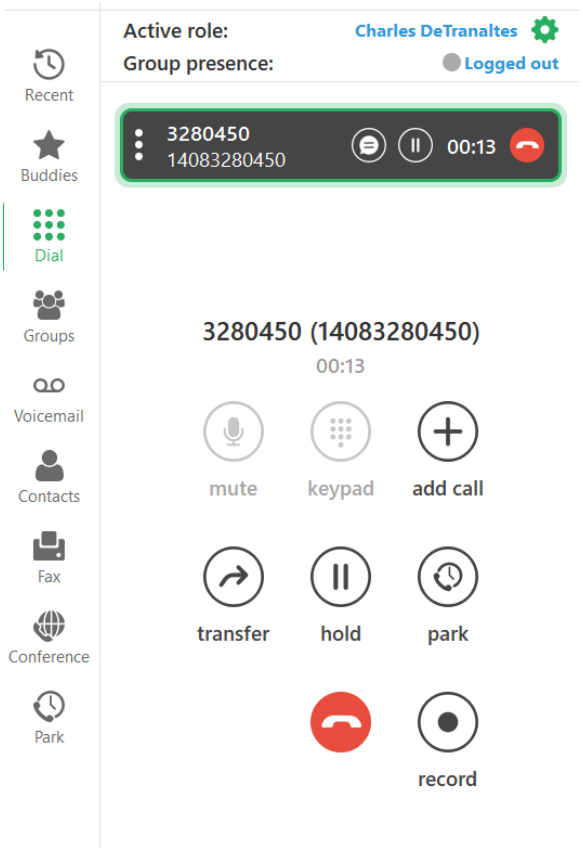
You may retrieve a call that has forwarded to voicemail. In the call session window, click the answer button to retrieve the call from voicemail.
A voicemail message will not be left if the call is retrieved from voicemail.



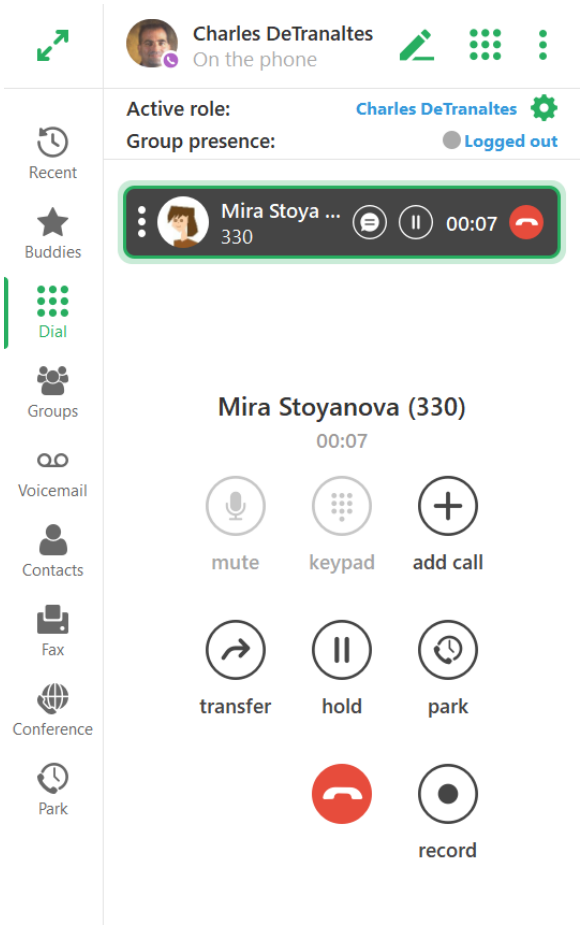
- **Outgoing calls**



Dial screen, ready to enter phone number

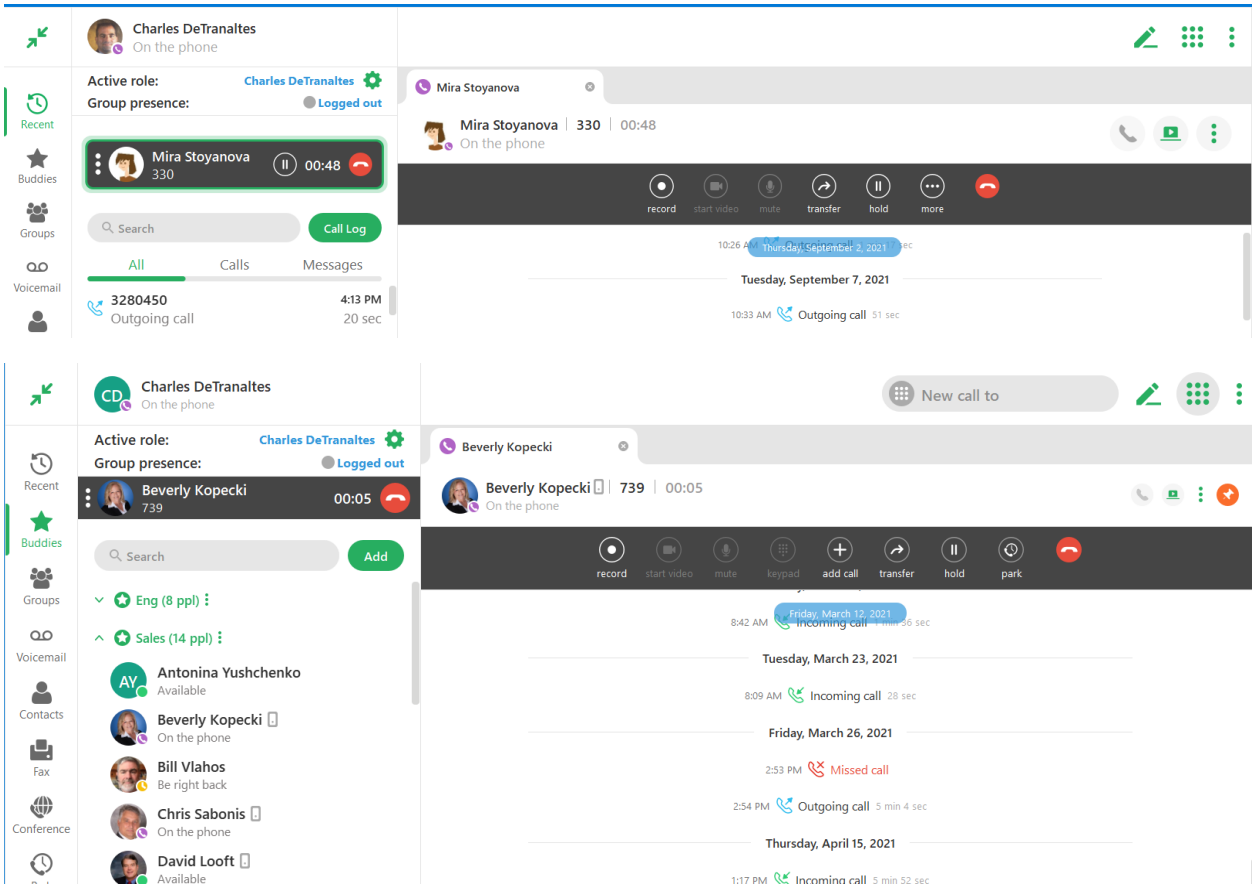


Active call session, external call

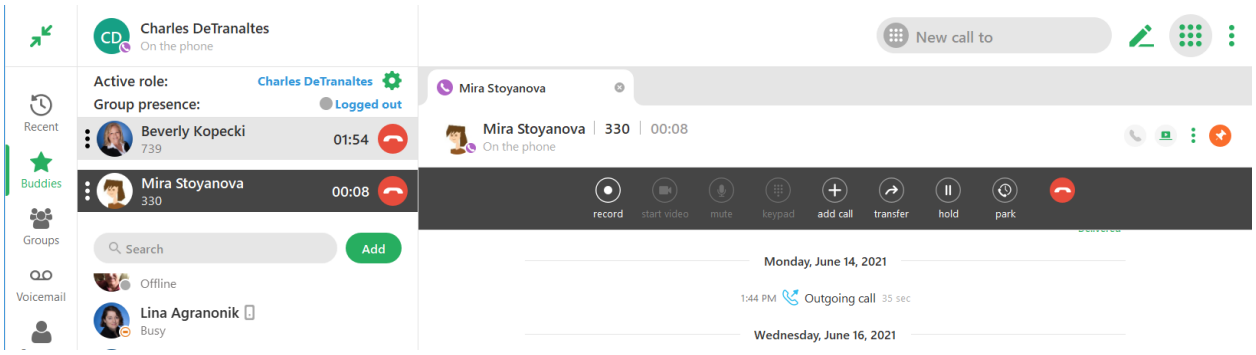


Note: The Mute and Keypad options are only available when you are bound to the internal Softphone. If you are bound to a desk phone, you utilize the mute/keypad of the desk phone.

Single call session in full mode:



Multiple call sessions in full mode:

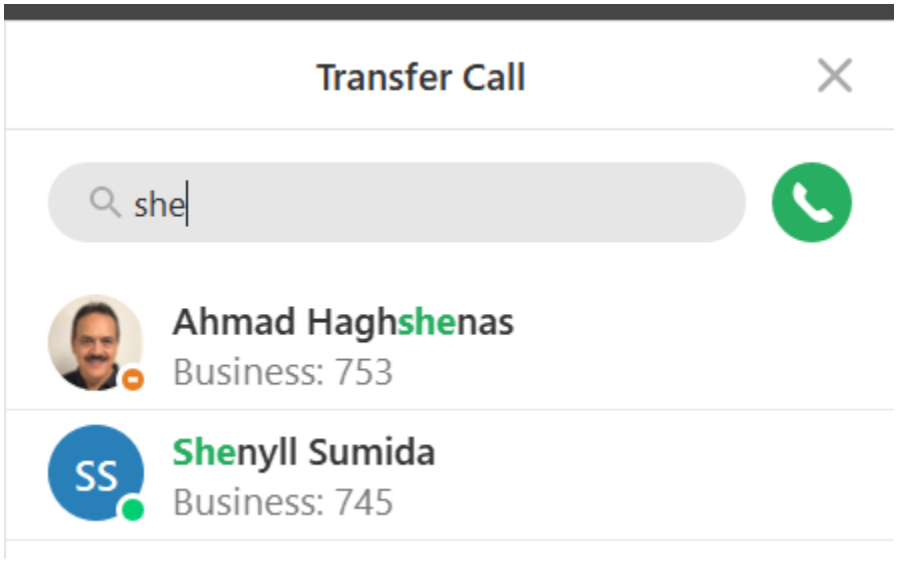


Switching between call sessions will display the corresponding tab associated with the selected call session.

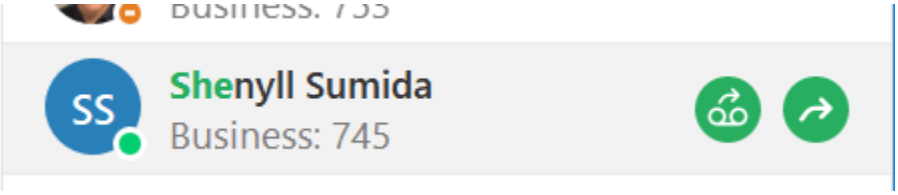
- **Call transfer**

While on a call, click the transfer button

Search for the user to transfer the call to.



Mouse over the user and click the transfer icon. You may also transfer the caller directly to the user's mailbox by clicking the voicemail icon.

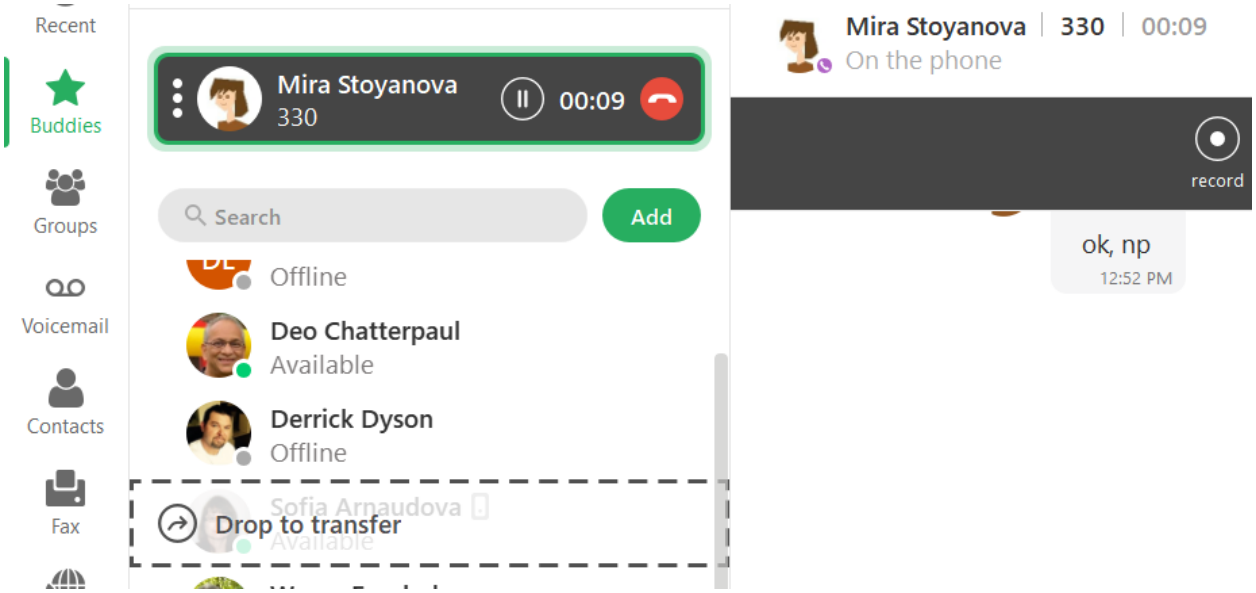


2.6.1 Drag and Drop Operations

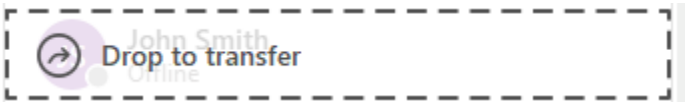
ZAC allows many drag and drop operations to be performed to make call processing operations simple.

- **Call transfer**

While on a call session, drag the call session to the user you wish to transfer the call to and release the mouse button.



- Attended transfer of calls by dropping one call onto another in the calls area or to call tab.
- Add a call to a conference by dropping it into the conference call in the calls area or conference tab.
- When a drag and drop operation is available, the icon will change to indicate the action to complete the drag and drop operation.



2.6.2 Attended Transfer

In an attended transfer, you speak to the party to whom you are transferring the call prior to the transfer. This may also be referred to as attended, or supervised transfer.

Call the first party.

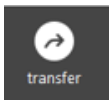
Place the first party on hold by pressing the hold button on ZAC or simply call another user.
Call the second party

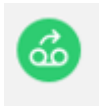
To transfer the call:

drag and drop the session control block to the recipient's address book or buddy list contact.

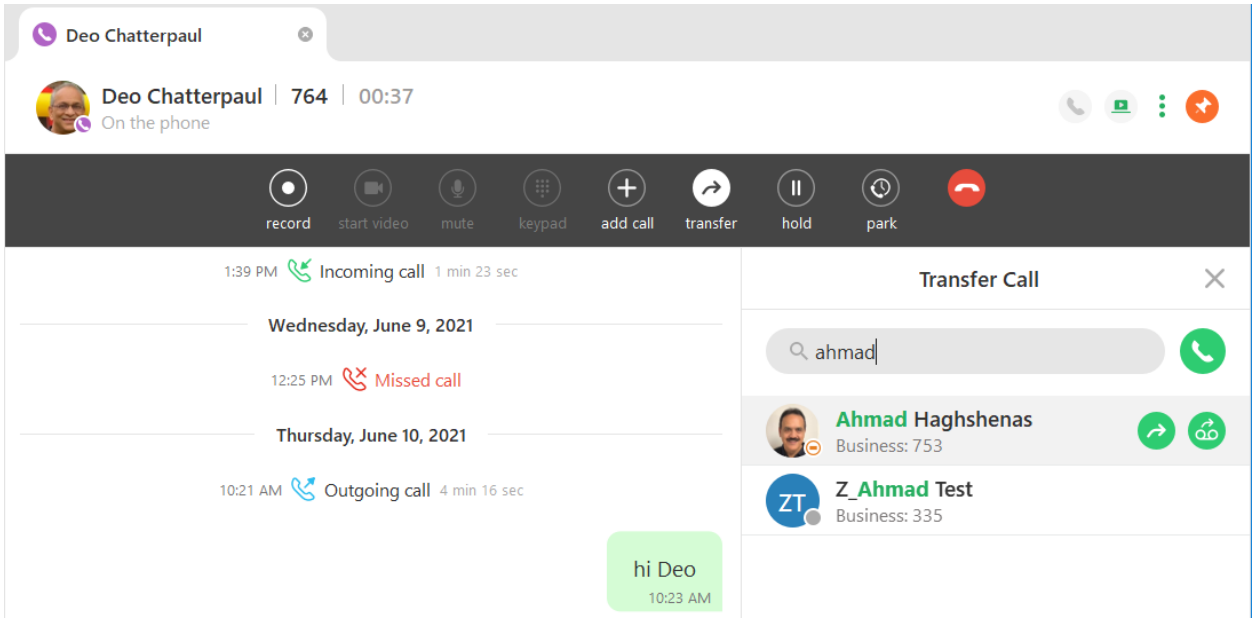
2.6.3 Transfer to Voicemail

A user may transfer a call directly to another user's mailbox.

- While on a call, press the transfer icon 

- Locate the desired individual in the Transfer Call area.
- Click the transfer to voicemail icon 

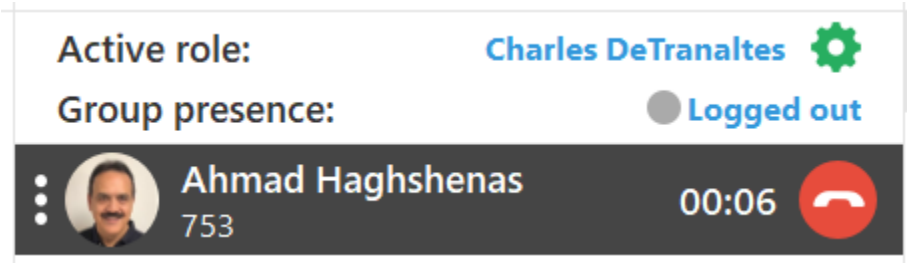
The call is transferred directly to that user mailbox.



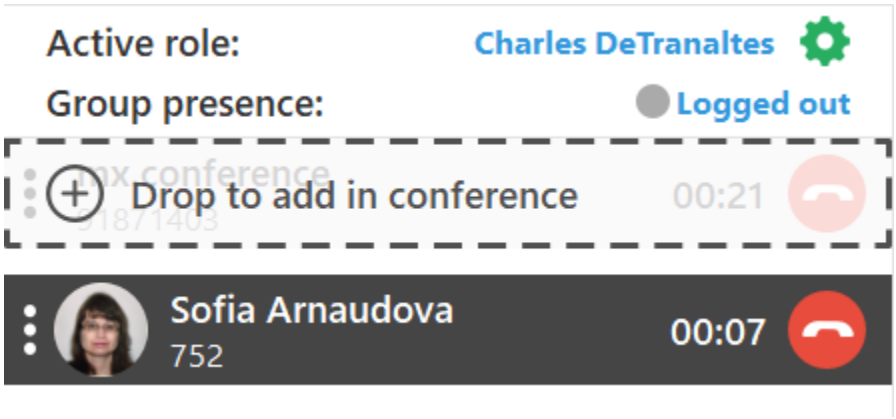
2.6.4 Ad Hoc Conference

You may add a party to an existing conference using drag and drop operation.

- When talking to a user, click the option icon on the left side of the call session window.



- Call the desired party to add to the conference:
- When the party answers, drag their call session window into the conference window.



- Place the called party on hold and return to the conference.
    - The called party is now added to the conference.

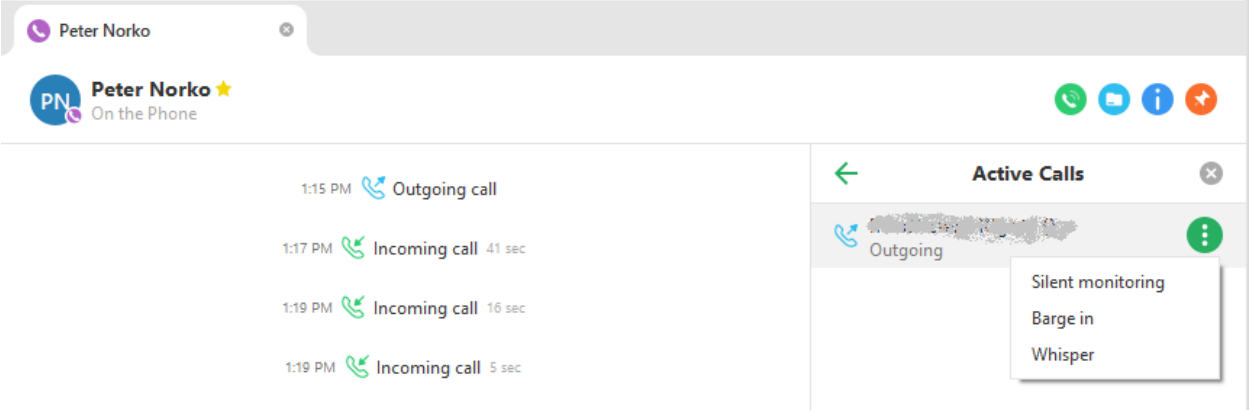
2.6.5 Whisper/Monitor/Barge

This feature allows users with proper administrative privileges to perform monitor/barge-in/whisper operations on user calls.

To monitor/barge-in/whisper to another user:

Right click on the desired user that is on an active call.

Select the desired action to perform.



Silent – This allows you to monitor the conversation of the user without them knowing they are being monitored.

Barge-In – This allows you to enter the call and listen/converse with both parties of the call. Effectively a conference is created.

Whisper – This allows you to speak with the user without the outside/third party hearing what you say.

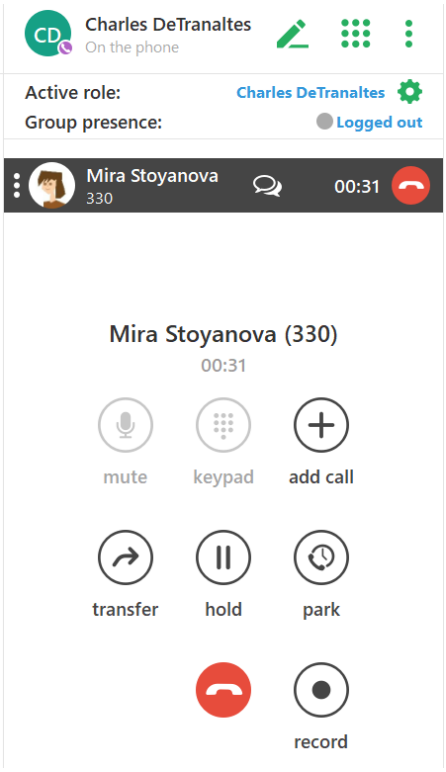
- Users must be configured to access the feature in MX Administrator [Can Monitor] If this setting is checked, this allows a user to monitor other users that have the “can be monitored” setting enabled in their profile. [Can be Monitored] If this setting is checked, users that have the “can monitor” setting enabled can perform the monitor function(s) on this user.
- Users cannot utilize this feature across an MXnetwork. Users can only monitor other users within their own system.

- Call group agents may only be monitored by Supervisors of the call group. Standard users are not able to monitor any call group agent with this feature.

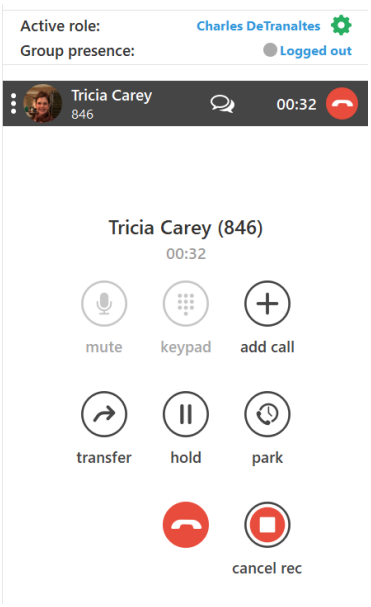
2.6.6 On demand call recording

This feature allows users to record calls and have them saved in their voicemail box. Calls are recorded from beginning to end even if the user started the recording after the call started. Users must be properly configured for access to on demand call recording to utilize this feature.

- While on a call click the Record button



- The screen will change to:



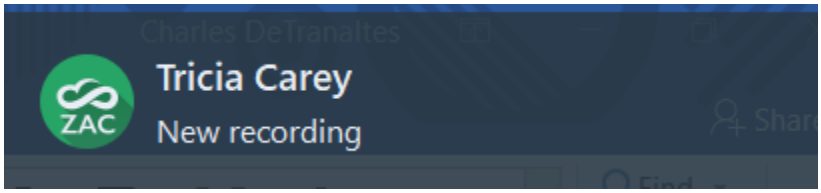
- Continue the conversation. When finished, hang up the call.

- If you want to cancel the recording, click the

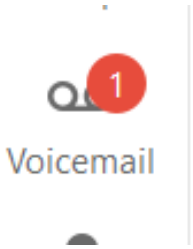
. The recording is cancelled and will not be saved.

Once you have ended the call, several notifications will appear indicating you have a new call recording.

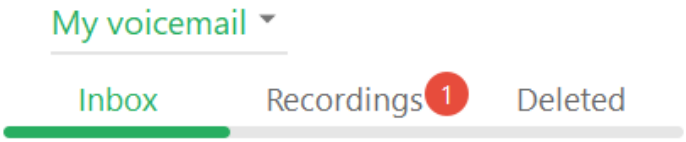
- Popup notification



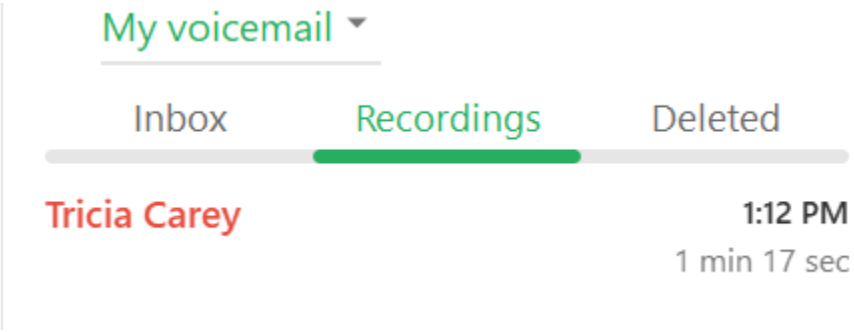
- New voicemail indication



- New Recording indicator in the voicemail area



- Click on the recording to view available options.

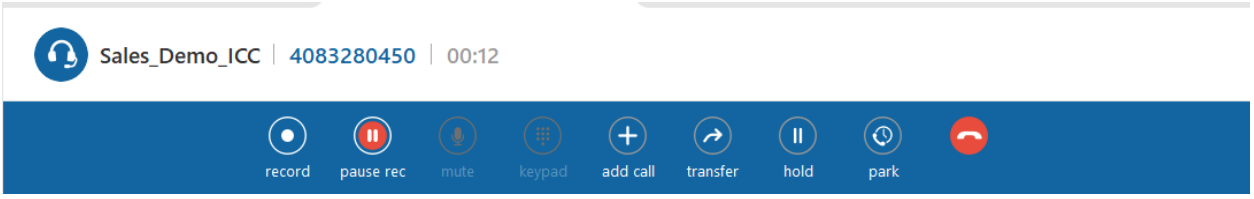


2.6.7 Pause/Resume Automatic call recording

This feature (if configured) allows a user to pause and resume an automatic call recording. This can be used to omit sensitive information that a user does not want included in a voice recording.

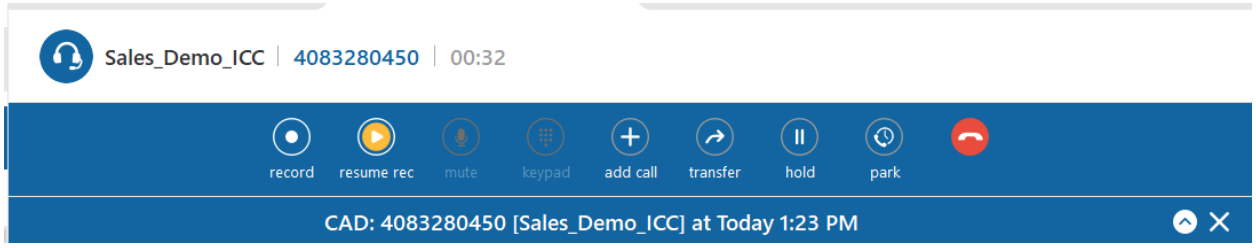
- To pause an automatic call recording, while on a call click the

icon in the call session window.



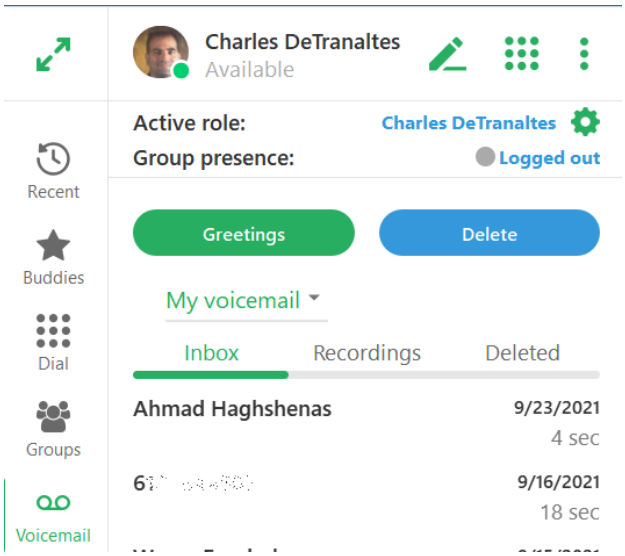
To resume an automatic call recording, click the

icon in the call session window



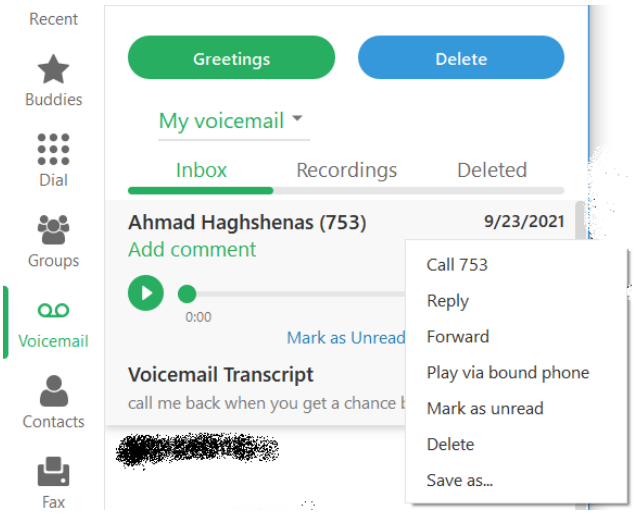
2.7 Voicemail Screen

This screen is where your voice mail, on demand call recordings, and mailbox greetings are accessed/managed.



You may choose to view your inbox or deleted box. A list of the voice messages will be displayed in each. Selecting the Recordings item will display a list of on demand call recordings you have.

When you right click or select the options on a message or recording, the options for the message will be presented:



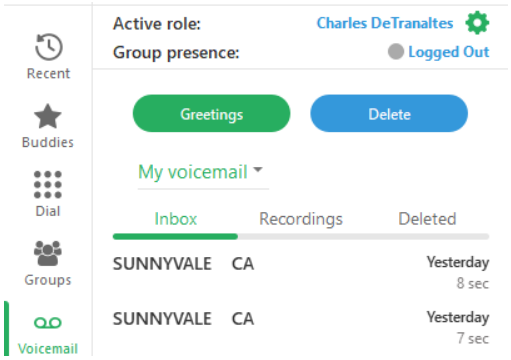
Add comment – Allows you to type a comment to be associated with the voice message. This comment will follow the voice message if you choose to forward the message.

Play/Replay/Pause – Allows you to listen or pause the message. You may also click on the sound bar to jump to any point of the message.

Delete – Deletes the message from the current box. If you are deleting from the delete box, you will be asked for a confirmation.

Delete multiple or all voicemails – You may delete multiple or all voicemail messages at one time. To do this, perform the following:

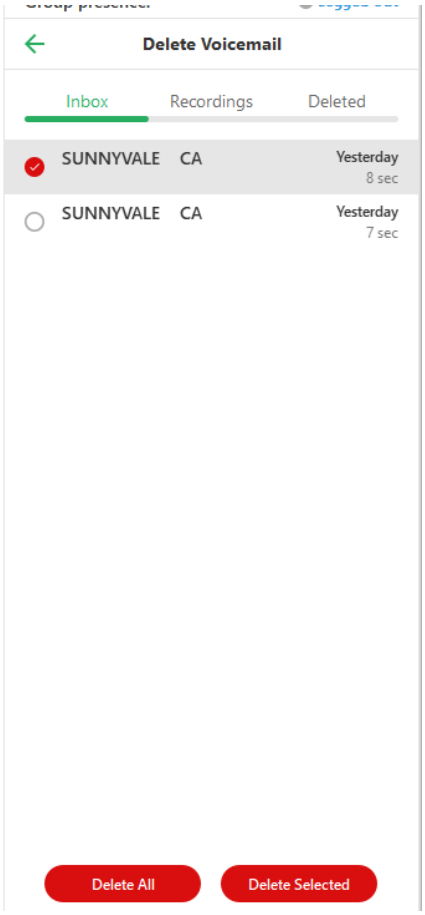
At the voicemail screen, click the Delete icon:



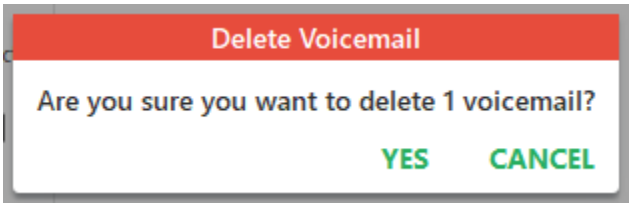
Select the desired voicemail messages to delete.

Click the Delete Selected icon

To delete all voicemail messages select the Delete All icon.

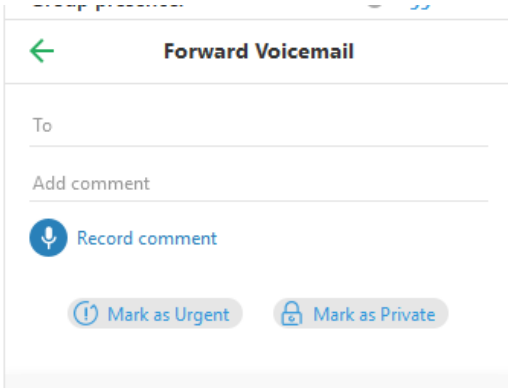


Click Yes at the confirmation window.



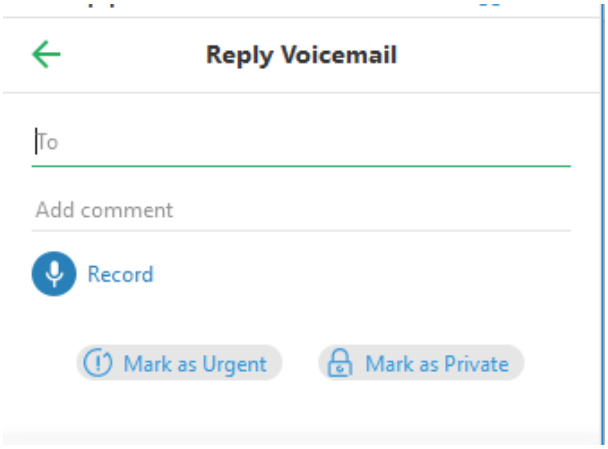
Call – This allows you to place a call back to the party that left the message.

Forward – This allows you to forward the message to another mailbox user. You may optionally record a pre-amble message to the forwarded message.
When you forward a message, you can start typing the intended forward party in the To field. ZAC will display matching names in the directory as you type.



Mark as unread – This allows to store the message in a unread/new state.

Reply – This allows you to reply to another mailbox user that left you the message.
When you reply to a message, you can start typing the intended reply party in the To field. ZAC will display matching names in the directory as you type.

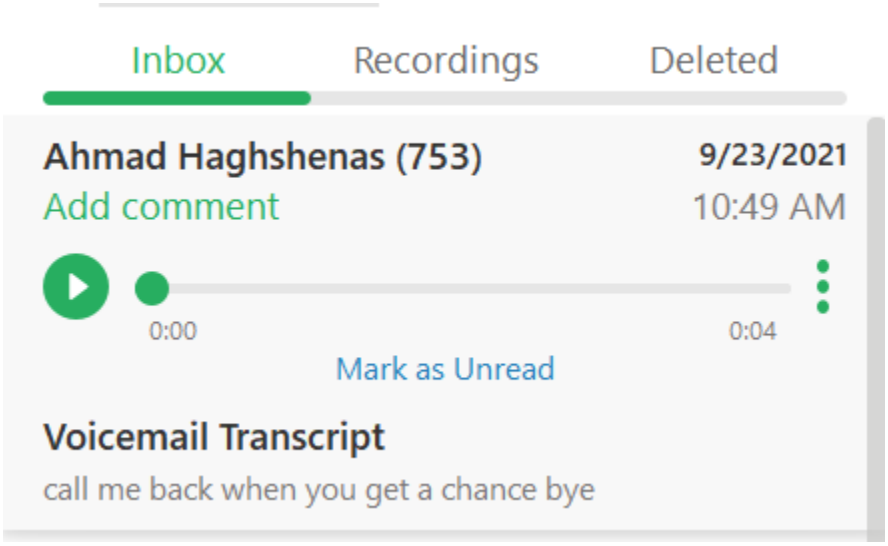


Play via Bound – This allows you to listen to the message on your desktop phone instead of your PC if you desire.

Save as – This allows you to download a copy of the voice message onto your local PC.

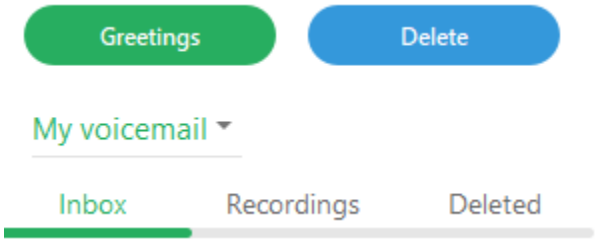
2.7.1 Voicemail Transcription

This feature will display the text of a voicemail that was left for a user. This service must properly be configured by your MX Administrator. Once configured, transcription is displayed as:

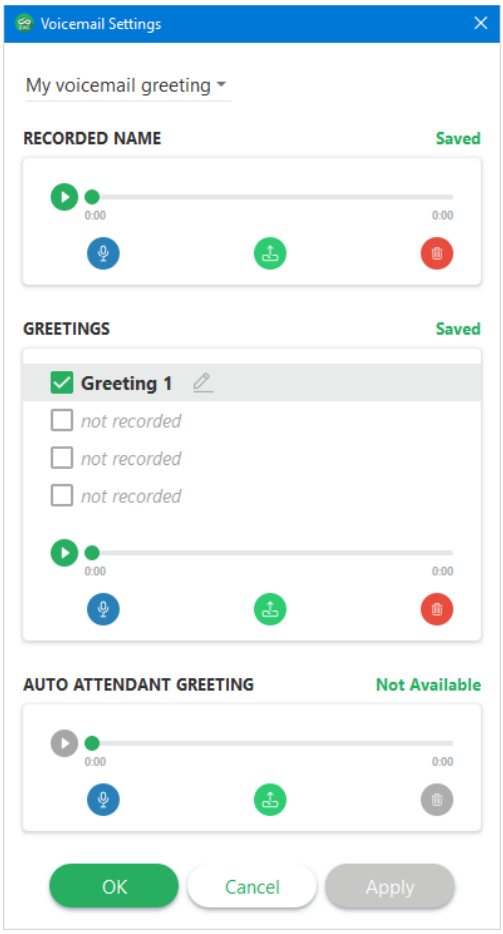


2.7.2 Voicemail Greetings

This menu is accessed by clicking the Greetings in the Voicemail screen. This screen is where you manage your greetings, name, and auto attendant greeting.



You may select your personal voicemail greeting or if you are part of a call group you may select the call group greeting.



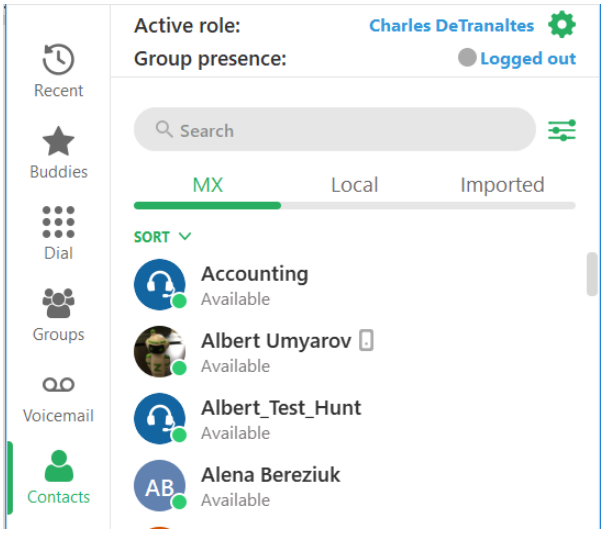
Recorded name – This allows you to import, record, or delete a user name that is associated with your mailbox.

Greetings – This allows you to import, record, or delete a greeting that is associated with your mailbox. You may have up to 4 unique greetings associated with your mailbox. To make a greeting active, click the checkbox next to the desired greeting.

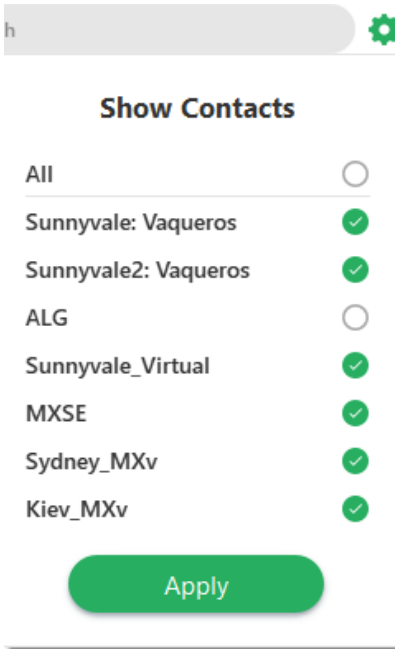
Auto Attendant Greeting – This allows you to import, record, or delete an auto attendant greeting that is associated with your mailbox.
The MX auto attendant routes calls to system users. Prior to routing a call to your phone, the auto attendant can play your greeting, recorded name, or extension to the caller. The auto attendant greeting is the greeting played by the auto attendant to a caller prior to routing the caller to your extension.

2.8 Contacts Screen

This is the screen where all the MX system contacts are located. This includes contacts in multiple locations if you are part of an MXnetwork.

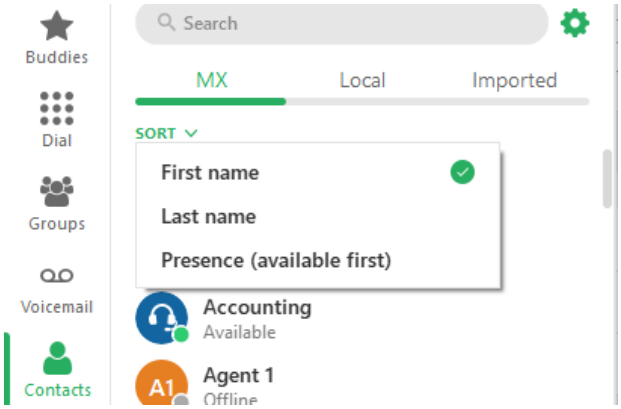


You can filter the contacts by locations when in an MXnetwork by clicking the Filter contacts icon . Select the desired locations you want to display. All the contacts from that location will be added to your contact list.



To add a contact as a buddy, highlight the desired contact and click the star icon on the desired contact: . The icon will change to:

You may sort Contacts by first name, last name, or presence by clicking the sort button:

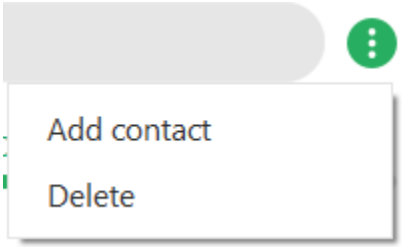


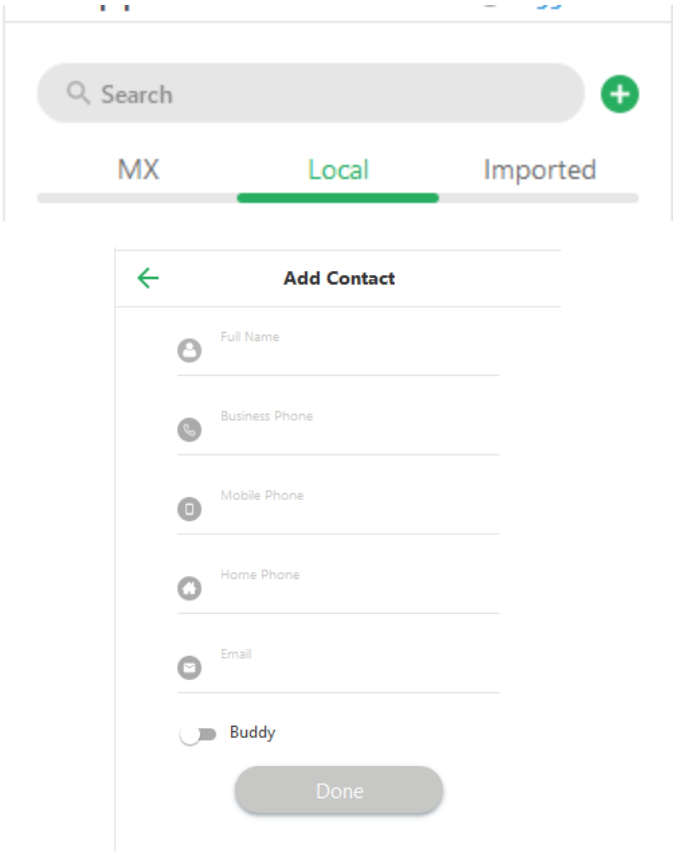
Contact Notes:

ZAC introduces the approach of showing local contacts – both old MXIE buddies and contacts created in ZAC are displayed in Contacts | Local screen. Only contacts that are mentioned as buddies (same as for MX contacts) are displayed in the Buddies screen. There is still the ability to un-buddy a contact from the Contacts screen.

2.8.1 Adding Local Contacts

- Select the Local tab and click the Add contact options icon:
- Select Add contact



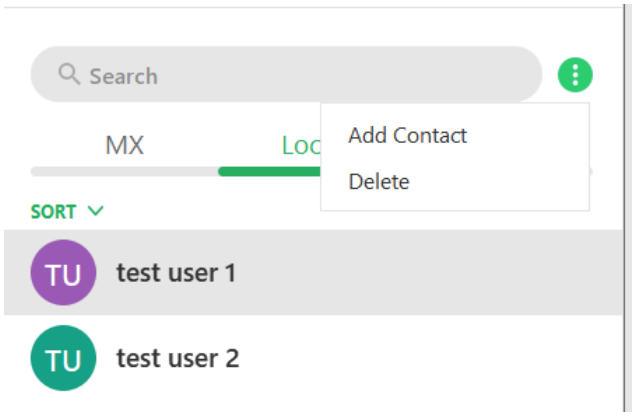


- Enter the desired information and click Done when finished.

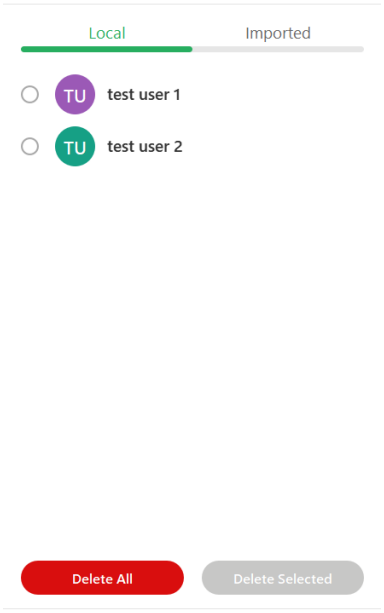
2.8.2 Deleting Local contacts

You may delete 1 or more local contacts.

In the Local Contact screen select the icon and click Delete.

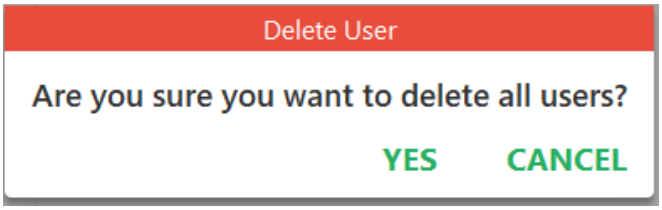


Select the desired contacts to delete or select Delete All:



Click the Delete Selected if only selected contacts are to be deleted.

Click the confirmation button to delete.

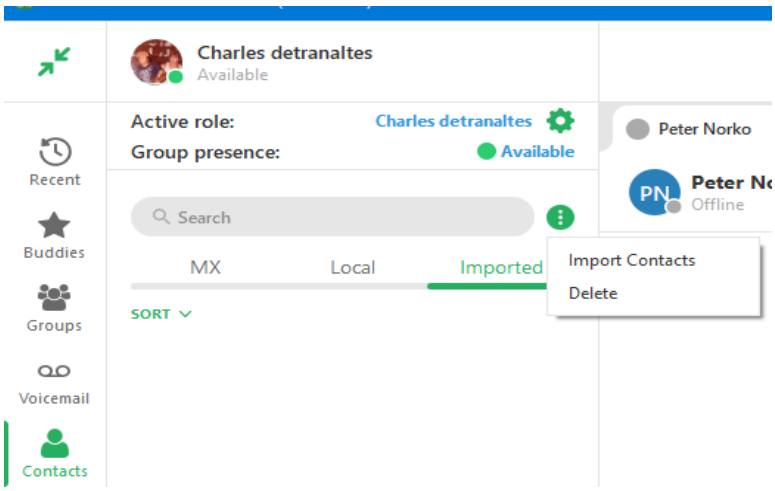


2.8.3 Importing Contacts

ZAC allows the importing of contacts into the Imported area of ZAC.

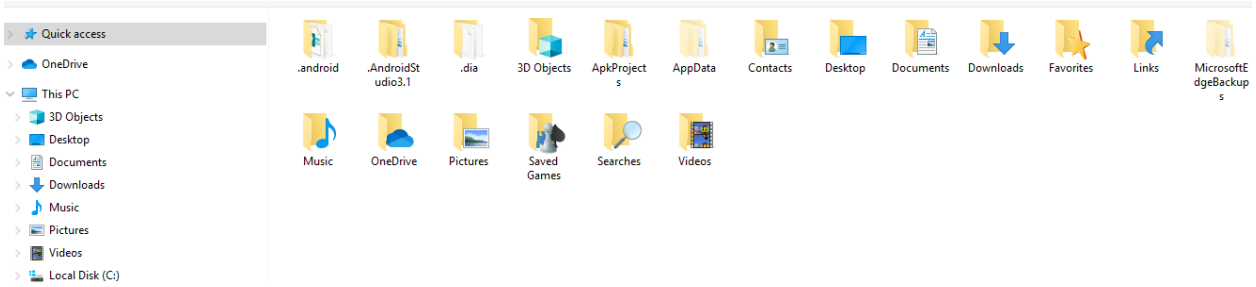
Click the Imported tab

Click the icon

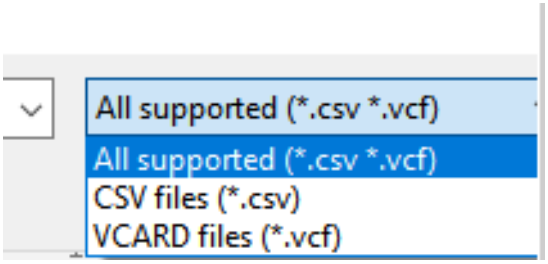


Select Import Contacts

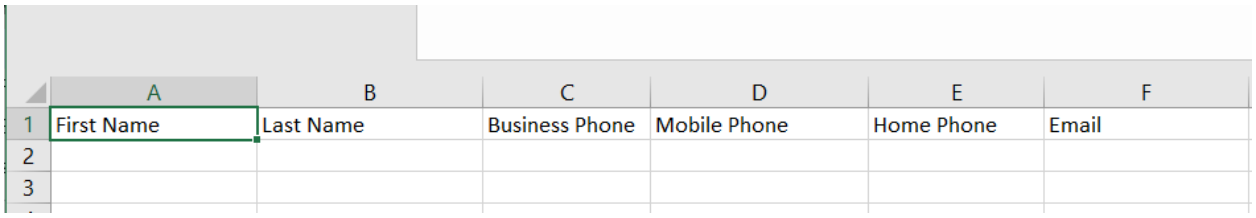
Navigate to the desired folder/file



You may import vCard or .CSV file types.



For the .csv import, the format should be as follows:

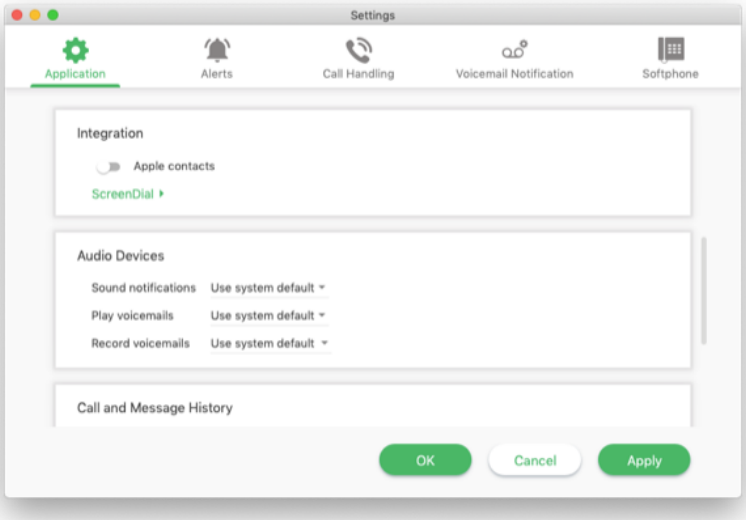


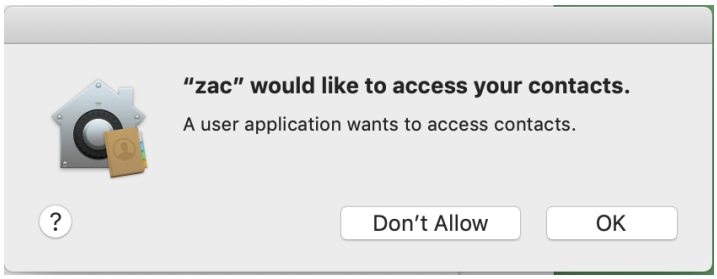
	A	B	C	D	E	F
1	First Name	Last Name	Business Phone	Mobile Phone	Home Phone	Email
2						
3						

NOTE: If a user sends a file via Chat that is a vCard type with a single contact, an "Add to contacts" item is available which will result in adding the vCard to Address Book.

2.8.4 Macintosh Contacts

You may enable support for native Macintosh contacts. In Settings>Application>Integration>Apple Contacts



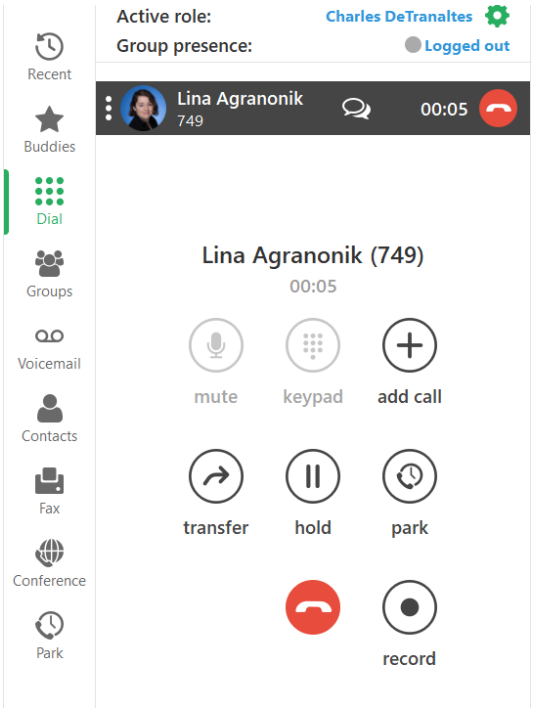


Click OK.

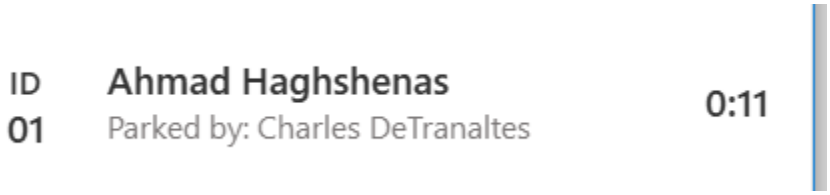
2.9 Parked Calls Screen

This is the screen where calls that are parked can be managed. This area allows the users to place/retrieve calls that are in call park locations.

To park a call, click the park icon while on a call:



When a call is parked the screen will display:



ID – The park slot ID

Caller – The caller that was parked

Parked by – The user who parked the call

The screen will indicate the amount of time the call has been parked.

The Park notification area will also indicate that a call is parked:

To retreive a parked call:

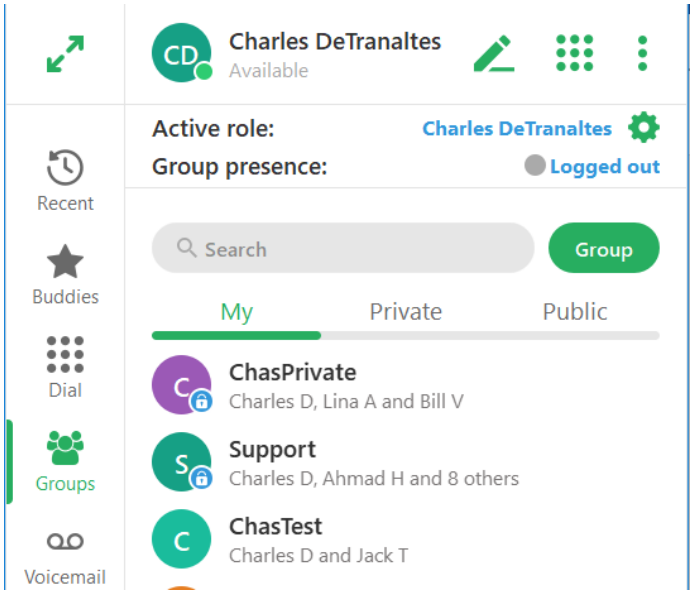
Click the handset icon on the parked call.

3 Team Messaging – Chat Groups

This is the screen where the Team Messaging (Chat Group) function is accessed and managed. Team Messaging allow users to have group chat, group audio and video calls, file sharing and desktop screen sharing while in a group chat or group chat conference.

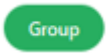
Group members will receive notifications and can respond to any chats that come to the group. Any member of the group can send a message and all other members in the group will receive the message.
Starting in ZAC 5.0+, group chat members can send files to other members as well as create an audio conference with members.

You may filter Chat Groups by My, Private, Public.



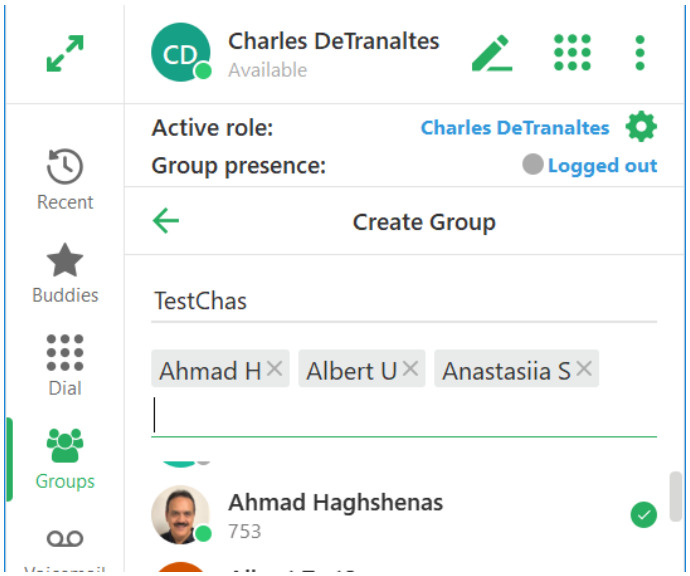
Public groups allow any user to join the group without requiring approval. Private groups require the owner of the group to add members to the private group.

3.1.1 To create a new group:

Click the Group icon 

- Select Create Group.
- Enter the desired name of the group.

  Select the desired members by clicking on the member in the directory or typing their name.
  Once a member is added, you may remove them by clicking on the X next to their name

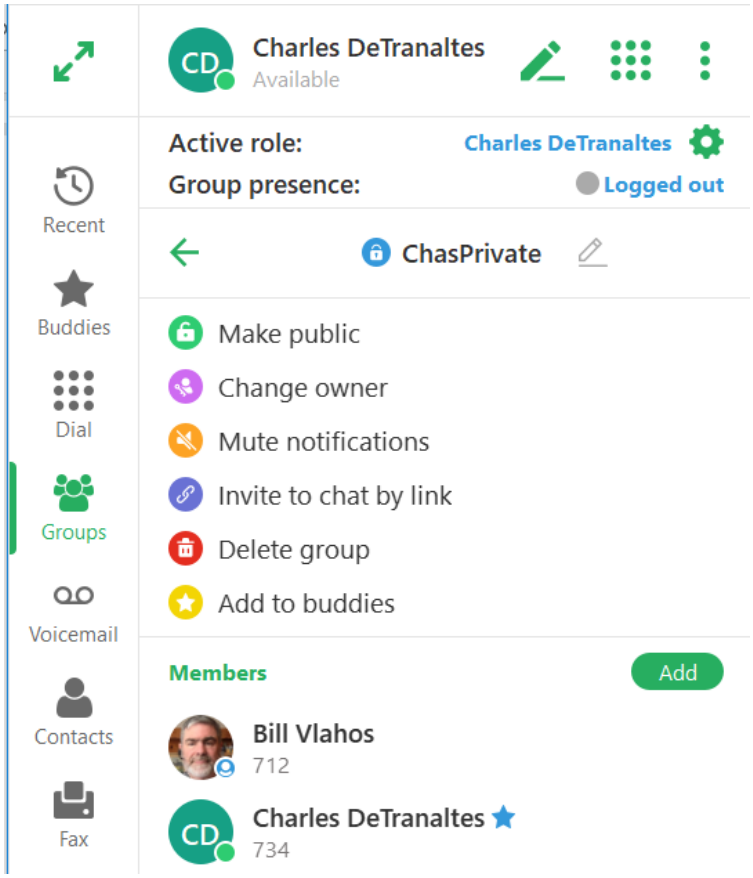


- Check the box if the Group is to be a Public type group. By default, newly created groups are private.

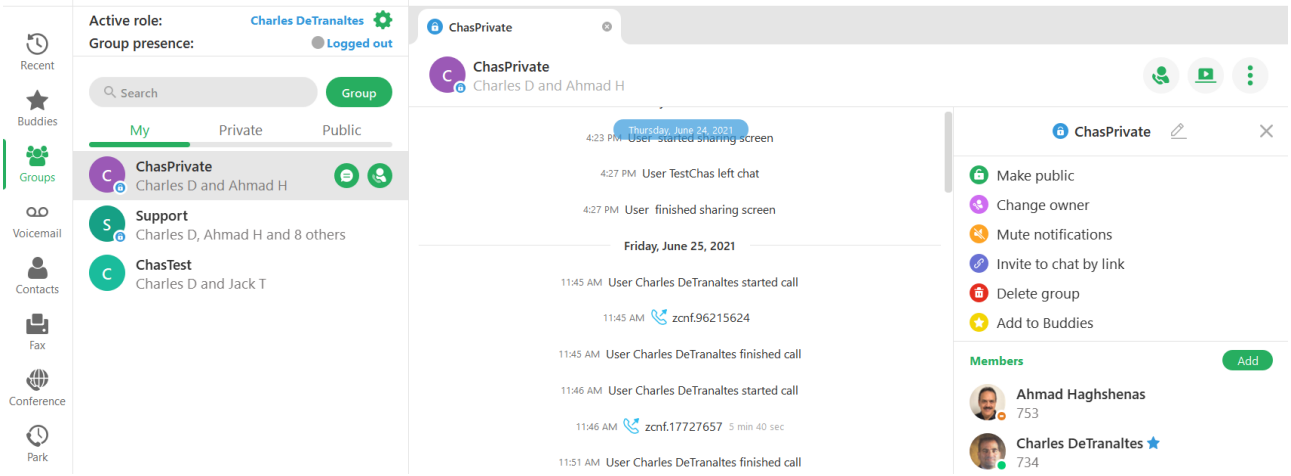
- Click Create.

3.1.2 To edit a group:

Right click on the desired Chat group and select Info:



Compact mode



Full mode

Select the desired option you wish to perform on the group.

Rename(pencil icon) – Allows you to rename the group

Make Public – Changes the group from a private type to a public type.

Change Owner – You may transfer the ownership of groups you created to other users

Mute Notifications – This allows the user to mute popups and missed activity indications in the navigation panel. This can be useful for extremely active groups with a large number of messages exchanged.

Invite Guest to chat by link – This allows the user to create a link that can be sent to external guest users so they may access the group chat even though they are not MX system users. Guest users may chat, participate in audio/video conferences, file share and screen share with group members.

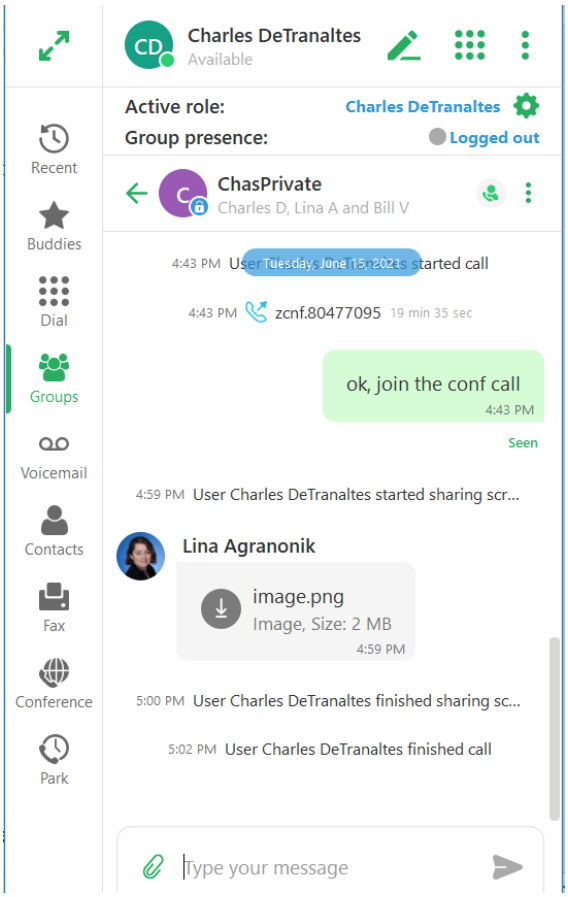
Delete Group – This action will delete the existing group. You will be prompted for a confirmation to delete.

Add to Buddies – This action will add the group to your buddy list.

Add Members – This action allows you to add additional members to the group.

3.1.3 To view/converse the group chat:

- Open the desired Chat group by clicking on the group. The group chat screen will appear.

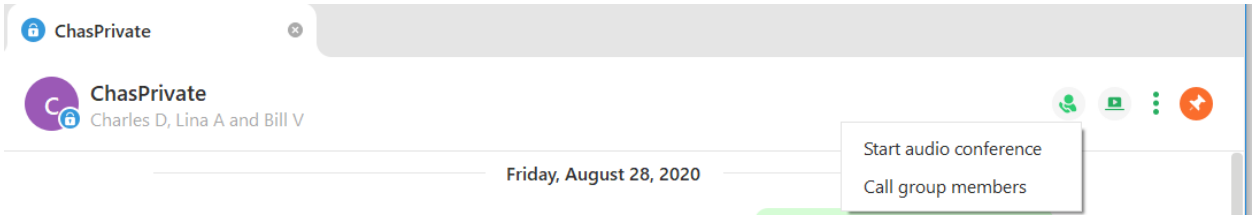


You will see the most recent message threads. Type your text in the text box and press to send or press ENTER key on the keyboard.

In expanded mode, each group will open as a separate tab. You may pin the tab to keep it on the screen and move from tab to tab. Group notifications will appear in non-focused tabs so you are aware of activity.

3.1.4 To create an MXconference when in a group chat:

While in the desired group, select the start audio conference icon



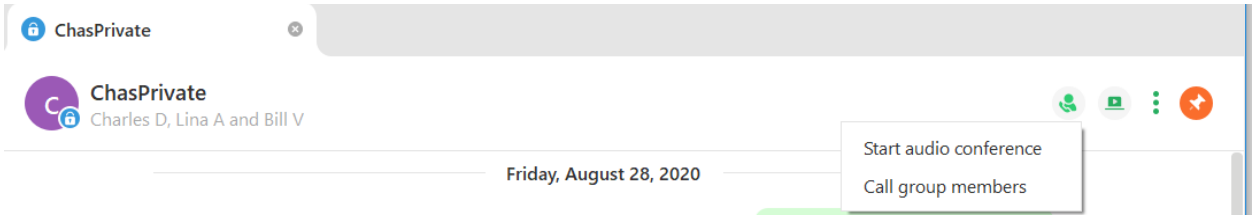
Click the Start Audio conference option.

A conference call will begin. Your audio device will ring indicating a conference call. Answer the call to start the MXconference.
A group text will be sent stating the conference call has started. When the call ends, a group text stating call ended is sent.

To create an MXconference by calling group participants first:

While in the desired group, select the Start audio conference icon

Select the Call group memebers option.

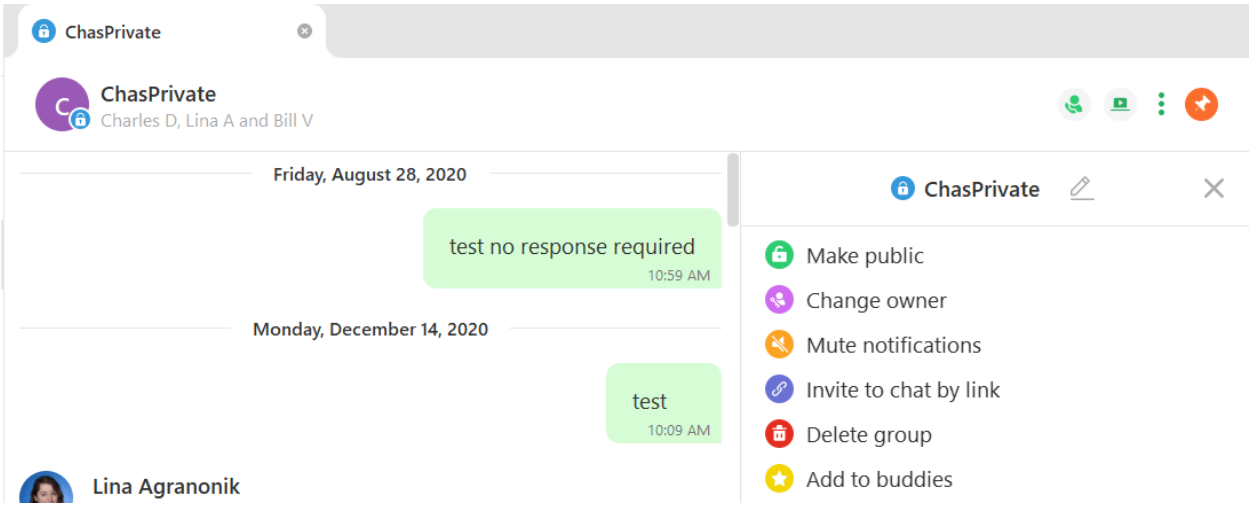


An MXconference is created and each participant is called by the MX system. When they answer, they will hear “connecting now” and be placed into the MXconference.

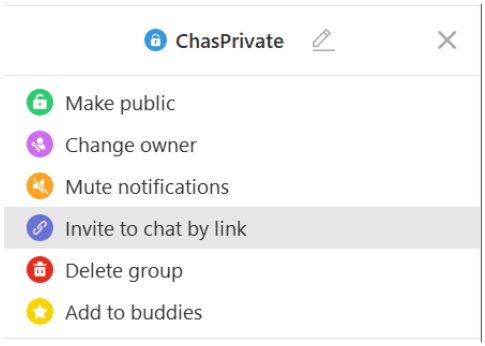
3.1.5 Invite external guest users to Chat session

This feature will allow you to send a link to an external guest and have them join the Chat session. Guest users may chat, participate in audio/video conferences, file share and screen share with group members.

Click the Info button from the options icon in the Chat session:

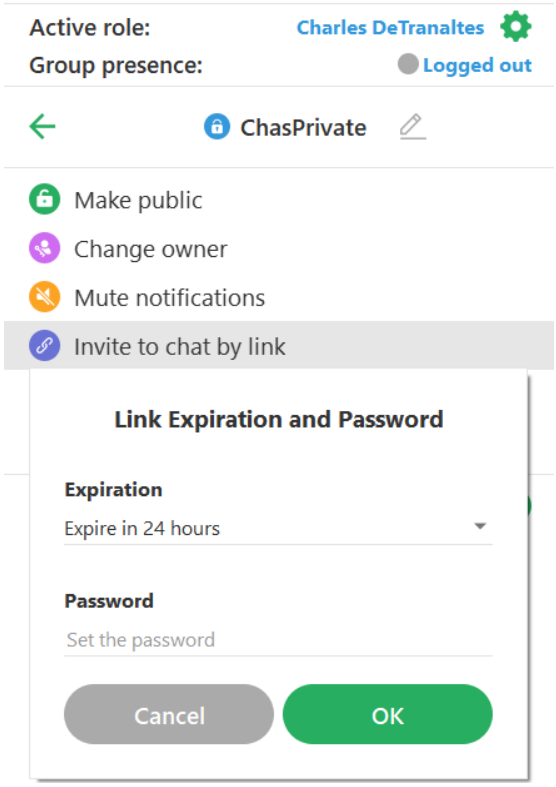


Select Invite to chat by link:



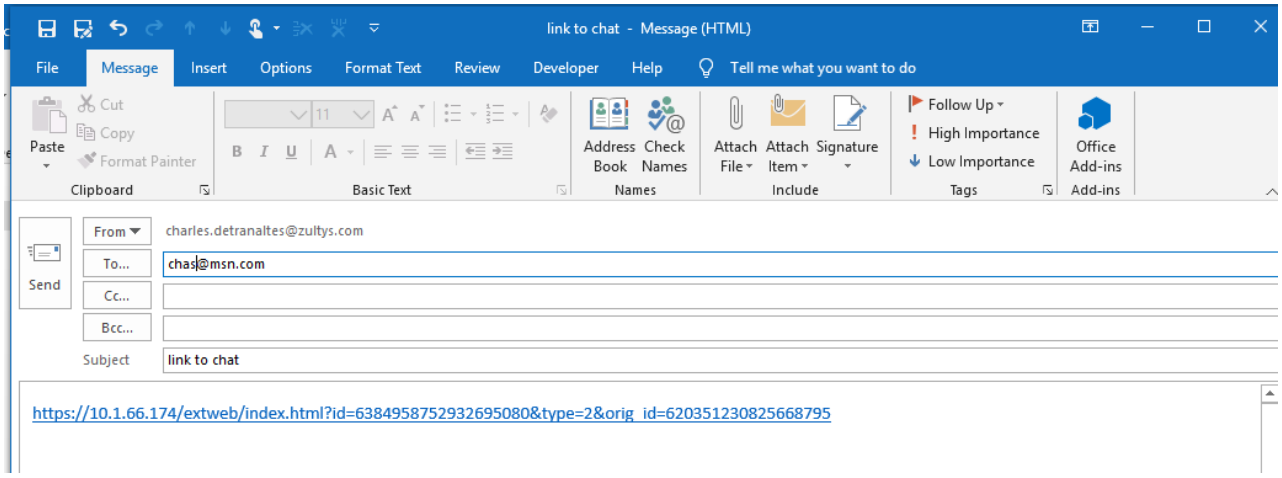
Set an expiration time for the link (default = 24 hours) and enter a password (optional).

Click OK



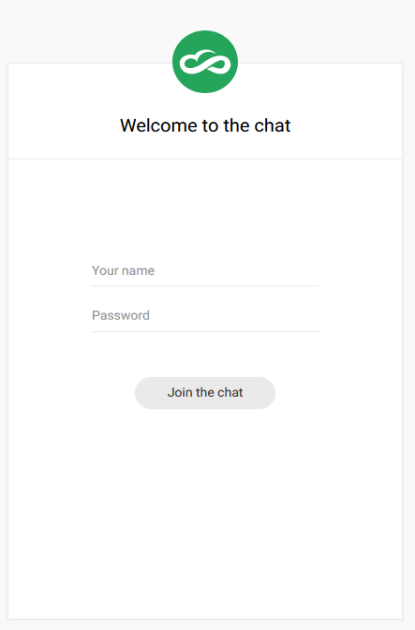
Note: The link is now copied into the clipboard.

Paste the link into an e-mail and send the link to the external party:

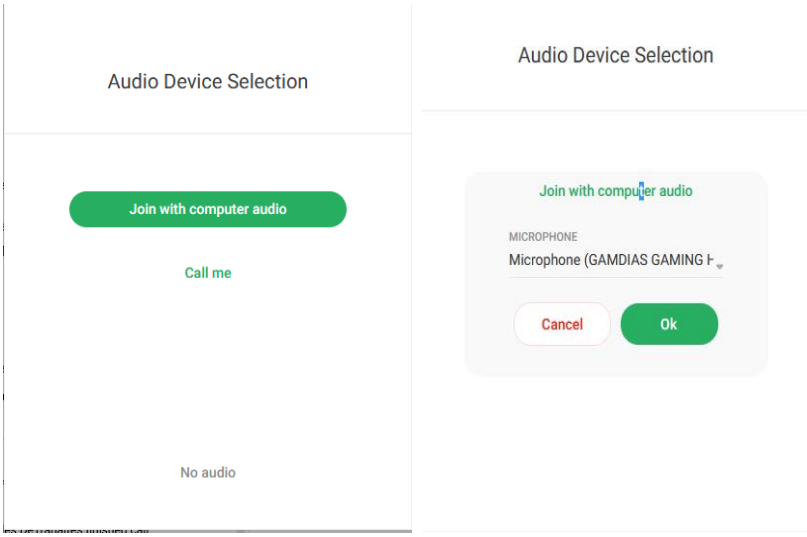


3.1.6 External Guest operation

When the external party clicks the link, they will receive an invite in their web browser.



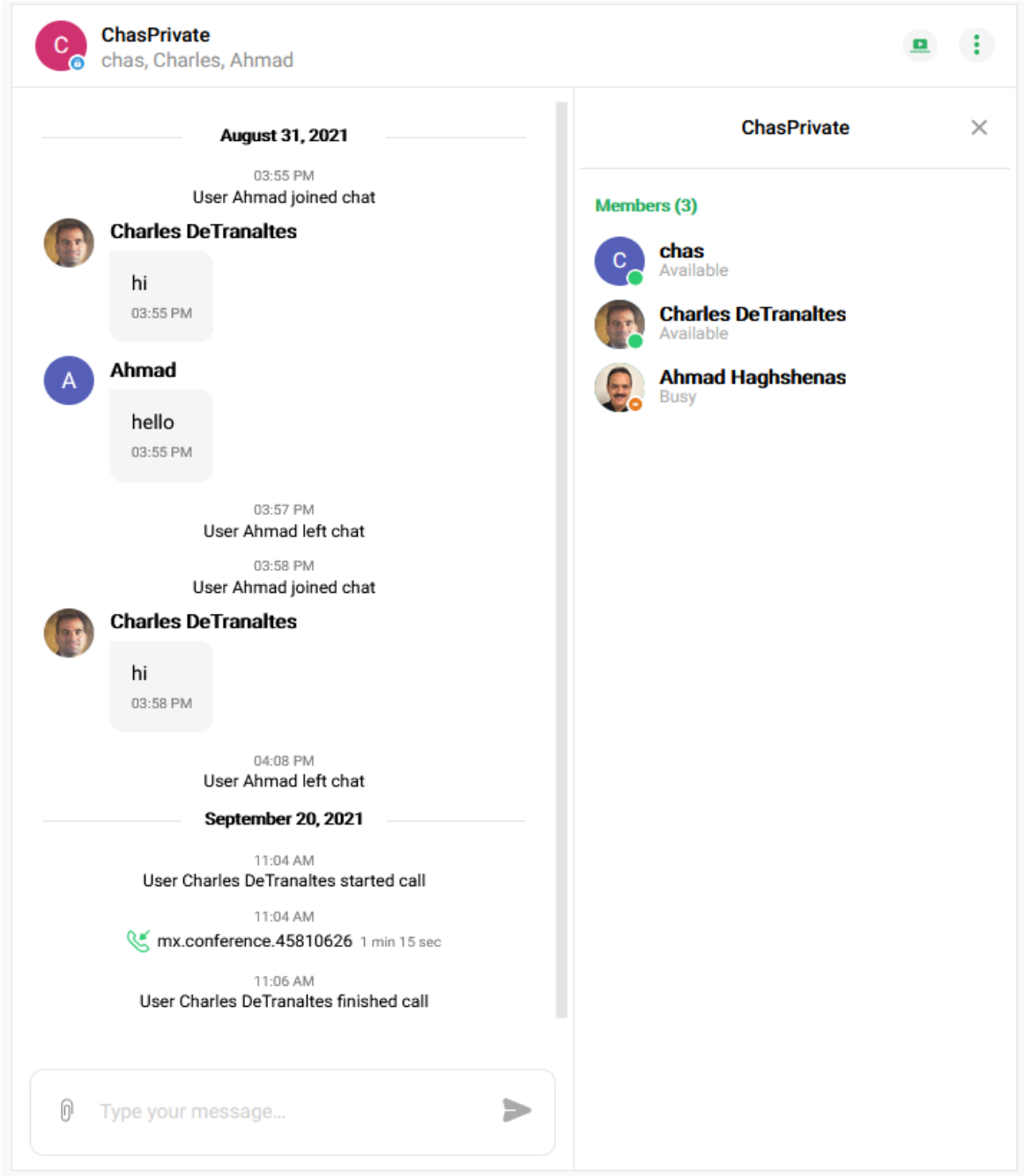
They enter their name, password (if configured) and click Join the chat.



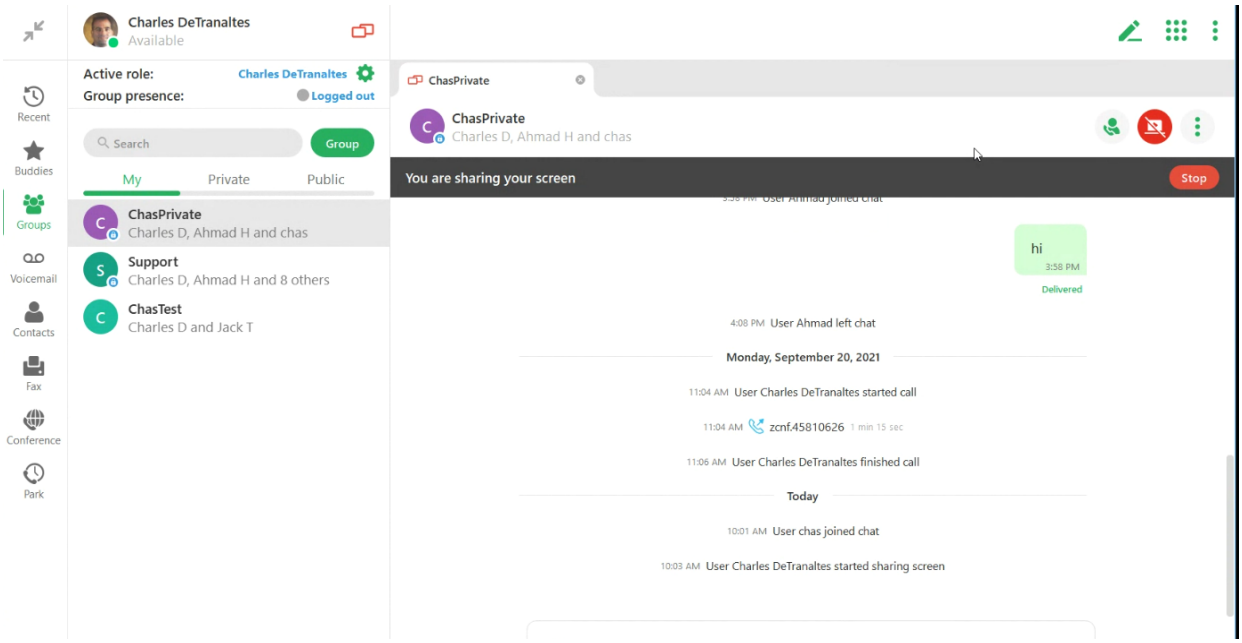
They can select their audio device **(only computer audio is supported)**. They may have to select some additional options based on the audio devices installed on their computer.

- **Main guest screen**

The external user will receive a web based Guest screen. This screen provides all the controls for the guest user to collaborate with group members.

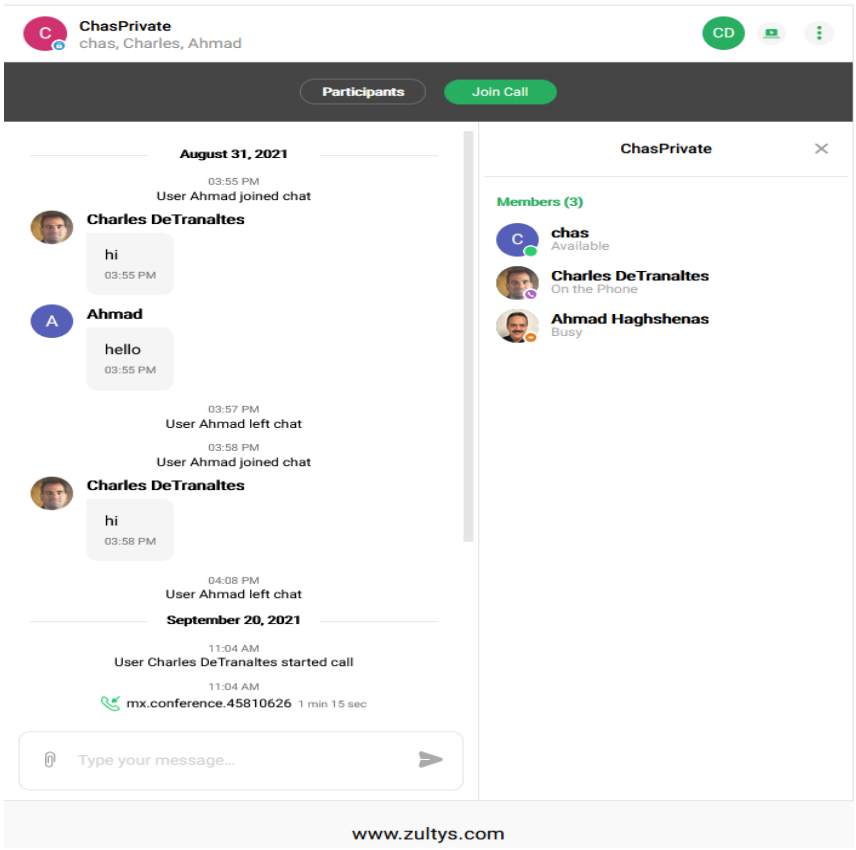


- **Guest viewing a screen share**

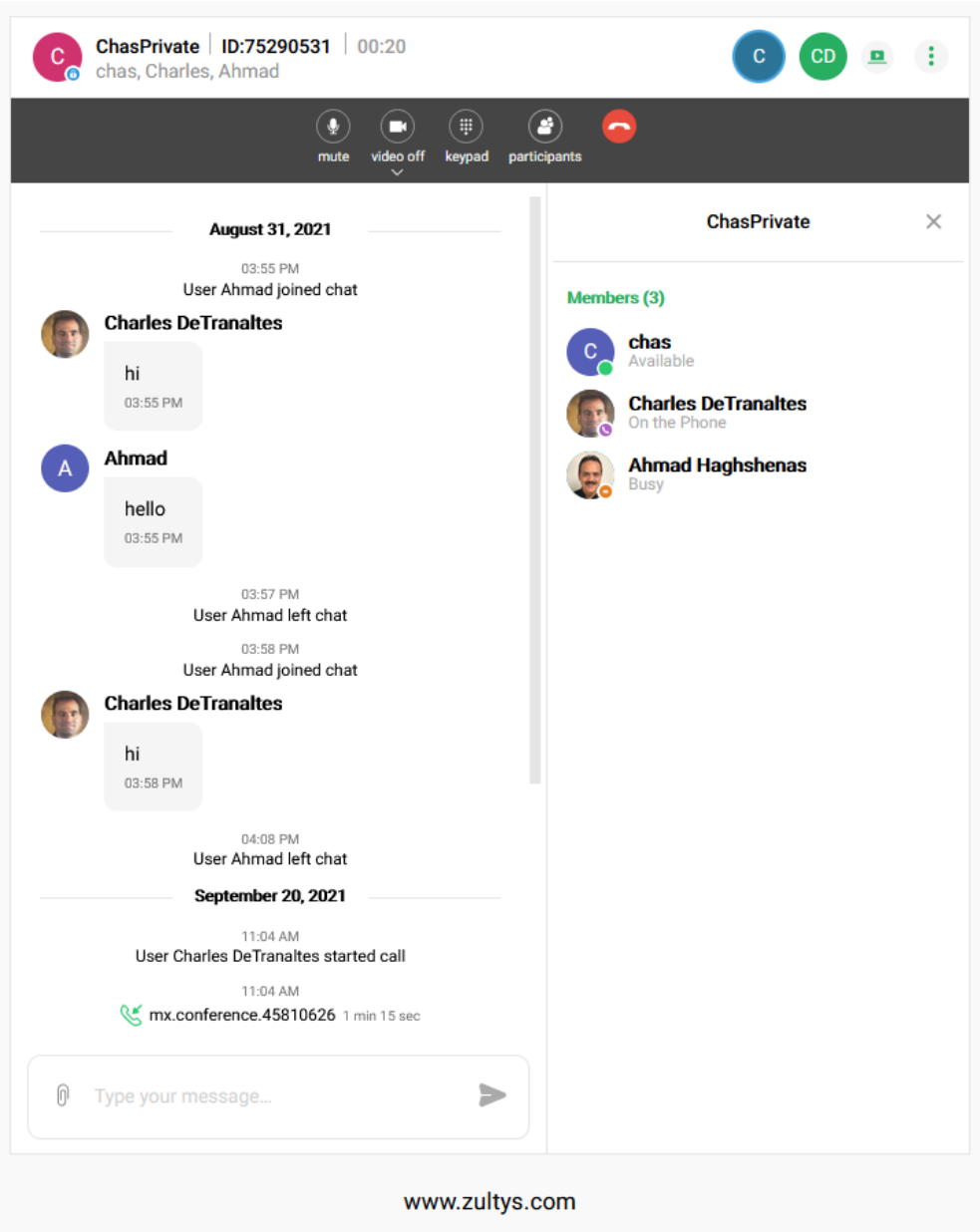


Click Stop to end the viewing session.

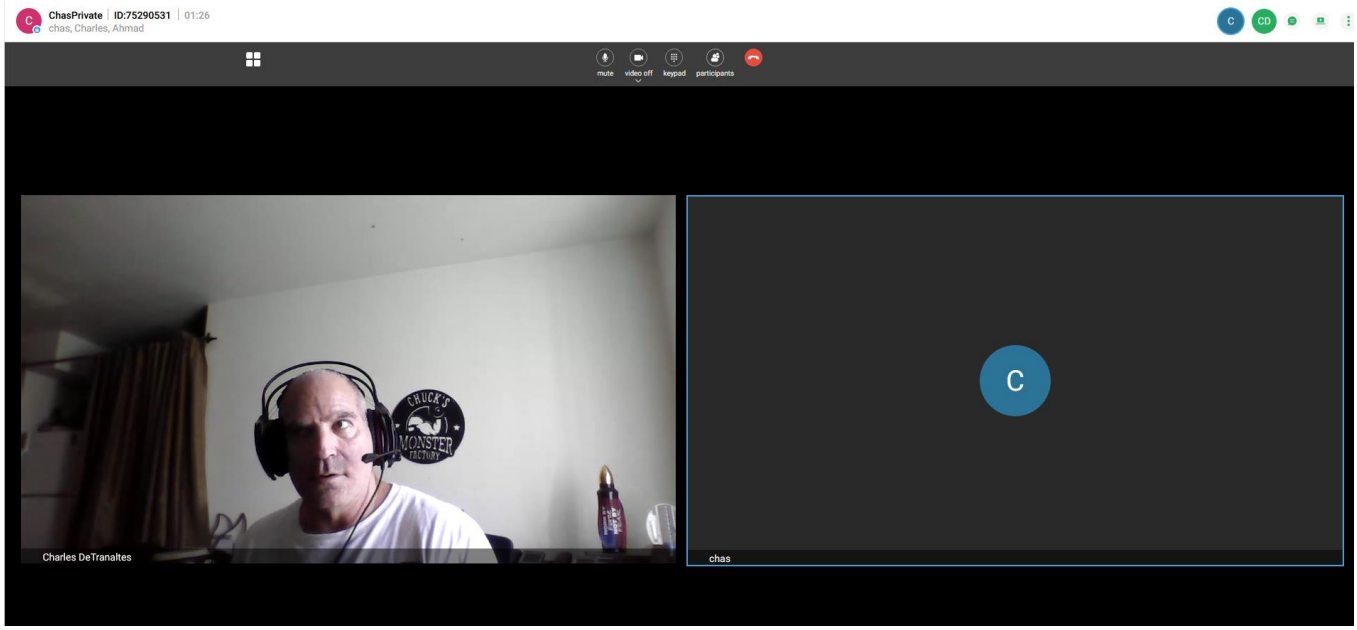
- **Joining a conference call**



Click the Join call button. You will be placed into the MXconference with other members.

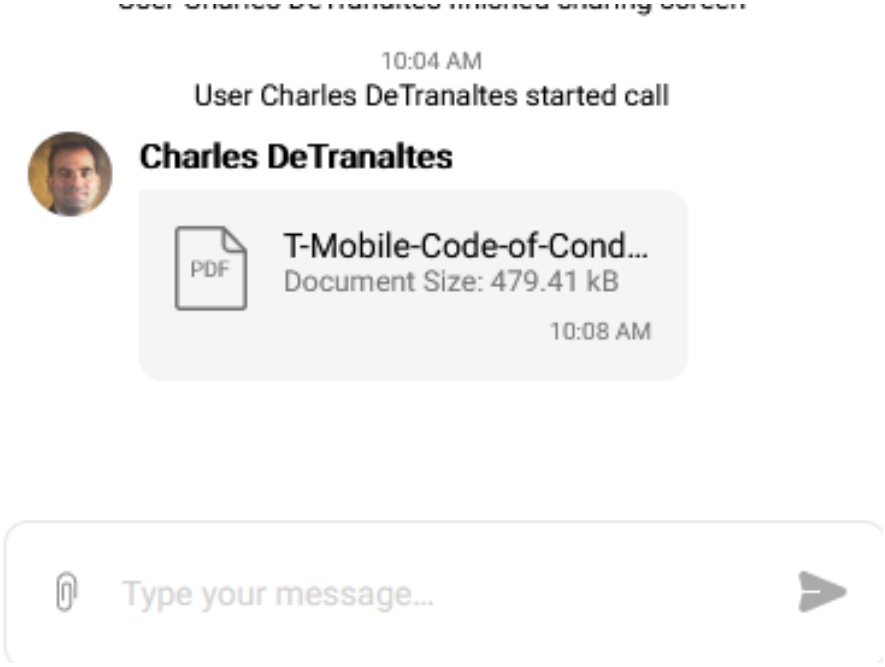


- **Guest viewing video**



Click the video on/off button in the control menu to enable/disable the camera.

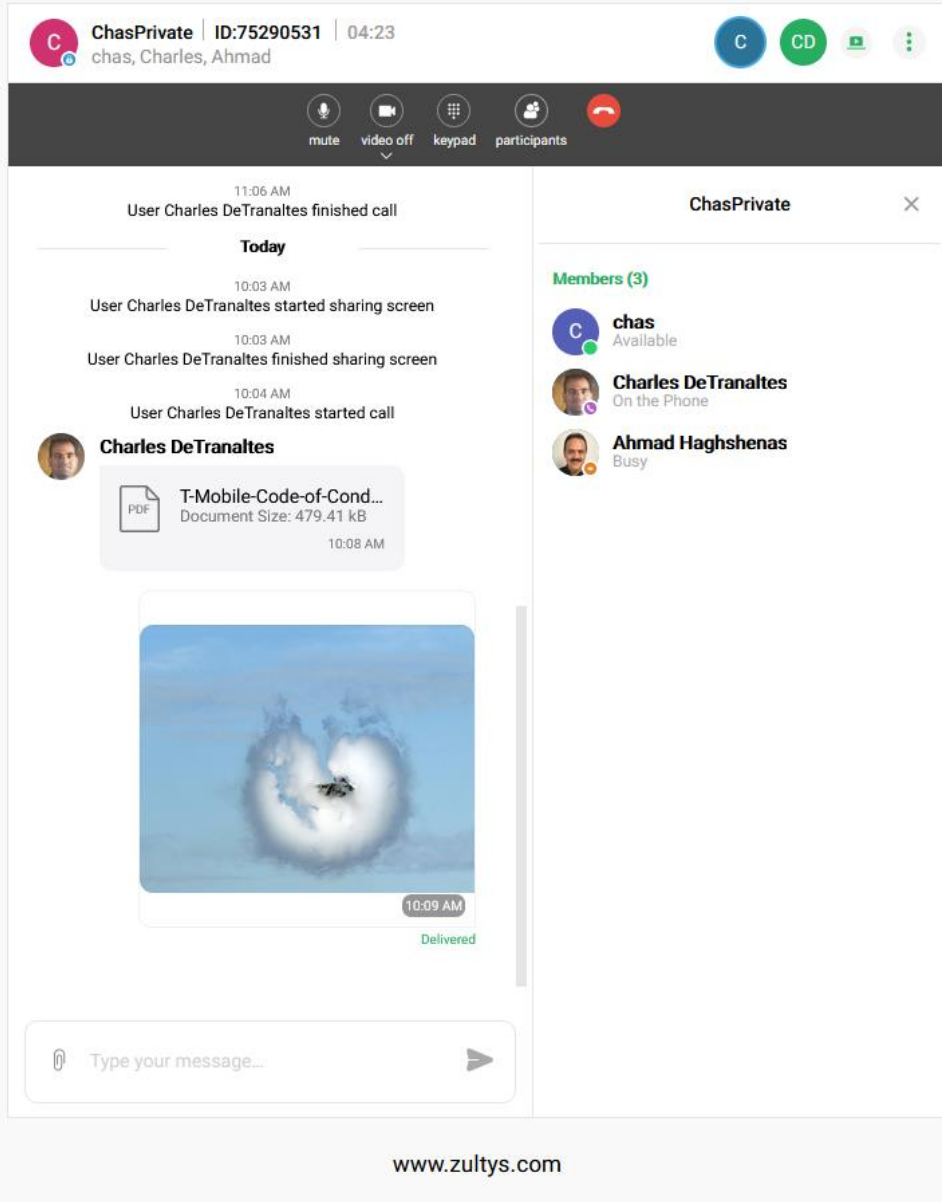
- **Guest receiving file share**



- **Guest sending a file**

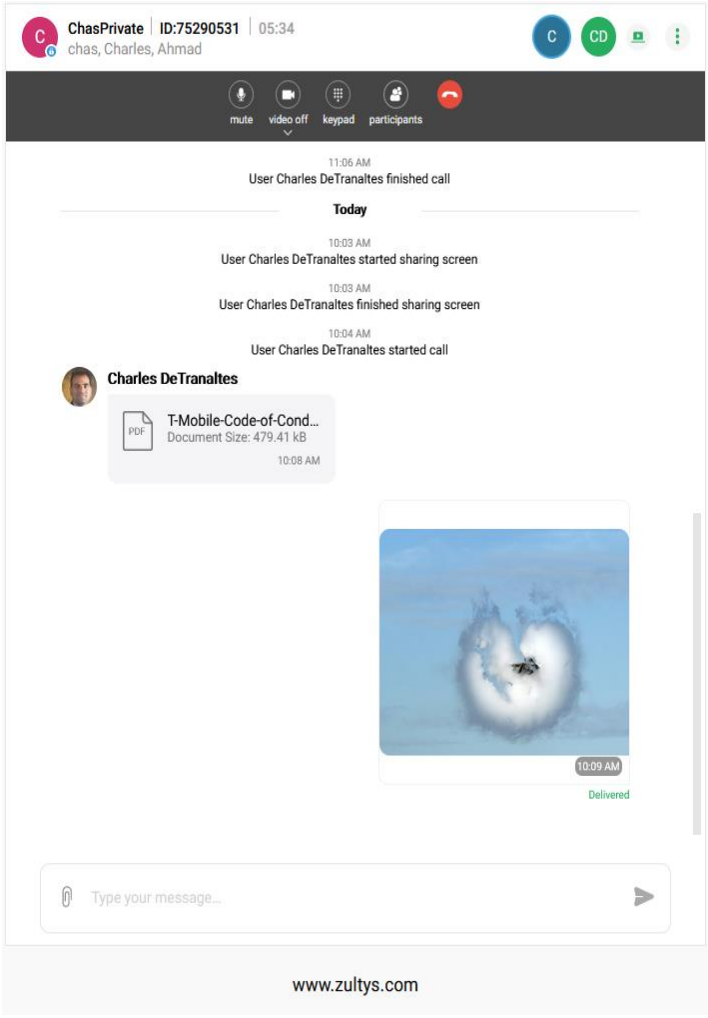
Click the paperclip icon in the chat area.

Navigate to the desired file and click open. The file is sent to all group members.



- **Minimizing participant screen**

Click the X next to the group name /member list to hide the participants.



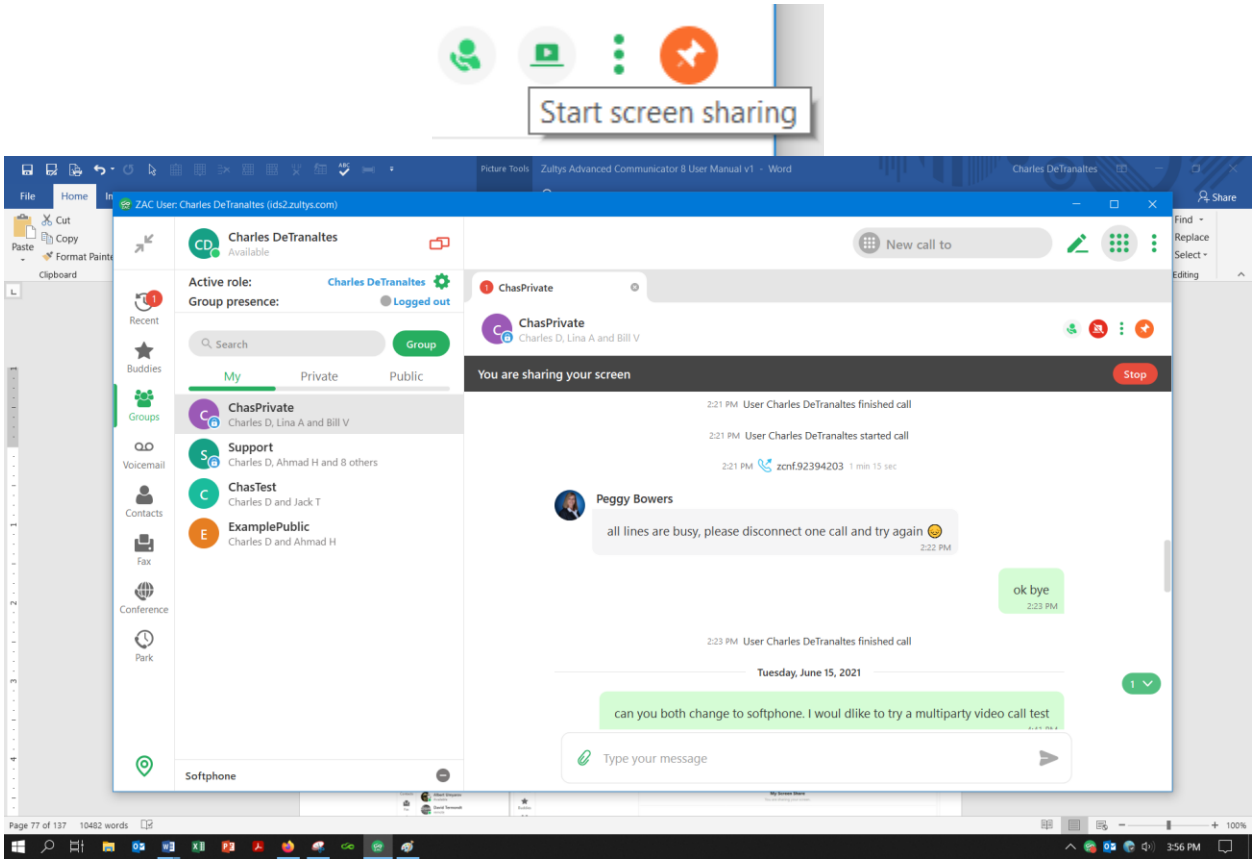
3.1.7 Screen Sharing

You may share your screen with other group members in a Chat session (internal and external) or when you call a user.

NOTE: You must be in expanded screen mode to utilize this feature.

3.1.8 Chat session

- While in the Chat group or user chat, click the share screen icon. Participants' are notified that you started your screen share and will be viewing your screen.

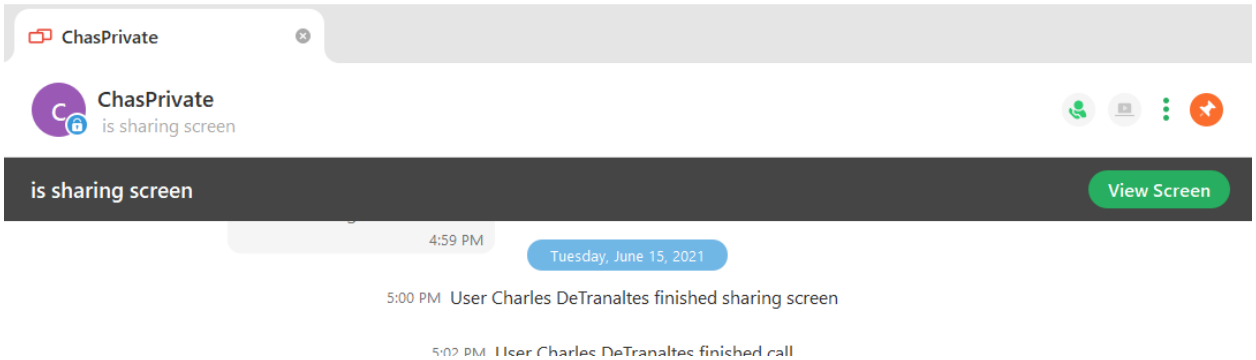


- Users in the Chat select the Join screen sharing session to view the presenter's screen:
- When you are finished sharing your screen, click the Stop button. Participants' are notified that you stopped your screen share.

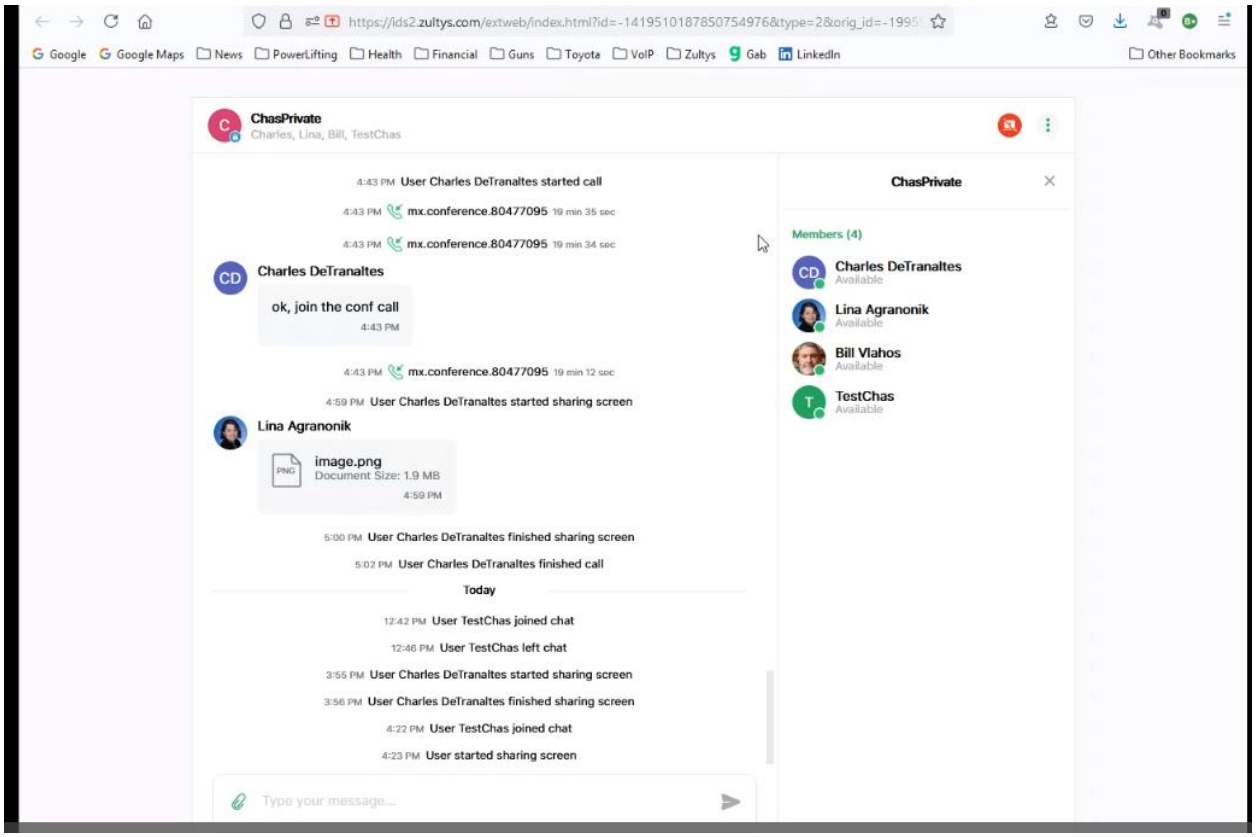
Not that the screen share supports from one presenter to other members in the chat only.

- Presenters cannot be changed
- Screen sharing is a manual process, it may not be setup in advance or scheduled.

Ext user share

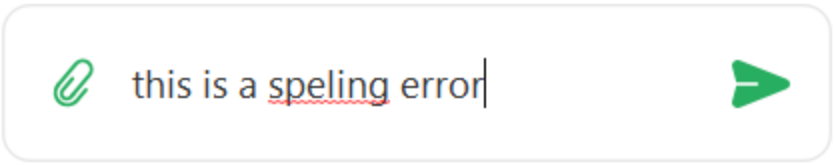


Viewing ext user screen:

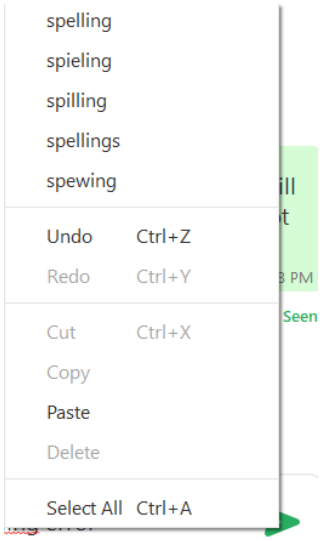


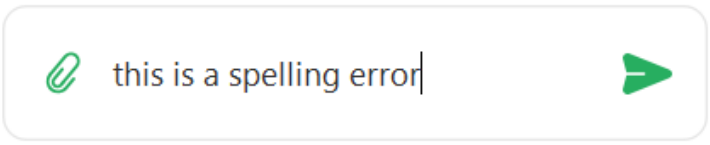
3.1.9 Spell check

You may utilize a spell check while in user or group chat.



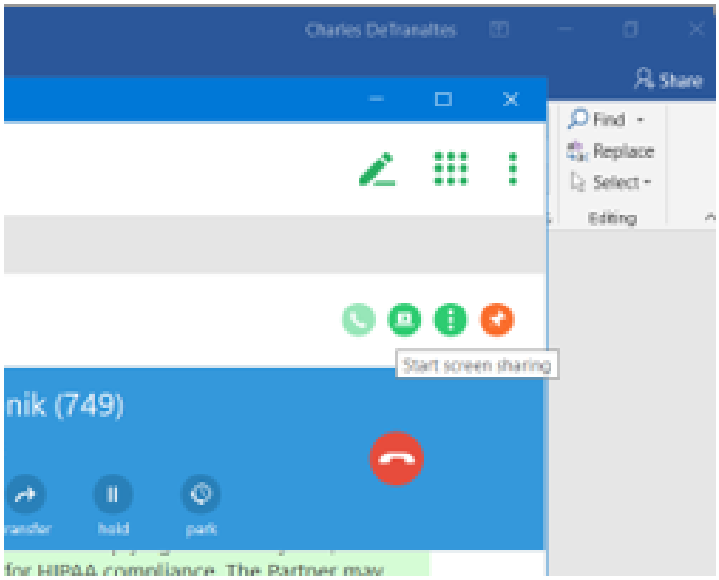
Right click on the mis-spelled word and select a replacement:



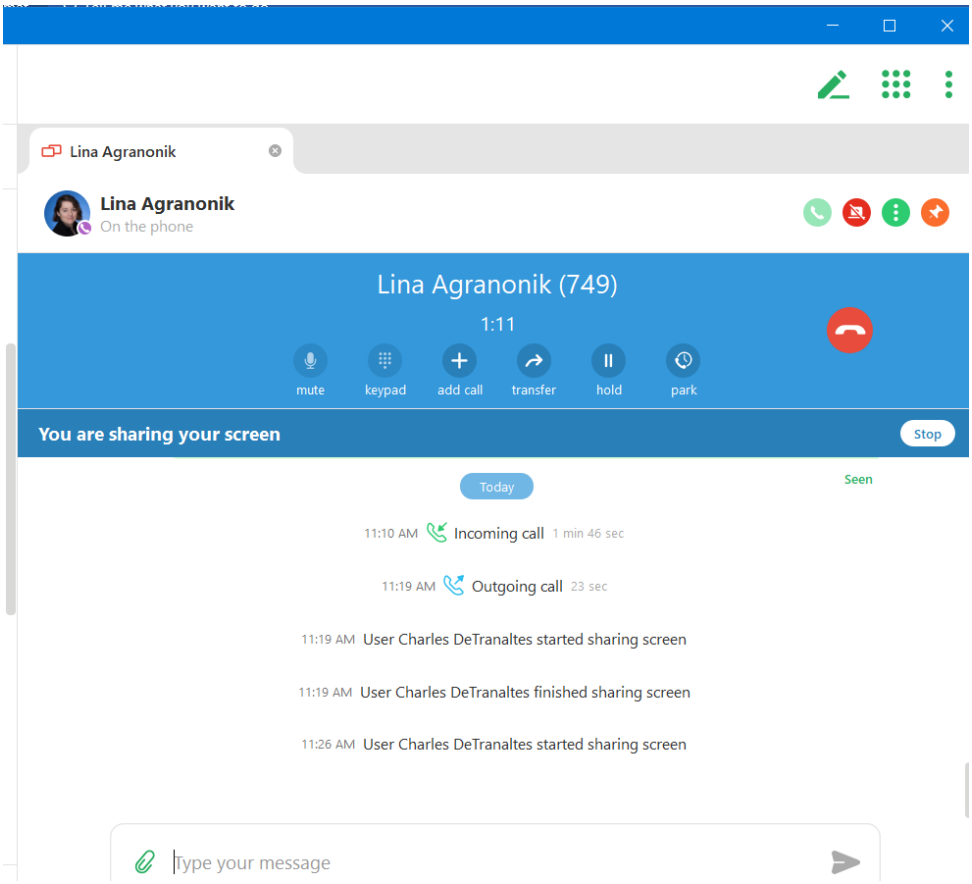


3.1.10 Call session

While on a call, click the Start screen sharing:



The user will be viewing your screen.

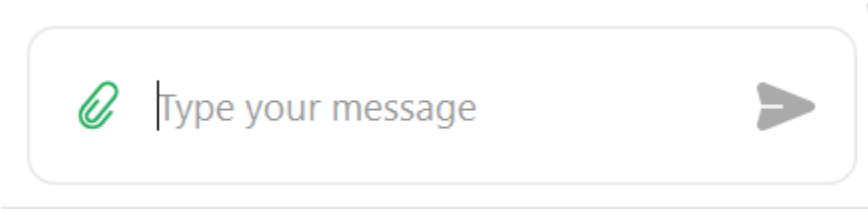


When you are finished, click the Stop icon to stop the screen sharing.

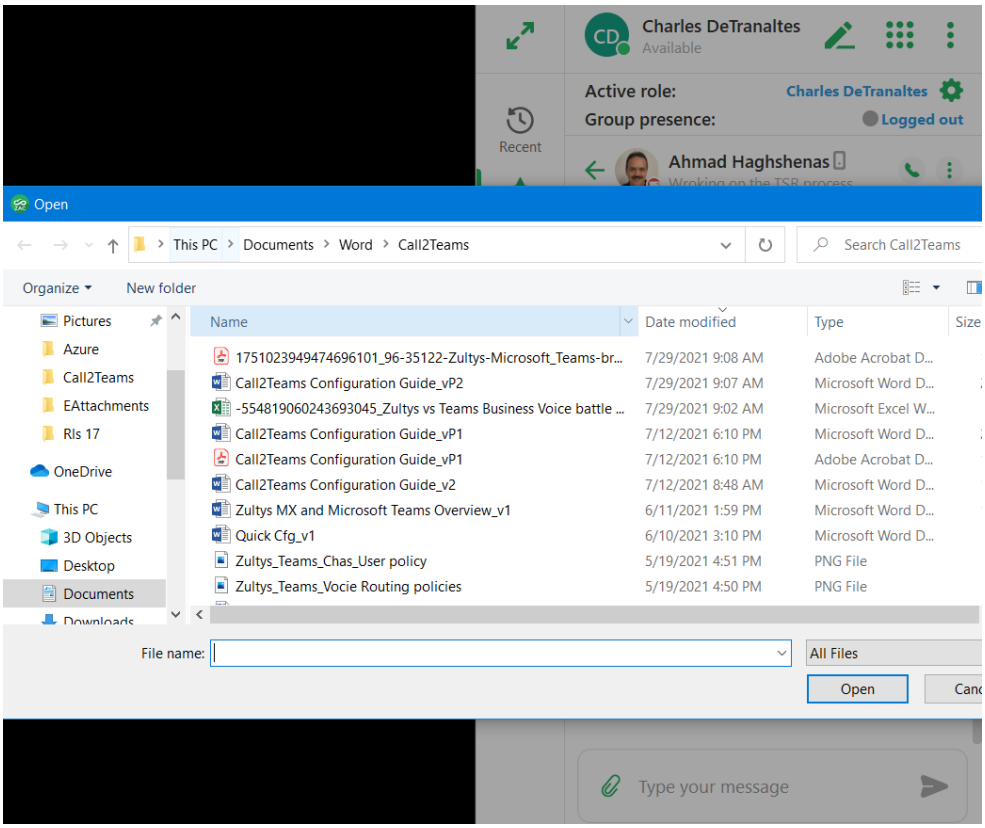
4 File Transfer

File transfer can be used in private (user to user) and group chat sessions. File transfer allows you to send a file to another user/group members. Users can download or view the file after they accept the file from you.

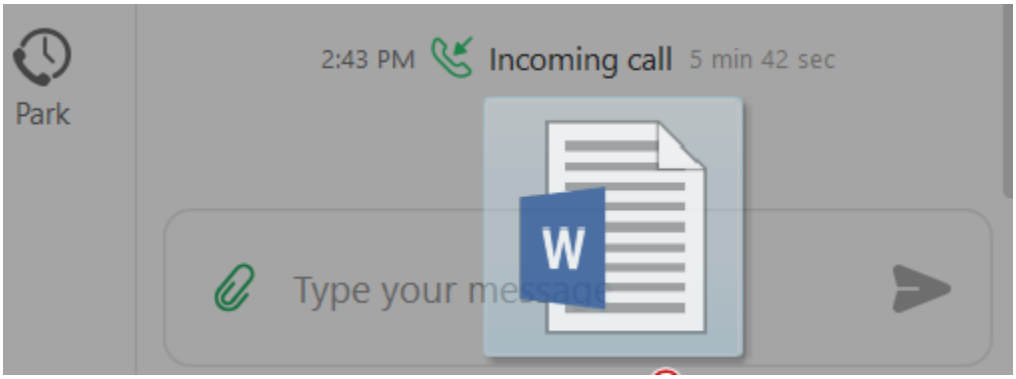
While in a Chat session with another user, select the Attach file icon in the text box window.



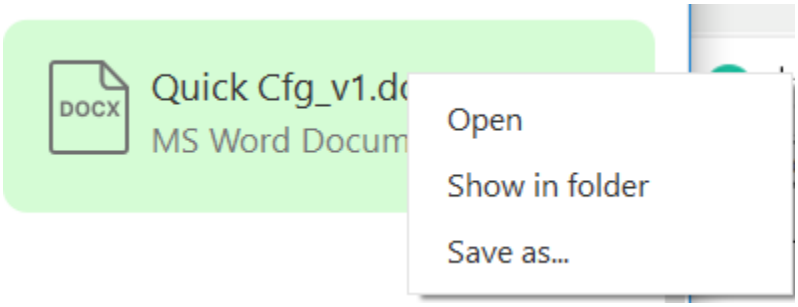
A file explorer window will open. Navigate to the desired file.



You may drag and drop the file to the chat window to send the file.



The user will receive the file.



Right mouse click will display the option menu:

Open – Opens the file in the native program.

Show in folder – Displays the file in the Windows file explorer screen.

Save as – Saves the file to the storage location the user chooses.

4.1.1 Screenshot

You may paste screenshots you captured to the clipboard into a user chat. After you capture the desired screenshot and while in a user chat, press CTRL-V(Windows) CMD-V(Macintosh) or right mouse click to display the context menu and select Paste.

Note: File Transfer limits:

System	Limit
MX-SE, MX-E,MX-E+,MX-E++	10Mb
MXvirtual	50Mb

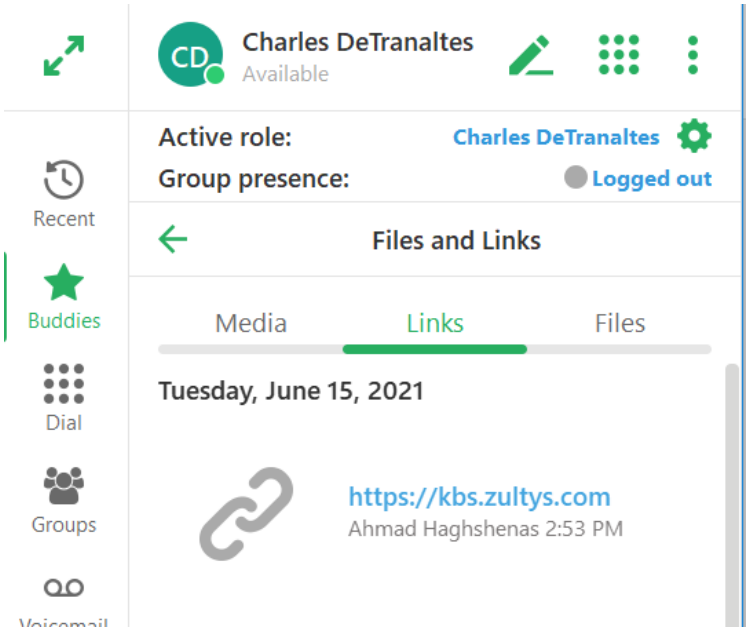
Note: File transfer in ZAC 8.0 is NOT compatible with previous versions of ZAC (7 and below) as well as MX systems running 16.04 (and below).

4.1.2 Recent Images/Files

When you view a Buddy or Contact, you may display images/files you have shared with that contact.

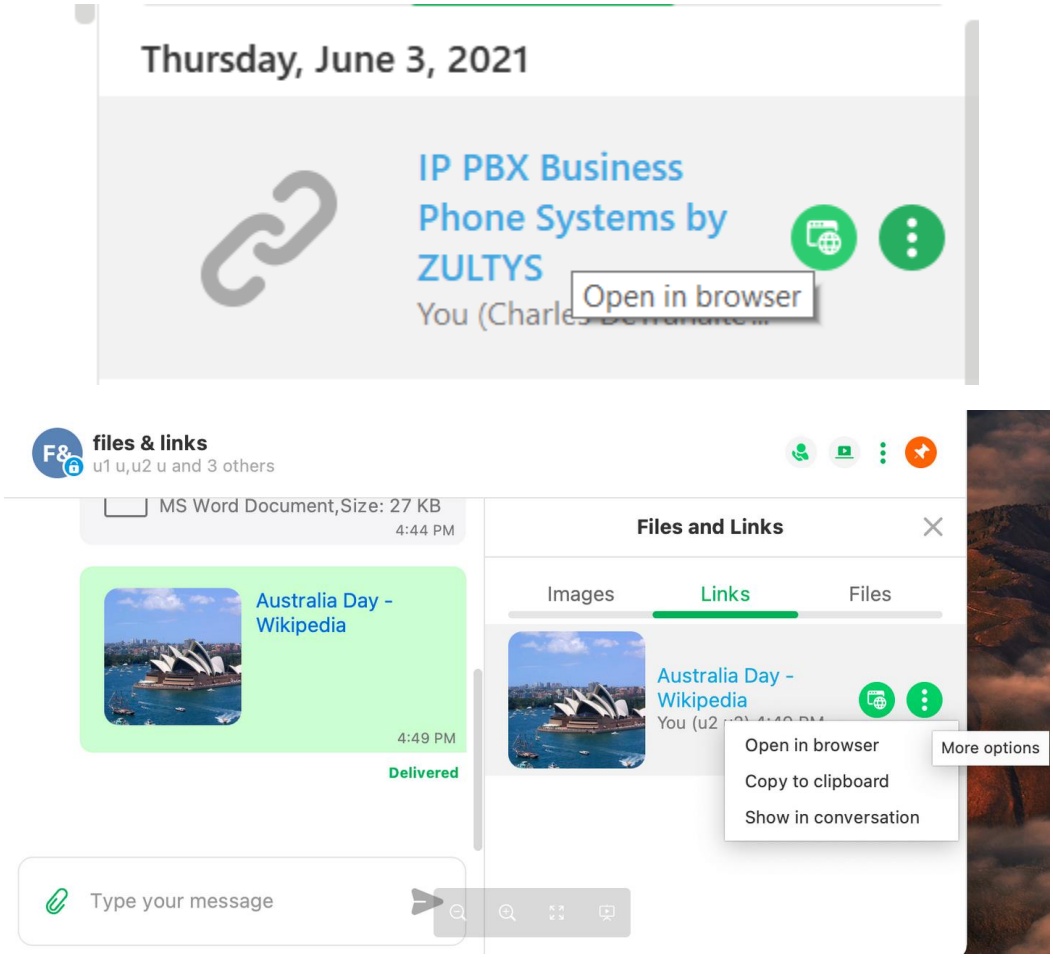
Right click on the buddy/contact

Click Files and Links

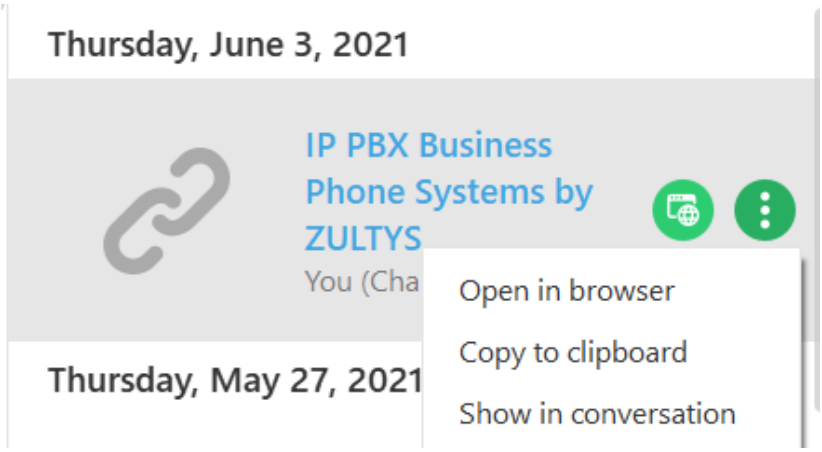


A list of all shared files will appear. You may select to view either media, Links, or Files.

You may open the Link in a browser or preview the link in this screen if the link is capable of providing a preview.



Click the more options icon to display additional options.



Open in browser – Opens the link in a web browser.

Copy to clipboard – Copies the link to the clipboard.

Show in conversation – Places the link in the conversation thread associated with the user.

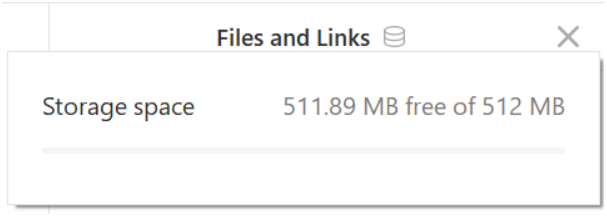
4.1.3 File/Link storage display

You may view the amount of storage space in use and remaining for files and links for each user in the system. This may be done from compact or expanded mode.

Compact mode:

Right click the user and select files and links.

Click the storage icon next to the Files and Links title. The storage space will be displayed.

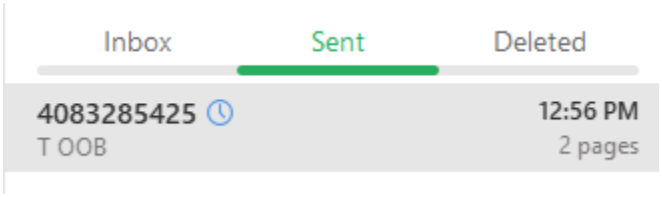


5 Fax

This area allows you to view, send and manage the faxes you have.

5.1.1 View:

You may view faxes in your inbox, sent, and Deleted tabs.

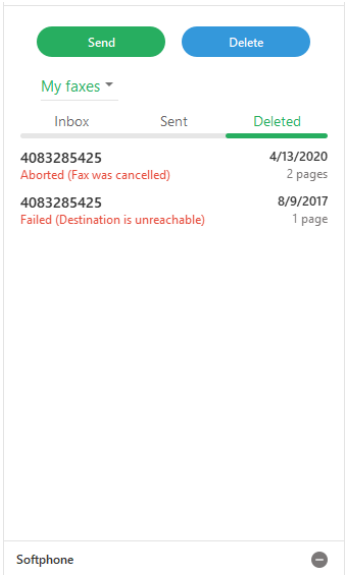


5.1.2 Delete

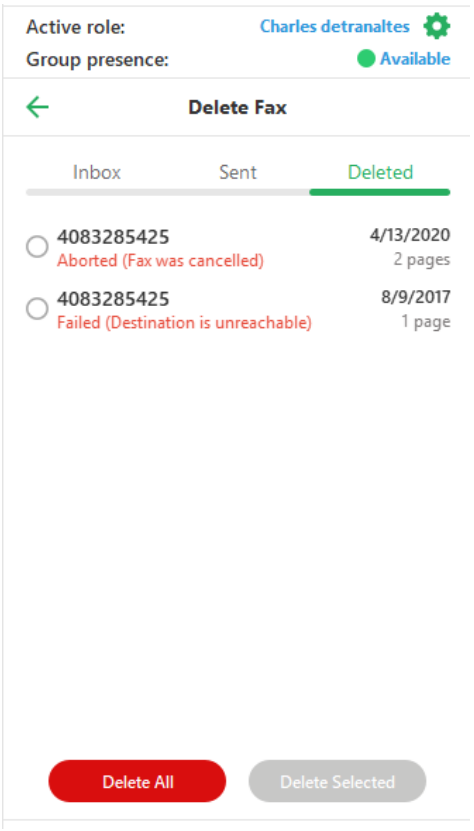
Delete – Deletes the fax from the current box. If you are deleting from the delete box, you will be asked for a confirmation.

Delete multiple or all faxes – You may delete multiple or all faxes at one time. To do this, perform the following:

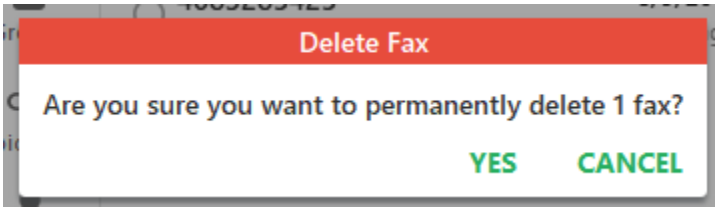
Click the Delete icon:



Select the faxes to be deleted or select Delete All.

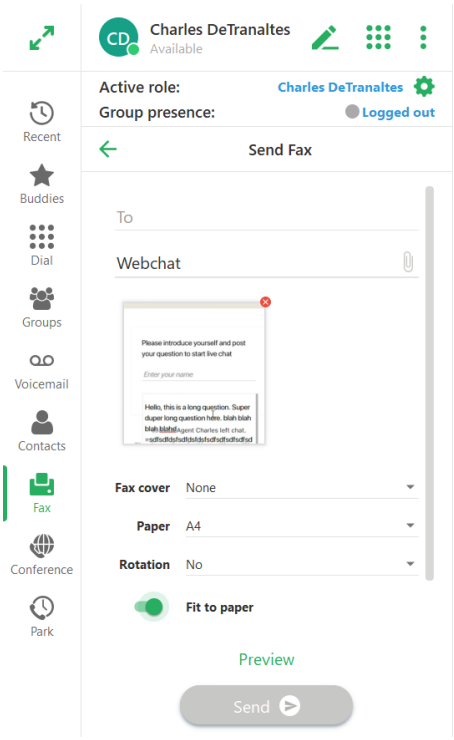


Click Yes at the confirmation:



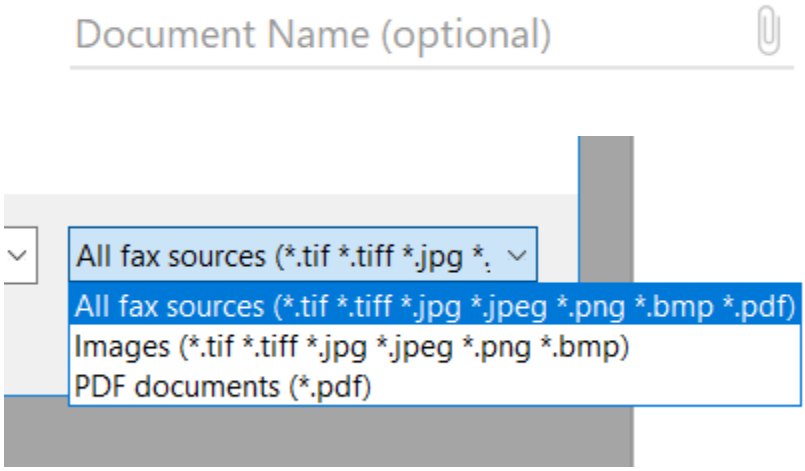
5.1.3 Send

Click Send to create a new fax.



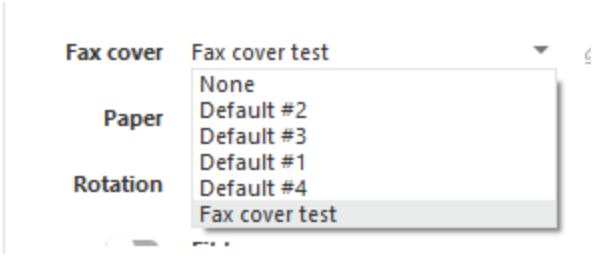
Enter the fax number to send to and press ENTER.

Attach the desired file.



Note that only (.jpg, .jpeg, .png, .bmp, .tif, .tiff, and .PDF file types are supported).

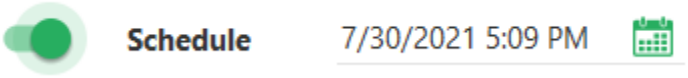
Select a fax cover page if desired from the list.



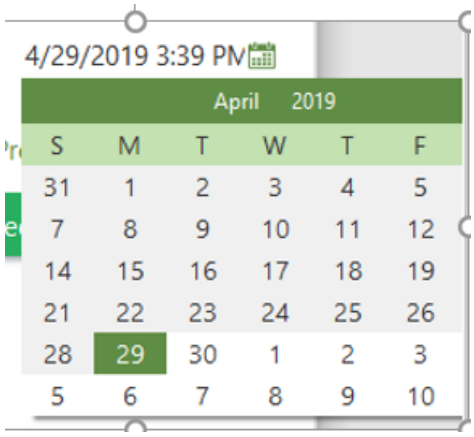
Click Send

You may also schedule a fax to be sent at a predetermined date/time.

Click the Schedule checkbox.



Enter the desired date/time and desired parameters.



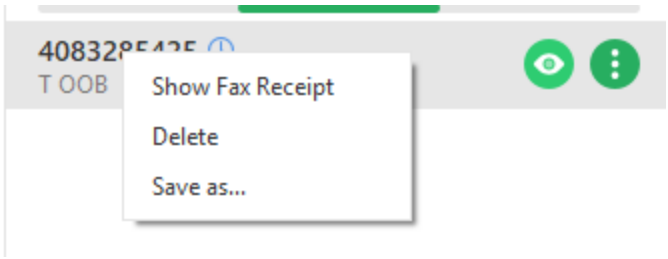
Click Schedule.

5.1.4 Fax receipt

You may view a fax receipt after sending a fax that displays sender information, date, type, number of pages, and the fax result.

Right click on a fax item

Select Show Fax Receipt

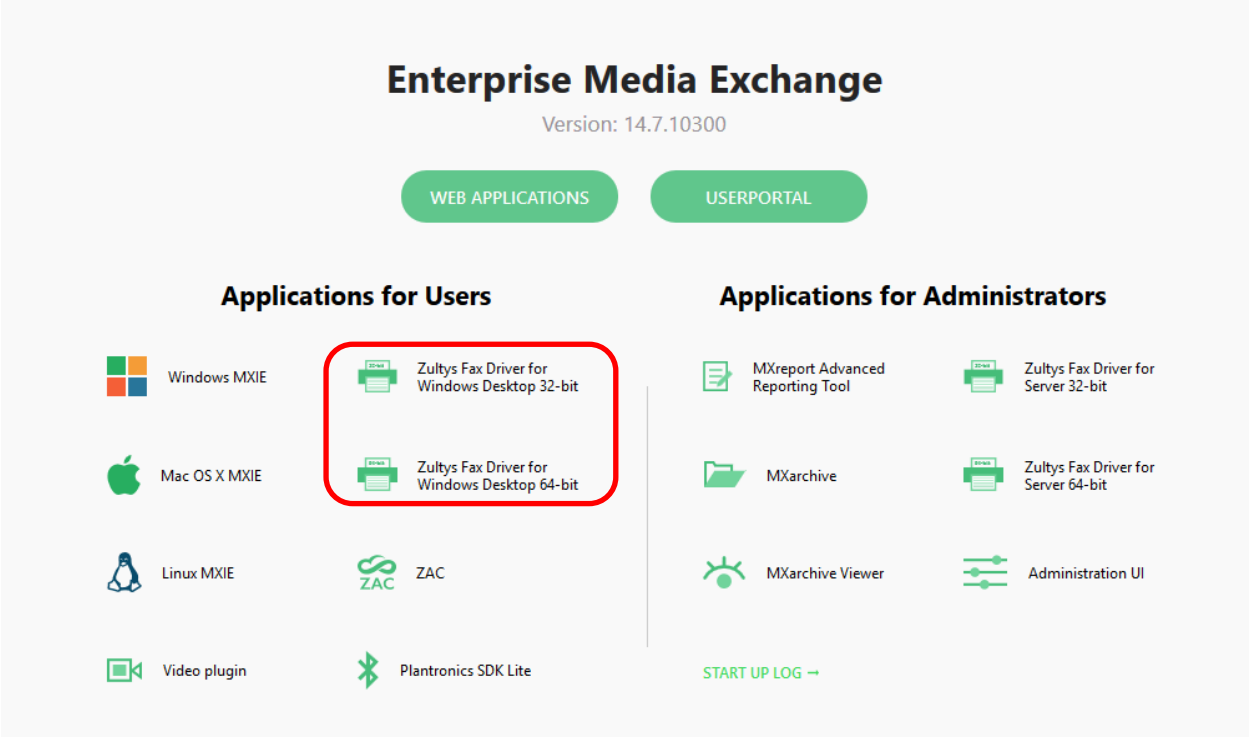


The receipt information is presented in a separate window

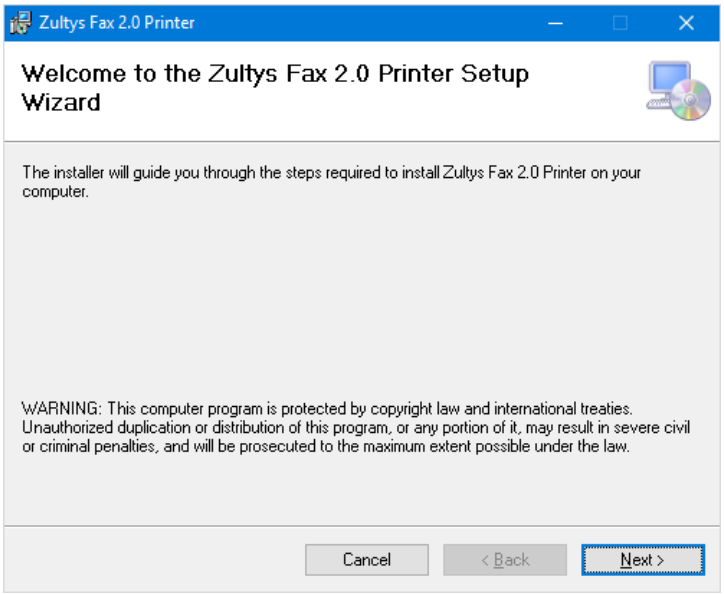
5.1.5 Print to Fax (Windows only)

The Zultys Fax Driver will be used to install a printer on your Windows PC. The Zultys Fax Driver will install a printer named Zultys Fax to your PC. This printer will be available from your applications to be used to send the document to ZAC as a properly formatted fax file. Before installing the Zultys Fax Driver, you must download the software from the MX system through the MX browser interface.

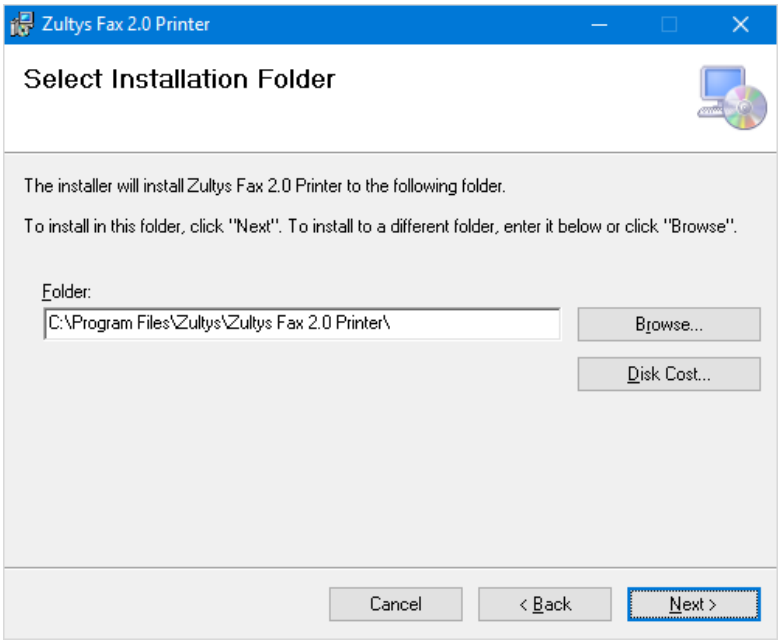
- Close ZAC completely prior to install the FAX driver in Windows.
- Open a browser on your PC (such as Firefox or Internet Explorer) and enter the IP address/domain name of your MX system. This accesses the MX landing page of the system (unless that access has been disabled by the system administrator).
- Select the correct fax driver as shown below(32 or 64 bit). The browser downloads the Zultys Fax Driver software. You may the then install the driver on your computer. Press the Next buttons until application is installed. At the end of the installation press the OK button to complete the installation of the Zultys Fax Driver.



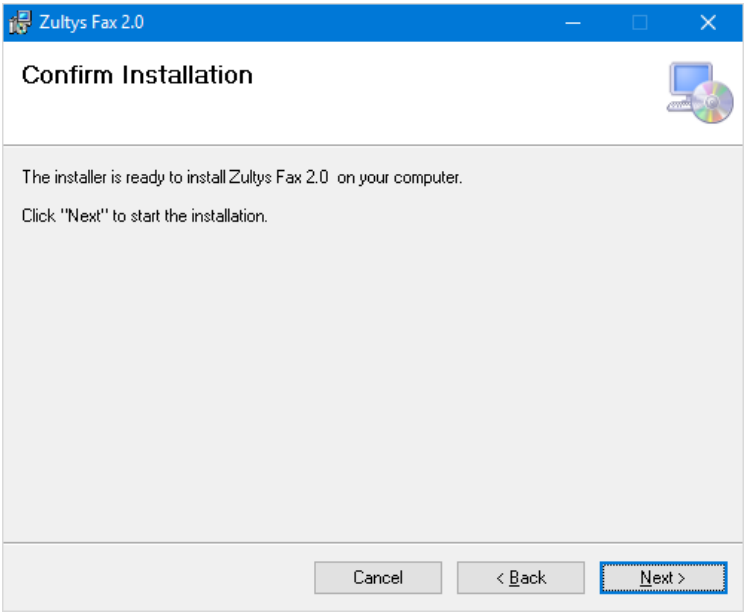
After selecting the appropriate driver, in this example we will use the Windows 64bit driver, double click on the downloaded file:



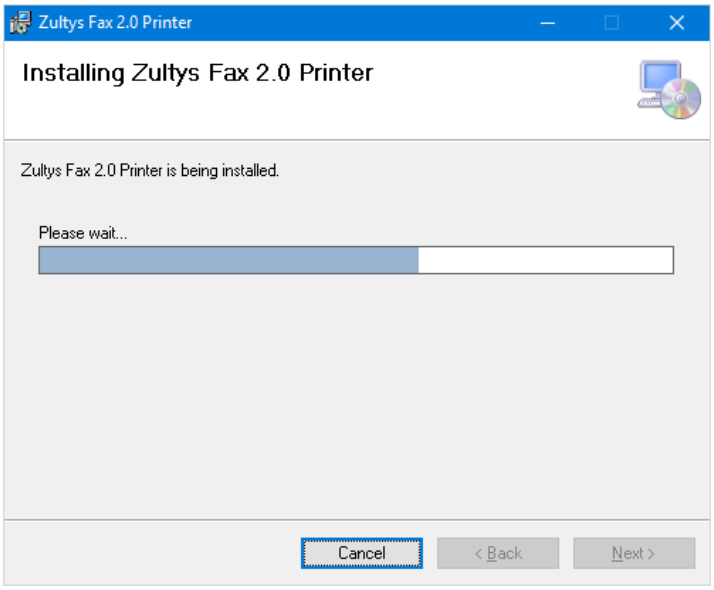
Click Next



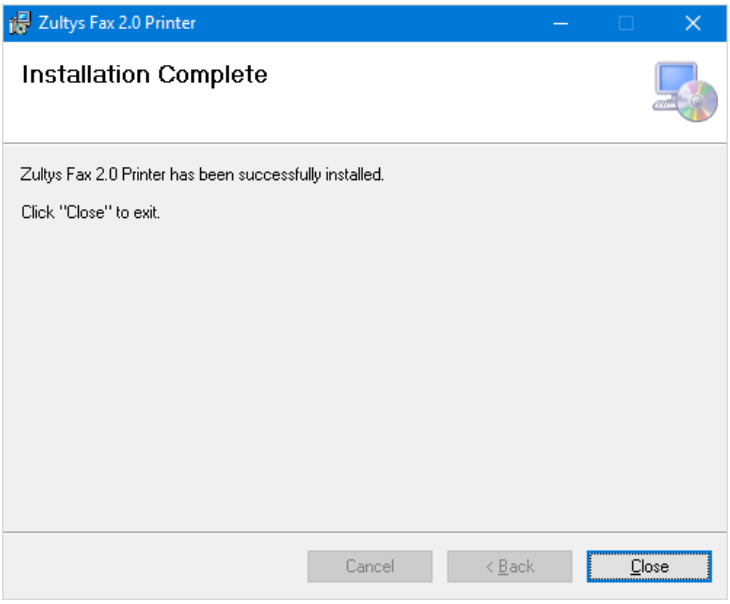
Choose a location, the default location is suggested, click Next



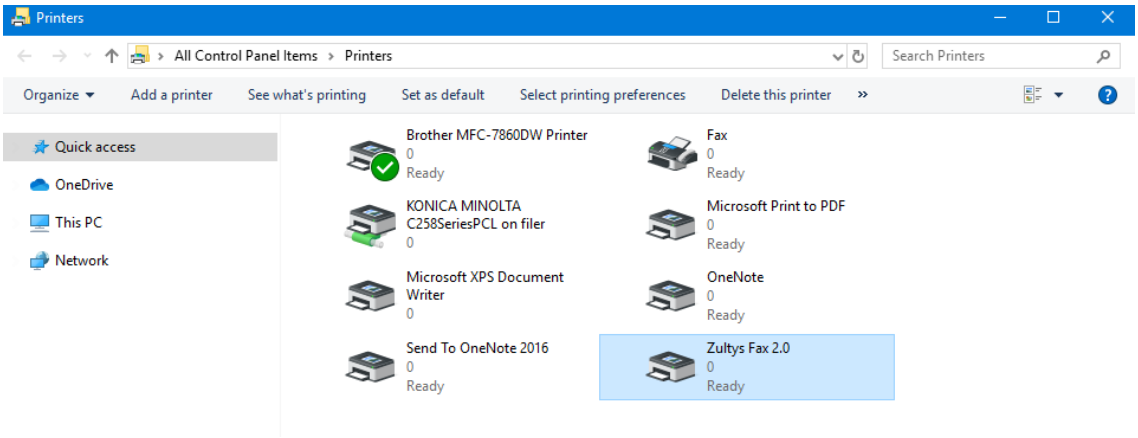
Click Next to confirm installation



After installation a confirmation screen is presented.



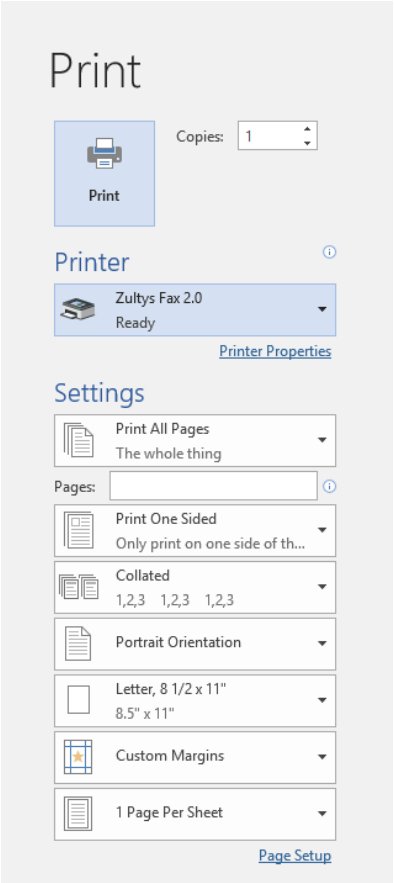
- After installation of the fax driver, you must re-open ZAC.
- To send a fax ZAC must be running.
- After the installation is completed, the **Zultys Fax** printer will be added to your system printer as shown in below.



5.1.6 Sending a fax from the Fax Driver:

Ensure you have configured a MX interface to use the MX fax server to originate and terminate faxes.

- The **Zultys Fax** will be available to all applications that support printing.
- To fax a document, select the **Zultys Fax** as shown using Microsoft Word to fax a word document.



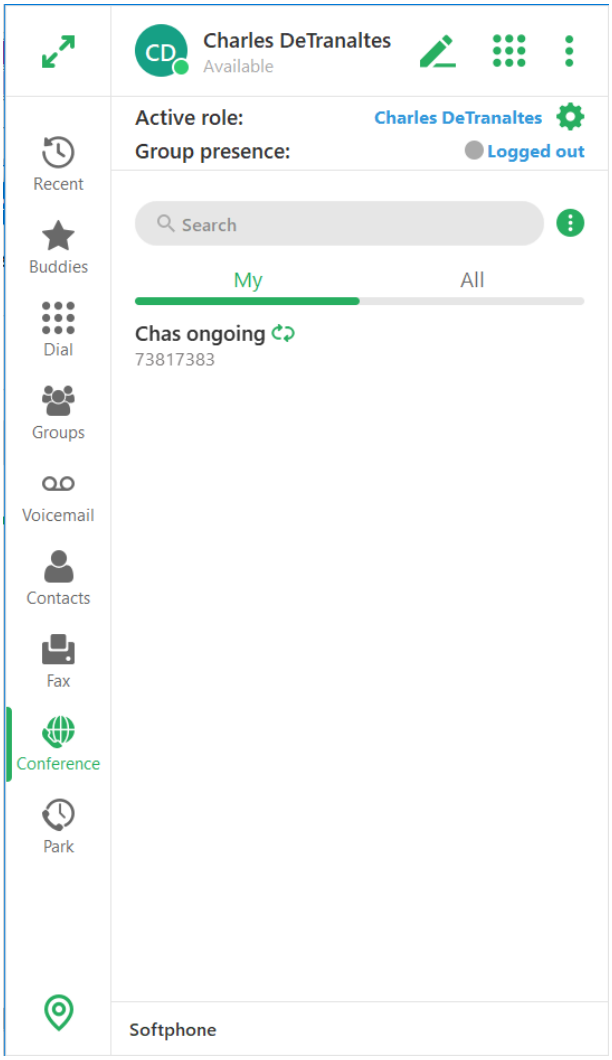
- After the document has been processed ZAC will notify you of additional steps required to send the fax as shown below.

- The fax recipient, schedule, format, and confirmation steps to send the fax are shown below. These steps are performed in sequence and are required to send the fax.

    Enter in the Fax number. You may type to locate contacts in the address book.

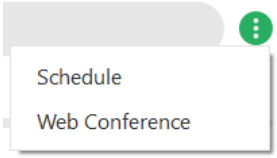
6 Conference

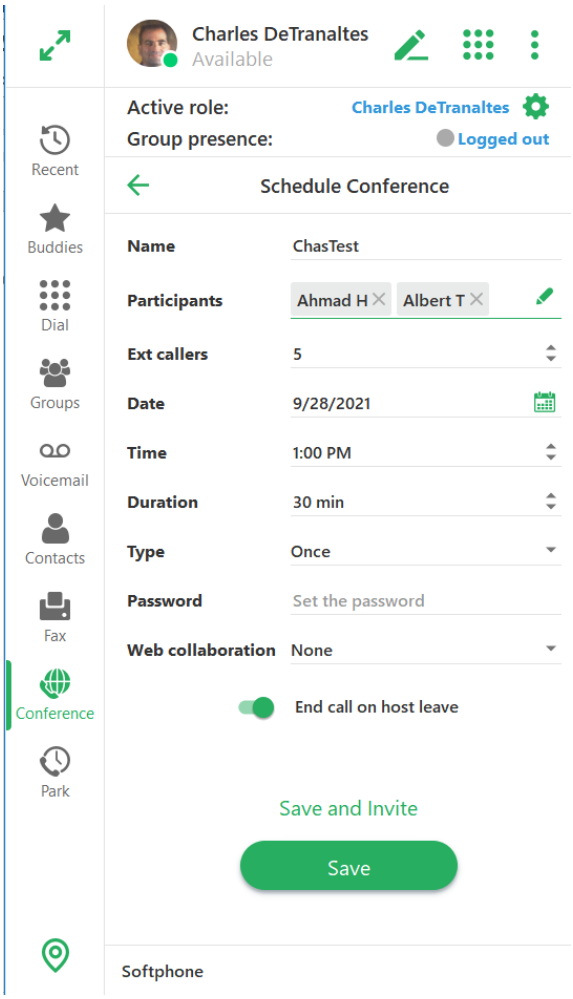
This area allows you to schedule an MXconference as well as utilize an MX external guest link for external guests to join. In addition, you may utilize the MXmeeting application as well.



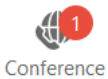
6.1.1 Create an audio conference:

1. Click the conference icon.
2. Click the options icon and select Schedule.





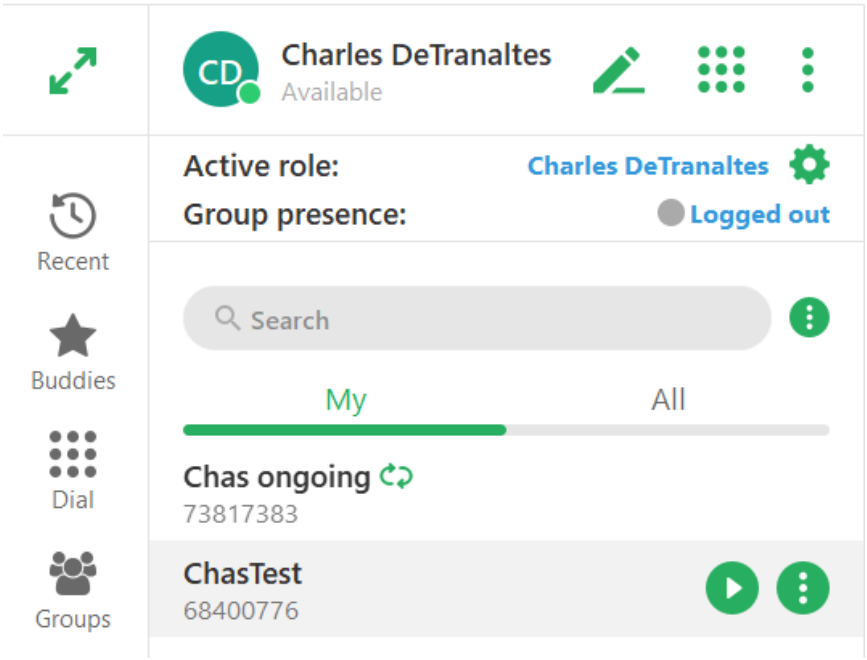
3. Enter the following information about the conference:
Name – The name of the conference participants will see.
Participants – You may select other MX users directly by clicking on the + icon. Check all conference participants and click Save.
Note: Participants will be notified via ZAC of the conference. The conference will also be placed in their Outlook calendar. They click the Join option to enter the conference when it starts. There is no need to e-mail internal users the conference information.



Ext callers – You may select the total amount of external users (guests) that may participate in the conference. Any guests above this number will not be allowed to join the conference.

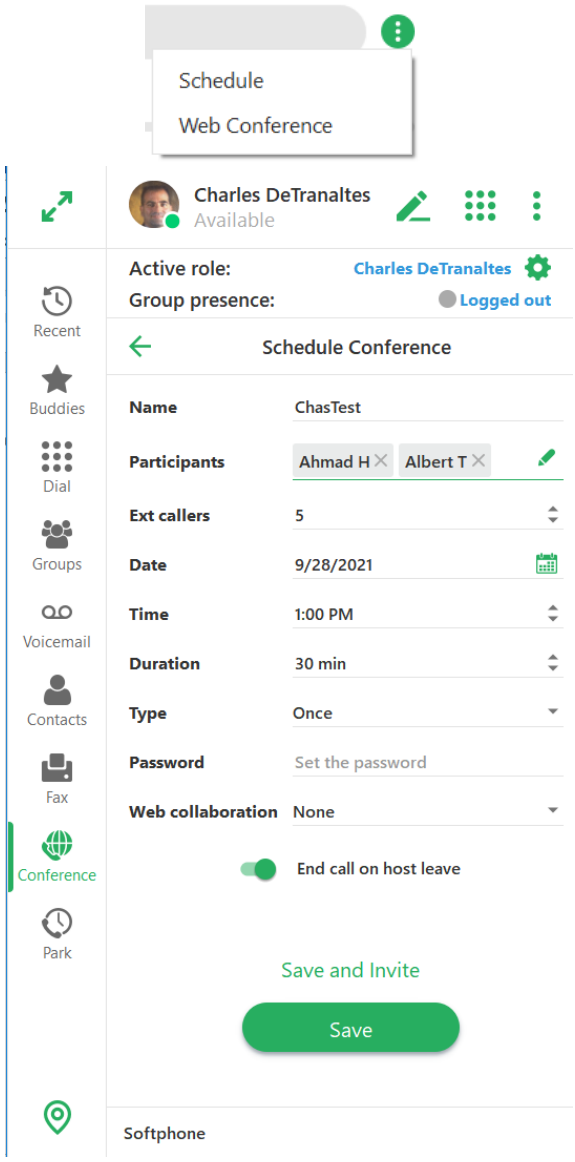
Date – The date the conference will commence.
Time – The time the conference will commence.
Duration – The duration the conference will last.
Type – Select one time or recurring.
Password – Enter a password for the conference. The default (empty) entry is no password required.
Web Collaboration – Select this option if MXmeeting will be utilized for collaboration.
Leave None if MX collaboration (external Guests) is to be utilized for collaboration.

4. Check if the conference is to end when the host leaves. The conference is ended and all parties are disconnected.
5. Click **Save and invite** to save the conference and generate an Outlook e-mail invite.
6. Click **Save**. This will save the conference. The conference should appear in the conference list:

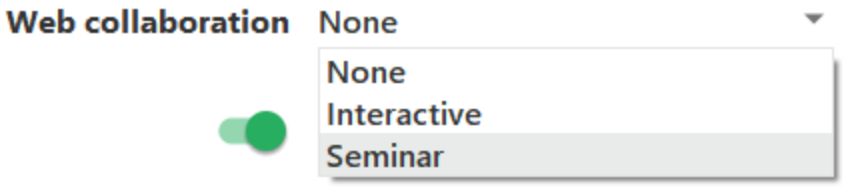


6.1.2 Creating a conference with MXmeeting collaboration

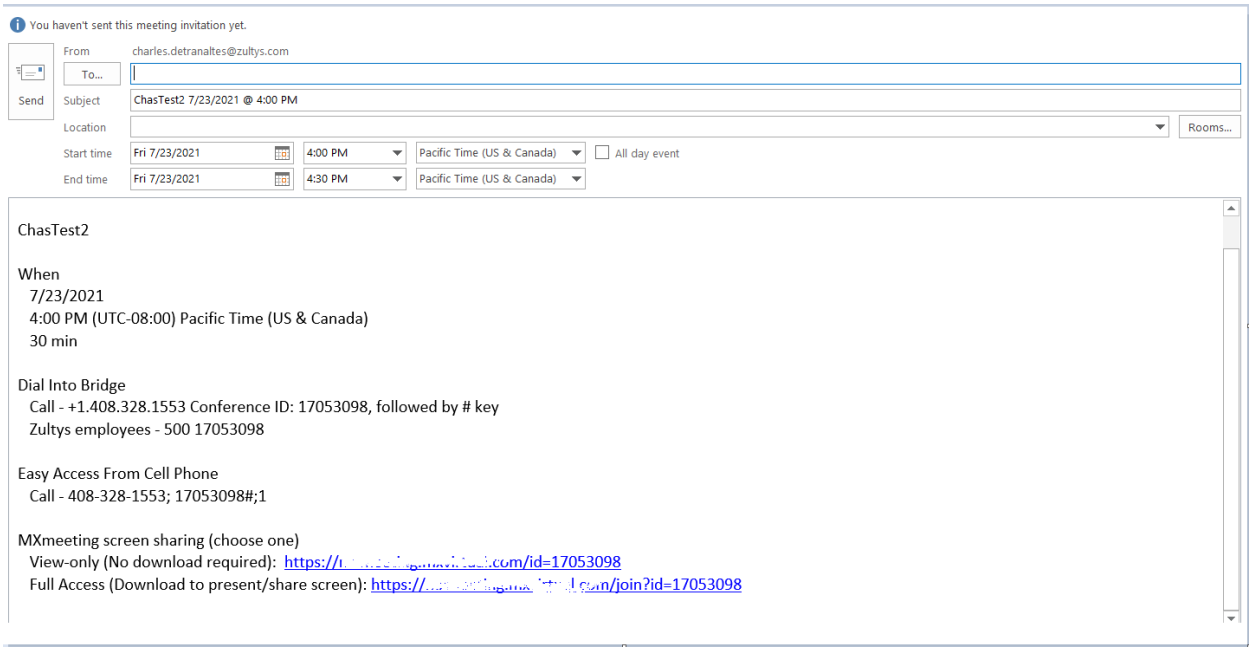
1. Click the conference icon.
2. Click the options icon and select Schedule.



3. Enter the basic information as in the audio conference procedure. To add the MXmeeting collaboration functionality you will edit:
Web Collaboration – Select the interactive or seminar options if MXmeeting will be utilized for collaboration.

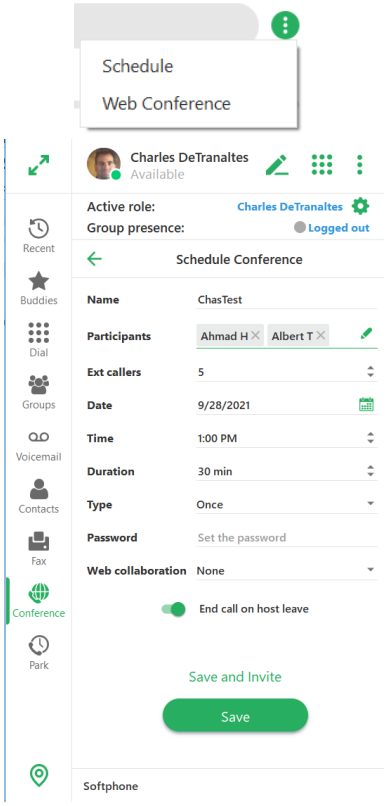


E-mail invitations sent with MXmeeting collaboration set will include the link to join the MXmeeting in the e-mail body:



6.1.3 Creating a conference with MX Guest user collaboration

4. Click the conference icon.
5. Click the options icon and select Schedule.

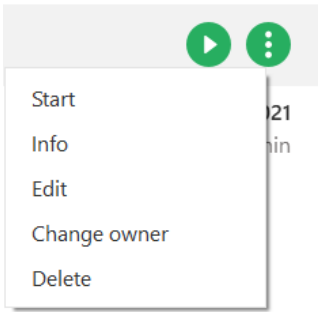


Enter the basic information as in the audio conference procedure. Make sure Web Collaboration is set to None.

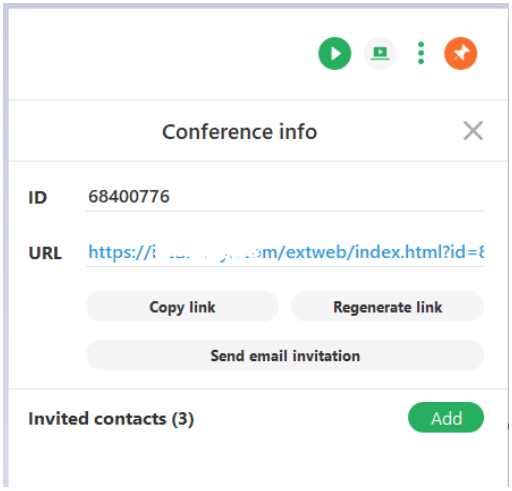
Click Save.

- **Generating and Adding guest link to conference invitation**

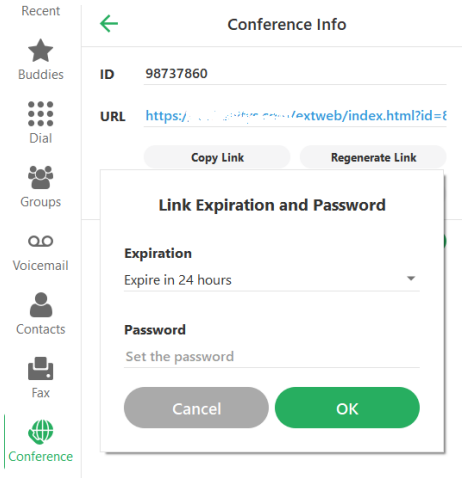
1. Click the desired conference from the list and select the more options icon.



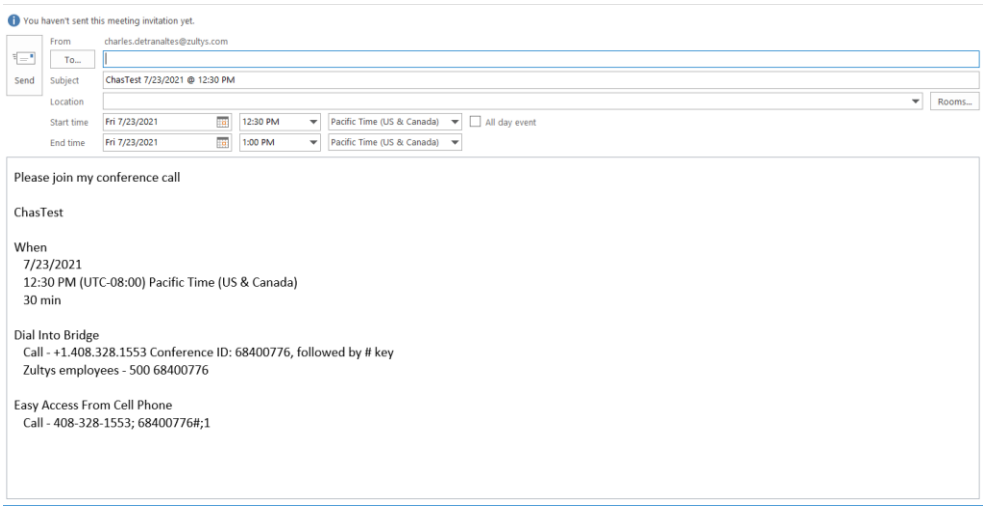
2. Select Info from the options menu.



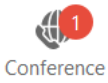
3. If configured, click the Send email invitation button. An invitation will be created and the link associated with the conference is automatically inserted into the body of the e-mail.
   If this option is not configured (check with your administrator) you can manually insert the link as follows:
4. Click Copy link. Enter the expiration time and optional password. Click OK.

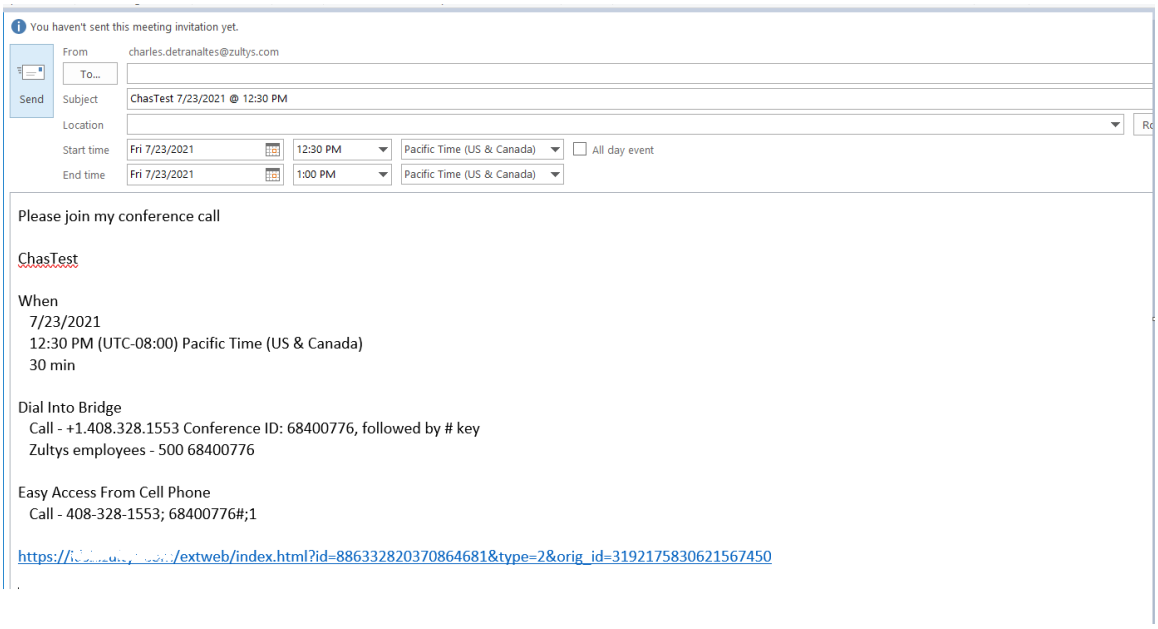


5. Click Copy link. The link is copied to your clipboard.
6. Click Send e-mail invitation. An e-mail invitation is created and displayed.



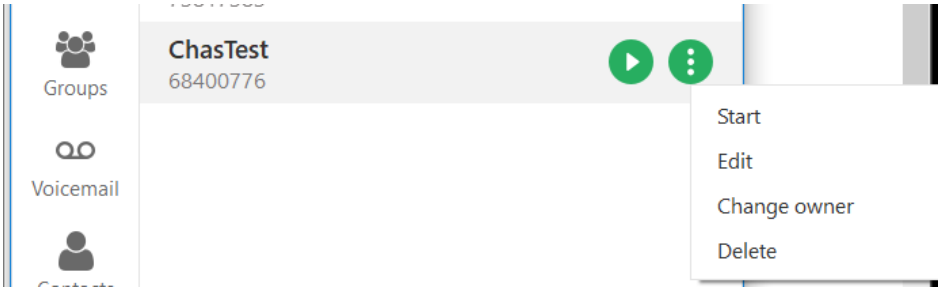
7. If an external Guest link is to be included Paste the link into the e-mail invitation. Send to all participants.
   Note: There is no need to include internal participants in the e-mail. Internal participants are notified and can join the conference without the need for access codes.





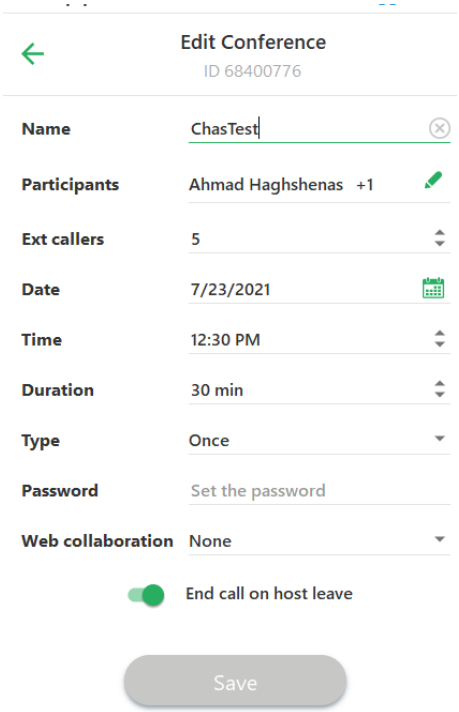
6.1.4 Starting and conference options

1. Click the start button or the options menu and select start to start the conference.



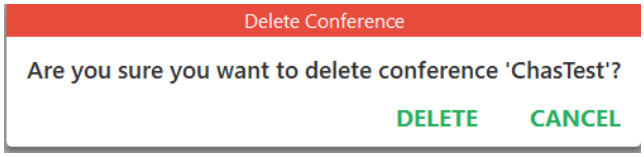
Start – Starts the conference call by accessing MXconference, enable Guest users to join, start MXmeeting if configured.

Edit – It is recommended to be in Expanded mode when choosing the Edit option.



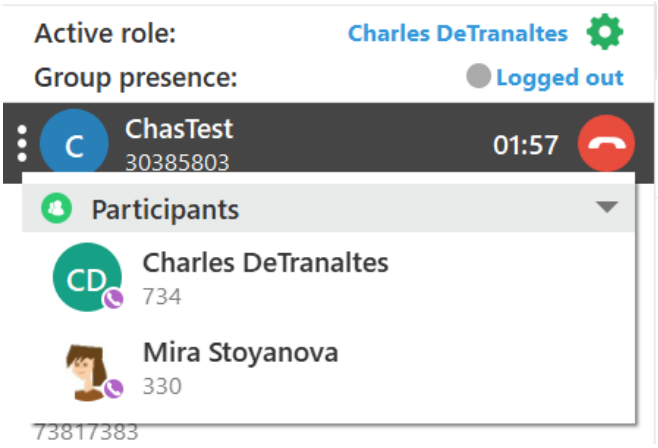
Change owner – Allows designation of another participant to be the owner of the conference. Check the desired participant from the list and click Save.

Delete – Remove the conference from the list and the MX system. MX will prompt for confirmation.

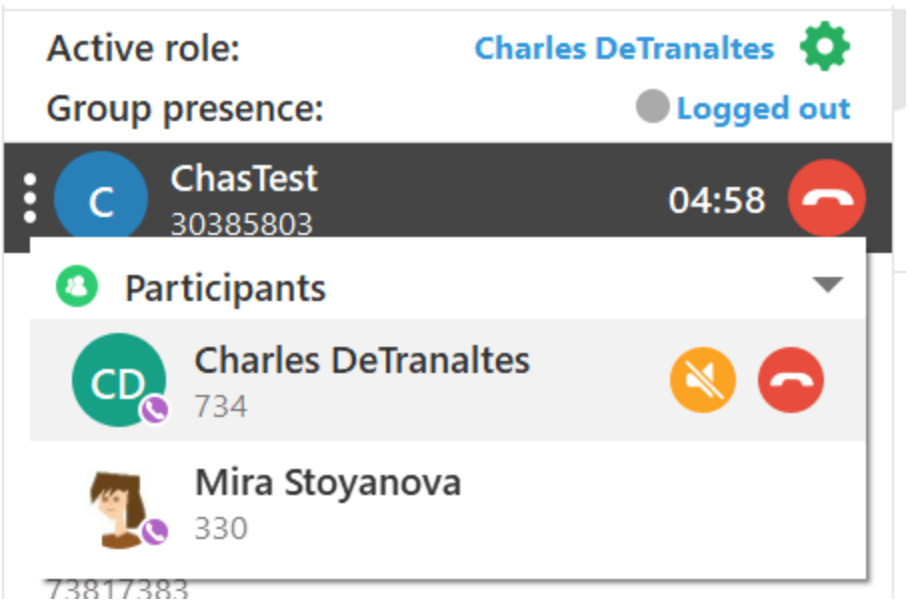


6.1.5 Host options

Show participants:



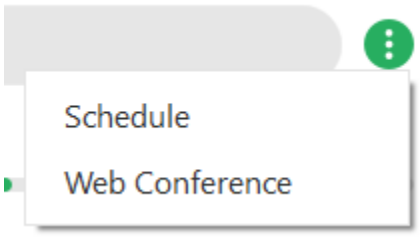
Mute or disconnect participants as the conference owner once the conference is started.



6.1.6 Web Conference

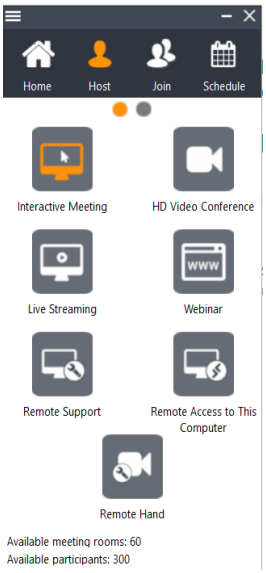
This feature allows you to start the MXmeeting application if it is configured.

Select the options menu



Click Web Conference.

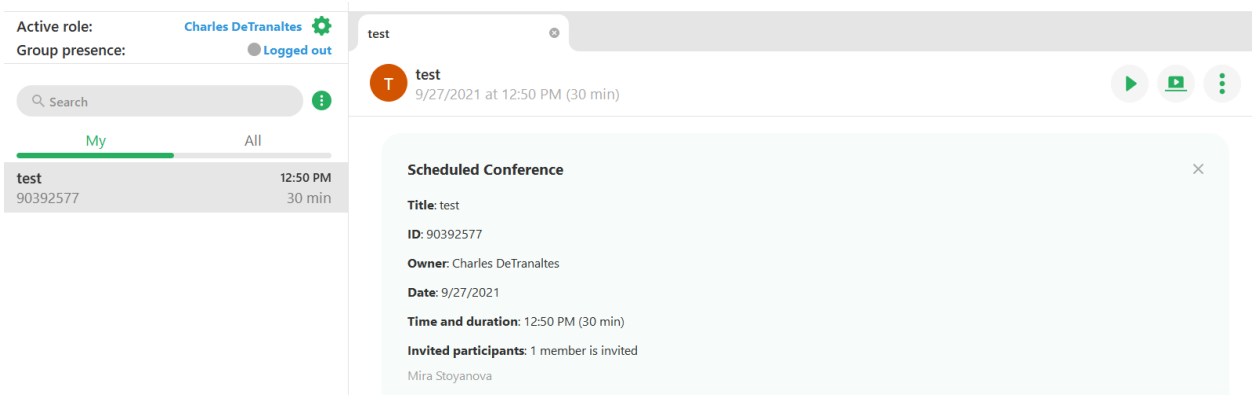
The MXmeeting application will launch:



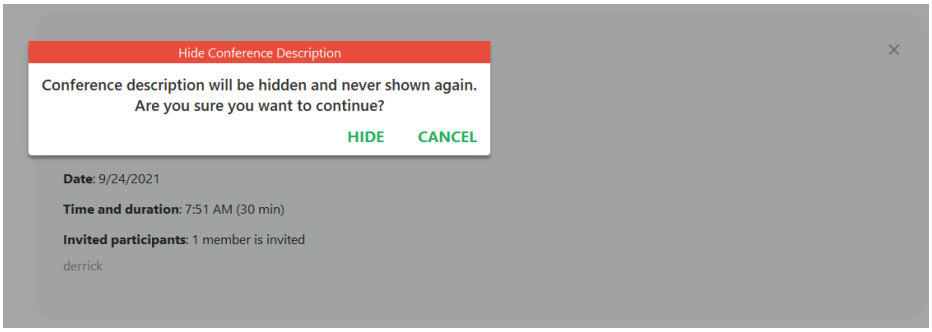
Refer to the MXmeeting user guide for MXmeeting operating instructions.

6.1.7 Conference description

When a conference is started, a description form will be displayed that provides conference information



The screen will remain until the X icon is selected.

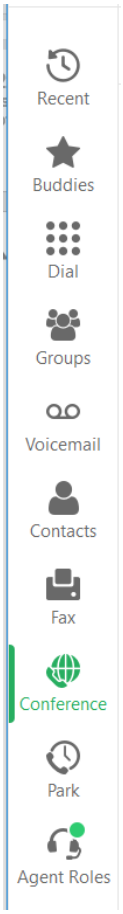


7 Notifications

The notification area indicates new/current/missed activity in the specific areas of the program. This provides an indication to the user that that area has had activity.
If a specific area has activity, a notification will be presented indicating the total amount of activity for that area. Clicking on that area will reset the activity notification.

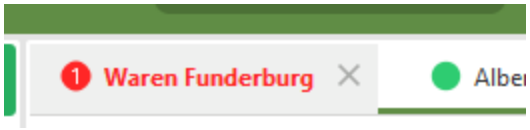
Activity notifications apply to the following areas in the program:

- Recents
- Dial
- Voicemail
- Groups
- Park
- Fax
- Conference



Notifications are displayed by the filter selected within an area. For example, in Recents you can filter by All, Calls, Messages. If you have the Messages filter selected, the notification screen will display notifications for messages. If the Calls filter is selected, notification will display notifications for calls only. This functionality applies to all areas where filters are provided.

Notifications may also appear when in expanded mode. If there is activity, the tab associated with that activity will display a notification if it is not in focus at the time of the notification event.

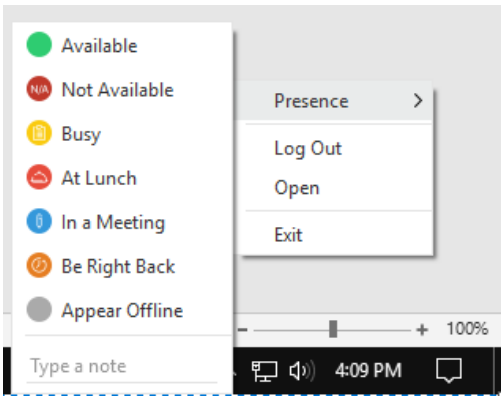


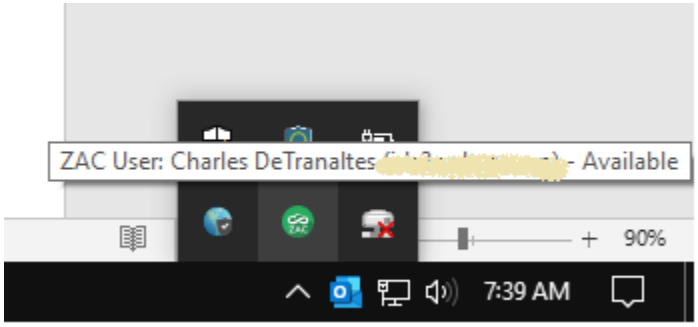
7.1 System Tray and Taskbar Options:

A user may access certain features of the program directly from the System Tray or taskbar. Features that can be accessed from the taskbar are:

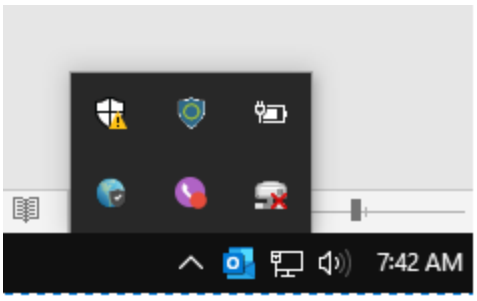
- Presence state
- Presence note**(System Tray only)**
- Log out
- Open
- Exit

Right click on the ZAC icon in the system tray:



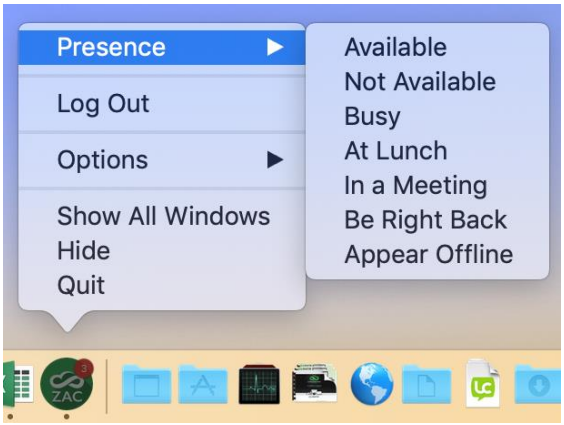


You may mouse over the icon to display user name, MX system, and presence state



The icon will change to reflect the current presence status (on the phone shown)

Windows



Macintosh

8 Guest Users

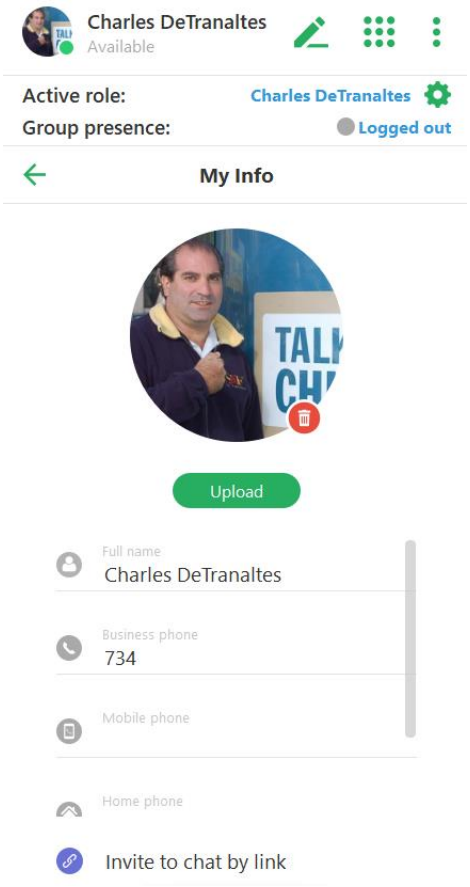
The Guest user feature allows MX users and MX group hosts to send a link to an external party so they may collaborate with MX users/groups. Guest users may chat, participate in audio/video conferences, file share and screen share with group members. Guests may also call hosts directly and vice versa.

Note: The Guest user feature requires configuration on the MX system. Users will not have access to the invite by external link feature if the MX is not properly configured. Check with your Administrator.

8.1 Guest users (invite external party)

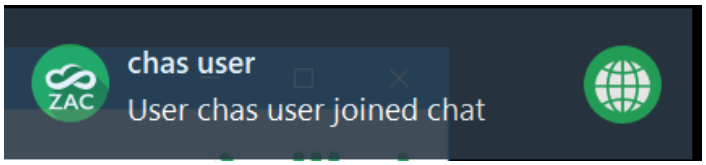
You may invite an external party to a user Chat session. To do this:

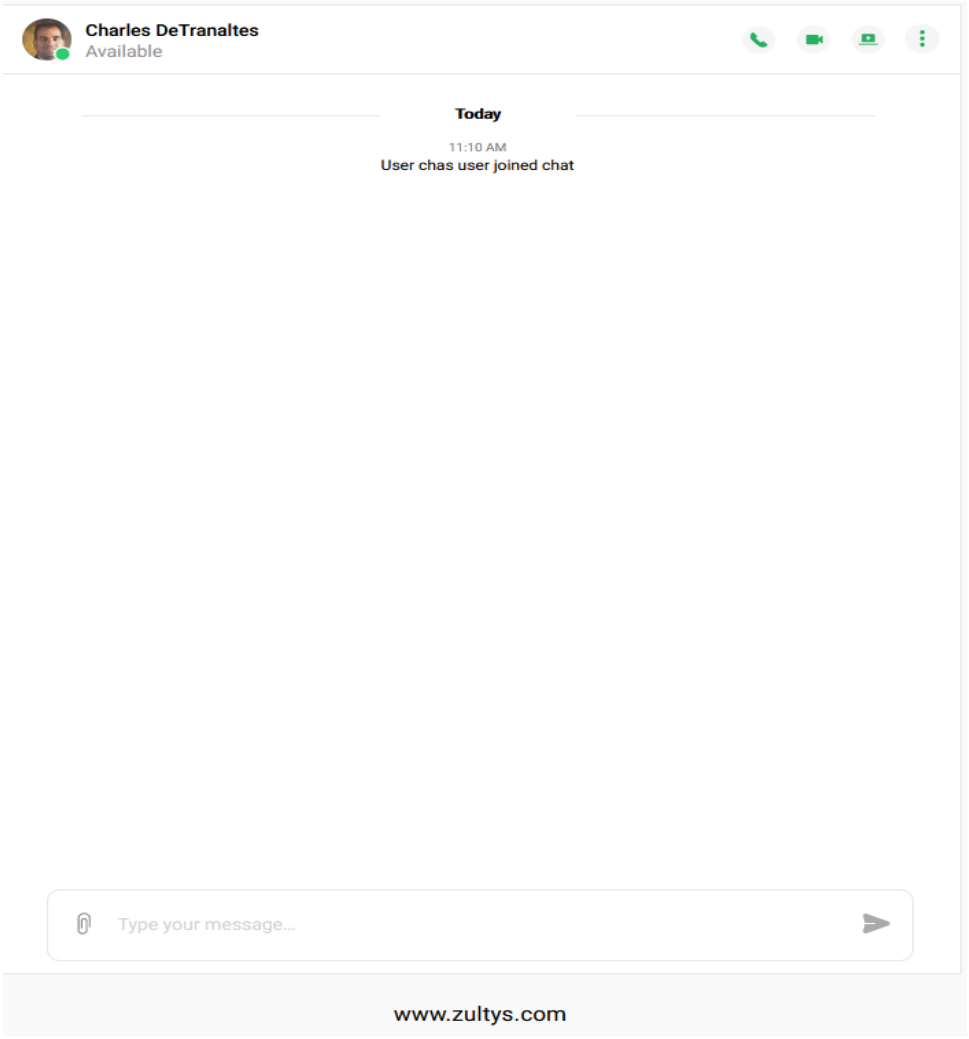
Click your name to present the My Info screen:



Click the Invite to chat by link option. A link URL will be copied to the clipboard. The external user will click the link, enter their name/password, select audio options and join the chat session.

When they enter the session you will receive a popup notification:



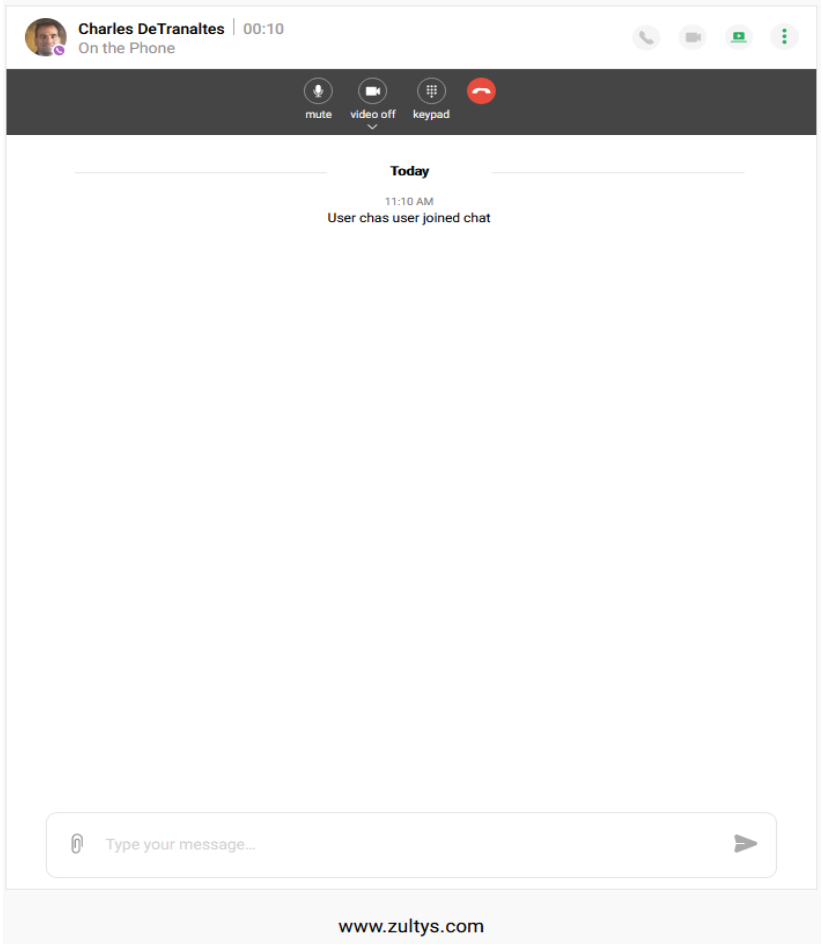


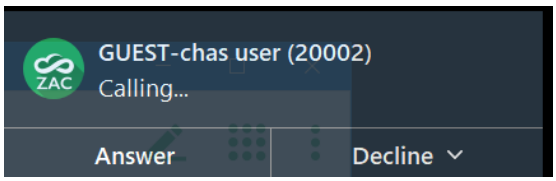
Guest user view

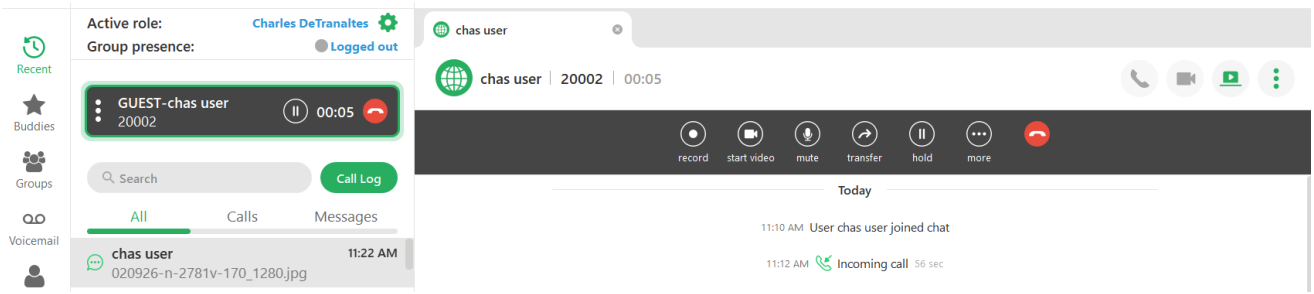
You may converse in the chat area with the external user:

8.1.1 Guest calling host

The guest may click the handset icon to place a call to the MX user.



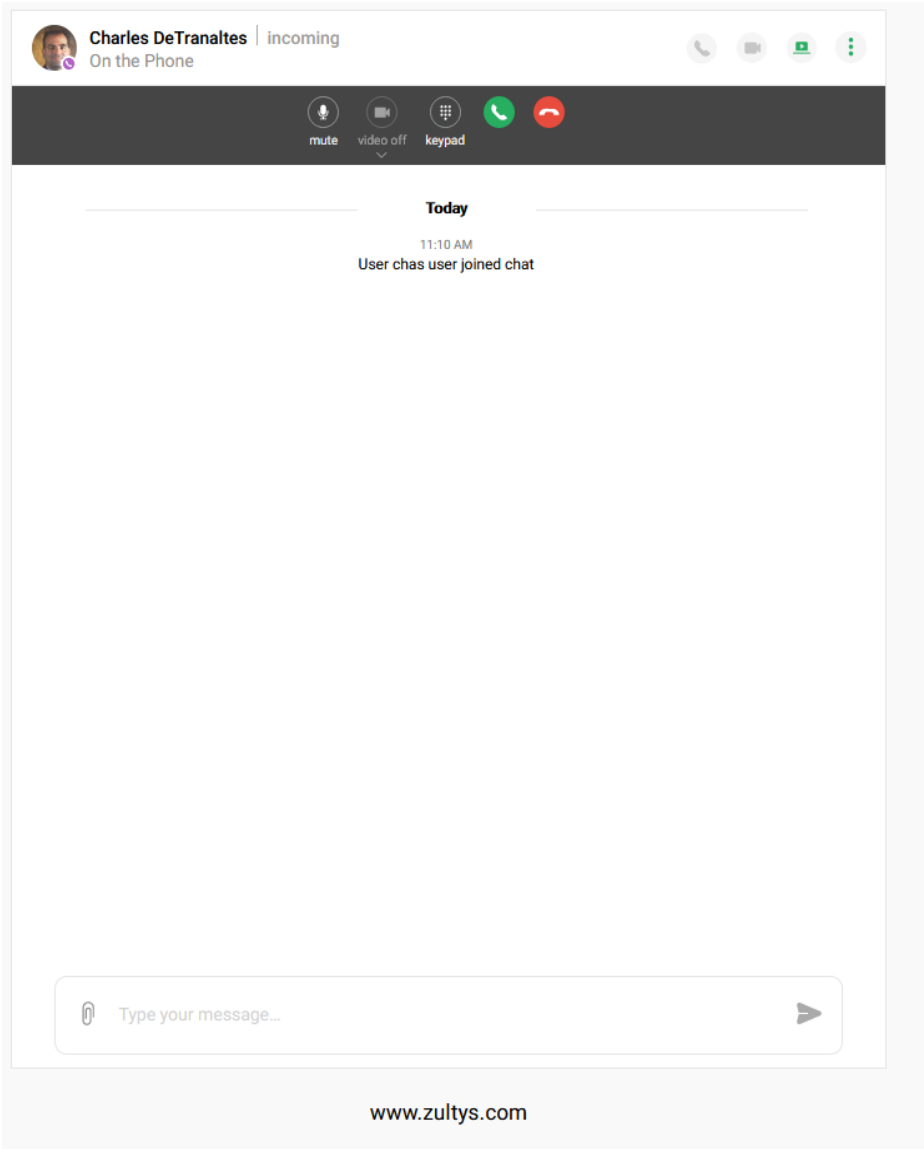


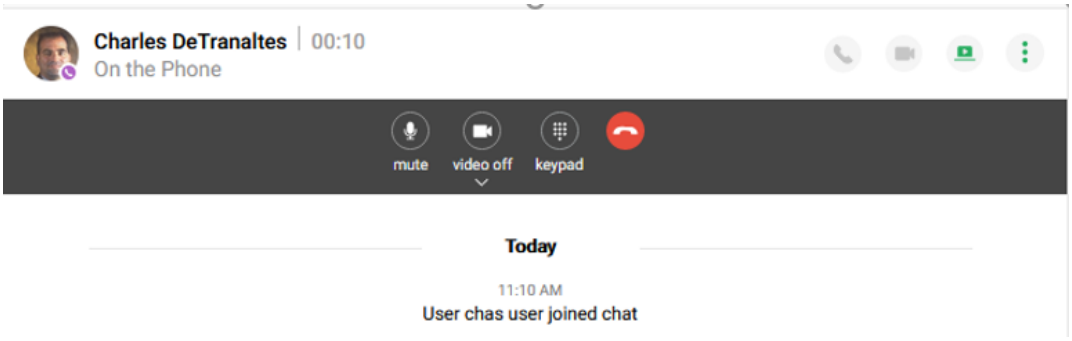


ZAC view of guest call in progress

8.1.2 Host calling Guest

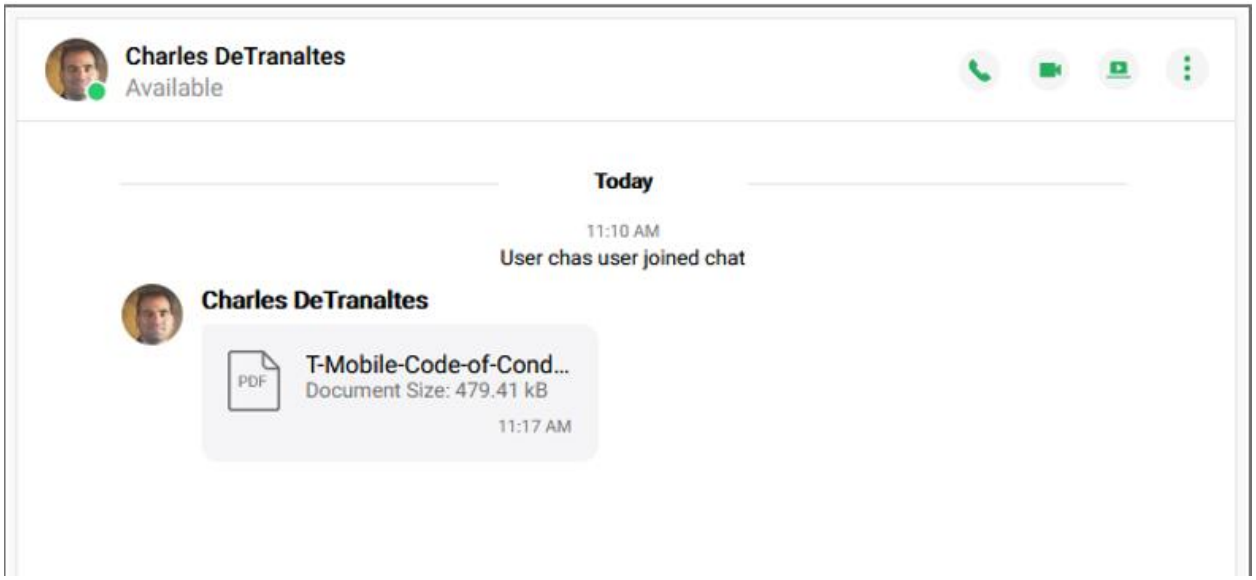
The MX user may click the handset icon or dial the extension number assigned to the guest to place a call to the guest.





8.1.3 Guest receiving file from MX user

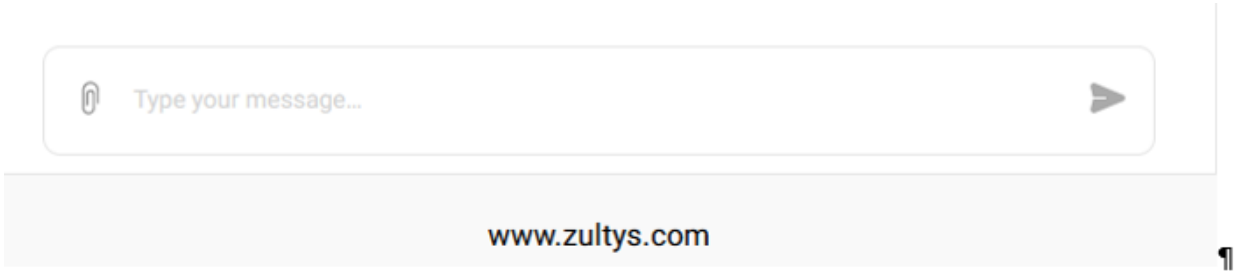
Files may be exchanged between MX users and guests.



8.1.4 Guest sending a file to the MX user

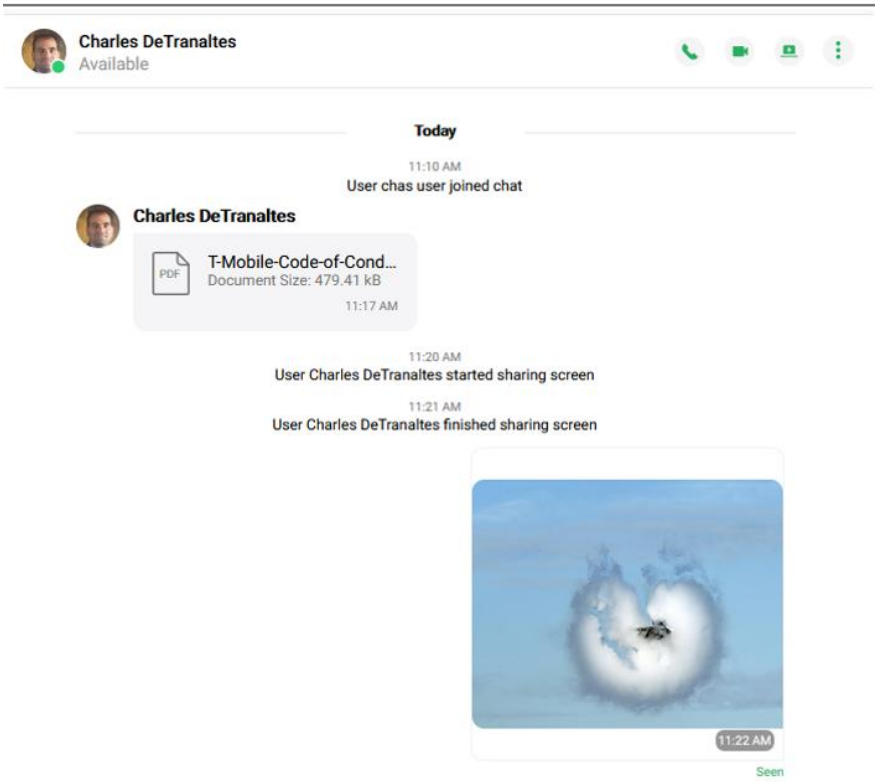
The guest can send files and images to the MX user.

Click the paperclip icon in the chat area.

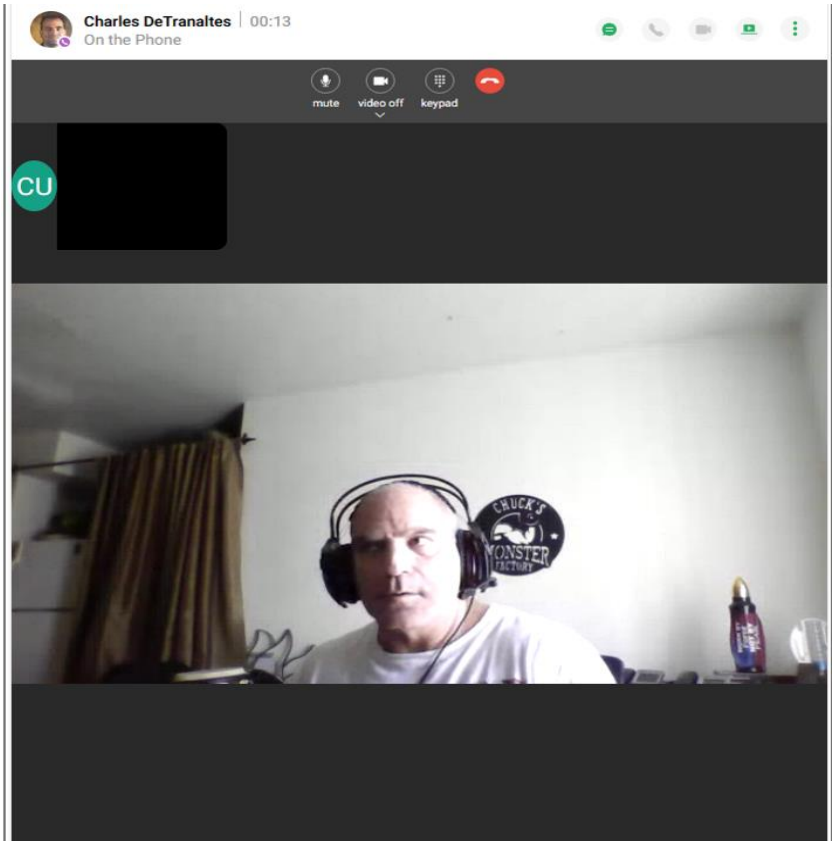


¶

Navigate to the desired file and click Open.

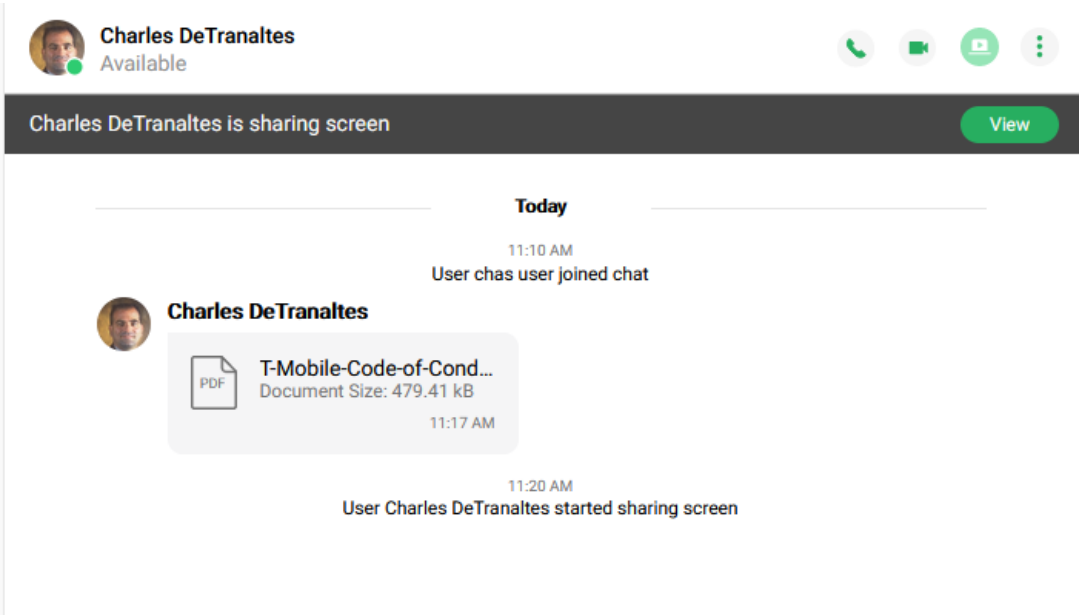


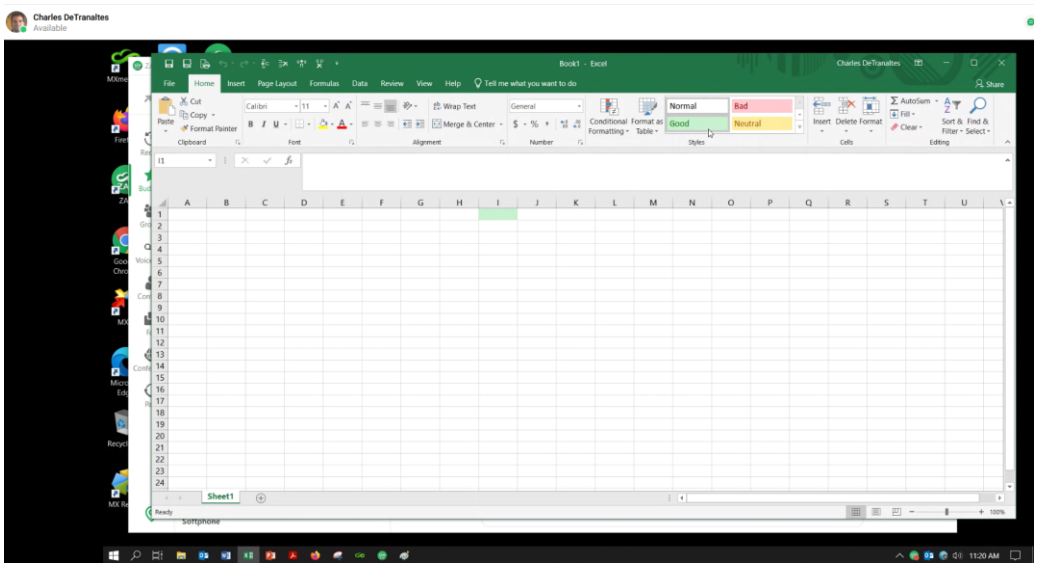
8.1.5 Guest video



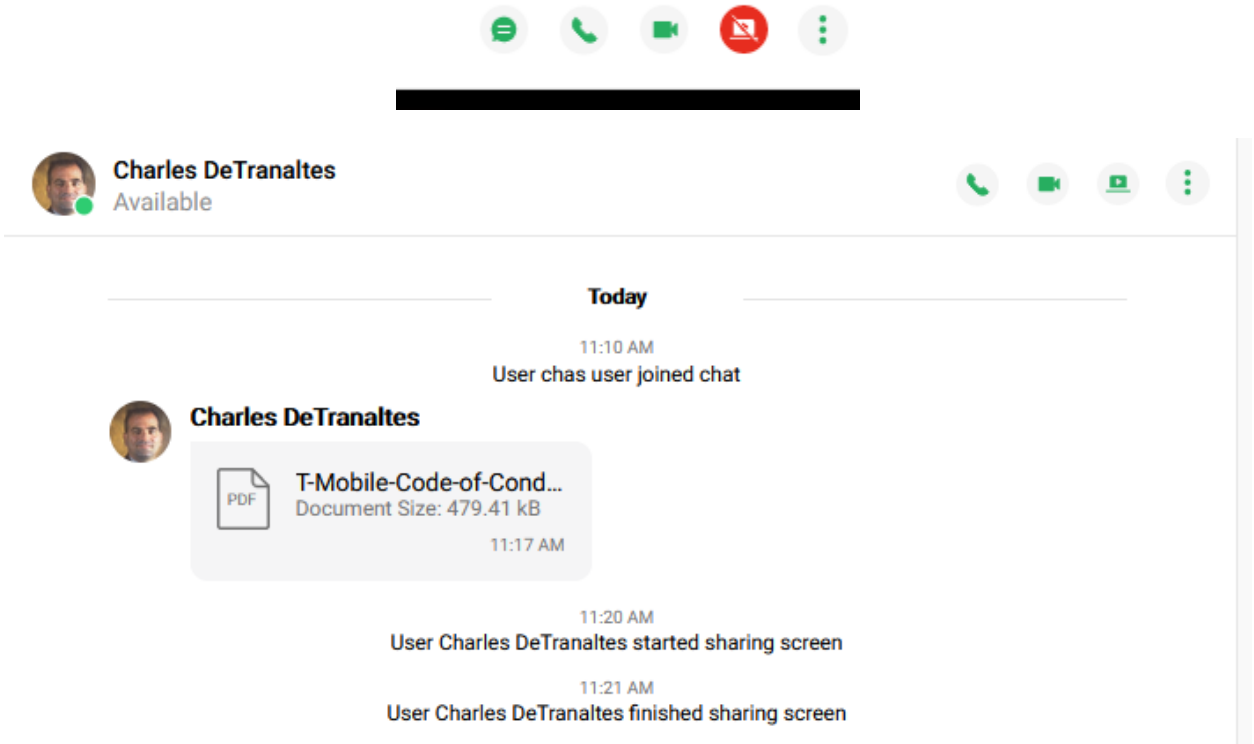
8.1.6 MX user screen share with guest

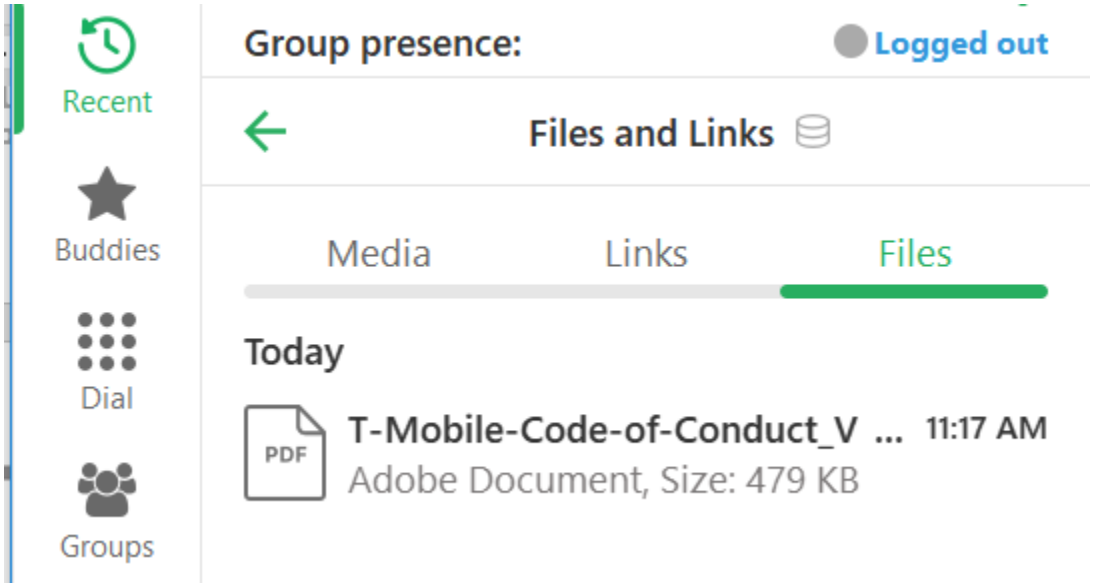
Click the View button to start viewing the MX user screen that has been shared.



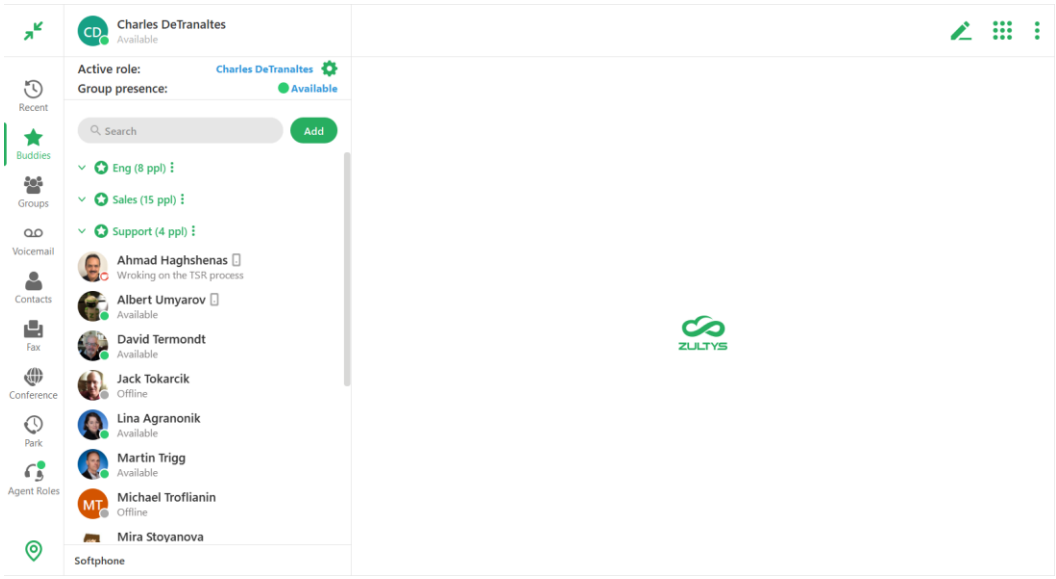


Click the stop viewing screenshare icon to stop the sharing.

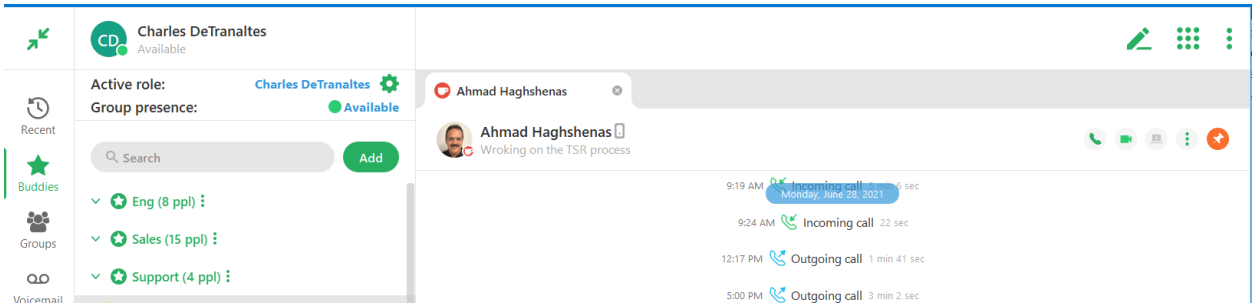



Recent
Buddies
Dial
Groups
Group presence:
Logged out
Files and Links
Media
Links
Files
Today
PDF
T-Mobile-Code-of-Conduct_V ...
11:17 AM
Adobe Document, Size: 479 KB

9 Full Screen Mode



When you click on a buddy/contact, the activity screen for that contact will display in a tab in the work area.



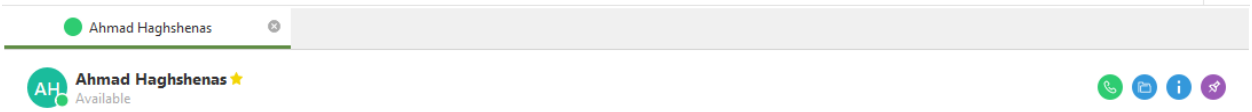
Clicking another contact/buddy will display the activity screen for the selected contact. The previous contact/buddy is replaced.

You may pin the activity screen so that it remains on the screen. To do this,

click the pin icon.
If you close the activity screen after pinning it, you will need to re-pin the screen.

The pinned tab will remain on the screen and you may select the tab by clicking on it.

When the activity tab is open, you have the following actions available:

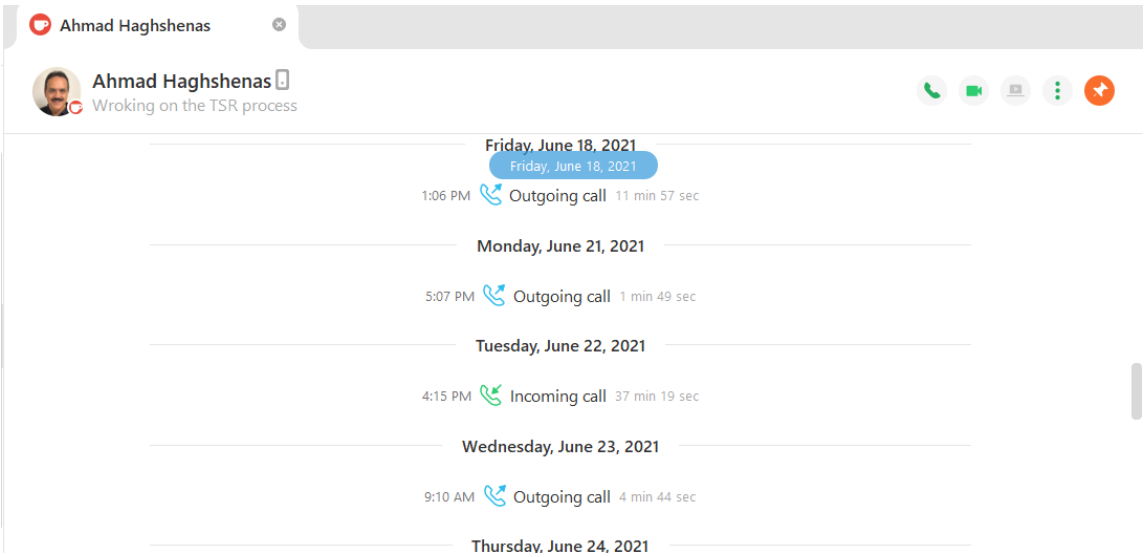


- Call the contact
- Display the recent images/files shared with the contact
- Display the recent activity for this contact

  You may e-mail from this screen, enable presence alert, call, as well as view the recent history for that user.

Note: There may be other options based on what information the contact has made available.

The recent activity screen will expand and display the recent history for the selected contact. This will include calls as well as instant message activity.



You may close the recent activity screen by clicking the X next to the contact name in the tab area.

10 Agent Roles/Call Group Operation

In addition to logging into ZAC through your user role, you can also log into any of the ACD, ICC or Operator Groups to which you belong. ZAC opens a role partition for each group to which you are a member of, and are logged into. ZAC provides features for ACD, ICC agents and Operators that based on the call group functionality, and may differ from those features that are available to users. Call group operation operates in expanded mode.

10.1 Presence for Operators

The following conditions may trigger transitions between operator presence states based on the user's defined preferences:

- **Available to On the Phone** triggers when an ACD agent or operator initiates or accepts a call. This rule cannot be removed or changed.
- **On the Phone to Available** triggers when an operator terminates a call.
- **Available to Not Available** triggers when the user changes to a state specified by the ACD and Operator User Preferences window.

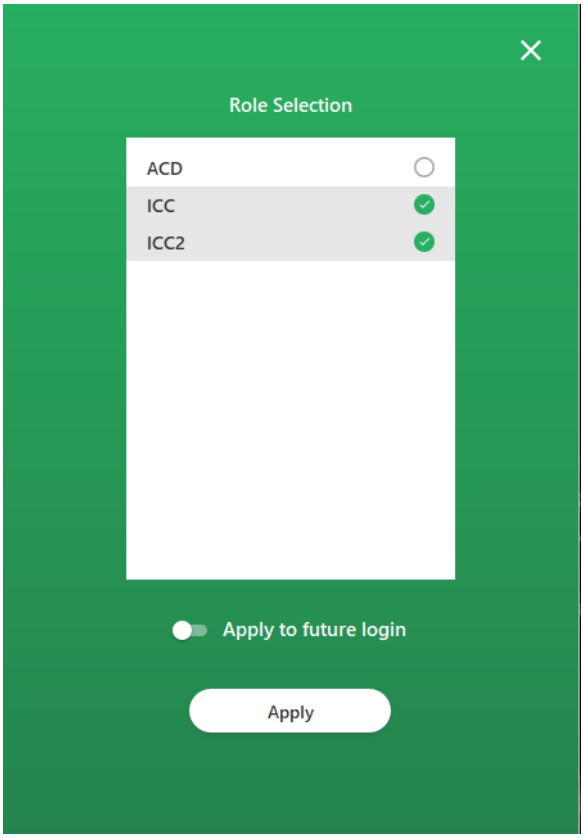
10.2 Presence for ACD Agents

The following conditions may trigger transitions between Agent presence states based on the user's defined preferences:

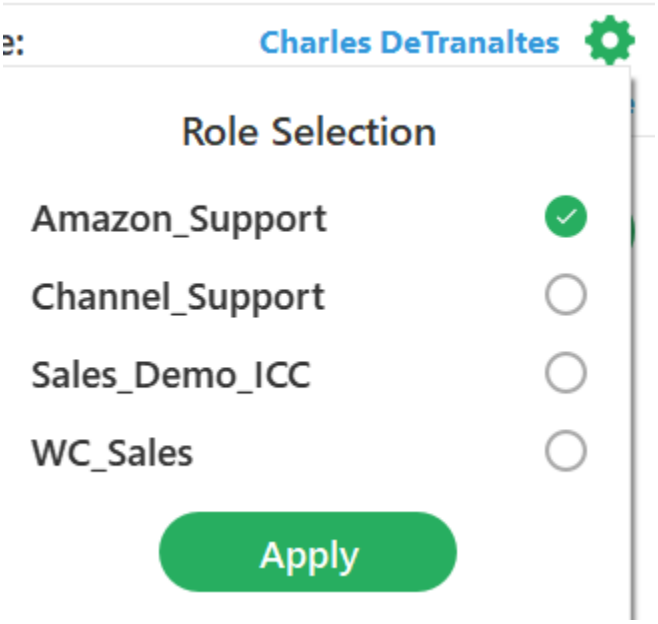
- **Available to Active** triggers when an ACD agent initiates or accepts a call. This rule cannot be removed or changed.
- **Active to Wrap up** triggers when an agent terminates a call.
- **Wrap up to Available** triggers after remaining in the wrap up state for a period specified by the ACD and Operator User Preferences window.
- **Available to Not Available** triggers when the user changes to a state specified by the ACD and Operator User Preferences window.

You may select a Role(s) when logging into ZAC.

Click the "Apply to future login" to have role selection performed automatically at each login.



You may also select a role after you are already logged in in the Agent Active Role/Role Selection area.



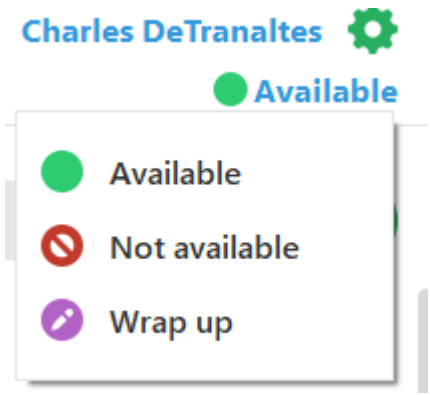
You may also select an Active role prior to placing an outbound group call.

Click on the displayed Active Role

Check the desired role to make it active

Place the outbound call.

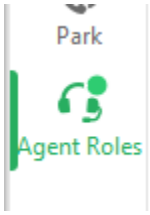
You can change your Group presence by selecting the desired presence state from the list.

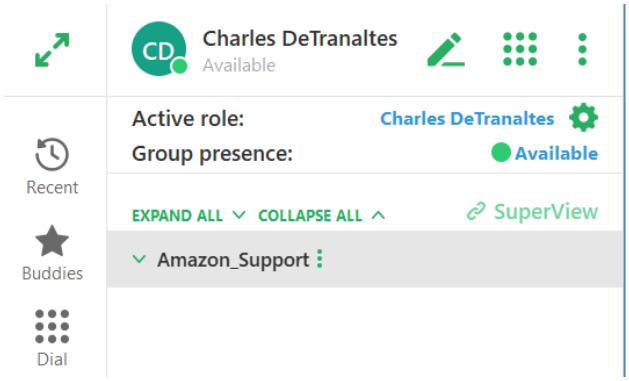


The presence state will change after selecting a presence.

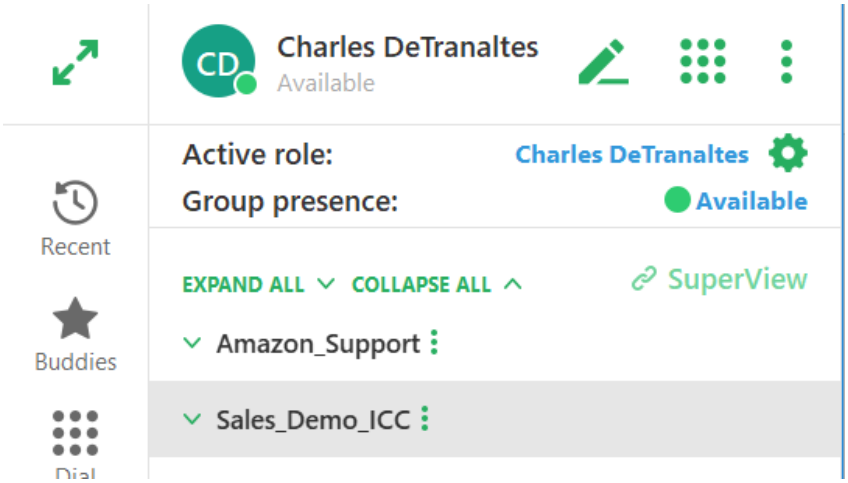
10.2.1 Agent Roles

You may display the presence state of other Agents in the Call group. After selecting all desired Roles, each group you selected for a Role will display. You may expand or collapse each group to view the agent status of each by selecting the Agent Roles area:





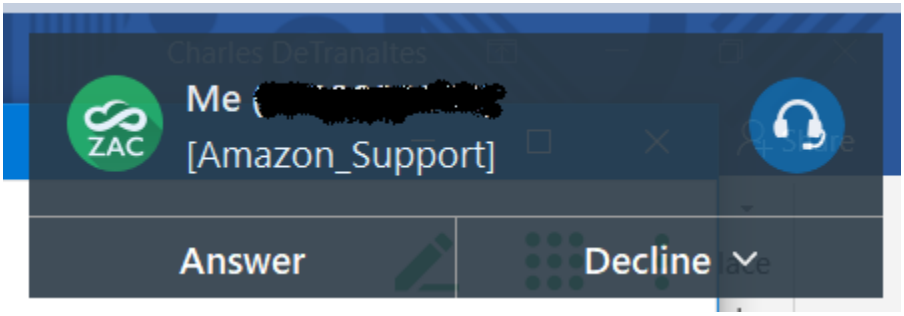
You may use Expand or Collapse all to view all agents for all groups.



Please note blue stars indicate that member is a supervisor of that ICC call group. The star will indicate dark blue when the supervisor is logged in and light blue when the supervisor is logged out.

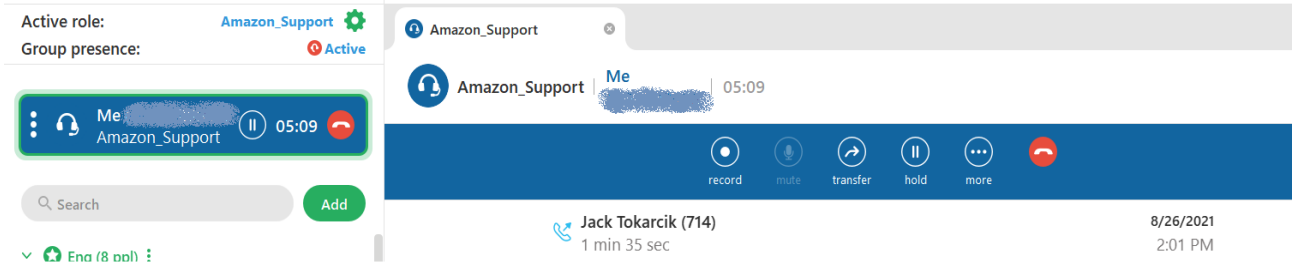
- **Incoming group call notification:**

Incomings calls to a group agent will contain the incoming callerID and the call group name that was called.



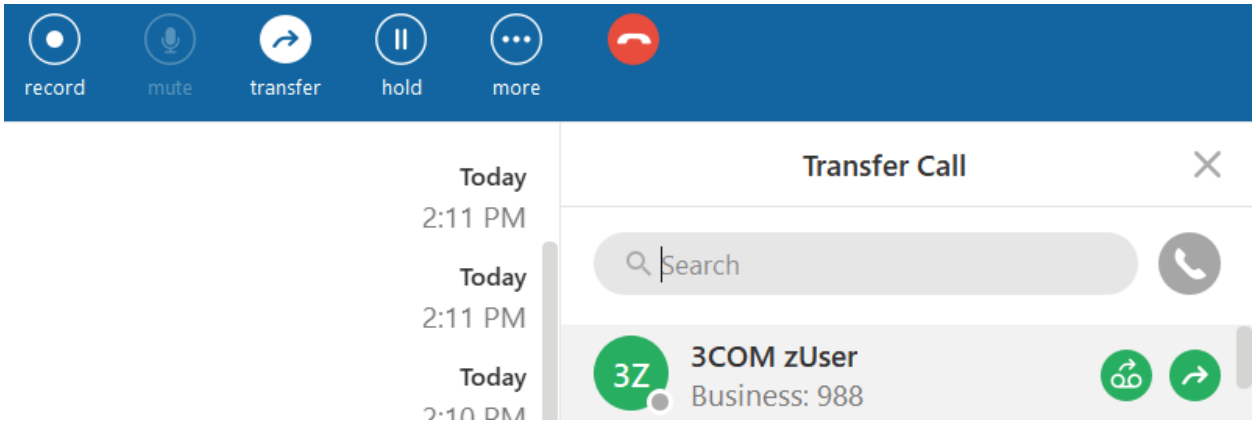
- **Call group session**

When an agent answers a group call, the call session will display.



- **Transfer call**

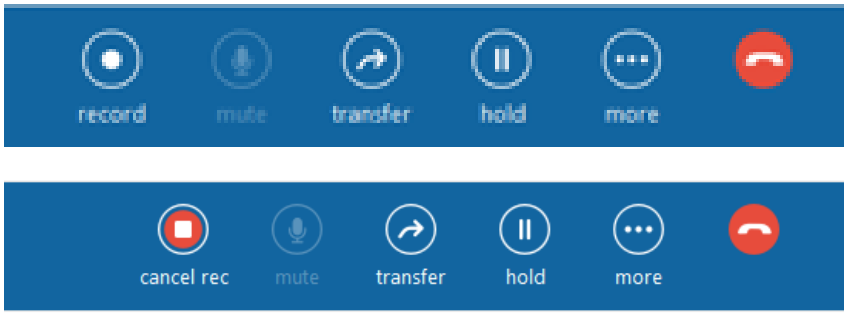
To transfer the call to another user click the transfer icon in the call session.



Select the desired contact and click the call icon.

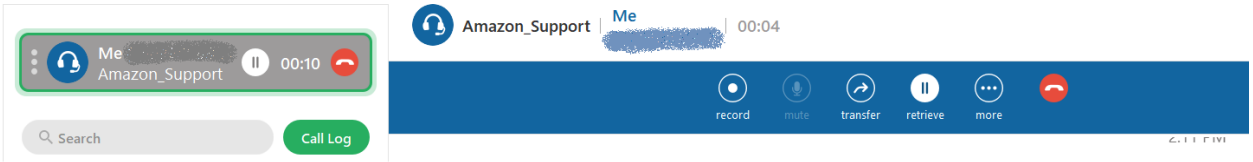
- **Record a call**

If call recording is configured, you will have capability to record the call. During the recording, you will also have capability to pause/resume the recording. No call recording audio is present during this pause period.

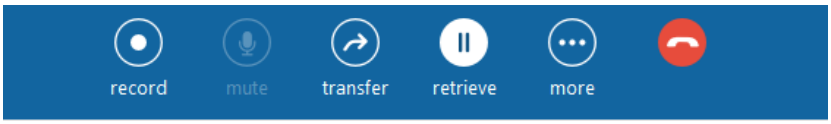


- **Hold**

This will placed the call on hold. Only the agent may retrieve the call from hold.

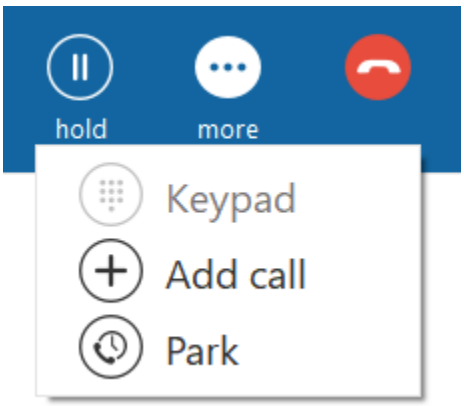


Click retrieve to resume the call.



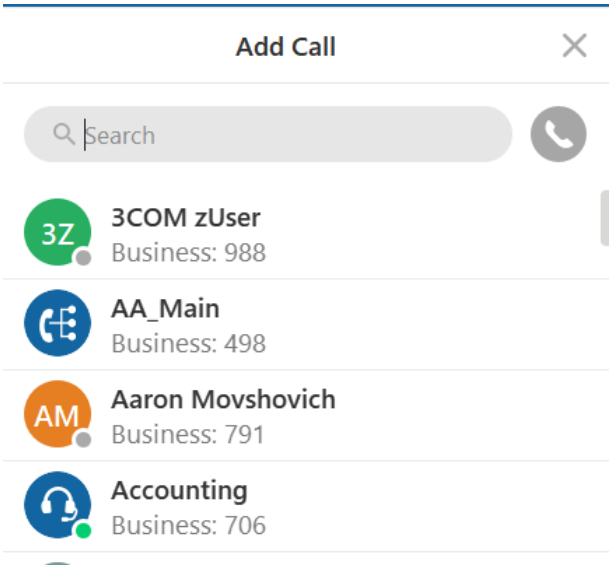
- **More options on active call group session**

Click more to present additional call options.

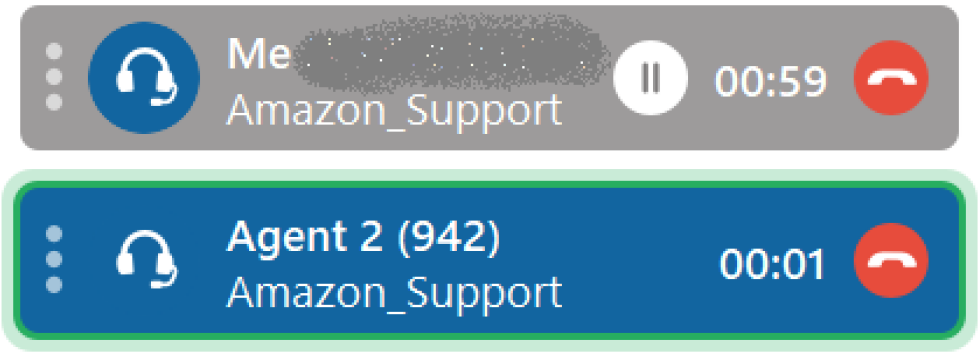


- **Add call**

Select the desired contact to add.



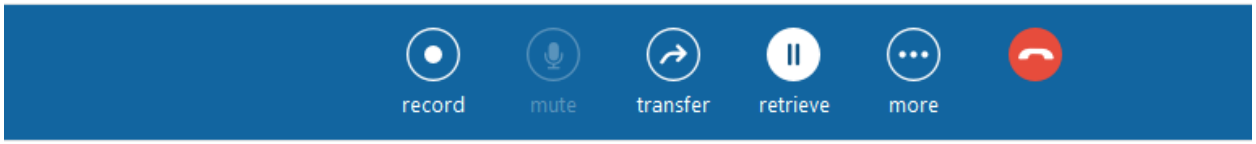
Click the contact and complete the call. Click conference in the session bar. Add the other party to the conference.



- **Retrieve**

In case a transfer or conference does not complete, you may retrieve the original call from hold.

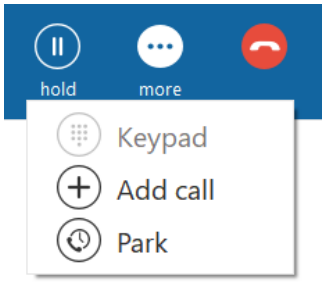
Click the retrieve icon.



- **Park**

You may place the group call in system park. The call will be placed in a hold state and is available for all MX users to retrieve.

Select Park from the More menu.



MX users receive a notification that a call is in Park.

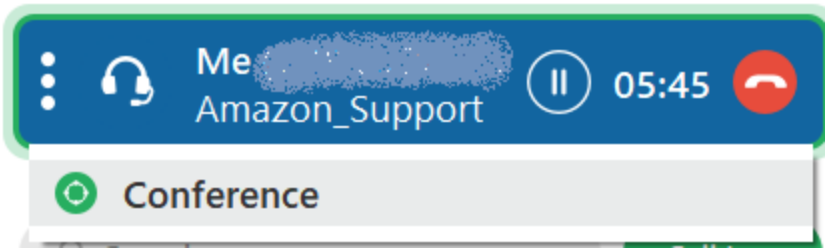
The parked call will display the following

Mouse over and click Pick up to resume the call.

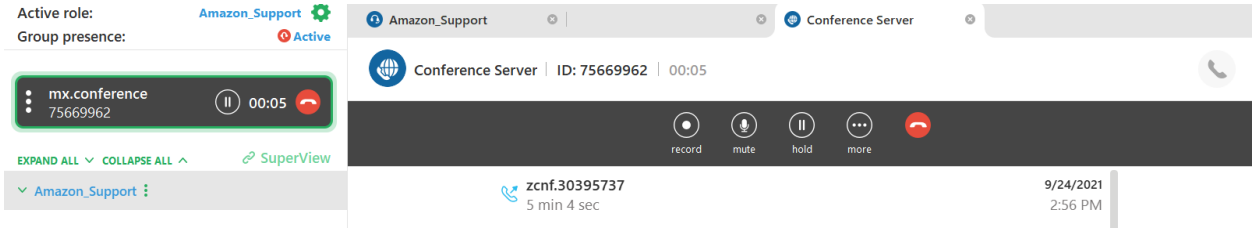
- **Conference**

You may create an ad hoc conference call to include other MX user in the conference call.

Click the options icon in the left call session and select Conference.

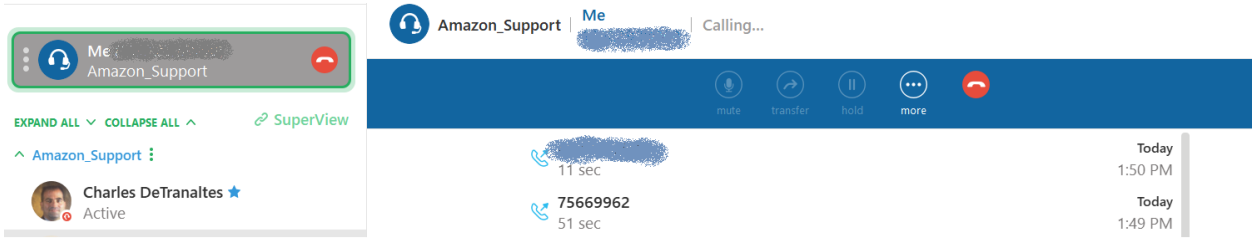


MXconference will begin between you and the caller. You may add additional parties to the conference after it has started.



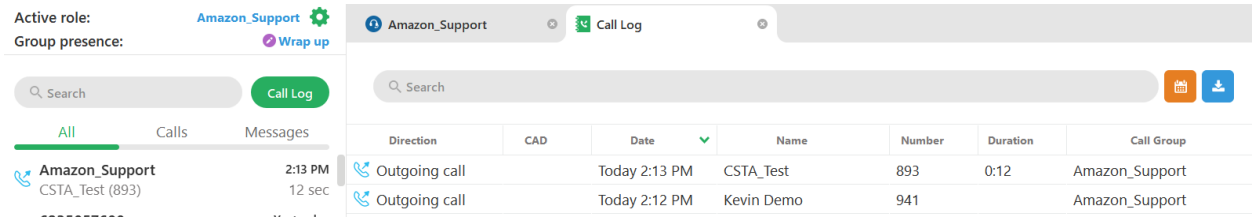
- **Placing outbound in group role**

You may place a call as an agent by clicking the call button associate with the desired call entry.



- **Call log**

A group call log of all calls the group placed/received are included in the log.

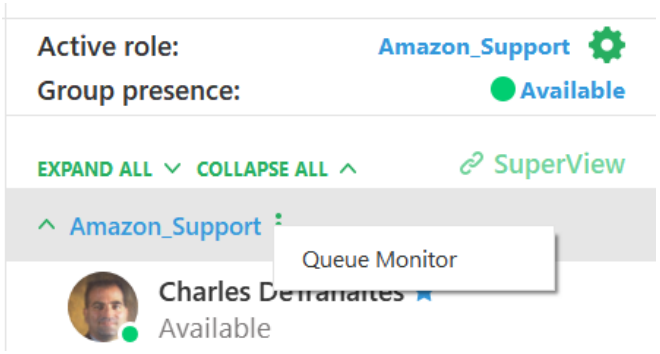


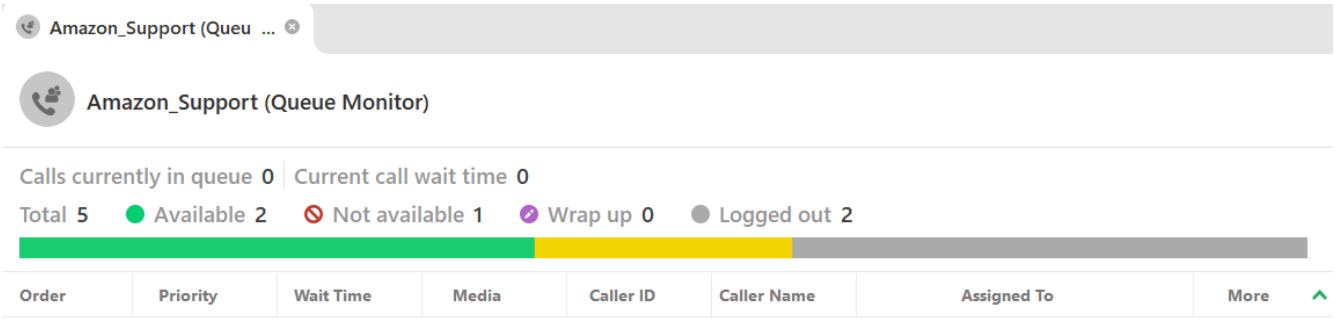
10.2.2 ZAC 8 Queue Monitor

This screen is available to agents of a hunt, ACD, Operator or ICC call group type. This call monitor allows a group member to view information about the calls that are in queue for the group.

While in the Agent Role screen, click the options icon next to the call group name.

Select the Queue Monitor item.





The screen id defined from top to bottom as:

- Name of the call group
- Number of calls currently in queue and the current call wait time
- The fields in the Queue monitor are defined as:

Priority – The priority associated with the queued call.

Wait Time – The amount of time the caller has been waiting in the queue.

Media – The specific media type of that call in queue, call, automatic callback, webchat

CallerID – The callerID associated with the inbound caller.

Caller name – The caller name associated with the inbound caller.

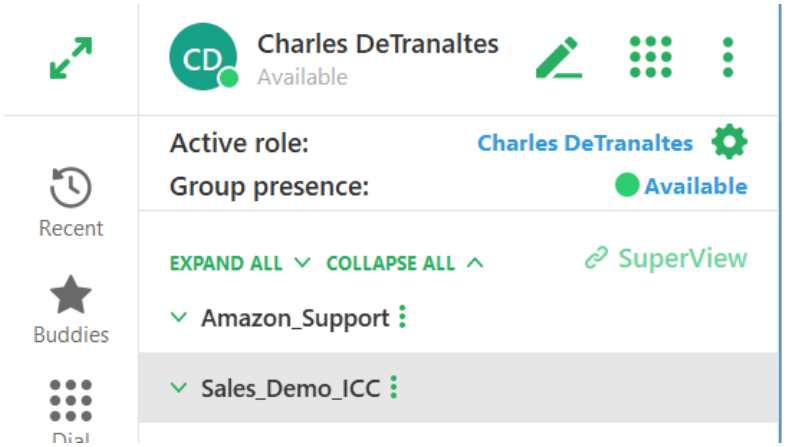
Assigned to – The agent that will handle the call.

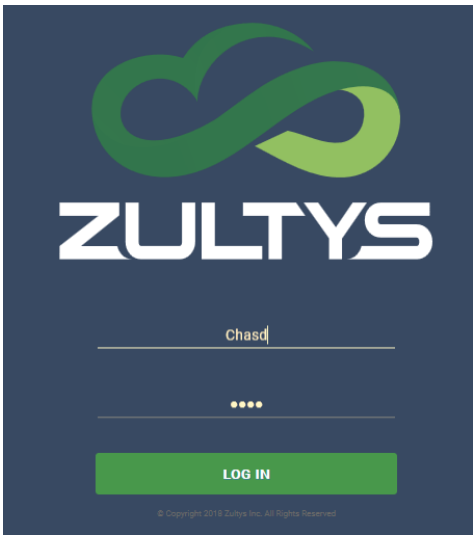
More – Presents CAD fields.

10.2.3 Supervisor functions

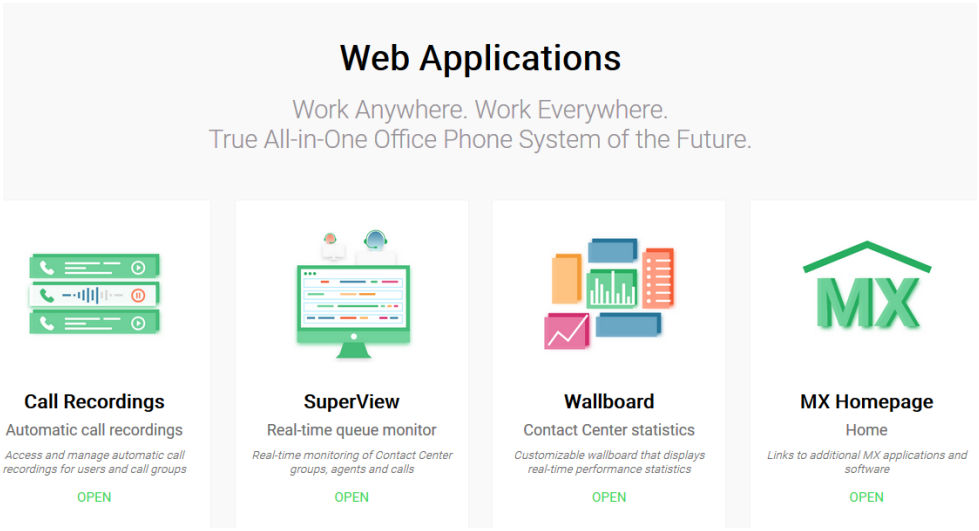
A Supervisor of a an ICC group may access the Web Based SuperView program directly from ZAC.

Click the SuperView icon:

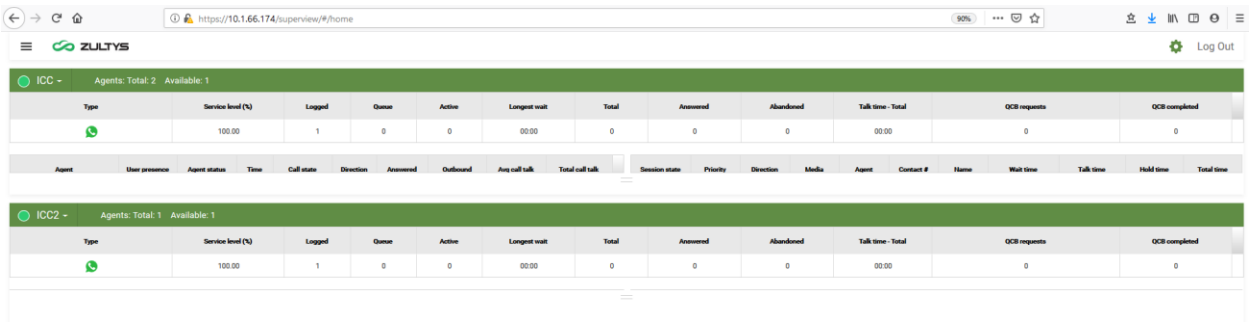




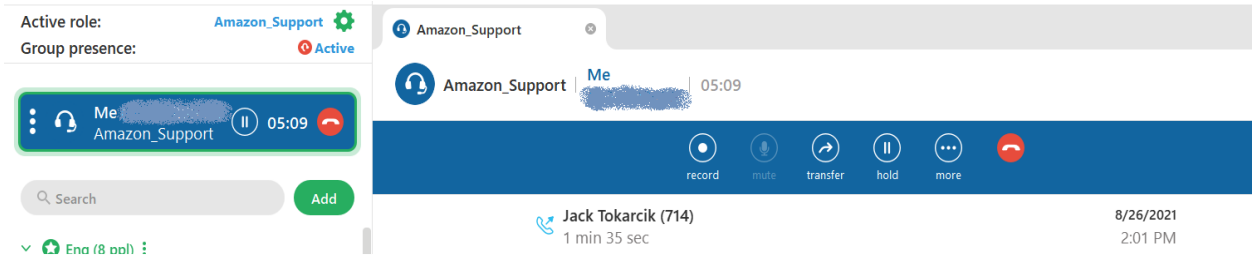
Enter your username and password at the web application page and click login:



Click OPEN on the SuperView icon



Incoming group calls are identified in the call session area next to the callerID.



A history of the group calls is presented below the call session area.

11 SMS 2.0 Service

11.1 Description

Zultys SMS 2.0 option allows customers to initiate and receive SMS messages using ZAC The ZAC interfaces has been designed to streamline and make sending SMS messages easier and intuitive.

11.1.1 Requirements

- **ZAC Version** – Must be 5.0.0.37 (or greater)
- **MX Version** – Must be 15.0.3 (or greater)
- **Voice DID** – User must have a SMS enabled voice DID assigned.
  The DID number format assigned in MX Administrator **MUST BE** 11 digits. The 11 digits must be formatted as 1+10 digits. For example, a voice DID number of 602-555-1212 would be configured as 16025551212 in MX Administrator.
- If the user cell phone number is configured in the user area, users will not receive a text if they attempt to text themselves.

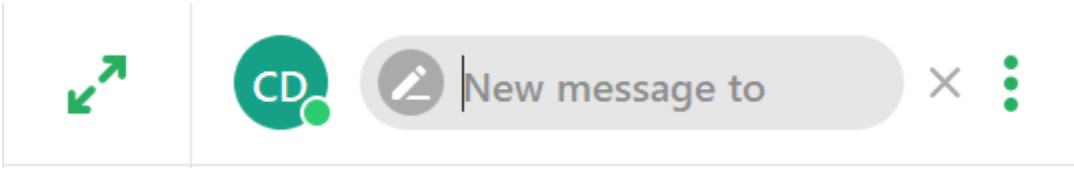
11.1.2 Overview Process

- SMS is an optional service that Zultys Cloud Service customers may order using part number 91-19301-V. This part number includes 1000 inbound/outbound SMS messages per month.
- All backend configuration is performed by Zultys personnel.
- Zultys Cloud Service customers who manage their customers system must enter the DID numbers for each user as described above (11 digit entry) In MX Administrator.
  Backend configuration work in this scenario is still performed by Zultys personnel.
- *SMS short codes are not supported in ZAC.*

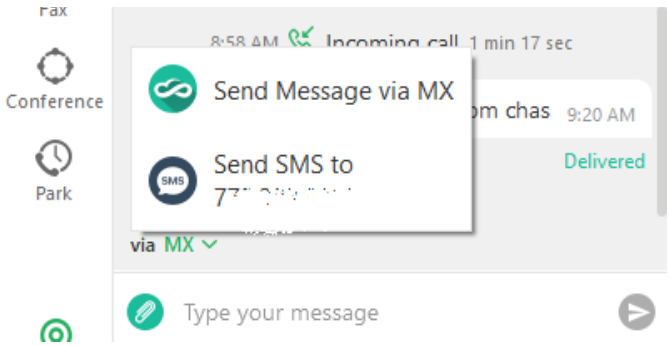
11.2Operation

11.2.1 Sending SMS Messages

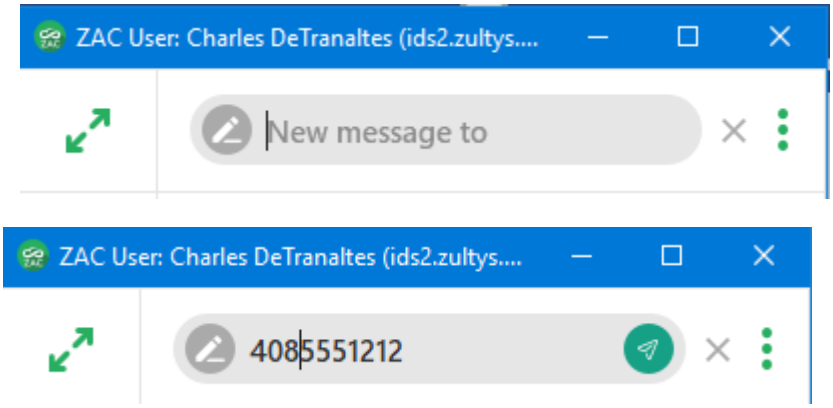
1. From the minimized or expanded mode click the New message to icon.



You may also start an SMS session from your buddy/contact history by select the via icon:



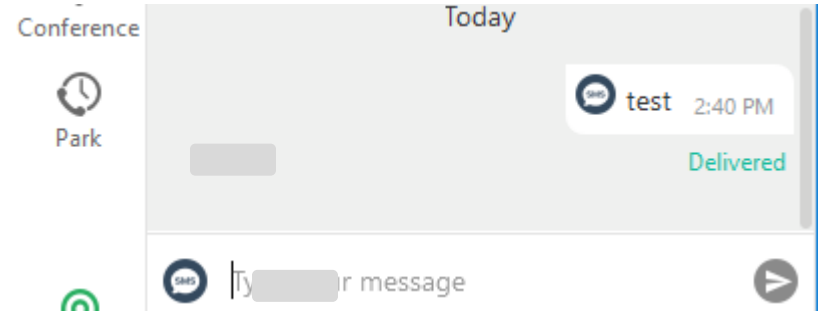
2. Enter the desired SMS number in the “New message to” field. You may click the X to cancel the operation.

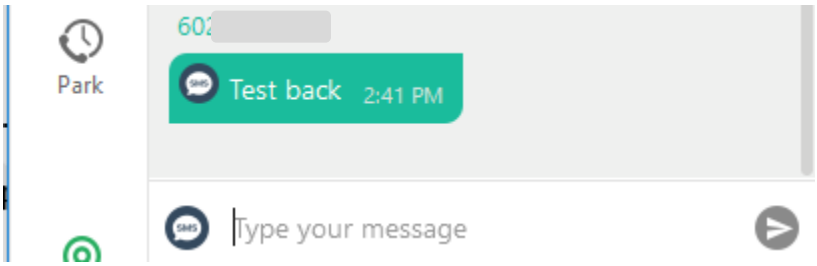


3. Click the icon.

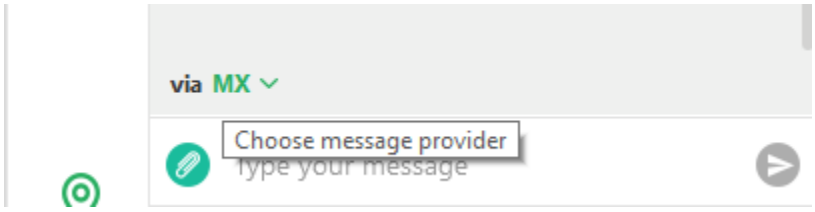
4. At the chat screen, enter your message and press .

5. You will see the response in the Chat area. Continue to enter/receive responses in this area.

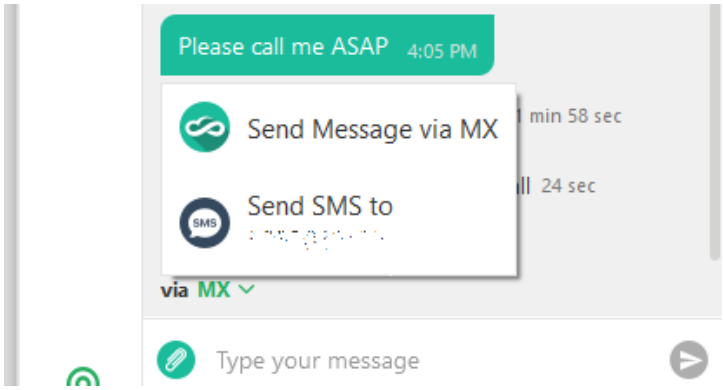




You may also start an SMS message with other MX users that have a mobile phone configured in the system. When you select a user and bring their history screen up, you will see an icon in the lower left corner. If you mouse over the highlighted portion you will see:



Click the highlighted MX to select the desired message provider.

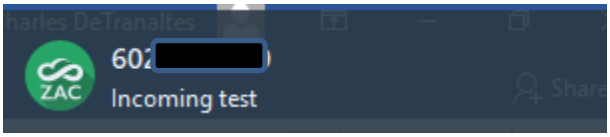


Select either the MX(internal) message or the SMS option to send to the users' mobile phone.

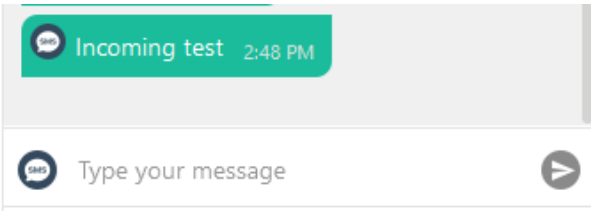
11.2.2 Receiving SMS Messages

A user may send and SMS message directly to your MX DID number.

1. When you receive an incoming SMS message, a popup will appear and the Recent area will display a notification (if you are not in the Chat screen).



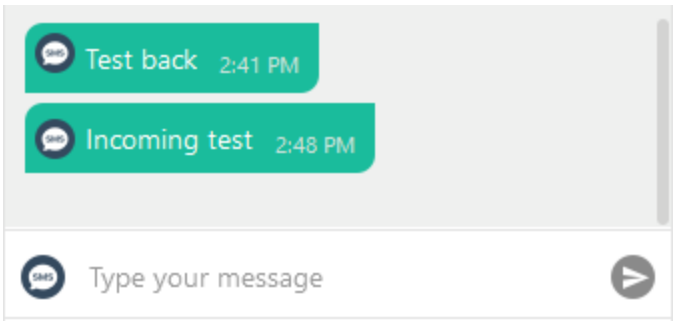
2. Click the popup window to present the chat area.



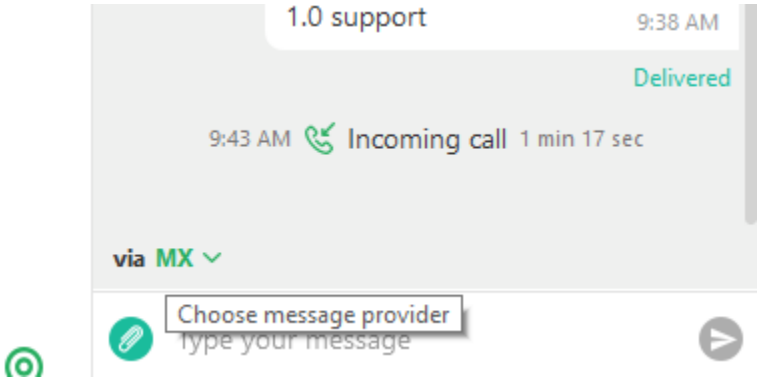
3. Click the recent area to display the SMS message in the list of activities.

4. Click the icon to enter the Chat area.

5. View responses and type your responses in the Chat area.



SMS service may also be started when the system

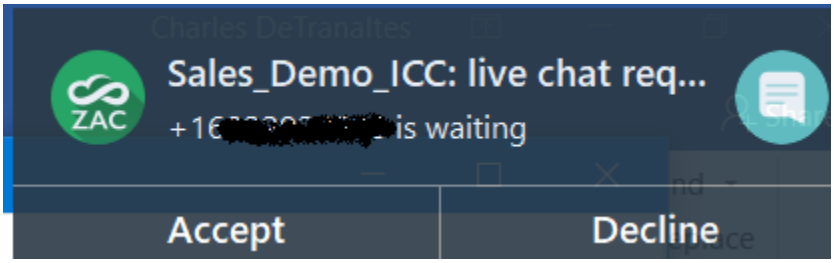


11.3Call Group SMS

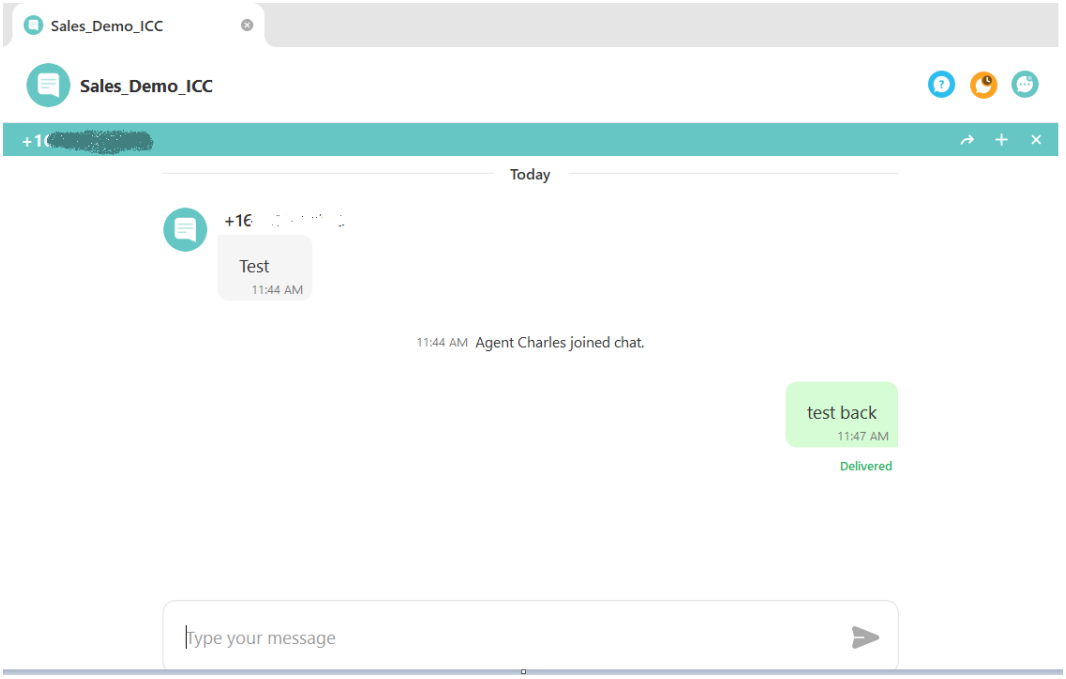
Release 16.0.4 (and greater) now includes capability to direct SMS enabled DID numbers to the main DID number of an ACD or ICC call group. This allows agents to engage in SMS chat sessions with external users.

11.3.1 Operation

- Notification of an incoming SMS to an agent:



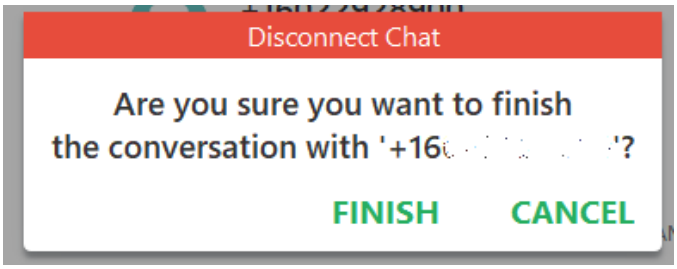
- Text session after clicking Accept”



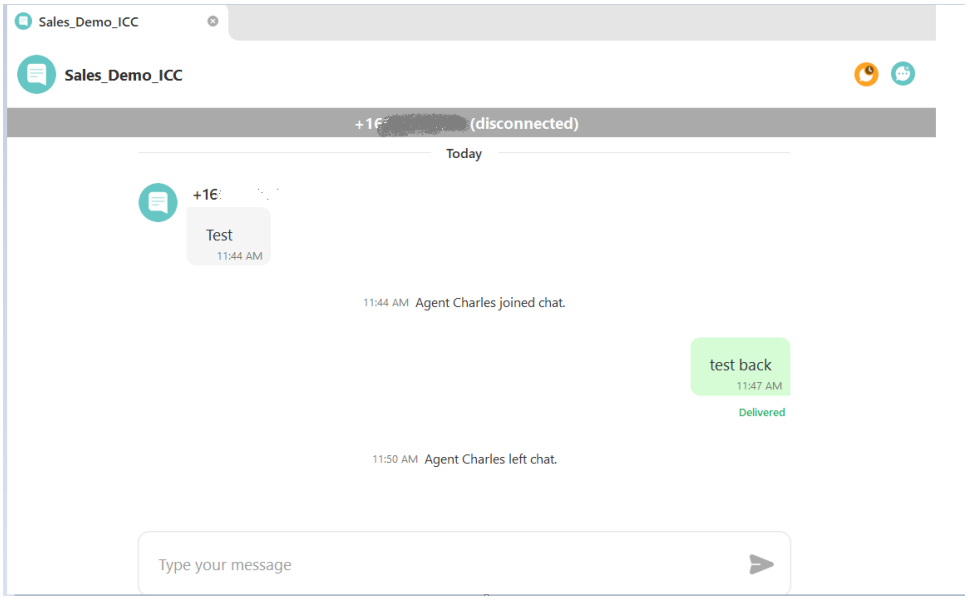
You may converse with the external user in the chat text entry area.

- Disconnecting the session:

When you are finished, click the disconnect icon .
A confirmation will appear:

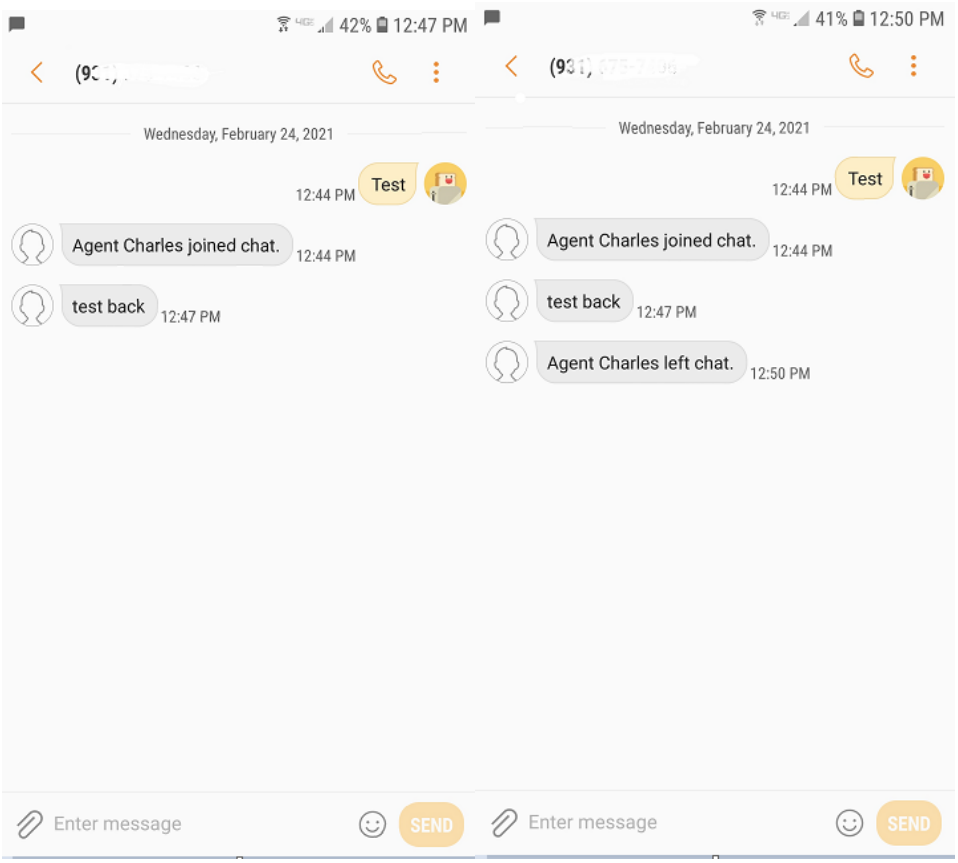


Click FINISH to end the session.



- Mobile user screens

This is what the SMS sender would see on their mobile device during a chat session with an MX agent via SMS.



11.4Conditions

- SMS to a call group utilizes WebChat as the infrastructure to deliver SMS messages to agents. The WebChat feature must be enabled and configured in the MX system.
- Only the Main DID entry in a call group may be assigned an SMS enabled DID number. SMS is not applicable to Number Associations in the call group.
- Incoming messages are distributed to agents based on the Call distribution setting in the General tab of Operator and Call Groups in MX Administrator.
  In the case of a ring all type, all agents will receive the notification. Once an agent answers, notification is removed from other agents that did not answer the call.
- There is no outbound SMS group operation at this time.
- If an agent declines the SMS message, the message is routed to the next available agent in the group.

12 Microsoft Office Unified Communications

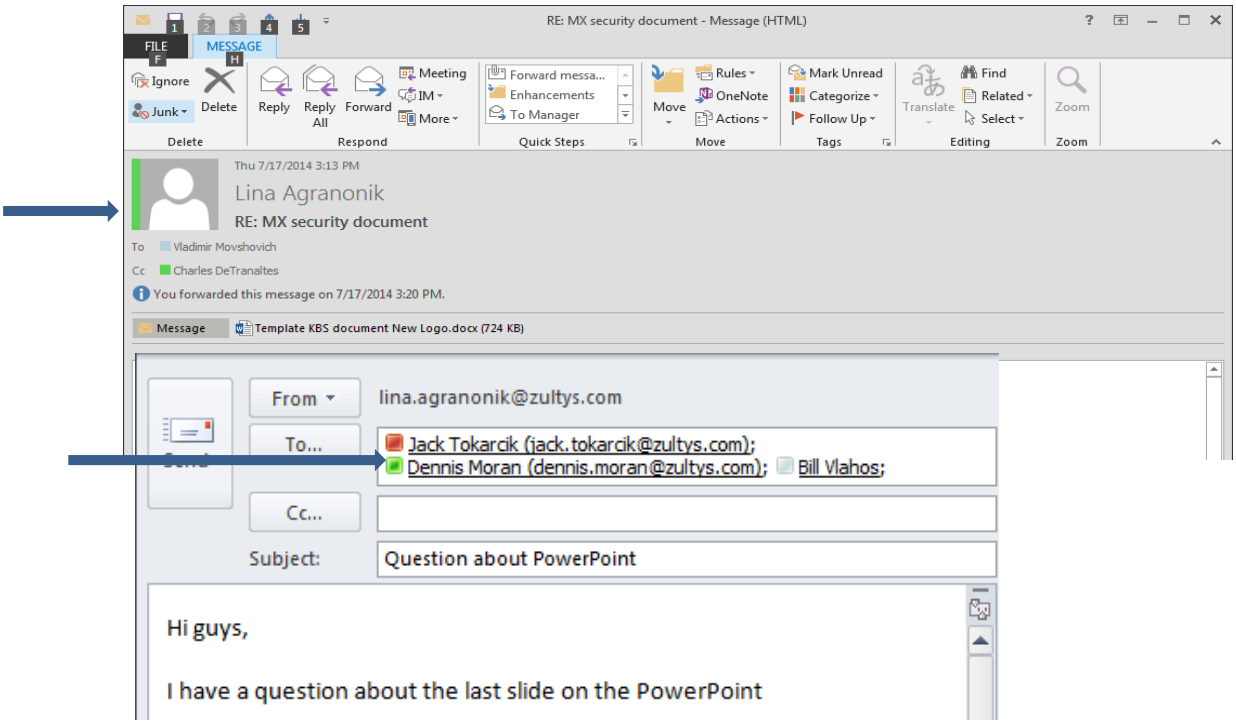
12.1 Description

This feature allows Windows based ZAC presence information to be shared with Microsoft Outlook 2010+ versions. ZAC users' presence status can be viewed within the Outlook application without the need to view the ZAC application itself.

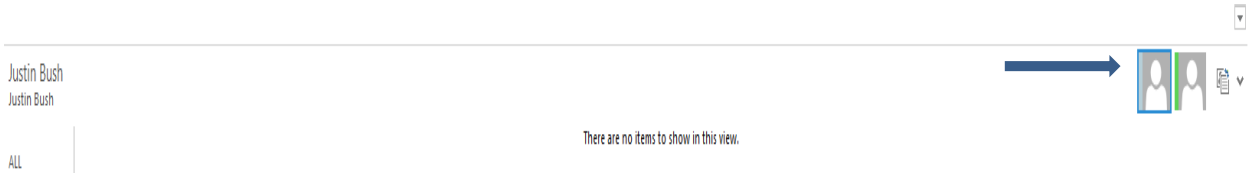
In addition, actions such as call, Instant Message can be initiated from Outlook as well.

12.2 Operation

Once the feature is enabled in ZAC Settings, operation is inherent. Presence status is shown for all e-mail recipients in Outlook:



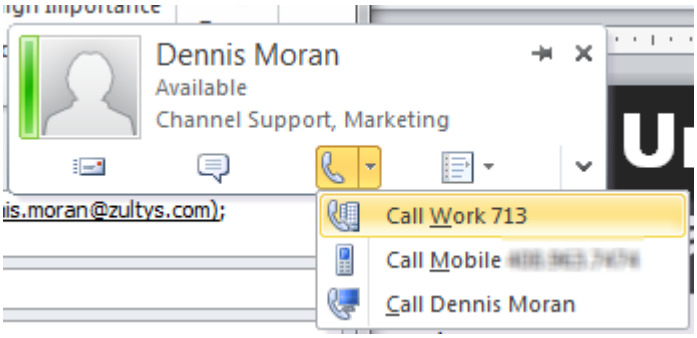
Presence Status is also shown in the People Pane of Outlook.

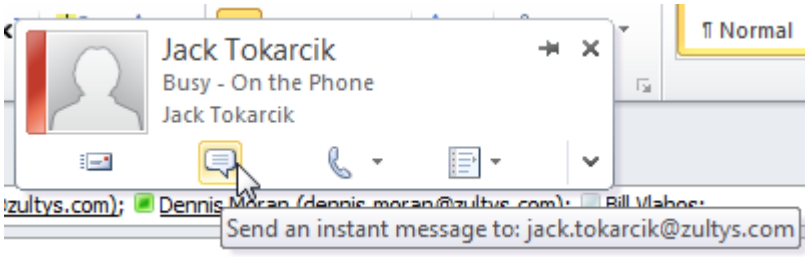


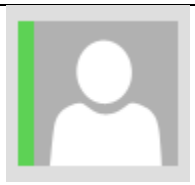
Moving your mouse over the presence area of a user will present the quick action menu:

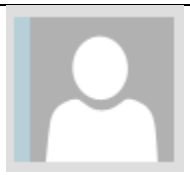
From the quick action menu you can:

- Initiate an IM session. ZAC IM window will appear. Depending on your ZAC settings, ZAC may appear.
- Place a call to the user. ZAC will be invoked. Depending on your ZAC settings, ZAC may appear.
- Send an e-mail using Outlook





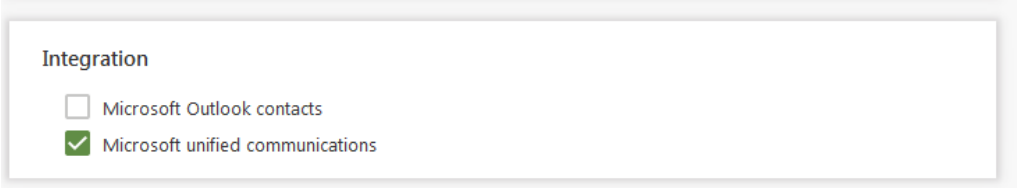
MXIE Presence Status	Outlook Presence Status
Available	 Available
Not Available	Do Not Disturb – Not Available
Busy	Busy
At Lunch	Away – At Lunch
In a Meeting	Busy – In a Meeting
Be Right Back	Away – Be Right Back

Appear Offline	 Offline

12.3Conditions

- Outlook 2010+ must be installed on the users' PC.
- This feature operates independently of Zultys Outlook Communicator or Microsoft Exchange Communicator (MSEC). Neither application is required for this feature to be utilized.
- This feature does not require an Exchange Server to be present.
- This feature does not require any additional license to operate. The only requirement is a valid user license and MXIE must be installed and running on the MX system.
- The Microsoft Web based application SharePoint must be run in Internet Explorer to view presence status. Firefox, Chrome, Safari web browsers will not support the Unified Communications integration.
- Outlook supports one direct connection presence application from external programs. If the user already has an external presence sharing associated with Outlook, Skype for example, enabling the Zultys feature will disable the Skype presence
- The e-mail address in Configure\Users in MX Administrator must be programmed.

  ZAC/Settings/Application

  Enable the checkbox and click Apply.
- Microsoft .NET Framework 4 (or greater) must be installed/active on the users' PC in order for this feature to operate properly.

- This feature is only supported on Windows based Zultys Advanced Communicator.

13 Video Calling – User to User

13.1 Description

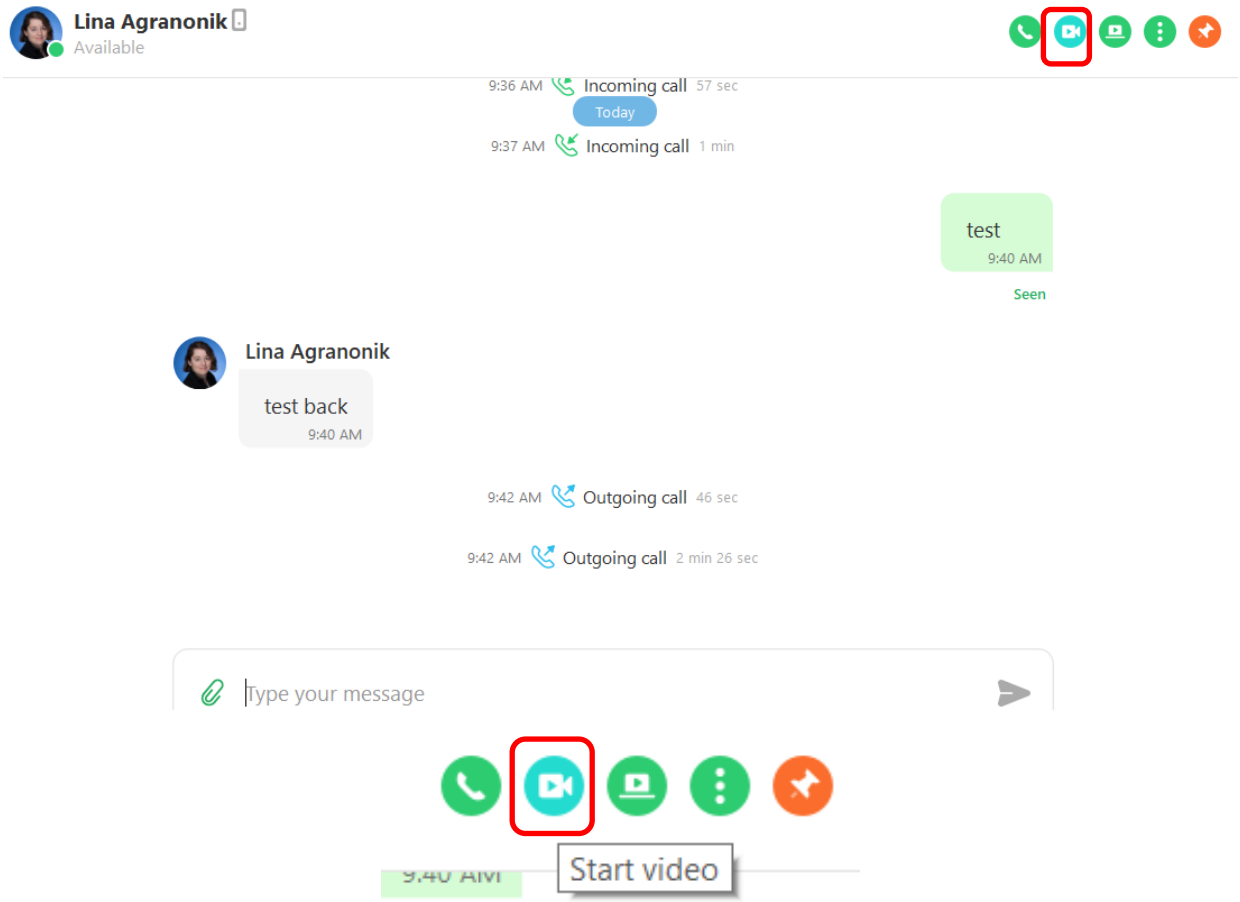
Zultys Advanced Communicator (ZAC) users can now place video calls to other ZAC users. This feature now allows video between the users in addition to voice and chat capabilities.

13.1.1 Video Calling Requirements:

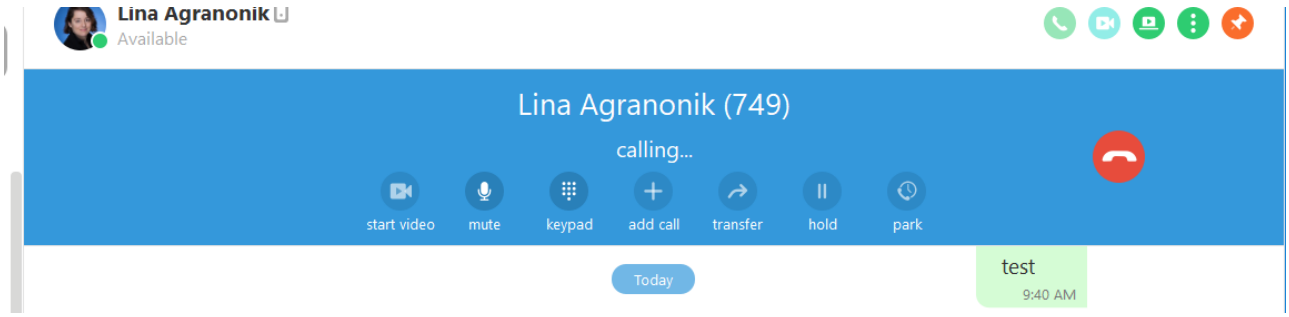
- ZAC 7.2.16 (or greater) required
- ZAC MUST be bound to the Softphone
- ZAC MUST be in full screen mode

13.2 Operation

While in a user tab, click the Start video icon:

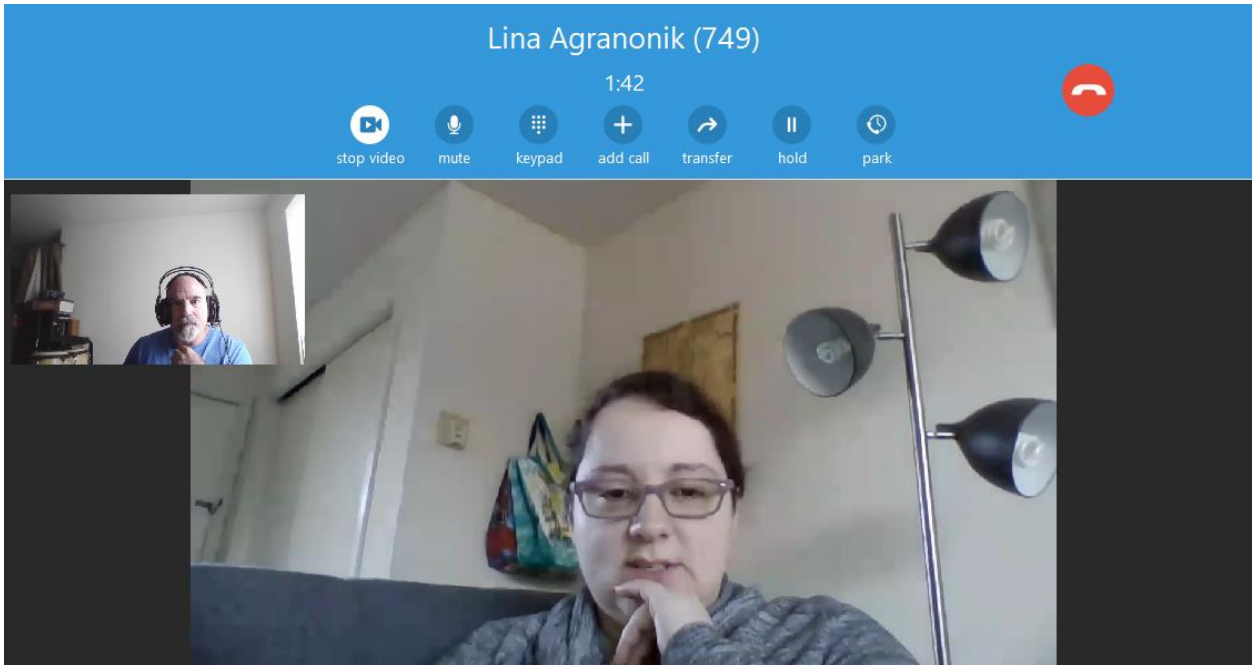


A call will be placed to the user.

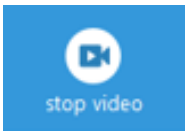


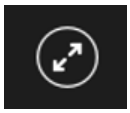
When the user answers, your video is displayed to that user.

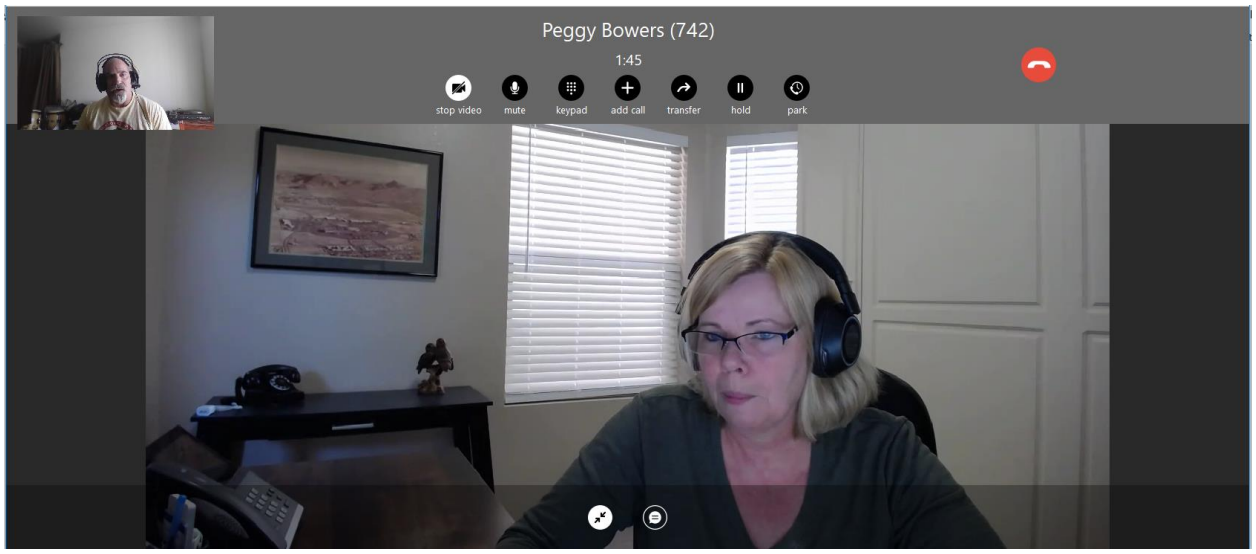
The called user clicks the Start video icon in the session bar to start their video.



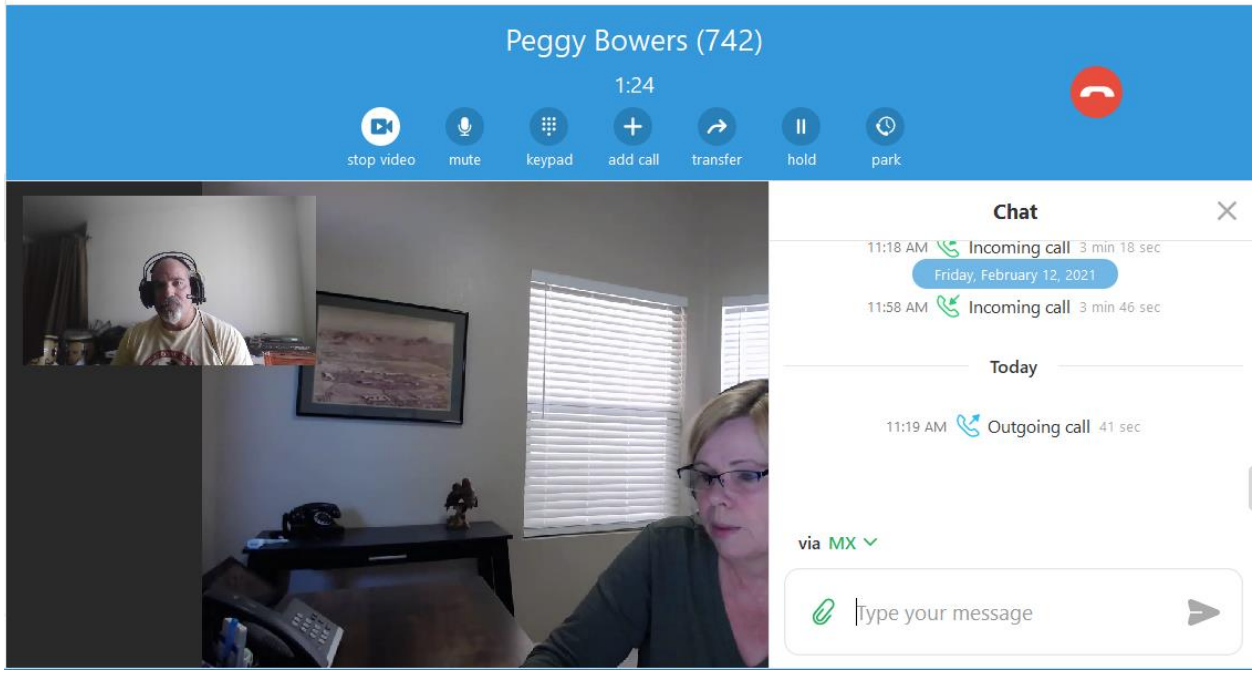
Either party may start/stop their video portion of the call using the start/stop icon, This icon toggles the start and stop states.



To maximize the video window, click the  icon:



To open a chat window, click the icon:



To end the call, click the end call icon in the session bar

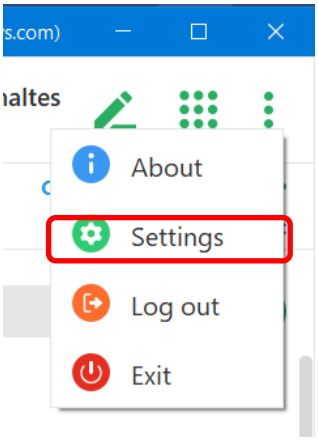
13.3Camera selection

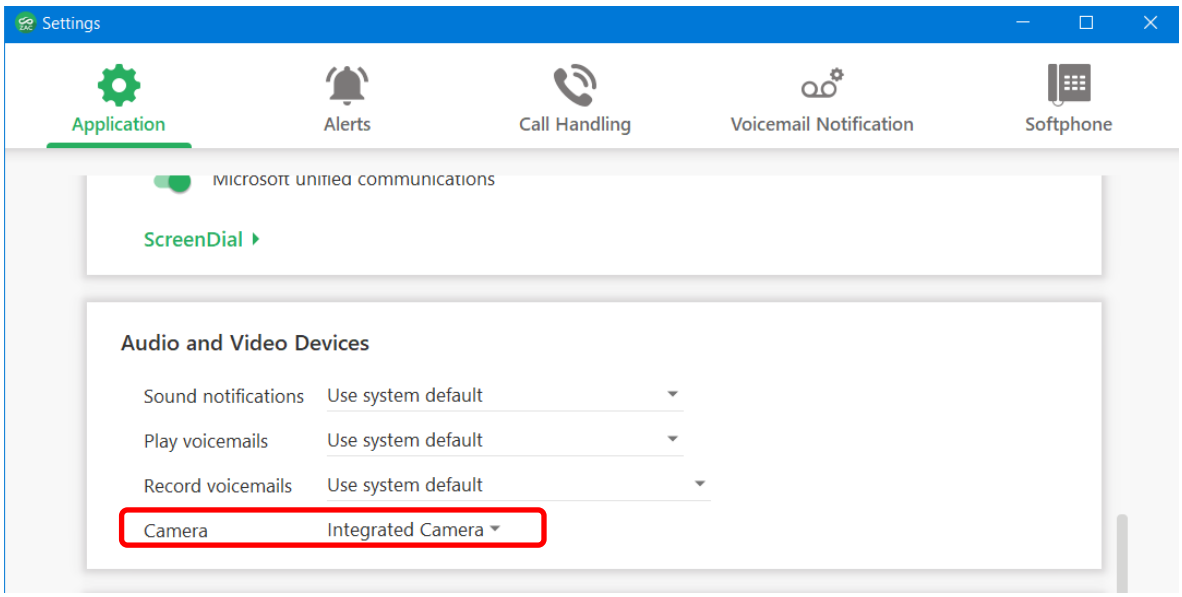
13.3.1 Description

This setting allows you to select the desired camera on the host PC to utilize for video calls.

13.3.2 Operation

Settings>Application>Audio and Video Devices





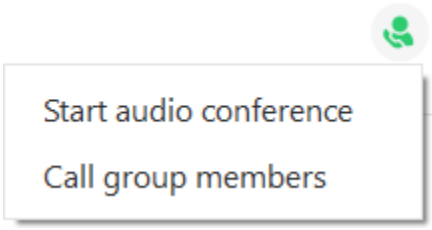
Use the camera drop down menu item to select the desired camera to use.

14 Video Calling – Multi-Party

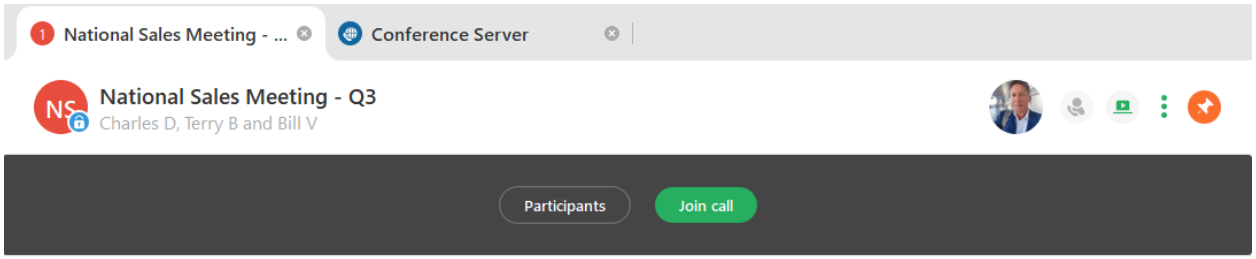
Zultys Advanced Communicator (ZAC) users can now place video calls to multiple ZAC users as well as external parties. This feature now allows video, screen share, and file transfer between the users/external parties in addition to voice and chat capabilities.

14.1.1 Starting a video conference

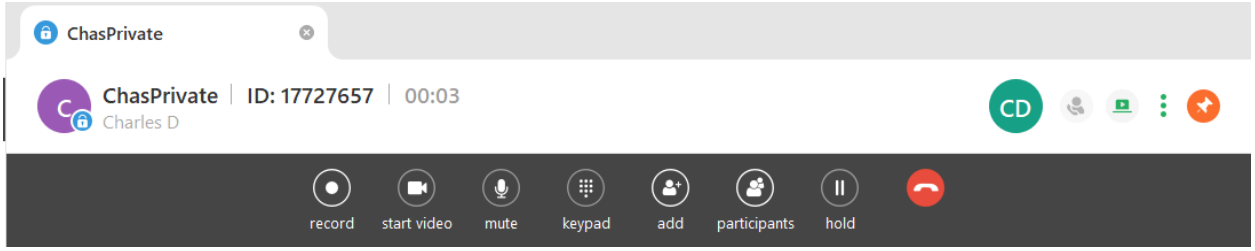
- While in a Chat group, start an audio conference call using either start option:

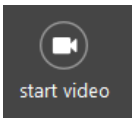


- Participant will click on join call.



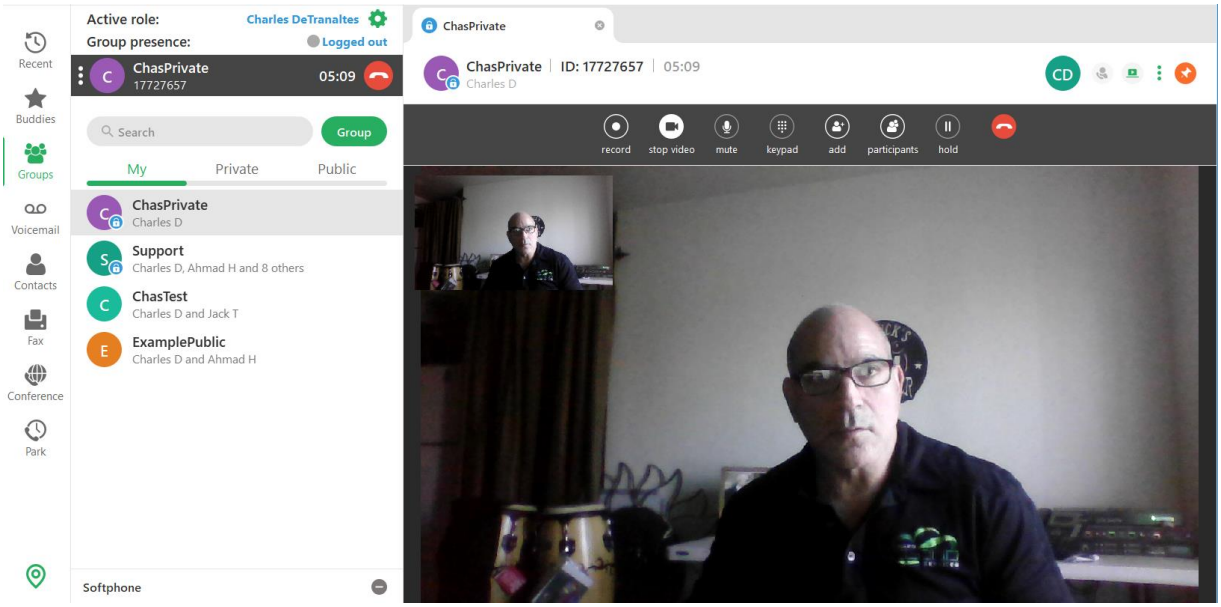
- Participant will see main screen with call controls:



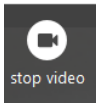
- Participants will click the 

icon to start their video stream:
- The collopased mode video screen is displayed:

14.1.2 Host view:



The default setting for a multi-party video conference is Speaker mode. This mode will always present the currently speaking participant as the main video screen for other participants.

- Participants may stop their video by clicking the 

icon in the upper toolbar.

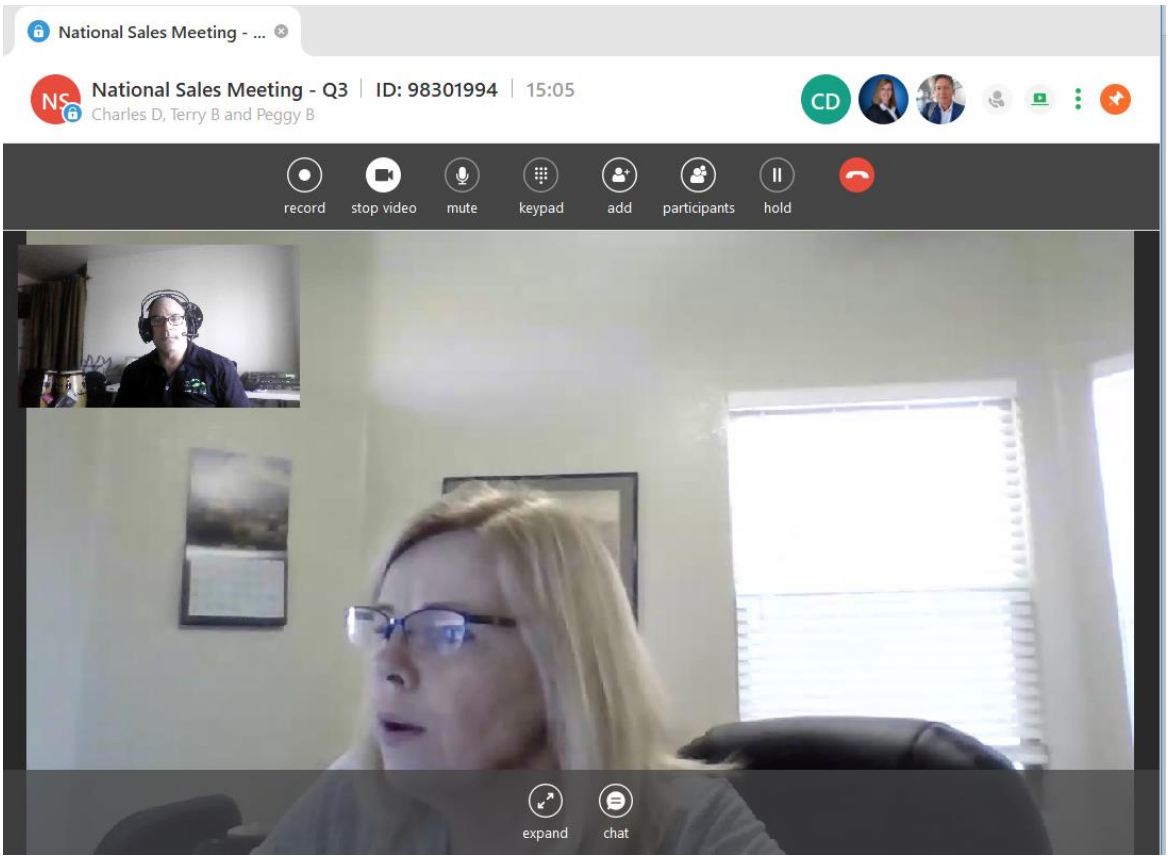
14.1.3 Collapsed - Expanded mode

Participants may choose between collapsed and expanded modes.

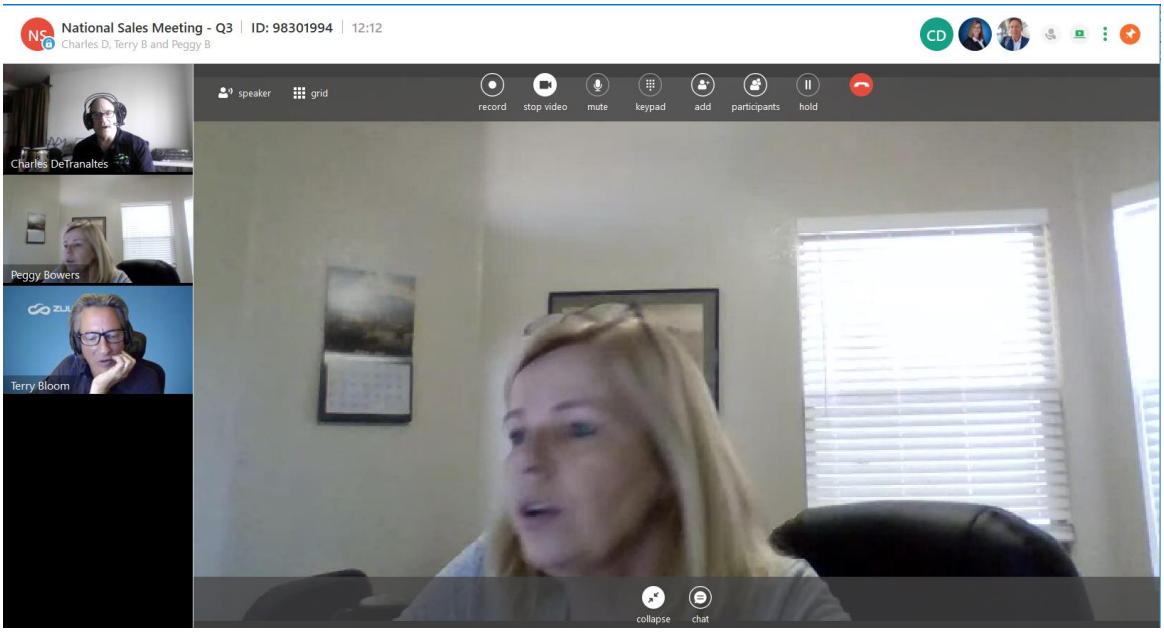
- To choose expanded mode, click the

icon in the bottom toolbar.

- Participant speaking in collopased/speaker mode:



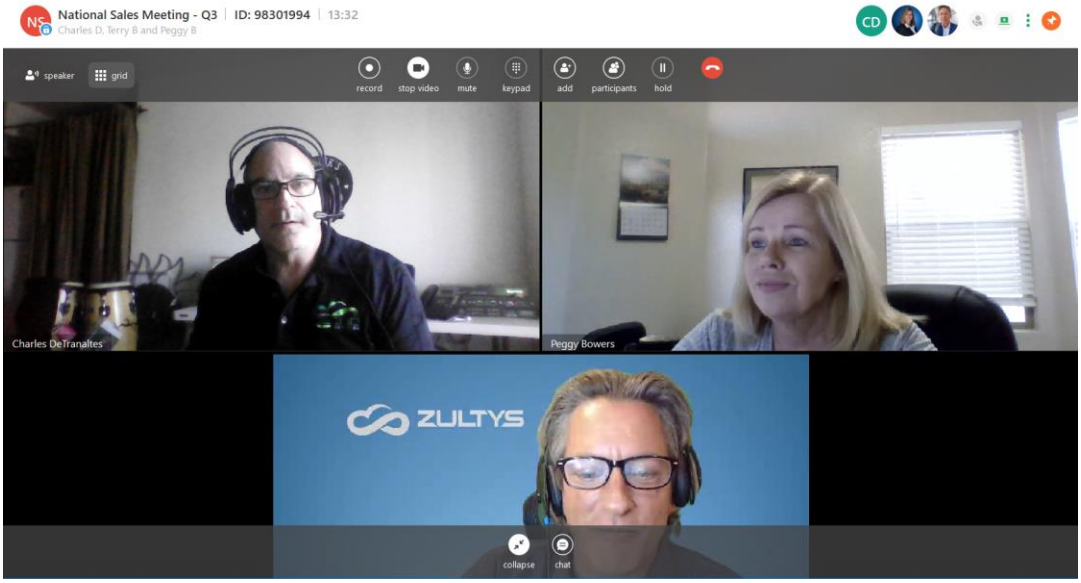
- Participant speaking in expanded mode/Speaker mode:



14.1.4 Speaker – Grid mode

Participants may choose between speaker and grid modes. Please note that Grid mode is only available when in the expanded mode.

- To choose the grid mode, click the icon in the top toolbar.

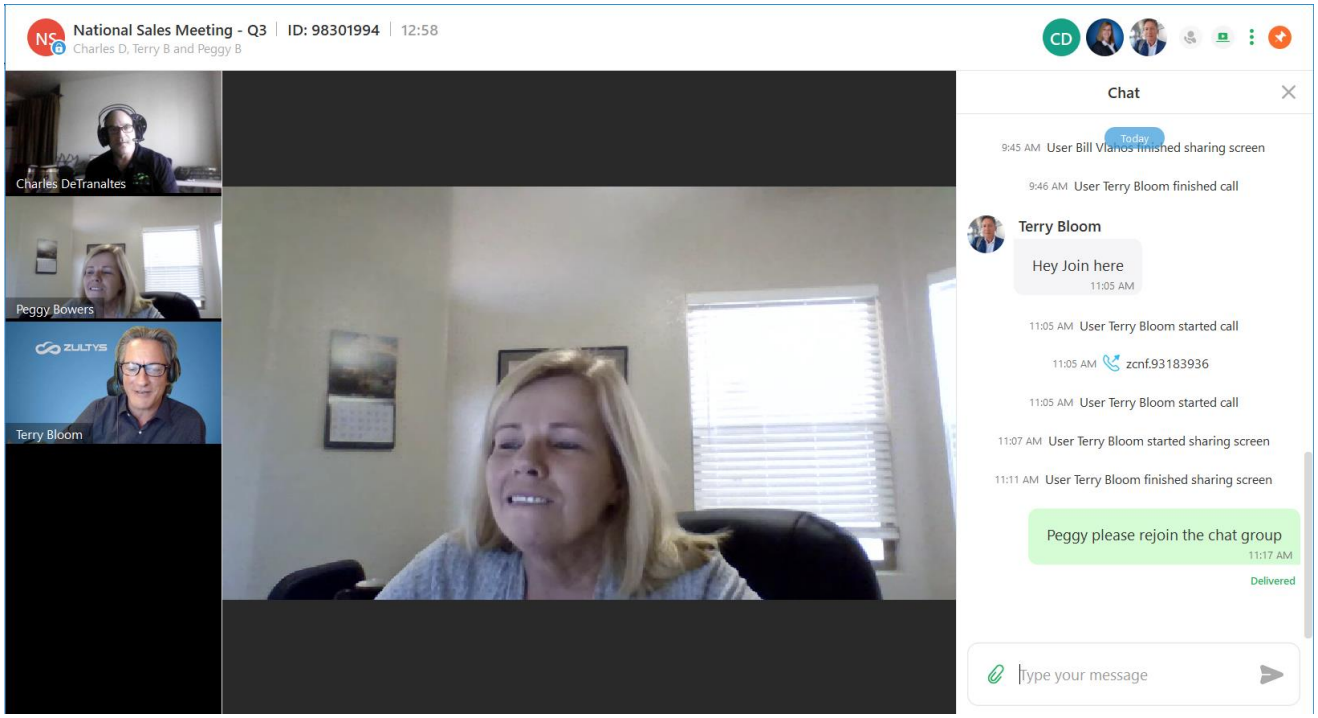


14.1.5 Chat session

Participants may also have a group chat session in the conference. Please note that Chatd mode is only aviailable when in the expanded mode.

- To open the chat session window, click the

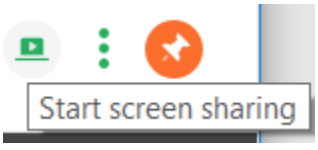
icon in the bottom toolbar. A chat window will open and you may send group chats to all participants. Click the X in the Chat window to remove the chat window form the screen



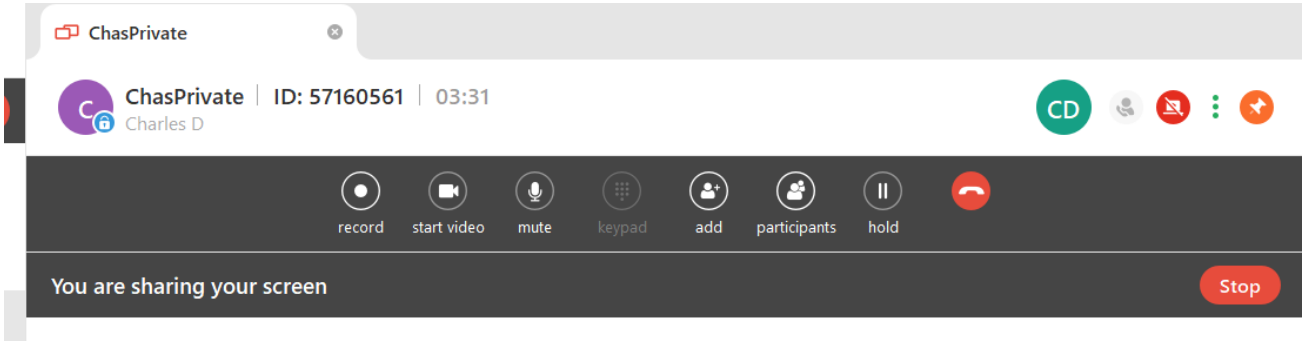
14.1.6 Screen share

Participants may also share their screen with other particpants. Please not there may only be one participant sharing their screen at a time.

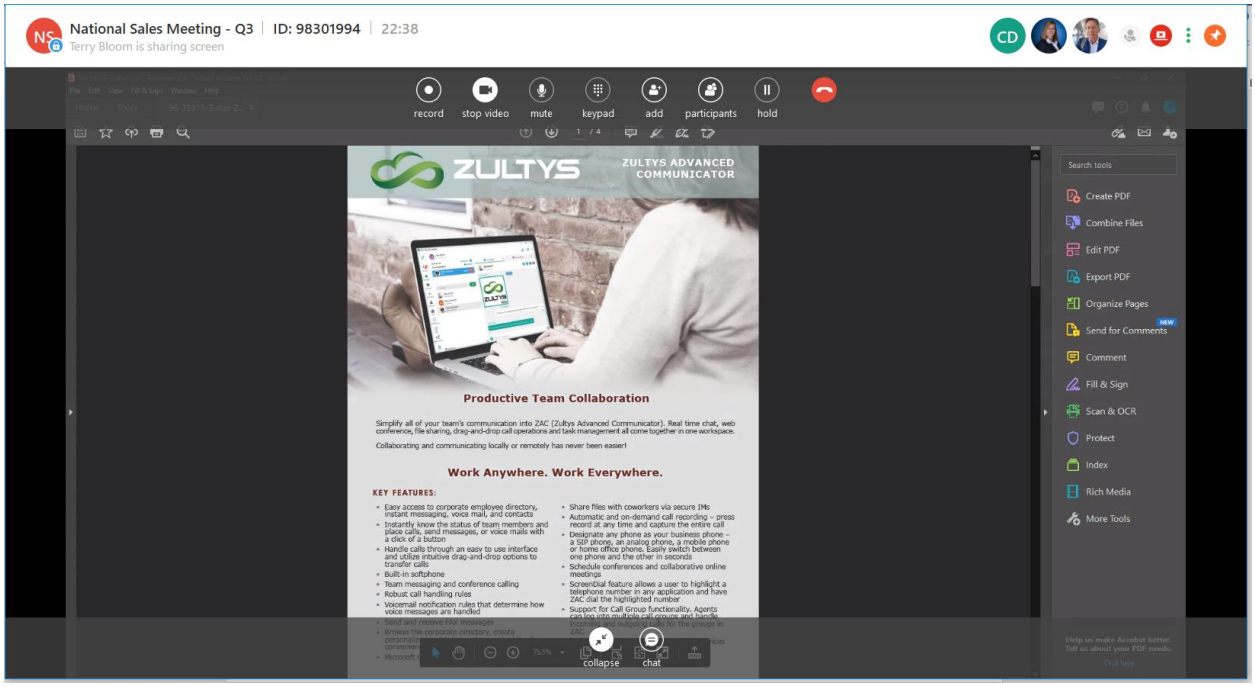
- Participant clicks on the Start screen sharing icon:



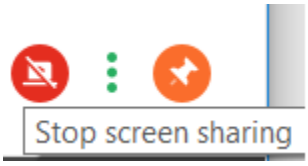
- Particpant who started screen share will see:



- Participants will see the screen of the sharing party:

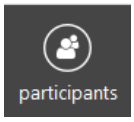


- Click Stop to end the screen sharing session.
- Participants viewing a screren share session may exit the screen share by clicking the Stop/Exit session icon:

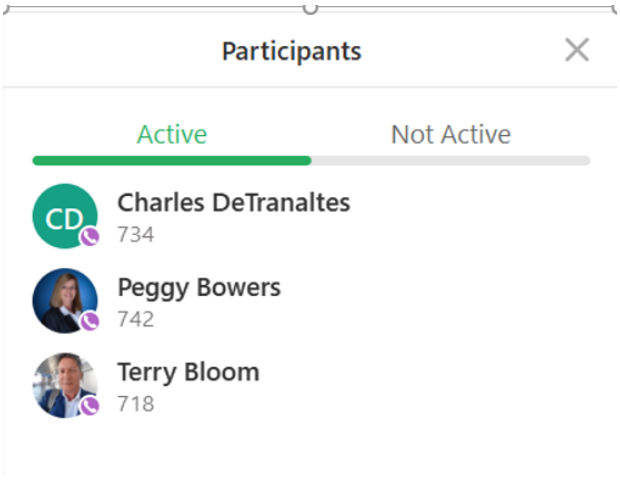


14.1.7 Participants

A user may view all the Participants of the video conference

- Participant clicks on the 

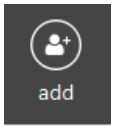
icon in the upper toolbar:



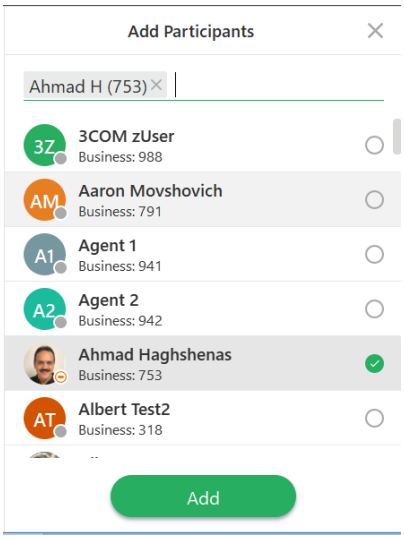
- Click X to close the Participant window.

14.1.8 Add party

You may add a party to an exiting video conference.

- Participant clicks on the 

icon in the upper toolbar:



- Select the desired users to add to the conference.
- Click add or X to cancel

15 Command line parameters

15.1 Description

ZAC supports a number of command line parameters.

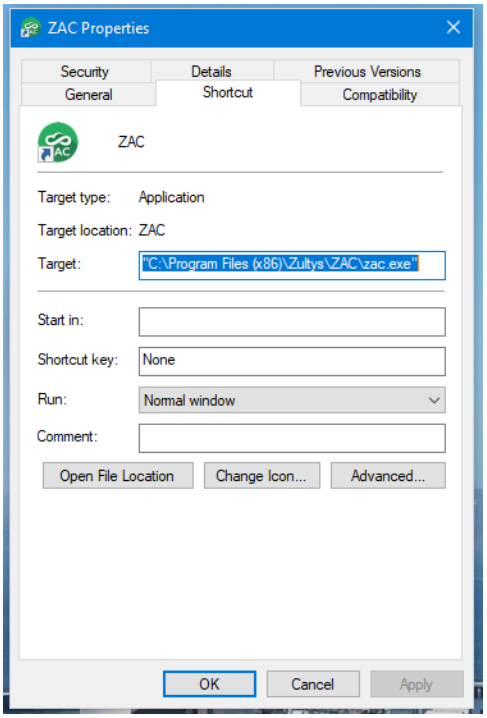
Upon installation of ZAC a default shortcut is automatically placed on the Windows Desktop, as well as in the 'Start Menu | Zultys folder. The simplest way to apply command line parameters is to create a copy of the default ZAC Shortcut and edit the target properties.

15.1.1 Steps to copy and edit shortcut:

1) Select Start | All Programs | Zultys – Right click on ZAC and select copy.

2) Paste the copied shortcut to the desired location and rename as required.

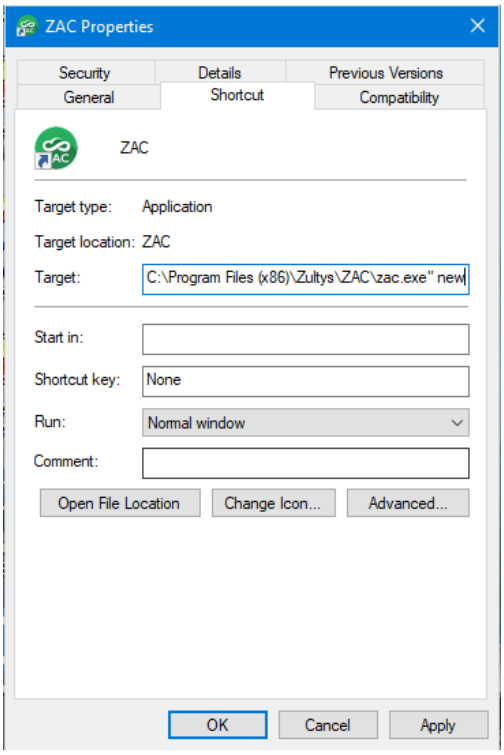
3) Right click new shortcut and select Properties, ensure that Shortcut tab is selected



Type the required command line parameters at the end of the target field. For example:

"C:\Program Files\Zultys\ZAC\Bin\zac.exe" new

Will start a new instance of ZAC



15.1.2 Macintosh

You can use AppleScript (which comes with all versions of the Mac OS) to run command line parameters.

You will need to create a new AppleScript and with the following single line statement. do shell script "open -n -a /Applications/zac.app --args new"

You may then save it as an Application.

15.1.3 Available parameters:

Function	Syntax	Example
Login Screen Parameters		
Login Name	n=[User Name]	n=john.doe - Login as the user "john.doe".
Password	p=[Password]	p=1234 - Login with the password "1234".
MX IP Address/URL	u=[MX Address]	u=192.168.1.100 - Connect to the MX at 192.168.1.100.
Exit	exit	Exits ZAC
New Instance	new	Starts a new instance of ZAC
Logout	logout	Logs out the current user and presents the login screen
Force Agent Role	forceActiveRole=<agentGroupProperty>	If set will force all outgoing calls through agent group, provided in <agentGroupProperty> which is the value by extension or name. If cmd line set, active role change should is disabled in ZAC UI.
Roles	roles=[role_list]	• roles=[all] – Logs user into all their roles. • roles=[Main_Operator,Sales] – Logs user into call groups named "Main_Operator" and "Sales". Separate each call group with a "," (comma) and no spaces. **Note:** that the Role screen cannot be bypassed if multiple locations are defined on the MX. Specified roles will be checked, but the user

Function	Syntax	Example
		must click *OK* to continue. Call Groups cannot be named “all” if there is a call group with this name the roles=all will not function properly, as a workaround use “all_roles” instead of “roles=all” or rename the call group.
Call	(call=<number>)	Start ZAC and place call to specified number
Location	location=[location name]	Start ZAC and use the location specified in the command line
Bind to Device	b=[device_id]	For example: b=000BEA801234 – Binds to Device ID 000BEA801234

16 ZAC 8.2 Features/Functionality

This section describes the new features added starting in version 8.2.

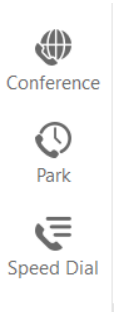
16.1 Speed Dial

16.1.1 Description

System Speed entries are now available directly from the ZAC interface. ZAC users may initiate a call to a pre-configured number using this feature.

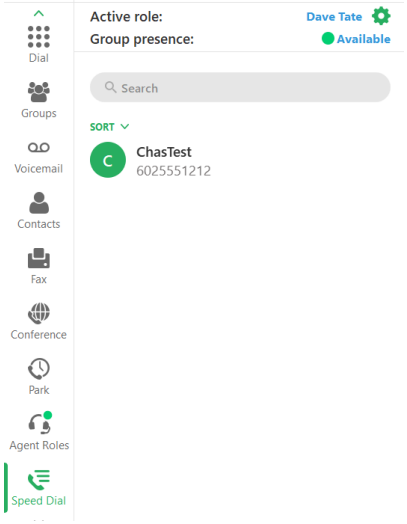
16.1.2 Operation

Click the Speed Dial icon in the left menu bar:



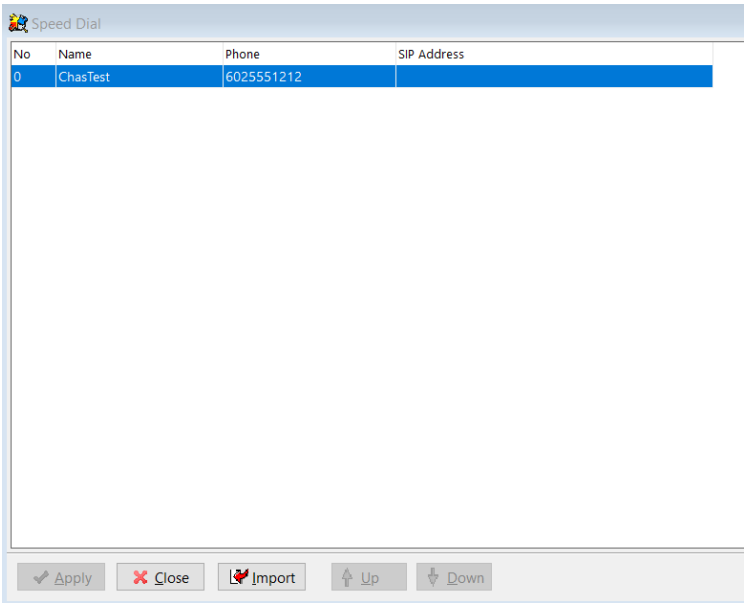
Note: If you have Agent Roles enabled, the Speed Dial icon is below the Agent Role icon. You may use the scroll arrow to display the Speed Dial icon.

Select the desired contact/number and click the call icon:



Conditions

- System Speed dial numbers are configured in the MX Administrator program.
  MX Administrator>Configure>System Speed Dials



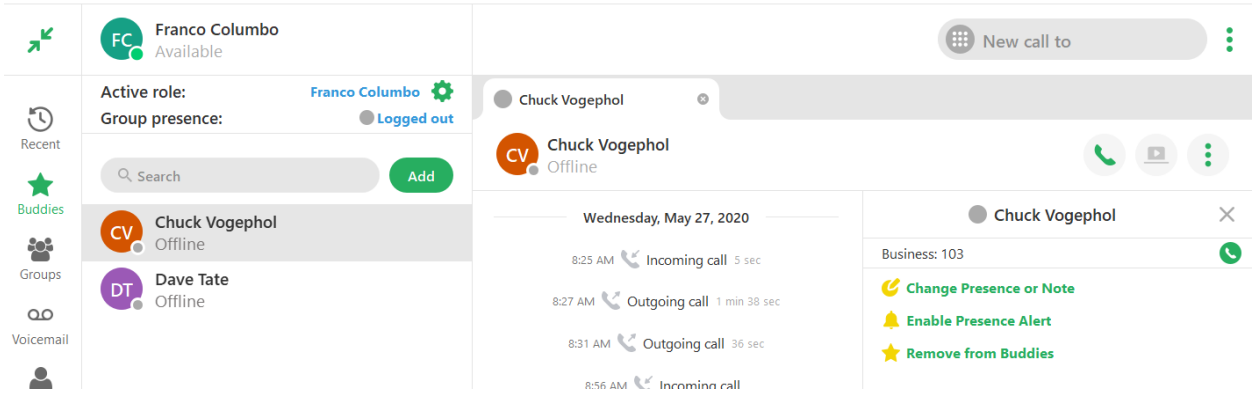
16.2Change another user's presence

16.2.1 Description

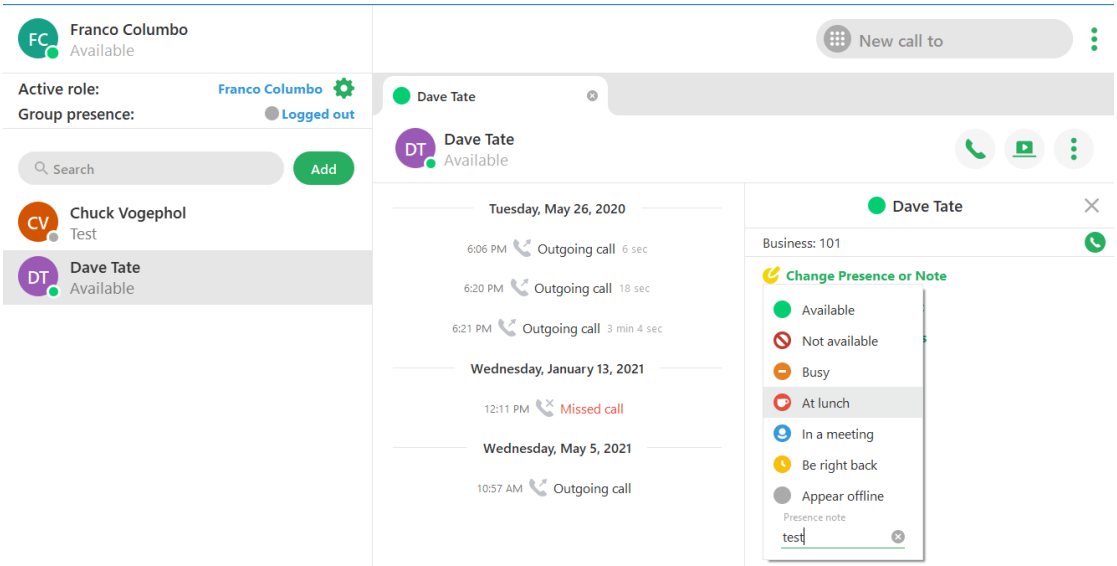
This feature provides a method for a user to change another user's presence and their presence note.

16.2.2 Operation

Click the desired contact/buddy and select Info from the more menu:



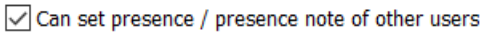
Click the Change Presence or Note option. Enter a note and select the desired presence for the user.



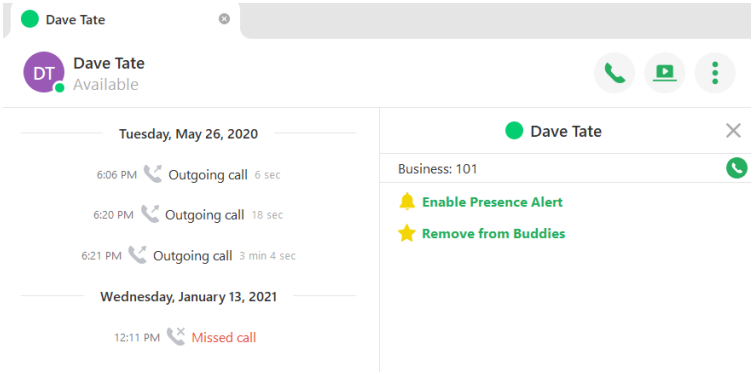
The user's presence and note are updated.

Conditions

- A user must have privileges to change another user's presence and note. This is configured in MX Administrator>Users>User Profiles>General tab. A checkmark indicates users with this profile may set other user's presence/note.

  A user will not see the option to change presence or note if this is not enabled:

- A user must be logged into ZAC in order for this feature to function. Users' may not perform presence change on a ZAC user that is not logged in.

16.3User Profile Settings

16.3.1 Description

This feature allows administrators to enable/disable certain features in MX Administrator that are available to ZAC users. This allows a method to hide feature functionality from ZAC users.

16.3.2 Operation:

MX Administrator>Users>Profiles

Features in the General, Client settings and Misc tab can be configured. The items that may be configured are:

General tab:

- Enable voice mail
- Can view parked calls
- Enable ZAC usage

    Enable IM *(please note conditions)*

    Enable video

    Can change presence/presence note of others

- Can return calls from voice mail

Client tab:

- Manage multiple calls via

Misc tab:

- Call Handling rules
- Softphone
- Call monitoring
- External Phone associations>Allow binding to ZAC

16.3.3 Conditions

- Disabling IM prevents the operation of IM and file exchanges for Webchat agents. User profiles configured for WebChat agents should always have IM enabled.
- *Please note that Video capability is configured to OFF by default in User Profiles. Video must be configured to ON for ZAC users wanting to utilize video functionality. Please note that configuring video to ON when a user is on an active call will result in the user being able to start video immediately while on that call.*

16.4ZAC Local File encryption

16.4.1 Description

ZAC will now encrypt files that are locally downloaded on a user's PC.

16.4.2 Operation

None. This operation is automatic and no configuration changes in MX Administrator or ZAC are required.

The following file types will be encrypted:

Voicemail
Call recordings
Faxes
Chat files
Greetings
Local database

16.4.3 Conditions

- The contents of these files cannot be accessed outside ZAC.

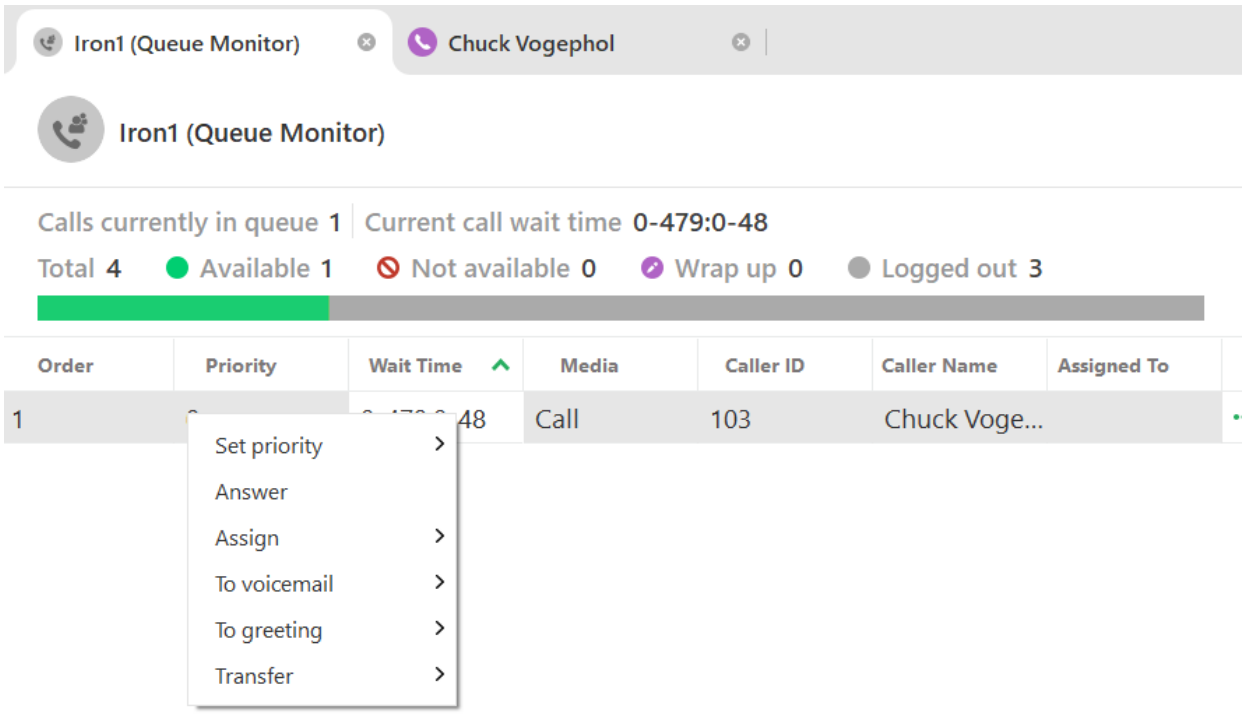
16.5Queue Monitor Supervisor Commands

16.5.1 Description

This feature allows supervisor functions for calls in queue to be performed directly from Queue Monitor screen. Supervisors of ICC groups may now access these options directly from the ZAC Queue Monitor.

16.5.2 Operation

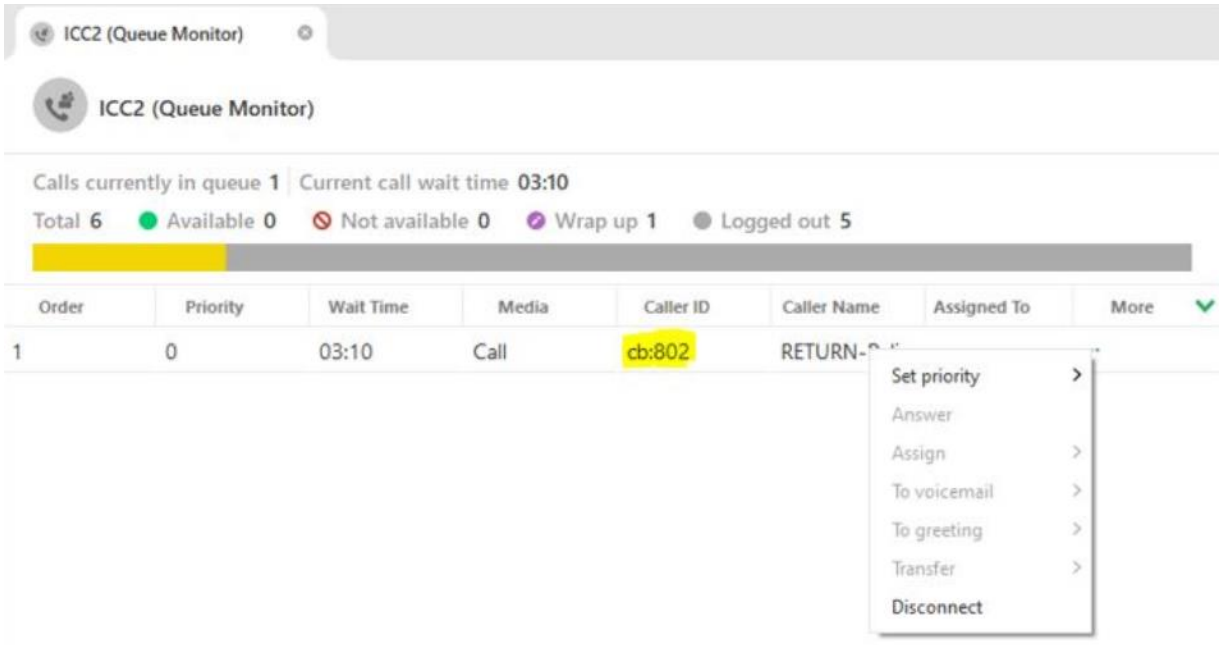
- Select call-in-queue
- Select the action to be applied to selected call



Note: For Automatic Call Back calls-in-queue, only the listed below options are available:

- Set Priority

- Disconnect



16.5.3 Conditions

- This functionality is only available to Supervisors of an ICC group.

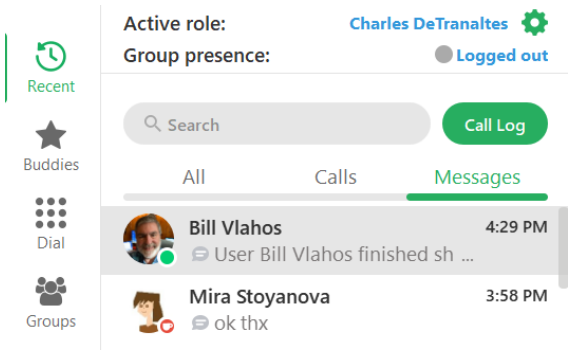
16.6Recent Screen Improvements

16.6.1 Description

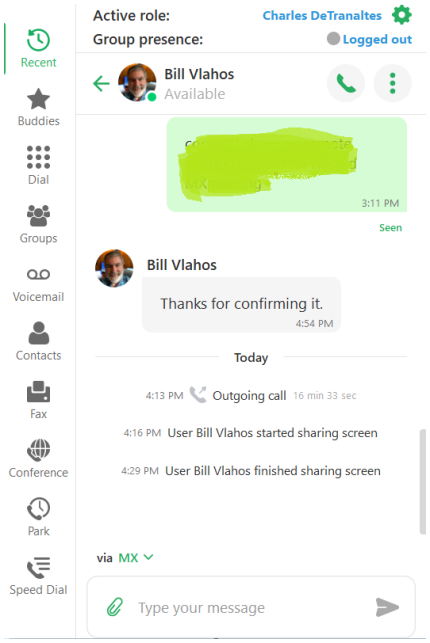
The Recent screen has been improved to include Avatars, user presence, user typing and draft functions.

16.6.2 Operation

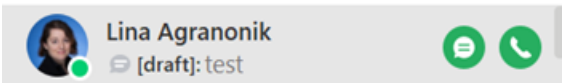
- Avatars and presence in the Recent list:



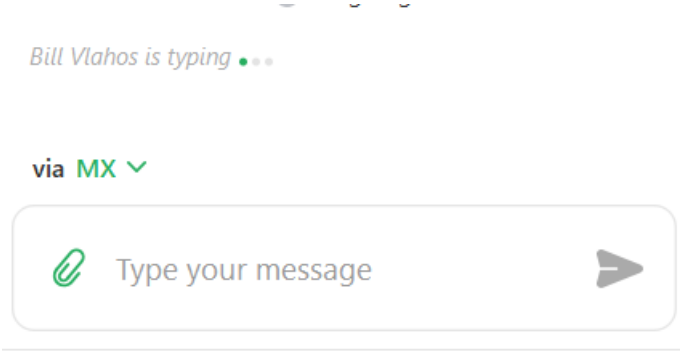
- Avatars and presence in the Recent list when engaged in a chat:



- Draft status displayed in a chat:



- User typing indication in a chat:



16.6.3 Conditions

- If there is a draft for a particular chat, the draft chat will appear at the top of the Recent list.
- Draft content is maintained on a ZAC re-login.

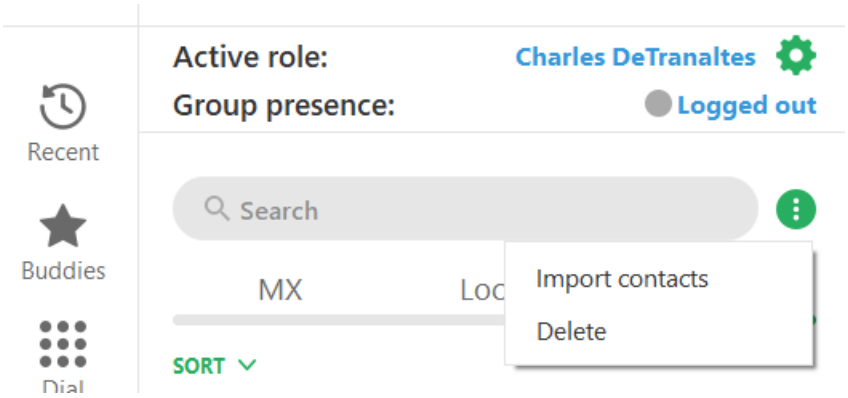
16.7MXIE Contact Import

16.7.1 Description

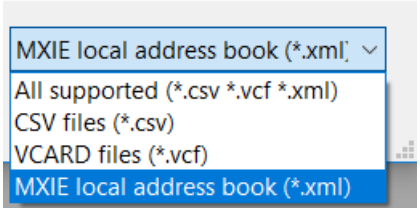
This feature allows ZAC users to import their MXIE local address book contacts. Contacts display in the Imported tab of the Contacts area.

16.7.2 Operation

- Navigate to Contacts>Imported.
- Click the more icon.



- Click Import contacts.
- Select the MXIE local address book file type.
- Use the File explorer to navigate to where the local contacts are stored.



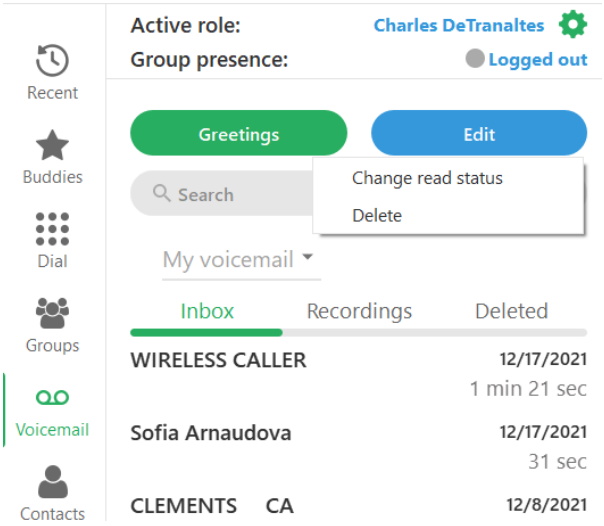
16.8Read Status improvements of voicemail and call recordings

16.8.1 Description

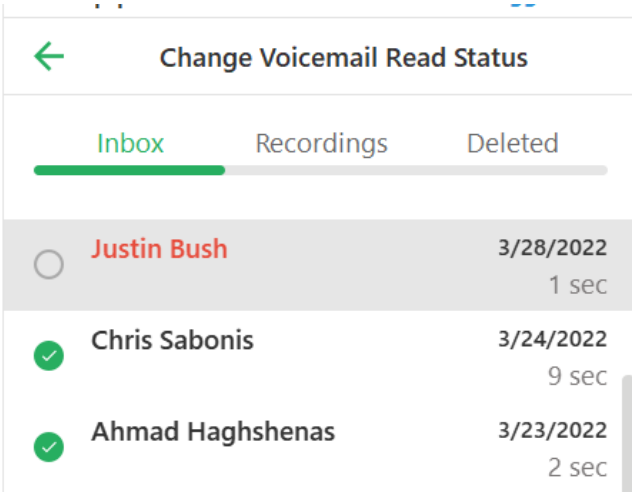
This feature allows the user to change the read status of voicemail and call recordings in a bulk fashion. Users can now change the read status of multiple or all message types.

16.8.2 Operation

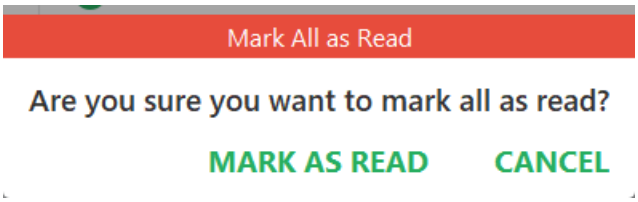
- From the Voicemail menu click the Edit button:



- Click the Change read status item:



- Click Mark All as Read:



- Confirm the selection

You may also select/unselect individual messages to change the status.

- Check/uncheck the messages to change the status of:

- Click the Change button:

16.8.3 Conditions

16.9Conference Accept/Reject Status

16.9.1 Description

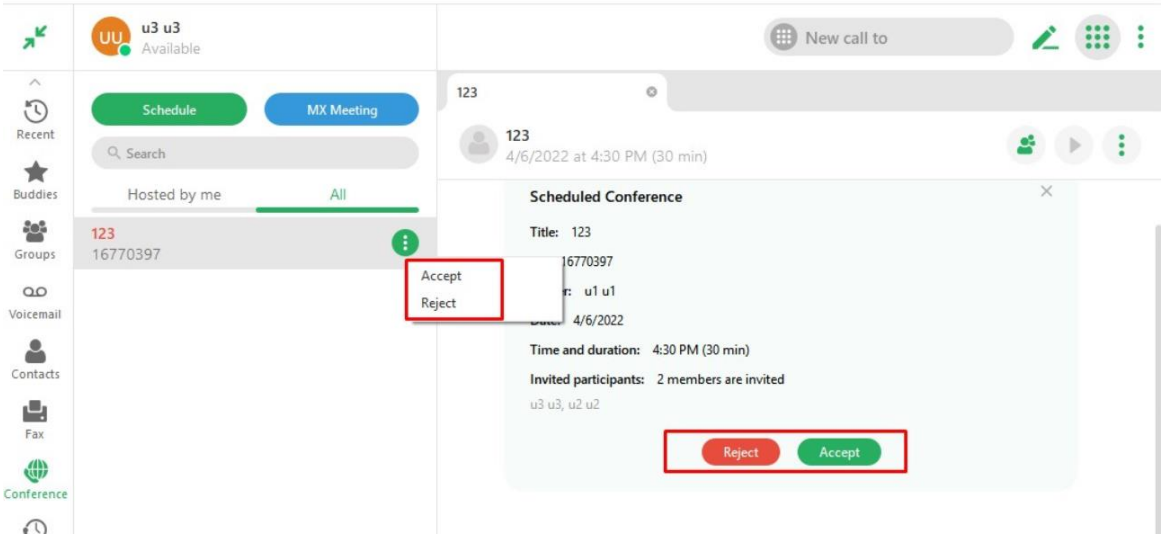
This feature allows conference participants to accept or reject a conference invitation. In addition, the conference owner may re-invite participants who initially rejected the conference once the conference has started.

16.9.2 Operation

Conference Participants:

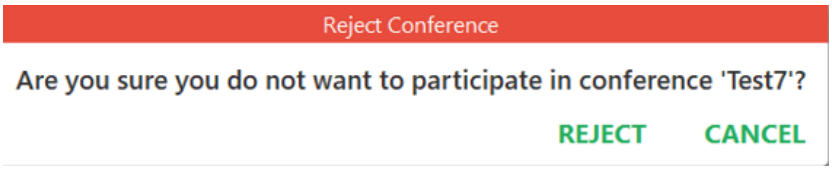
Internal participants who receive a conference invitation may click on the invitation to display the conference information.

The participant may select to Accept or Reject the conference invitation.



If the participant accepts the invitation, the conference is added to their calendar and they will receive the notification icon prior to the conference start time.

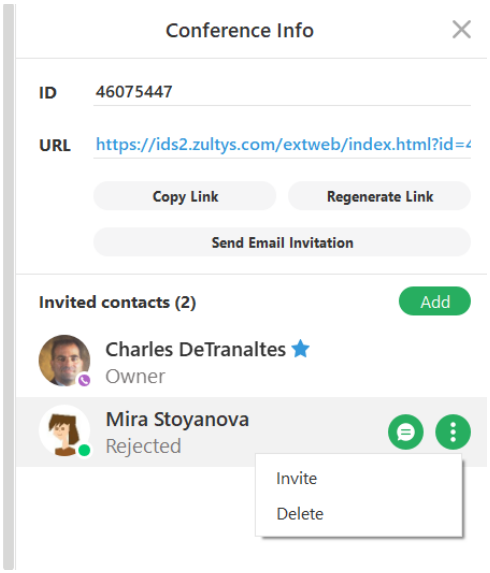
If the participant rejects the invitation, they will be prompted with a confirmation dialog:



Clicking Reject will delete the invitation, and no calendar invite is added. The user will not receive any notification when the conference starts.

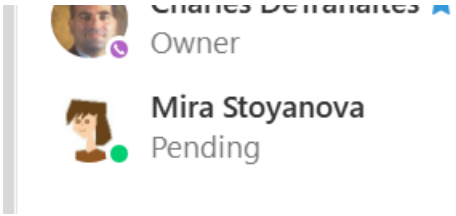
Conference Host:

Once the host starts the conference, they may navigate to the Info screen to view the participants and their status:

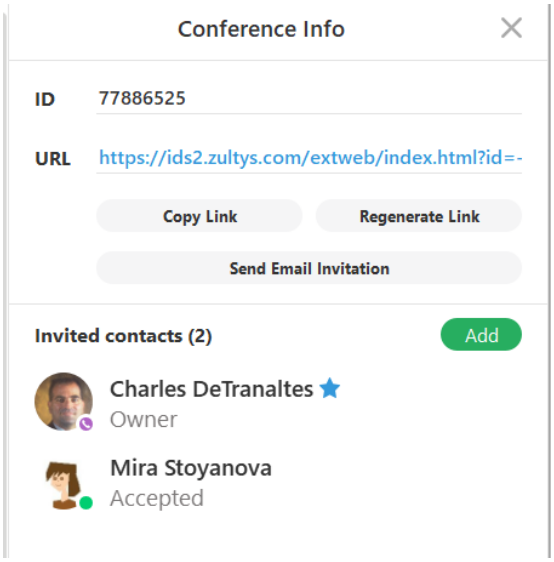


The host may invite participants who rejected the conference invitation. They do this by selecting the More icon and then selecting Invite.

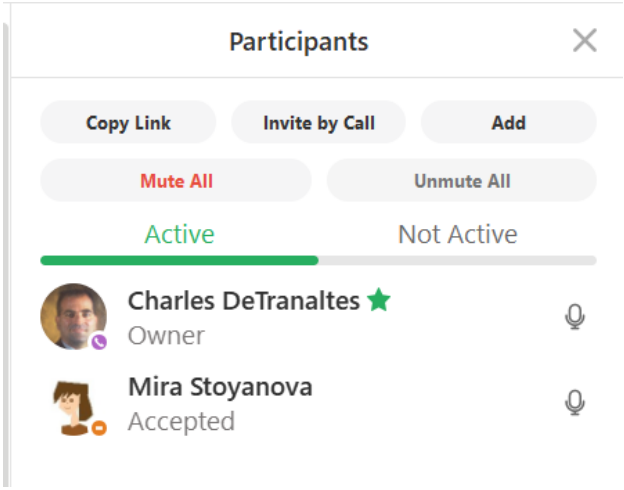
The user status will change form Rejected to Pending:



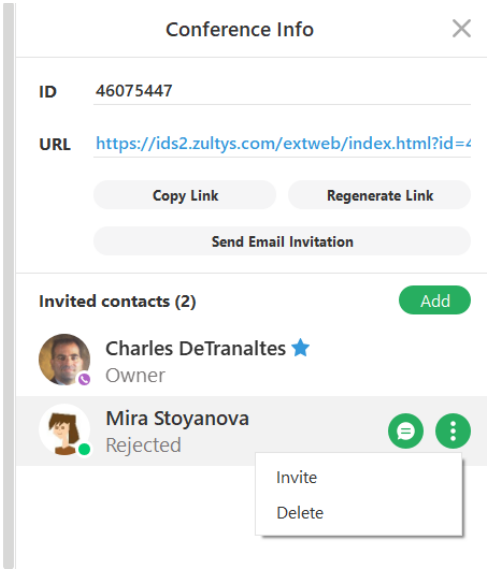
Once the participant Accepts the invitation, the Info screen changes to reflect the new status:



When the participant joins the conference the Participants tab will reflect their status as Active.

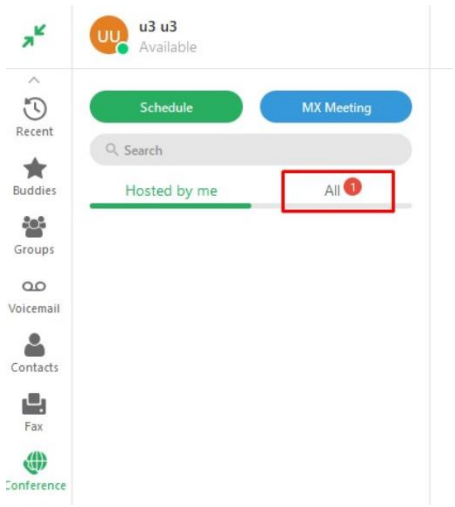


The host may also delete the participant who rejected the invitation by clicking on the Delete option. This will remove the participant from the Info screen.



16.9.3 Conditions

- Conferences with a "pending" status will be shown on the top of conferences list in the All tab. These conferences will also be marked with a "red" color.



16.10 Search Functions

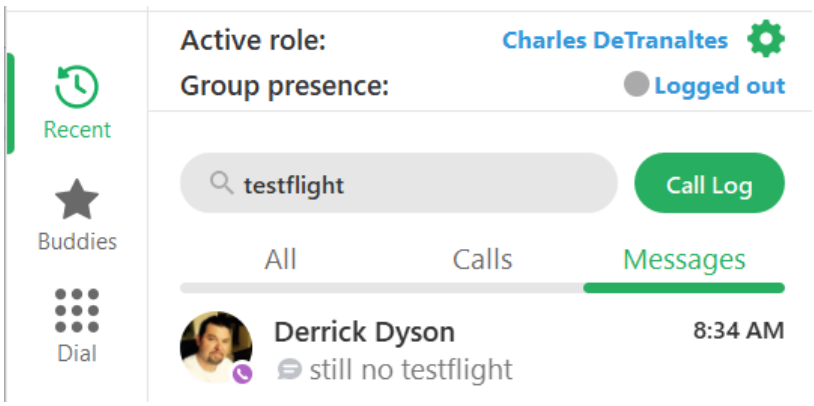
16.10.1 Description

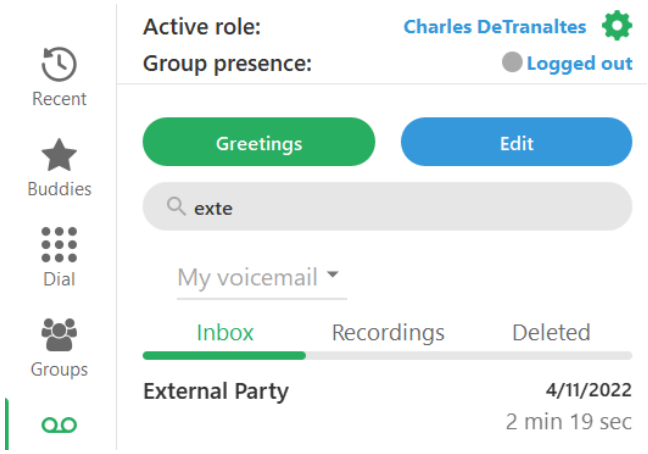
Multiple areas of ZAC include new search functionality. Users may locate information by performing a search function. This search function is incorporated into the Recent, Voicemail, and Fax menu areas.

16.10.2 Operation

Recent>All, Calls or Messages

- Enter the desired text to search for in the search bar. All matching text will be presented.



Voicemail>Inbox

- Enter the desired text to search for in the search bar. All matching voicemail messages will be presented.