ZULTYS
SMARTER COMMUNICATIONS

User's Manual
for Zultys MXmobile™

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Edition notice

This edition applies to version 5.2 of Zultys MXmobile and all subsequent releases and modifications until otherwise indicated in new editions.

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1   Table of Contents

1 Introduction

The Zultys MXmobile™ Unified Communications option enables a mobile device to function as a phone extension on Zultys' MX250 and MX30 IP PBX systems. Mobile phone users are able to:

- ❖ Have secure connectivity through the use of a digital security certificate

- ❖ Have a single phone number as a contact number

- ❖ Indicate their Presence to company personnel

- ❖ Send secure IM messages within the company

- ❖ Make outbound phone calls that display the company's Caller ID and not the Caller ID of the mobile phone

- ❖ Manage their call handling rules

- ❖ Use least cost routing for making calls

- ❖ Access company directory

- ❖ View their company phone calls log

- ❖ Display their company voicemail messages visually and be able to selectively listen to them in whatever order they choose

- ❖ If a user is situated nearby to his/her desk phone, receive an incoming call notification that a call is ringing at the user's desk phone and display its Caller ID. The user can either answer it at the desk or manage the call from the mobile phone (answer the call at the mobile phone, send it to company voicemail or hang-up).

- ❖ If a user is out of the office, the user will receive an incoming call notification, which includes the Caller ID, and can choose to answer the call or transfer it to company voicemail. If no action is taken to the notification, the call will be transferred to the mobile phone. If unanswered, it will be retrieved by the MX and sent to the user's company voicemail.

- ❖ A user is able to both be logged-in to the Zultys MXIE Unified Communications graphical interface client on his/her PC and the MXmobile user application on his/her mobile phone. The Presence indication and receipt of instant messages will be in synchronization at both devices.

NOTE: MXmobile Version 1 currently supports only BlackBerry® mobile devices running the BlackBerry version 4.2 and above operating system.

2   MXmobile Installation

2.1   Required Call Rules Change

Since MXmobile will be managing connectivity with your mobile phone, you must **remove** any call handling rule you have created that forwards your incoming calls to your mobile phone. Otherwise, that rule will take precedence preventing MXmobile's functionality.

2.2   Installation

1. You will receive an e-mail from your system administrator containing a Web link for downloading the MXmobile client software to your mobile phone. Use the browser on your mobile phone to navigate to that link and select the download name

2. A copy of the MXmobile client software will be downloaded automatically to your mobile device, install automatically and will appear in your phone's Downloads or Applications folder.

3. If you wish, you can move the MXmobile icon to a different folder.

2.3   Initial Setup

1. Launch MXmobile software

2. If your Administrator has installed a self-signed digital security license, you will see the following notice:

   You are attempting to open a secure connection, but the server's certificate is not trusted

3. Select **Continue**

4. The display will show the MXmobile desktop.

5. Place your cursor over the Contacts icon.

6. Select **OPTIONS** from the application menu.

7. Enter your **MXIE** log-in name

8. Enter your **MXIE** password

9. Enter the IP address of your company's MX system that was included in the e-mail from your system administrator (xxx.xxx.x.xxx)

10. Enter your mobile phone number in the same manner somebody inside the company would dial your cell phone (e.g. **9** 5551234567 [omit space])

11. Checkmark **Use Direct TCP Connection**

12. You also can choose to checkmark **Reconnect Automatically** and **Connect on Application Start**.

13. **Save**

3 Connecting Your Mobile Phone to the MX

3.1 Connecting to Your MX Phone System

1. Launch MXmobile

2. Place your cursor over the Contacts icon.

3. Select **Connect** from the application menu

    NOTE: If your log-in fails, your system administrator may not have granted you MXmobile access rights.

    If application permission is requested, select **allow**

3.2 Using MXIE and MXmobile Together

If you have the MXIE Unified Communications software running on your PC and the MXmobile application running on you mobile phone, they will operate synchronously with each other.

Changing your Presence on either device will change your Presence on the other. An Instant Messages sent to you by a company employee will be received at both devices. You also can originate and send an Instant Message from either device. (Note, however, that your sent Instant Message's history will appear only in the History Log of the originating device.)

4 Outgoing Calls

4.1 Making a Call from Your Buddies Directory through the PBX

1. Highlight the name and select it.

2. The person's phone number will display.

3. Select **Call**.

4.2 Making a Call from Company Directory through the PBX

1. Place your cursor over the Contacts icon.

2. Select **Company Directory** from the application menu

3. The first 50 names will appear. If needed, select **Next** for the next 50 names.

4. Highlight the person's name

5. Select **Call** from the application menu.

6. Highlight the person's number you are calling

7. Select it.

4.3 Making a Call from Your Company Call Log through the PBX

1. Place your cursor over the Call Log icon.

2. Highlight the person you are calling

3. Select **Call** from the application menu.

5 Incoming Calls

5.1 Call Handling — Local Mode

Use Local Mode if you are <u>near your bound desktop phone</u>. When you receive a call, MXmobile will alert you to the call on your mobile phone. This alert includes Caller ID and the following menu choices:

Answer Call

Send Call to Voicemail

Disconnect

You can answer the call at your desktop phone, or else choose one of the above options. Selecting "Answer Call" will forward the incoming call to your mobile phone.

1. Place your cursor over the Contacts icon.

2. Select **Call Handling — Local** from the application menu

NOTE: Do not use a separate call handling rule in MXIE that forwards your calls to your mobile phone. That rule will take precedence preventing MXmobile functions.

5.2 Call Handling — Remote Mode

Use Remote Mode if you are away from your desktop phone. When you receive a call, MXmobile first will alert you to the call on your mobile phone. This alert includes Caller ID and the following menu choices:

Answer Call,

Send Call to Voicemail

Disconnect

If MXmobile receives no response to the alert, it will transfer the call to your mobile phone. If the call goes unanswered, MXmobile next will retrieve the call and forward it to your company voicemail. A *missed call* notice will appear on your mobile phone display.

1. Place your cursor over the Contacts icon.

2. Select **Call Handling — Remote** from the application menu

NOTE: Do not use a separate call handling rule in MXIE that forwards your calls to your mobile phone. That rule will take precedence preventing MXmobile functions.

6 Voicemail

1. Place your cursor over the voicemail icon.

2. Open application menu.

3. Highlight a voicemail message

4. Select an action

   Play

   Mark as Opened

   Forward

   Delete

5. Select **Close** from application menu

7   Instant Messaging

7.1   Sending an IM from Your Buddies Directory

1. Highlight the name.

2. Select **Message** from the application menu.

3. Compose message.

4. Select **Send**

7.2   Sending an IM from Your Company Directory

1. Place your cursor over the Contacts icon.

2. Select **Company Directory** from the application menu

3. The first 50 names will appear. If needed, select Next for the next 50 names.

4. Highlight the name.

5. Select **Message**.

6. Compose message.

7. Select **Send**

8   Presence

8.1   Changing your Presence

1. Place your cursor over the Contacts icon.

2. Select **Presence** in the application menu.

3. Highlight your Presence status

4. Select it

8.2   Changing your Presence Note

1. Place your cursor over the Contacts icon.

2. Select **Presence Note** in the application menu.

3. Enter text

4. Select **Set**

9 Troubleshooting

1. **User Login Failed:** User does not have MXmobile access rights

2. **Connection Rejected**: The MX does not have a digital security certificate installed.