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Technical Publications

Zultys Advanced Communicator 5.0 – ZAC User Manual

Author: Zultys Technical Support Department

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2 Getting Started

2.1 Description

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

2.2 PC Requirements

- **Version** – Windows 7 (32-bit or 64-bit)*, Windows 8 (32-bit or 64-bit), Windows 10 (32-bit or 64-bit)
 - **RAM** – 256 MB standard
 - **Processor** – 1 GHz minimum
 - **Hard Drive Space** – 100 MB
- *NOTE: For Windows 7 machines, ZAC 5.0 requires SP 1 + [KB 2999226](#) (both will be installed automatically if Windows Updates option is turned on).*

2.3 MAC Requirements

- **Version** – OS X v10.6 “Snow Leopard” or higher (64-bit only)
- **RAM** – 1GB
- **Processor** – 1GHz Intel Core 2 Duo (64-bit)
- **Hard Drive Space** – 150 MB

2.4 Other Requirements

- MX software version 12.0.7. MX release 14.0.4+ is recommended for full functionality
- Security certificate installed on the MX
- MXIE/ZAC license for each user

2.5 What’s new in 5.0

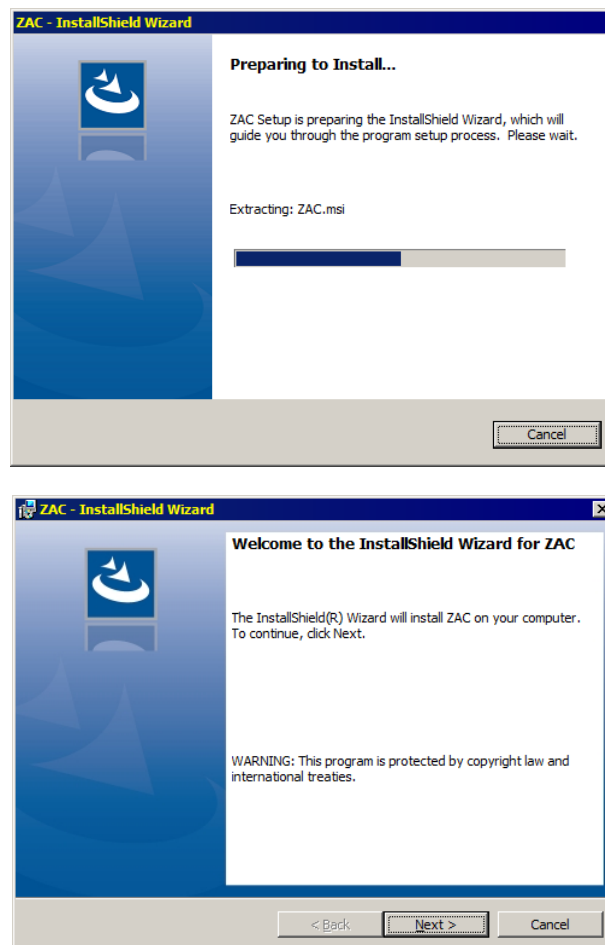
- Ability to send/receive files while in a private chat
***requires MX 14.0.4+**
- Recent file view for quick access to any file
- Recent call information now available in chat history area
- Message seen, user typing, message delivered added to chat
***requires MX 14.0.4 for private chat and 14.0.6 for group chat**

- Bind by call from device (requires MX 14.0.6)
- Ability to clear local chat and call history
- Presence change alert
- Separate call log in Recents
- Improved voice mail file download of large voice mail files
- More command line options available

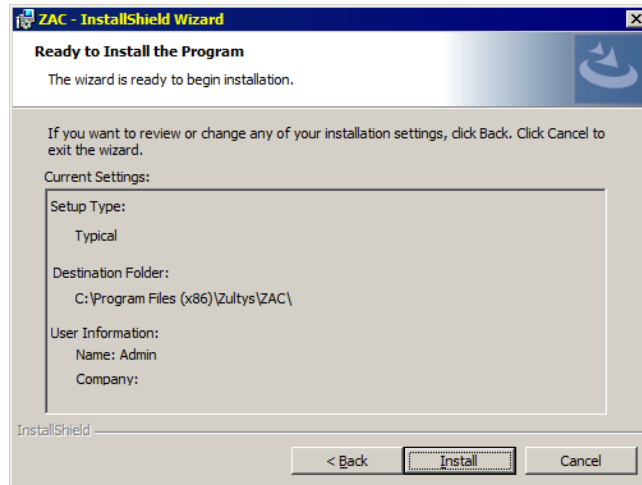
2.6 Installation

2.6.1 PC

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

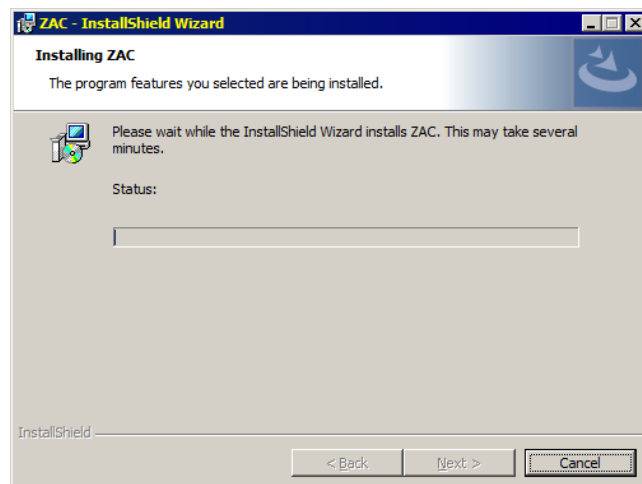


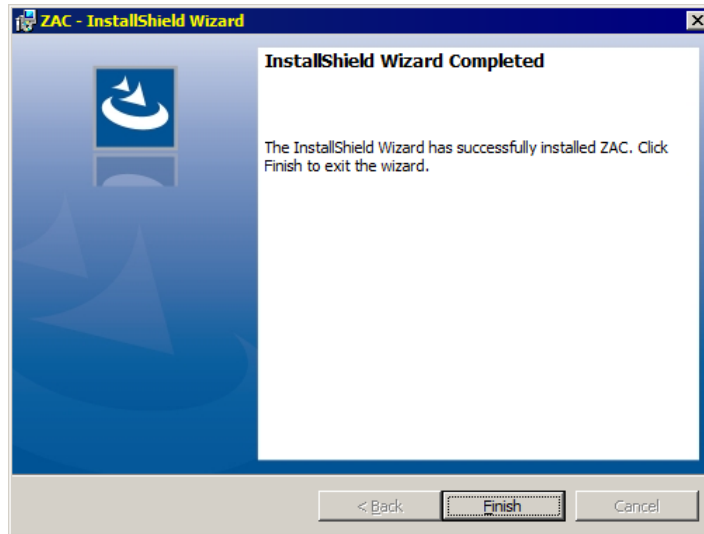
Click the Next button to continue



It is recommended to leave the default installation settings.

Click the Install button.



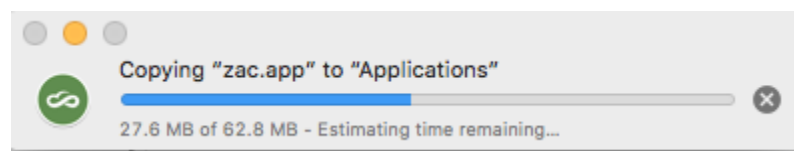
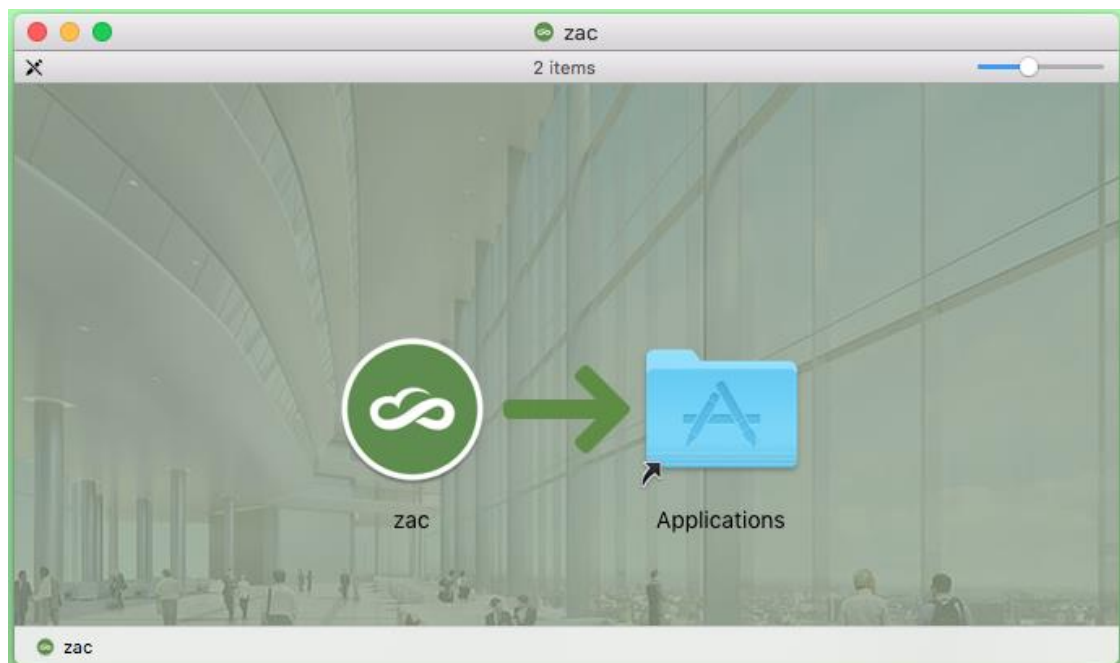


Click the Finish button to complete the installation.

2.6.2 MAC

Open the DMG file after downloading it.

Drag the program icon into the Applications folder



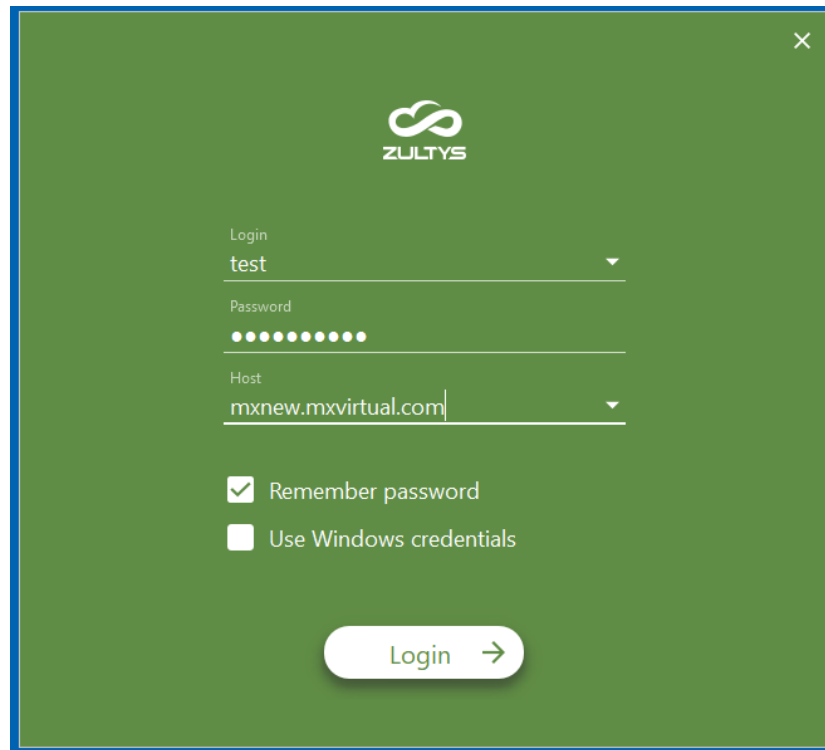
You may then open ZAC from the Applications folder.

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

3 Operation

3.1 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.



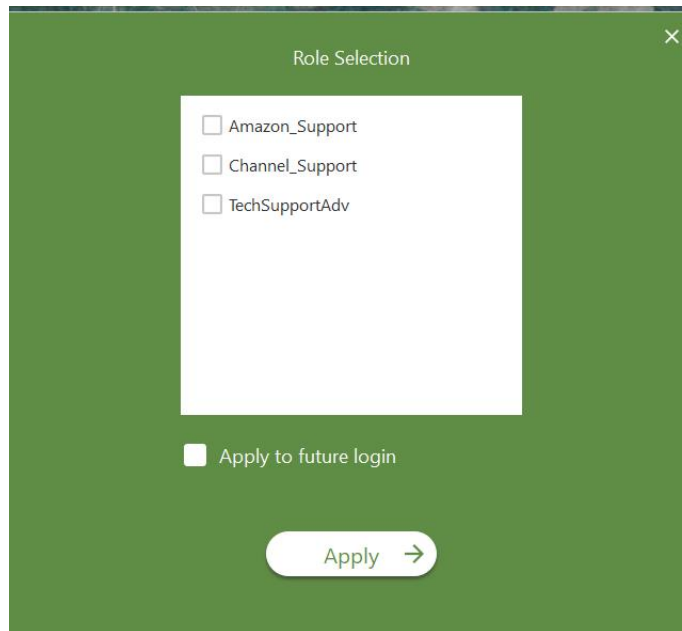
Enter your user name, password and the MX system address/domain name.

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.

Click Login to proceed

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.



The screenshot shows a dialog box titled "Role Selection" with a close button (X) in the top right corner. The dialog has a green background. Inside, there is a white rectangular area containing three unchecked checkboxes: "Amazon_Support", "Channel_Support", and "TechSupportAdv". Below this area is another unchecked checkbox labeled "Apply to future login". At the bottom center of the dialog is a white button with the text "Apply" and a right-pointing arrow.

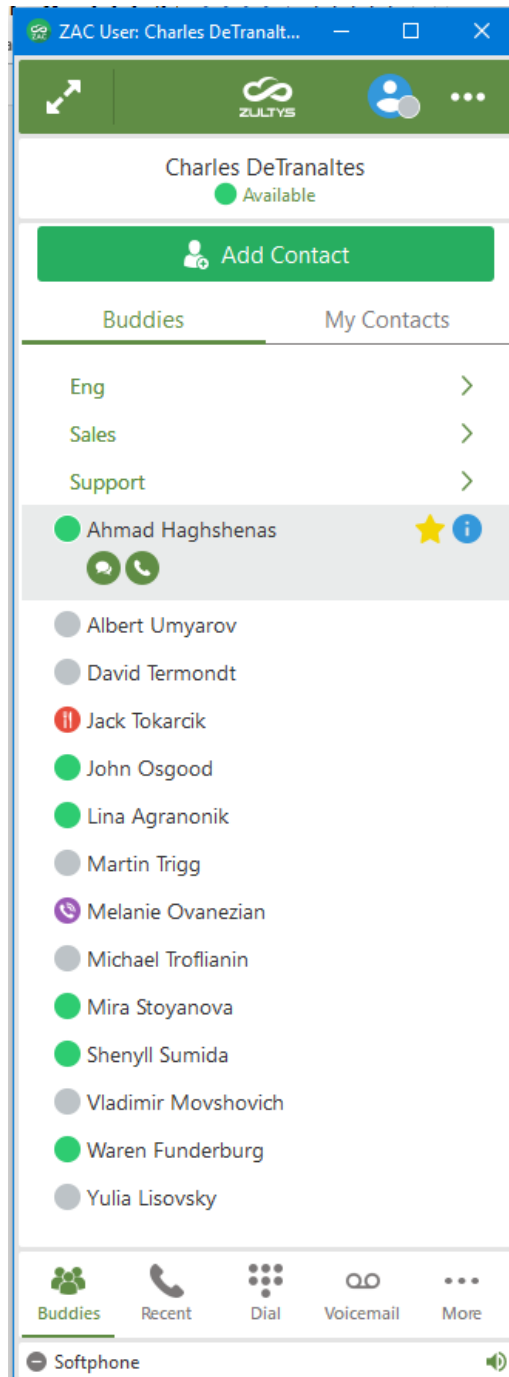
You may select any or all roles you want to login to.

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

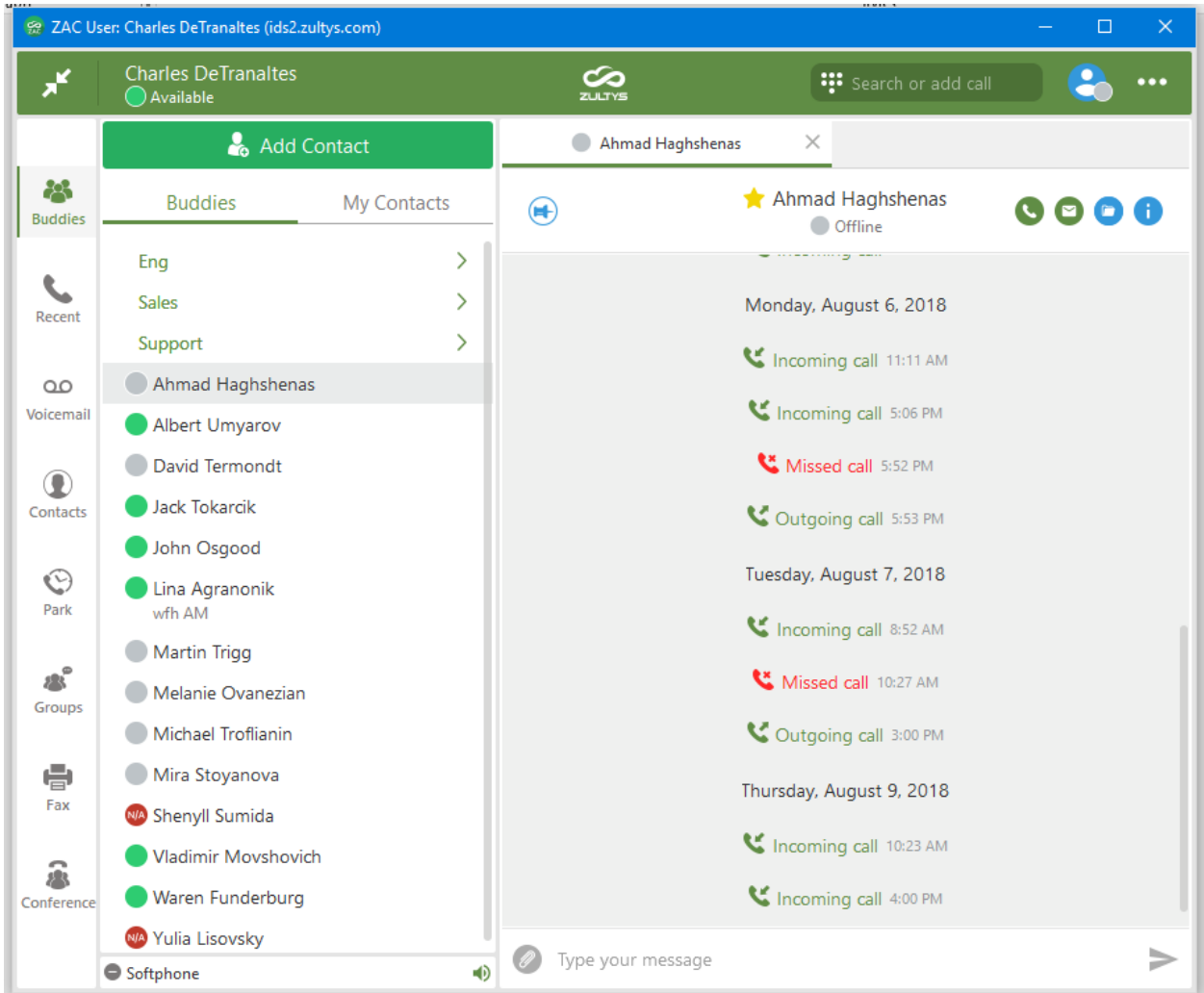
Click Apply to login to ZAC.

3.2 Main Screen

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

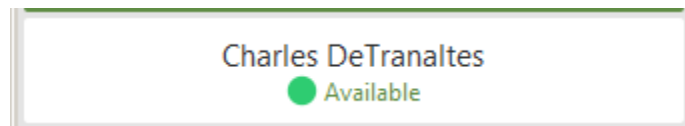


Minimized mode

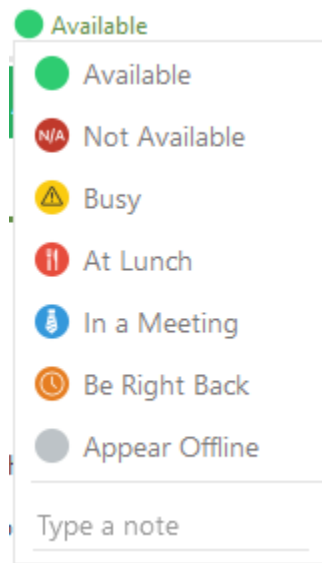


Maximized mode

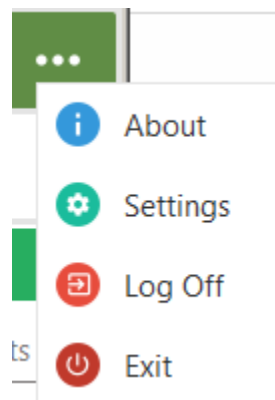
- Presence Indicator/selector




You may select the arrow to drop down the presence menu and select your desired presence status. Below the selection is an area to also include a note that will be seen in addition to your presence.



- Option Menu

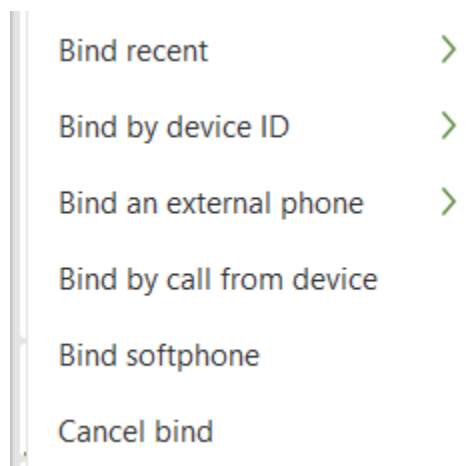


This menu contains the About screen, Setup screen, Log off function, and the Exit function. It is accessed by clicking on the  icon in the upper right corner.

- **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.
-
- **Bind Area**

ZAC can initiate voice calls and handle multiple voice calls only through SIP devices or external numbers to which it is bound. ZAC instances can be bound to only one device at a time. The Bind window is used to bind ZAC to a SIP device, internal softphone for PC audio usage, or an external phone number.

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

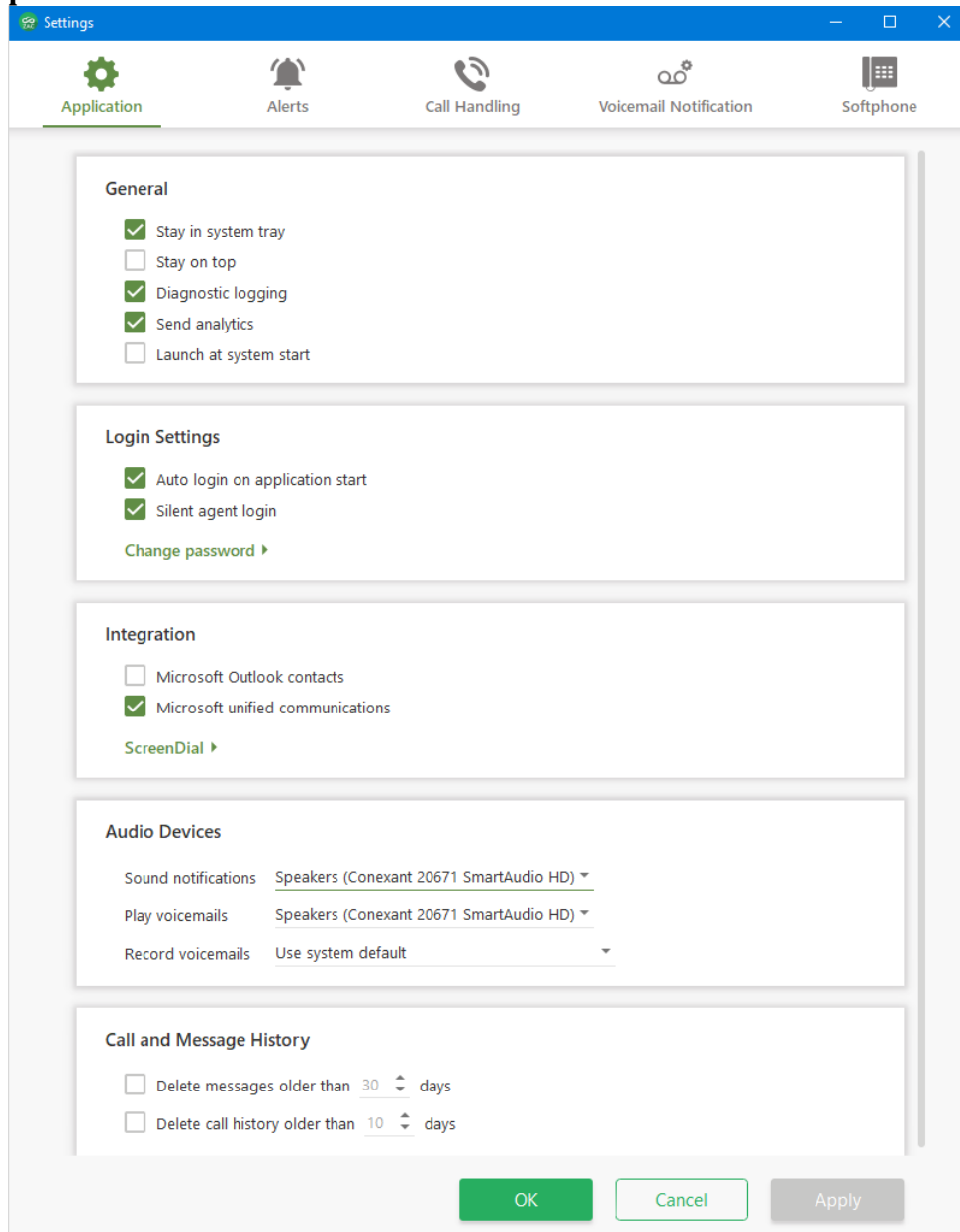


- **Bind Recent:** This option allows you to select from a menu of devices and registered contacts to which your ZAC was recently bound.

- **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.

3.3 Settings Menu

3.3.1 Application:



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.

Send Analytics – This setting enables sending analytic data to Goggle analytics. Zultys utilizes this data to improve the ZAC program based on actual usage.

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

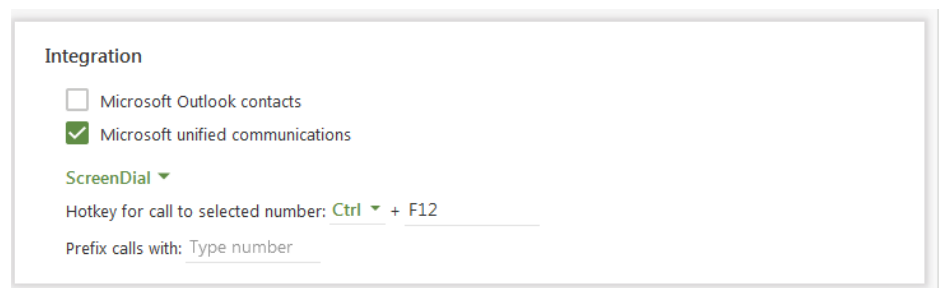
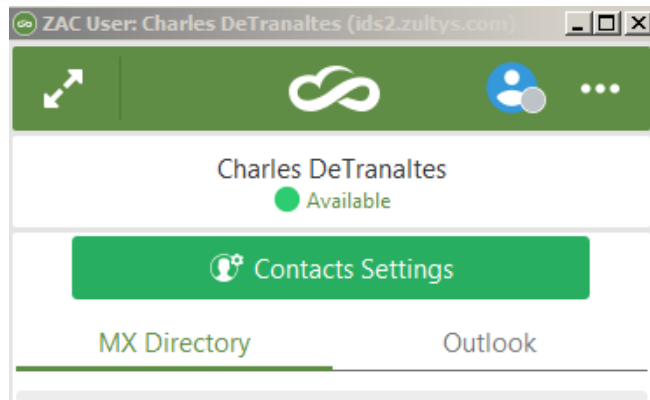
Auto Login on application start – This will perform an automatic login when the program is started.

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 confirm new passwords.

Integration – This area allows you to select Outlook Contacts (32/64 bit), Microsoft Unified Communications (see section 6), as well as the settings for the screen dial feature.

If you enable Outlook Contacts, Outlook contacts will display in the Contacts area. You may select Outlook to view your Outlook contacts.



ScreenDial – 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 MAC) invokes the screendial feature.

Audio devices – This area allows the selection of the audio devices on the PC that can be used for program audible notifications of various events.

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

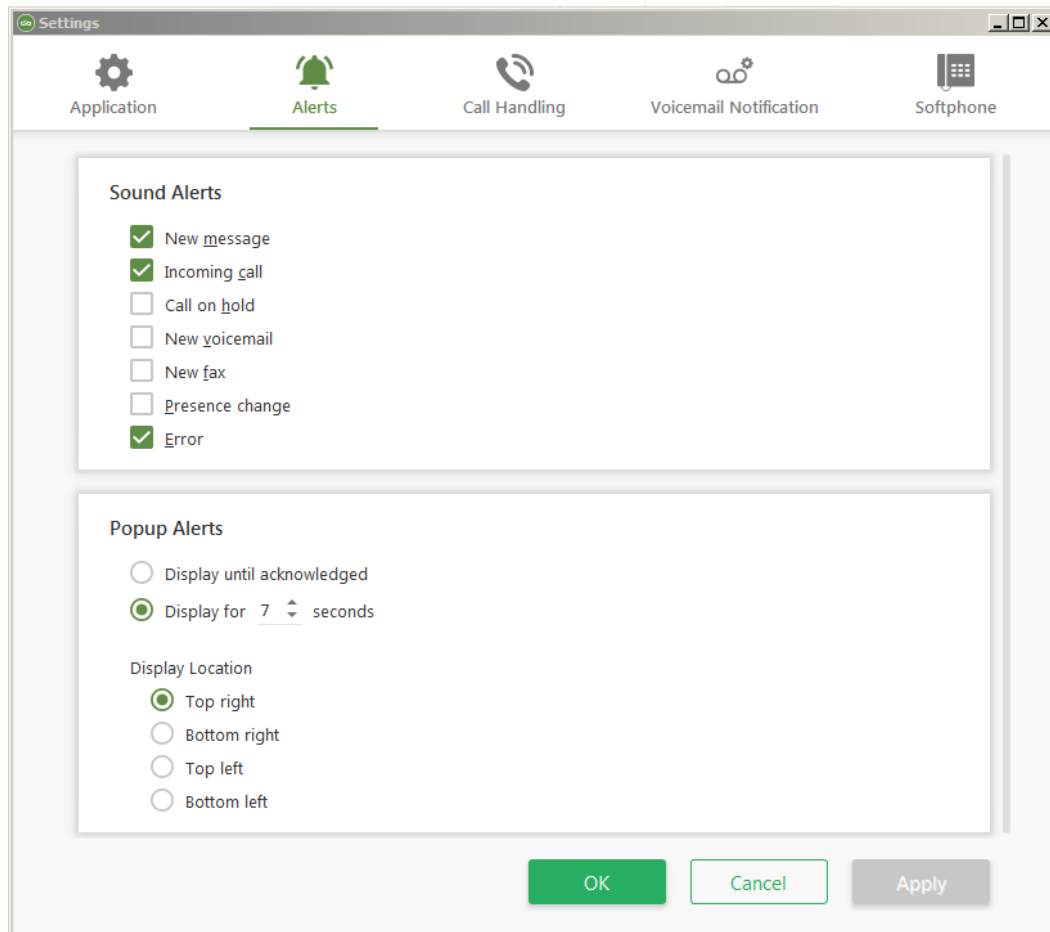
number of days will be deleted automatically.

Call and Message History

Delete messages older than days

Delete call history older than days

3.3.2 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.

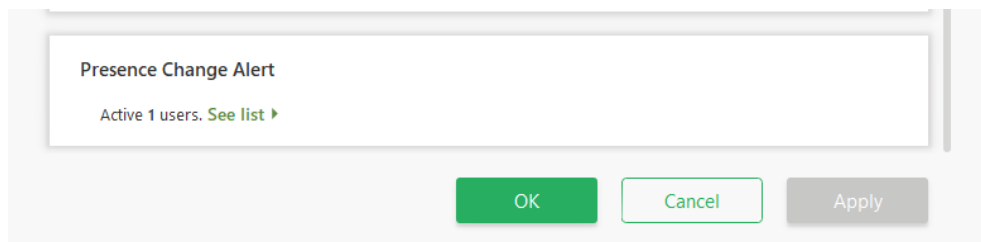
Please note that incoming call popups will remain until the call is

answered, rejected, or the caller hangs up. The duration parameter does not apply to incoming calls.

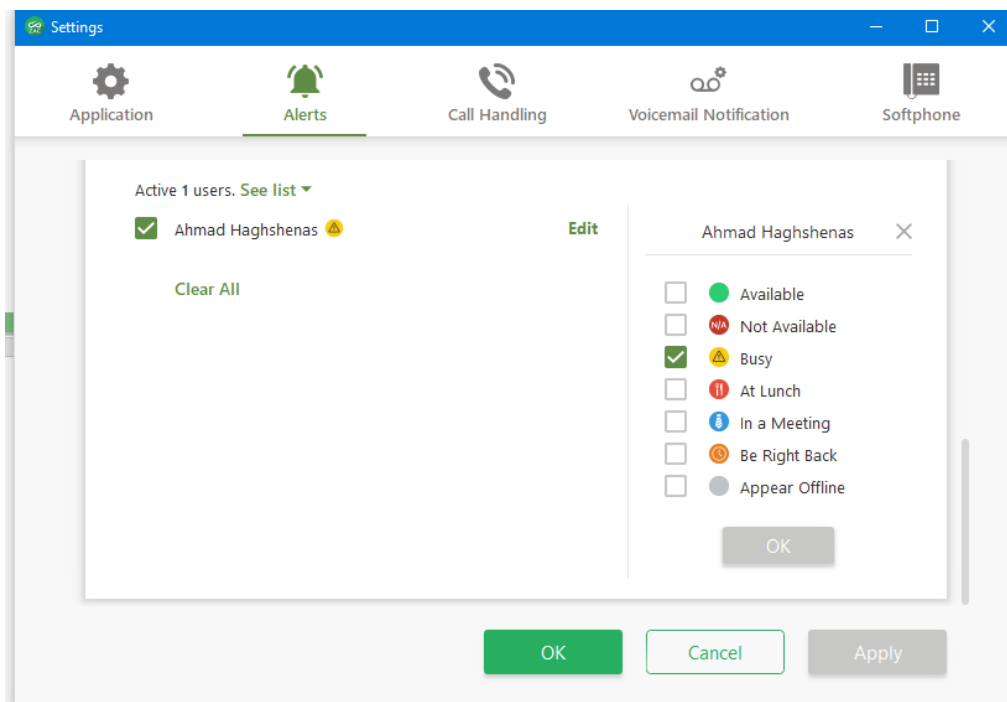
Presence Change Alert:

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

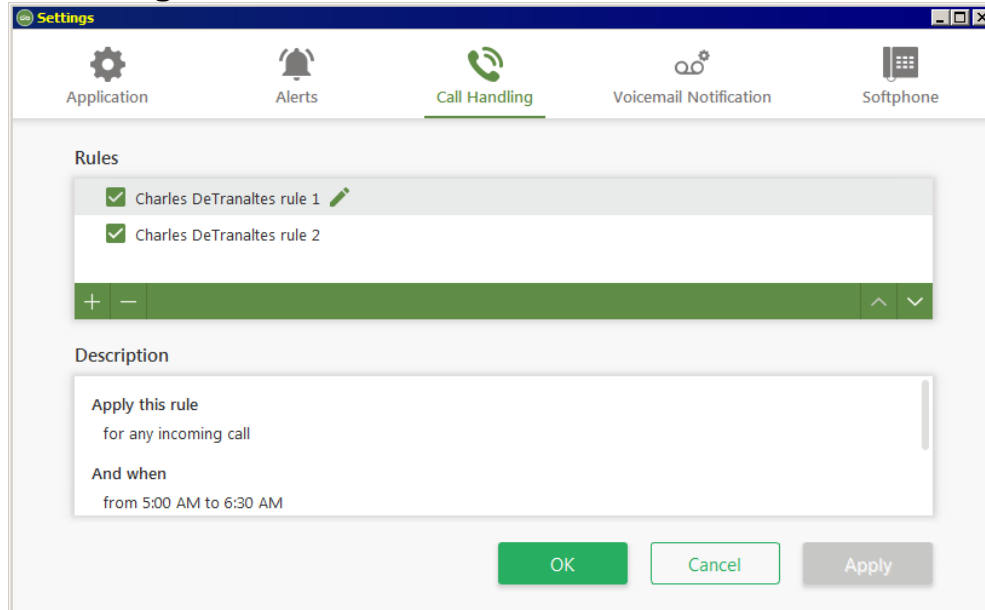
Click See List to view all active change alerts.



You may edit any or clear all active alerts:




3.3.3 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.

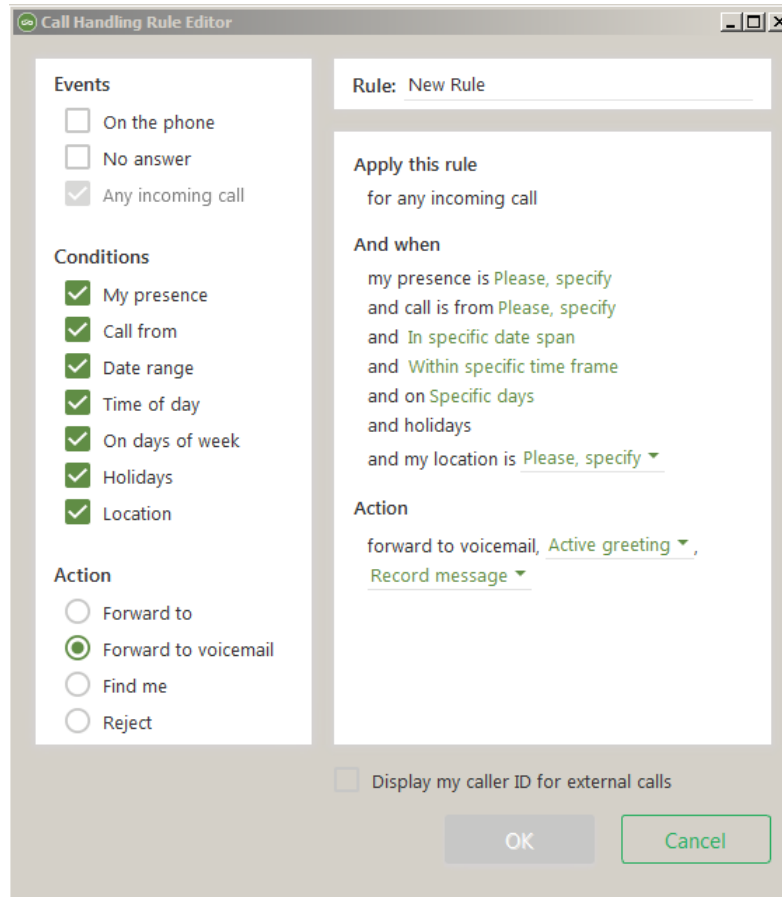
To add a new rule, click the  icon at the bottom of the Rules area.

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:



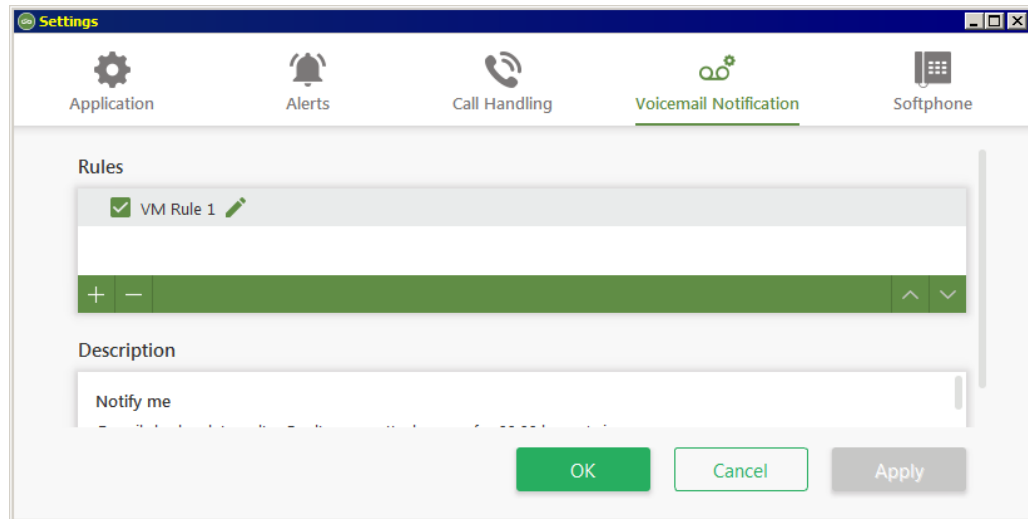
Rule – If you are adding a new rule, enter the rule name that you want associated with the rule.

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.


3.3.4 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.

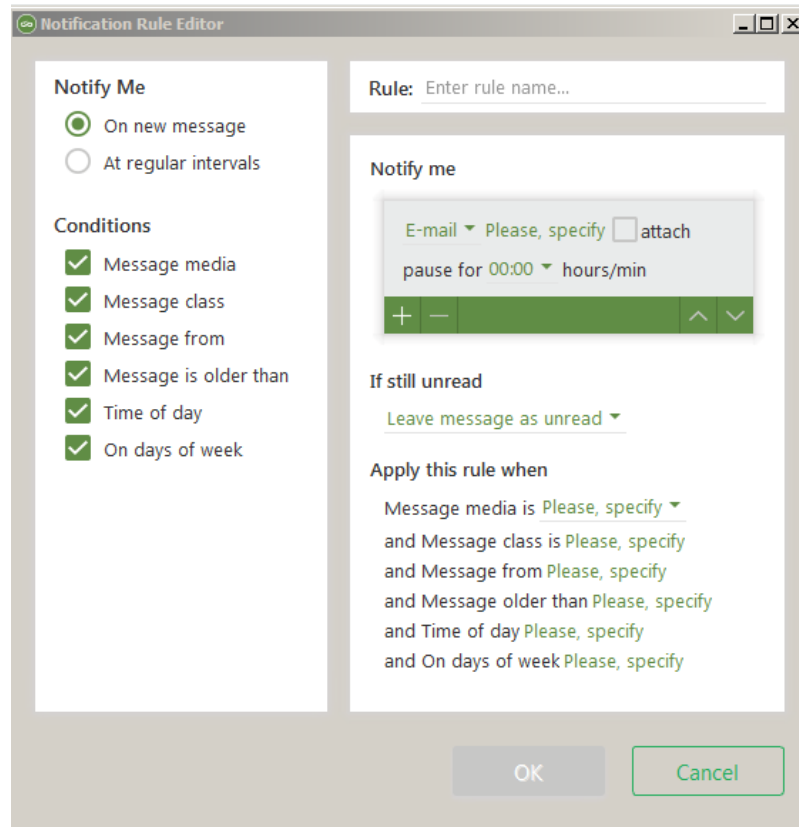
To add a new rule, click the  icon at the bottom of the Rules area.

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:

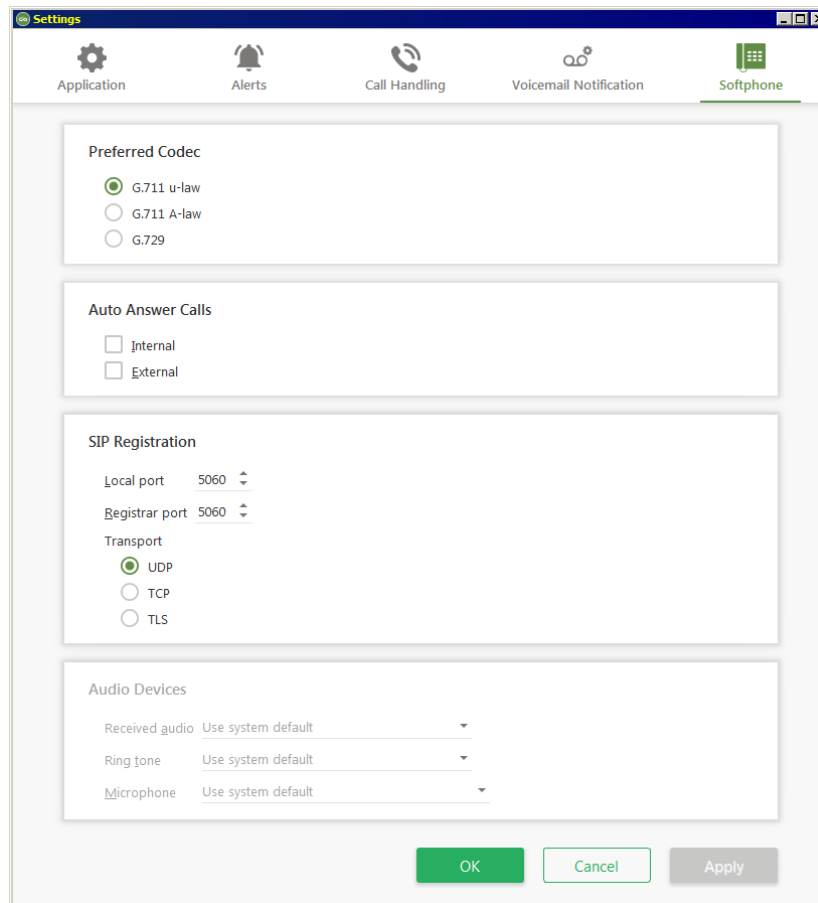


Rule – If adding a new rule, enter the desired name to be associated with the rule.

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.

3.3.5 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.

Preferred Codec – Allows you to select which audio codec type to utilize. Please consult with your administrator for proper setup.

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.

SIP Registration – Defines the SIP registration information, ports, PIN, and transport type. Please consult with your administrator for proper setup.

There is no need to set the PIN when running MX firmware 12.0.7 or greater.

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

3.3.6 Plantronics Headset Support

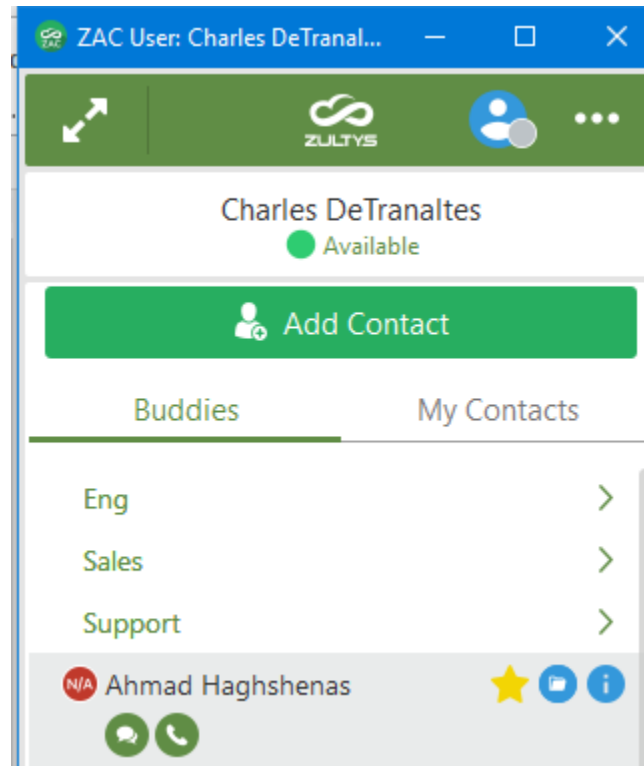
ZAC 3.2+ includes support for the most recent Plantronics SDK – HUB. This allows ZAC to integrate with the most recent Plantronics headsets including the Bluetooth versions. All versions of Windows that support Plantronics HUB software are compatible with ZAC. On MAC OS, versions 10.6 – 10.13 are supported 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.

3.4 Buddies Screen

This is the screen where the contacts you designate as buddies and buddy groups are located.



You may click on a buddy to display the options that are available (some options may not be available based on what contact information the user has entered):



Start a message session

Call the user

Call the user on their mobile phone













In addition, the following actions are available :

Designate/undesignated the contact as a buddy

Display recent files/images shared with this user

Display additional information of the buddy and set presence change alert.

 Message (5): Ok	Today 11:31 AM
 Outgoing call (2)	Today 10:37 AM
 Message (2): Correct	7/11/2016
 Message (3): ha ha, ok tha...	6/29/2016
 Message (5): thnx :]	6/24/2016
 Outgoing call	6/22/2016
 Outgoing call	6/2/2016
 Message: we are confirmed...	6/2/2016
 Outgoing call	6/1/2016
 Outgoing call	5/4/2016

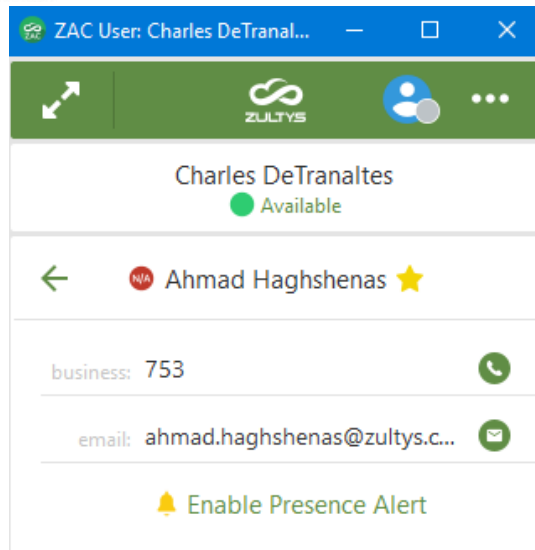
[Show more](#)

3.4.1 Presence Change Alert:

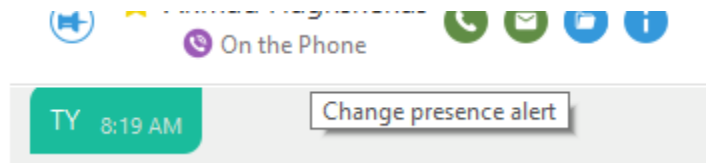
This allows you to set an alert based on a users' presence change. For example, you may want to know when a user goes from not available to available.

Select the desired buddy/contact and click the Show additional info icon

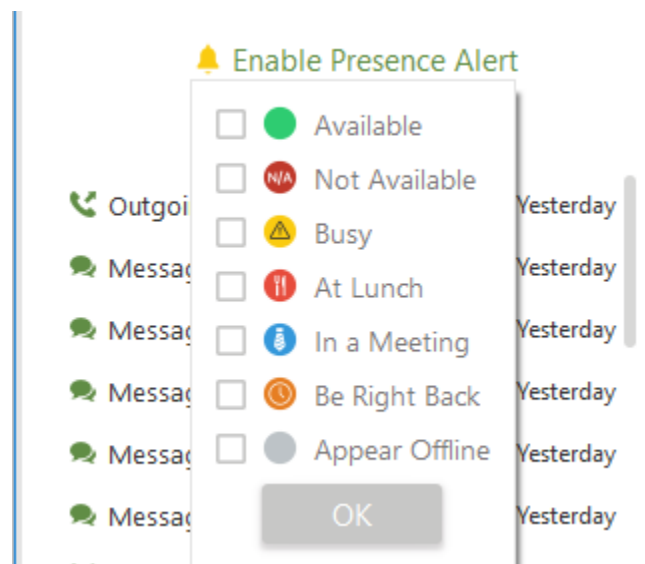




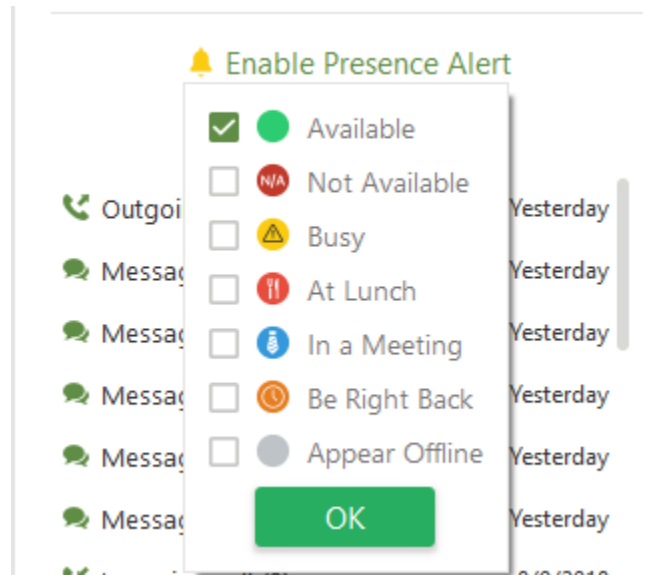
If you are in maximized mode, you may select a contact and place your mouse over their presence indication:



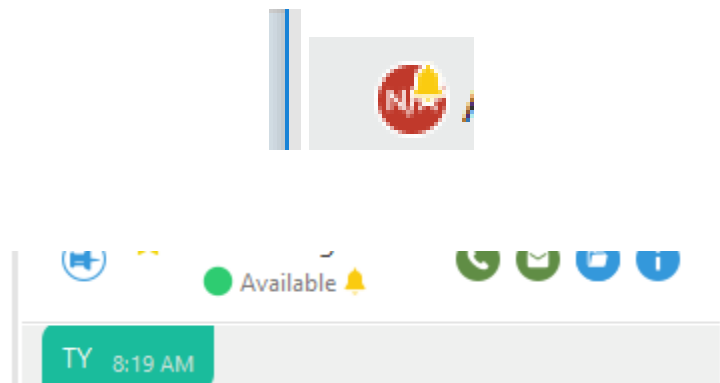
Click Enable Presence Alert or select Change presence alert



Select the desired presence and click OK



Once the alert is set, an alert icon will appear on the current presence state of the user (minimized/maximized mode shown):



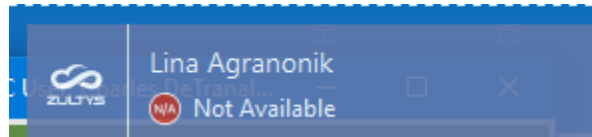
You can edit/delete the alerts by clicking Edit Presence Alert

 Edit Presence Alert


You may select another presence state or uncheck the current one and click OK to cancel the alert request.

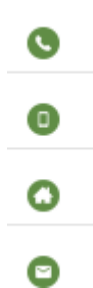
You may also navigate to Settings>Alerts to manage your active presence change alerts.


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



You may access options for each buddy when you are in the recent history screen.

Click the  icon to view the options available. Depending on the contact information, several contact methods may appear. Business phone, cell phone, home phone, e-mail:



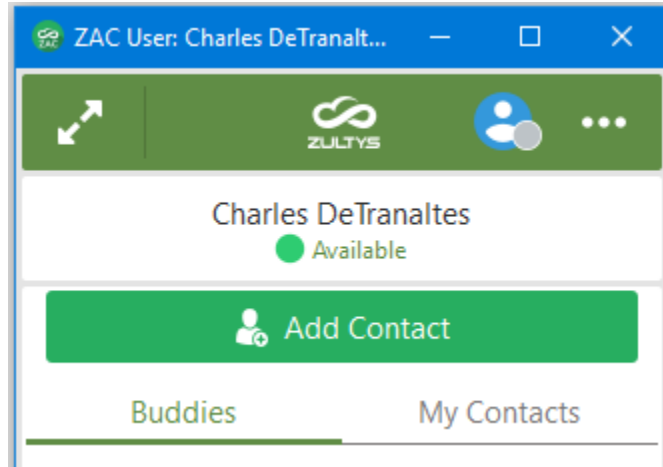
Select the  to return to the previous screen.

3.4.2 My Contacts

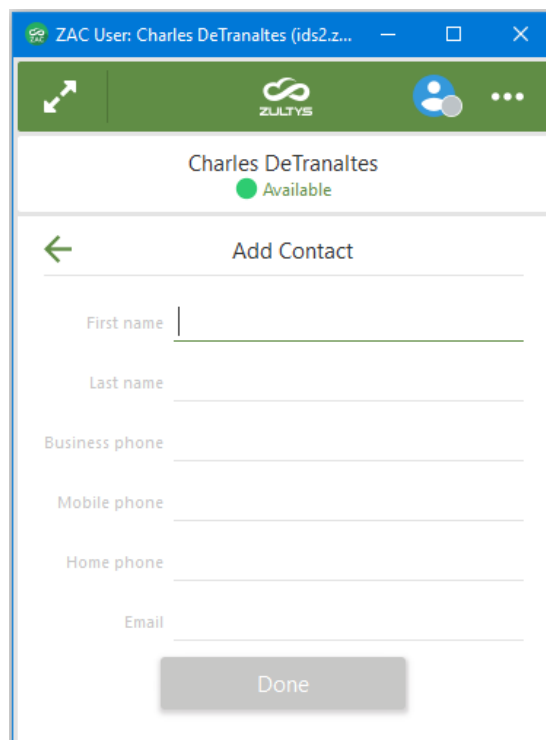
In addition to Buddies, you may create your own local contact list.

Click My Contacts

Click Add Contact



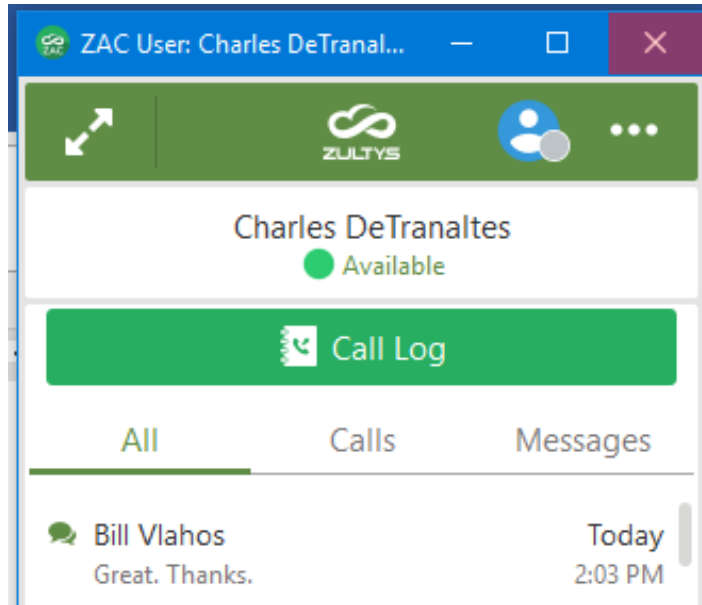
Enter the desired contact information:



Click Done

3.5 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. All includes both calls and messages.

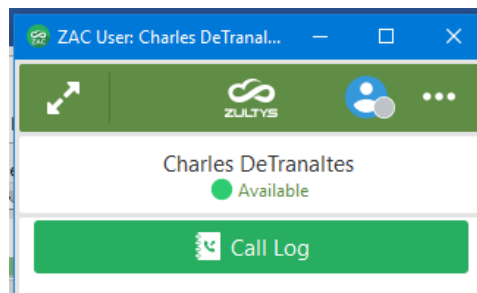
Selecting a contact will display the options available for the contact, call, IM, mobile.



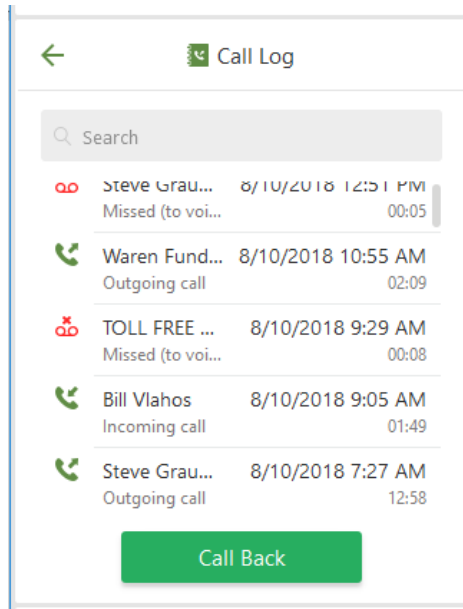
The history for that contact is also available by clicking .

3.5.1 Call Log

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

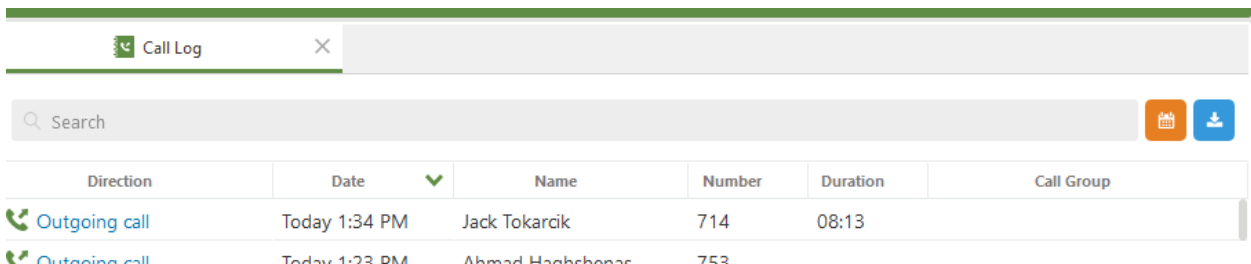


A list of calls will be displayed.



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

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




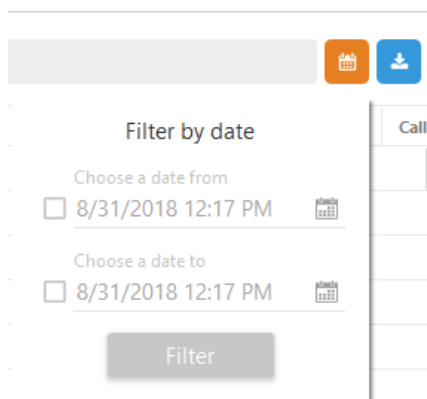
You may sort the entry order of columns by clicking on the column heading.

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.

Direction	Date	Name	Number	Duration	Call Group
Outgoing call	Today 9:48 AM		mx.conference...	58:15	Conference Server
Outgoing call	Yesterday 1:58 PM		mx.conference...	00:16	Conference Server
Incoming call	8/7/2018 2:57 PM		mx.conference...	02:04	Conference Server


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

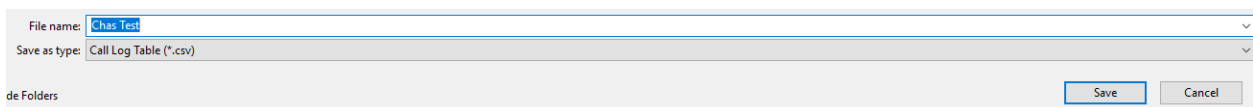
- Click the filter by date icon 



- 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



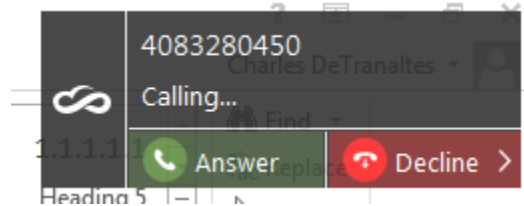
- Click Save

3.6 Dial Screen(minimized mode)

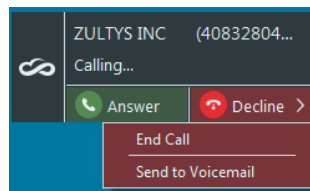
This is the screen in which you make and receive calls as well as manage active calls while you are in minimized mode.

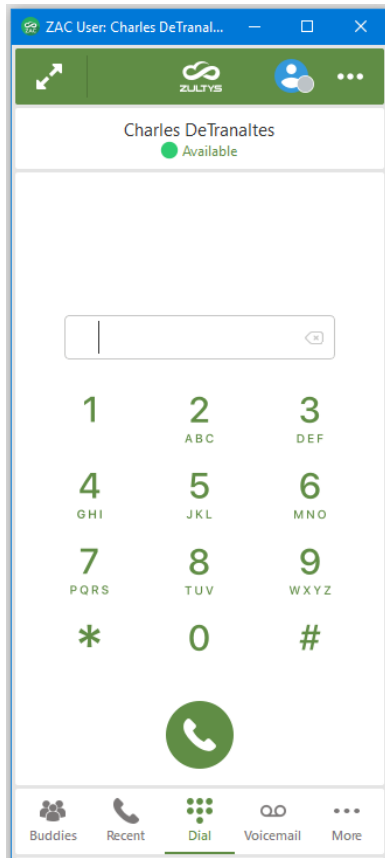
Incoming calls:

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

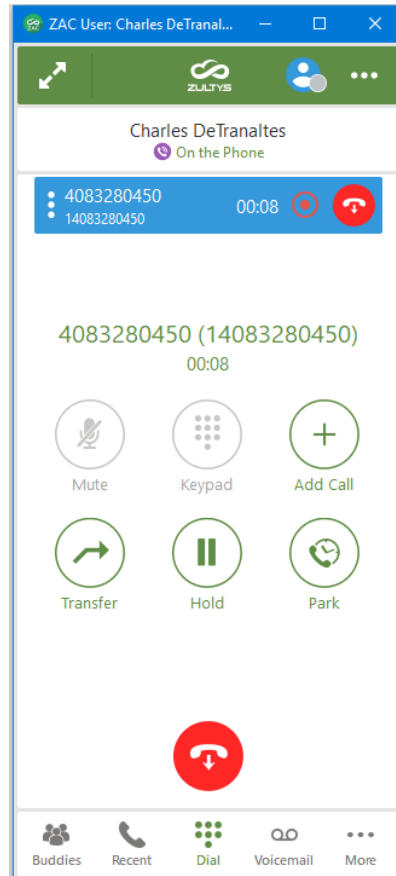


Clicking decline will allow you to end the call or send the call to voicemail.





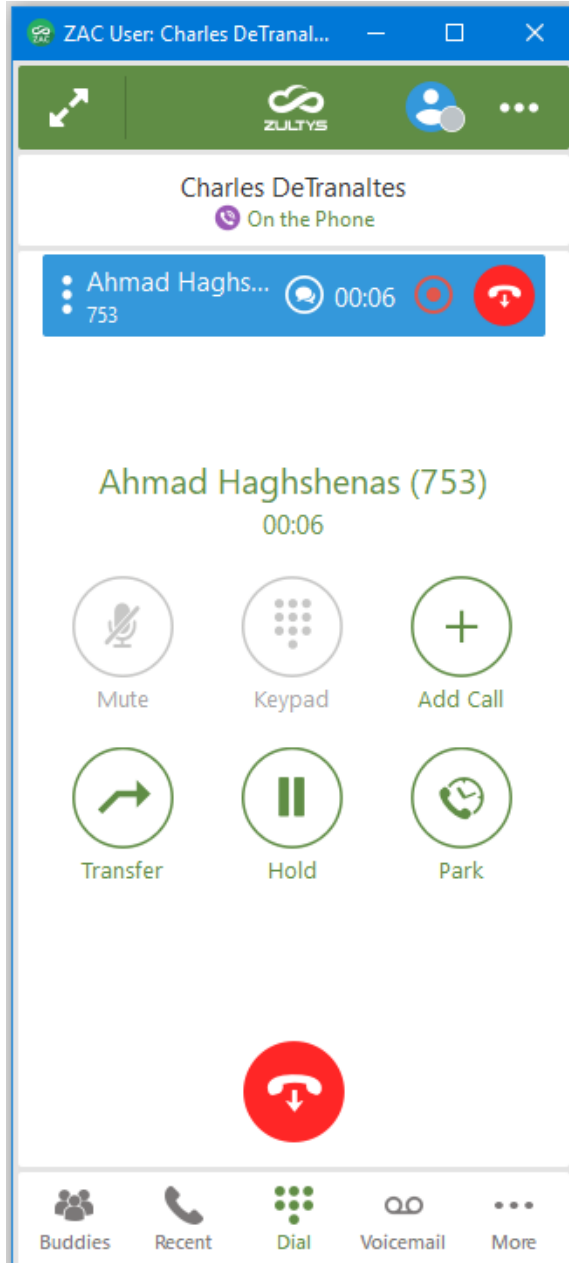
Dial screen, ready to enter phone number



Active call session, external call

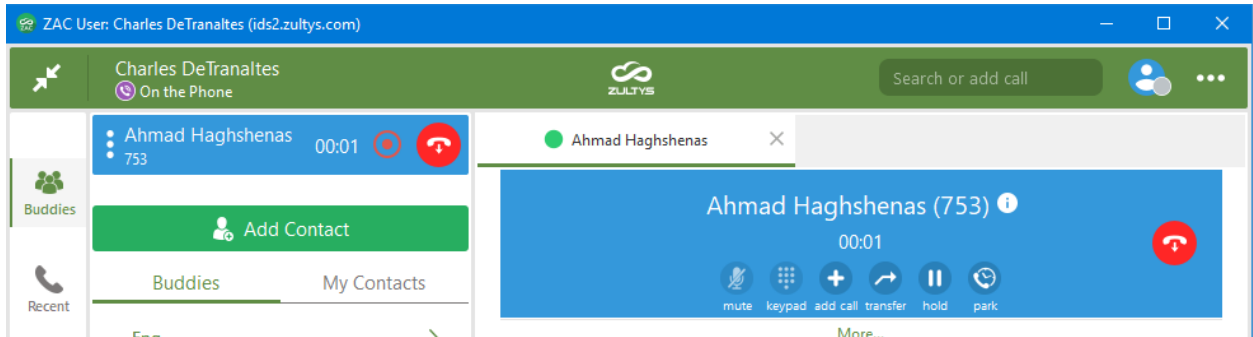
Technical Publications

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.

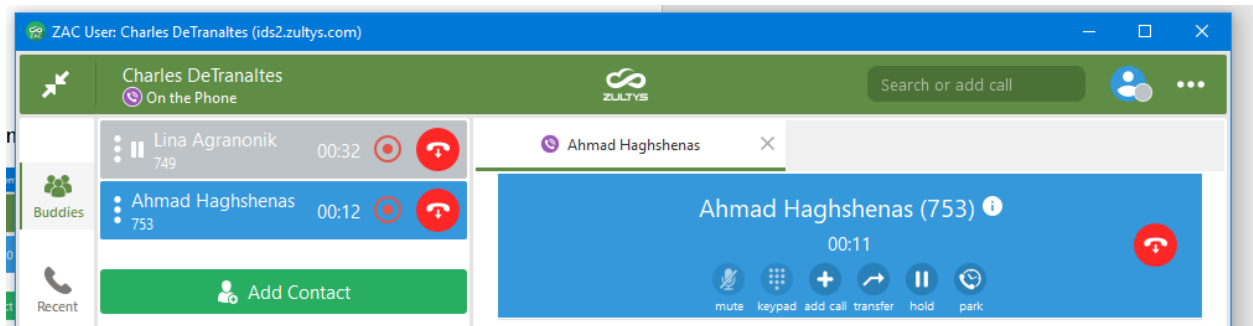


Active call session, internal call

Single call session in maximized mode:



Multiple call sessions in maximized mode:



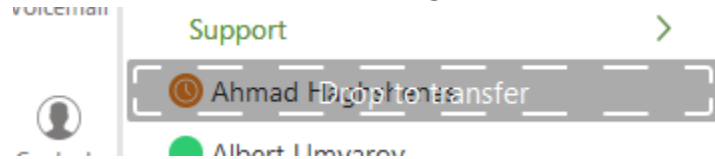
Switching between call sessions will display the corresponding tab associated with the selected call session.

3.6.1 Drag and Drop Operations

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

- 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.
- Blind transfer a call to a user/number by dragging it from the calls area or call tab to one of the contact views (Recent/Contacts/Buddies)
- Blind transfer a call to a user/number by dragging the contact/number from one of contact views (Recent/Contacts/Buddies) to a tab with a call or call in the calls area on top.

- Auto opening an inactive view (to be able to drop on its contact) by dragging a call over its button.
- When a drag and drop operation is available, the icon will change to indicate the action to complete the drag and drop operation.



3.6.2 Blind Transfer

When performing a Blind Transfer, you do not speak with the party to whom you are transferring the call, but simply send the call to the intended transferee. This also may be referred to as unattended, or unsupervised transfer.

Drag and drop the session block to the Contacts or buddy list contact that is to receive the transferred call. Once the desired contact is found, drop the call onto the contact. This may be done in minimized or maximized mode.

–or–

Press the Transfer icon in the dial screen. Start typing the desired contact. Once found, click the transfer icon to complete the transfer.

3.6.3 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. Do Not Use controls on the phone to place the call on hold!

Call the second party

To transfer the call:

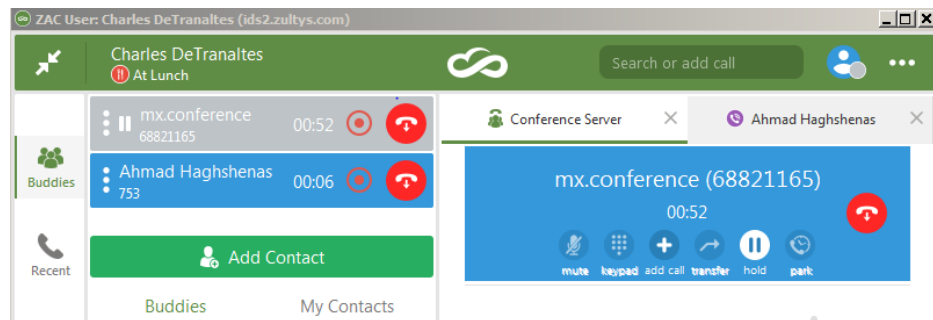
drag and drop the session control block to the recipient's address book or buddy list contact

3.6.4 Ad Hoc Conference

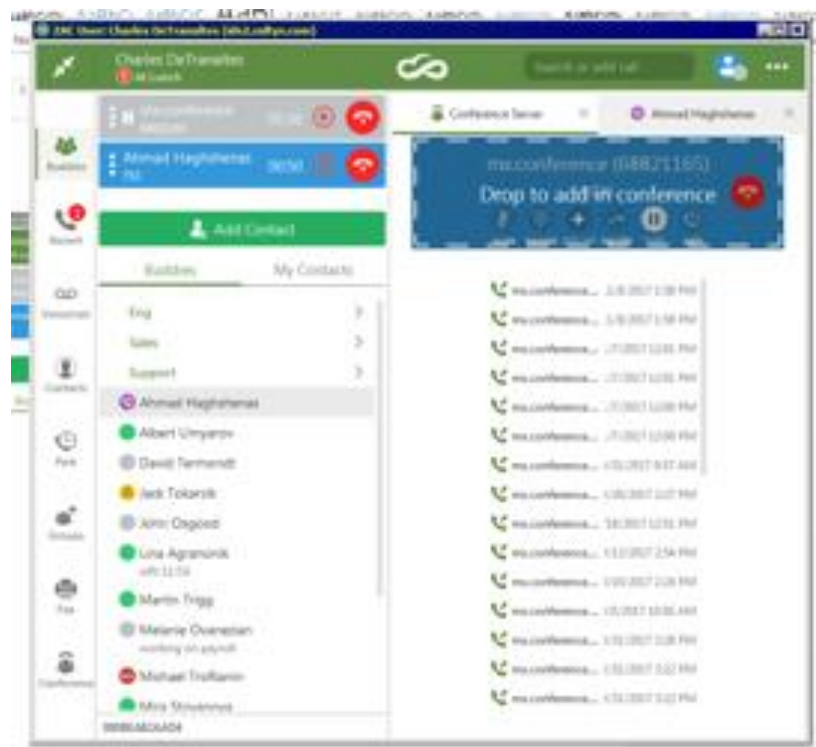
You may add a party to an existing conference using drag and drop operation.

Establish the MXconference session.

Place the conference on hold and call the desired party to add to the conference:



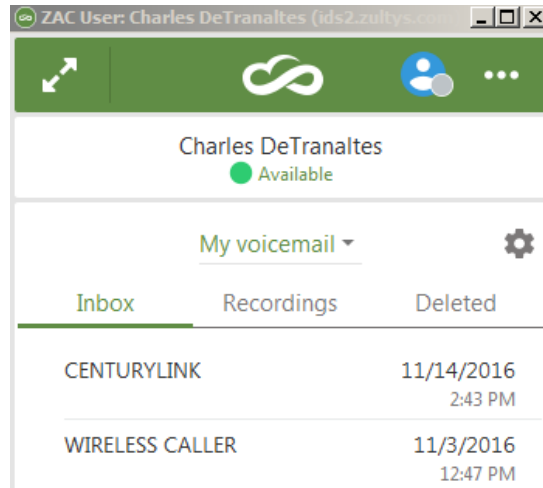
Drag the active call session into the conference call session or the conference tab and release:



The called party is now added to the conference.

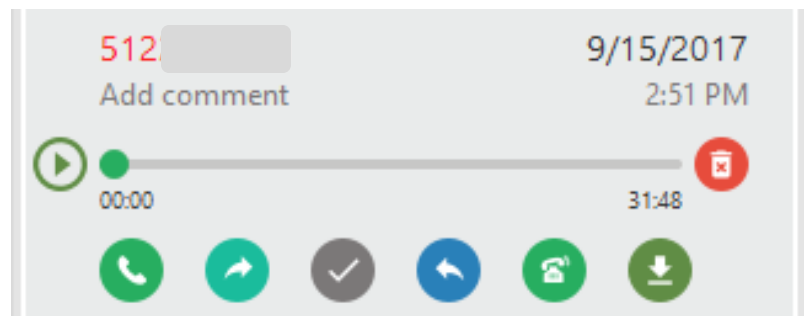
3.7 Voicemail Screen

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 click 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.

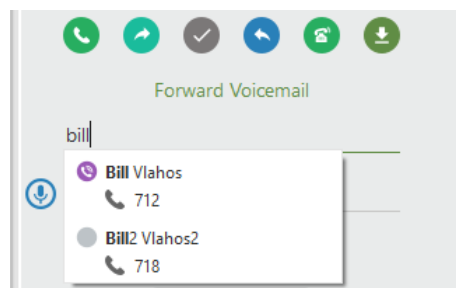
Play/Replay/Pause – Allows you to listen or pause the message. You may also click on the sound bar to jump to any point of the message.

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

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.

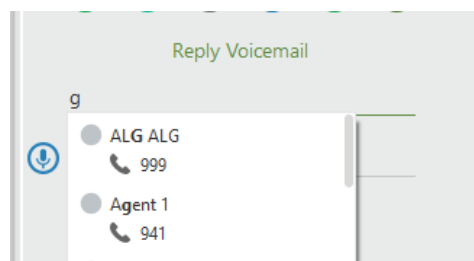
When you forward a message, you can start typing the intended forward party in the To field. ZAC will display matching names in the directory as you type.



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.



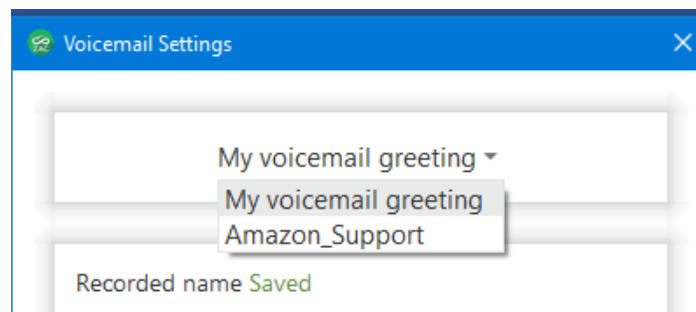
Play via Bound – This allows you to listen to the message on your desktop phone instead of your PC if you desire.

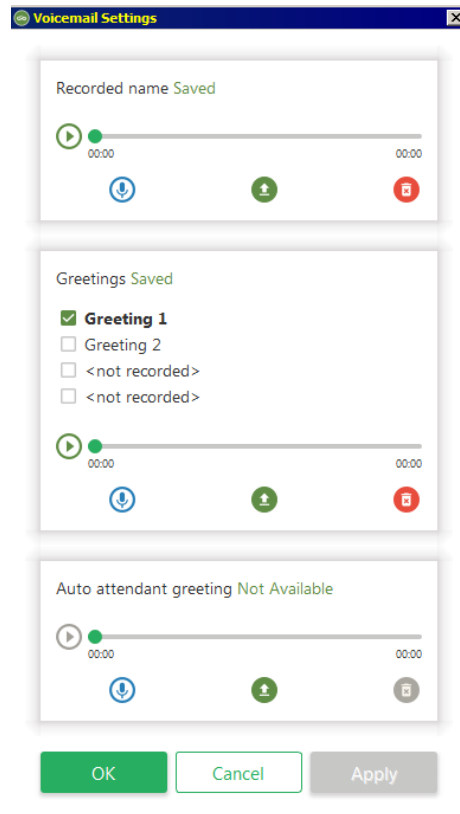
Save as – This allows you to download a copy of the voice message onto your local PC.

3.7.1 Voicemail Settings

This menu is accessed by clicking the gear icon  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.

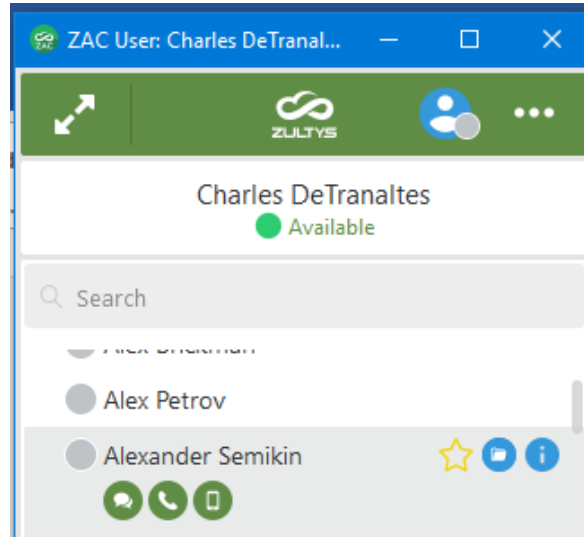
Greetings – This allows you to import, record, or delete a greeting that is associated with your mailbox. You may have up to 4 unique greetings associated with your mailbox. To make a greeting active, click the checkbox next to the desired greeting.

Auto Attendant Greeting – This allows you to import, record, or delete an auto attendant greeting that is associated with your mailbox.

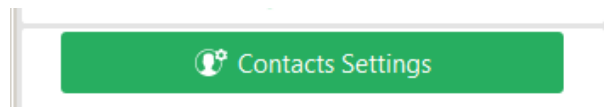
The MX auto attendant routes calls to system users. Prior to routing a call to your phone, the auto attendant can play your greeting, recorded name, or extension to the caller. The auto attendant greeting is the greeting played by the auto attendant to a caller prior to routing the caller to your extension.

3.8 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 Contacts Settings 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, click the star icon on the desired contact:




The icon will change to :



Selecting a contact will display the options available for the contact, call, IM, mobile. Other options may be displayed based on the contacts' settings.

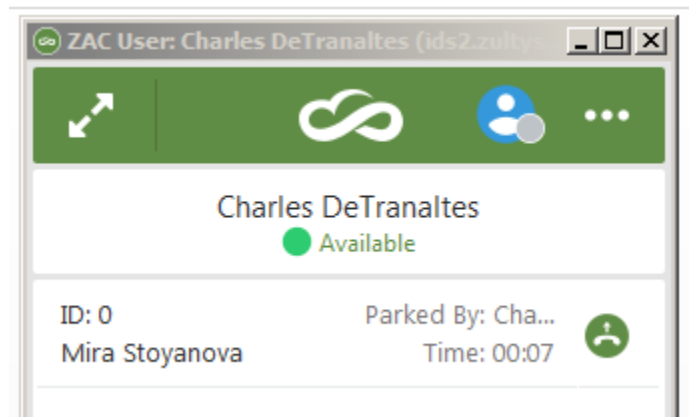


The file history for the contact can be viewed by clicking 

The history for the contact is also available by clicking 

3.9 Parked Calls Screen


This is the screen where calls that are parked can be managed. 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 and the call may be retrieved by clicking the  icon.

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

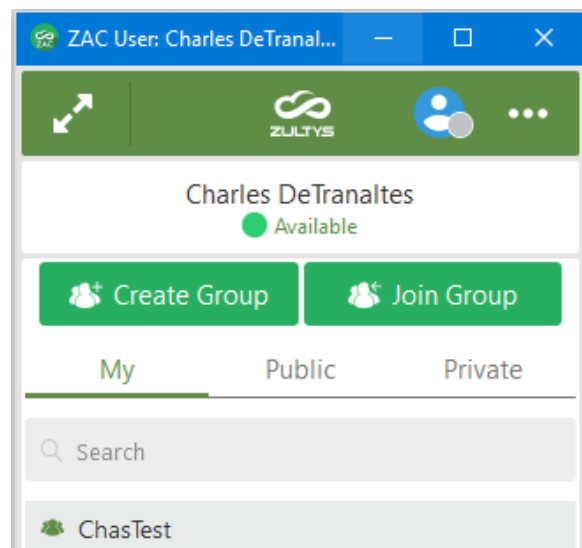


3.10 Team Messaging – Chat Groups

This is the screen where the Team Messaging (Chat Group) function is accessed and managed. Team Messaging allow users to have group chat conversations similar to a conference call. 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. 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, Public, Private



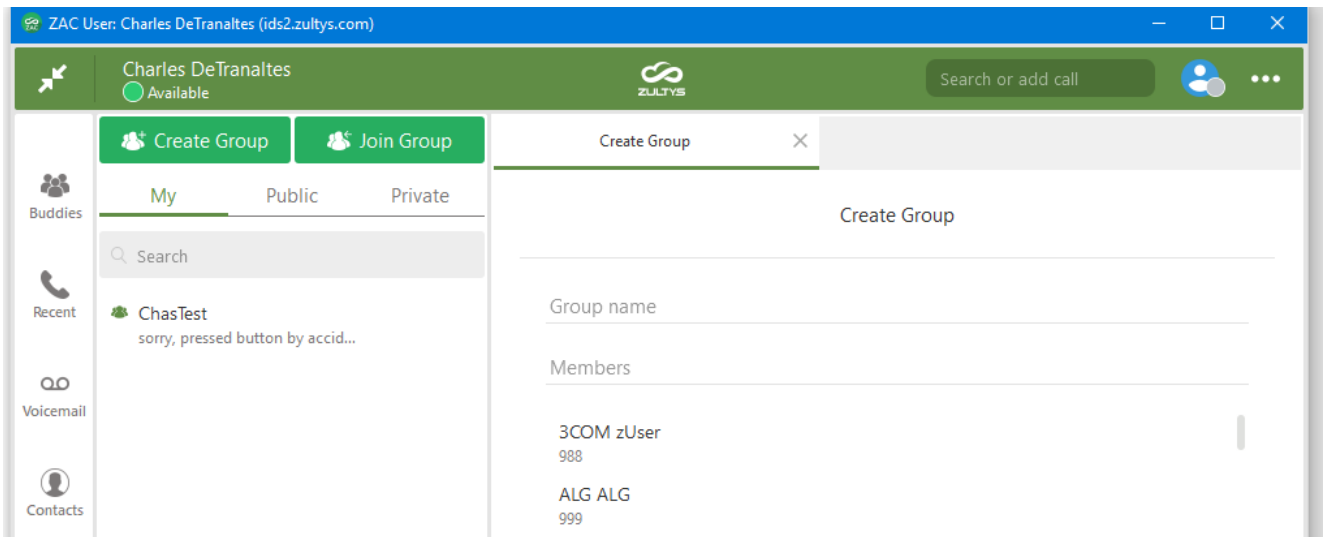
Public groups allow any user to join the group without requiring approval. Private groups require the owner of the group to add members to the private group.

To create a new group:

Click the Create Group icon.

In maximized mode click the Create Group tab.


Enter the desired group name and select the users you want to be part of the group. Each time you click a user, they will appear in the Members area at the top of the screen. You may delete a member by clicking the X next to their name.



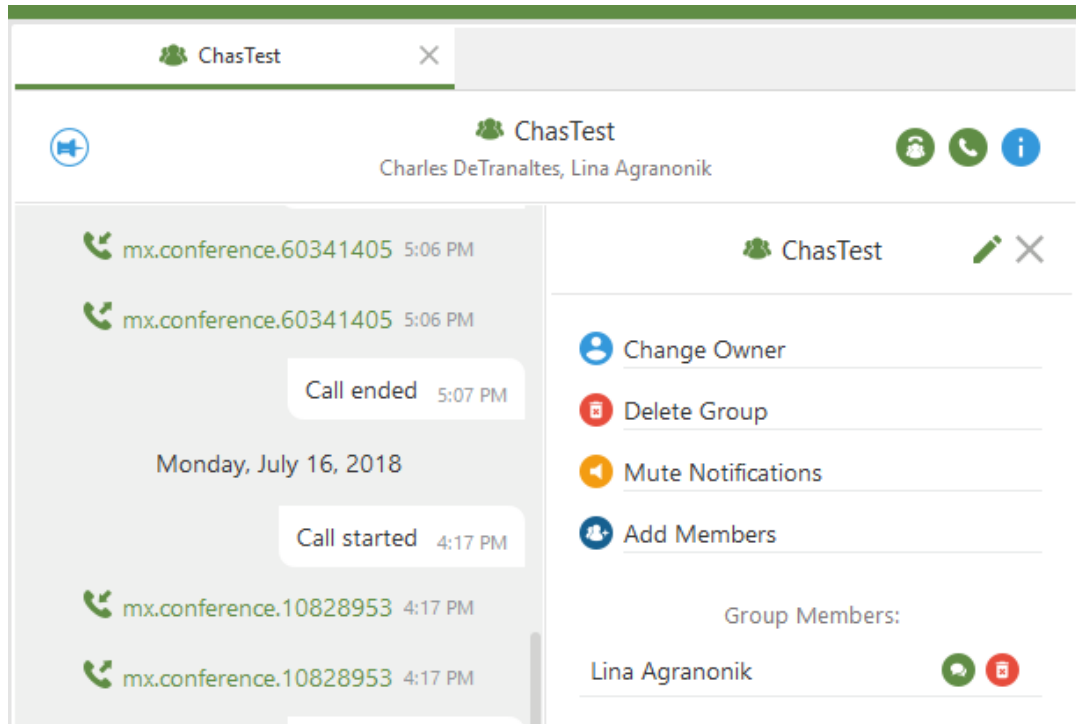
Select if the group is to be a Private group. If this is not selected, the group will be a public group for all users to view/join.

Click Create Group.

To edit a group:

Open the desired Chat group by clicking the  icon.

Click the  icon next to the group name.



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

Rename/pencil icon – Allows you to rename the group

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


Make Public/Private – If the group is private, selecting this will make it a public group. You cannot revert a public group back to a private once this action is taken. If the group is public, selecting this will make it a private group.

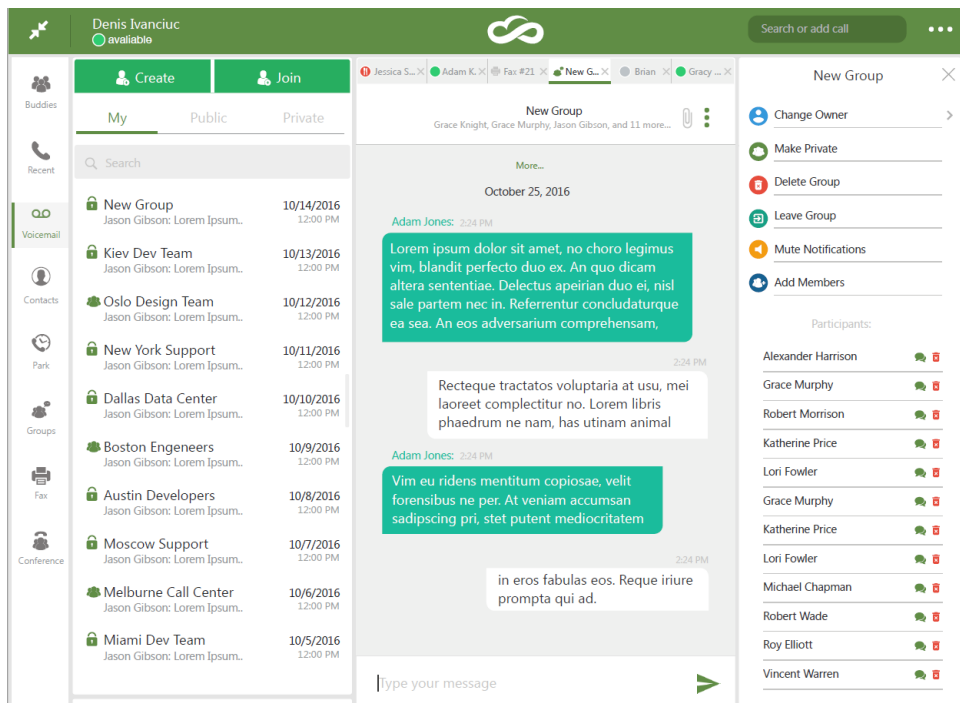
Delete Group – This action will delete the existing group. You will be prompted for a confirmation to delete.


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.


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

To view/converse the group chat:

Open the desired Chat group by clicking the  icon in minimized mode. You may also click the group icon in maximized mode and select the My/Public/Private group type.

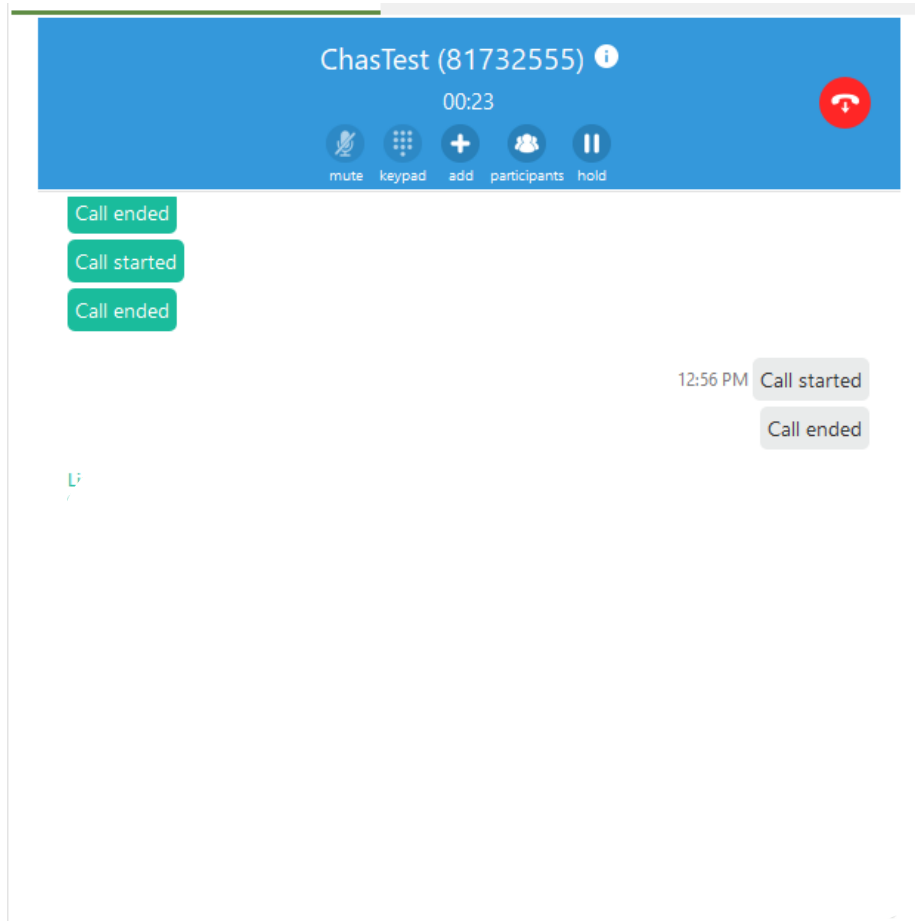


You will see the most recent message threads. Type your text in the text box and press  to send or press ENTER key on the keyboard.

In maximized 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.

To create an MXconference when in group chat:

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

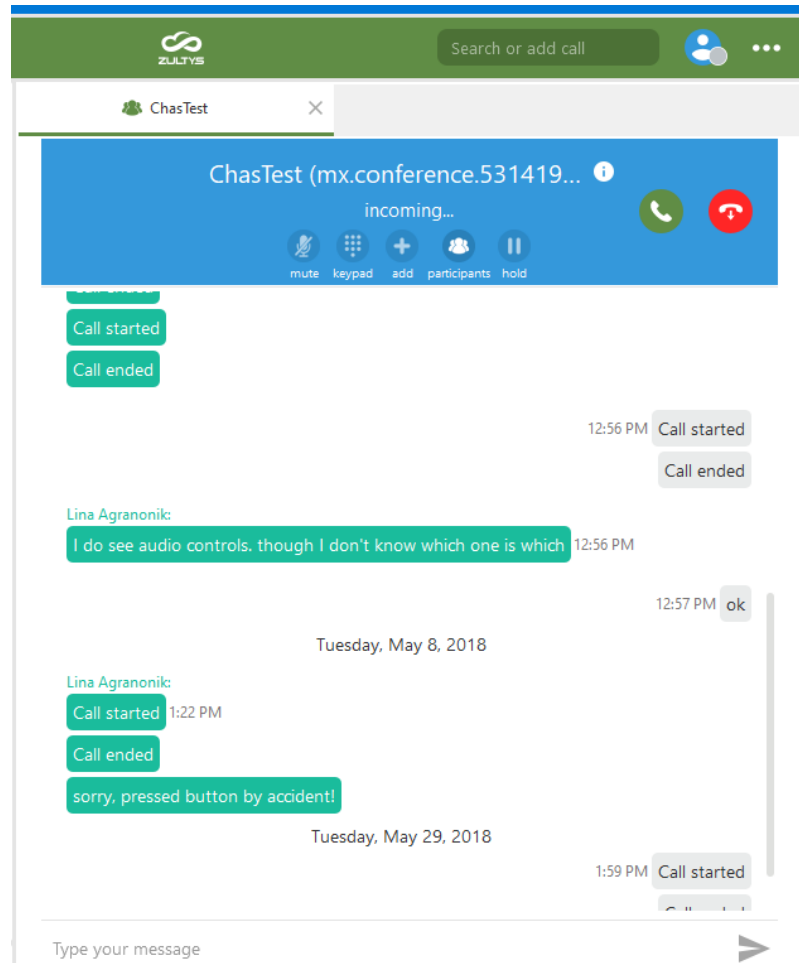


A conference call will begin. Your audio device will ring indicating a conference call. Answer the call to start the MXconference.

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 call group participants icon 

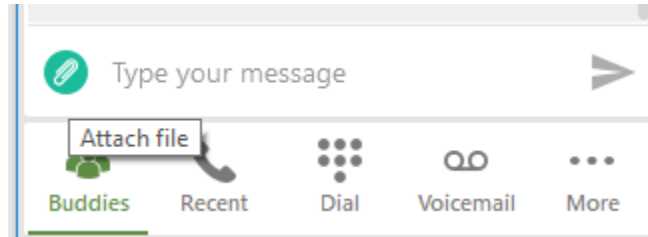


An MXconference is created and each participant is called by the MX system. When they answer, they will hear “connecting now” and be placed into the MXconference.

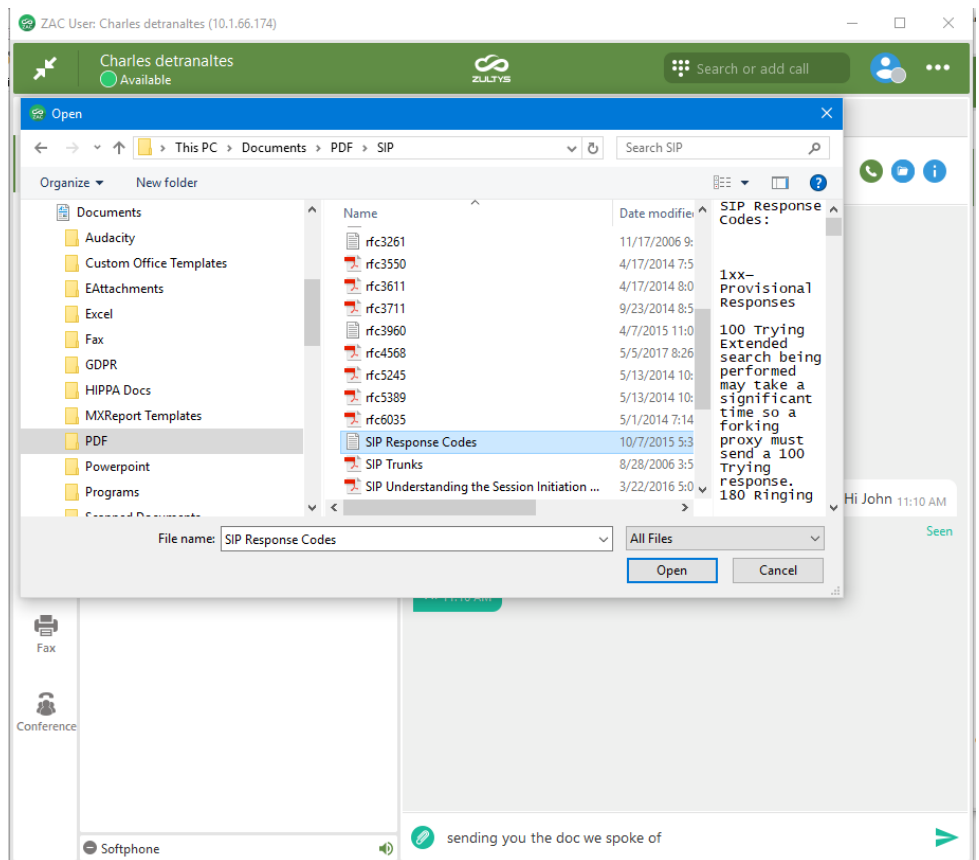
3.10.1 File Transfer

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

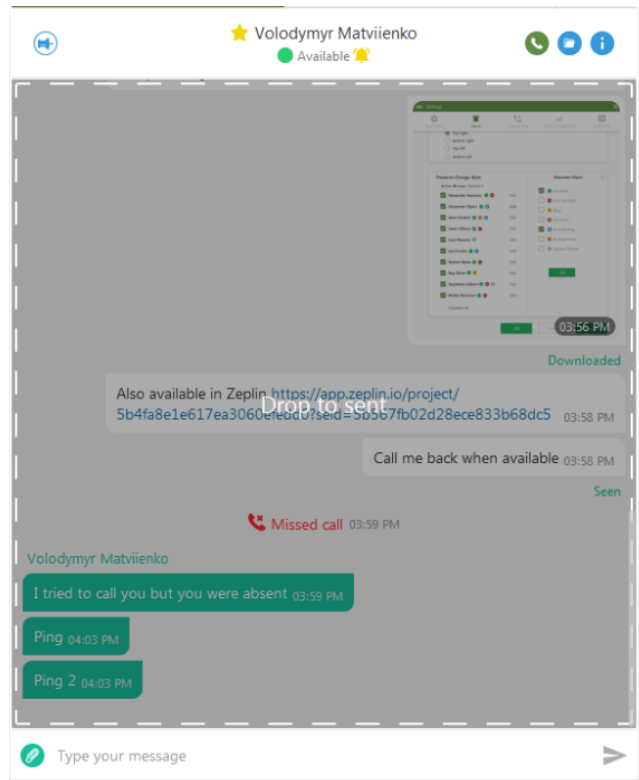
While in a Chat session with another user, select the Attach file icon in the text box window.



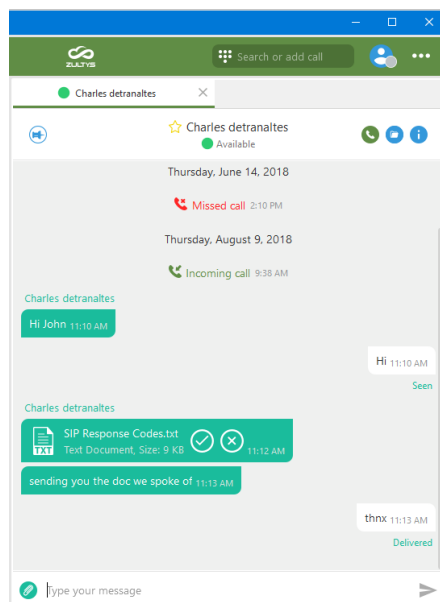
A file explorer window will open. Navigate to the desired file.



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

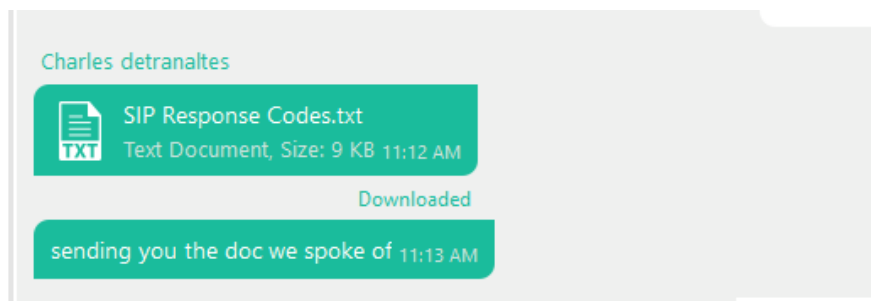
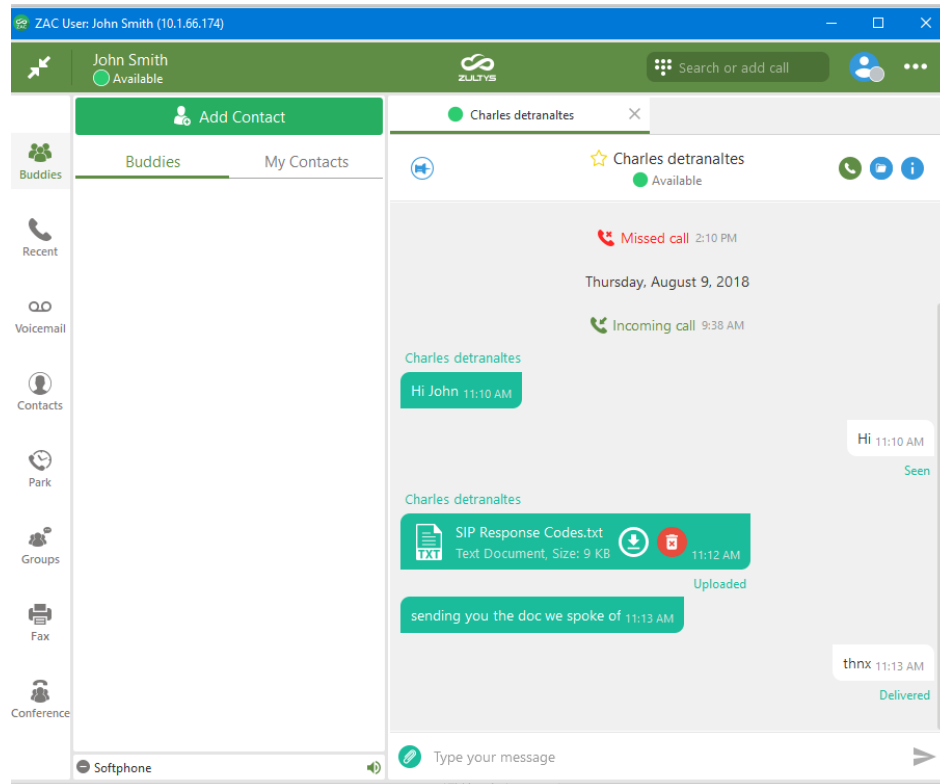


The user will receive the file.



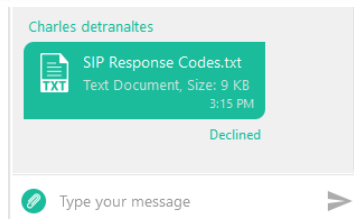
The user can accept or decline the file.

If the user accepts the file

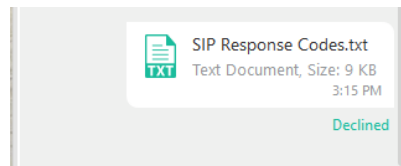


If the user declines the file:

Sending user decline message:

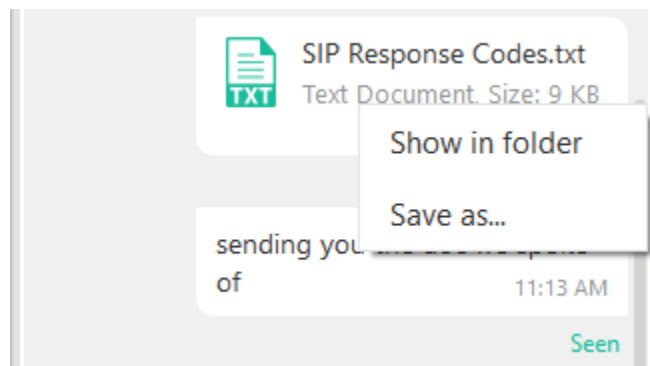


Receiving user decline message:

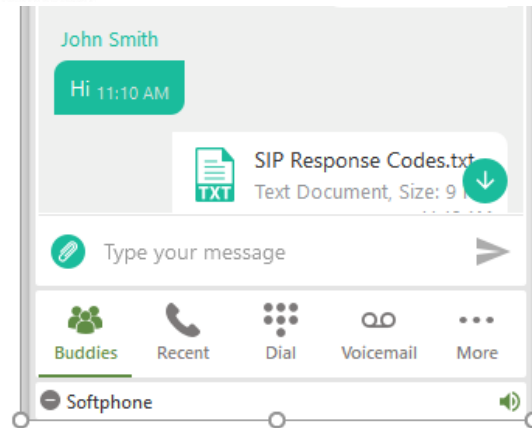


Once the user accepts the file, they can view the display the file in the saved folder or can save the file on their local PC in the folder of their choice.

Right clicking on the file will display the options:



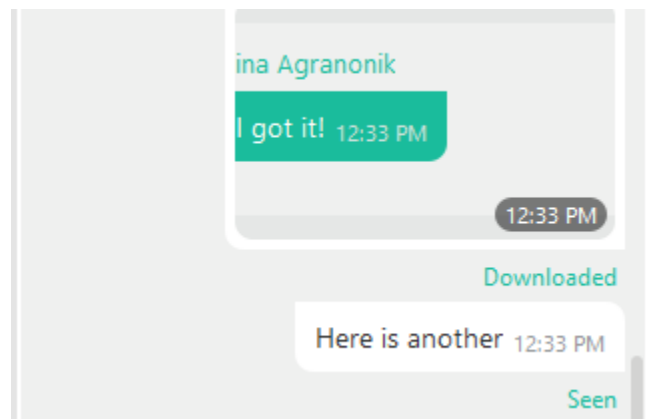
If there is more content/information in the chat window, a down arrow will appear to allow you to display more conversations.



3.10.2 Screenshot

You may paste screenshots you captured to the clipboard into a user chat.

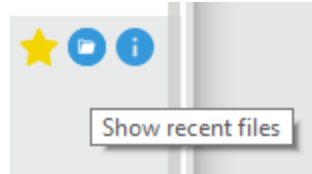
After you capture the desired screenshot and while in a user chat, press CTRL-V or right mouse click to display the context menu and select Paste.



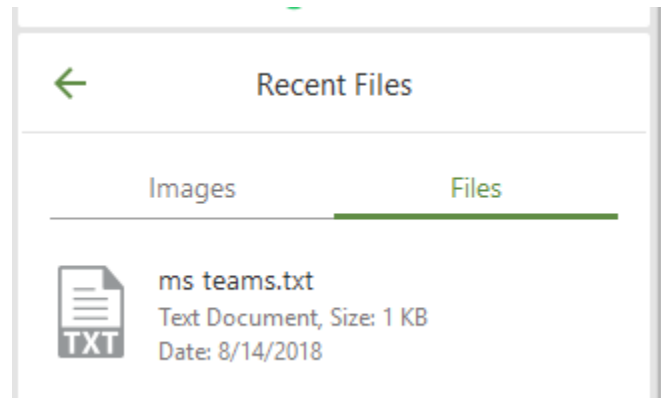
3.10.3 Recent Images/Files

When you view a Buddy or Contact, there is an icon which allows you to display images/files you have shared with that contact.

Click the Show recent files icon

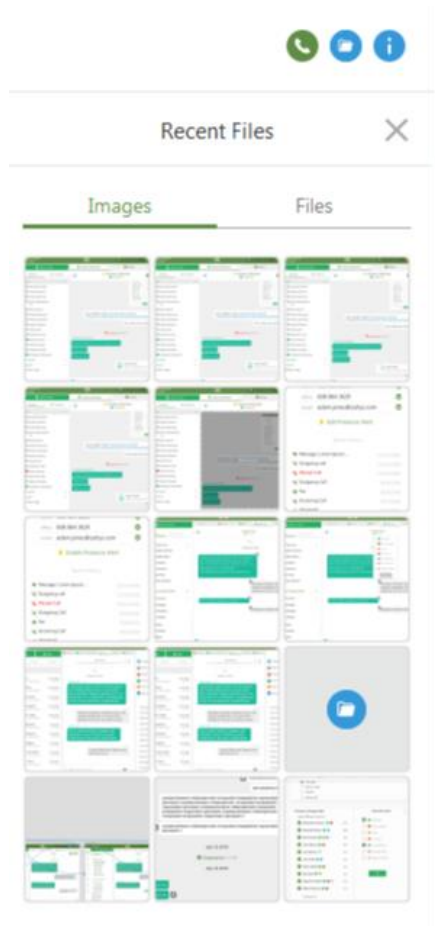


Click Files to view shared files:



A list of all shared files will appear. You may click on a file to open that file.

Click Images to view shared images:



A list of all shared images will appear. You may click on an image to view.

Note: File transfer size limits:

MX-SE, MX-E, MX-E+, MX-E++ 10Mb

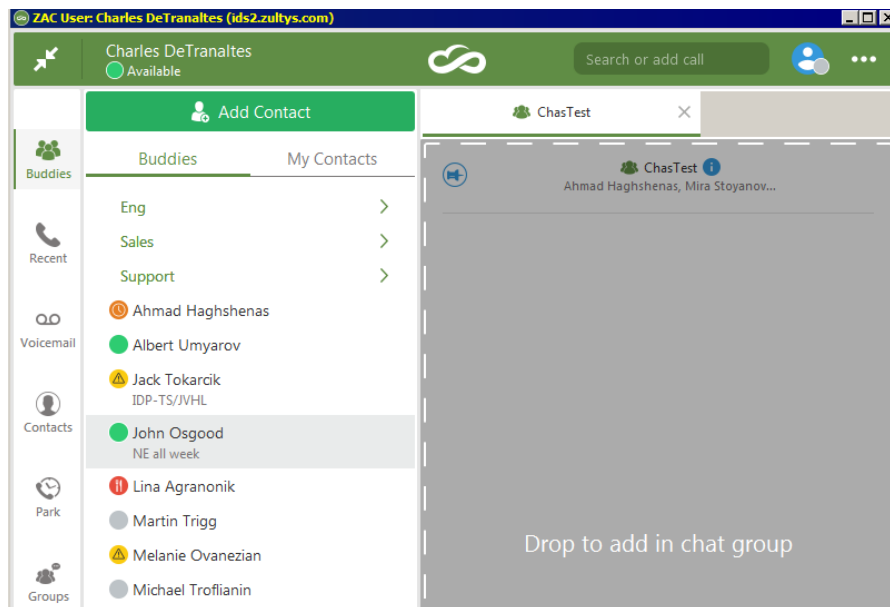
MXvirtual 50Mb

3.10.4 Drag and Drop Operations(full screen mode)

You may create a private chat group by dragging the 1st user to the 2nd user's tab (group will have 3 members and default name).

You may add a member to the chat group by dragging a user to the chat group tab.

You may add a member to a chat group by dragging the user to the Groups view.



3.11 Fax

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

Click the fax icon.

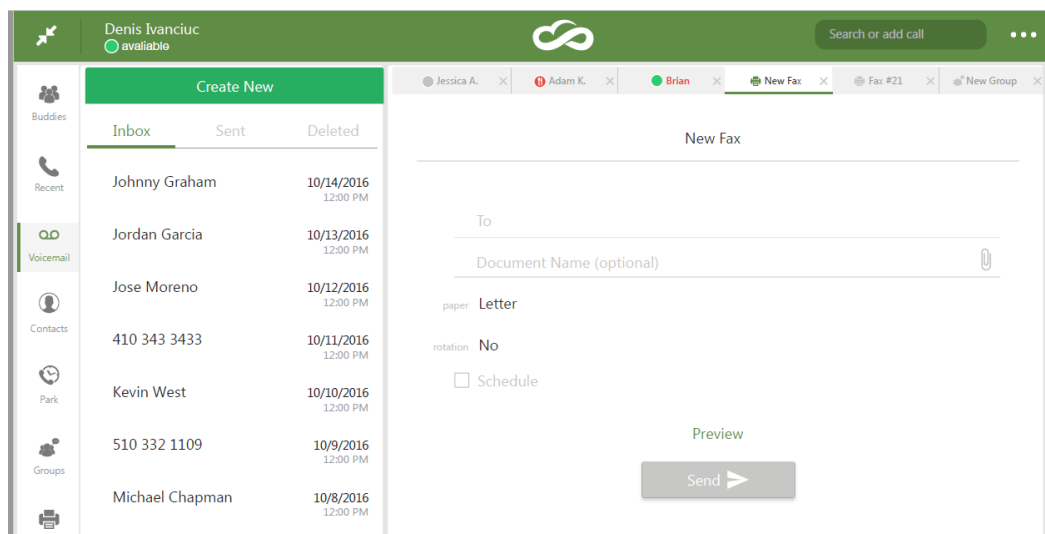
You may select your inbox/sent/deleted from the tab.

Click Create New to send a fax.

Enter the fax number to send to and press ENTER.

Attach the desired file and select the desired parameters.

Click Send

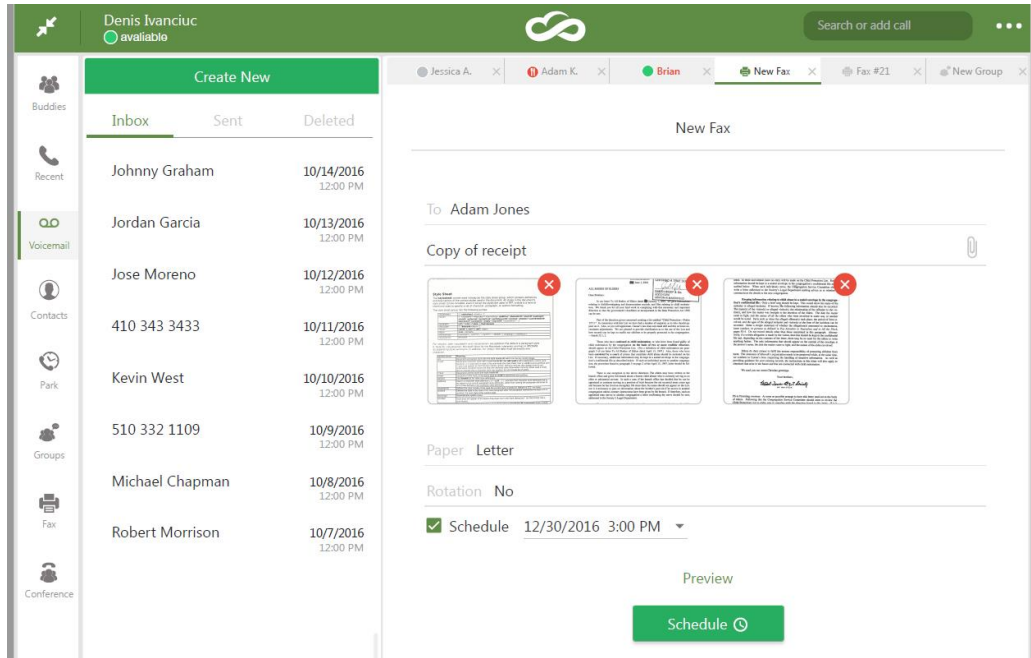


You may also schedule a fax to be sent at a predetermined date/time.

Click the Schedule checkbox.

Enter the desired date/time and desired parameters.

Click Schedule.



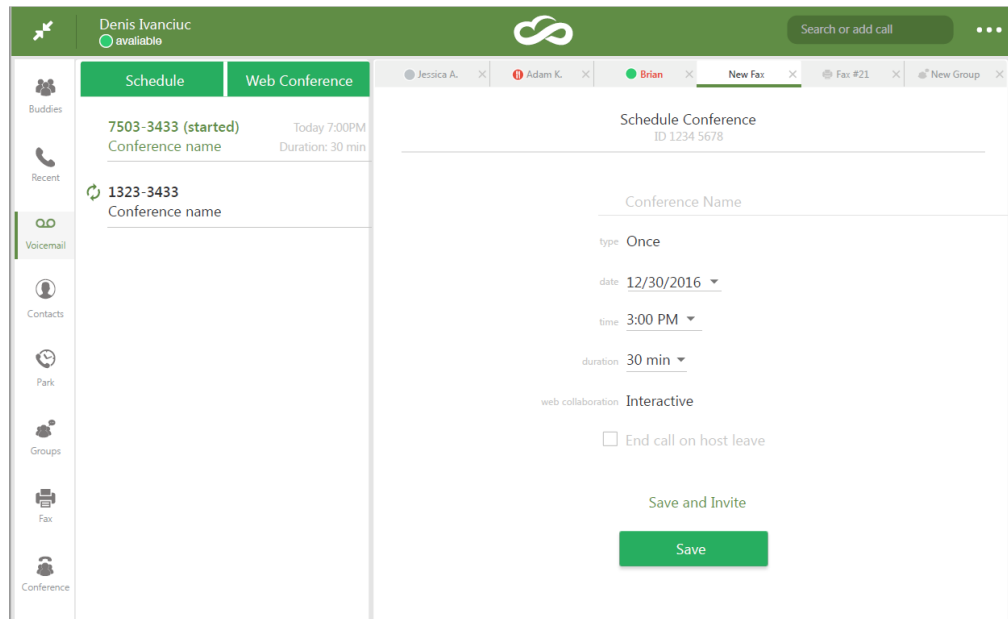
The screenshot shows the Zultys Advanced Communicator 5.0 interface. At the top, the user is identified as Denis Ivanciuc, who is available. The interface includes a sidebar with navigation options: Buddies, Recent, Voicemail, Contacts, Park, Groups, Fax, and Conference. The main window is titled 'New Fax' and contains the following configuration details:

- To:** Adam Jones
- Copy of receipt:** A checkbox that is checked, with a paperclip icon to its right.
- Paper:** Letter
- Rotation:** No
- Schedule:** Schedule 12/30/2016 3:00 PM

At the bottom of the configuration area, there are two buttons: 'Preview' and a green 'Schedule' button with a circular arrow icon.

3.12 Conference

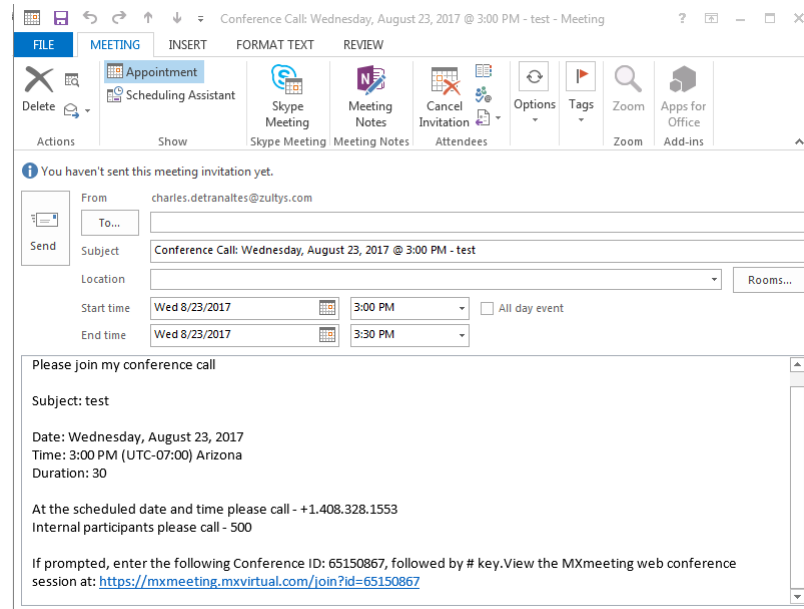
This area allows you to schedule an MXconference as well as launch MXmeeting application.



To create a conference:

1. Click the conference icon.
2. Click Schedule.
3. Enter the conference name, frequency, date, time, duration, and web collaboration options.
4. Check if the conference is to end when the host leaves.
5. Click save and invite. An e-mail template with the conference information will be presented. Enter the desired recipient's and send the e-mail.
6. Click Save to create the conference without sending invites.

Example of an Outlook calendar invite:



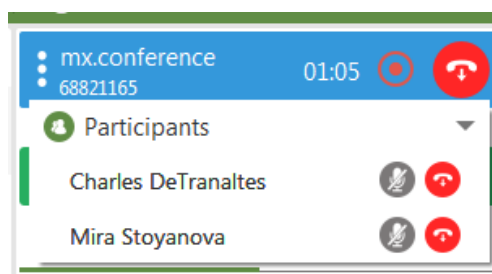
To start the conference:

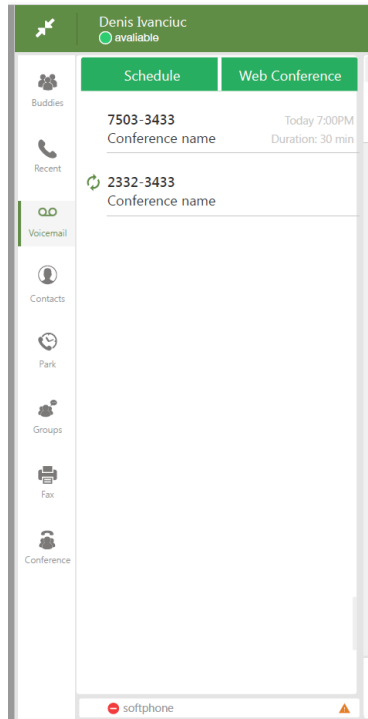
1. Click the desired conference.
2. Click the start icon
3. The audio will be connected and MXmeeting will launch if collaboration was selected.

You can mute or disconnect participants as the conference owner once the conference is started.

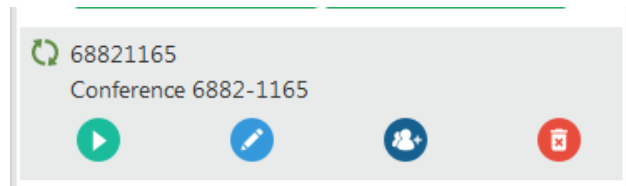
Click the  icon to display the Participants menu.

Click Participants





Once a conference is created, you are able to start, edit, invite users, or delete the conference.



3.13 Notifications

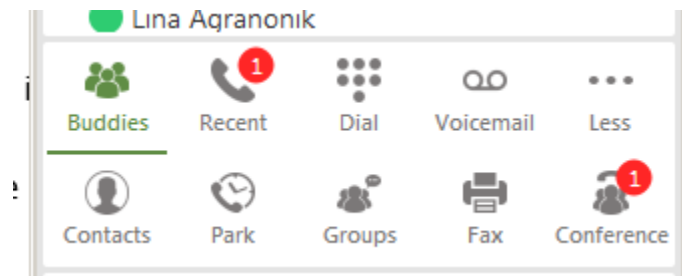
The notification area indicates new/current/missed activity in the specific areas of the program. This provides an indication to the user that that area has had activity.

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:

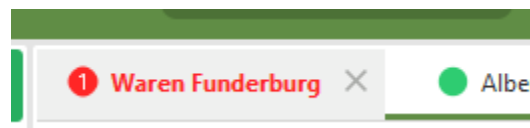
- Recents

- 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 maximized 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.

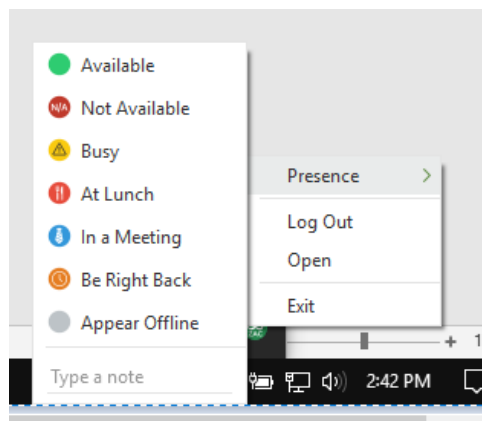


3.14 System Tray and Taskbar Options:

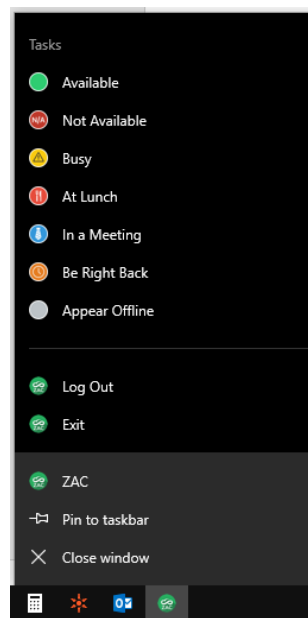
A user may access certain features of the program directly from the System Tray or taskbar. Features that can be accessed from the taskbar are:

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

Right click on the ZAC icon in the system tray:



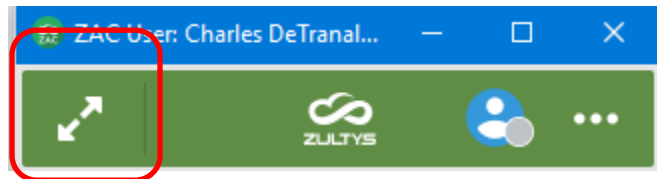
To access this menu, right click on the ZAC icon in the taskbar:



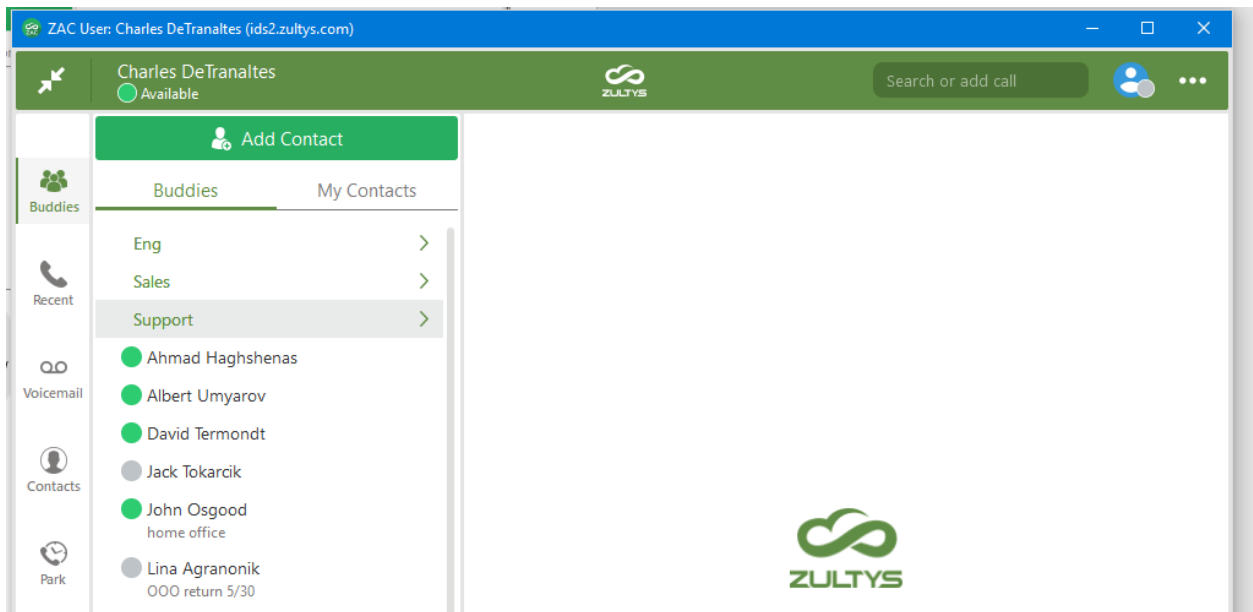
4 Maximized Screen Mode

The Zultys Advanced Communicator provides a full screen (maximized) mode in addition to the compact (minimized) mode.

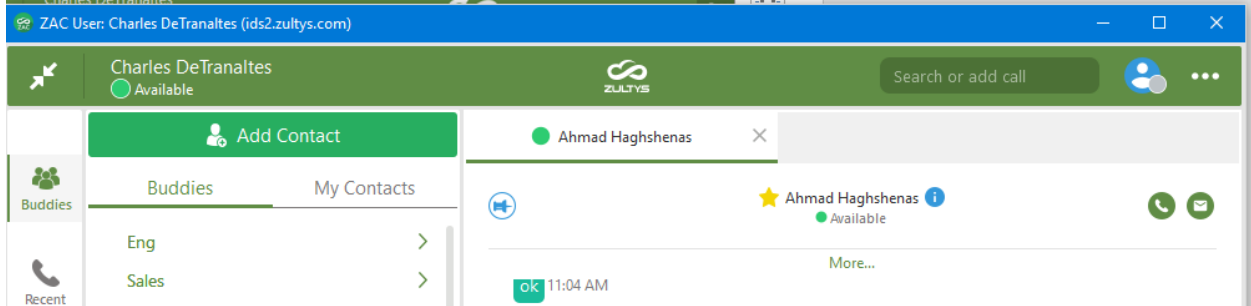
To toggle between the two modes click the resize icon in the top-left corner




The full screen mode will be displayed.



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

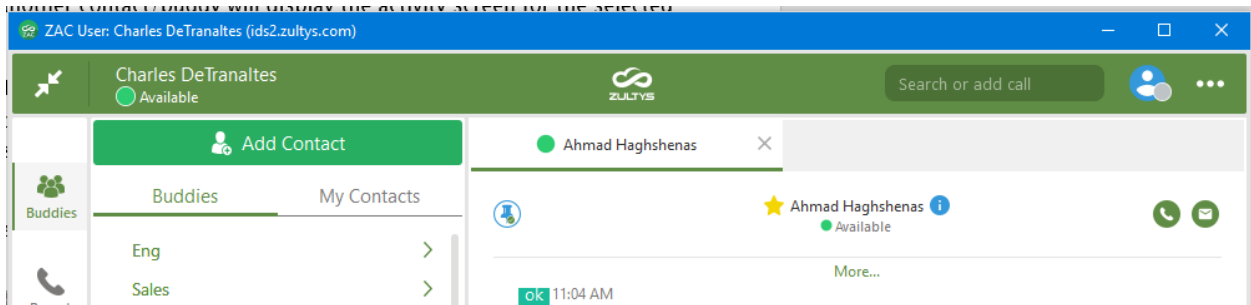


Clicking another contact/buddy will display the activity screen for the selected contact. The previous contact/buddy is replaced.

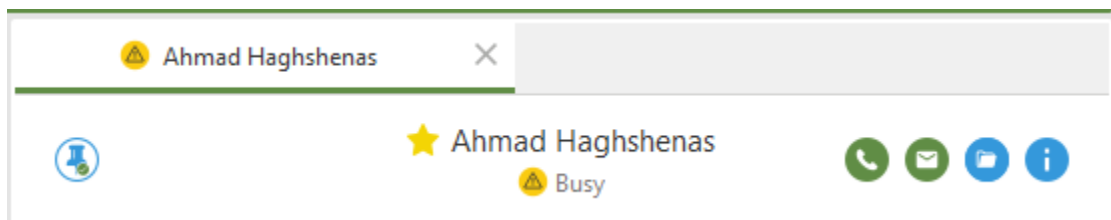
You may pin the activity screen so that it remains on the screen. To do this, click the pin  icon.






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.



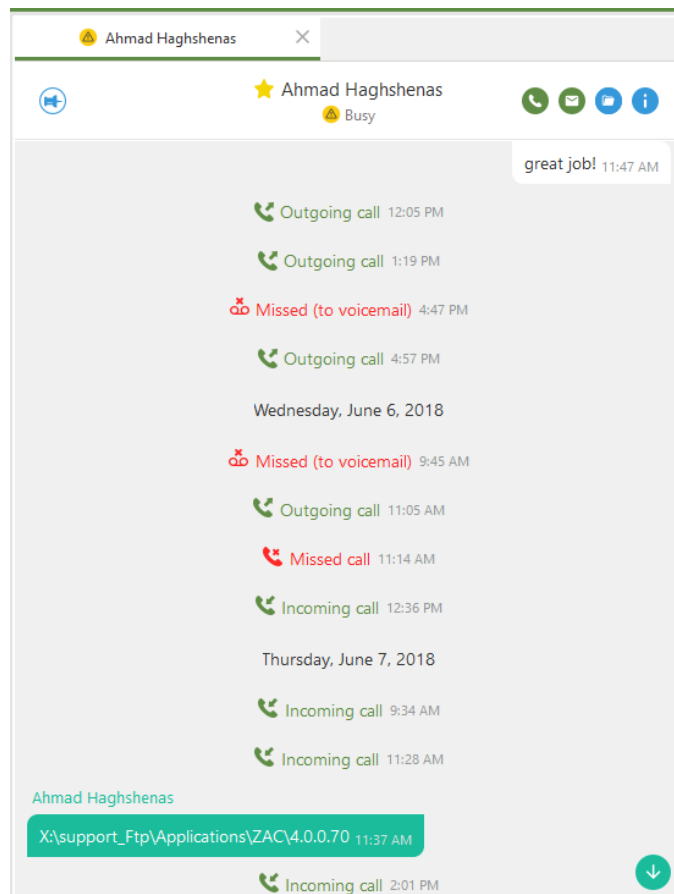
When the activity tab is open, you have the following actions available:



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

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.

5 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 maximized mode.

5.1 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.

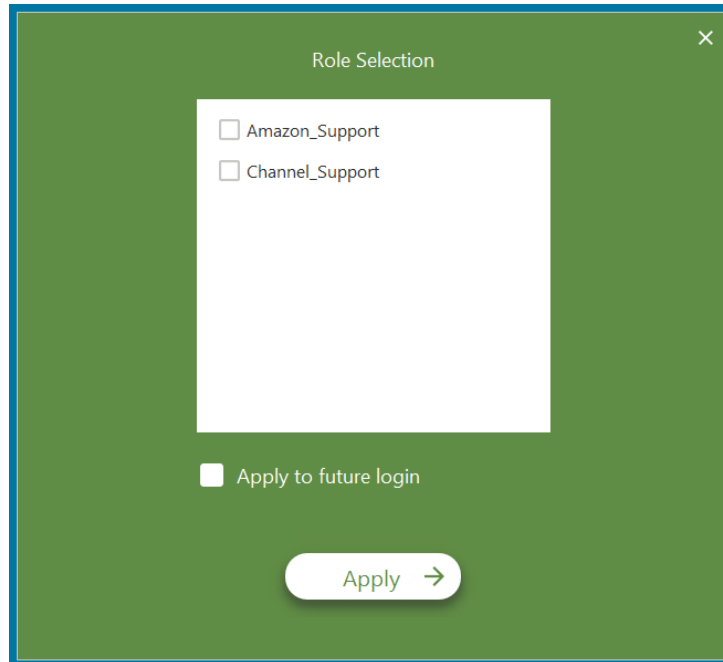
5.2 Presence for ACD Agents

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

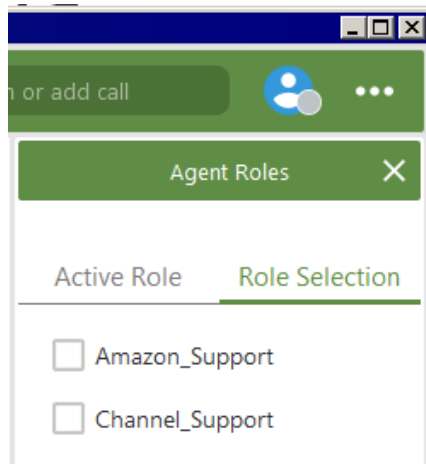
- **Available to Active** triggers when an ACD agent initiates or accepts a call. This rule cannot be removed or changed.
- **Active to Wrap up** triggers when an agent terminates a call.
- **Wrap up to Available** triggers after remaining in the wrap up state for a period specified by the ACD and Operator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



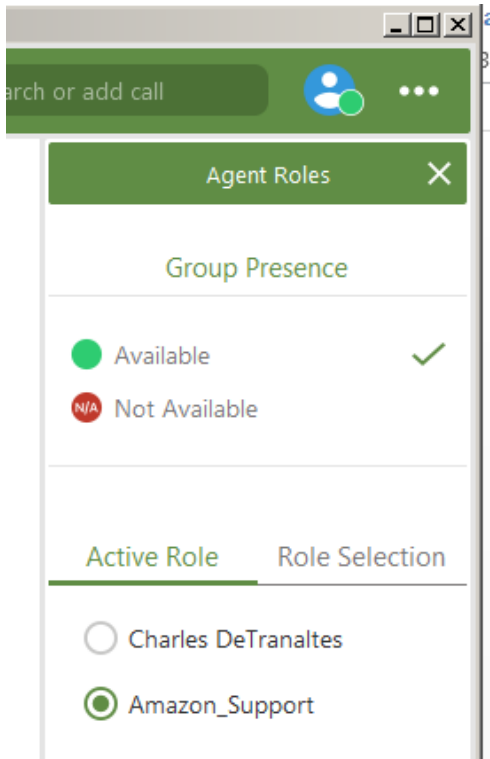
Once you are logged in, you may select an active role in the Active Role area.

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

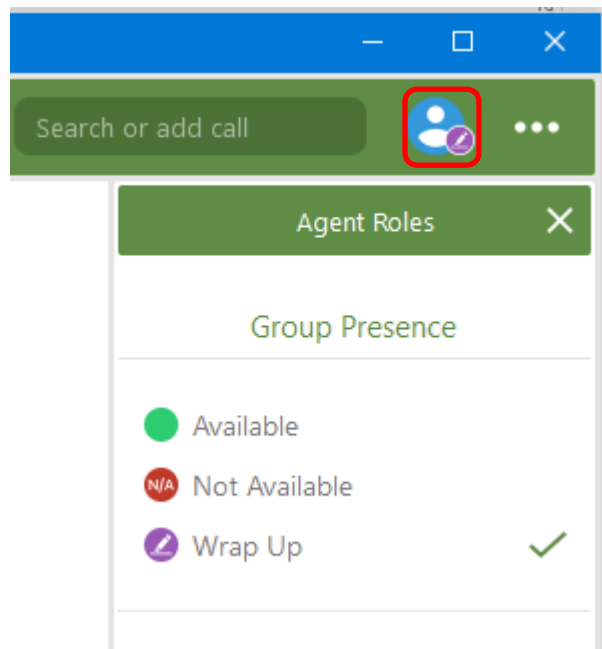
Click on Active Role

Check the desired role to make active

Place the outbound call.

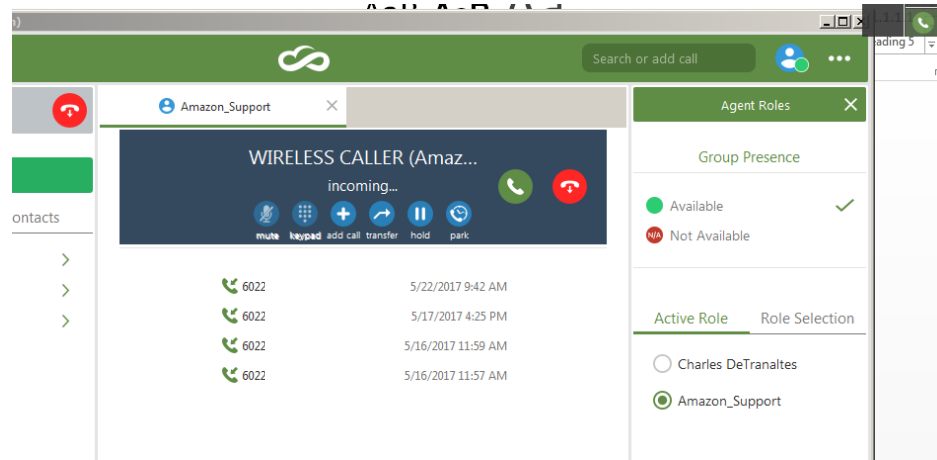


You can change your Group presence by clicking on the Group user icon



The presence state will change after selecting a presence.

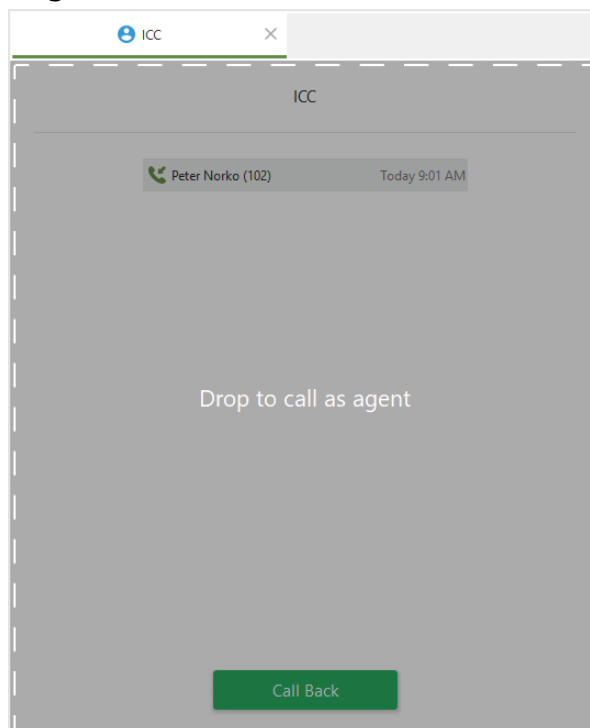
Incoming group calls are identified in the call session area next to the callerID.



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

You may place a call as an agent by dragging the desired party into the Call Group History area. The screen will indicate place call as agent.

When you release the mouse button the call will be initiated to the desired user with you calling as an agent.



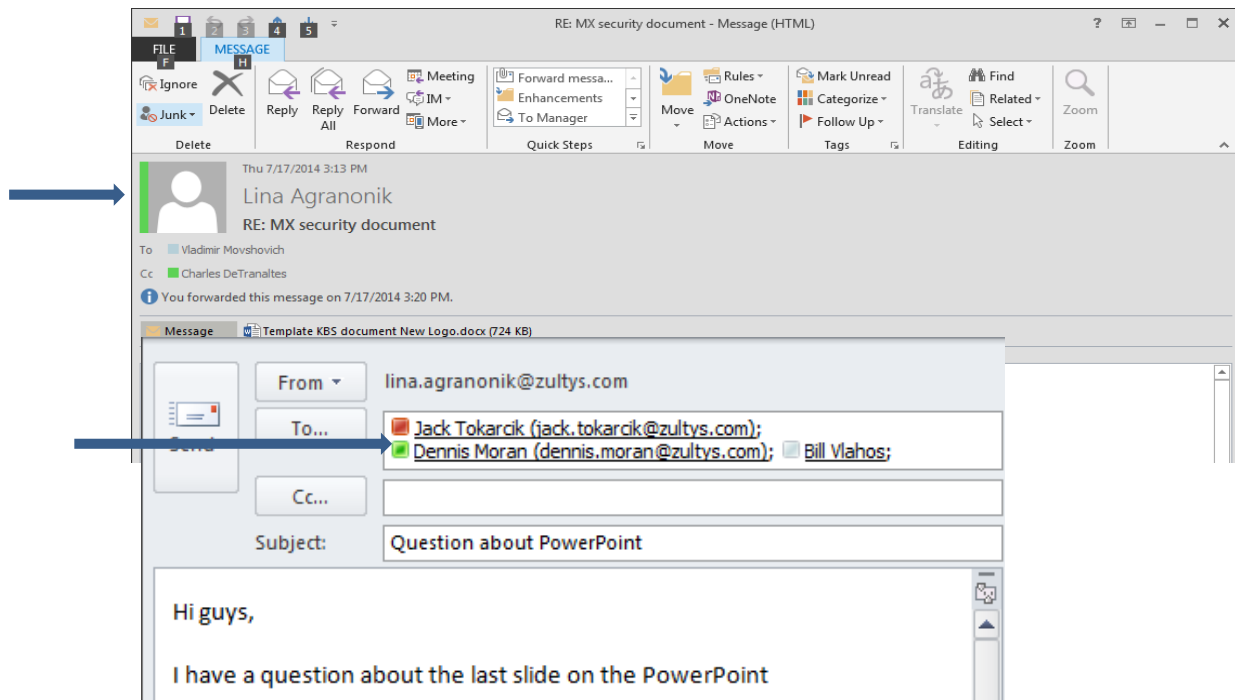
6 Microsoft Office Unified Communications

6.1 Description

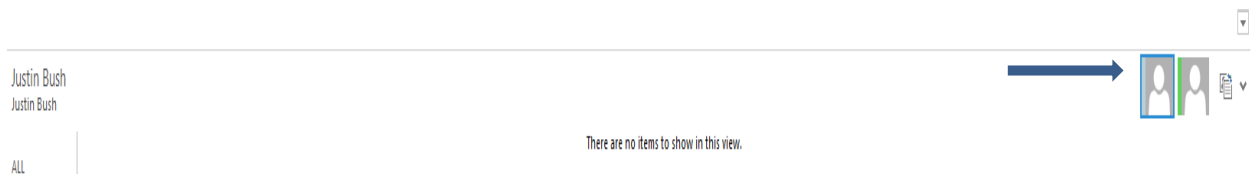
This feature allows ZAC presence information to be shared with Microsoft Outlook 2010+ versions. ZAC users' presence status can be viewed within the Outlook application without the need to view the ZAC application itself. In addition, actions such as call, Instant Message can be initiated from Outlook as well.

6.2 Operation

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



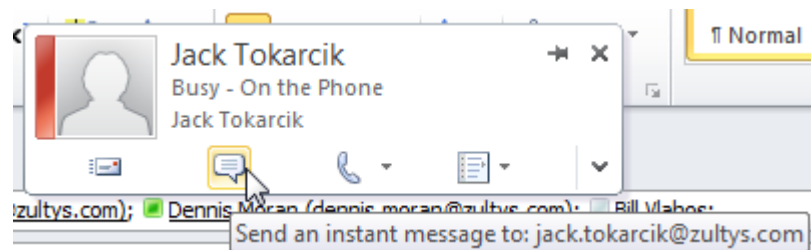
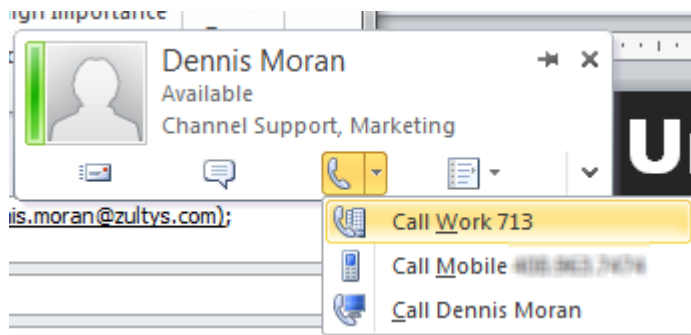
Presence Status is also shown in the People Pane of Outlook.




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

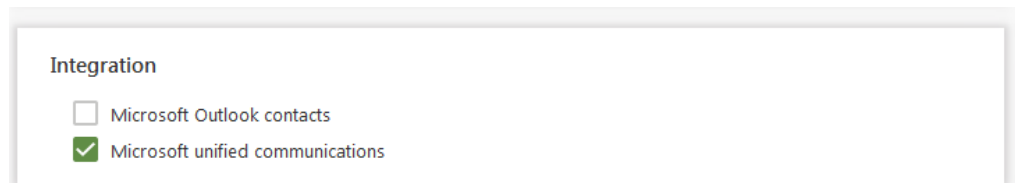
Not Available	 Do Not Disturb – Not Available
Busy	 Busy
At Lunch	 Away – At Lunch
In a Meeting	 Busy – In a Meeting
Be Right Back	 Away – Be Right Back
Appear Offline	 Offline

6.3 Conditions

- 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+ must be installed/active on the users' PC in order for this feature to operate properly.

7 Command line parameters

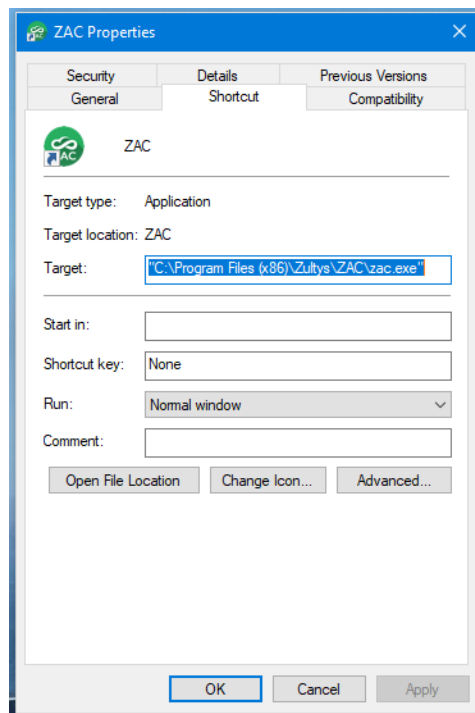
7.1 Description

ZAC 5.0 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.

Steps to copy and edit shortcut:

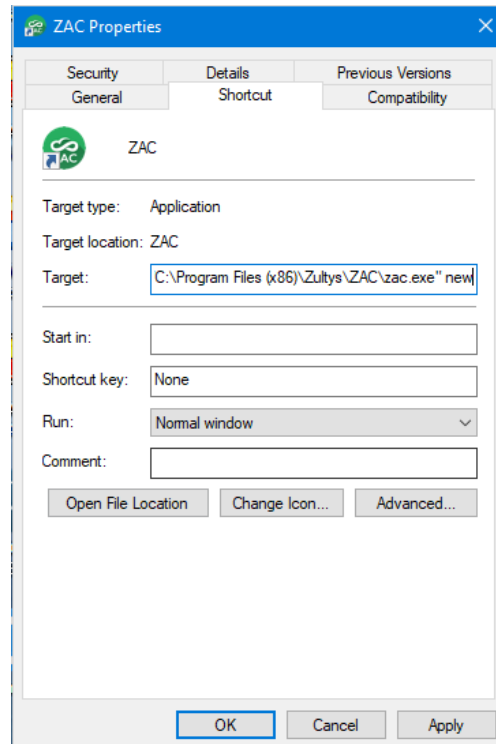
- 1) Select Start | All Programs | Zultys – Right click on ZAC and select copy.
- 2) Paste the copied shortcut to the desired location and rename as required.
- 3) Right click new shortcut and select Properties, ensure that Shortcut tab is selected



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



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”.

Function	Syntax	Example
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
Roles	roles=[role_list]	<ul style="list-style-type: none"> • 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. <p>Note: that the Role screen cannot be bypassed if multiple locations are defined on the MX. Specified roles will be checked, but the user must click <i>OK</i> 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.</p>
Call	(call=<number>)	Start ZAC and place call to specified number