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Zultys Mobile Communicator for Android 7.3

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This document covers basic use of the Zultys Mobile Communicator for Android application. The Zultys Mobile™ application extends many powerful features to Android device that increase productivity, enhance customer service and reduce costs. Zultys Mobile features include:

- Real-time presence status & presence notes
- Instant Messaging (IM) & IM alerts
- Visual Voice Mail
- Built-in softphone function
- Real-time call alerts & caller information
- Single number contact
- Corporate directory and extension dialing
- Address book integration
- Android Mail integration to email contacts directly from Zultys Mobile
- Call park, hold and transfer
- Group Chat/Team Messaging
- Call logs and history
- Caller privacy
- Fax send/receive
- Support for up to four simultaneous call sessions

1 Contents

2 REQUIREMENTS 4

3 NEW FEATURES IN ZULTYS MOBILE COMMUNICATOR FOR ANDROID VERSION 7.3 ... 4

4 OBTAINING ZULTYS MOBILE COMMUNICATOR FOR ANDROID 5

5 LAUNCHING THE APPLICATION 5

6 TO LOGIN/LOGOUT 5

6.1 TO LOGIN TO ZULTYS MOBILE 5
6.2 TO LOGOUT 7

7 MAIN SCREEN 8

7.1 PRESENCE 9
7.2 GROUP PRESENCE 10

8 MAKING AND RECEIVING CALLS 10

8.1 RECEIVING CALLS 10
8.2 MAKING CALLS 12
8.3 MULTIPLE CALL SESSIONS 12
8.4 TRANSFER 13
8.5 ATTENDED TRANSFER 13
8.6 PARK 14

9 BUDDIES SCREEN 15

10 RECENT ACTIVITIES SCREEN (RECENTS) 18

11 DIAL SCREEN 19

12 CONTACTS SCREEN 20

13 GROUPS (TEAM MESSAGING) 22

13.1 INITIATING CONFERENCE CALLS FROM CHAT GROUPS 24

14 PARK 26

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15 VOICEMAIL 27

16 FAX 30

17 SETTINGS 32

17.1 LOGIN SETTINGS 33
17.2 CALL GROUP SETTINGS 35
17.2.1 LOGGING IN AND OUT OF A CALL GROUP, HUNT GROUP, OR OPERATOR GROUP 35
17.2.2 CHANGING AGENT PRESENCE 36
17.2.3 CHANGING ACTIVE ROLES 36
17.3 USE NOTIFICATIONS 38
17.4 MODE 38

18 FAQ 40

18.1 WHERE CAN I FIND THE VERSION NUMBER OF ZULTYS MOBILE THAT IS INSTALLED ON MY ANDROID DEVICE? 40
18.2 WHAT ARE THE REQUIREMENTS FOR USING ZULTYS MOBILE? 40
18.3 I HAVE A PROBLEM WITH THE CONNECTION TO THE MX SERVER WHEN I AM USING MY ANDROID DEVICE WITH WI-FI CONNECTION TO THE OFFICE NETWORK 40
18.4 WHAT HAPPENS WHEN YOU "LOG OUT"? 40
18.5 WHEN I INITIATE A CALL FROM ZULTYS MOBILE MY ANDROID DEVICE DOES NOT RING 41
18.6 I AM NOT RECEIVING NOTIFICATIONS (RINGING, MESSAGES) 41
18.7 I AM RECEIVING NOTIFICATIONS (RINGING, MESSAGES) EVEN THOUGH I CLOSED THE APPLICATION 41

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2 Requirements

The following requirements must be met in order to deploy the Zultys Mobile Communicator for Android (hereinafter referred to as Zultys Mobile) application:

- Android OS version 5.x.x., 6.x.x, 7.x.x, 8.x.x
- MX system must be running firmware release 12.0.7 or later with any relevant patches installed. **Earlier MX releases are not supported**. To use the option to start a conference call from a Group Chat, MX Release 14.0.4+ is required.
- 3G or LTE network (for external use).
- Valid MX user account with "Mobile Access" enabled.
- A Zultys "Mobile Access" License for each mobile user.
- Valid SSL security certificate installed on MX.
- Digital Security Certificate installed on MX.
- Port 7778 open and forwarded to the MX.
- Appropriate SIP and RTP ports forwarded to the MX if using Wi-Fi softphone from an external network.
- MX system must be able to access mxps1.zultys.com:7788 and mxps2.zultys.com:7788 for push notification related functionality to operate.

3 New Features in Zultys Mobile Communicator for Android version 7.3

- Conference calling has been integrated into Group Chat functionality. When members of a group need to get together to discuss issues on a phone call, they can initiate a conference call right from the Group Chat screen of Zultys Mobile. With a single button, any member of the team can start a conference call and other members can freely jump on and off the call at their convenience.
- Chat improvements- message seen, user typing

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4 Obtaining Zultys Mobile Communicator for Android

Zultys Mobile is available via the Google Play Store as a free download. To install:

1. Open Google Play Store.
2. Search for Zultys Mobile.
3. Tap on Download.
4. Install the application to your Android device.

Note that a Mobile Access license must be purchased for each user requiring access to the Zultys Mobile application. Contact your Zultys Authorized Channel Partner to purchase the required licenses prior to activation:

Zultys Mobile Communicator for Android part number 90-82003.

5 Launching the Application

To start Zultys Mobile, tap the application icon on the Android device.

Select Zultys Mobile icon from the list of applications.

6 To Login/Logout

6.1 To login to Zultys Mobile

To log into Zultys Mobile, type in the required information and tap the Login button.

Note: The first time you log into the application you will be prompted to enter your cell phone number.

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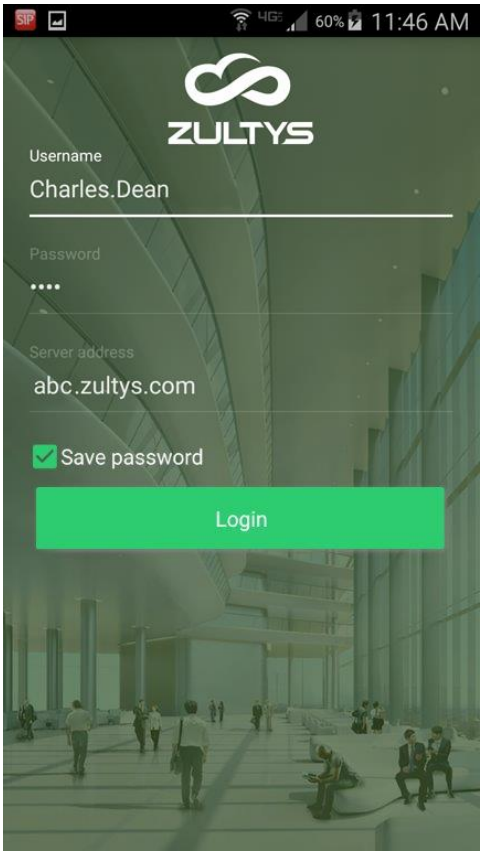
- **Username** – username, if using MXIE this username is the same.
- **Password** – password, if using MXIE this username is the same.
- **Server address** – FQDN or IP address of the MX system.
- **Save password** – If enabled, Zultys Mobile remembers your password.



Note: If the User account is configured for LDAP authentication, Zultys Mobile access will be authenticated against the Active Directory/LDAP database.

If you are a member of at least one Call Group, Operator Group or Hunt Group, you will be prompted to login as an Agent for the available Groups at this time.

This option will be available only if the Enable Agent Roles option is active in application settings.

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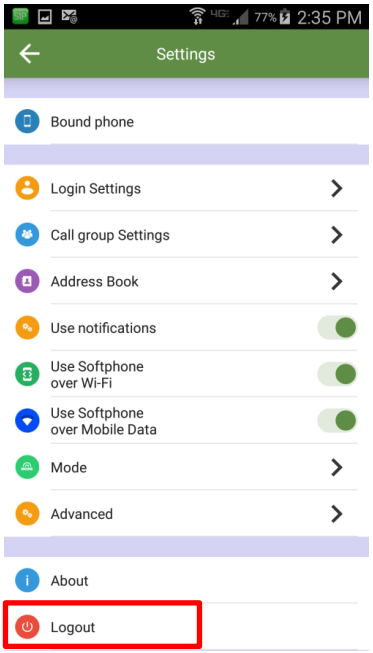
6.2 To Logout

Tap the Zultys Mobile's Sidebar icon and select the Logout icon.

NOTE: You must logout of the application in order to stop receiving notifications. Closing the application via the Android OS will not stop the application from receiving notifications and launching.



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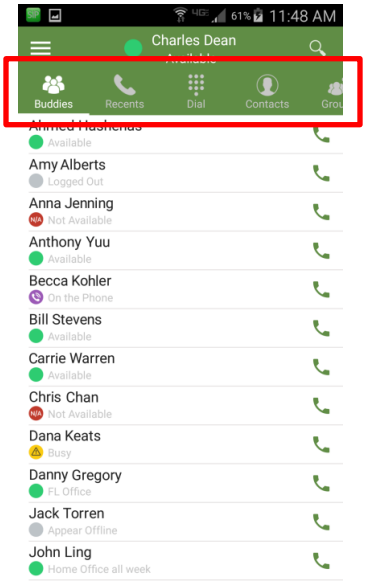
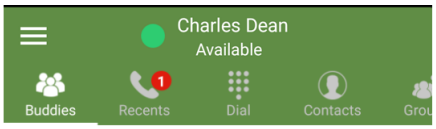
7 Main Screen

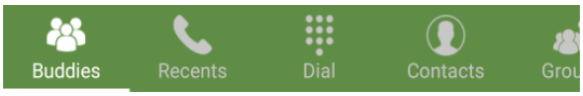
When Zultys Mobile is launched, the Buddies screen will be displayed. The top portion of the application contains the menu items to access each area of Zultys Mobile.



Notifications will appear in this area when activity has occurred.



You may slide the menu bar to view/access more menu items. You may also slide the main screens left/right to do the same.



The upper left will also display Zultys Mobile icons for voicemail, softphone, and missed call.

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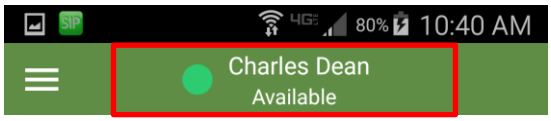
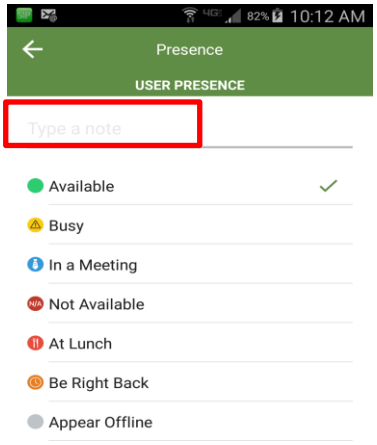
7.1 Presence

- Tap the presence icon to change the presence state.
- Select the desires presence



- You may also type a presence note to be associated with your presence state.



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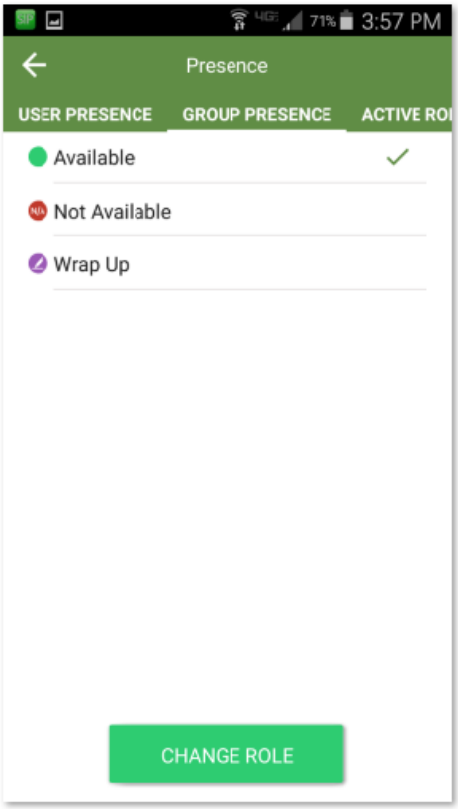
7.2 Group Presence

If you are part of a Call Group, you may set your group presence status separate from your user presence status.

- Tap the GROUP PRESENCE text.
- Tap the desired group presence status.



8 Making and Receiving Calls

8.1 Receiving calls

Incoming calls can be answered while Zultys Mobile application is in the background or while the Zultys Mobile application has focus.

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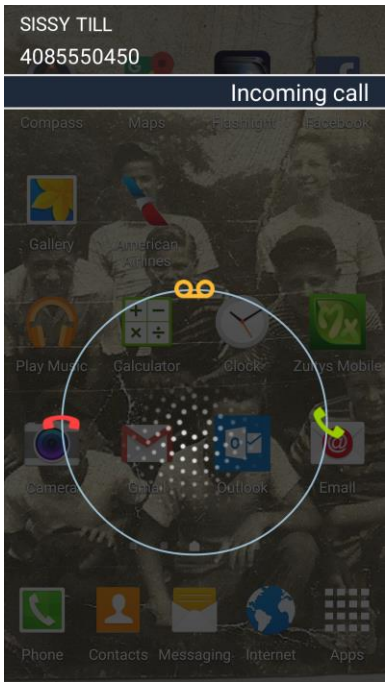
An incoming call screen appears when a call comes in. From this screen, you can do the following:



- Answer the call. Slide right
- Ignore the call to silence the ringing. Slide left
- Transfer the call to your office voice mail. Slide up

If you are using the softphone function, when you choose to answer the call, the call goes through immediately.

If the softphone function is disabled, the MX phone system initiates a call to your phone number.

The call from the office phone system is a normal cellular/mobile call and thus call charges may apply.

Note: The Caller ID presented with the voice call from the MX system may not be the original caller ID of the person who called you due to limitations in carrier networks etc.

From the Android Answer screen tapping:

- **Answer** – Answers the call.

Decline – Sends the caller to your Android's voice mail.

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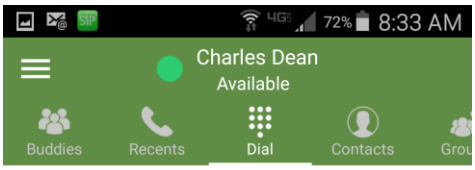
8.2 Making calls

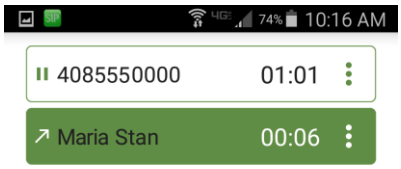


This function allows you to dial any number as if you were dialing from a phone in the office.

Tap the Dial menu item.

Dial your number and tap the icon to dial the number.

8.3 Multiple Call Sessions

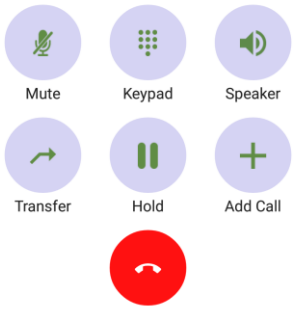


It is possible to handle up to four simultaneous calls.

In the call session screen, the current line is highlighted in green.

To switch between call sessions, tap on a specific call session. An active call is placed on hold when you switch to another session.

To make a second outbound call, tap on the Add Call icon.



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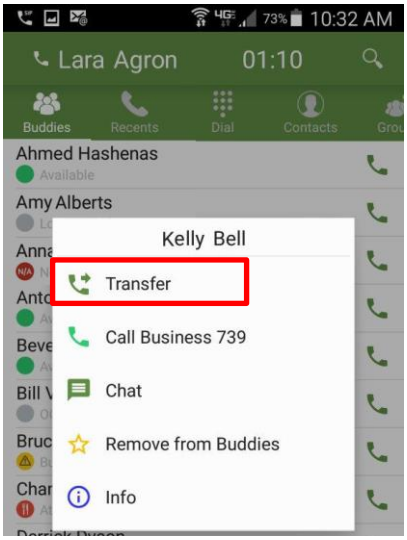
8.4 Transfer

To transfer a call, tap the Transfer button

in the softphone screen.

This action takes you to the MX Address book. Tap the name of person to transfer the call to then tap Transfer to complete the operation.

Alternatively, you can make a transfer to a buddy, another user on the MX, or a number from your Call Log.



While on an active call, navigate to the desired screen of the application, tap and hold the contact until the Quick Contact options appears. Select Transfer to perform an attended transfer.

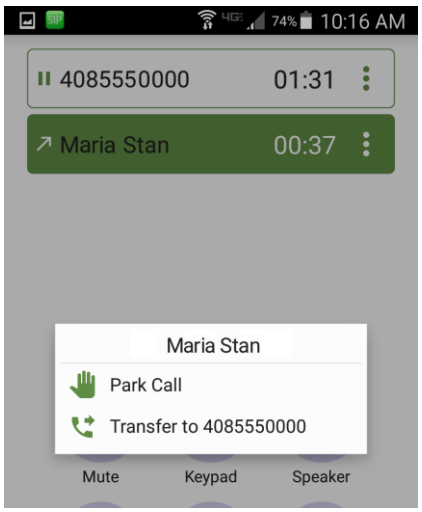
8.5 Attended Transfer

While on an active call, navigate to the desired screen of the application, tap and hold the contact until the Quick Contact options appears.

Choose the option to call the contact. The active call is placed on hold.

Once the called party answers, you can merge the two active calls.

Tap and hold the line icon. The Transfer option appears on the bottom of the screen.



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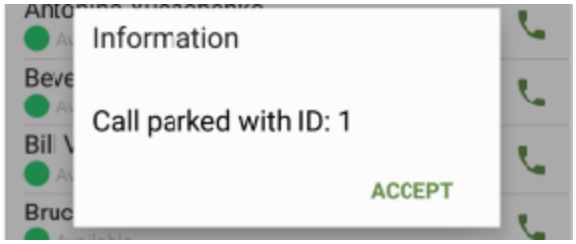
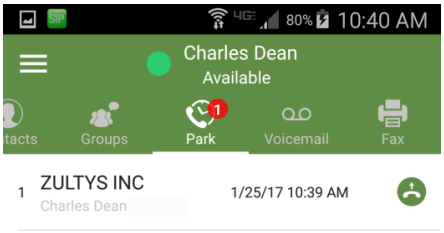
8.6 Park

To park a call, tap and hold the call session area. The action menu on the bottom of the screen appears. Tap Park Call.

A popup with the park ID assigned to this call will appear on screen
Tap ACCEPT



To retrieve the parked call, select the call park pickup icon.



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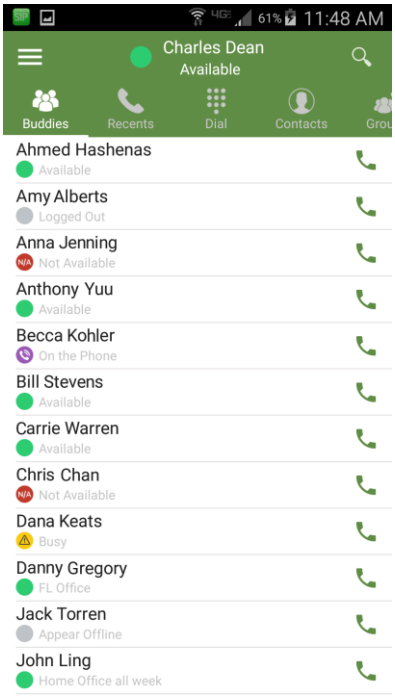
9 Buddies Screen

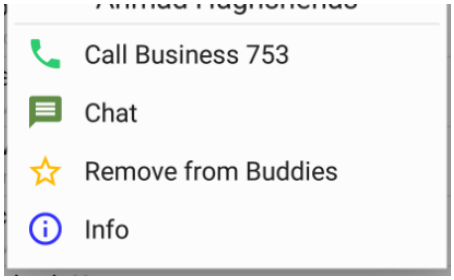
After you first log into the application, you will be presented with the application's Buddies screen.



- You can search for a buddy by tapping the search icon . Type the first letters of the buddy to start the matching process.

- You can call a buddy by selecting the dial icon. This will place a call to the buddy.

- You can tap and hold a Buddy. The following options will be presented:
  - Place a call (business/mobile)
  - Start a Chat session
  - Remove the person from your buddy list
  - Present the history Info for the buddy



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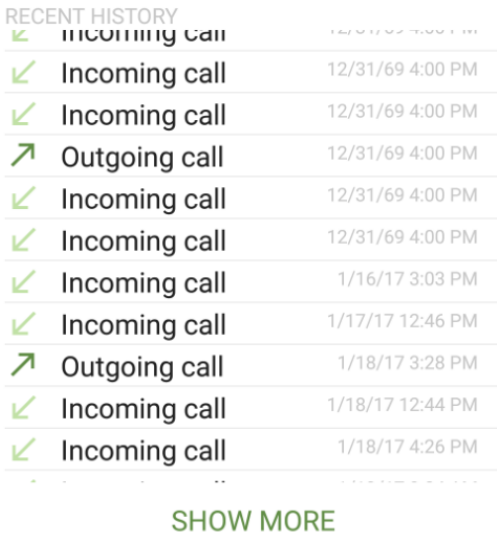
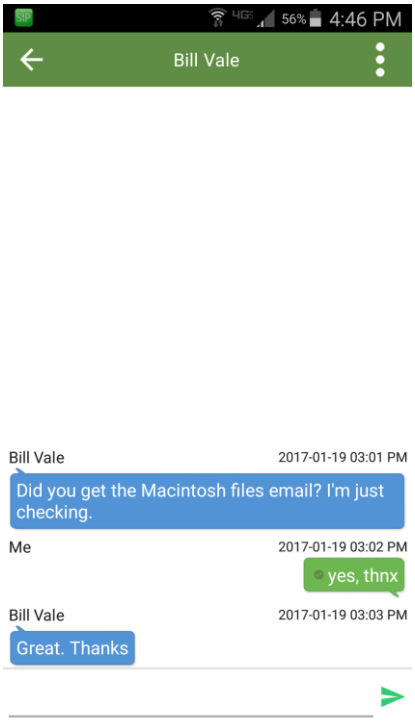
- Tapping the Info button will display the recent history for that buddy.



- Tap the Chat icon to start a Chat session with the Buddy. You may also simply tap the buddy to start the Chat session as well.
  Type your message and press the send icon or Enter on the keypad.



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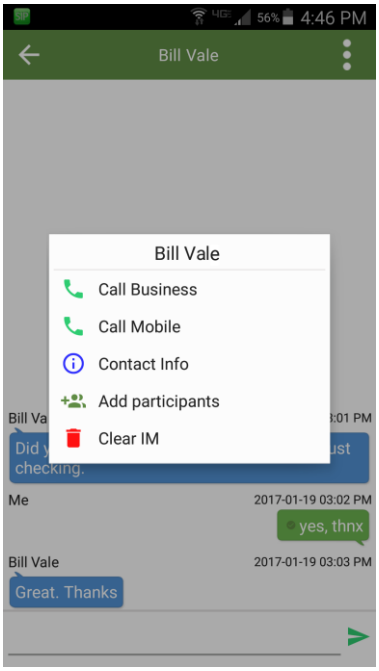
Tap the icon to present more options.



You can call the contact or view their contact information.

You can clear the IM session contents by tapping Clear IM.

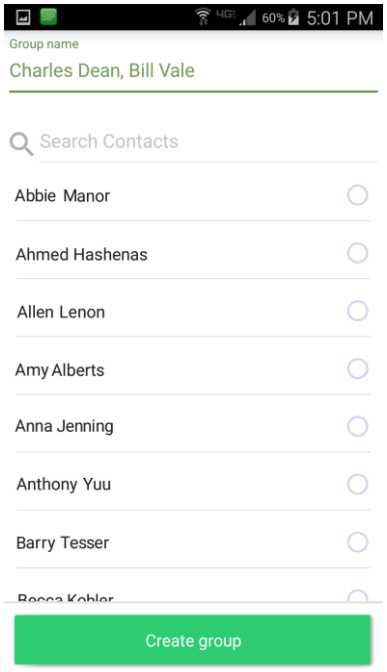
You can convert the Chat session into a Group Chat session by clicking Add participants.

Type the Group name.

Tap each member that you want to be part of the group.

Tap Create group.

This group will now appear in your Groups screen.



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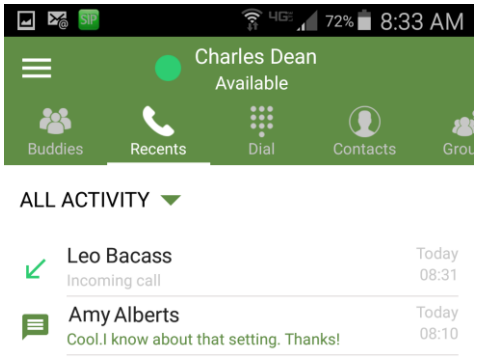
10 Recent Activities Screen (Recents)

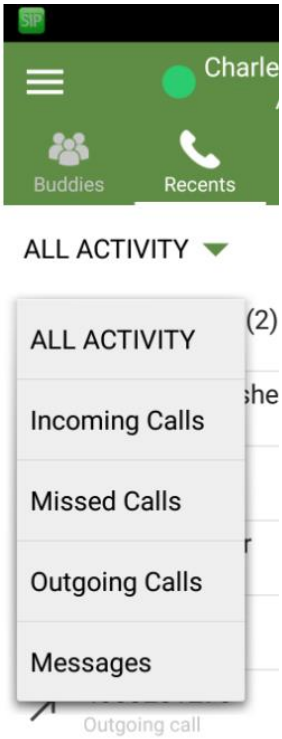
The Recent Activities screen presents the most recent activities associated with you. This provides an activity list of calls and messages.

You can tap and hold a specific activity to display the options that are available.

Tapping the activity once will invoke a chat session with an internal user.



You can filter the recent activity by type. Tap the All Activity option to display the filter options:



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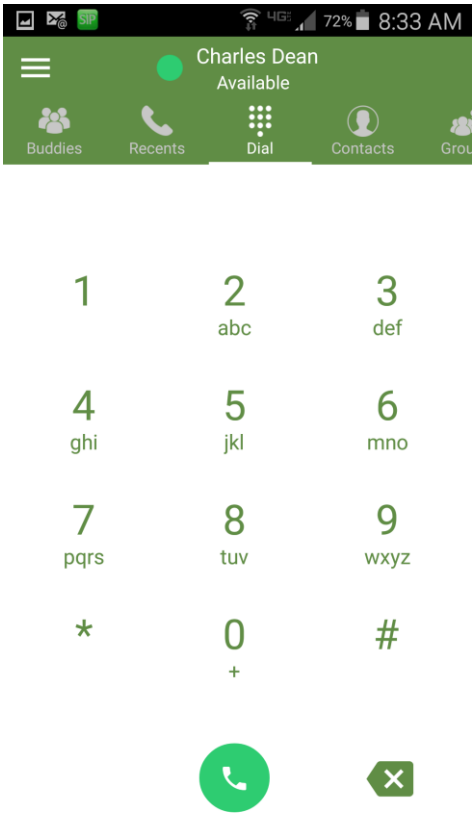
11 Dial Screen

Click on the Dial icon to initiate an outbound call.



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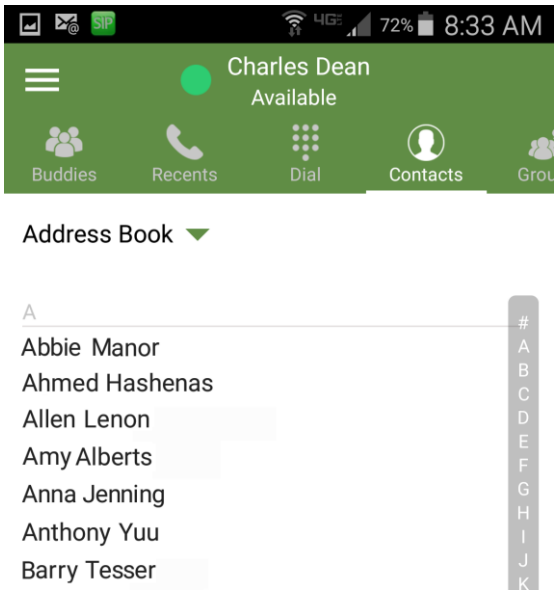
12 Contacts Screen

This screen provides all the system contacts for easy searching and access.

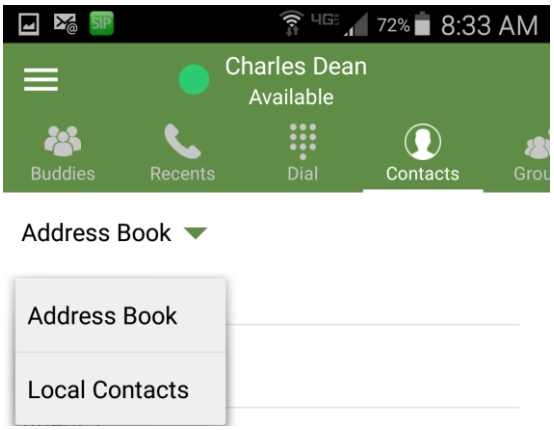
Tap the Contacts icon to display the screen.

You can use the sidebar to go directly to the starting letter of your desired contact. Example: tap J to start the list of contacts that begin with J.



You can tap the Address Book text to select Address Book or your Local Contacts.

Tap the Search icon to search for a contact. Typing the first letter will start the matching process.



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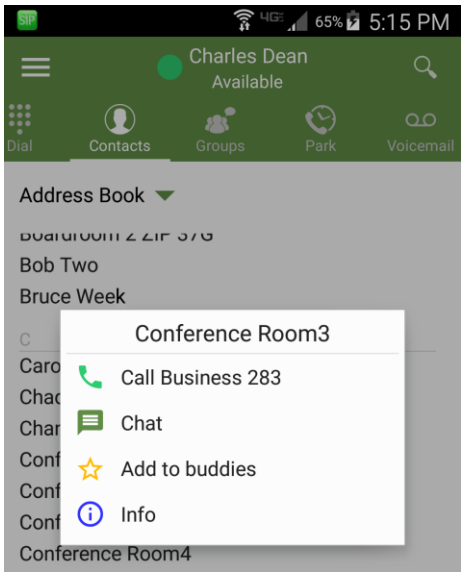
Tap and hold a contact to display the available options for the contact.



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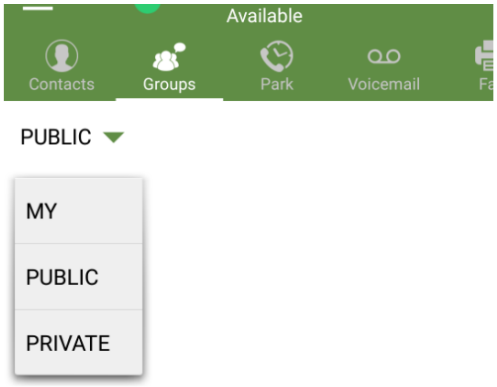
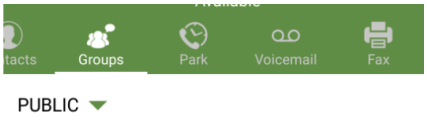
13 Groups (Team Messaging)

This area is where the Group Chat/Team Messaging is accessed.

Select the group type icon to display the group types (My/Public/Private).

- **My** – Displays the list of groups you created or are a part of.
- **Public** – Displays all the Public groups that exist.
- **Private** – Displays all the Private groups that you created or belong to.



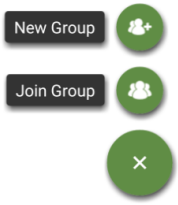


To create a group:

Select My/Public/Private type.

Tap the + icon.

Tap the New Group icon.



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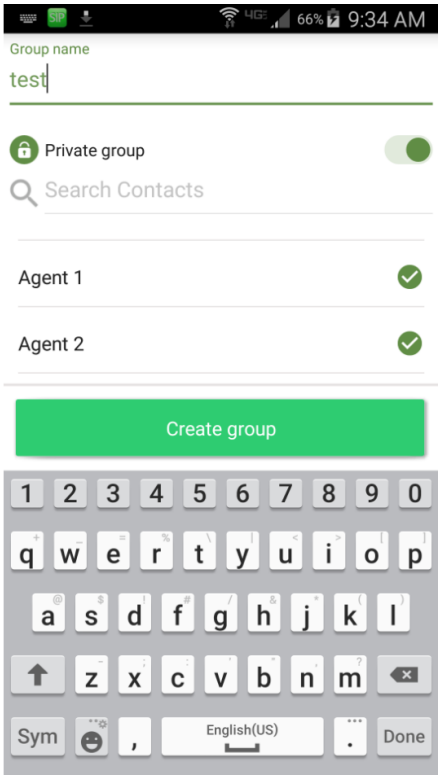
Type the group name.

Tap the desired members to be part of the group. A checkmark will appear.

Tap Create group.



To join a group:

Select My/Public/Private type.

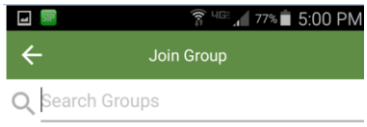
Tap the + icon.

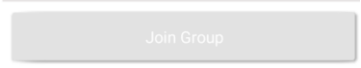
Tap the Join Group icon.

Search for the group name.

A list of matching groups will appear.

Tap Join group.





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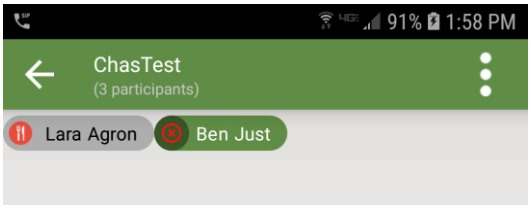
To delete a member of a group:

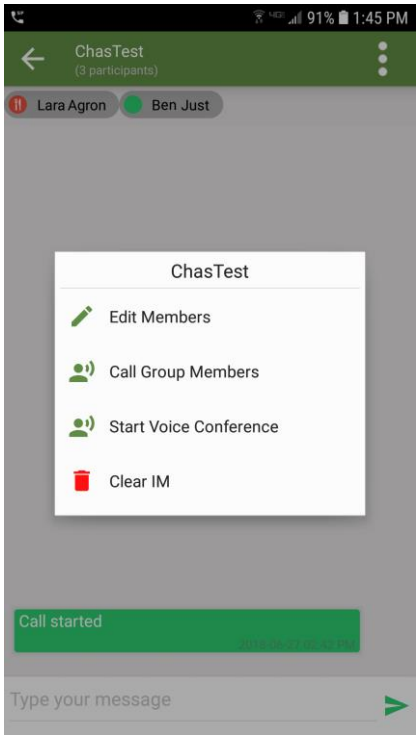


While in the group, press and hold the desired user to delete.

The icon will change to delete status.

Tap the delete icon to remove the user.

13.1 Initiating Conference Calls from Chat Groups



You can initiate a conference with members of the Chat Group from the Chat Group screen.

Note: The MX system must be running 14.0.4 or higher to utilize this functionality.

While in the group, tap the icon.

Select either Call Group Members or Start Voice Conference.

Call Group Members

The MX system creates a conference. The system rings all members of the Group.
When they answer, they will hear "connecting now" and be placed into the conference.

Start Voice Conference

The MX system creates a conference. A group text is sent stating the conference call has started. When

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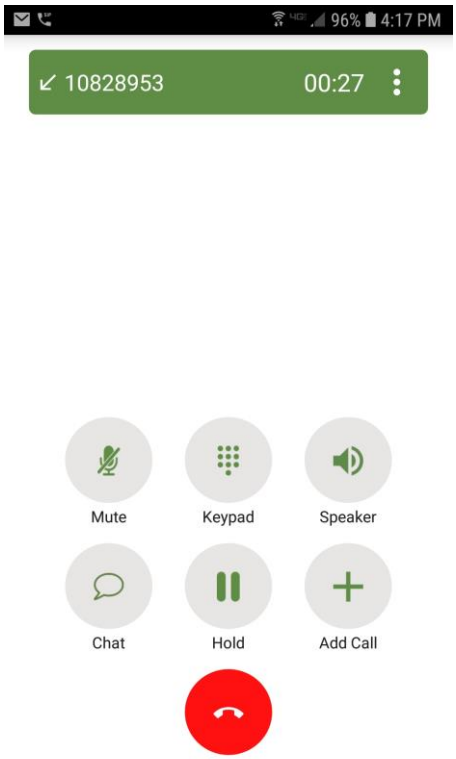
the call ends, a group text stating call ended is sent.
Group members are free to join this call at any time. This method is recommended if not all members of the group are required to join the conference call.



Note that disconnecting the call from this screen, will disconnect you from the conference. If other members are still on the call, the conference will continue even after the person who initiated the call has left.

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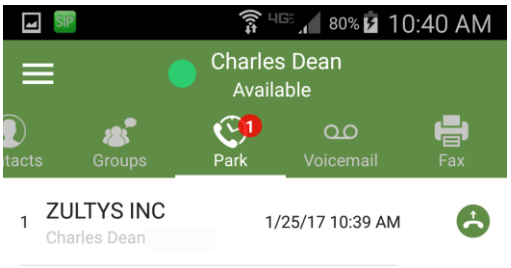
14 Park

This area is where Parked calls are viewed and retrieved. When you select this area, active calls that are parked will be displayed. The park slot ID, callerID, date/time will be shown for each parked call.
The Park indicator will display the number of calls that are currently in Park.

- To retrieve the call from park, tap the pickup icon .



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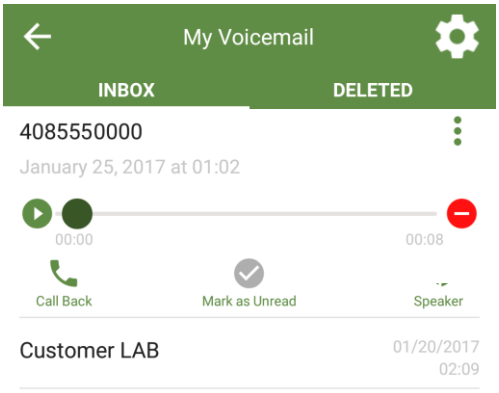
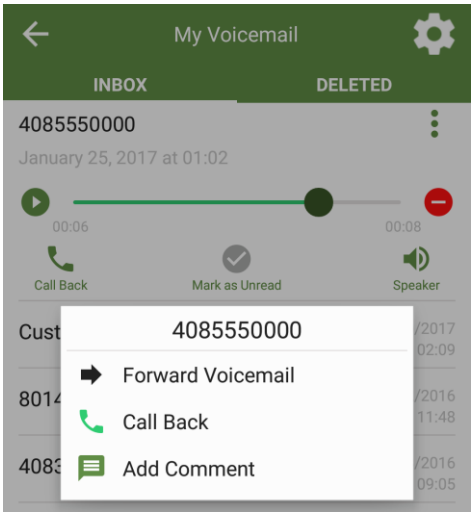
15 Voicemail

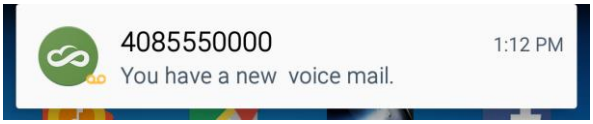
This area is where voicemails are displayed and managed. A red number indicator will show the number of unread messages.

- Tap the Voicemail icon.
- You will be directed to your inbox.
- A listing of voicemails will be displayed
- Tap a voice message to present the options:
  - Play
  - Delete
  - Call Back
  - Mark as unread
  - Speaker mode



- Tap the icon to forward the message. You can record an introductory comment if desired.





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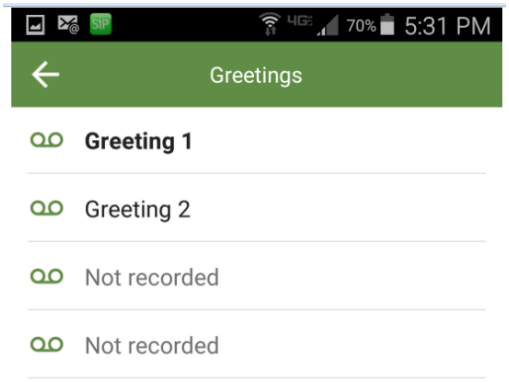
When you receive a new voicemail, a notification will appear on your screen.

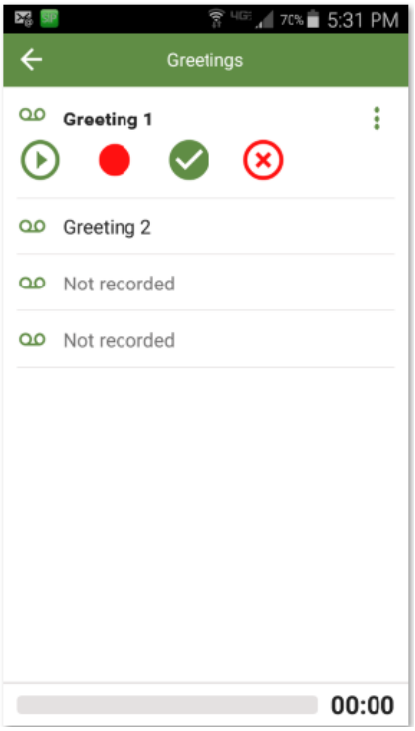
Tapping this notification will take you to the Voicemail screen.

You will also see a voicemail icon in the upper left of your device.



Tap the setup icon to access your mailbox greetings.

Tap the desired greeting



You may play the greeting, record/re-record, save, or delete the greeting by tapping the appropriate icon in the greeting area.

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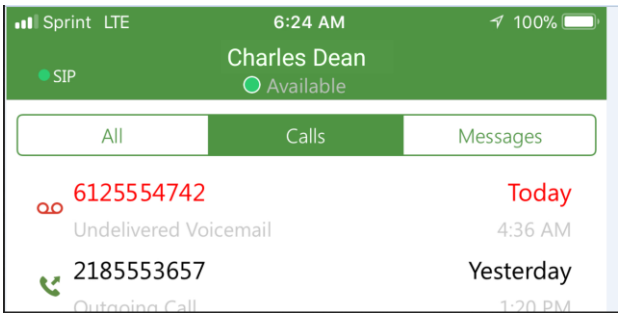
A caller that has been directed to your mailbox but hangs up prior to leaving a message will display the following in the Recents area:



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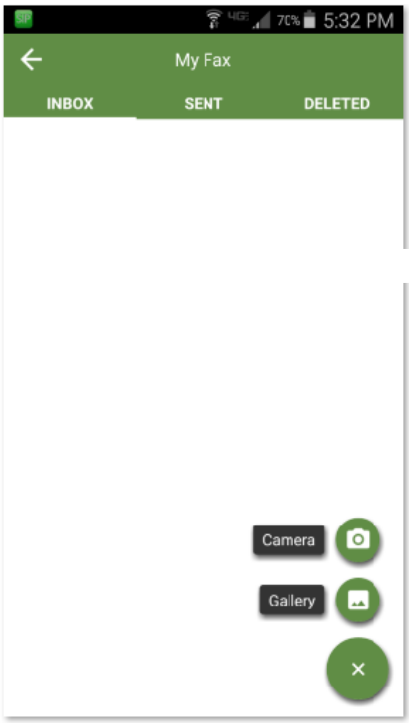
16 Fax

This area is where you can view incoming faxes and send faxes.

- To view a fax, tap the My Fax text and you will see the Inbox/Sent/Deleted folder.

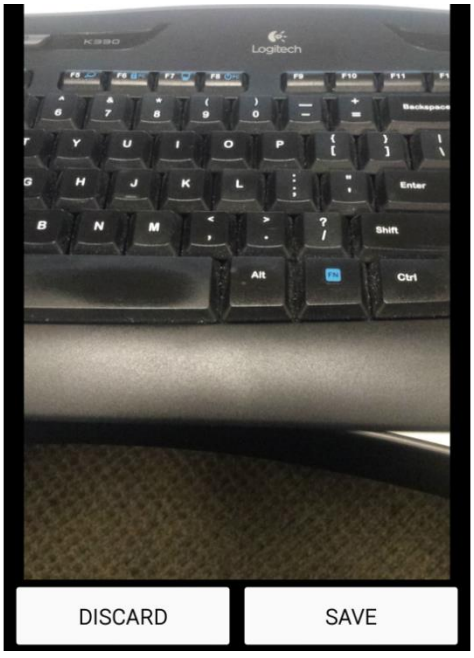


- To send a fax:

Tap the icon

Select Camera to take a picture and send it as a fax or select Gallery to create a new fax from an existing picture.

Take the desired picture and tap Save.



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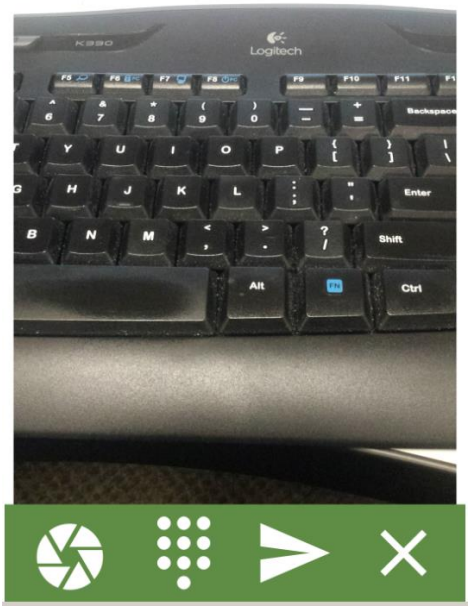

A menu will be displayed below the image. You can:

- Retake the picture
- Open the dial pad to send the fax to an external number
- Open the directory to send the fax to an internal party.
- Delete the fax and stop the process.

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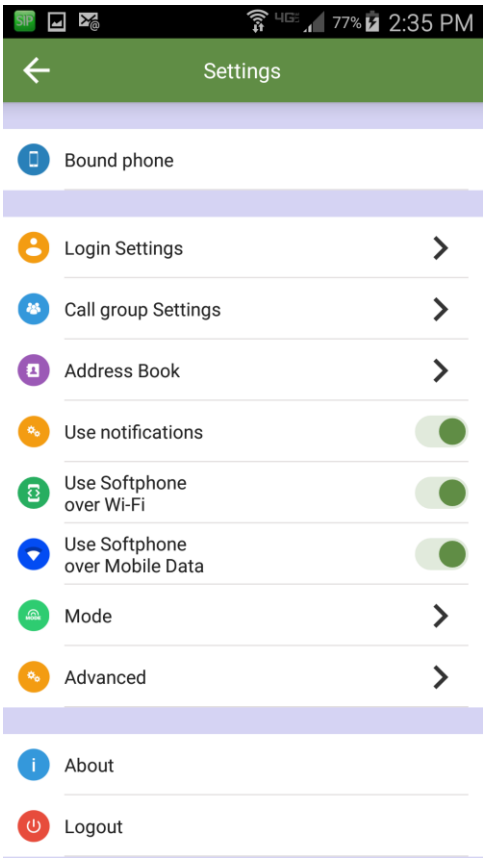
17 Settings

Tap the Zultys Mobile's Sidebar icon to display the Settings menu. Settings screen allows you to edit the following options:



- **Bound phone** – the phone number of the mobile device you are using.
- **Login Settings**: See Section 17.1.
- **Call Group** – Tap to access the Call Group Settings screen. See Section 17.2.
- **Address book sort** – Choose whether to sort the users in the address book by their first or last names.
- **Use Notifications** – Enables the push notification service
- **Use Softphone over Wi-Fi** – If enabled, Zultys mobile uses built-in softphone function to make outgoing calls and to answer incoming calls when connected to a suitable Wi-Fi network.
  NOTE: You must always enable Softphone over WiFi if you want to utilize the softphone over either WiFi or mobile data.
- **Use Softphone over Mobile Data**– If enabled, Zultys mobile uses built-

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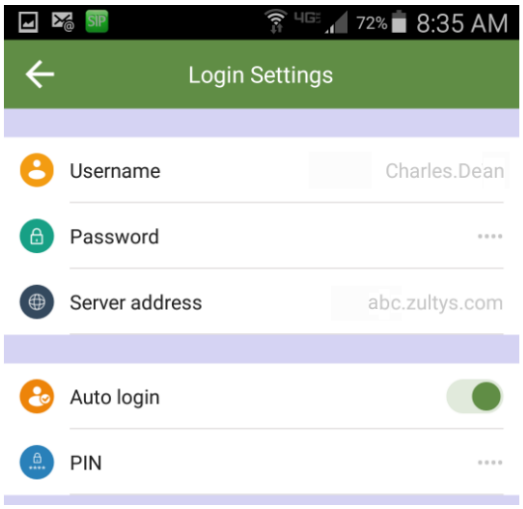
in softphone function to make outgoing calls and to answer incoming calls when connected to the 3G/LTE network and no Wi-Fi is available.

- **Mode** – Tap to access the Remote Mode Settings screen. For more information see Section17.4.
- **Advanced** – Under some circumstances, you may need to adjust the softphone settings in this menu. Please consult a Zultys Certified Systems Expert before making any changes to these settings.
- **About** – displays version number of Zultys Mobile
  Logout – Logs the user out of Zultys Mobile.



17.1 Login Settings

Username – The username of the MX user.

Password – The password for the user.

Server address – IP or domain name of the MX system.

Auto Login – Will automatically log the user in when the Zultys Mobile program is launched.

PIN – Enter the PIN as set in the user's MXIE to use the softphone.

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In Release 13.0.2 of the MX and later, the PIN setting is relayed directly from the MX and the user is not required to type the PIN in Zultys Mobile manually.

If you have access to MXIE you can configure your PIN by logging into MXIE. Navigate to File and select Change PIN.

Type New PIN and Confirm PIN then click OK. The maximum PIN length is 12 digits.

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17.2Call Group Settings

From this screen you can edit the following Call Group settings:

- **Enable Agent Roles** – If this option is enabled, you will be presented the option to log in as an Agent when opening Zultys Mobile. By default, this option is disabled.
- **When active on a call as a user, become Not Available as an ACD agent or operator** – If this option is enabled, a user will become unavailable for ACD/Operator calls while they are on a call. By default, this option is disabled.
- **When active on a call as ACD/ICC/Hunt agent or Operator become busy as a User** – If this option is enabled, a user will become unavailable for user calls while they are on a Group/Operator call. By default, this option is enabled.

17.2.1 Logging In and Out of a Call Group, Hunt Group, or Operator Group

If you are an agent of a Call Group, Hunt Group, or an Operator Group, you can log into an Agent Role from the Presence screen.

This option will be available only if the Enable Agent Roles option is active in application settings.

Tap the Change Role button at the bottom of the presence screen.

A pop up with list of Call Groups will appear.

To log into a Call Group, slide the icon to the right.

To log out from a Call Group, slide the icon to the left.

Click OK

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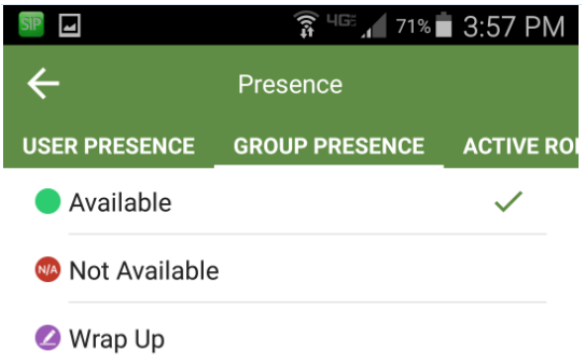
17.2.2 Changing Agent Presence

If you are currently logged into a Call Group or an Operator Group, you can select your Agent Presence as well as User Presence.

This option will be available only if the Enable Agent Roles option is active in application settings.

Tap the Group Presence area to open the drop-down list and select an Agent Presence state.



17.2.3 Changing Active Roles

If you are currently logged into a Call Group, Hunt Group or an Operator Group, you can select the Active role to make outbound calls from.

This option will be available only if the Enable Agent Roles option is active in application settings.

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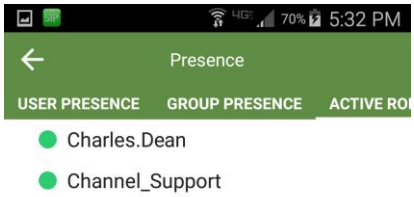
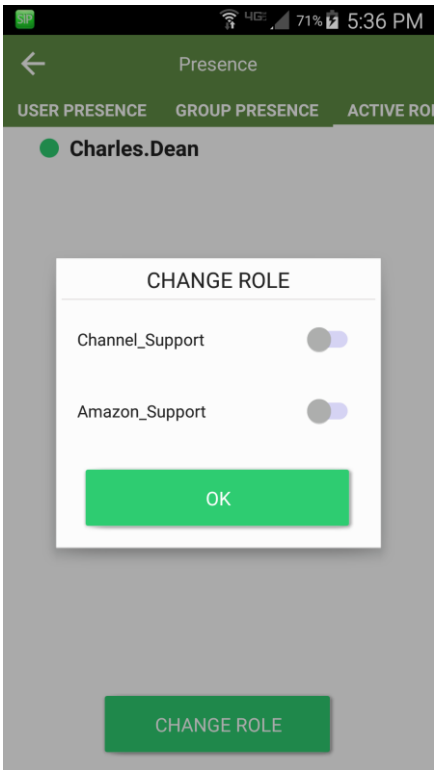
To change the Active role for making outbound calls, tap on the Active Role to open the drop-down list of available roles.



Tap the Change Role icon

Enable the desired Role and tap OK



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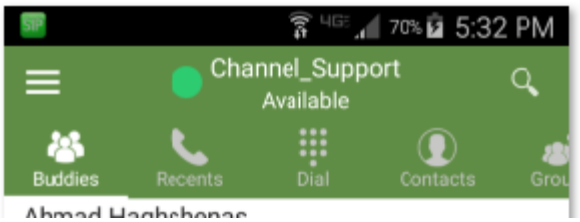
Your current Active role will be displayed in the Presence area at the top of the screen.



17.3Use Notifications

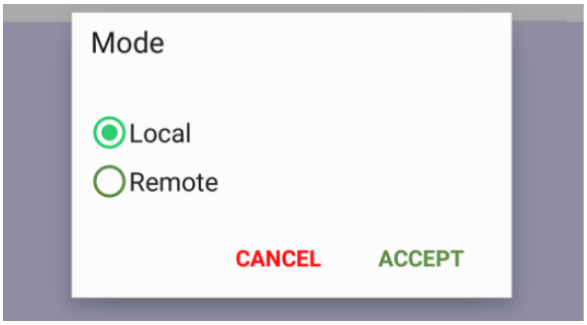
This will enable/disable the push notification service.

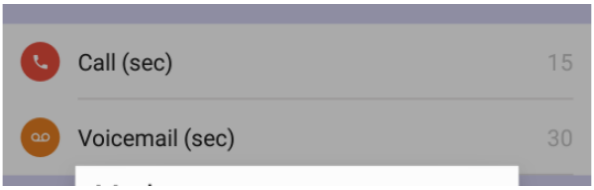
You may also need to set application notification parameters in the Android OS.

You may configure notifications such that they will display on your lock screen.

17.4Mode

- Allows you to select local or remote mode operation. When remote mode is activated the following occurs:
- You are logged out of your active MXIE session.
- All of the calls and messages sent to your user extension are sent directly to your Android device.
- Enabled call handling rules are not applied to incoming calls.
- Your assigned office phone still rings when calls are received.
- Incoming calls will be automatically forwarded to your cell phone number, if not answered within Zultys Mobile application or the assigned office phone.
- The remote mode indicator appears at the top of the Android screen.





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- **Call (sec)** – The number of seconds the MX system waits until forwarding calls to the mobile application when Remote Mode is enabled.
- **Voicemail (sec)** – The number of seconds the MX system waits until forwarding calls to voice mail

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18 FAQ

The following are some of the common questions about Zultys Mobile and its use.

18.1 Where can I find the version number of Zultys Mobile that is installed on my Android device?

Navigate to the Zultys Mobile Recent Activities screen, tap on the Android's Menu button to open a menu along the bottom of the screen and select About.

18.2 What are the requirements for using Zultys Mobile?

A Zultys Mobile user must have the following:

- Valid account on the MX system.
- MX system must be running firmware version 12.0.4 or higher
- A Zultys "Mobile Access" License for each mobile user
- Rights to connect from Android to this server provided by system administrator in the user's profile.
- Properly configured EDGE, 3G, LTE or Wi-Fi networks on the Android device.
- Security Certificate installed on the company's MX.

18.3 I have a problem with the connection to the MX server when I am using my Android device with Wi-Fi connection to the office network

Typically, these kinds of problems are related TCP/IP configuration. Many office networks are using private sets of IP addresses with many security restrictions. Please ask your system administrator for assistance.

18.4 What happens when you "log out"?

The following actions are taken when you log out of Zultys Mobile:

- Zultys Mobile disconnects from the MX and no longer communicates with the MX until you log in again.
- When logging in again Zultys Mobile will ask you to enter the password, unless you have the Remember Password option enabled.
- If you disabled the Auto Login option before logging out, you will have to enable it again if required.

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18.5 When I initiate a call from Zultys Mobile my Android device does not ring

Ensure that your cell/mobile number is correctly defined as the Bound Phone in the Setting screen or the Use Softphone option is enabled and you are connected to a suitable Wi-Fi or mobile data network.

18.6I am not receiving notifications (ringing, messages)

Zultys Mobile Communicator 7.1 utilizes push notifications for these events. Please ensure that port 7778 is open and forwarded to the MX and that the MX system has access to mxps1.zultys.com:7788 and mxps2.zultys.com:7788 for push notification related functionality to operate.

18.7I am receiving notifications (ringing, messages) even though I closed the application

In order to cease notifications, you must properly logout of the Zultys Mobile Communicator application. Simply closing or moving the application to the background will not silence notifications.

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