

## MXIE Quick User Guide

### Login

Upon login you will be asked to enter a password (default is 1234) When you set up your voicemail and choose a new password, this will become your MXIE password as well.

### Bind Phone

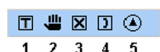
Select File>Bind To or press the binding status text in the status bar. Select **Bind by call from Device**. Dial given code with your handset. If you do not receive a confirmation message, repeat.

### Initiate Call

To place a call from a bound device through MXIE

- Toolbar:** Press the **Voice Call** icon, enter the information and press the **Call Button**
- Buddy List:** Drag and drop a contact into the session list
- Address book or Buddy List:** Right click over a contact and select **Make a Call**
- Address Book:** Drag and drop a contact into the session list
- Call Log:** Right click on a record and select **Make a Call**

### Session Control Buttons



- 1) Transfer.
- 2) Hold
- 3) Disconnect
- 4) Answer
- 5) Retrieve

### Receiving a Call

To reject a call, right click on the ringing session block and select **Disconnect**

To send call directly to a voicemail, right click on the ringing session block and select **Send to Voice Mail**

To transfer call without answering, drag and drop ringing session block to contact within buddy list.

### Hold

To place a call on hold:

- Press the **Hold** session control button
- Right click on the session block and select **Hold**
- Press the **Hold** icon in the toolbar

### Instant Message

To send an instant message:

- Double left click on contact in buddy list
- Right click on contact and select **Send Instant Message**
- Press the **Instant Message** icon in the toolbar

### Blind Transfer

- Right click on the session block and select **Transfer**
- Drag and drop the session list to the an address book or buddy list contact
- Press the **Transfer** session list button in the session block
- Press the **Transfer** icon in the toolbar

### Announced Transfer

Call the first party or have a current call active, place the first party on hold (\*\*Do not use the controls on the phone to place the call on hold\*\*)

Call the second party to announce the call

To transfer the call:

- Right click on session block and select **Transfer to <recipients user name or number>**
- Press the **Transfer** session control button
- Drag and drop the session list control block to the recipient's address book or buddy list contact.

### Voice Mail

To access the Voice Mail window:

- Press the **Voice Mail** icon in the toolbar
- Select **View>Messages** from the main menu
- If visible, click the *You have new voice messages* text

\*\*Remember, if you delete your messages within MXIE, they will remain in your deleted items folder until you empty it\*\*

### Address Book

To access your address book:

- Press the **Address Book** icon in the toolbar
- Select **View>Address Book** from the main menu

### Things you should know about MXIE

**Presence:** Allows others to see whether you are available unavailable, at lunch etc. You can add a personal note to add specifics. you can also choose to set alerts for contacts in your buddy list to show when they have returned by right clicking on the contact and choosing **Change Alert**

**Drag and drop:** Your best friend and quickest way to make calls and transfers.

**The Power of the 'Right Click':** When a call appears on your MXIE window, right click and see your options. All you have to do is choose an option and you will be prompted the rest of the way. From forwarding, to sending directly to someone's voicemail to directing it to a specific greeting on your own voicemail.

**Screen Dial:** Making a call is as simple as highlighting a number on your screen from a webpage or any other office application and pressing a key. The default is **<ctrl>+F12**

**Instant Messaging:** Now you can interact with your co-workers in an even quicker and more efficient way. This is a useful tool for announcing transfers as well. Just remember that all chats are captured and stored for your administrator to view at a later date.

**Sending a Fax:** If you have been given a DID Fax number, you'll never have to walk to a conventional fax machine again. Just select the Zultys Fax 'printer' from your print menu, follow the instructions and you are sending your fax. When you receive a fax it'll appear as a message on your MXIE screen. You may also send TIF, BMP, JPG and PNG files.

**Visual Voice Mail:** Click on your Voice Mail notice line or click the Message icon to see a list of all of your voice mails. These are listed in order they were received. You may forward, archive or email these messages.

**Transferring a Call:** You have the power at your fingertips. Transfer a call directly to someone's voicemail (by right clicking and selecting 'send to user voicemail;') or perform an announced transfer (place the current call on hold, call the other party, speak, if acceptable press the 'T' icon and your job is done!)

