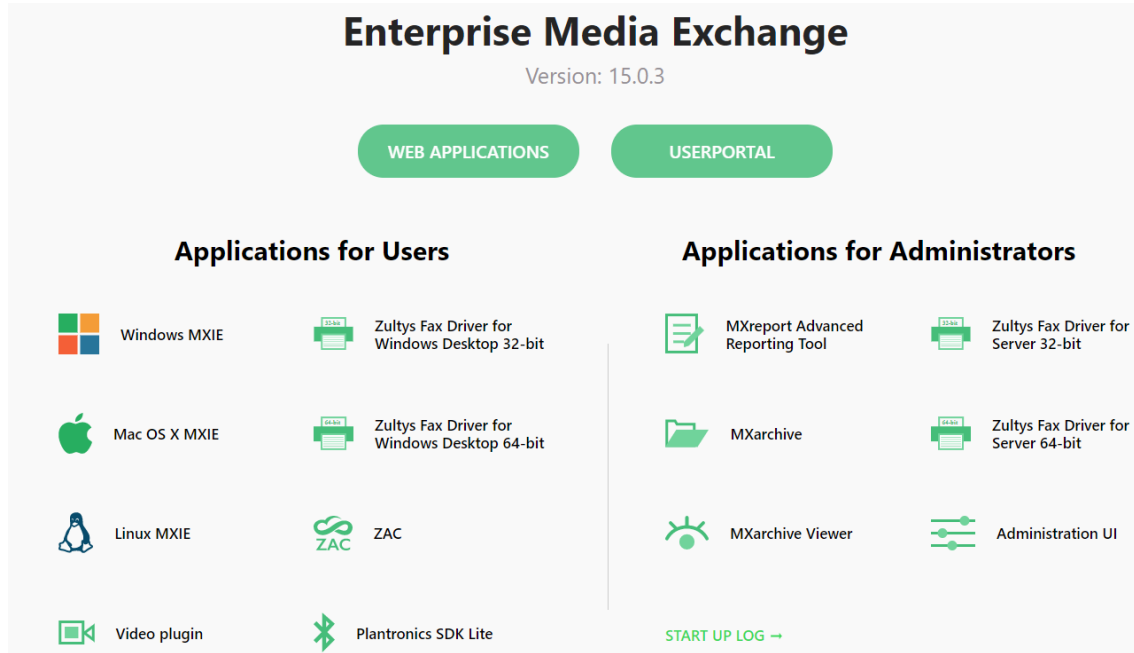# MXIE User Guide

Install

To install MXIE, open an internet browser and enter the system's IP address provided by IDeACOM ECSI in the search bar at the top of the browser. Click on the Windows MXIE or MAC OS X MXIE icon under the Applications for Users column (Figure 1.1).

Figure 1.1

Login

- To log into MXIE, launch the application.

- Each user will have a unique username provided by IDeACOM ECSI.

- The default password is 159753 (Please change passwords to a secure 6 + digit password after logging in).

- The URL is the same URL used to download the application. (see Figure 1.2)

- Users who are part of a company with multiple location may be prompted to select their current office location when logging in.

Figure 1.2

Application Overview

The top section with File, Actions, Conference, View, Role, and Help contain all functions and advanced options for MXIE users. The next section contains shortcuts for the most commonly used features:
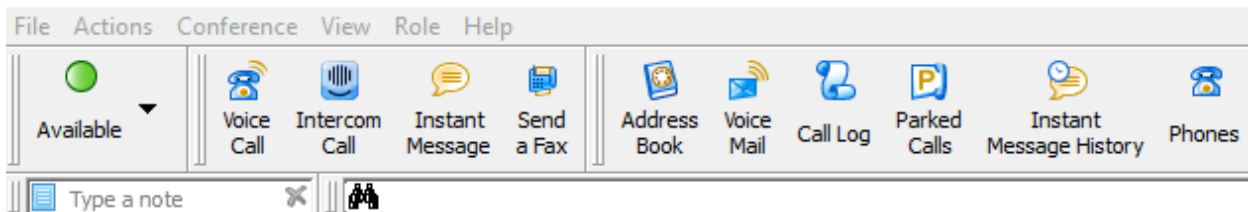

Figure 1.3

Each shortcut will be covered in more detail later in this document. This and the active call banner are where most operations on the application will take place. The Type a note and primary search bar (binoculars icons) are included in this section.

Making and Receiving Calls

Making Calls

To make a call to someone who is not a contact, click in the search field at the top of the screen marked with a picture of binoculars. (See Figure 1.3) Using the keyboard type the desired phone number, contact name or extension number and press enter to initiate the call. Calls initiated in MXIE will be placed using the phone's speaker phone unless the handset is picked up after the call starts to ring.

To make a call from contacts saved on the system click on the address book and navigate to the desired user. (if set in preferences) double click on the name of the contact. The second method of making calls is to right-click on the contact, select make call, click on the desired number to place the call.

Using these methods, calls can also be made from call history and Buddies.

Intercom Calls

Intercom calls are internal calls that will beep once on the recipient's phone before the call is automatically answered on the recipient's speaker phone.

 To place the call, click the intercom button, enter the desired extension and press enter.

Receiving calls

Calls can be answered by picking up the handset, pressing the speaker button on the phone, or by using the MXIE application.

Incoming call notifications will appear in a pop up window with the caller ID of the caller and an answer button. Press the answer button to answer the call on the speaker phone. Depending on personalized settings the MXIE application will pop up as the active screen to manage the call (See Figures 2.1).
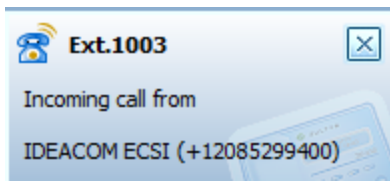

Figure 2.1

Managing Phone Calls

Call handling features for active phone calls are found on the call banner that appears in the central area of the application (Figure 2.2).
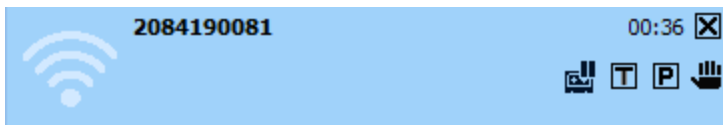

Figure 2.2

Parking Calls

Parking a call puts a caller in a numbered park zone where any user on the system can pick the call up. If a caller is placed on hold only the user who put the caller on hold can take the caller off of hold.

To place an active caller on park, press the icon.

The pop-up notification box will appear with the park zone the caller has been placed in similar to the pop-up that appears with incoming calls. (Figure 2.1)

Call and inform the intended recipient which park zone the caller is in.

Picking up a Parked Call

Click on the parked calls button to open the Parked Calls Window. (See Figure 1.3)

Click on the caller to highlight which call to pick up and press the pickup button; alternatively, double click on the desired caller to pick the call up (See Figure 2.3).
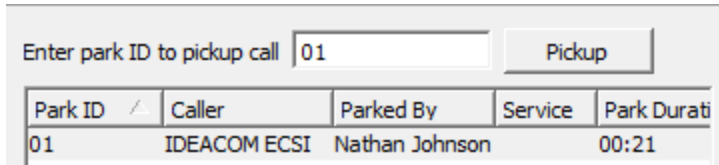
Figure 2.3

Transferring Calls

Blind transfer

When on an active call click and hold on the blue call banner (Figure 2.2) and drag it over a buddy (speed dial discussed later) or a contact. When the user is highlighted let go of the mouse to transfer the call.

If the desired recipient is not a Buddy or part of the contact list press the [T] Icon to open a dialog box. Enter the recipient's extension number, name, or phone number to find the contact, select the contact/number and press transfer.

Attended Transfer

Attended transfers allow the intended recipient to be contacted before the caller is transferred to them.

Press hold to put the caller on hold. Call the intended recipient. If the recipient will take the call, transfer the call using either of the two methods listed in Blind Transfer.

Transfer to voicemail

If a recipient does not want to receive the call but would like the caller to be transferred to their voicemail, press the transfer button and enter their extension or phone number. Press / on the keyboard or click the transfer to voicemail button (See Figure 2.4) to transfer the caller to the user's voicemail. The recipient's phone will not ring and the caller will go straight to their voicemail.
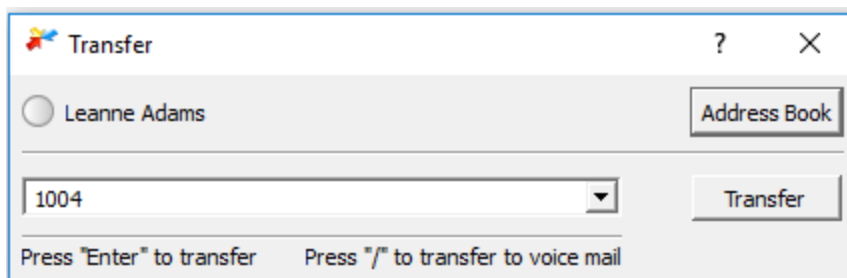

Figure 2.4

Ad Hoc (impromptu) Conference calls

While on an active call click the conference button in the top navigation and select Ad Hoc Conference. The call bar will change with the fist caller on hold and the caller ID changing to MX Conference. Place a second call to the second party.

When the second party has answered drag the user on hold over the active call to join all callers into the conference call.

Paging

To send a page click in the main search bar (Figure 1.3) and type *4 and the page number, example (*401) to page group 01. Wait for the beep that indicates the page has started, then make the paging announcement.

Additional Features

User Presence

Each user has a symbol by their name indicating their status to others using MXIE or the mobile app.

To change the status of the individual user, press the drop-down arrow by the status in the upper left-hand corner of the application. After selecting the desired status, the status will change and will be displayed to all users using the computer and mobile applications. Those who are not using these applications will not see presence status. Those with the application will see those without it when they are on the phone, otherwise their status will display as offline.

If the Not Available status is selected in the user status they will still receive phone calls. For the users who are part of call groups will also have a global presence. If global presence is changed to Not Available the user's phone will not ring.

Under the presence status a user can type a note to display with their status. To add a note, type the note in the note field and press enter to save the note. Press the X symbol in this box to delete the note.
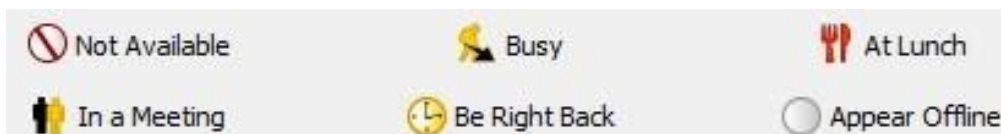

Figure 3.1

Voice Call

Voice Call is simply another way to make phone calls using the same methods previously discussed.

Instant Message

Instant Messages are internal messages that can be sent from user to user. Click the instant message button and type the desired user or search in the address book. Click instant Message. Type the message in the bottom of the window and press enter to send the message. Message history will be displayed above similar to text messages. The instant message history tab lists the history that has not yet been deleted.

Address Book

The address Book is split into three main categories: MX Directory, Buddies and Local Address Book. A fourth book can be populated if Microsoft Outlook contacts are synced with the MXIE program. Each folder will use the same controls and all books will be discussed simultaneously.

The MX Directory is a directory of all internal users on the phone system. This will list call groups and individual users.

Local address book

This book is a personal customizable address book for each user. To add a contact, select the local address book and right-click in the white space on the right side of the book. Not all fields must be filled out to add a contact.
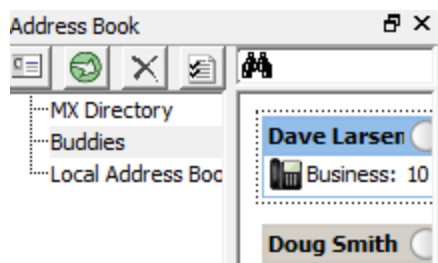
 Figure 3.2

Buddies

The buddies section is a customizable favorites list displayed by default on the main section of the application. Each user can drag and drop users from their various address books to be a part of the Buddies list. To remove a contact from the Buddies list, right-click on the contact's name and deselect the check box.

Call Log

The call log shows all calls handled by the user. Outgoing calls are indicated by , Incoming calls by , missed calls by . Calls sent to voicemail are indicated by . Those who are part of a ring group will only see the history of calls they individually handle or missed calls that no user in the group picked up. If a user has not answered a call it will not show up in their call log. For those using faxing through the phone system faxes will be indicated by .

Note: By default, call history will be kept for seven days before being deleted. To extend this time see the call log settings description below.

Voicemail

Voicemail contains all recordings whether they are individual or group mail boxes or recorded calls. Not all users are part of a hunt group or have the ability to record calls and will not have access to these features. The general operation of these different features is the same in all mailboxes/folders.

To listen to a message or recording navigate to the desired folder and double click on the desired recording or click the play button at the bottom of the folder window. Use the controls at the bottom of the window to listen, stop, control the volume or progress of the recording, or call the sender back.

For more options, right click on the desired recording to forward, reply or manage recordings. These additional features will use similar controls as other features discussed above.

Figure 3.3
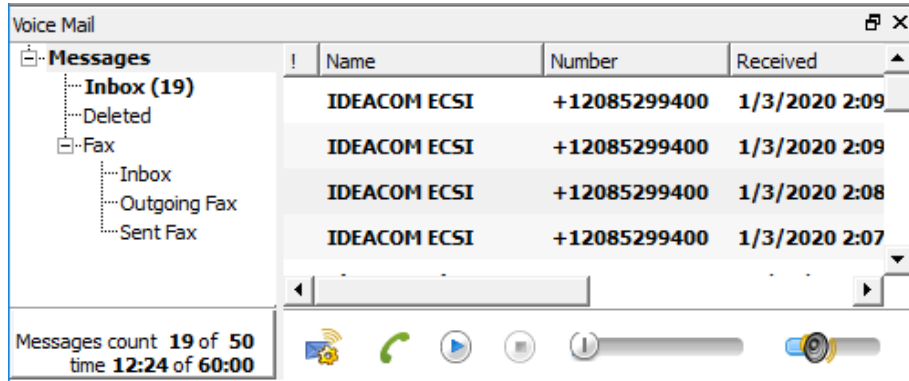
Faxing

If a fax line has been set up with the system the fax tab is where most of the controls for faxing will be found. To send a fax, open the selected document to send and press print. Select the Zultys print driver instead of the printer and press print. (Figure 3.4) The fax tab in MXIE will then be opened prompting the user to fill out information to send the fax. (See Figure 3.5)

Printer

- Zultys Fax 2.0
- TOSHIBA e-STUDIO3055C-07860166
- Microsoft Print to PDF
- OneNote
- Brother MFC-7440N Printer
- NPI42D7A6 (HP LaserJet P2035n)
- TASKalfa 3010i
- Microsoft XPS Document Writer
- Add a printer

MXIE Fax Wizard - Nathan Johnson

File Selection

Fax file name

[   ] Browse...

Document name

[   ]

Next >   Cancel
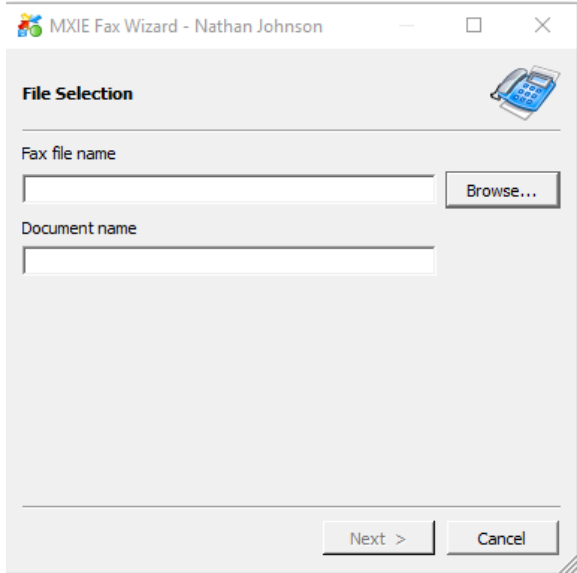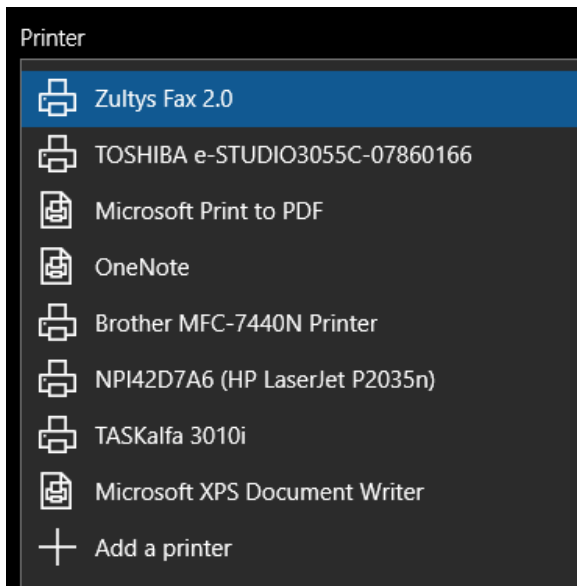
Figure 3.4   Figure 3.5

A dialog box will pop up prompting through the following steps:

Select and name the fax (the document should already be populated, please note only PDF, JPEG, and other image formatted files can be faxed).

Enter the recipients name, fax number, Business phone and Company name (the Fax number is the only required field)

If a cover sheet has been uploaded to the system a coversheet may be selected but is not required.

Set document parameters

Select whether to send the fax immediately or to send at a scheduled date and time

Review the summary and send the fax

To see when a fax is received:

Navigate to the fax in the sent folder in the fax section of the voicemail portion of the application.

Right-click on the fax and select **show fax receipt** to see when the fax was received.

Received Faxes

Received faxes are stored in the voicemail folder. The features such as forwarding, saving and adding notes to faxes similar to other voicemail folder features are done by right-clicking the fax and selecting the feature.

Settings

As there are many options that need little to no explanation or are not crucial for basic set up, only the most important settings will be discussed in this guide.

Change Password: Click on File then change password. Enter the existing MXIE password then enter a new password.

Change Pin: This will change the password of the voicemail only. As it is not essential to use MXIE with a phone the Pin and Password are different.

Preferences

To get to preferences click File and select preferences. The list on the left side of the preferences window list the different categories of preferences and the right side is where the details of each section can be altered. Any time a change is made the Apply or OK button must be pressed in order to save the changes (See Figure 4.1).

Address book: To integrate Microsoft Outlook contacts to the MXIE, click the Microsoft Outlook box under Integration and click apply (the email must also be programmed into the system as well so the system knows which email to connect to).

Default Action: this will determine what happens when double-clicking on a contact.

Appearance: Allows the user to change the font size and type for their application.

Application: This section controls the layout and overall function of the application in relation to the user's computer. Users can choose if they want the system to pop-up or stay in the tool bar/system tray when calls come in, where and how long the pop-up notifications will be displayed as well as setting and integrating additional computer features with the system.

Keyboard Shortcuts: This enables the user to highlight a number on a website or document and press ctrl F12 to place a call immediately. It also allows the user to determine when calls come in if they want the program to pop up or to only do so when the user chooses to answer the call.
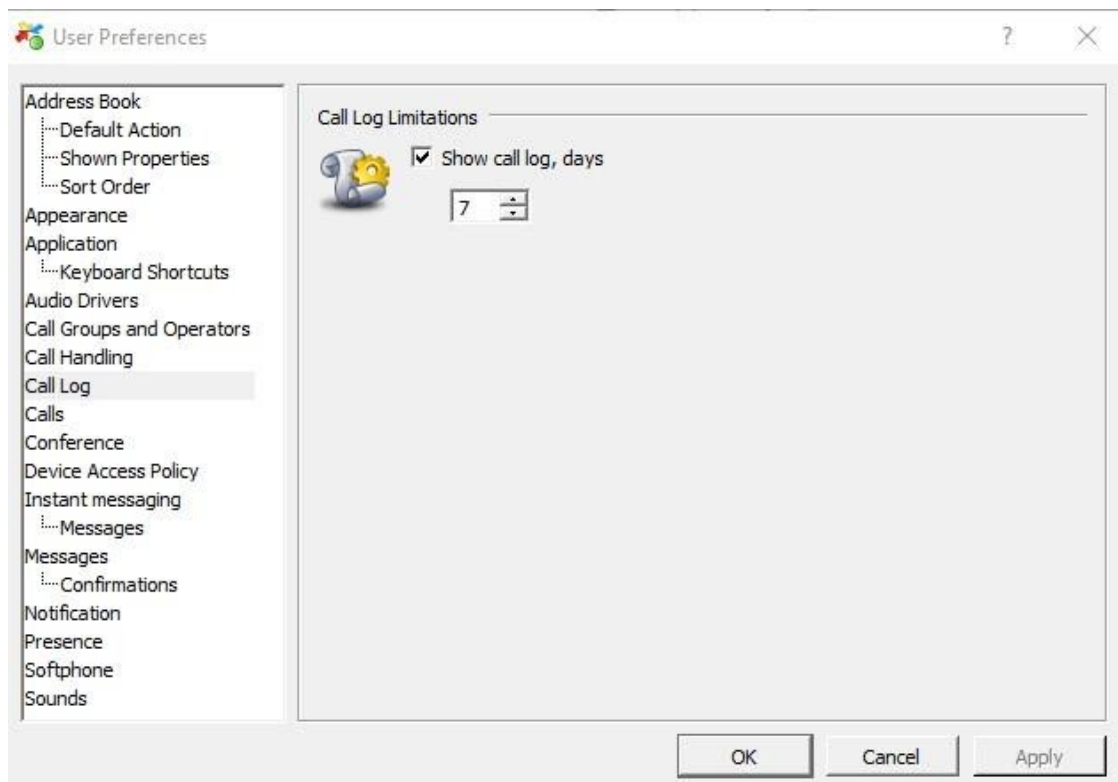
Call Handling: Call handling allow the user to set call rules for their specific user. One example is setting a rule that all calls to the user's extension will be forwarded to another extension. This can be used when one user will be out of the office for an extended period of time to ensure all of their calls are handled by another representative.

Call Log: Sets how long calls will stay in the system before they are deleted. When the system's memory is full the oldest data will be deleted regardless of individual call log settings.

Messages: To play messages (call recording and voicemails) through the phone and not default computer sound settings select only play message through my bound phone.

Presence: automatic timers and conditions can be set to make a presence change, such as when the computer is locked the user's presence can be changed to Not Available.

Note: Softphone settings should only be changed by admin.

Figure 4.1