


ZAC Quick Guide

Recents Call and message history for each user. Call back previous calls using .


Buddies A customizable favorites list for each user.

Dial is the dial pad where number can be entered.


Groups Create, manage and send internal messages to groups using ZAC or Mobile ZAC.


Voicemail Access personal and group voicemails and recorded calls.

Contacts Contain three different address books that can be sorted and searched. Right click and select add as buddy to add to the buddy list or click more options to add a new contact.

Fax Allows ZAC users to send faxes when a fax line is connected to the system to send, receive and view faxes. Click the send button to send faxes, click  to view faxes.

Conference Create scheduled or impromptu audio and video conference calls. The number of conference participants are limited to the number of phone lines programmed in the system.

Park View all parked calls. Pick up a call by pressing the  icon.


Agent Roles Allow users who are part of call groups to see and manage their settings to log in and out of call groups if the user is set up to do so. Some settings are accessed using the  Button at the top right of the screen.

Speed Dial A system wide speed dial shared by all ZAC users set up and managed by administrators.

Active Call Controls




Use the above call controls to add a second call, transfer, place calls on hold, and park active calls.

Add Calls Click add call, enter the desired phone number and press . The first call is placed on hold.

Transfer Press transfer, dial the desired extension or phone number and press transfer again.

Hold Press hold to toggle the call on and off hold.

Park Press the park button to place a call on park. Pick up a call with the park section on the left side of the application.

More Options the following symbol  at any area of the application provides more options for that specific section of the application.