5 Step MXIE Setup Guide

The 5 most important steps to a successful MXIE deployment during the installation of your new Zultys phone system include the following steps:

Step 1: Download the MXIE program from the Zultys server.

Step 2: Log onto MXIE.

Step 3: Bind your phone.

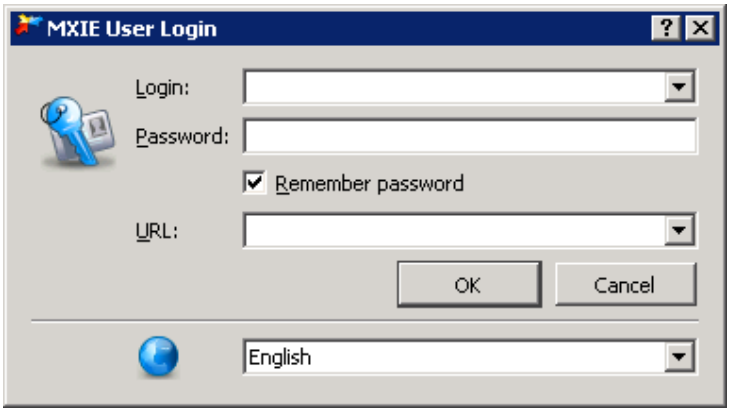
Step 4: Verify Preferences setup.

Step 5: Initialize your voice mailbox.

So let's get started…

Step 1: Download the MXIE program from the Zultys server by opening a browser and entering the URL for your Zultys server. Your IT System Administrator may need to perform this step.
Your desktop shortcut will look like this →

Step 2: Log onto MXIE. See below:



Login: To be determined*

Password: To be determined*

URL: **x.x.x.x** *(LAN address for office)**
x.x.x.x *(WAN address for remote)**

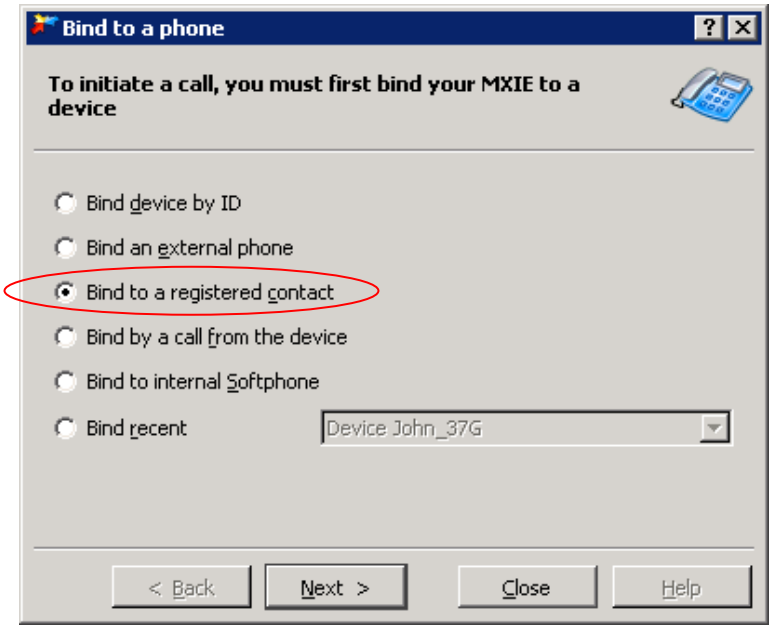
* For security reasons, your login credentials will be provided prior to your installation.

Step 3: Bind your phone.

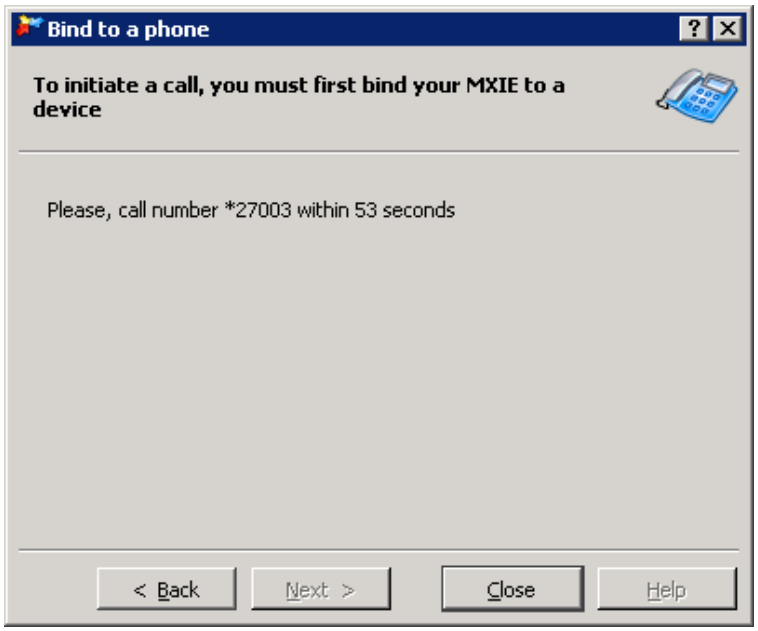
In the lower left side of your MXIE window, click "Bind to…":

16 Grove Avenue ■ Verona, NJ 07044 ■ 973.857.4440 ■ Fax 973.857.4910 ■ www.ideacom-NJ.com

This window will pop. Select "Bind to a registered contact" and click Next. Your extension number should appear in the window. Select it, click Close and you're done.



If your extension does not appear, then click "Bind by a call from the device", and follow the instructions below. The system will prompt you to enter a code on your phone as indicated below. Enter the code and press the "SEND" button on your phone.



The system will play a brief sound and you will receive a confirmation that your phone has been successfully bound. Click Close and you're done.

Step 4: Verify Preferences setup.

Preference Set Up *(Click on the icon or go to the File/Preferences drop down)*

1. Address Book - enable the Microsoft Outlook checkbox (if you use Outlook and have phone numbers in your Outlook Contacts).
2. In the Default Action screen within Address Book, the setting for double-clicking in your address book or buddy list will launch an instant message by default. Change it to "Place a Phone Call".
3. Application - disable (uncheck) the first option, "Stay in system tray". This allows you to close MXIE by clicking the in the top right corner of the program. Otherwise, you must click File / Exit to close MXIE.
4. Application - if you intend to use MXIE, enable (check) the Launch at startup checkbox. Otherwise, you can open MXIE on your own from the desktop shortcut or by going to Programs / Zultys / MXIE.
5. Application - by default, Tool buttons style is set for Icon only. Click the drop-down and select Text Under Icon.
6. Calls - select 1 of the 3 options. Select "Show MXIE and Change Focus" if would like MXIE to pop up as an active window when you receive an inbound call. Otherwise, select one of the other 2 options.
7. Notification (for email notification of voice messages) - create a rule to receive an email message when you receive a voice mail. Click New and name it Email. Under the heading "Notify Me", click the link "Please specify" and enter your email address. Click the link "do not attach message" and select "attach message".
8. Presence - automatic presence change is set by default. Uncheck all of the choices.
9. Sounds - by default, sounds for specific events are not enabled. You can enable and select repeat intervals from the drop-down list if desired. To change the Sound File Name from default beep, go to C:\Windows\Media\ and select a filename.

Step 5: Initialize your voice mailbox.

Press the **Message** key and dial your temporary password followed by the # key.
Follow the prompts for your new mailbox setup. When prompted:

- Change your password *(if desired)*;
- Record your name;
- Record your greeting;
- Activate your greeting* *(see below)*.

* To activate your greeting, enter the following sequence on your dial pad from the main menu in your mailbox:
  - Press **4**, then press **2**; then press **4**; then press **1** to activate Greeting # 1. You can record up to 4 different greetings in your mailbox.

Voice Mail Prompt Structure

MAIN MENU	MESSAGE REVIEW MENU
1 Review messages	**0** Play message, no header
2 Scan messages	**1** Repeat message & header
3 Send a message	**2** Save current message
4 Personal options	**3** Erase current message
1 Change password	**4** Reply with new message
***** Return to main menu	**5** Forward to another user
2 Record name or greetings	**6** Play previous message
1 Record name	**#** Play next message
2 Record a greeting	**7** Rewind 3 seconds
3 Play name & greetings	**8** Pause current message
4 Activate a greeting	**9** Fast forward 3 seconds
***** Return to main menu	**##** End review of messages

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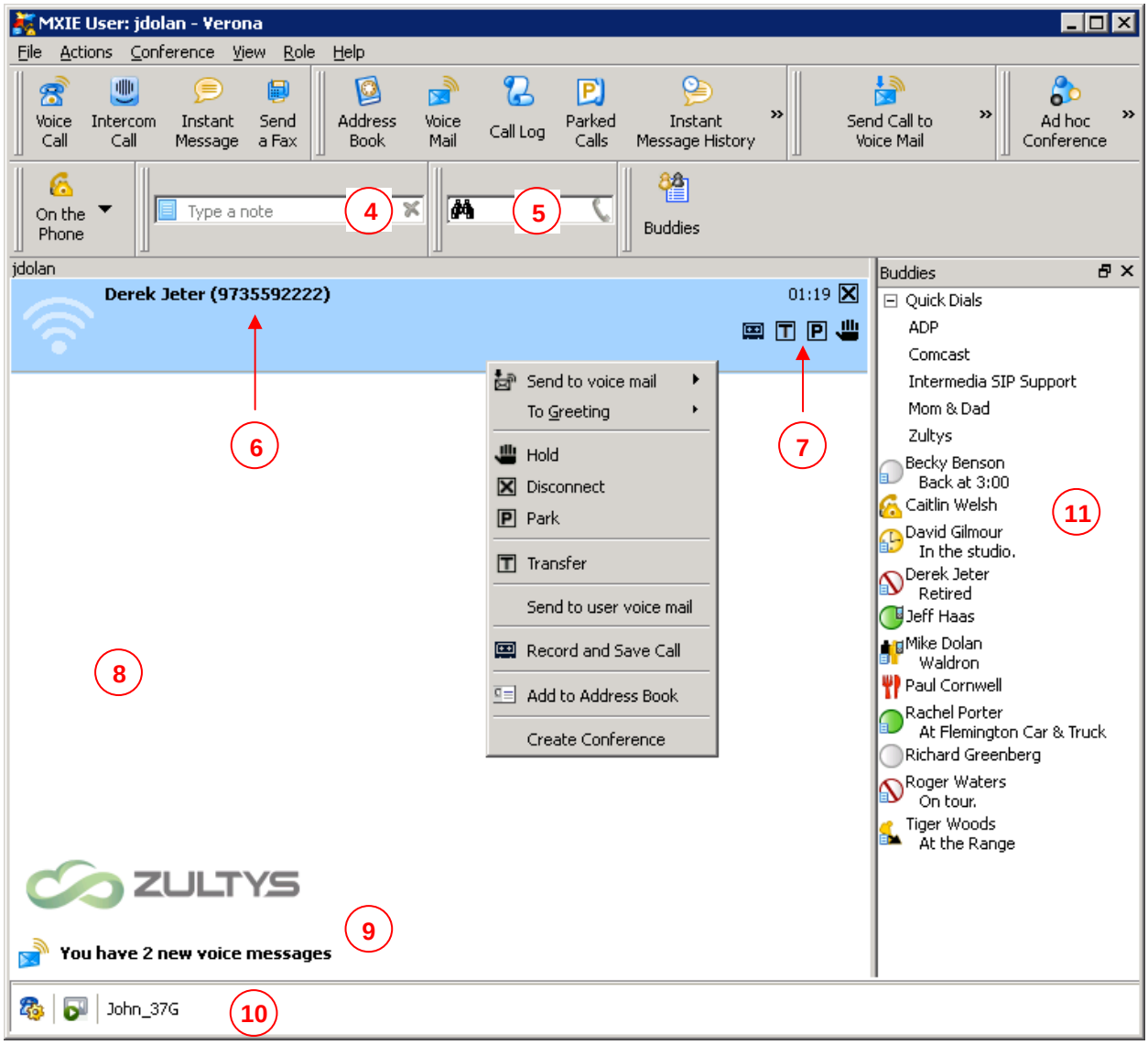

1 - Main menu

2 - Toolbar

3 - Personal presence and current status, including hook state

4 - Presence note *(e.g. Back at 3:00)*

5 - Search bar - includes internal directory, Outlook contacts, and call log events

6 - Session list for your extension displays inbound caller ID & outbound call activity

7 - Call processing features - Hold, Park, Transfer, & Record

8 - Session list for an operator, hunt, or ACD group

9 - Real-time list to notify you of missed calls and voice mail messages

10 - Status bar to set user preferences, video calls, & to display your "binding" status

11 - Buddy list w/presence status and hook state

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Now that you're ready to start using MXIE, here are the 5 things you need to know about getting the MOST our of MXIE:

1. **Your "Buddy List".**
   Start by clicking on the Address Book icon to begin building your buddy list. Drag 'n drop names from your Address Book to your buddy list. To add outside numbers, right-click in your buddy list and select Create a Group. Name the group (Quick Dials for example), then right-click on the Quick Dials entry and select Create a New Entry. Enter the name and phone number, and save it.
   Here are some other notables:
   - Observe the presence status & hook state of your buddies, also illustrated in the Address Book.
   - Utilize your presence note when applicable - for example: Back at 3:00.
   - Use the search tool (binoculars) to help you quickly locate internal users, Outlook contacts for dialing, and call log events based on your search criteria.
   - Right-click on one of your buddies and the second option in the drop-down lets you quickly and easily send an instant message. Give it a try!

2. **How to DIAL.** Here are 9 ways to call someone including 3 from the phone:
   - Use the dial pad on the phone. Remember to press the Send key.
   - Your Redial key on the phone. Navigate up or down, and press Redial a 2nd time to call.
   - Your Call Log key on the phone. Navigate up or down, and press Send to call.
   - Your MXIE Search tool (binoculars).
   - Your MXIE Call Log. Right-click, then click Call.
   - Your MXIE Buddy List. Double-click, or drag 'n drop into MXIE.
   - Your MXIE Voice Call icon. Use your keyboard to manually enter a phone number, or use the drop-down history or Address Book.
   - Your MXIE Visual Voice Mail icon. Right-click to callback.
   - CTRL F12 Screen Dial by highlighting a phone number in an electronic document, on a website, in your Outlook contacts, or in someone's email signature. Anywhere you can select a phone number and MXIE is active, CTRL F12 Screen Dial will save you time.

3. **Call Handling.**
   - Use MXIE to **T**ransfer, **P**ark or **H**old calls. You can click on the appropriate "T", "P", or "H" icon, or you can right-click for options. You can also transfer a caller directly to another person's voice mail. And remember that "drag 'n drop" transfers to your buddy list can be very helpful and fast.

4. **Conferencing.**
   - You can create a conference call on the fly w/MXIE.
   - You can schedule a conference call w/MXIE.
   - You can launch a web conference w/MXIE (if you have the optional MX Meeting appliance).

5. **Other helpful items.**
   - Record a call on demand w/MXIE. You'll find the recording by clicking your Visual Voice Mail icon and clicking on Messages \ Call Recording.
   - Change your role in MXIE. For example, you may have a need to log in and out of an overflow operator role or customer service group as call volumes peak or staffing changes. Go to File \ Change Role, and select the appropriate checkbox.
   - View & retrieve "parked calls" in the system w/MXIE. Click on the Parked Calls icon.
   - "Bind" yourself to another phone w/MXIE, including your cell phone. And use the Bind Recent option to quickly toggle back & forth.
   - Remember about the power of the "right-click" in MXIE.