



Zultys Mobile Communicator for Android 7.0

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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

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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, ZMC) application:

- Android OS version 4.x.x. or 5.x.x., 6.x.x
- For optimum functionality, Zultys recommends that the MX system is running firmware release 12.0.4 or above.
- 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.

3 New Features in Zultys Mobile Communicator for Android version 7.0

- Group Chat functionality is now available. This allows mobile users or mobile/ZAC users to create and utilize group chat teams.
- User interface is enhanced and provides a consistent

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.

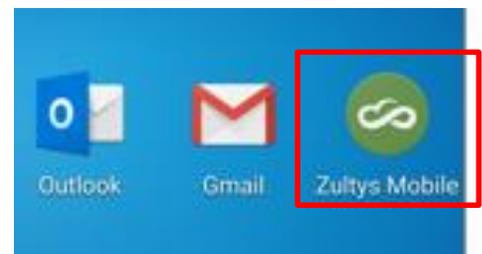
Note that a Mobile Access license must be purchased for each user requiring access to the Zultys Mobile application. Contact your Zultys Authorized Channel Partner to purchase the required licenses prior to activation:

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.

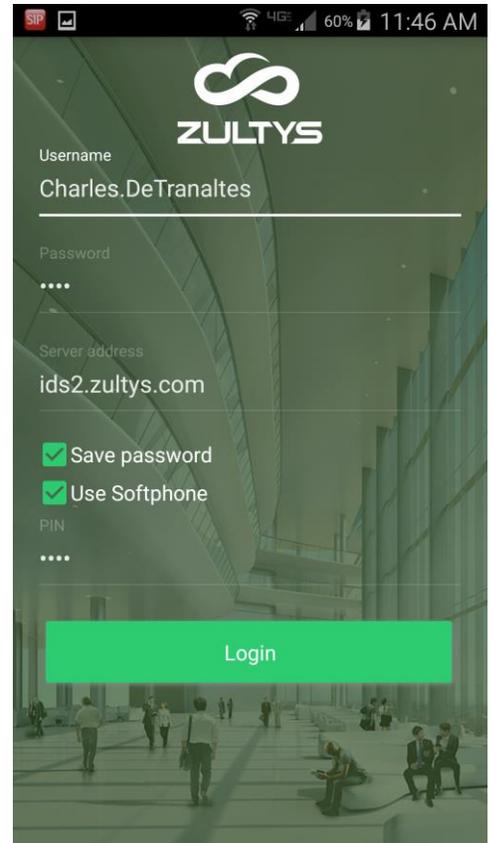


6 To Login/Logout

6.1 To login to Zultys Mobile

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

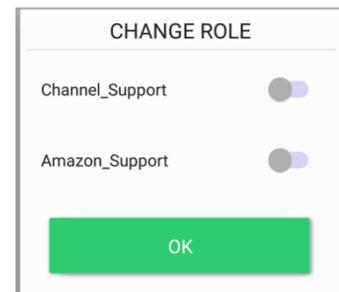
- **Username** – username, if using MXIE this username is the same.
- **Password** – password, if using MXIE this username is the same.
- **Server address** – FQDN or IP address of the MX system.
- **Save password** – If enabled, Zultys Mobile remembers your password.
- **Use Softphone** – If enabled, Zultys mobile uses built-in softphone function to make outgoing calls and to answer incoming calls when connected to a suitable Wi-Fi or mobile data network.
- **PIN** – Enter the PIN as set in the user’s MXIE to use the softphone. For more information see Section **Error! eference source not found..**



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

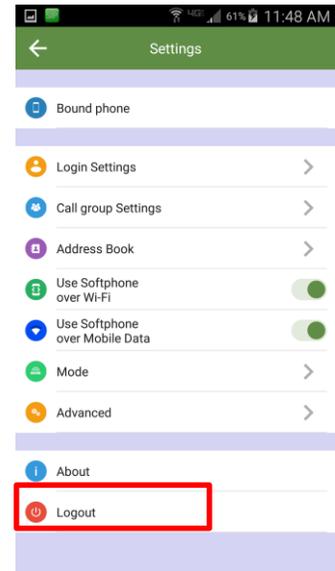
If you are a member of at least one Call Group, Operator Group or Hunt Group, you will be prompted to login as an Agent for the available Groups at this time.

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



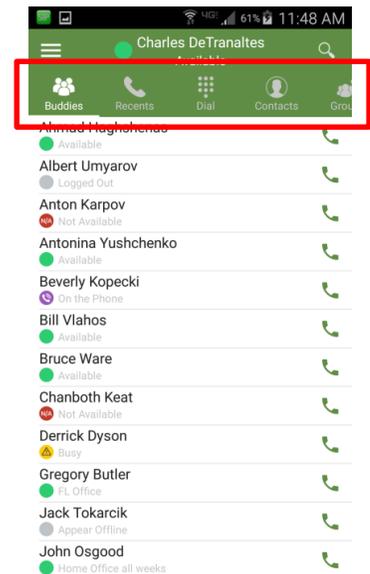
6.2 To Logout

Tap the ZMC's Sidebar icon  and select the Logout icon.

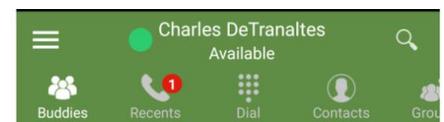


7 Main Screen

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



Notifications will appear in this area when activity has occurred.



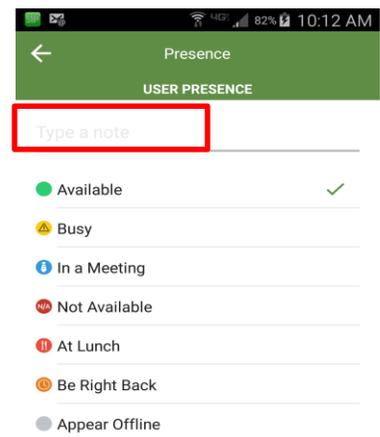
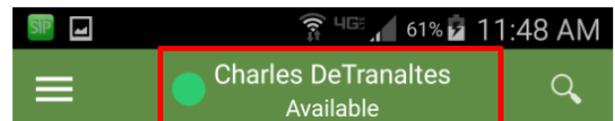
You may slide the menu bar to view/access more menu items. You may also slide the main screens left/right to do the same.

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



7.1 Presence

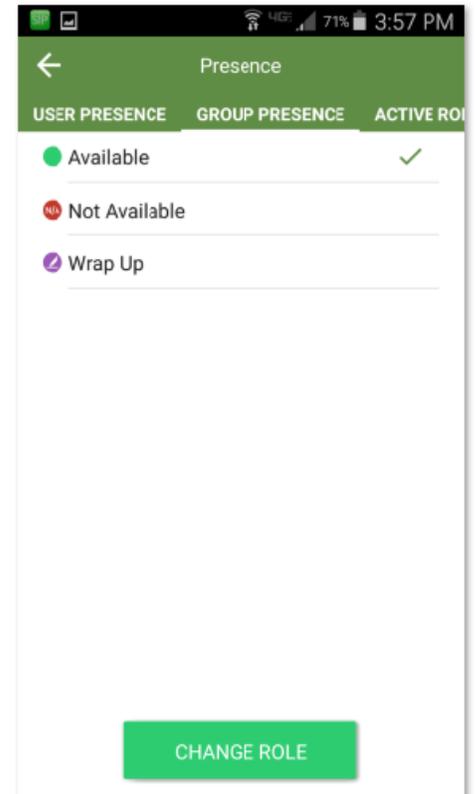
- Tap the presence icon to change the presence state.
- Select the desired presence state.
- You may also type a presence note to be associated with your presence state.



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.

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

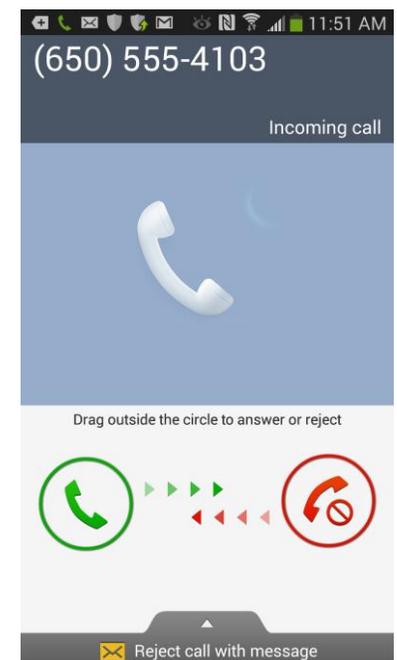
- Answer the call. Slide right 
- Ignore the call to silence the ringing. Slide left 
- Transfer the call to your office voice mail. Slide up 

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:

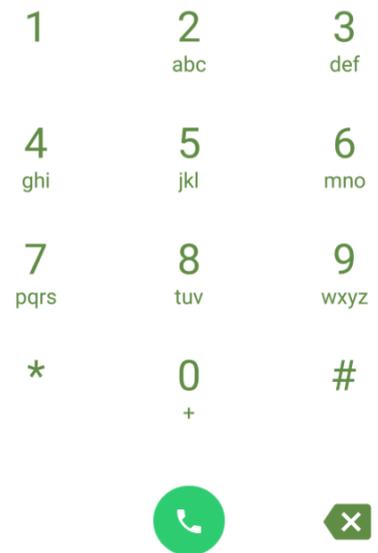
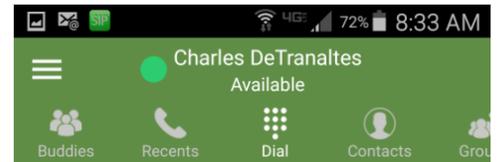
- **Answer** – Answers the call.
- Decline** – Sends the caller to your Android's voice mail.

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.



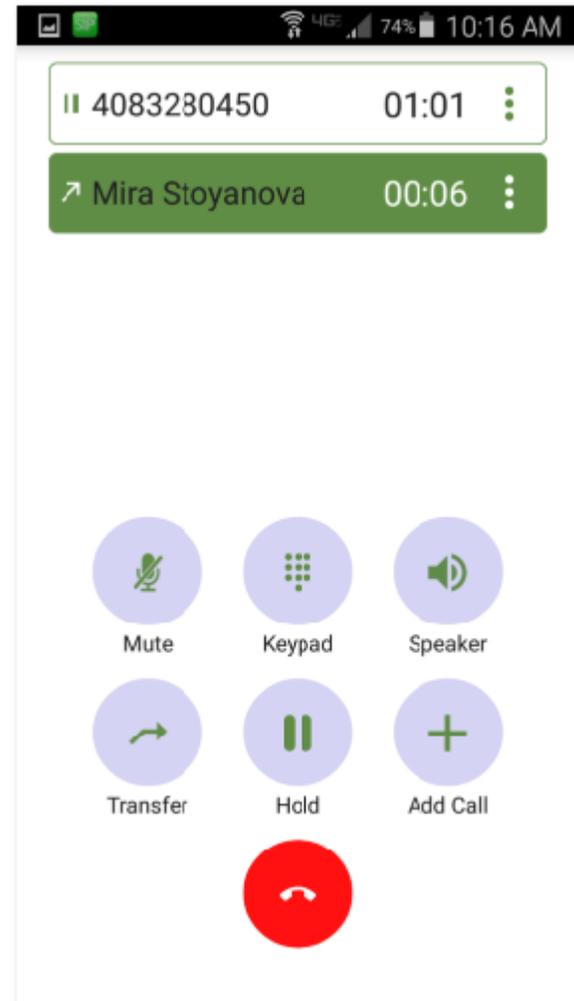
8.3 Multiple Call Sessions

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.



8.3.1 Hold

To place a call on hold, tap the Hold icon



in the call control screen.

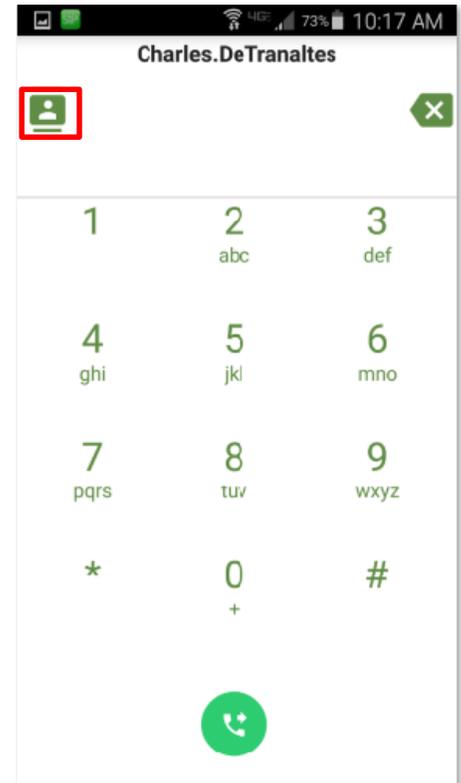
To retrieve the call, tap the Retrieve



8.3.2 Transfer

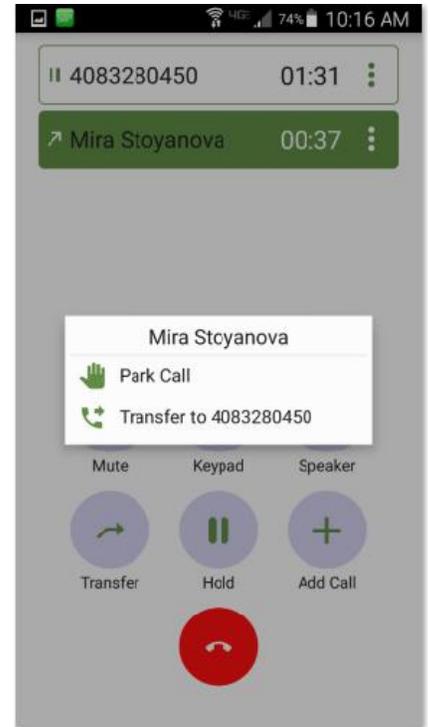
To transfer a call, tap the Transfer  icon in the softphone screen.

This action takes you to the Dial Pad where you can either type in the number or look it up in the Android Address book. Tap the Send button to complete the transfer.

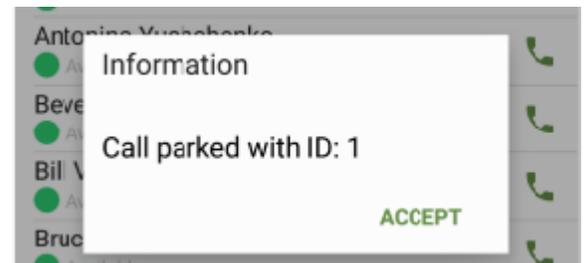


8.3.3 Park

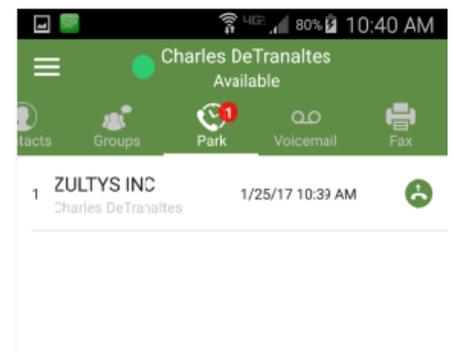
To park a call, tap and hold the call session area. The action menu on the bottom of the screen appears. Tap Park Call.



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.



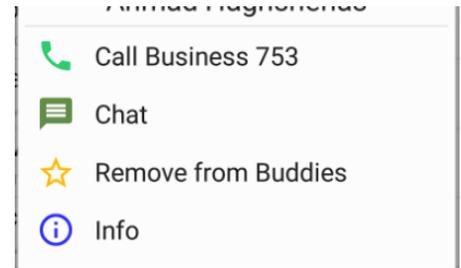
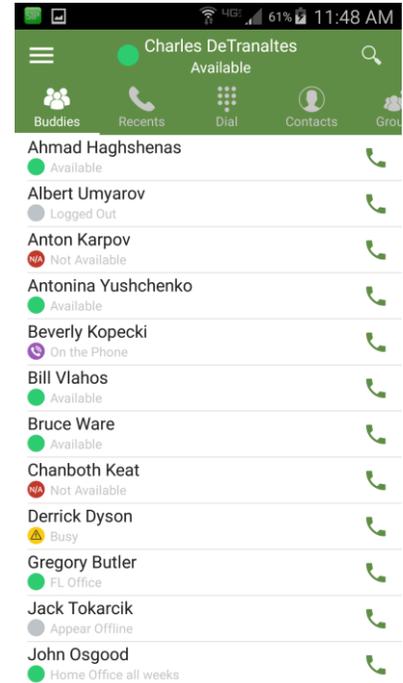
9 Buddies Screen

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

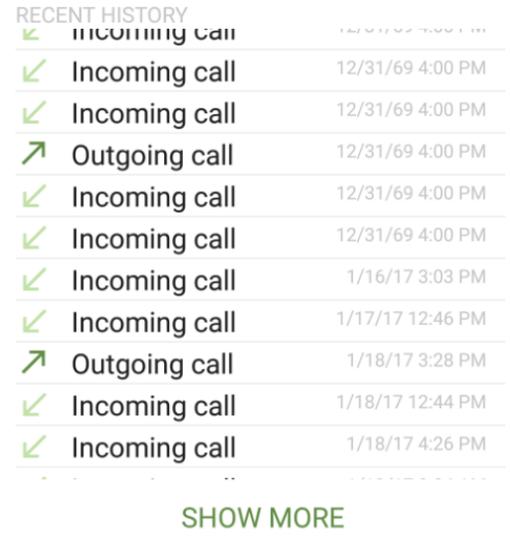
You may search for a buddy by tapping the search icon . Type the first letters of the buddy to start the matching process.

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

- You may 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

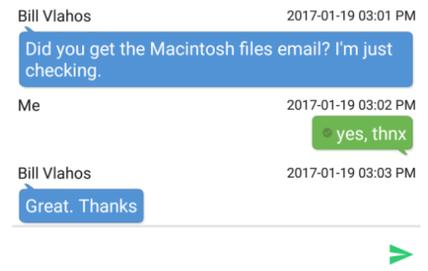


Tapping the Info button will display the recent history for that buddy.



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.

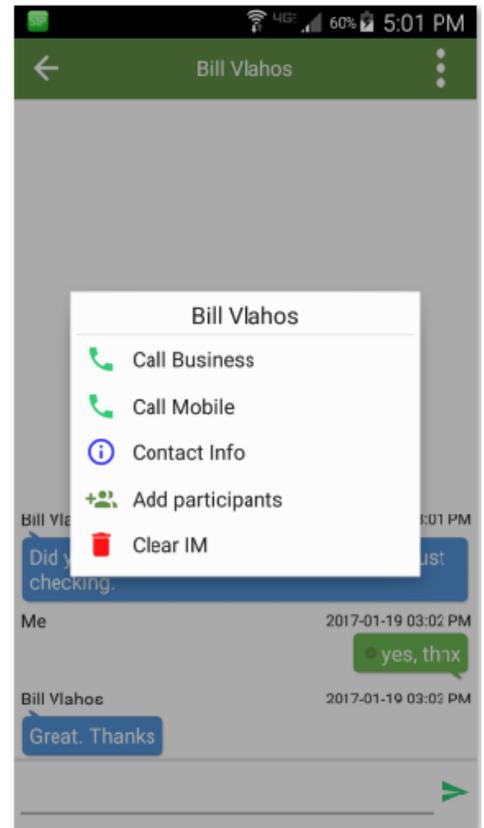
Type your message and press the send  icon or Enter on the keypad.



Tap the  icon to present more options.

You may call the contact or view their contact information.

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



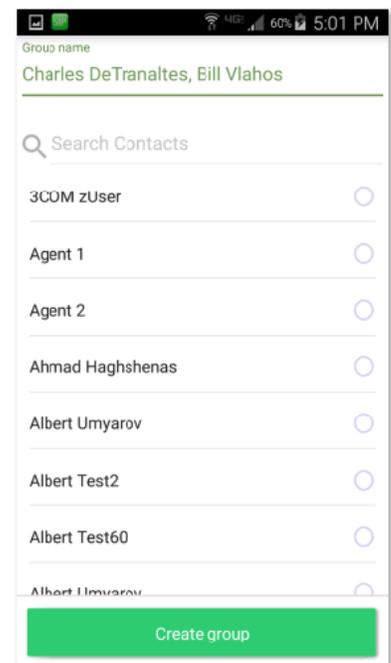
You may convert the Chat session into a Group Chat session by clicking Add participants.

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.



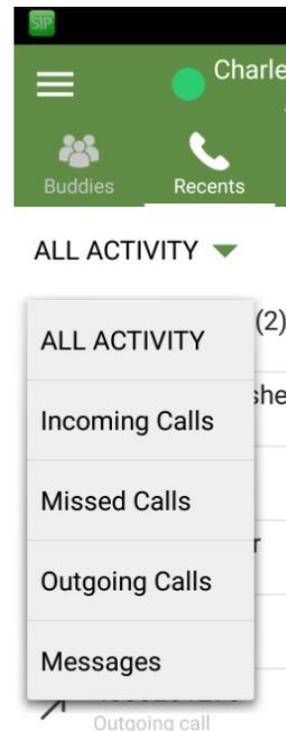
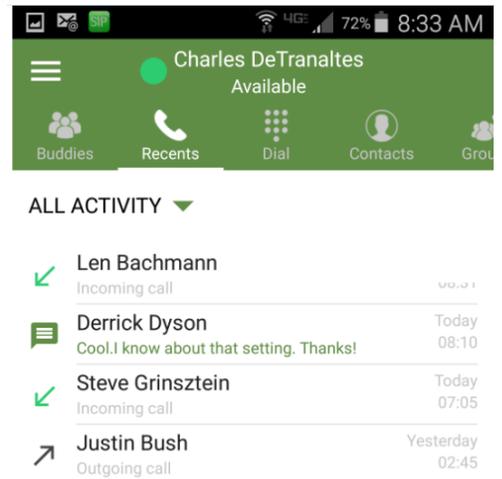
10 Recent Activities Screen (Recents)

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.

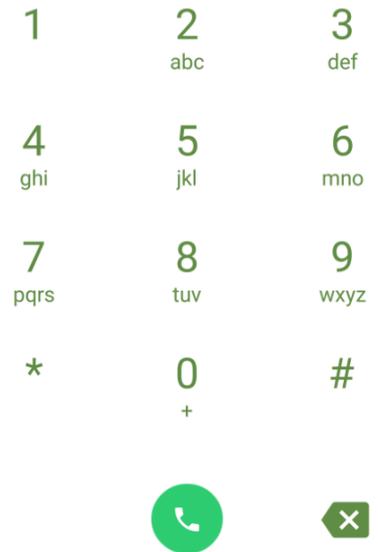
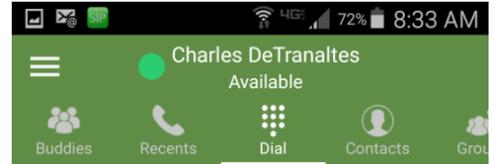
Tapping the activity once will invoke a chat session with an internal user.

You can filter the recent activity by type. Tap the ALL ACTIVITY text to display the filter options:



11 Dial Screen

Click on the Dial icon to initiate an outbound call.



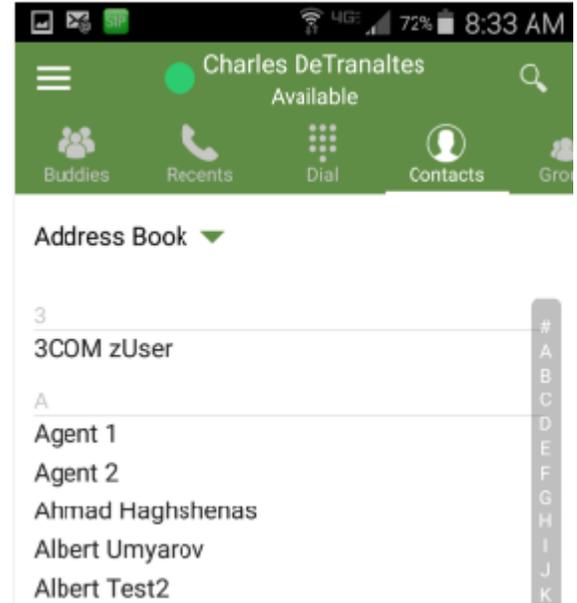
12 Contacts Screen

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

Tap the Contacts icon to display the screen.

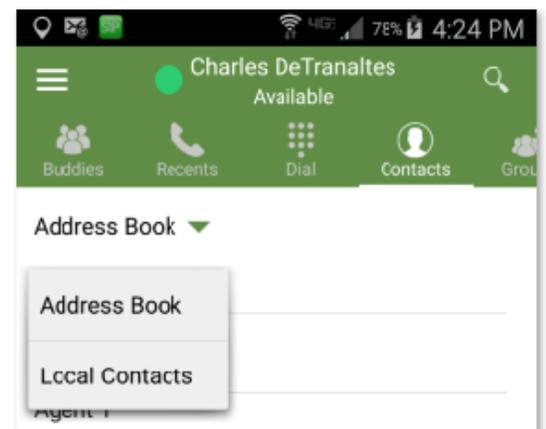
You may use the sidebar to go directly to the starting letter of your desired contact.

Example: tap J to start the list of contacts that begin with J.

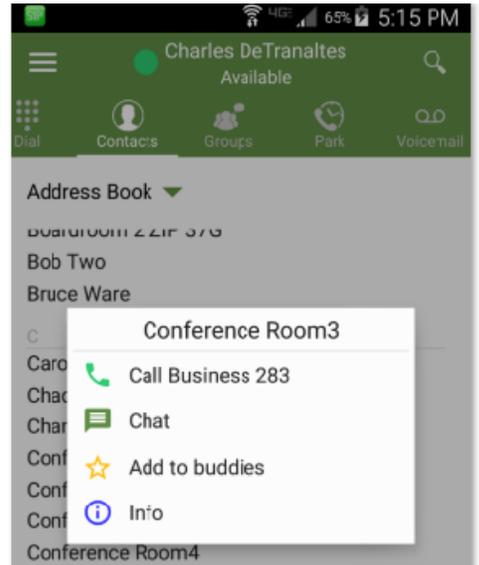


You may tap the Address Book text to select Address Book or your Local Contacts.

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



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



13 Groups

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

Note: The MX system must be running 12.0.4 or higher for Group Chat to function.

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.



PUBLIC ▼

MY

PUBLIC

PRIVATE

To create a group:

Select My/Public/Private type

Tap the + icon

Tap the New Group icon



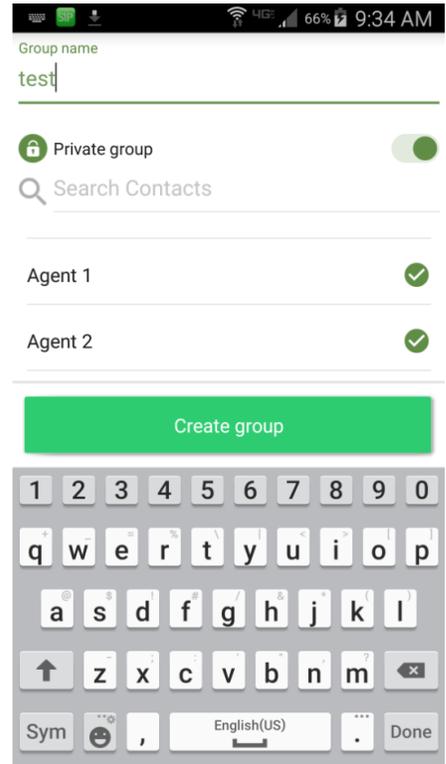
PUBLIC ▼



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

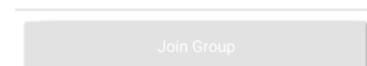
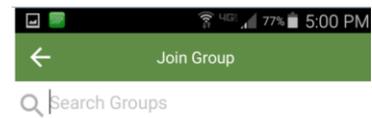
Tap the + icon

Tap the Join Group icon

Search for the group name

A list of matching groups will appear.

Tap Join group

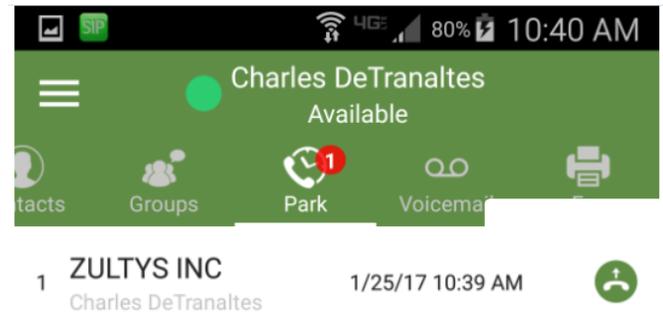


14Park

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  .

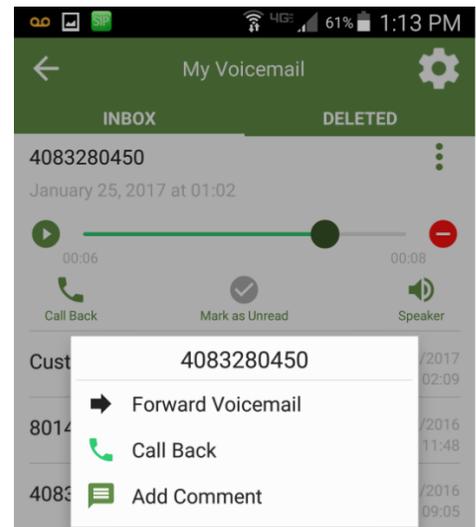
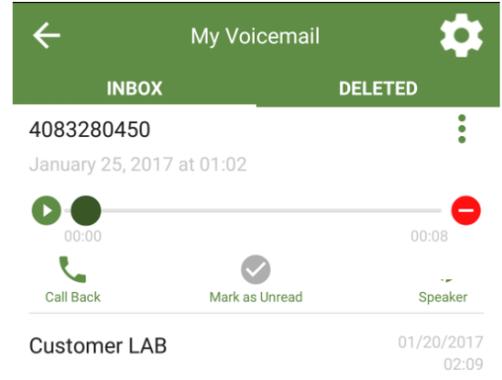


15 Voicemail

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

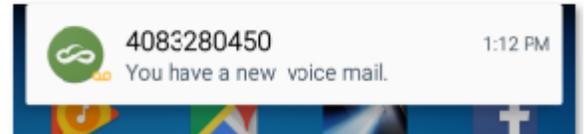
- Tap the  icon to forward the message. You may choose to record an introductory comment.



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

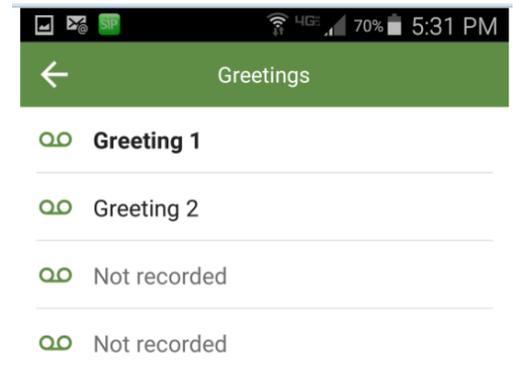
Tapping this notification will take you to the Voicemail screen.

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

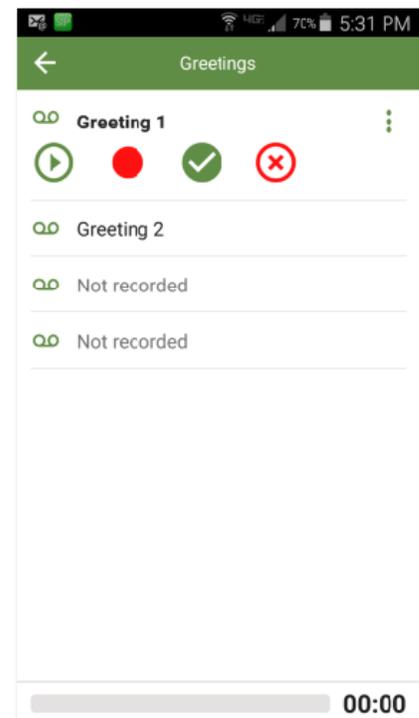


Tap the setup icon  to access your mailbox greetings.

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.



16Fax

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

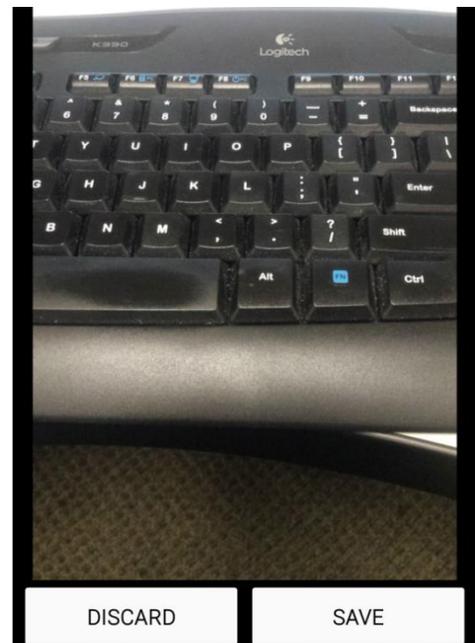
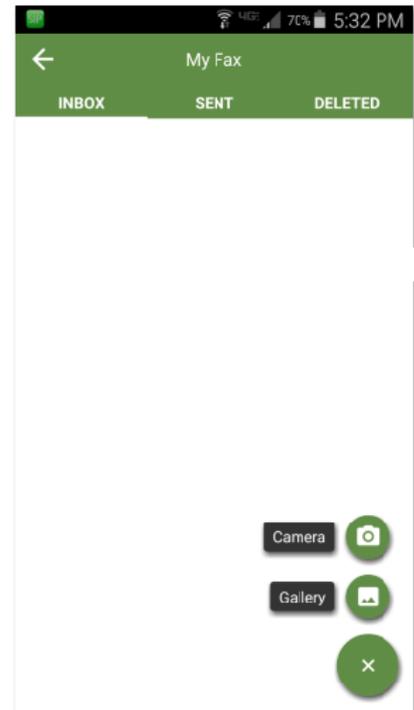
- To view a fax, tap the My Fax text and you will see the Inbox/Sent/Deleted folder.

- 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.



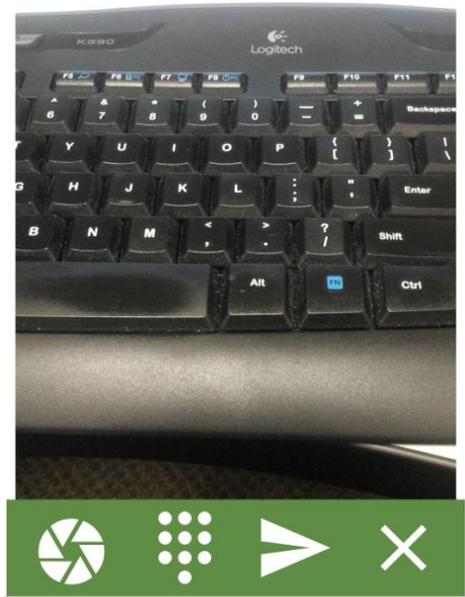
A menu will be displayed below the image. You can:

Retake the picture

Invoke the dial pad to send the fax to an external number

Invoke the directory to send the fax to an internal party.

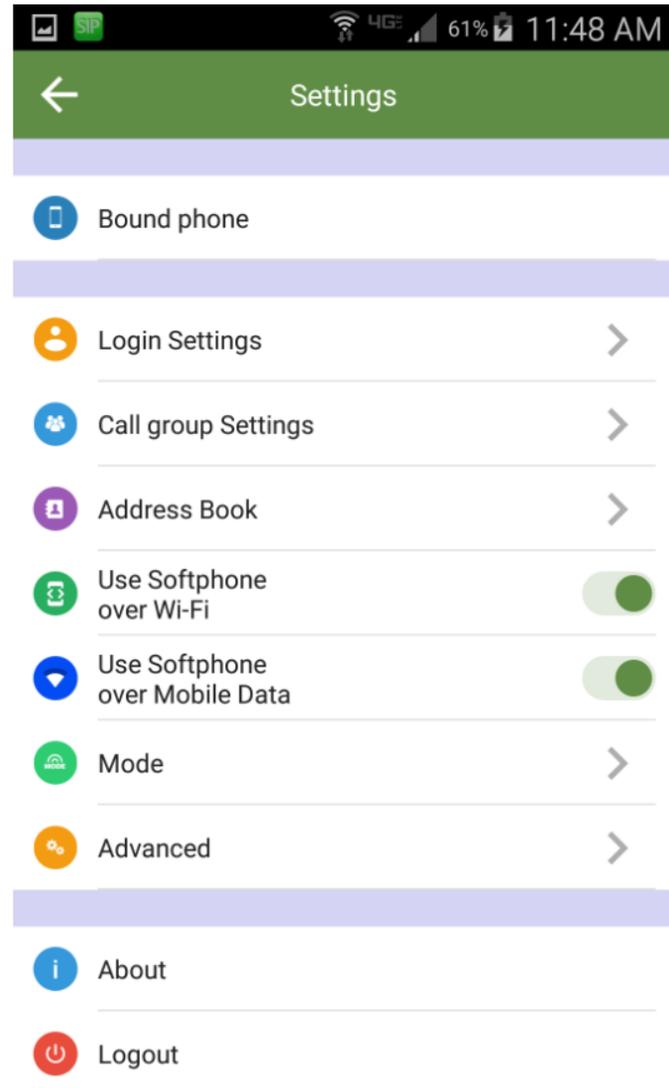
Delete the fax and stop the process.



17 Settings

Tap the ZMC’s Sidebar icon  to display the Settings menu. Settings allows you to edit the following options:

- **Bound phone** – the phone number of the mobile device you are using.
- **Login Settings**
- **Call group Settings**
- **Address Book**
- **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.
- **Use Softphone over Mobile Data**– If enabled, Zultys mobile uses built-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 Section **Error! eference source not found..**
- **Advanced** – *This screen is reserved for technical support functions.*
- **About** – displays version number of ZMC
- **Logout** – Logs the user out of ZMC



17.1 Login Settings

Username – The username of the MX user.

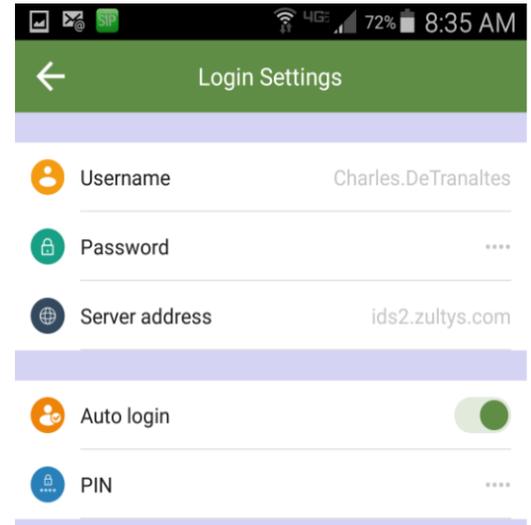
Password – The password for the user.

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

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

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

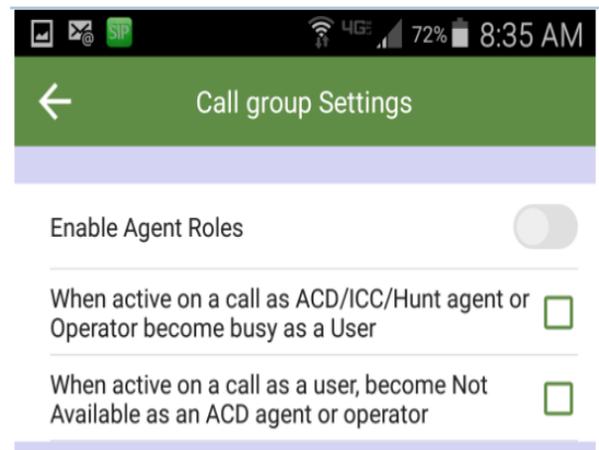
Type New PIN and Confirm PIN then click OK. The maximum PIN length is 12 digits.



17.2 Call Group Settings

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

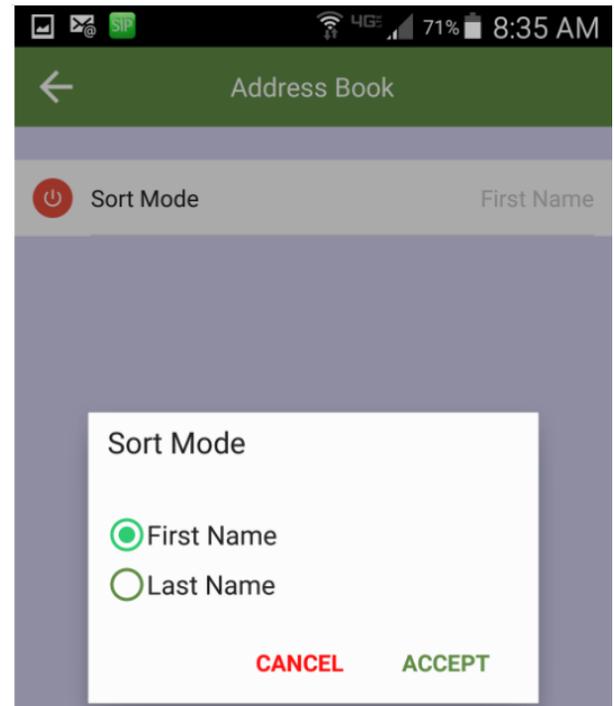
- **Enable Agent Roles** – If this option is enabled, you will be presented the option to log in as an Agent when opening Zultys Mobile. By default this option is disabled.
- **When active on a call as a user, become Not Available as an ACD agent or operator** – If this option is enabled, a user will 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.

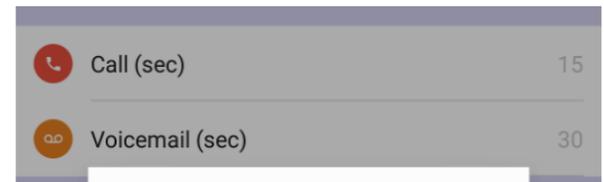
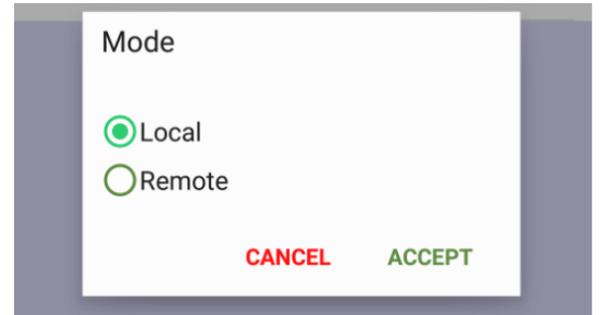
17.3 Address Book

- **Sort Mode** – Allows you to select if the address book is sorted by first or last name.



17.4 Mode

- 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.
- **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



17.5 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.

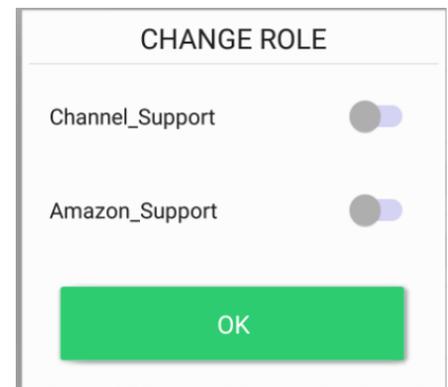
Tap the Change Role button at the bottom of the presence screen.

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

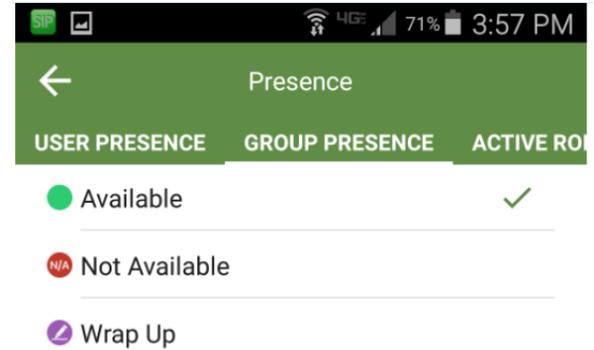


17.6 Changing Agent Presence

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.

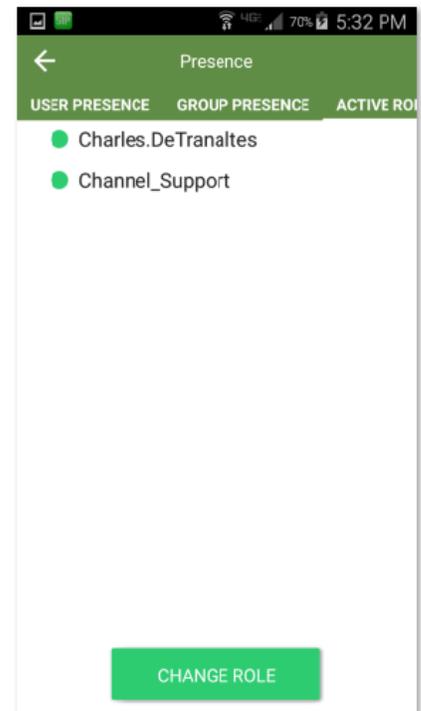


17.7 Changing Active Roles

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.

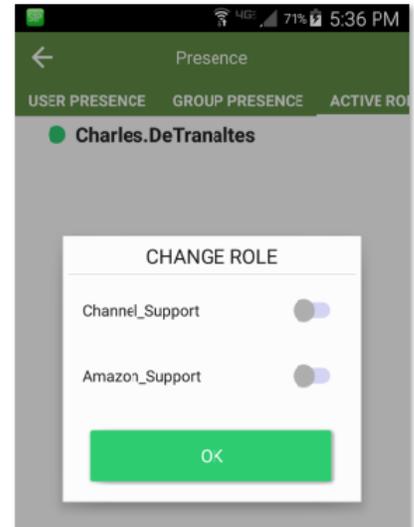
This option will be available only if the Enable Agent Roles option is active in application settings.

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

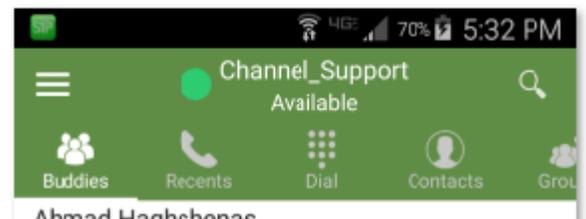


Tap the Change Role icon

Enable the desired Role and tap OK



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



18FAQ

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.

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.

18.6 My android device does not have a menu key?

On some models of hardware, the menu key was removed by the hardware vendor.

Go into Settings - Accessibility - Dexterity and interaction - Assistant menu, and enable the Assistant menu. Tapping on Edit will give you the options for which functions you want included. Make sure that More Options is selected here. There will now be a floating button on all screens, which will include the More Options/Menu button, and can be used in the various apps where you previously faced an issue.

In ZMC 7.0, the menu options are now part of the ZMC application.