



Boab IT Managed Voice

Download, Installation & Information Guide
MXIE



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MXIE Introduction

What is MXIE?

MXIE (*pronounced "mixie"*) is software which interfaces between your computer, your phone and the PBX. With this interface in place, tasks typically performed on the phone can be done within the MXIE interface – in a more user friendly way.

MXIE also allows for interfacing between other applications – such as Outlook for your contacts.

Please utilise this manual in conjunction with the MXIE Introduction video, which takes you through the functions described in this guide.

Downloading & Installing MXIE

Your system administrator will provide you a link to download the MXIE application from the PBX. Further, they will also provide you with:

- Your Username
- Your Password/PIN
- The URL of the PBX

This information is different depending on your PBX configuration.

Installing MXIE is simple – just select NEXT / OK for all windows which open. Once installed, you will see the following window which will allow you to enter the information above.

The screenshot shows a standard Windows-style dialog box titled "MXIE User Login". On the left side, there is a blue key icon. The dialog contains the following elements:

- A "Login:" label followed by a text input field.
- A "Password:" label followed by a text input field.
- A checked checkbox labeled "Remember password".
- A "URL:" label followed by a text input field.
- At the bottom right, "OK" and "Cancel" buttons.
- At the bottom left, a blue globe icon.
- At the bottom right, a language selection dropdown menu currently displaying "English (Australia)".



Navigating MXIE

The MXIE window consists of a number of different areas:



The Main Toolbar: Certain functions can be performed from this toolbar, or certain windows can be opened.

Tabbed/Docked Windows: Tabbed and docked windows can be moved around the main MXIE window. These will usually be items such as call log, parked call information, Instant Messaging history, your contacts, etc.

Main Call Area: This is the area where calls will appear, as well as the area where you can click and drag calls to/from.

Status Bar: System information, phone binding information, etc. will be shown in this area.

MXIE is very versatile in that you can arrange different windows into a layout which you find works best for you. Windows can be docked into certain areas, or can be put into tabs to allow for more details to be shown when changing tabs.

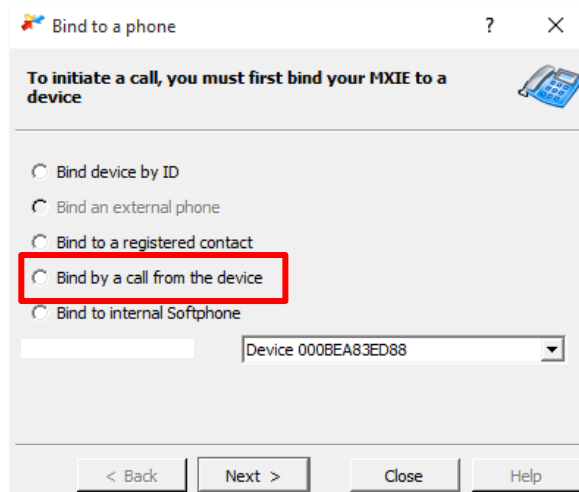


Binding Your Phone to MXIE

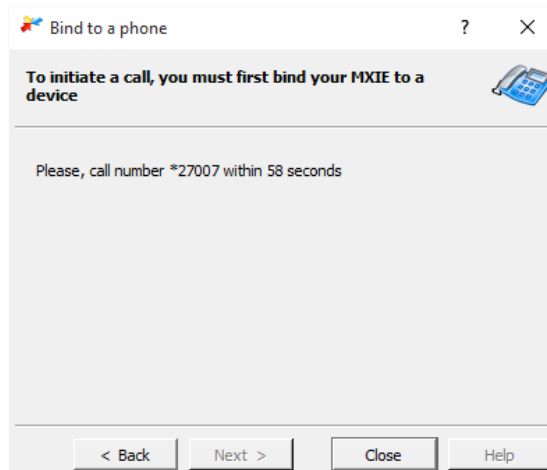
To use MXIE, you need to “bind” your phone with the application – this basically means you are connecting your phone to be used in conjunction with the application. There are a number of methods to bind your phone, we recommend one of the following:

To bind your phone with a call verification, do the following:

1. Select File and then Bind to
2. Select “Bind by a call from the device” and click next



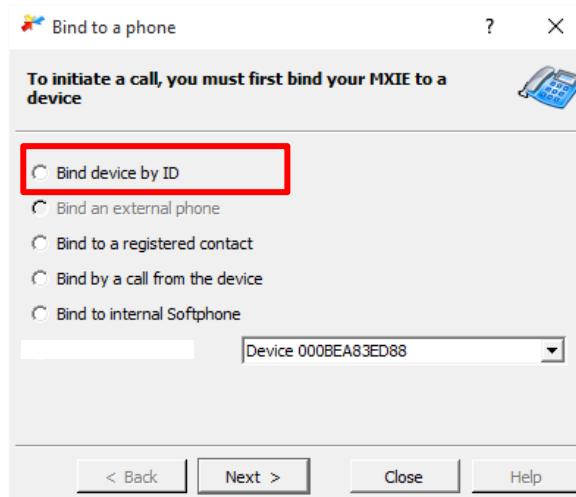
3. A window will show a number to dial from the handset. Dial this number. If successful, your phone is now bound to MXIE.



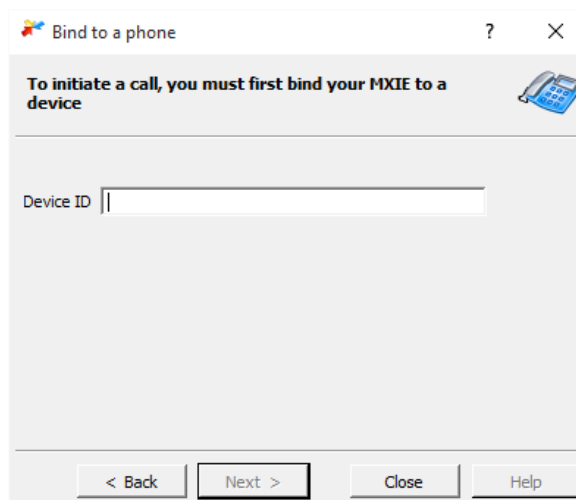


To bind your phone by using a device ID, do the following:

1. Select File and then Bind to
2. Select "Bind by Device ID" and click next



3. Enter in your device ID. The device ID is usually the MAC address of the phone



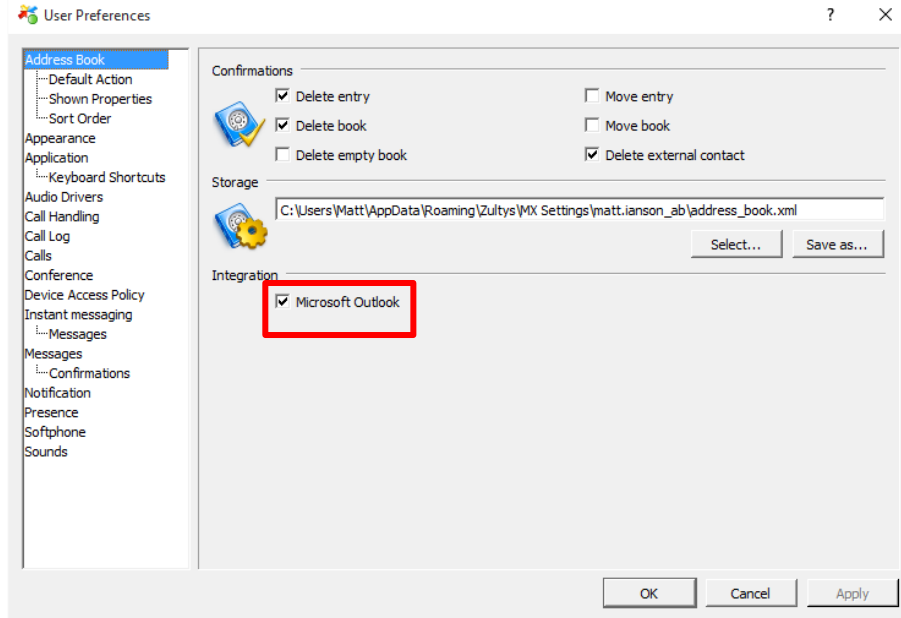
4. Press next. Our phone should now be bound to MXIE



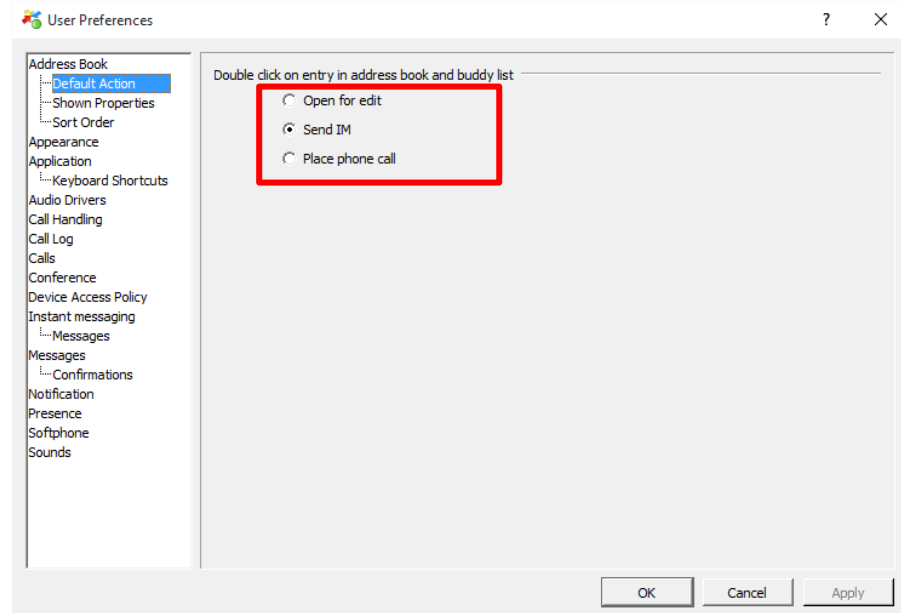
Suggested Preferences

You can make some adjustments to system preferences to change or add functionality to MXIE. To access the application preferences, select File and then preferences. We recommend the following:

- Under the address book option, ensure their Integration of Microsoft Outlook is selected

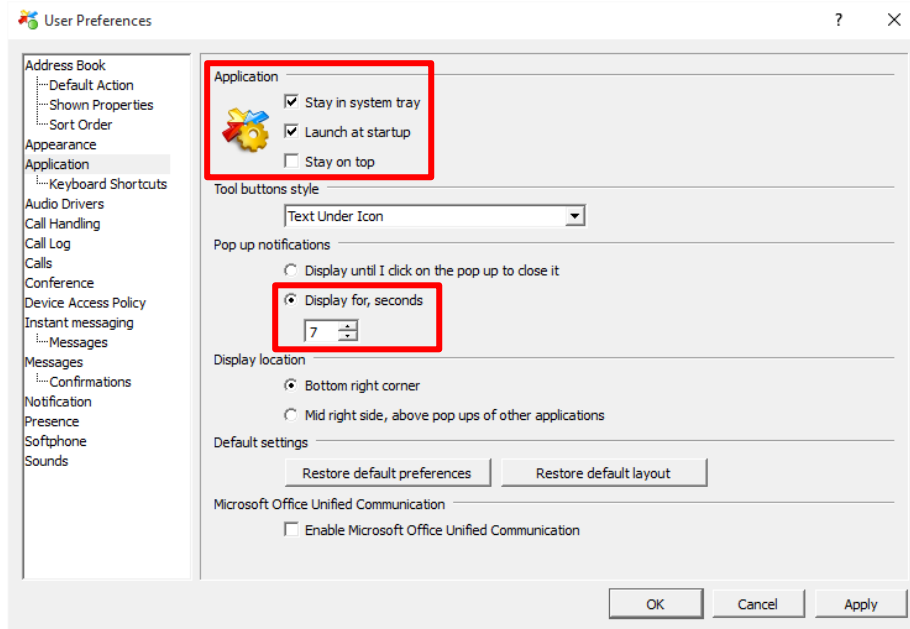


- Change the default action for your buddies list to suit how you would like it to function. Double click to send a text message or to make the call.





- Under Application, select “Launch at startup” so MXIE launches whenever you turn your computer on
- Popup notifications. We suggest changing this to slightly longer than 7 seconds.





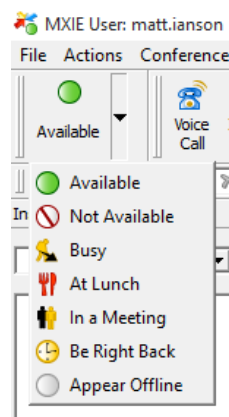
Instant Messaging

MXIE has an Instant Messaging function, with rudimentary functions. Think of the Instant Messaging as the old messaging clients such as MSN or Yahoo Chat. The instant messaging will allow you to creating Instant Messaging chats with others on the same PBX.

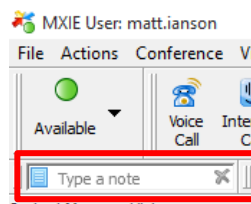
You can start an Instant Message chat with someone in your firm, simply by clicking on their name in the address list and selecting “Send an Instant Message”. A popup window will be show, and you can now start having a text conversation with that user.

Presence

The presence feature allows you to change your status within MXIE, for example if you are in a meeting you can change your presence to “In a meeting” so others know if you are available.



You can also add a note to a presence such as when you are likely to be back, so others will know when checking your presence status.



To change your presence, simply click on the presence icon and select your presence.

Buddies Lists

The buddies list is a list of regularly called or messaged users within a firm. You can see their current presence status as well as seeing if they are currently on an active call. You can build your buddies list by doing the following:

1. Open the address book and display the contact list
2. Highlight the name of the person that you wish to add, press the right mouse button, and select Buddy.

You can also create groups of buddies, which can be expanded and collapsed as needed in the list. To create a group:

1. Right click in the buddy list and select Create Group

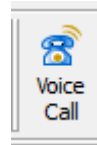


2. Use the same method of adding buddies, by dragging them from the contact list and adding them to the group you wish

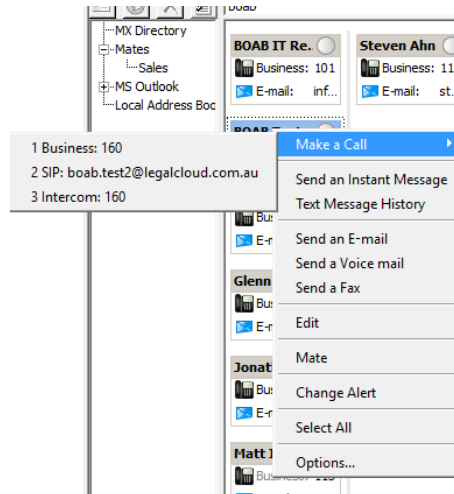
Making Calls

There are a number of ways of making a call:

- Click on the Voice Call button



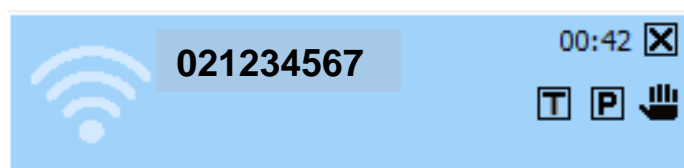
- Click on a contact (right click and make a call to their relevant number)



- Or simply start dialling the number



You will see shown in the main call area. You will also notice a number of symbols here and information, represented as follows:





Caller ID info: This is the information of the person who you called

T: The T symbol is used for transferring a call

P: The P symbol is used for parking a call

Hand: The hand symbol is used for putting the call on hold.



Holding Calls

To place a conversation on hold:

- Session List: press the Hold session control button
- Session List: right click the mouse over the session block and select Hold.
- Toolbar: press the Hold icon
- Keyboard: type 'H' or 'h'

When using MXIE to place a call on hold, do not perform any operations from the phone before retrieving the call. Pressing phone buttons during this time (such as a new call appearance button) disconnects the first call.

To retrieve a conversation that is on hold from MXIE:

- Session List: right click the mouse over the session block and select Retrieve
- Session List: if visible, press the retrieve session control button
- Toolbar: press the Hold

Parking Calls

The Park function maintains the state of a call but suspends the conversation.

To park a call:

- Session List: click the right mouse button over the session block and select Park
- Session List: drag and drop the session block into the Park Pickup icon in the toolbar
- Keyboard: type 'P' or 'p'

When you park a call, the MX issues a two-digit call code and a multi-digit phone number for retrieving the call.

Transferring Calls

You can also transfer calls from within MXIE. This gives you the benefit of an easier transfer method plus also being away of another users presence before transferring the call. There are two methods of transferring, blind transfer and announced transfer.

To perform a Blind Transfer:

- Session List: drag and drop the session block to the address book or buddy list contact that is to receive the transferred call
- Session List: press the Transfer session control button
- Keyboard: type 'T' or 't'
- Toolbar: press the Transfer icon

Next:

- Enter the number of the person who you want to transfer to (or select from the address book)

The call will go from your phone without an announcement.

To perform an announced Transfer:

1. Call the first party.



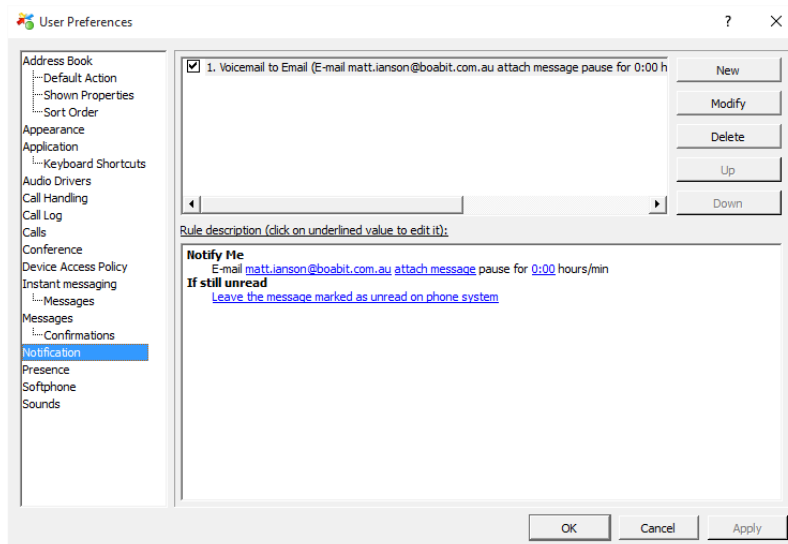
2. Place the first party on hold by pressing the hold button on MXIE. Do Not Use controls on the phone to place the call on hold!
3. Call the second party.

To transfer the call:

- Session List: press the Transfer session control button
- Session List: drag and drop the session control block to the recipient's address book or buddy list contact

Notifications Rules

Notifications allow you to be advised of something happening with calls to your phone. Once again, notifications work in a similar way to Microsoft Outlook rules. We recommend that you set a Voicemail to Email notification, so all voicemails left for you are sent to you as an email as well. This can be setup by doing the following:



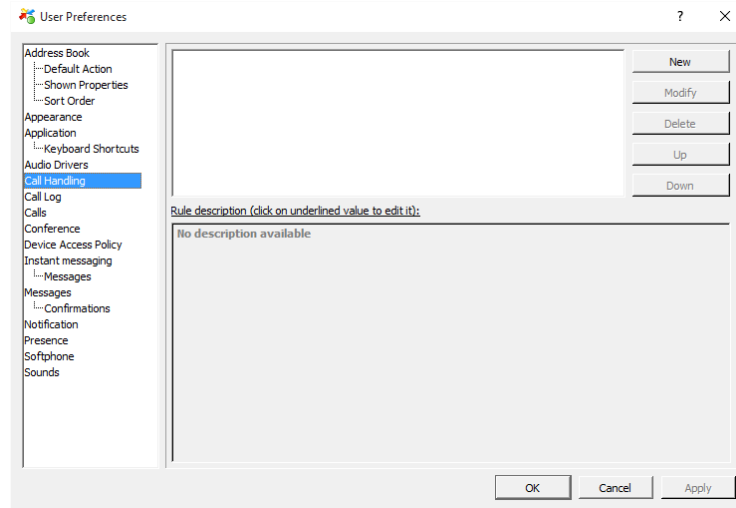
- Open MXIE Preferences (File → Preferences)
- Select Notifications
- Click on New
- Name the rule
- Click on “Please Specify to enter an email address”
- Click on Do not attach media, and select attach media
- Click OK



Call Handling Rules

Call Handling allows you to change the way calls coming into you are handled – think of it as messaging rules within Microsoft Outlook. You can setup a number of different call handling rules including:

- Divert calls, depending on your presence status
- Have calls forwarded to another extension at specific times
- Have calls handled differently when on a call or when the line is not answered



To access Call Handling rules:

1. Open the MXIE Preference (File → Preferences)
2. Select Call Handling
3. Click on New and create your call handling rule, based on your requirements