



# Zultys Advanced Communicator User Guide for Tops Telecom





# Contents

Where to Get ZAC .....	4
How to Log In .....	5
Role and Location.....	6
Main Screen .....	7
Binding .....	8
Dial Screen .....	9
Contacts and Buddies.....	10
Voicemail .....	11
Conference.....	12
Call Forwarding .....	13
Call Control .....	14
Making a call .....	14
Answering a call .....	14
Ending a call .....	14
Blind Transfer.....	14
Attended Transfer.....	15
Transfer to Voicemail .....	15
Hold .....	15
Park / Pickup .....	15
Record a call.....	15
Roles / Call Groups .....	16
Contact Us.....	17



# Where to Get ZAC

In most cases, ZAC has already been installed for you and the icon is visible on your desktop. If ZAC has not been installed, you can download it by going to the following address:


<https://zultys.topsoffice.ca>


## Enterprise Media Exchange


Version: 15.0.6


[WEB APPLICATIONS](#)[USERPORTAL](#)


### Applications for Users


 Windows MXIE


 Zultys Fax Driver for Windows Desktop 32-bit


 Mac OS X MXIE

 Zultys Fax Driver for Windows Desktop 64-bit


 Linux MXIE


 [Download ZAC](#)


 Video plugin


 Plantronics SDK Lite


### Applications for Administrators


 MXreport Advanced Reporting Tool

 Zultys Fax Driver for Server 32-bit

 MXarchive

 Zultys Fax Driver for Server 64-bit

 MXarchive Viewer

 Administration UI

[START UP LOG →](#)

After it has been downloaded:

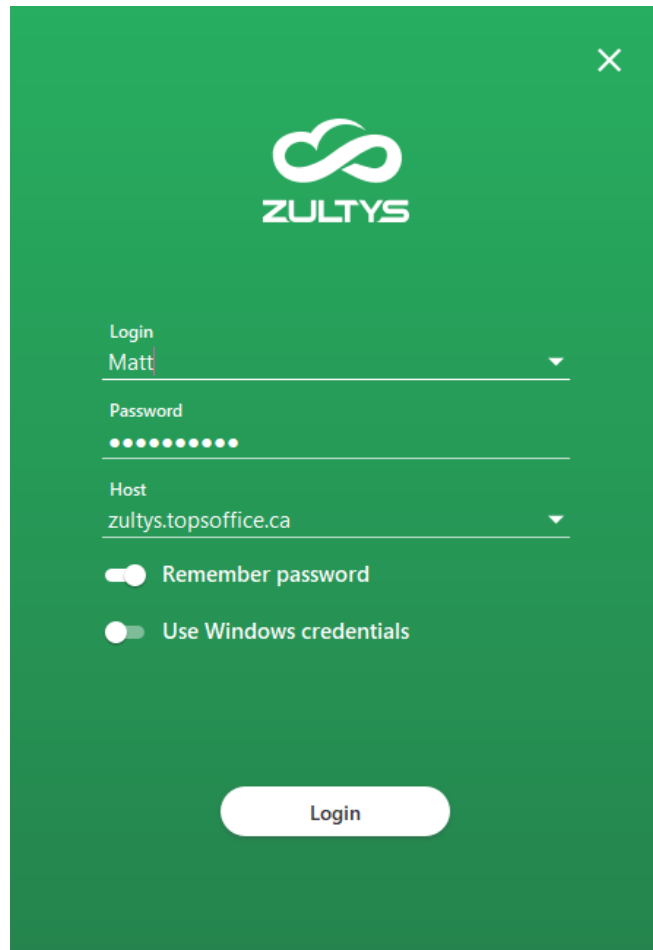
1. Run the file
2. Press yes to any User Account Control popups
3. Press yes to all default settings in the installation wizard



**Kamloops • Kelowna • Penticton • Salmon Arm • Vernon • Victoria**

# How to Log In

When you first open the program, you will be presented with the login screen:

The image shows a login window for ZULTYS. It has a green background with a white 'X' in the top right corner. The ZULTYS logo is centered at the top. Below the logo are three input fields: 'Login' with the text 'Matt', 'Password' with masked dots, and 'Host' with the text 'zultys.topsoffice.ca'. There are two toggle switches below the fields: 'Remember password' (which is turned on) and 'Use Windows credentials' (which is turned off). A white 'Login' button is at the bottom center.

Enter the following information:

Login: [Your first name]  
Password: Tops[extension]!20  
Host: zultys.topsoffice.ca

Your username is case sensitive. The first letter must be capitalized.

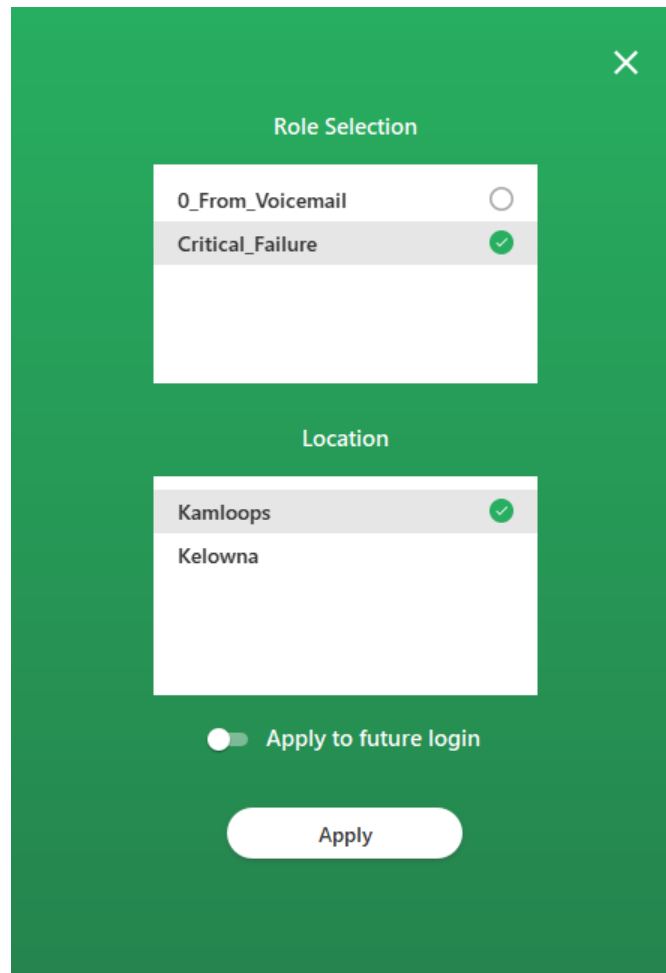
Enable **Remember password** to save this information.



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# Role and Location

After logging in, you will be prompted to select your location. **Role Selection** is only visible if you are a member of a call group:

A screenshot of a green modal window titled 'Role Selection' with a close button (X) in the top right corner. Inside the modal, there are two sections. The first section, 'Role Selection', contains a list with two items: '0\_From\_Voicemail' with an unselected radio button and 'Critical\_Failure' with a selected radio button (indicated by a green checkmark). The second section, 'Location', contains a list with two items: 'Kamloops' with a selected radio button (indicated by a green checkmark) and 'Kelowna' with an unselected radio button. Below these sections is a toggle switch labeled 'Apply to future login', which is currently turned off. At the bottom of the modal is a white rounded button labeled 'Apply'.

Selecting a role is equivalent to logging into a call group. In order to receive group calls, you must enable the role. See [Roles / Call Groups](#) on Page 16 for further information.

If your business has multiple locations, select your current location. If you place a call to 911, the address of the location selected here will be visible to the 911 operator.

Enable **Apply to future login** to save this information.

**ATTENTION:** If you are working remotely, do not dial 911 from any Zultys applications. Use a traditional landline or the native phone application on your cellphone to ensure the correct location information is visible to the 911 operator.



# Main Screen

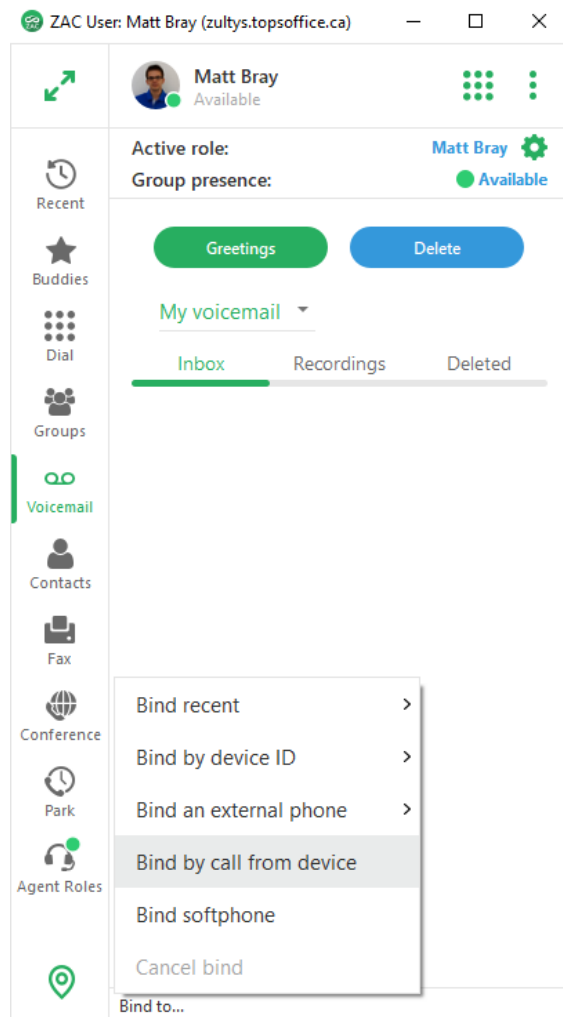
The screenshot shows the TOPS Main Screen interface. The top bar displays the user's name 'ZAC User: Matt Bray (zultys.topsoffice.ca)' and window controls. The left sidebar contains navigation icons for Recent, Buddies, Dial, Groups, Voicemail (highlighted), Contacts, Fax, Conference, Park, and Agent Roles. The main content area shows the user's profile 'Matt Bray' with an 'Available' status, 'Active role', 'Group presence', and buttons for 'Greetings' and 'Delete'. Below this are tabs for 'My voicemail' (selected), 'Inbox', 'Recordings', and 'Deleted'. The bottom status bar shows a location pin icon and the ID '000BEA8913E7'. Numbered callouts point to various features: 1 (toggle icon), 2 (profile picture), 3 (status/presence), 4 (call by number icon), 5 (settings/logout icon), 6 (role change icon), 7 (role change dropdown), 8 (group presence status), 9 (binding area), 10 (location pin), and 11 (Voicemail sub-menu).

- 1 Switch between full screen and compact mode (shown)
- 2 Add personal info and picture
- 3 Set Presence and personalized message visible to other users
- 4 [Call by number](#)
- 5 Settings / Log out / Exit
- 6 Change role for outbound calls
- 7 [Change role](#)
- 8 Change [Group presence](#)
- 9 [Binding](#) area
- 10 Change location
- 11 Sub-menus ([Voicemail](#) screen is shown)



# Binding

The first time you sign into ZAC you must connect it to a phone in order to manage calls. This is done in the Binding area at the bottom left.



Click on **Bind to...** > **Bind by a call from the device**, and then dial the binding code (displayed on the top right corner of the screen) on the phone you would like to bind to.

The phone will remain bound until you bind to a different phone.

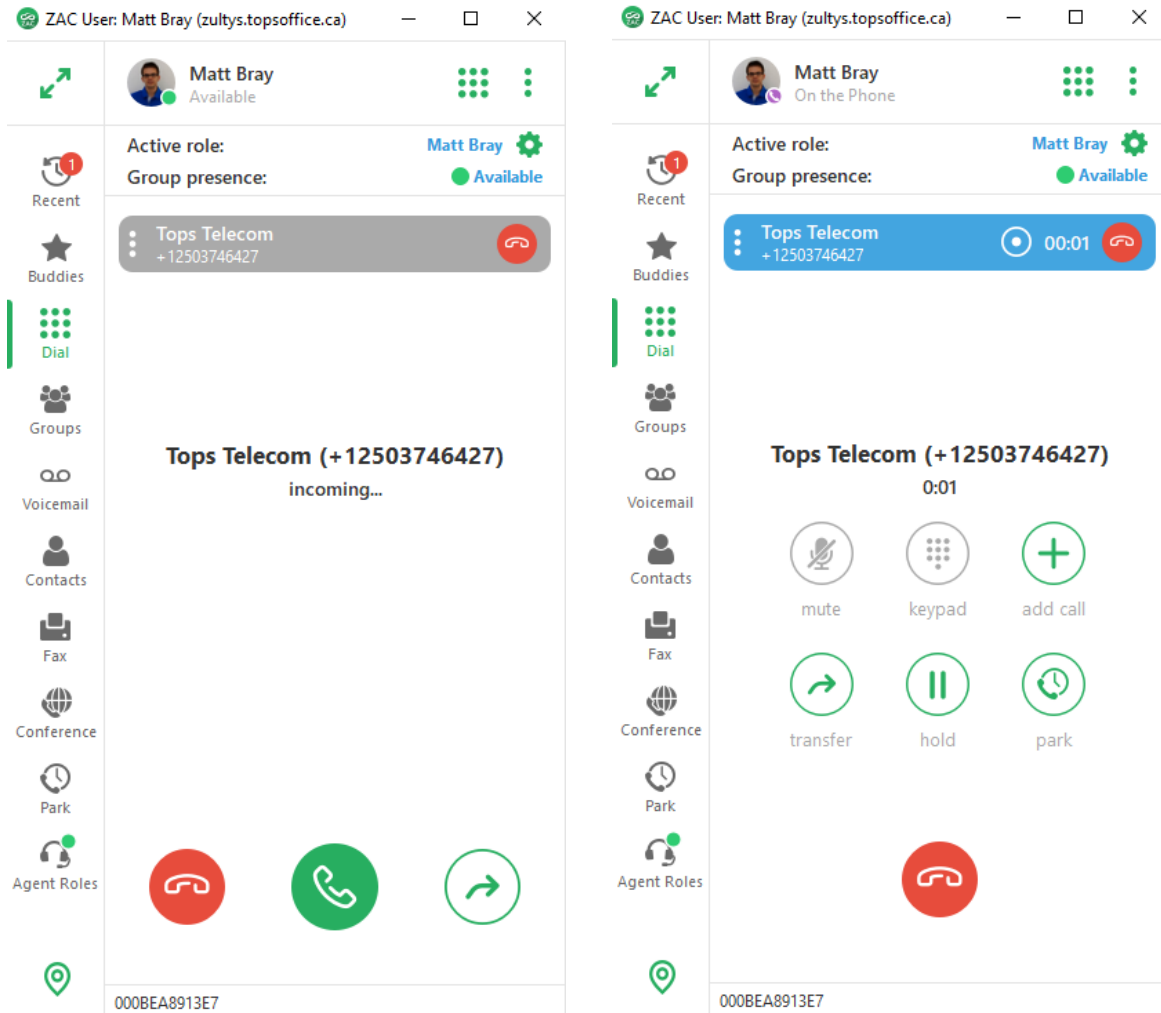
You can also connect a headset to your computer, and then select **Bind softphone** to make calls directly through your computer. This method does not require a physical phone.






# Dial Screen

This screen is used to handle phone calls. In *Compact* mode, when you receive a call the **Dial** screen will show the call bar and allow you to answer, reject, or forward the call.



Answer a call:

- by pressing the Answer icon 
- by double-clicking the call bar
- by pressing **Answer** in the popup on the top right of the screen

The call will be answered on your bound device

Transfer a call:

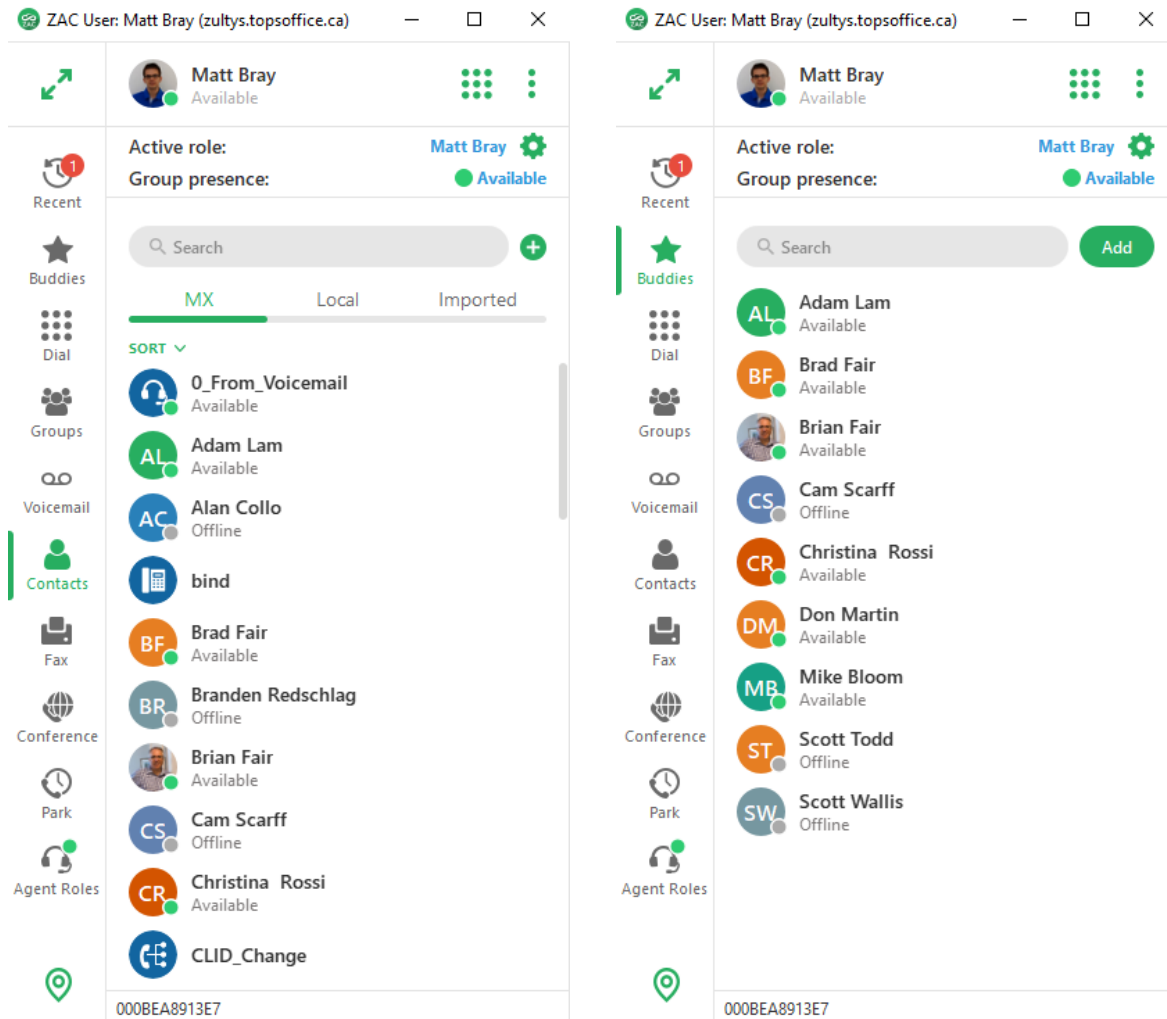
- By pressing the Transfer icon and then clicking on a user
- By drag-and-dropping the call bar to a contact

See [Call Control](#) on page 14 for further call management instructions.





# Contacts and Buddies

**Contacts** displays all the extensions on the system, a local list of personal contacts, and contacts imported from Microsoft Outlook. **Buddies** is a list of your favorite contacts.



To add a contact to your **Local** contact list, press the + button beside the search bar.

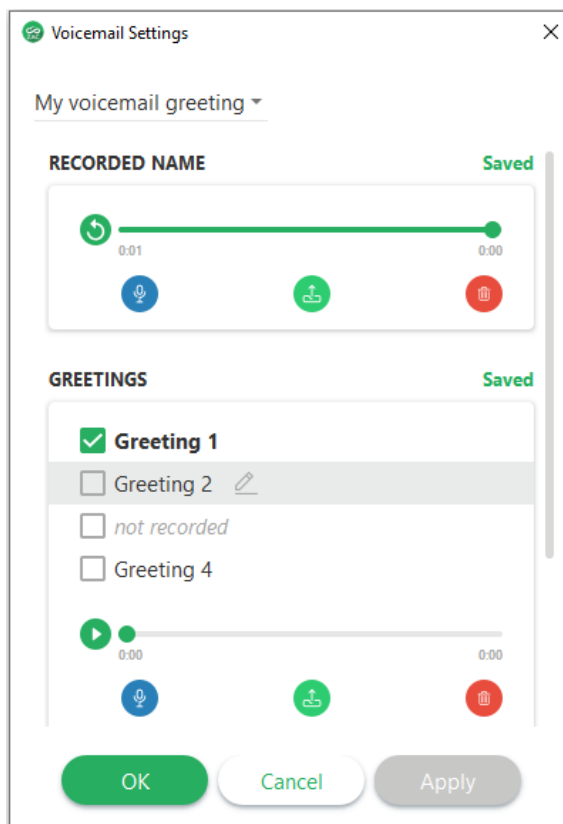
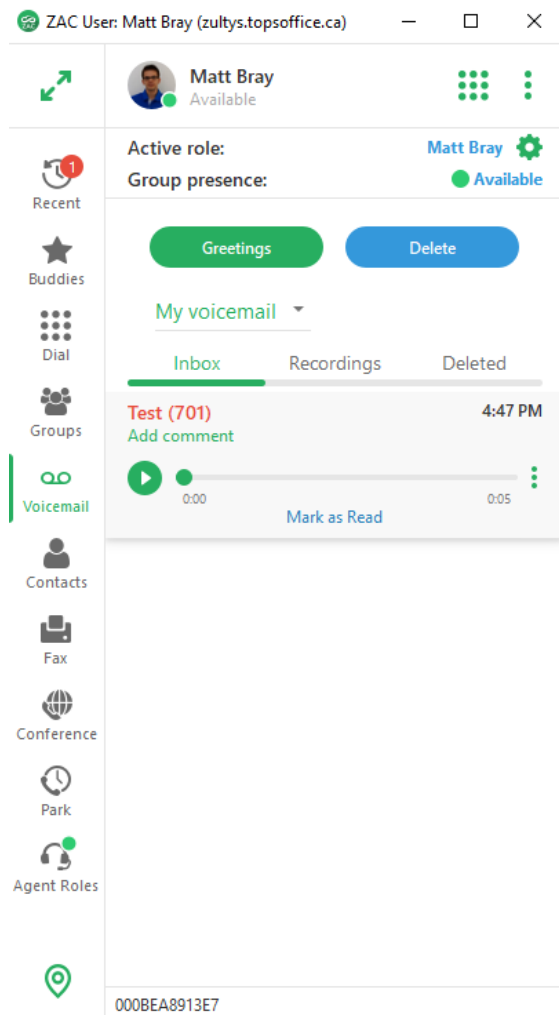
To import contacts from Microsoft Outlook, press More options  → Settings → Application → Integration → turn on *Microsoft Outlook contacts*.


To add a contact to your **Buddies** list, search for the contact and press **Add**, or hover over the contact with your cursor and press the star icon .



# Voicemail

From the **Voicemail** screen you can manage your voicemail messages and change your greetings.



Press the play button beside each voicemail to listen to it. Press more options  to delete, forward, or save the message.

If you are signed into a call group, press the drop-down beside **My voicemail** to view group messages.

Press the **Greetings** icon - You can listen to your current name and greetings, re-record them through your computer, or upload a pre-recorded file.

Select the checkmark beside the greeting you would like callers to hear.

To record greetings through your phone, dial \*86 and follow the audio prompts.

Default Voicemail password = **8677**



# Conference

From the **Conference** screen, you can schedule an audio conference and invite other parties. Your existing conferences will also be visible.

The image displays two side-by-side screenshots of the ZAC User interface for Matt Bray (zultys.topsoffice.ca). Both screenshots show a sidebar with navigation icons: Recent, Buddies, Dial, Groups, Voicemail, Contacts, Fax, Conference (highlighted), Park, and Agent Roles. The top status bar shows 'ZAC User: Matt Bray (zultys.topsoffice.ca)' and 'Matt Bray Available'.

**Left Screenshot: Schedule Conference Form**

- Active role:** Matt Bray (gear icon)
- Group presence:** Available (green dot)
- Schedule Conference** (back arrow)
- name:** Important Conference Call
- type:** Once
- date:** 2020-06-01
- time:** 9:00 AM
- duration:** 30 min
- web collaboration:** None
- ☒ End call on host leave
- Buttons:** Save and Invite, Save

**Right Screenshot: Web Conference and Existing Conferences**

- Buttons:** Schedule, Web Conference
- Existing Conferences:**
  - 12716509** Important Conference Call (2020-06-01, 30 min)

Press **Schedule** to create a conference. Fill in each field, and then press **Save and Invite**. A new email invitation will open which includes all the necessary instructions for callers to join the conference.

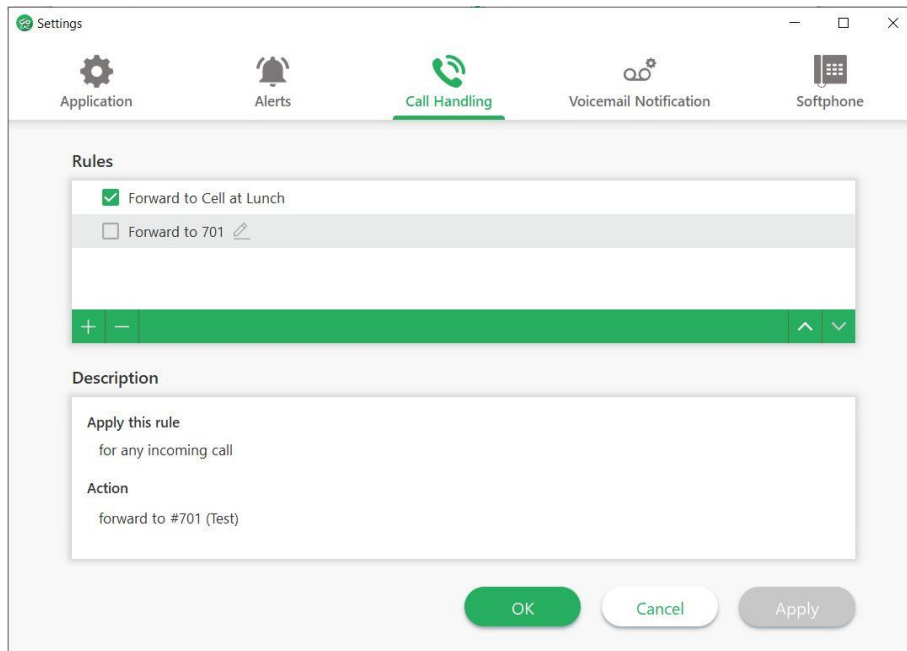
When you are ready to start the conference, you can join it by double-clicking on it or by pressing the start button.

Note: Web Conference is not currently available.



# Call Forwarding

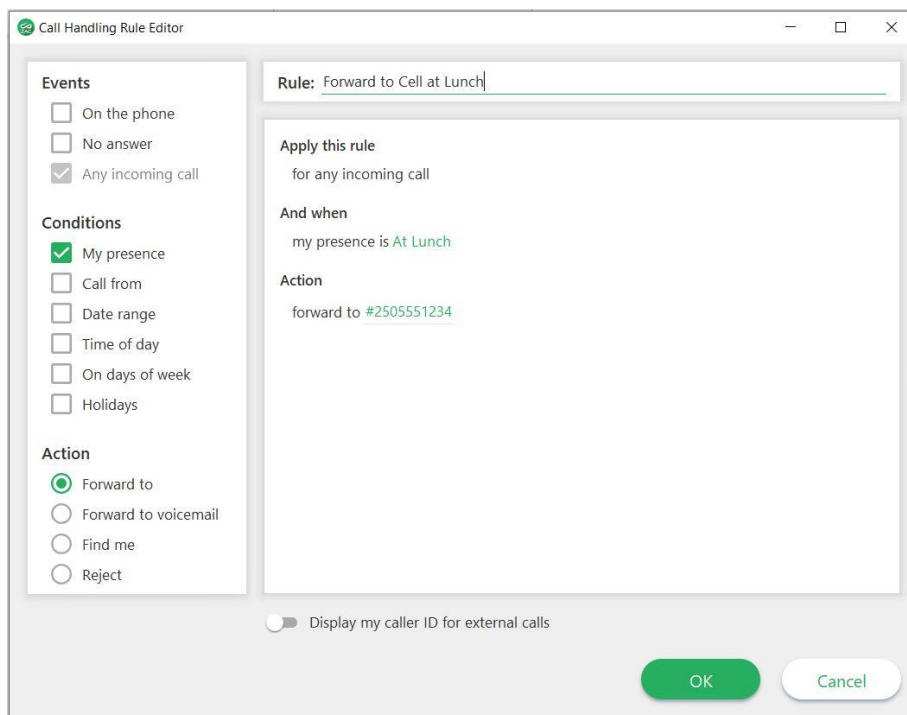
Press More options  and then press **Settings**. In settings, go to **Call Handling**.



You can create one or more call handling rules.

Multiple rules can be enabled simultaneously to handle calls matching specific conditions differently.

Press the + button to create a new rule.



In the Rule Editor window:

1. Name your new rule
2. Choose an *Event* to initiate the rule
3. (Optional) specify *Conditions* to apply to the rule
4. Set an *Action* for the rule
5. Press **Ok**
6. Press **Apply** in the Settings window




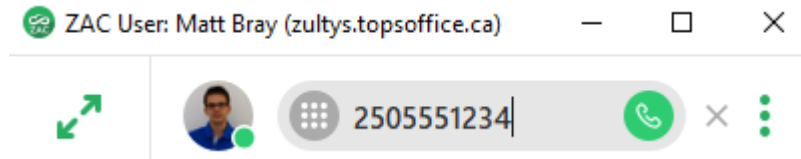
# Call Control

## Making a call

Go to the **Dial** screen and then key in the number with your mouse or keyboard

-OR-

Press the Call by number icon  and then enter a phone number or search for a user:



## Answering a call


Press **Answer** in the popup, or press the Answer icon on the **Dial** screen

-OR-


Double-click the call bar:



## Ending a call

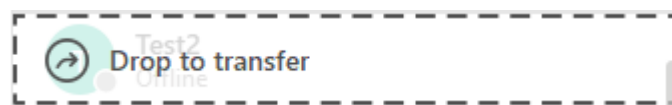
Press the end call icon  displayed in multiple places on the **Dial** screen

## Blind Transfer


Press the Transfer icon  and then click a user or type a phone number

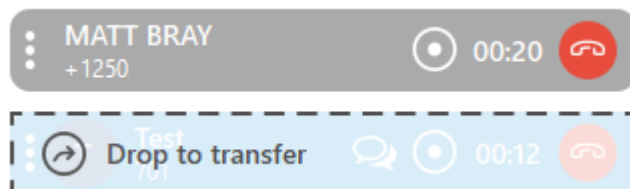
-OR-

Drag-and-drop the call bar onto anybody in your contacts or buddies list:



## Attended Transfer

1. Press the Add Call icon  -- the first call is automatically put on hold
2. Call another user or phone number
3. After consultation, drag-and-drop one call onto the other:



## Transfer to Voicemail

Press the Transfer icon and then type **\*86** + *extension number* in the search bar


## Hold

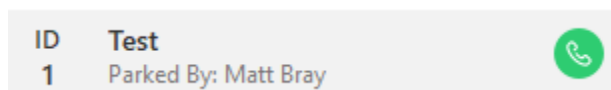
Press the Hold icon  on the **Dial** screen

To retrieve the call, press the hold icon again

## Park / Pickup

Press the Park icon  on the **Dial** screen

Any user can retrieve a parked call by going to the Park screen  and then pressing the Pickup icon:



## Record a call

Press the Record icon  in the call bar:

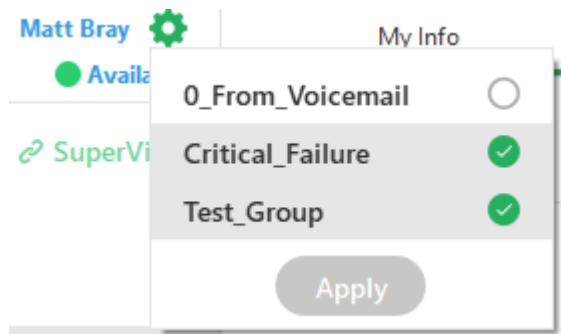


The entire call is recorded from the beginning and is available in the **Voicemail** screen after the call has ended

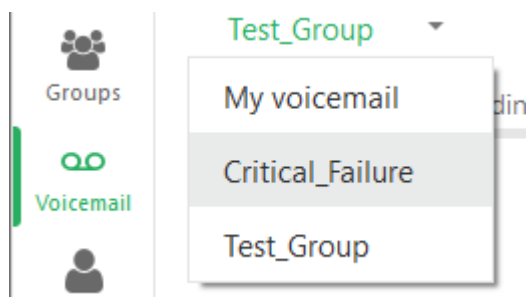
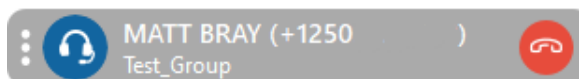


## Roles / Call Groups

In ZAC, call groups are called *Roles*. If you are a member of any call groups, you can log into the group(s) at any time by pressing the **Change Role** icon and selecting the desired group:



When the Role is enabled you will receive calls to the group according to the call distribution settings programmed by the administrator. On all incoming group calls, the name of the group will be displayed in the call bar:



In the **Voicemail** screen, you will see group voicemails by pressing the drop-down beside *My voicemail* and selecting the group.

In the **Agent Roles** screen you can see other group members and their current **Group presence** status:



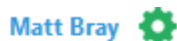
EXPAND ALL ▼ COLLAPSE ALL ▲

▼ Critical\_Failure

▲ Test\_Group



Active role:



Group presence:



Change your **Group presence** to *Not Available* in order to stop receiving group calls.

Active Role is used to place outbound calls from the group. It is not necessary to change this.





# Contact Us

Kamloops  
250-374-6427

Kelowna  
250-762-8888

Penticton  
250-490-8138

Salmon Arm  
250-803-0003

Vernon  
250-558-0022

Victoria  
250-381-3330

Sales 250-979-6700

Email [customercare@topsoffice.ca](mailto:customercare@topsoffice.ca)

Web [topsoffice.ca](http://topsoffice.ca)

