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SOLUTIONS

NEC

Desktop Application User Guide

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Call Features

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- Desktop Call Control
- Highlight and Dial
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- Address Books

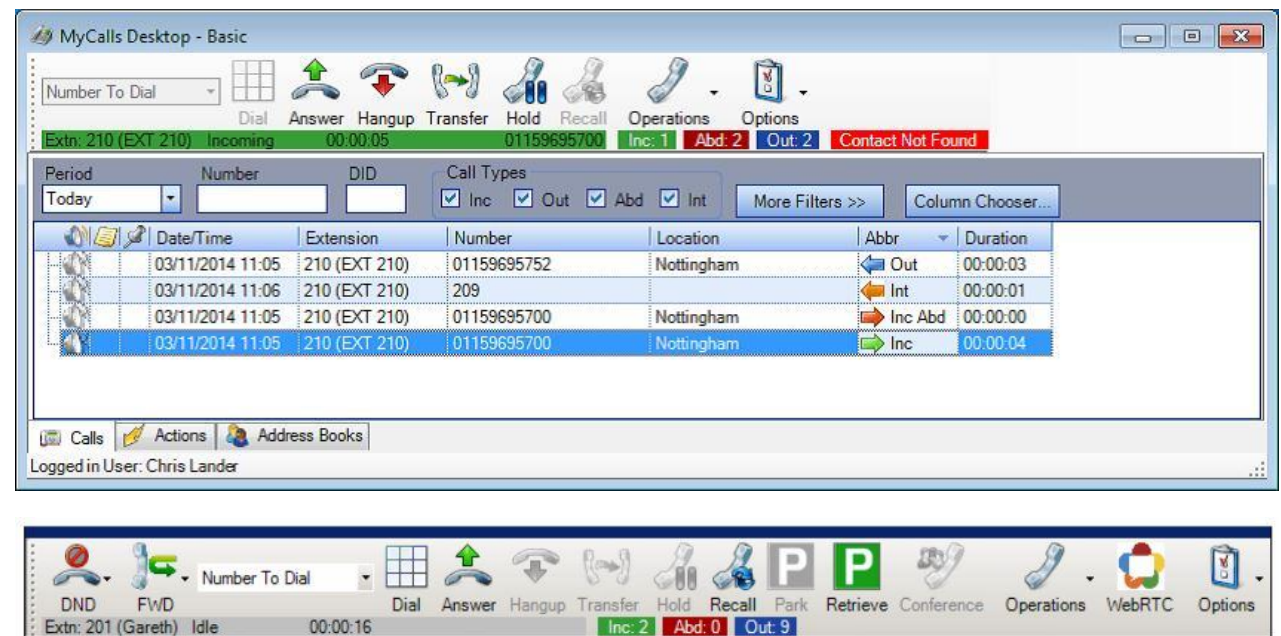


Mycalls Desktop Overview

MyCalls Desktop is a stand-alone application which provides call control functionality. The application will allow you to conveniently control your phone from your desktop computer, access the corporate directory and highlight and dial from virtually any Windows application.

Key Features

- Highlight & Dial
- Public Address Book
- Personal Address Book
- Action Buttons
- Call Logs



Mycalls Desktop Overview – Logging In

Step One

Click on the Desktop Icon (Right) or select Mycalls Desktop from the Windows Start Menu.

- **Enter your Extension Number as your Username.**
- **For your Password Enter your Security Code**

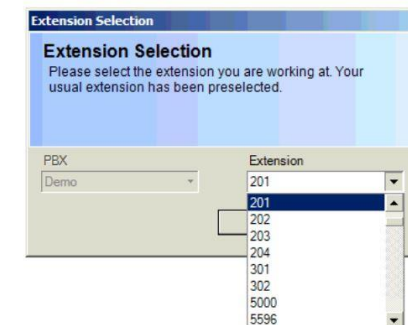
*(If you do not know your extension number or security code
Please contact your system administrator)*



The 'User Login' dialog box has a title bar with a question mark and close button. The main area has a blue header with the text 'Enter a user name and password' and a sub-header 'When logged in you will be allowed to use the system to the level that your user has been granted. This could be as either a user, supervisor or admin.' Below this are two input fields: 'User Name' and 'Password'. The 'User Name' field has a 'Browse' button to its right. At the bottom are 'OK' and 'Cancel' buttons.

Step Two

Confirm your extension number from the drop down box. If you are working at another phone, please select it from the drop down menu.

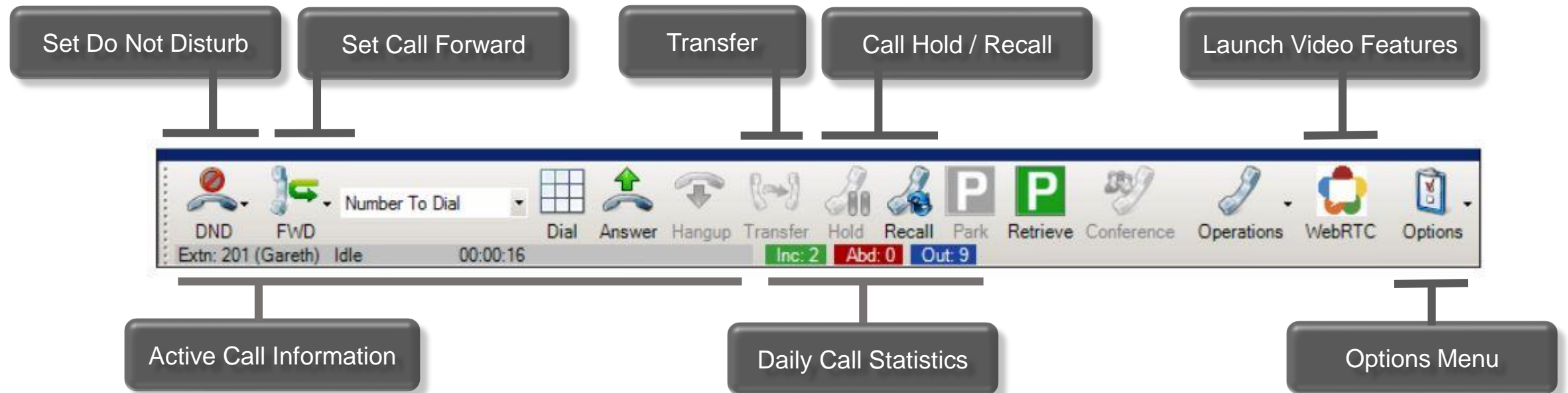


The 'Extension Selection' dialog box has a title bar with a question mark and close button. The main area has a blue header with the text 'Extension Selection' and a sub-header 'Please select the extension you are working at. Your usual extension has been preselected.' Below this are two drop-down menus: 'PBX' and 'Extension'. The 'PBX' menu currently shows 'Demo'. The 'Extension' menu is open, showing a list of extension numbers: 201, 202, 203, 204, 301, 302, 5000, and 5596. The number 201 is currently selected and highlighted in blue.

Mycalls Desktop - Call Control Toolbar

You will now see the Call Control Toolbar, you can place it anywhere on screen, and it will sit behind any applications you have running. You can select it from the task bar at any time to bring it to the front.

By selecting **Preferences** from the **Options Menu** you can set it to come to the front automatically when you are on the phone, or when your phone rings if you prefer.



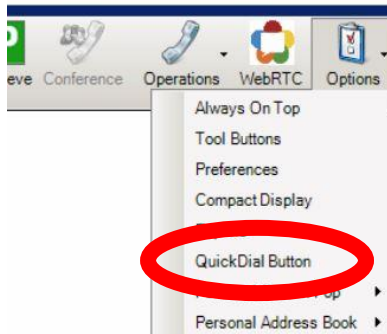
Highlight and Dial

The quick dial button allows you to highlight and dial a number from virtually any windows application.

It will sit on top of all of your applications so place it somewhere where it won't get in the way. Mycalls will remember the location each time you log in.

Step One

Click on the Options Drop Down Menu and select Quick Dial Button.



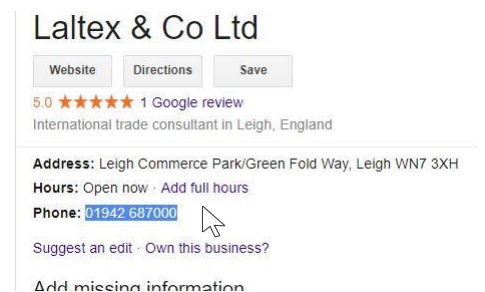
Step Two

The Quick Dial Button (Below) will appear initially in the top left of your screen. Left click and hold, and drag it to somewhere where it will not get in the way.



Step Three

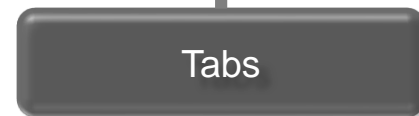
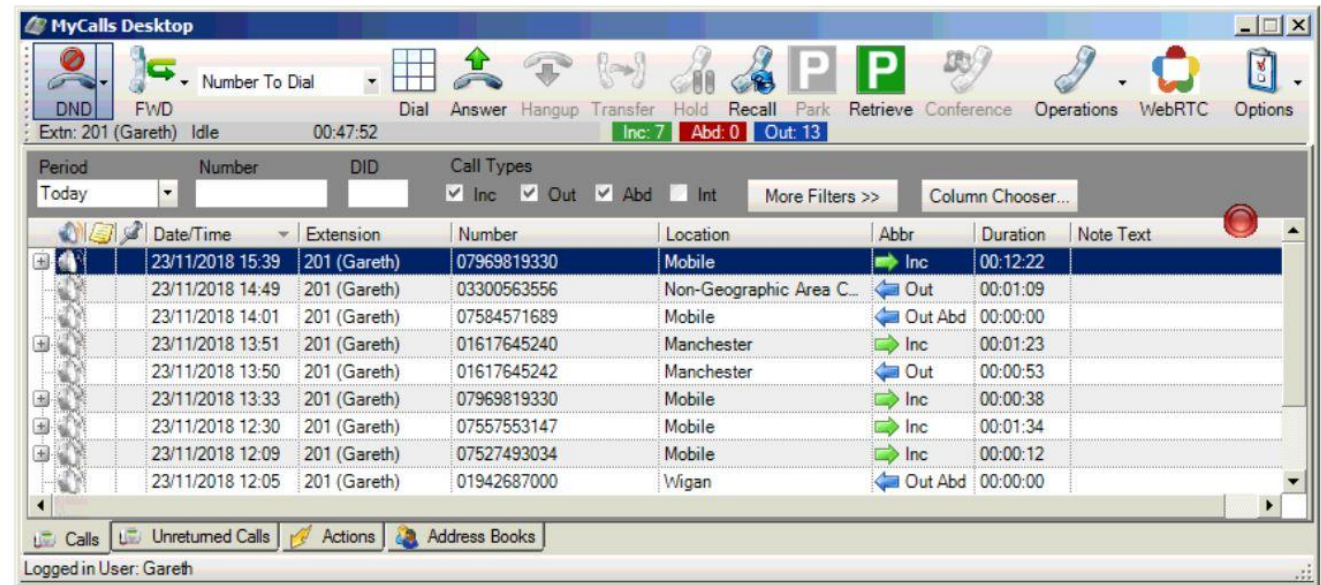
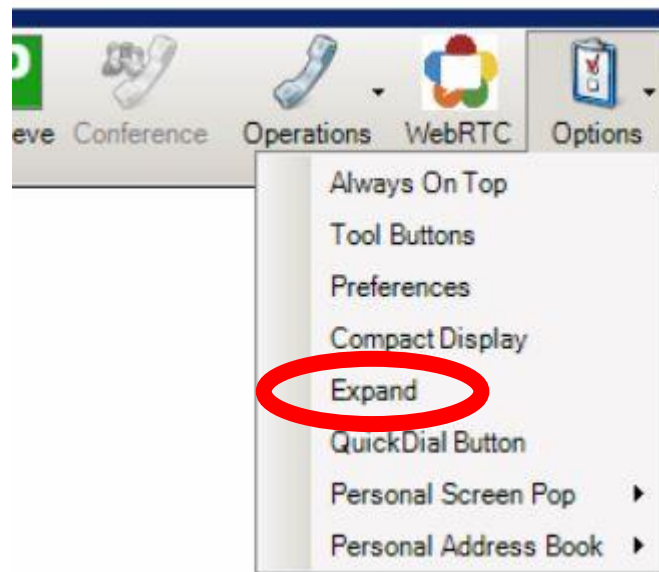
Now simply highlight any telephone number and click the button and your phone will go off hook and dial the number.



Expanded View

Expanded view gives you access to more advanced features such as the address books, call logs and action buttons.

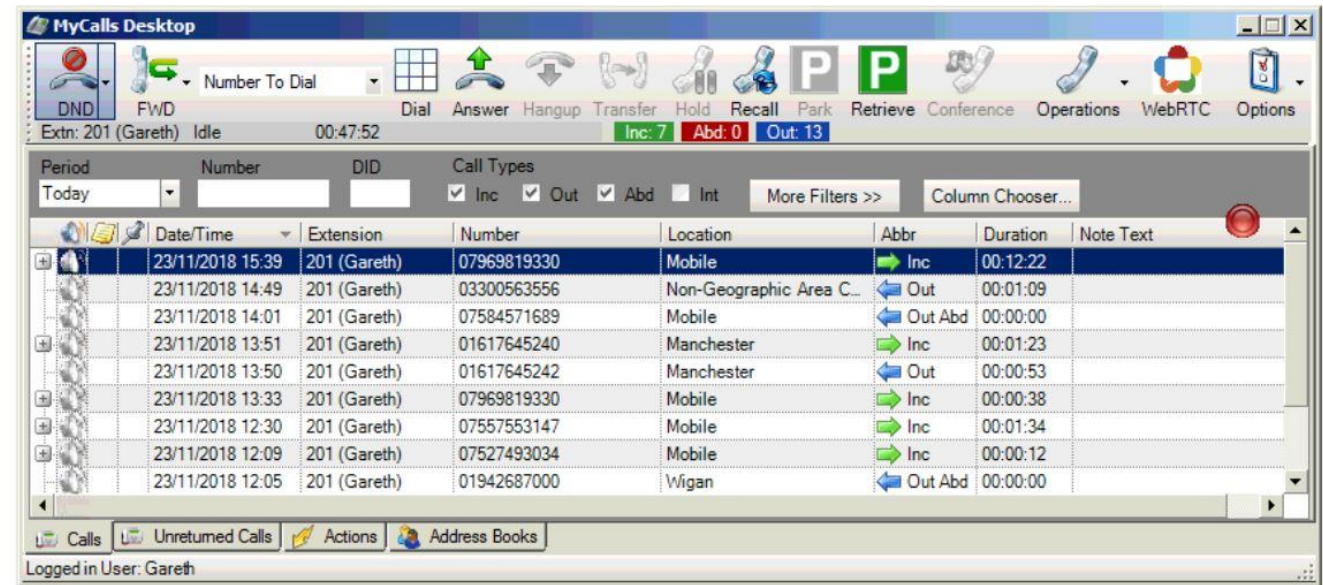
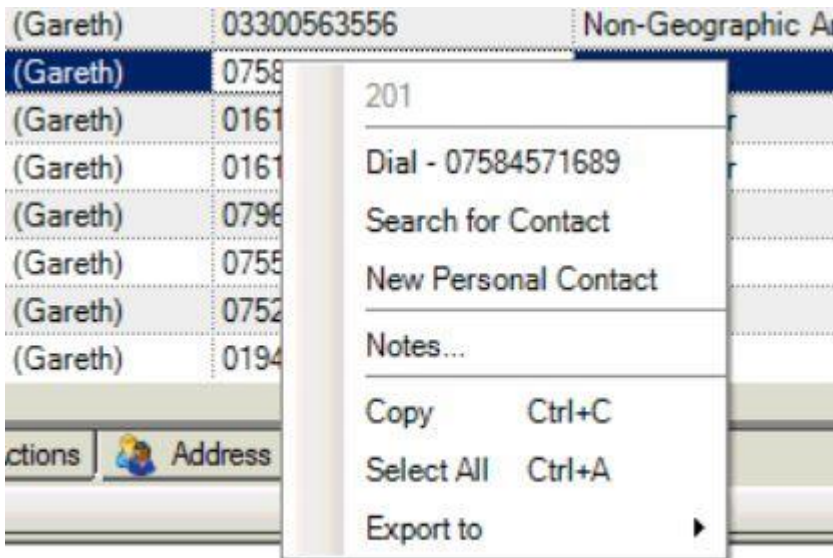
- To access click Expand from the Options Drop Down Menu
- You can use the Tabs to Access the Advanced Features



Call Logs

The call log allows you to see a list of all calls in and out of your extension, you can also right click to interact with calls (Left).

- **Calls** is a List of all your calls for that day, you can use the filter bar at the top to select a different time period.
- **Unreturned Calls** is a list of all missed calls that day from people who you have not already called back.

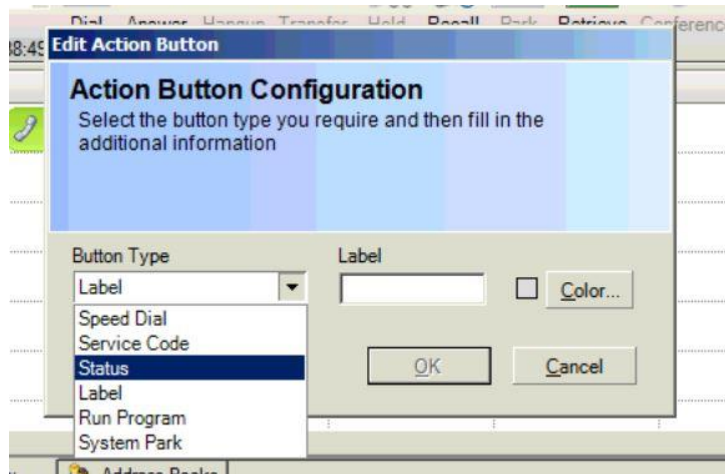


Call Logs

Action Buttons

You can use action buttons to Quickly dial other Extensions or Groups on the System, each user has 10 Action Buttons.

- **Status Buttons** are used for internal extensions, select the extension you want from the drop down.
- **Speed Dial Buttons** can be any external number or an internal Group (Click Group Number)



Create an Action Button

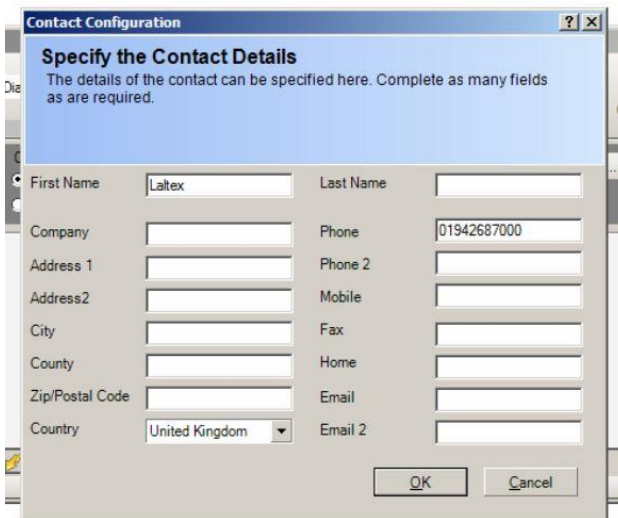
Right Click on the actions view and select Edit, then Right click again and select configure to create action buttons.



Address Books

You can access the corporate directory from the address books and your own contacts, just right click and select dial.

- **System Contacts** are imported by the system administrator and can be seen by all users.
- **Personal Contacts** these can be added by you and will only appear to you.



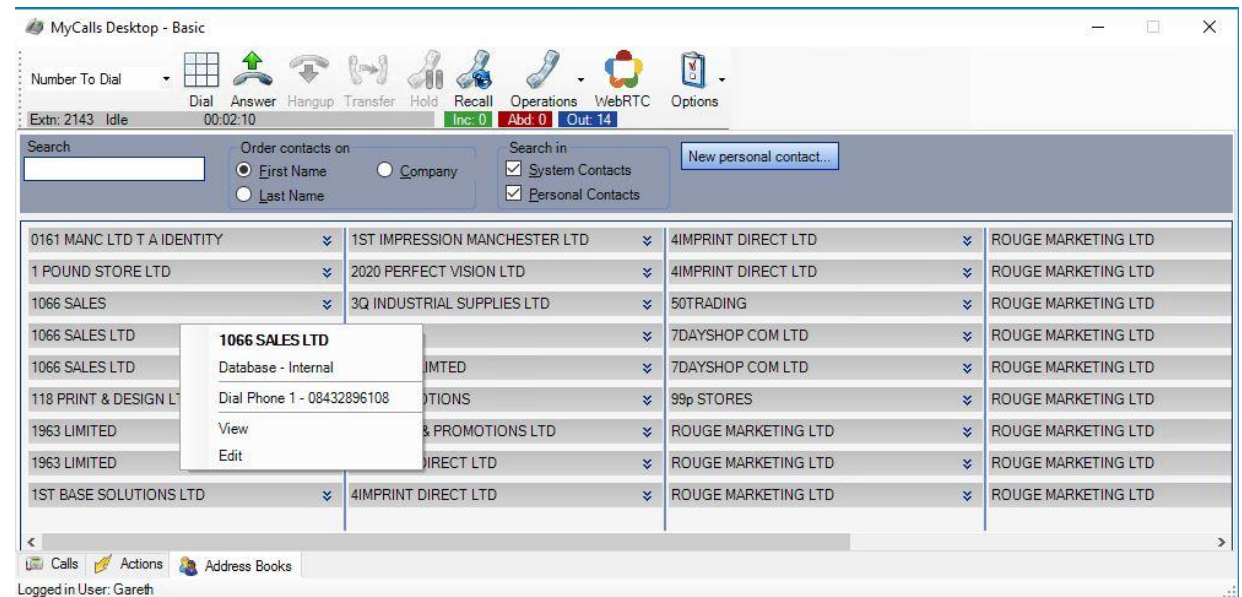
Contact Configuration

Specify the Contact Details
The details of the contact can be specified here. Complete as many fields as are required.

First Name	Latex	Last Name	
Company		Phone	01942687000
Address 1		Phone 2	
Address2		Mobile	
City		Fax	
County		Home	
Zip/Postal Code		Email	
Country	United Kingdom	Email 2	

OK Cancel

Click New Personal Contact to add a number in to the address book. Personal Contacts will only appear to you.



Address Books

Video Features

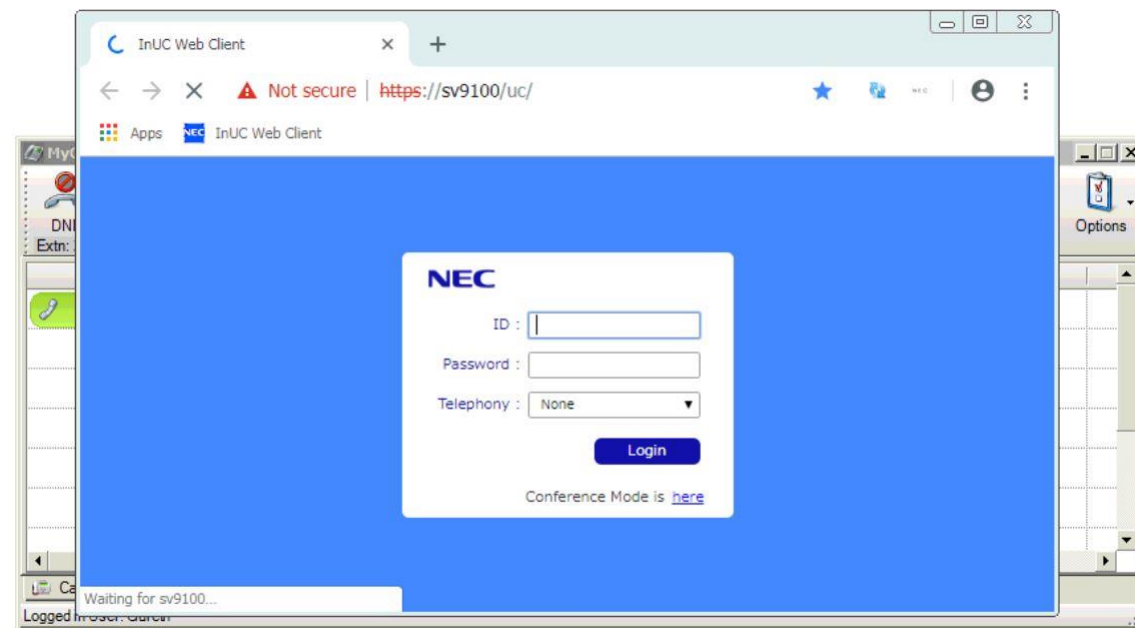
- Video Conference
- Desktop Sharing



Video Conference

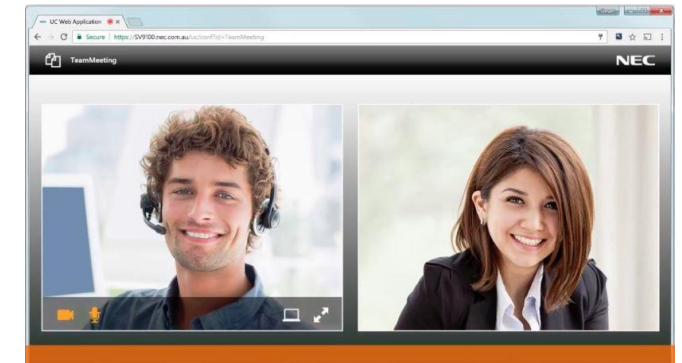
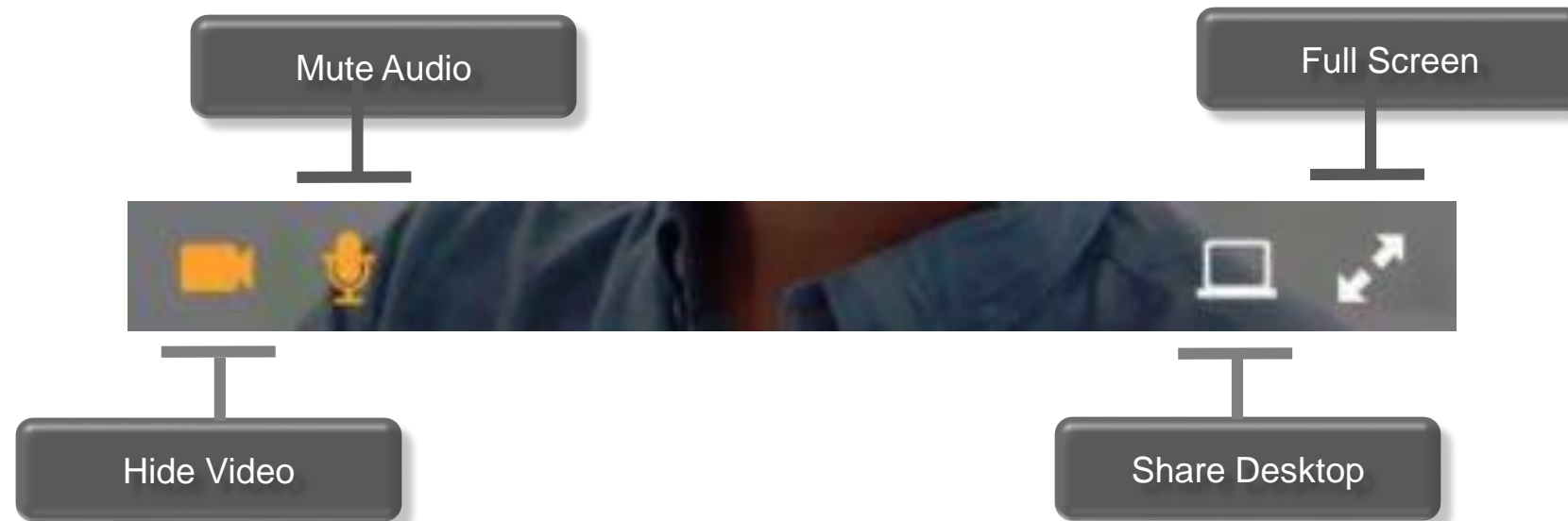
The system supports simplified Video Conferencing for up to 4 groups of 8 people. You can create the conference and invite others via a sharable link to be sent by Email or Instant Messenger.

- To create a video conference select **WebRTC** from the desktop control tool bar.
- Once the Window has loaded, Select **Conference Mode**
- Enter your **Extension Number** and **Security Code**
- Type in a **Conference ID**, this can be anything, now click **Create**
- Click the link icon (right) to get a sharable link to send to any other participants.



Video & Screen Sharing Controls

Once the conference has started you can use the controls below to turn on or off video or audio and share your screen.

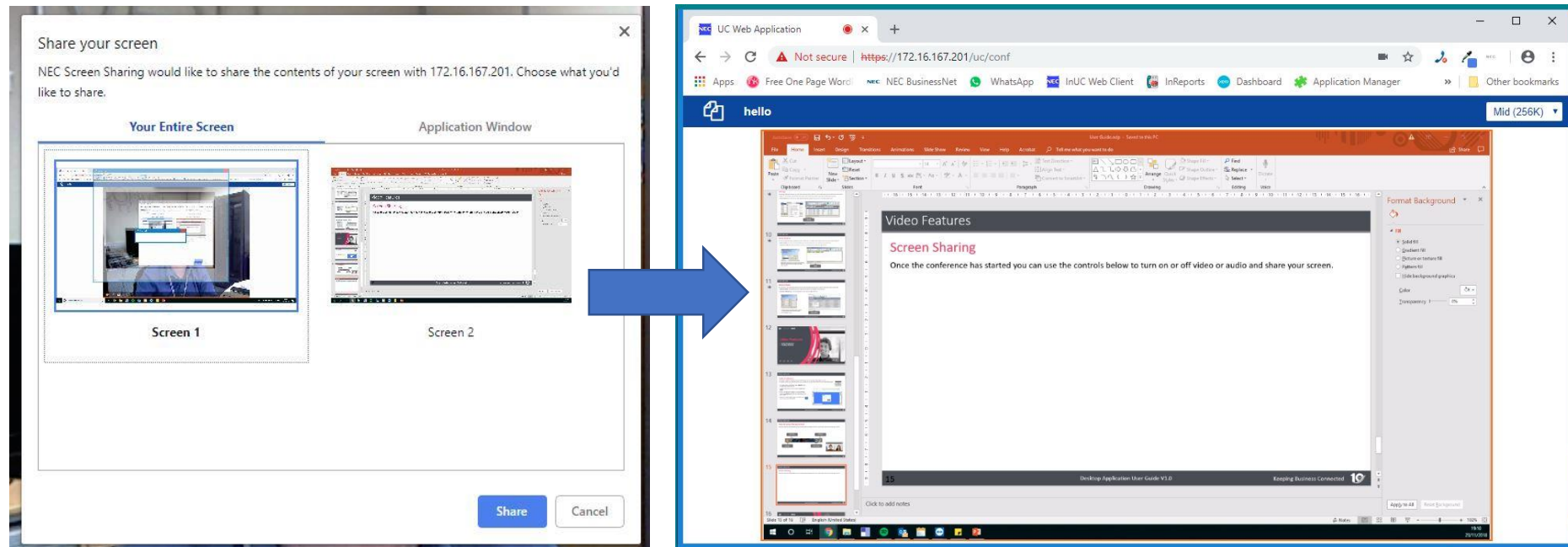


Screen Sharing

Once the conference has started you can select screen sharing to send your screen to the other participants.

Your Entire Screen – The entire content of your screen

Application Window – One Specific Application Window, useful if there is something else you don't want them to see!

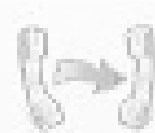




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Answer

Hangup

Transfer

Hold

Rec

00:00:05

0115969570

DID

Call Types

☒ Inc

☒ Out

Extension

Number

11 210 (EXT 210)

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2014 210 (EXT 210)

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Activ



Address Books

Chandler