



# Zultys Mobile Communicator for iPhone 7.0

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This document covers basic use of the Zultys Mobile Communicator for iPhone application. The Zultys Mobile™ application extends many powerful features to iPhone 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
- iPhone Mail integration to email contacts directly from Zultys Mobile
- Call park, hold and transfer
- Least cost routing
- Call logs and history
- Caller privacy
- 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 iPhone (hereinafter referred to as Zultys Mobile) application:

- iPhone running iOS version 9.0 or later. iOS CallKit related functionality requires iOS 10.0 or later.
- MX system must be running firmware release 12.0.7 or later with any relevant patches installed. Earlier MX releases are not supported.
- 3G or LTE network (for external use).
- Valid MX user account with "Mobile Access" enabled.
- A Zultys "Mobile Access" License for each mobile user.
- 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 softphone from an external network.
- MX system must be able to access mxps1.zultys.com:7788 and mxps2.zultys.com:7788 for push notification related functionality to operate.

## 3 New Features in Zultys Mobile Communicator for iPhone 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 experience between the mobile application and the ZAC desktop application.
- Improved incoming call handling. By leveraging the CallKit API functionality introduced in iOS 10, it is now possible to answer a call from the lock screen or via an iOS compatible Bluetooth device. In addition, an incoming call to the iPhone no longer interrupts an active call on the Zultys Mobile

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application, allowing users to better manage their phone calls. The iOS CallKit related features require the iPhone to be running iOS 10.0 or later.

## 4 Obtaining Zultys Mobile Communicator for iPhone

Zultys Mobile is available via the App Store as a free download. To install:

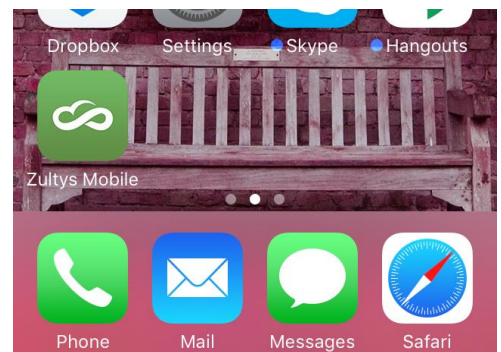
1. Open iTunes App Store.
2. Search for "Zultys Mobile".
3. Tap on "Free App" to download.

You need to purchase Zultys Licensing prior to activation:

Zultys Mobile Communicator for iPhone part number 90-82002

## 5 Launching the Application

To start Zultys Mobile, tap on the Zultys Mobile icon on the iPhone's home page.



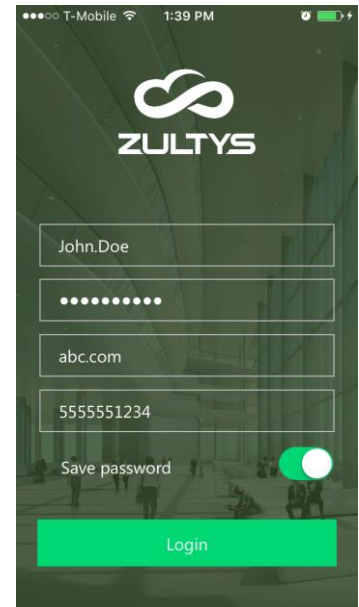
## 6 To Login/Logout

### 6.1 To login to Zultys Mobile

To login to Zultys Mobile, type in the required information and tap the Login icon.

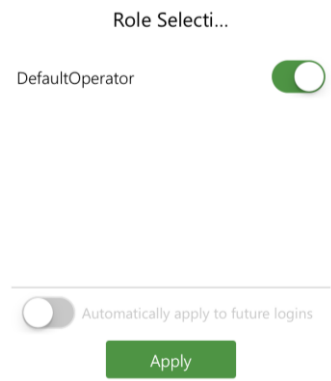
- **Username** - Type your MXIE username.
- **Password** - Type your MXIE password.
- **Server address** - Type the FQDN or IP address of your MX.
- **Save password** - If enabled, Zultys Mobile remembers your password.

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



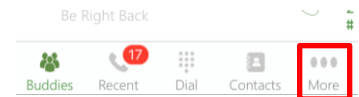
If you are a member of at least one Call Group, Operator Group or Hunt Group, you will be prompted to login as the Agent for this Group at this time.

This option will be available only if the Enable Agent Roles option is active in application settings. See section 16.3 for more information.



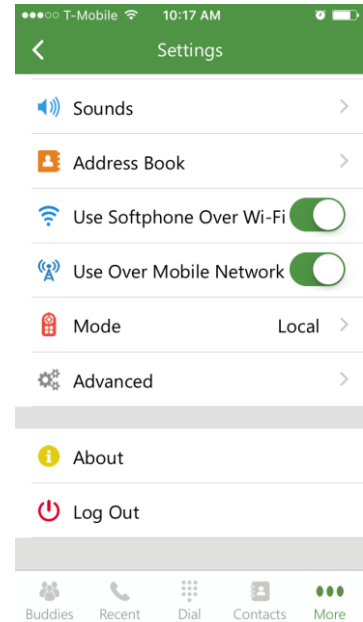
## 6.2 To Logout

Tap the More options icon on the bottom right of the screen.



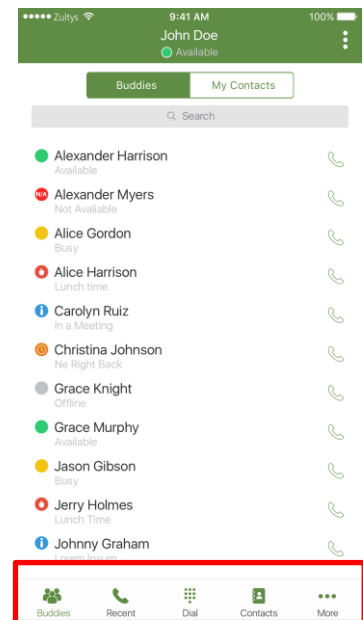
Select Setting from the list of options.

In the Settings screen, select Logout at the bottom.

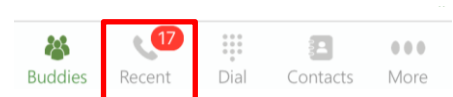


## 7 Navigating the Application

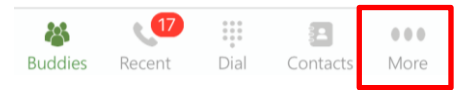
When Zultys Mobile is launched, the Buddies screen will display. The bottom portion of the application contains the menu items to access each area of Zultys Mobile.



Notifications will appear in this area when activity has occurred.



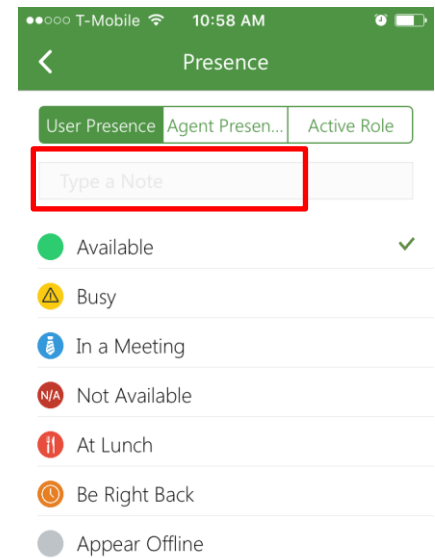
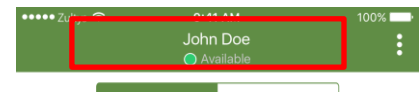
You can tap the More button on the bottom right access more menu items.



## 8 Presence and Active Roles

Your Presence state information is displayed at the top of the application. To change it:

1. Tap the presence section to change the presence state.
2. Select the desired presence.
3. You may also type a presence note to be associated with your presence state.

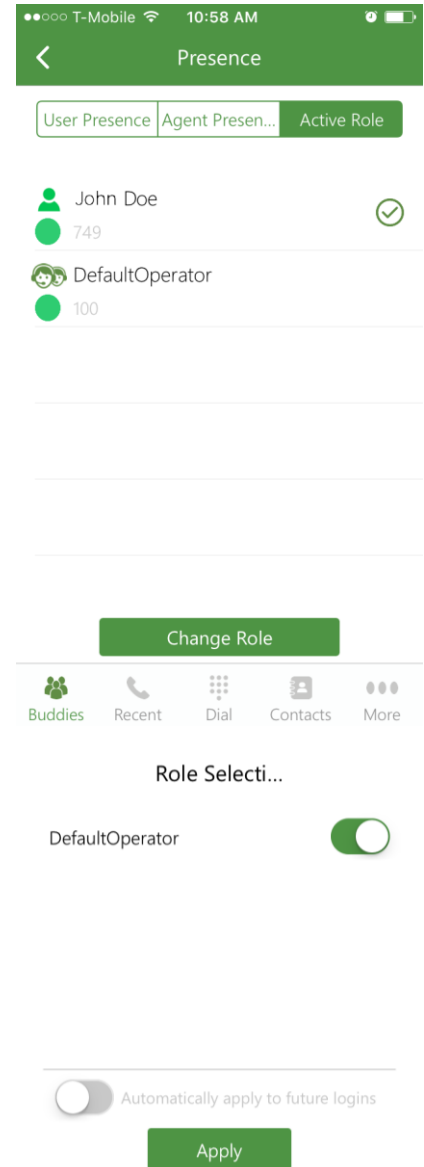


### 8.1 Logging In and Out of a Call Group, Hunt Group, or Operator Group

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 appears.

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 to confirm

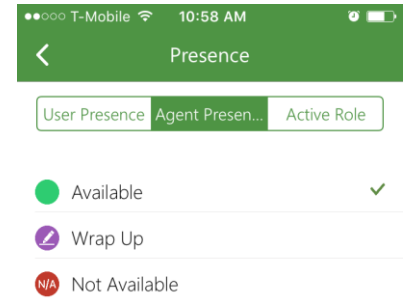
## 8.2 Changing Agent Presence

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 is 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.



### 8.3 Changing Active Roles

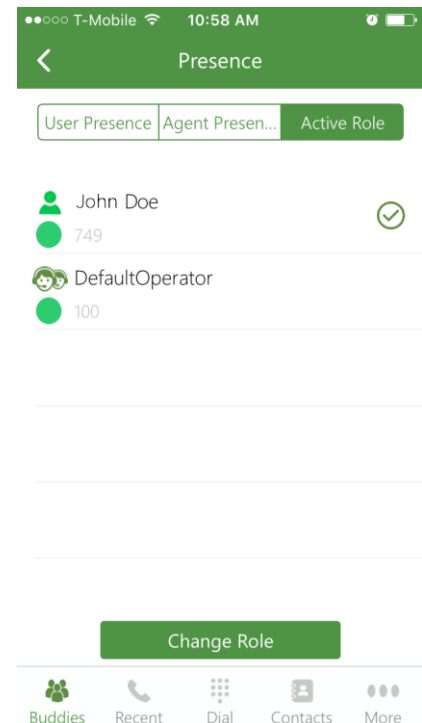
Your current Active role is displayed in the Presence area at the top of the screen. By default, when first logging into the application, you are logged in as your User role.

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.

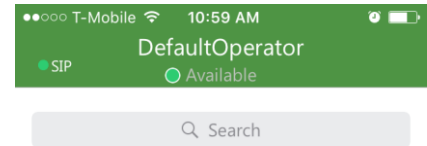
This option is available only if the Enable Agent Roles option is active in application settings. See section 16.3 for more information.

To change the Active role for making outbound calls, tap on the Active Role.

Tap the Role you need. A checkmark appears next to the currently active role.



Your new Active role is displayed in the Presence area at the top of the screen. When you make an outbound call, the called party sees the caller ID for your current role.



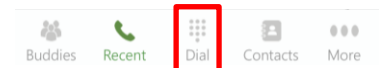
## 9 Managing Calls via Zultys Mobile


Zultys Mobile allows you to make and receive calls as if you were using a phone in the office.

### 9.1 Making calls

This function allows you to dial any number as if you were dialing from a phone in the office.

1. Tap the Dial Pad button at the bottom of the screen.  
Depending on which current Active Role is selected, the call recipient will see the Caller ID for this role.  
See Section 8.3 for instructions on how to change your Active Role.

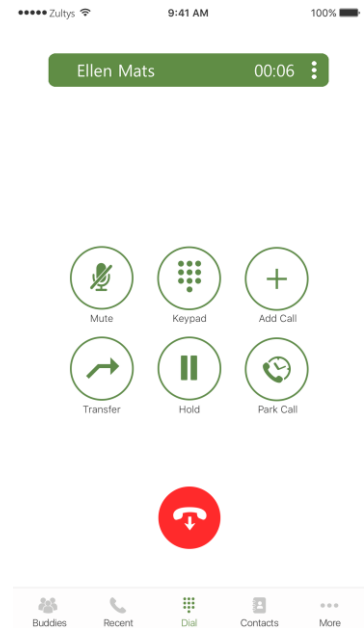


2. In the Dial Pad screen, dial your number and tap the  icon to dial the number.

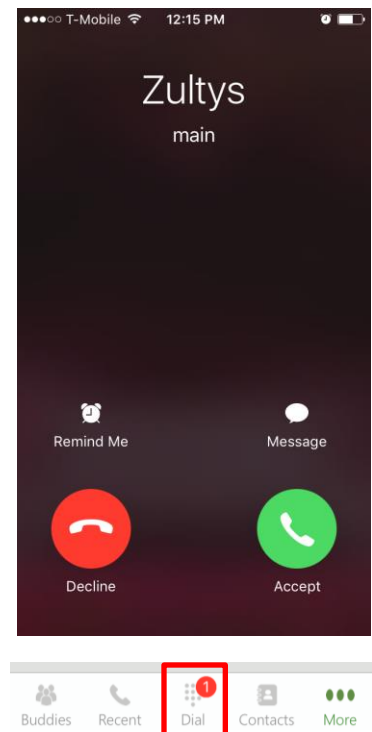


3. If using the softphone the call will go through immediately.

See Section 9.4 for advanced call handling options available while on a softphone call.



4. If the softphone function is disabled, you will receive a call from the MX phone system to your iPhone device. You must answer the call for it to be placed / connected to the dialed number.



You can navigate away from the active call session at any time. You can browse the application during the active call and send chat messages.

To return to the call session again, tap on the Dial Pad icon.

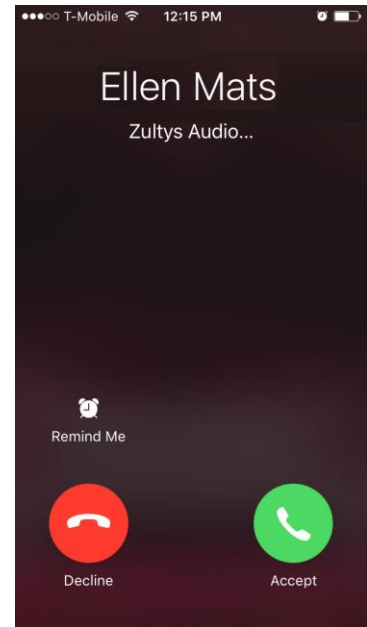
## 9.2 Answering Calls

Incoming calls can be answered while Zultys Mobile is in the background or while the Zultys mobile application has focus.

A popup screen appears when a call comes in showing the caller ID, as well as which User or Call Group this call is for, and allowing you to:

- Accept the call.
- Decline the call to silence the ringing.

When you choose to answer the call, if using the softphone the call goes through immediately.



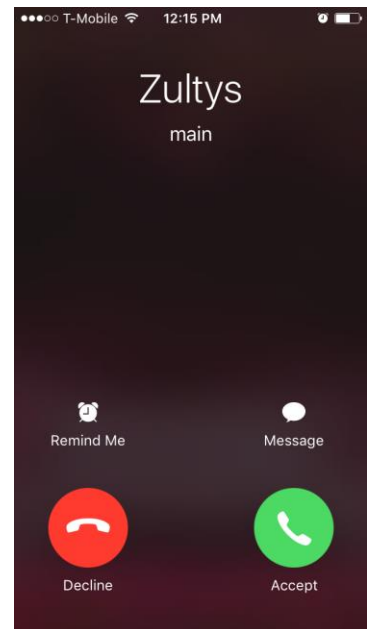
If the softphone function is disabled, the MX phone system initiates a call to your phone number.

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 iPhone Answer screen tapping:

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



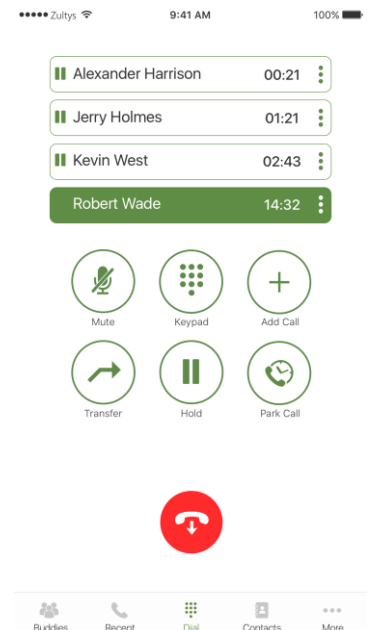
## 9.3 Multiple Call Sessions

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 Dial Pad or navigate to Buddies or Contacts and select a contact or phone number.



## 9.4 Advanced Call Handling Options

When using the softphone function, active calls can be parked, placed on hold or transferred.

To access these functions, you must have the active call session open.

If you previously navigated away from it, you can return by tapping on Dial Pad.



### 9.4.1 Hold

To place a call on hold, tap the Hold button in the call session.

A held call can be parked or transferred.



Hold



Hold

To retrieve the call, tap the Hold button again.

## 9.4.2 Unattended Transfer



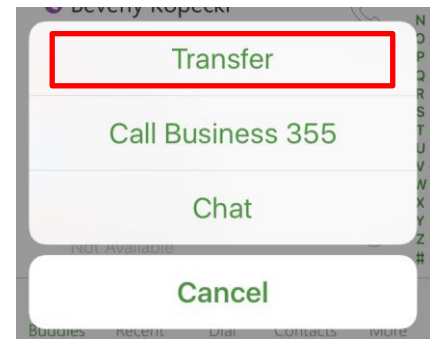
To transfer a call, tap the Transfer button in the softphone screen.

Transfer

This action takes you to the MX Address book. Tap the name of person to transfer the call to then tap Transfer to complete the operation.

Alternatively, you can make a transfer to a buddy, another user on the MX, or a number from your Call Log.

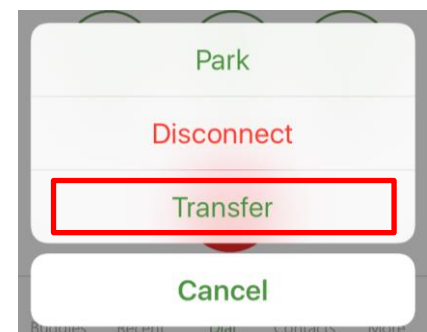
While on an active call, navigate to the desired screen of the application, tap and hold the contact until the Quick Contact options appears. Select Transfer to perform an attended transfer.



## 9.4.3 Attended Transfer

1. While on an active call, navigate to the desired screen of the application, tap and hold the contact until the Quick Contact options appears.
2. Choose the option to call the contact. The active call is placed on hold.
3. Once the called party answers, you can merge the two active calls.

Tap and hold the line icon. The Transfer option appears on the bottom of the screen.



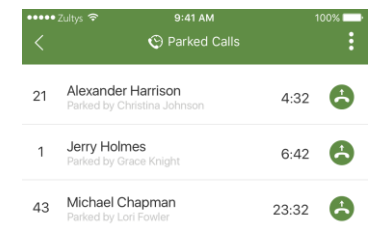
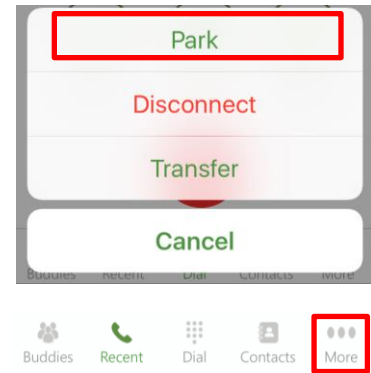
### 9.4.4 Park

To park a call, tap and hold the active call session in the call screen until the Quick Contact options appears. Select Park from the list.

A popup with the part ID assigned to this call will appear on screen.

To retrieve a parked call, tap on the More icon in the bottom right corner and select Park.

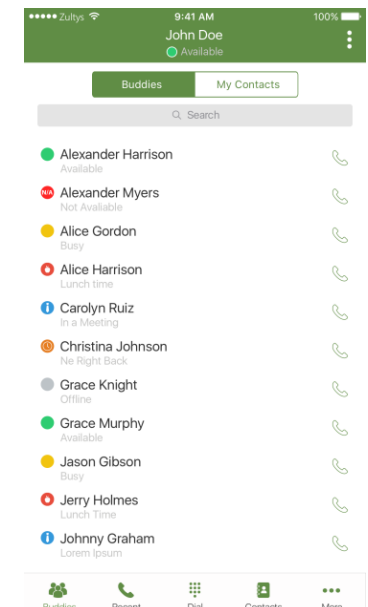
Tap on the Retrieve Call button next to the call.



## 10 Buddy List

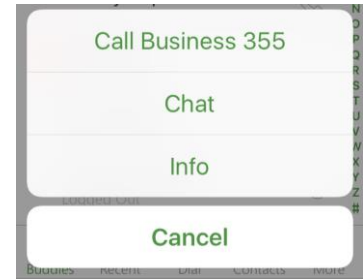
The Buddies screen presents the list of coworkers that you have previously selected as your buddies. It is a convenient way to keep track of coworkers that you interact with frequently.


You can search for a buddy by typing the first letters of the buddy in the search bar to start the matching process.



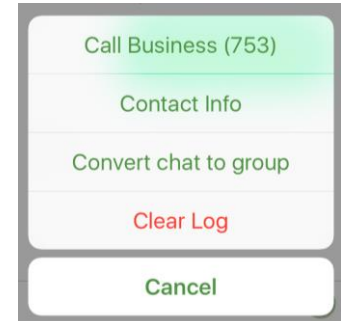
Tap and hold a contact to display the available options for the contact:

- Place a call (business/mobile).
- Start a Chat session.
- Tapping the Info button displays the recent history for that buddy. You can add or remove someone to your buddy list from this menu.



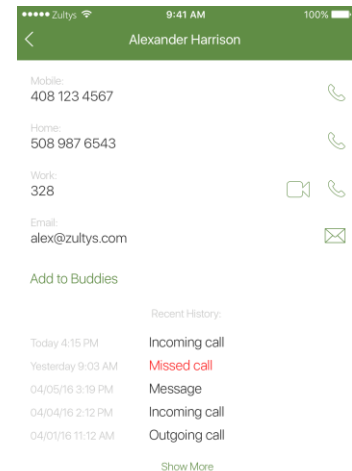
Alternatively, from the Buddy list you can tap the buddy's name to open the chat log. From this screen, tap the  icon to present more options.

- Place a call (business/mobile)
- View their contact info
- Convert this chat into Group Chat, see Section 14 for more details
- Clear the Chat log



From the Contact Info screen, you can do the following:


- View recent history for that buddy
- Send this person an email message
- Remove this person from your buddy list






## 11 Chat

To open a chat session, tap the name of a coworker in your Buddy screen or Contact screen.

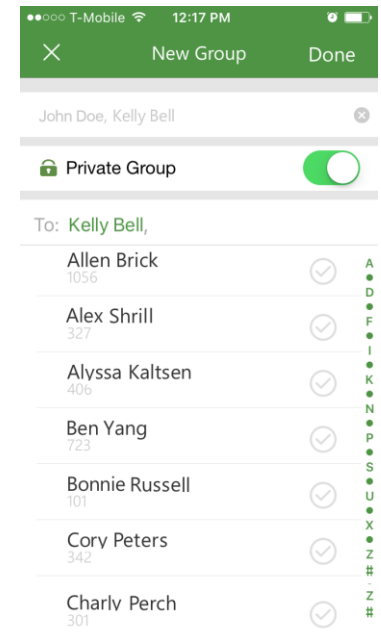
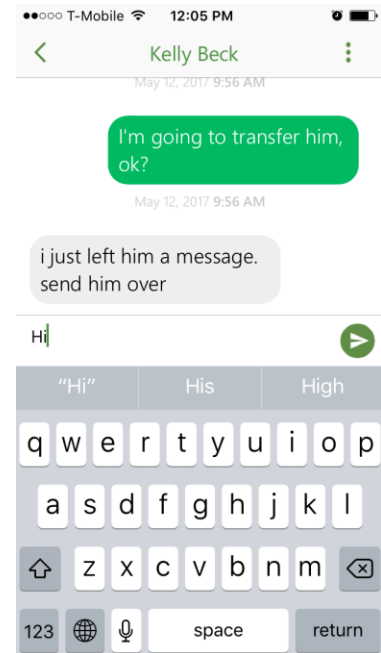
Type a message and press the send  icon or Enter on the keypad.

Tap the  icon to present more options.

- You can call the contact or view their contact information.
- You can clear the IM session contents by tapping Clear IM.
- You can convert the Chat session into a Group Chat session by clicking Add Participants.

When converting a Chat session into a Group chat:

1. Select whether this is a private group chat. Other coworkers cannot join private group discussions without invitation from a group member.
2. Select members that you want to be part of the group from the Contact list below.
3. Tap Done button once all members are selected.
4. The new group now appears in your Groups screen.



## 12 Recent

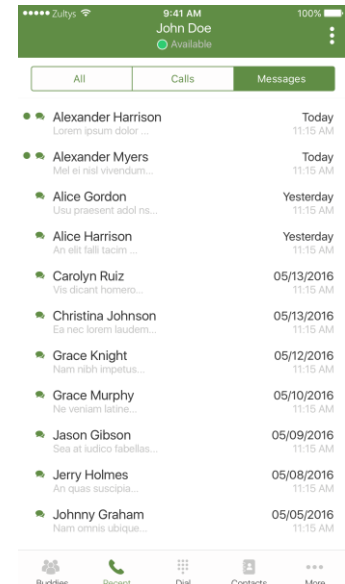
The Recent screen presents the most recent activities associated with you. This provides a list of calls and messages.

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.

Tap here to change your Presence, type a Presence note or select the currently Active Role. See Section 8 for more information.

You can filter the recent activity by type. Tap the All Activity text to display the filter options.

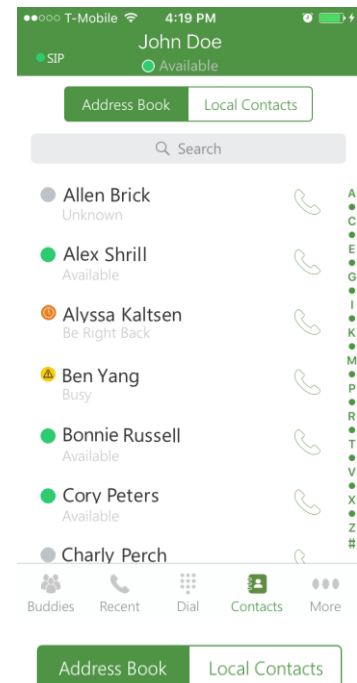


## 13 Contacts

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. For example, tap J to start the list of contacts that begin with J.



You may tap the Address Book text to select

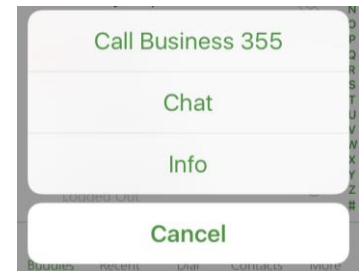
Address Book or your Local Contacts.

- Address Book is the list of all the employees on the company's phone system.
- Local Contacts refers to the contact you have stored in your iPhone contact list.

You can search for a buddy by typing the first letters of the buddy in the search bar to start the matching process.

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

- Place a call (business/mobile).
- Start a Chat session.
- Tapping the Info button displays the recent history for that buddy. You can add or remove someone to your buddy list from this menu.



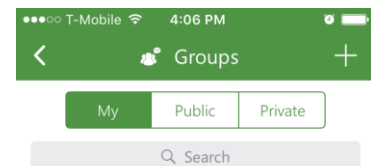
## 14 Groups

On this screen, you can view Group Chat/Team Messaging feature. To access the Groups menu, tap on the More icon in the bottom right corner and select Groups

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

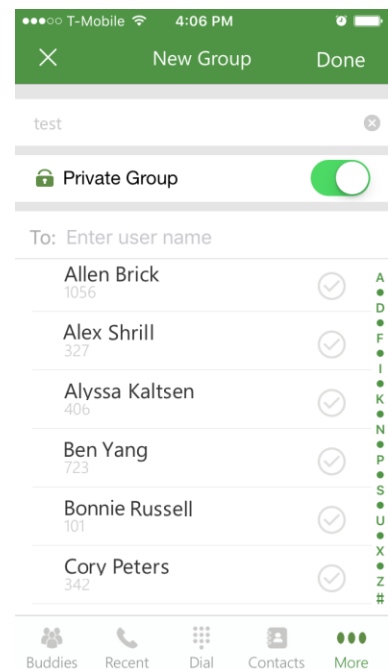
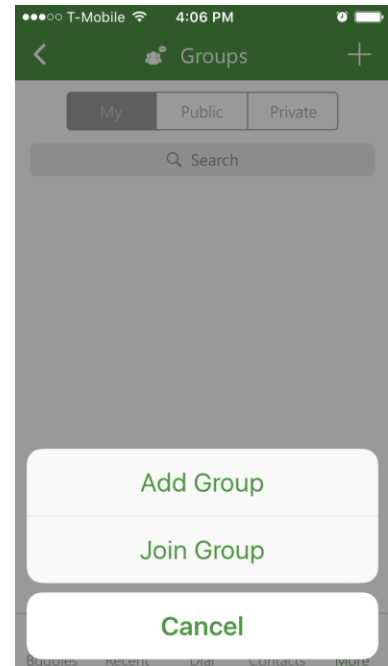
Select the group type icon to display the group types (My, Public or Private).

- **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.



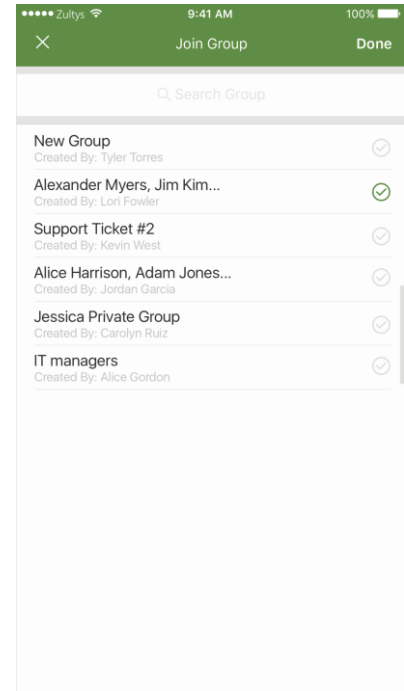
To create a new group:

1. Tap the + icon
2. Tap Add Group.
3. Select whether this is a private group chat. Other coworkers cannot join private group discussions without invitation from a group member.
4. Type a name for the new group.
5. Select members that you want to be part of the group from the Contact list below. A checkmark appears next to selected members.
6. Tap Done button once all members are selected.
7. The new group now appears in your Groups screen.



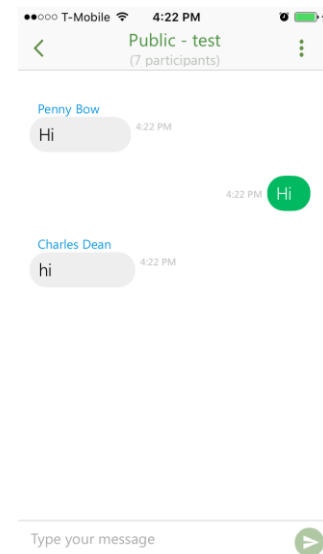
To join an existing group:

1. Tap the + icon.
2. Tap Join Group.
3. Search for the group by name.
4. A list of matching groups appears.
5. Select the group you want to join and tap OK in the confirmation popup.



To utilize the group message:

1. Select the type for the group you want to write to: My, Public or Private.
2. Select the desired group from your list.
3. You will see a number of participants at the top of the screen. Tap on this section to see their names. You can add participants by tapping the + icon.
4. To communicate with the group, type your message then tap send icon or Return on the keypad.



## 15 Voicemail

To access the Voicemail menu, tap on the More icon in the bottom right corner and select Voicemail.

My voicemail subheading in the list notes the messages for your user extension.

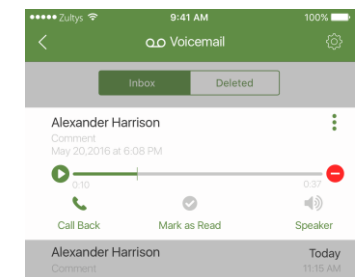
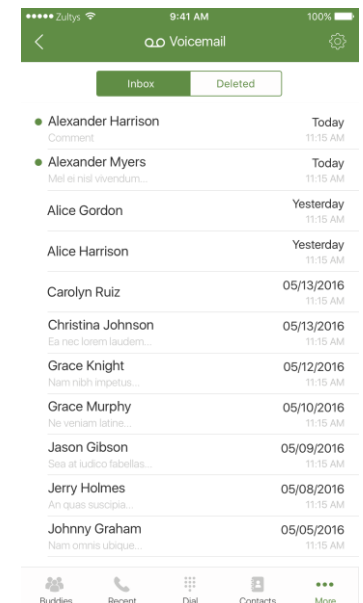
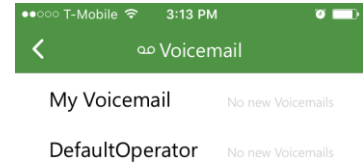
If you are an agent of a Call Group, Hunt Group or an Operator Group, you will also have access to the voice mail box for these groups. Note that the Group voice mail is only available if the Enable Agent Roles option is active in application settings. See section 16.3 for more information.


Tap My Voicemail to view your list of voicemail.

A list of voicemails is displayed.

Tap a voice message to present the options:

- Play
- Delete
- Call Back
- Mark as unread
- Speaker mode

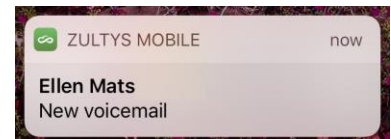
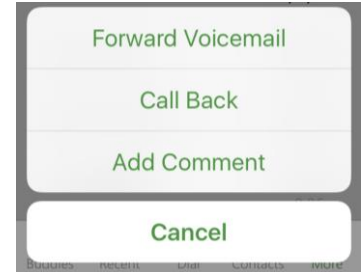


Tap the  icon to forward the message, reply to the message, call this person back or add a comment.

When forwarding a voicemail message, you may choose to record an introductory comment.

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

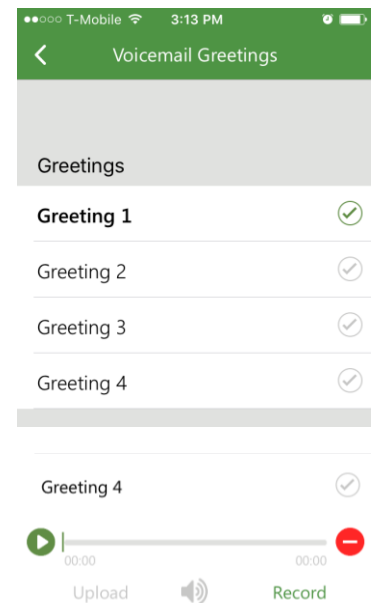
Tapping this notification will take you to the Voicemail screen.



### 15.1 Configuring Voicemail Greeting

Tap the setup icon  to access your mailbox greetings.

Tap the desired greeting.



You can play the greeting, record or re-record, save, or delete the greeting by tapping the appropriate icon in the greeting area.

## 16 Settings

To access the Settings menu, tap on the More icon in the bottom right corner and select Setting.

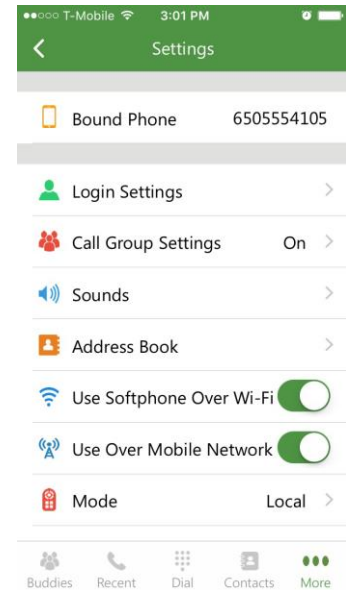
- **Bound Phone** - Your cell/mobile phone number.

This field is required for Zultys Mobile to function if Softphone is disabled. Even when utilizing the Softphone, Zultys Mobile requires a bound number to be entered in case the iPhone is unable to connect to either the mobile or Wi-Fi network.

- **Login Settings:** You can configure auto-login and PIN settings in this submenu:
  - **Save password** - If enabled, Zultys Mobile remembers your password.
  - **PIN** - Enter the PIN as set in the user's MXIE to use the softphone. In Release 13.0 of the MX and later, the PIN setting is relayed directly from the MX and the user is not required to type the PIN in Zultys Mobile manually.

For more information see Section 16.2.

- **Call Group** - Tap to access the Call Group Settings screen. See Section 16.3.
- **Sounds** - Tap to access the sound setting to edit the following options:
  - **Ring** - Set the ring options
  - **Messages** - Set the audible alert for incoming Instant Messages
  - **Keypad** - Set the audible alert for key pad presses
- **Address book sort** - Choose whether to sort the users in the address book by their first or last names.





- **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 Over Mobile Network** - 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. See Section 16.1.
- **Advanced** – Under some circumstances, you may need to adjust the softphone settings in this menu. Please consult a Zultys Certified Systems Expert before making any changes to these settings.
- **About** – displays version number of Zultys Mobile.
- **Logout** – Logs the user out of Zultys Mobile.

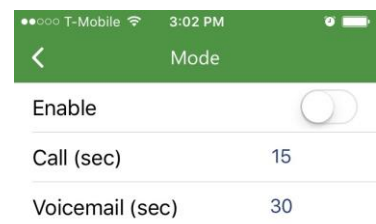
### 16.1 Remote Mode

When remote mode is activated the following occurs:

- The remote mode indicator appears at the top of the iPhone screen.
- **Remote**
- You are logged out of your active MXIE session.
- All of the calls sent to your user extension are sent directly to your iPhone, after the timeout period specified in this section expires.
- All call handling rules are disregarded.
- Your assigned office phone still rings when calls are received. The assigned phone continues to ring even after the call has timed out on the mobile device.

Tap on Remote Mode in the Settings screen to access the following settings:

- **Enable** - Select this option to enable remote mode.
- **Call (sec)** - Type the number of seconds the MX waits until automatically




forwarding calls to Bound Phone when Remote Mode is enabled.

- **Voicemail (sec)** - Type the number of seconds the MX waits until forwarding calls to voicemail.

### 16.2 Configuring the Softphone

The softphone function allows users to make calls over a Wi-Fi network or mobile data network instead of their phone's cellular network.

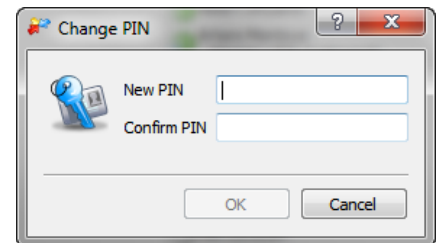
To use the softphone function: enable the Use Softphone over Wi-Fi or Use Softphone over Mobile Data option in the Settings menu and enter your PIN number.

When the softphone is enabled the softphone indicator appears at the top left of the iPhone screen.  The indicator will be green when the Softphone is registered and red when it is unregistered or the MX system is unreachable.

In Release 13.0 of the MX and later, the PIN setting is relayed directly from the MX and the user is not required to type the PIN in Zultys Mobile manually.

If the company's MX system is using Release 12 or earlier, you must input the PIN manually in the Zultys Mobile application.

To configure your PIN, log into your MXIE, navigate to File and select Change PIN.



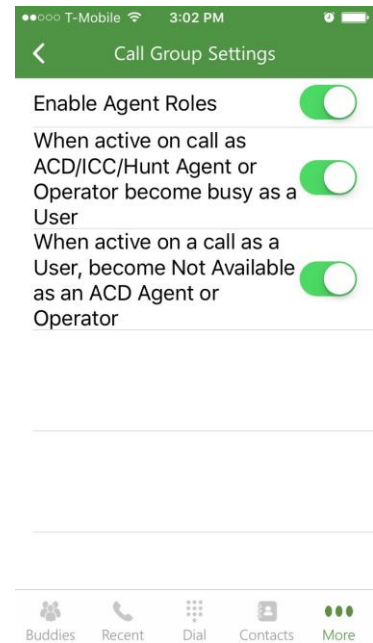
Type New PIN and Confirm PIN and click OK. The maximum PIN length is 12 digits.

If you do not have access to MXIE, contact your system administrator for assistance.

### 16.3 Call Group Settings

From this screen you can edit the following Call Group related 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 FAQ

The following are some of the common questions about Zultys Mobile and its use.

### 17.1 Where can I find the version number of Zultys Mobile that is installed on my iPhone device?

Tap on Settings from the navigation at the top of the application and select About.

### 17.2 I have a problem with the connection to the MX server when I am using my iPhone with Wi-Fi connection to 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.

### 17.3 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 again.
- If you disable "Auto login," you will have to enable it again.

**17.4 When I initiate a call from Zultys Mobile my iPhone does not ring**

Ensure that the correct cell/mobile number is defined in the "Bound phone" setting or enable the Softphone function.

**17.5 When I select "Answer" on a new call notification my iPhone does not ring**

Ensure that the correct cell/mobile number is defined in the "Bound phone" setting or enable the Softphone function.

**17.6 Can I forward all incoming calls to an external phone number?**

To forward all incoming calls to an external phone number, enter the external number in the Bound Phone field in the Settings menu.