

# **\*\*Hungerford Technologies LLC**

## **CoreNexa App on Desktops**



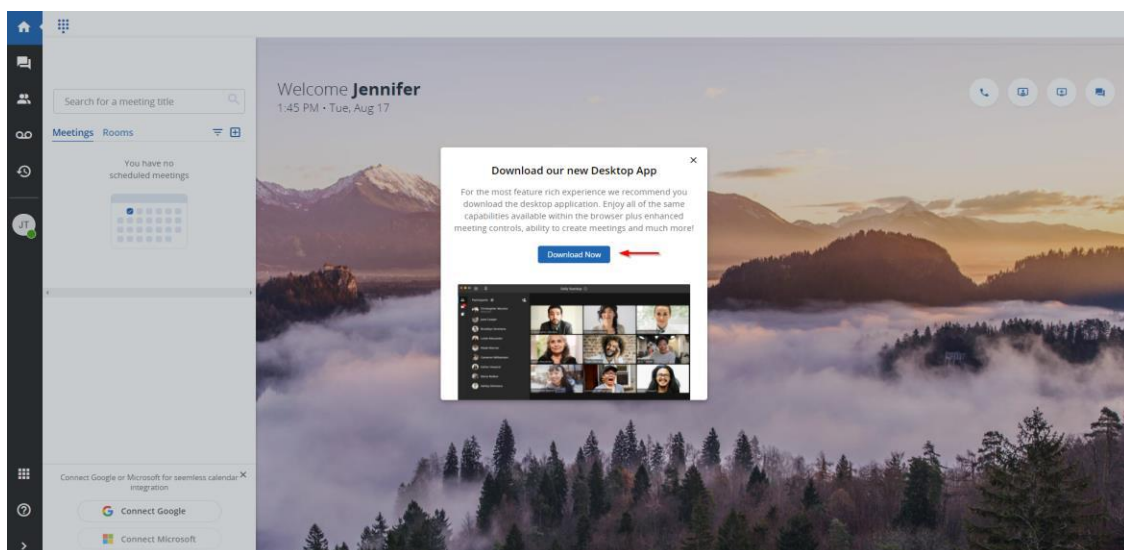
Hungerford Technologies is proud to announce **CoreNexa App** for desktop

### **How to log into the website**

- **Website:** <https://pbx.hungerford.tech/>
  - Make sure to use **CHROME** as your browser
- **Login**
  - **Username:** Enter your **company email address**
  - **Passcode:** Select **Forget Your Password**

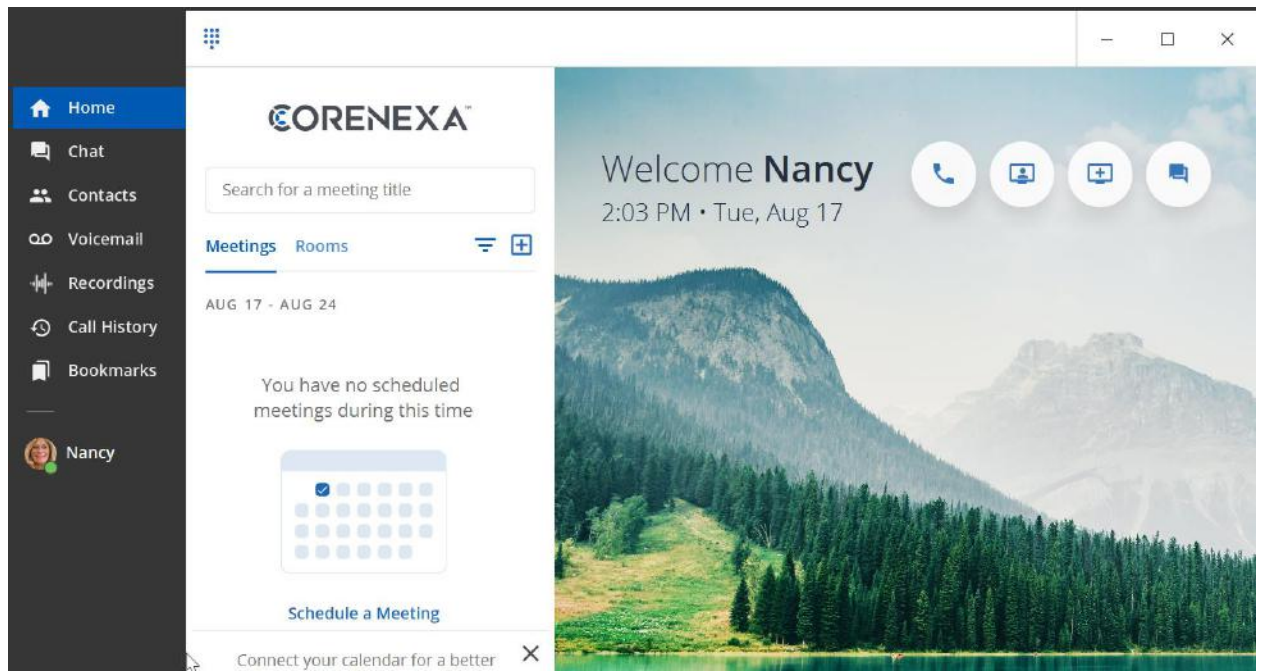


- You will then receive an **email to reset your password**
- Once you reset your password you will be directed the below screen



- Select **Download Now**

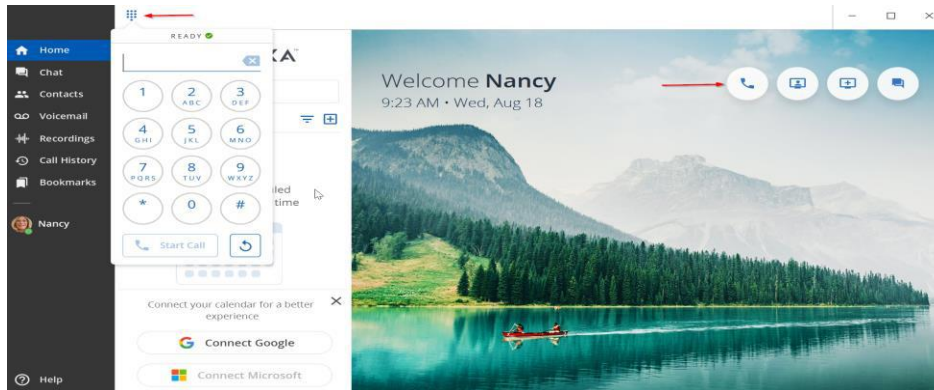
- The below screen should appear



# Calling

## Outbound Call

- Select the **Dial Pad** icon or the **Handset** icon
- Once you select the **Dial Pad**, the phone key pad will appear
- Enter the **phone number** or **Extension** you wish to dial
- Click on the **Phone** icon from the Dial Pad to initiate the call



- Once active on a call you will see: **Mute, Hold, Conference, Transfer, End Call**



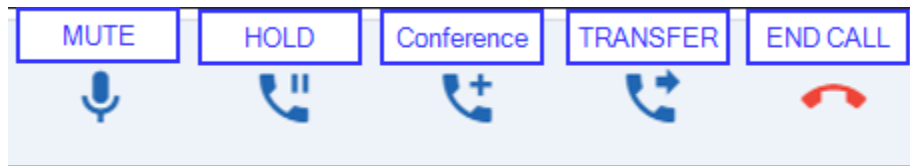
## Incoming Call

- When you receive a call you will see the call information in the upper right corner
  - Caller ID will show the internal extension or the incoming caller ID
- Hover over the **RINGING** and click on the **phone** to **ACCEPT** the call



- Once active on a call you will see: **Mute, Hold, Conference, Transfer, End Call**

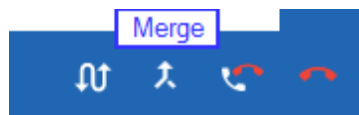
## Calling Options



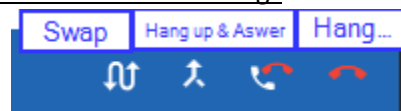
- Mute
  - Mutes local audio during calls and conferences
  - Turn on Mute
    - While active on a call, click on the **Mute** icon to enable
    - To turn off Mute, select the **Mute** icon (Red)
- Hold
  - Places a caller on hold, caller will hear call waiting music
  - Place a call on hold
    - While active on a call, select the **Hold** icon
    - **Call on Hold** will appear next to the caller ID
    - Press **Hold** again to resume the call
- Conference
  - Ability to add an additional caller to an active call (3-way calling)
  - Conference in a user
    - On a active call the **Conference** icon
      - *Original caller will be hold*
    - Enter the phone number or extension
    - Select **Add Call**
    - On the Upper right hand corner select **1+**



- Click on the **Merge** icon



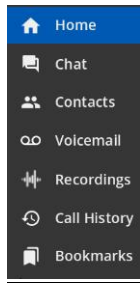
- Additional Conference settings



- Hang up Current Call and Pick the new one
- Swap Calls
  - Puts one caller on hold and answer the other call
- Hang Up
  - Drops the current call

- Transfer Options
  - Transfer (Blind Transfer)
    - Transfer call **without** warning the called contact
      - On a live call, select the **Transfer** icon
      - Select **Transfer**
      - Add **Contact** or enter **Extension**
      - Press **Add Call** to complete
  - Attended Transfer
    - Transfer the call and notify the transferred party
      - On a live call, select the **Transfer** icon
      - Click on **Attendant Transfer**
      - Add **Contact** or enter **Extension**
      - When 3<sup>rd</sup> party answers select **Complete Transfer**
        - Select the **End call** icon to cancel the transfer
  - Move To Mobile
    - Transfer the call to Mobile App (must be logged in)
      - Select **Transfer**
      - Click **Mobile**
      - The call will start ringing your mobile app
      - Answer the call on your **mobile app** (you must be signed into the App)
  - Move To Desk Phone
    - Transfer the call to your Desk Phone
      - Select **Transfer**
      - Click **desk phone**
      - The call will start ringing your desk phone
      - Answer the call on your **desk phone**
  - Transfer call directly to a Mailbox
    - On a live call, select the **Transfer** icon
    - Click on **Transfer**
    - Enter the **Extension** and **\*** (**star**) - example 100\*
    - Press **Add Call** to complete
- End Call
  - Hangs up the current call

## Tool Bar Functions:



### Home

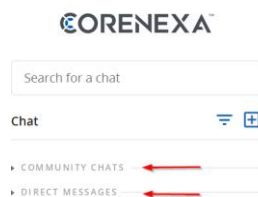


- Home screen with Calling and Meeting

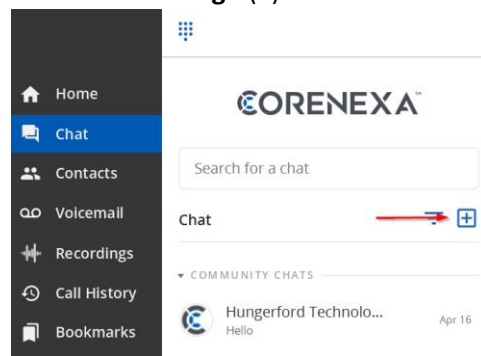
### Messages

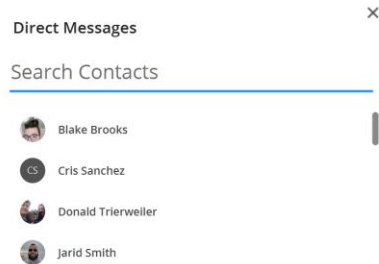


- CHAT
  - Starting a Chat
    - Select the **Messages** icon on the left tool bar
    - Select the **down arrow** and select **Chat**
    - Select **Community Chats or Direct Message**
      - Type the name (s) of employee in the **To:** section
      - Select the **Arrow** icon or press **Enter** on your keyboard
      - Start typing and then **ENTER** to send your chat



- Direct Message
  - Select the **Plus sign (+)** icon for a **Direct Message**

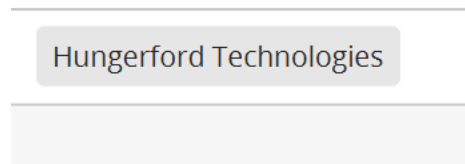




- Search for Contact

- Community Chat

- Allows you to send a Message to your ALL Users of your hosted phone environment



- Message Notification
  - Message icon will identify the number of unread messages

## Contacts

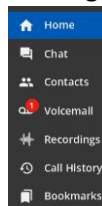


- Community
  - Displays Favorites, Online, and Offline.
  - This shows presence of UC users
  - **Does not** display presence of desk phone users

## Voicemail



- Listen to your Voicemails
  - Select the **Voicemail** Icon
  - Select the voicemail **message** you wish to listen too
  - Play, Download or Delete the vm
- Voicemail notifications
  - Message icon will identify the number of unread messages



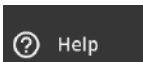
- Accessing Voice Mailbox options
  - Dial \* + mailbox extension number
  - Example: \*100
  - Enter VM Pin

## History



- Select the History Icon to view call History

## Help



- Lower left of the screen
- Click on the Visit our Help Page

[Visit Our Help Page](#)

[About CoreNexa](#)

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# **Voicemail Options:**

## **Mailbox Menu**

- Follow the **Accessing Voice Mailbox options** steps
  - **Enter 1:** New / Old message
    - \* Asterisk: rewind
    - fast forward
  - **Enter 2:** To change folders (do not use)
  - **Enter 3:** Advance Option:
    - 5. To leave a message for another user
    - Press 1 to enter an extension
    - Press 2 to use the directory
    - \* To return to main menu
  - **Enter 0:** Mailbox Options (Greetings – see steps below **Voicemail Greetings**)
    - 1. Record unavailable message
    - 2. Record busy message
    - 3. Record name
    - 4. Record temporary greeting
    - 5. Change password
  - **Enter \*:** To Return to main menu
  - **Enter #:** To Exit



- **Voicemail Greetings**

- **Unavailable Message**

- This is the message users will hear if you do not answer your phone, a message is directly transferred to your voice mail, or you have not recorded a Busy Message.
    - Unavailable Message is also the option you will need to record if you have any General Mailboxes.

- **Busy Message**

- This is the message that callers will hear if you are on the phone or your DND (do not disturb) is active. If you do not record a Busy message, caller will hear your Unavailable message.

- **Name Message**

- You will want to record your Name if you have an Auto Attendant with dial by name as an option).

- **Temporary Greeting**

- This is the message users will hear if you are out of the office or on vacation.
      - After the tone, please record your temporary greeting, then press #
        - *Press 1 to accept this recording*
        - *This message has now been saved*
        - *Press 2 to listen to your temporary greeting*
        - *Press 3 to re-record your temporary greeting*
    - After you have accepted your recording, you will hear:
      - *There is a Temporary Greeting that overrides your Standard Greeting (unavailable message)*
    - The next time you access your voice mail you will need to access Voice Mail Options **(0)**
    - You will hear:
      - *there is a temporary greeting that overrides your standard greeting*
    - This will loop back to Option 0 (Mailbox Options).
    - If you choose Option 4 (Temporary Greeting), then you will hear:
      - *Press 1 to record a Temporary greeting.*
      - *Press 2 to erase your Temporary greeting*
    - If you Erase your temporary greeting it defaults to your **Unavailable and Busy message**.

## **Admin:**

### **Access the Admin Portal**



- Click on the **Grid icon** or **Apps (Applications)** on the left toolbar
- Select **Automation Manager**
- A new tab will appear
- **Reference our Admin Guide for managing the pbx settings**

## Other Applications:

### Mobile Download

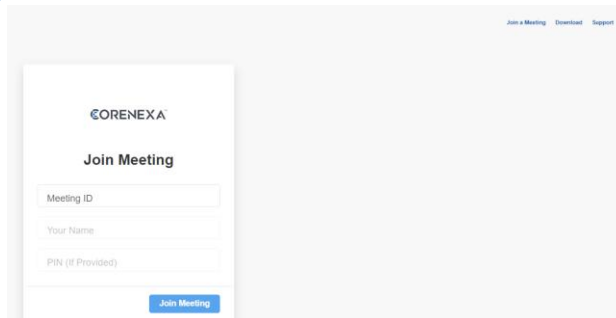
- Click on the **Grid icon** or **Apps (Applications)** on the left
- Select **Mobile Download**
- This will give you direct links for the Apple App Store and Google Play Store
- Download the desired app
- Login into the app
  - Use the QR code from **2. Log into Corenexa Mobile**
  - The app will give you the option

### Desktop Download

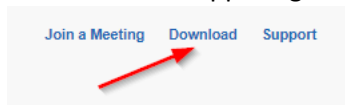
- Click on the **Grid icon** or **Apps (Applications)** on the left
- Select **Desktop Download**
- A new tab will appear
- Select the correct installer
- Run the installer
- Accept the default options

### Other ways to download the desktop App

- <https://meet.corenexa.com/>



- Select Download in upper right corner



- A new tab will appear
- Select the correct installer
- Run the installer
- Accept the default options