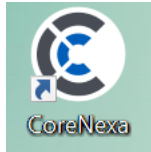# **Hungerford Technologies LLC**

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**
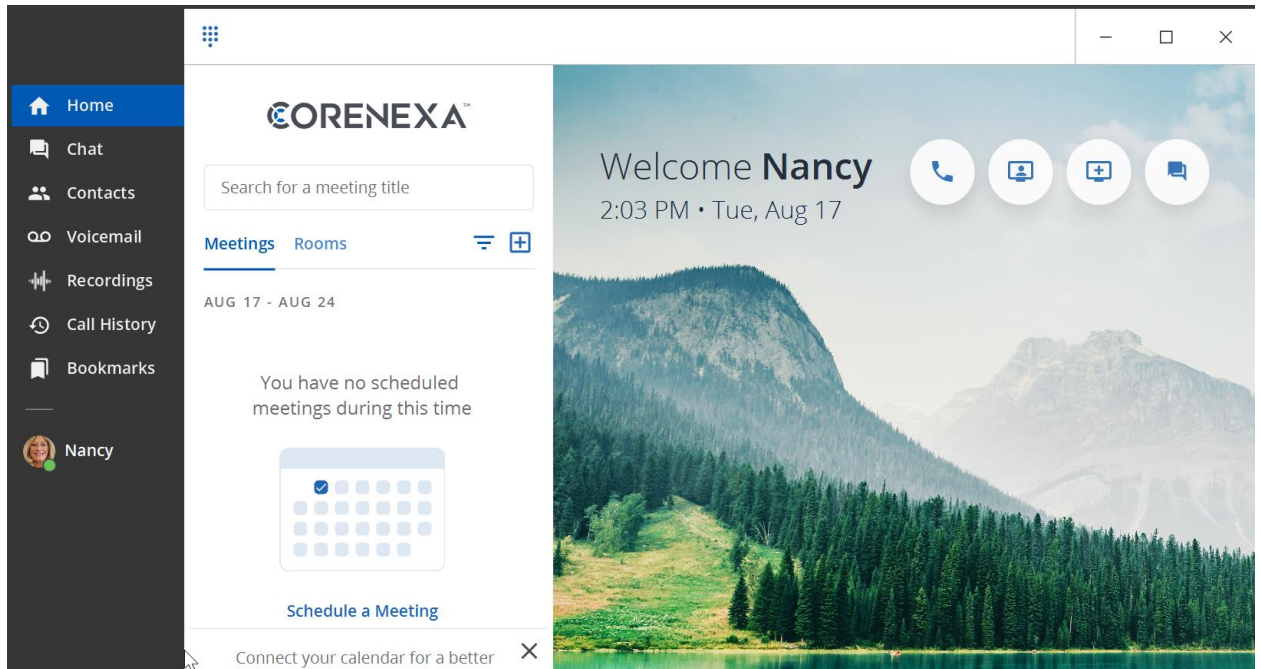   - **Passcode:** Select **Forget Your Password**

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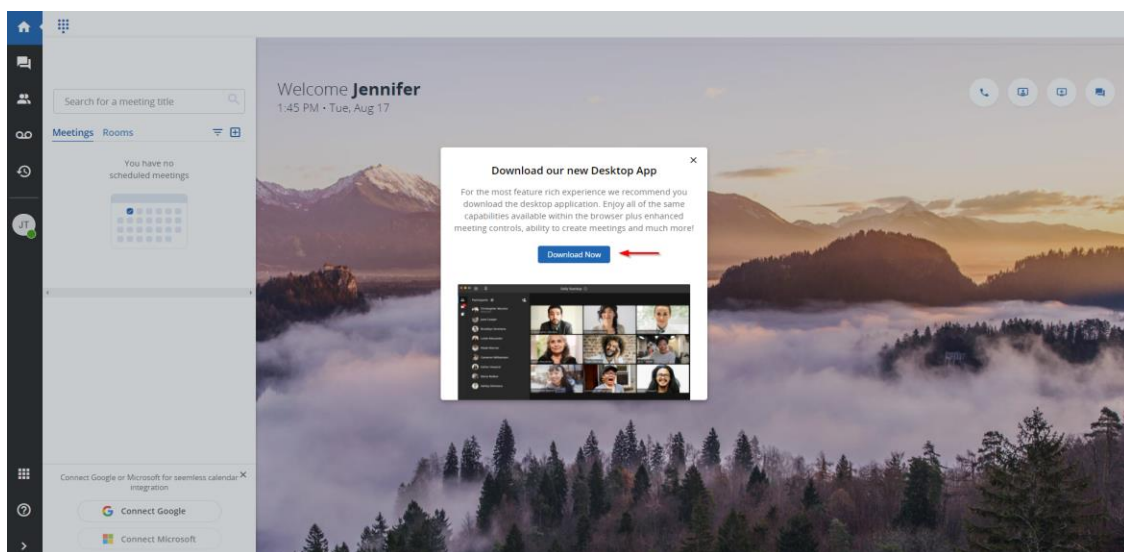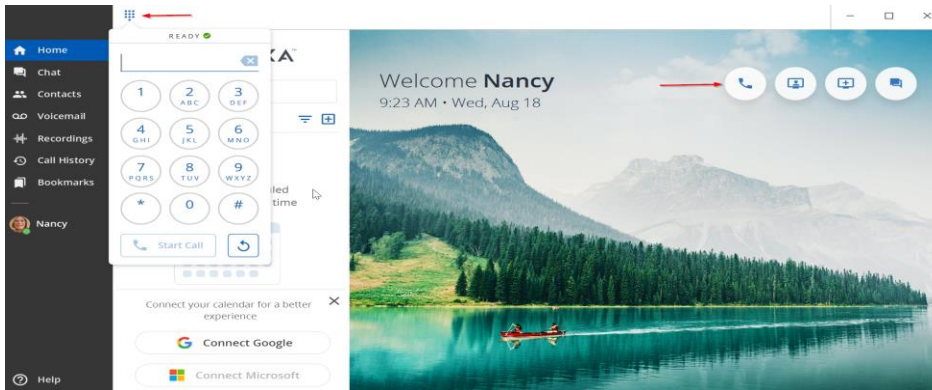

- Select Download Now

- 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
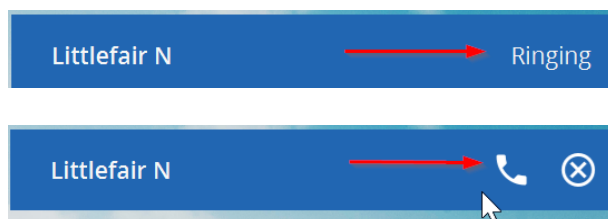- Click on the **Phone** icon from the Dial Pad to initiate the call

- 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
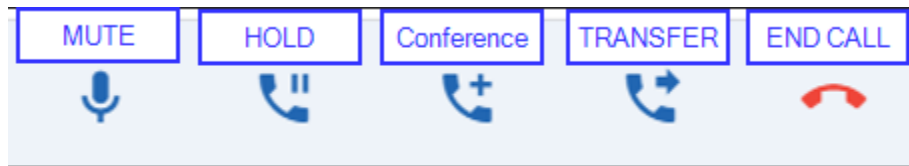
- Mute
  - Mutes local audio during calls and conferences
  - Turn on Mute
    - While active on a call, click on the **Mute** icon to enable
    - To turn off Mute, select the **Mute** icon (Red)
- Hold
  - Places a caller on hold, caller will hear call waiting music
  - Place a call on hold
    - While 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
  - Abiltiy 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
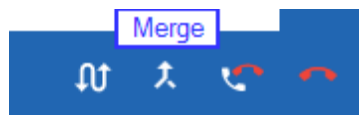

  - Additional Conference settings
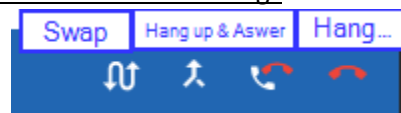
    - Hang up Current Call and Pick the new one
    - Swap Calls
      - Puts one caller on hold and answer the other call
    - Hang Up
      - Drops the current call

- 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 3rd 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**
    - **E**nter the **Extension** and *** (star) -** example 100*
    - Press **Add Call** to complete
- End Call
  - Hangs up the current call
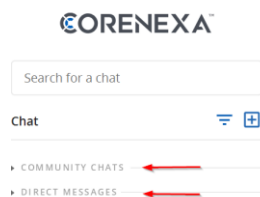
Tool Bar Functions:
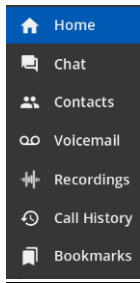
Home

- 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**
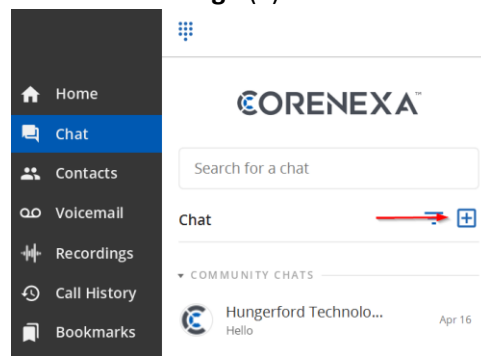
Direct Messages ×

Search Contacts

👤 Blake Brooks

CS Cris Sanchez

👤 Donald Trierweiler

👤 Jarid Smith

- ▪ Search for Contact

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

Hungerford Technologies

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

Contacts

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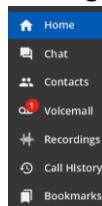
Voicemail

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

- <u>Accessing Voice Mailbox options</u>
  - o Dial ***** + mailbox extension number
  - o Example: *100
  - o Enter VM Pin

<u>History</u> 🕐 Call History

- Select the History Icon to view call History

<u>Help</u> ⊘ Help

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

Visit Our Help Page

About CoreNexa

<u>Voicemail Options:</u>

<u>Mailbox Menu</u>

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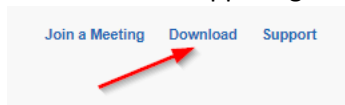
Desktop Download

- 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/**
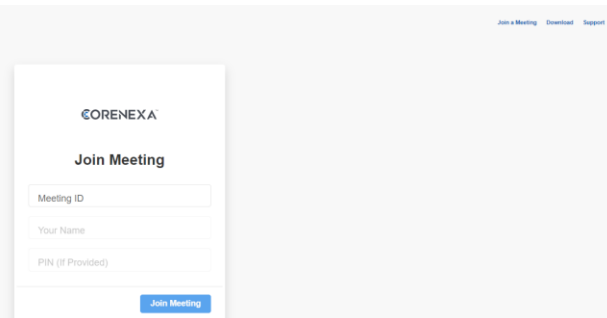
- Select Download in upper right corner

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