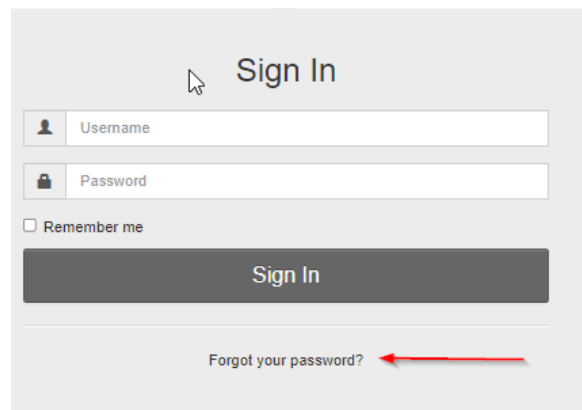# **Hungerford Technologies LLC**

Unified Communications

** Click to view video guide

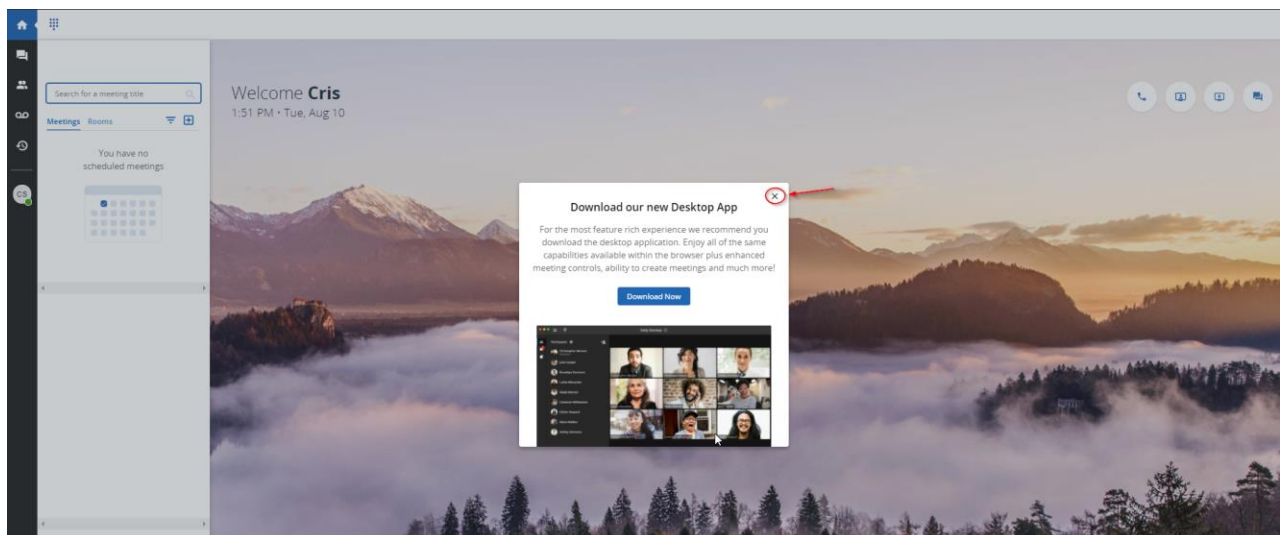## How to log into the website

- **Website:** **https://pbx.hungerford.tech/**
  - o *Make sure to use **CHROME** as your browser*
- **Login**
  - o **Username**: Enter your **company email address**
 - o **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

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 and click on the **Phone** icon from the Dial Pad
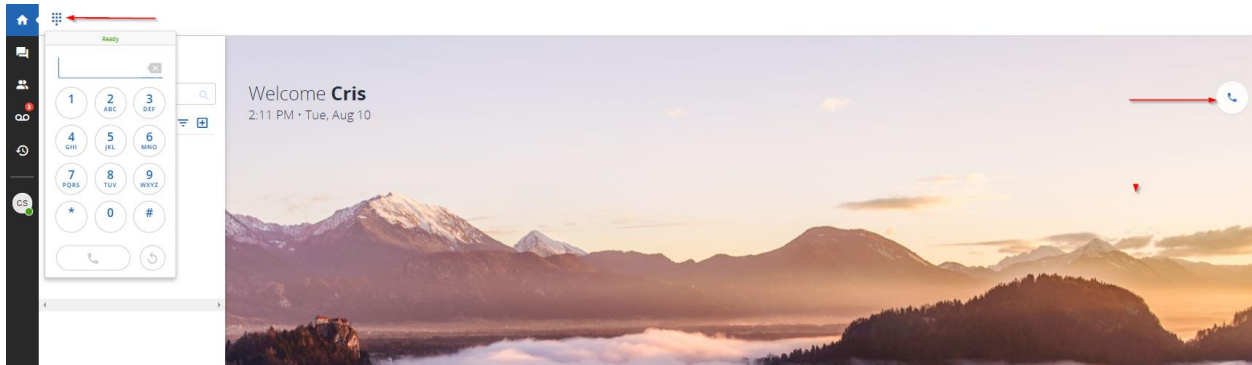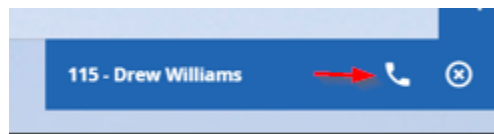

- Once active on a call you will see: **Mute, Hold, Conference, Transfer, End Call**
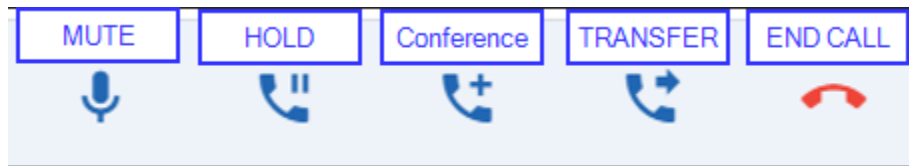

Incoming Call

- 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**

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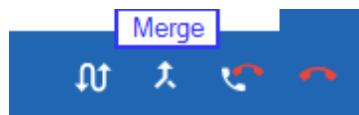
    - Additional Conference Settings
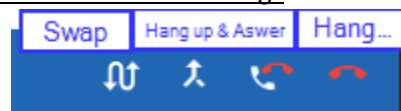
        - Hang up Current Call and Pick the new one
        - Swap Calls
            - Puts one caller on hold and answer the other call
        - Hang Up
            - Drops the current call

- 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
      - 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)
    - 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 the **Plus sign** (**+**) icon
            - Open: able to message multiple people
            - Private: chat directly to one user
        - Select **Open** or **Private**
            - 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
    - Message Notification
        - Message icon will identify the number of unread messages
- SMS Text
    - Starting a SMS Message
        - Select the **Messages** icon on the left tool bar
        - Select the **down arrow** and select **TEXT**
        - Select the **Plus sign** (**+**) icon
        - Select **New Text**
        - Type the phone number in the **To:** section
        - Select the **Arrow** icon or press **Enter** on your keyboard
            - *press **Enter** twice*
        - Start your message
    - Message Notifcation
        - 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

- Speed Dial
    - Create Speed Dial
        - Select **Edit**
        - Select the **Plus sign** (**+**) icon
        - Fill **Number** and **Label**
    - How to call a Speed Dial
        - Click on **Number Pad**
        - Enter **# plus Speed Dial number** *(example: #2)*
        - Select **Phone**

Voicemail

- Listen to your Voicemails
    - Select the **Voicemai**l Icon
    - Select the **voicemail**
    - Play, Download or Delete the vm
- Voicemail notifications
    - Message icon will identify the number of unread messages
- Acessing Voice Mailbox options
    - Refer to the **Outbound Call** section
    - Dial ***** + mailbox extension number
    - Example: *100
    - Enter VM Pin

History

- Select the History Icon to view call History

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

- 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**
  - o 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.
  - o 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.
  - o Name Message
    - You will want to record your Name if you have an Auto Attendant with dial by name as an option).
  - o 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 #
        - o *Press 1 to accept this recording*
        - o *This message has now been saved*
        - o *Press 2 to listen to your temporary greeting*
        - o *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 Moible**
  - 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